Anglais

SHARED DECISION-MAKING APPROACH TO CARE

Your stay in the Adult Psychiatry Service



Hôpitaux Universitaires Genève

Fondation privée des HUG

Introduction

Our Adult Psychiatry team provides patient-centred care, listening closely to your needs and supporting you throughout your hospital stay. Your care is coordinated to provide you with personalised follow-up.

Shared decision-making

Our medical team is here to support you during this difficult time. We will work with you to make shared decisions about your care, helping you to remain independent while supporting your recovery.

Your voice matters

During your hospital stay, we will work with you and for you to ensure you are involved in all decisions concerning your care. We will discuss your treatment options openly with you and any loved ones you may wish to include.

Our medical team will:

- inform you about all aspects of your stay, using clear and accessible language
- never make a decision without first asking for your opinion and encourage you to take an active part in your care
- take into account your values, your preferences and the things that support you in your daily life
- include members of your support network in your care, if you wish

Focusing on **your recovery**

Being in hospital can be difficult, but our aim is to provide you with a supportive environment to help you through this crisis and begin your recovery. Even when facing significant mental health challenges, there is always hope that the future will be different.

Your path to recovery

Recovery in mental health does not always mean being 'cured'. It is often about making steady progress towards a more balanced way of life, centred on your priorities. We aim to help you regain your independence and return to your daily routines and social life, while taking into account any challenges or difficulties you may face. It is a personal process, which can sometimes be long and challenging. Every patient's journey is unique.

Your resources and strengths matter

You have many strengths and skills, even though it may not always feel like it. Our healthcare team will work with you to help you identify and build on these strengths. Your personal resources (such as hobbies, sport, work or spirituality), your family and friends, and your community are all key allies in your recovery.

Supporting your recovery

During your time in hospital, our care and support will be centred on your recovery. Sharing your knowledge and experience of your condition will help us get to know you better. To ensure we provide care tailored to your individual needs, we will take into account your home environment, personal values, skills, available resources and any daily challenges you may face.

Your personalised care plan

At the start of your hospital stay, we will work with you to develop a personalised care plan based on your individual needs and goals. The care plan is designed to support you throughout your time in hospital and after you are discharged.

What is the aim of your personalised care plan?

- To help us create treatment options based on your resources and skills.
- To guide individual sessions and weekly visits.
- To help prepare for your discharge by reviewing your goals.
- To ensure continuity of care if your follow-up continues at an outpatient psychiatry and psychotherapy centre (CAPPI).

How is your care plan defined?

At the start of your hospital stay, our team will hold one or more sessions to go over your care plan with you. This will be an opportunity for you to discuss your goals during your hospital stay and how we can best help you achieve them. Your care goals cover everything that can affect your quality of life, from managing specific symptoms to tackling social challenges (like housing, work or finances) and any difficulties in your relationships.

These goals are regularly reviewed and adjusted based on your progress. We will create your care plan in your presence, and it will be signed by you and members of your clinical care team. You will receive a copy.

What does it include?

This follow-up document:

- reflects your outlook on the challenges you face
- specifies your resources and the people who support you
- lists your care goals
- outlines the healthcare team's proposed treatment options: individual, group and medication-based

What about medication?

We will discuss medication with you and include it in your personalised care plan.

We will adjust your medication throughout your stay depending on its effectiveness, any changes in your health status and any side effects you may experience.

We will also consider your past experiences with medication to ensure your treatment is tailored to your needs.

What can you expect from your healthcare team?

All staff in the Adult Psychiatry Service will:

- respect your rights, your autonomy and your freedom of choice
- support your recovery plan
- encourage your participation in decision-making
- draw upon your personal resources
- adapt care to your pace
- use clear and respectful language to ensure a shared understanding of your challenges

How is care organised in your unit?

The unit's medical team is organised into three clinical care teams, each consisting of a resident doctor and several nurses. Other members of the team provide support as required, including social workers, psychomotor therapists, occupational therapists and psychologists.

What is the role of your clinical care team?

By always being there for you, your clinical care team can ensure continuity of care.

- At least one nurse from your clinical care team will be present every day (Monday to Friday).
- Your team will plan your care, visits, meetings and leave with you.
- They will communicate with your support network (GP, therapist, loved ones, etc.).
- If you need to return to hospital, the same clinical care team will provide your follow-up care, unless there are exceptional circumstances.

In addition to your clinical care team, which is responsible for monitoring your progress, all other staff are available for daily support.

How is your week organised?

Meeting your clinical care team

Once a week, you will have a 20-minute meeting with your clinical care team to:

- review your care goals using your personalised care plan
- plan your individual sessions, therapeutic groups and outings
- receive a weekly schedule showing appointment times

Your weekly schedule

This document helps you organise your days and your care. Provided by members of your clinical care team, it:

- details the weekly activities and groups available (creative workshops, physical activities and therapeutic groups)
- allows you to note the times of your individual sessions with members of your clinical care team, your medical appointments, your leave, etc.

Collaboration with your loved ones and your support network

Your care network (life partner, family, healthcare professionals, associations, living environments or workplaces) plays an essential role in your recovery. It helps ensure continuity of care following your discharge and facilitates coordination with the hospital.

Who will be in contact with your network?

Once you have been admitted, and with your consent, your clinical care team will get in touch with:

- your doctor or outpatient therapist
- your loved ones
- social services or organisations that support you

What role do your loved ones play in your care?

Your loved ones are not just bystanders; with your consent and respect for your wishes, they can become active partners in your care. By sharing their experiences, they can better understand the challenges you face. These key contacts are included in:

- defining your care goals
- organising your leave
- preparing for your discharge

How can we best include your loved ones in your care?

To encourage dialogue and open communication, your clinical care team will welcome your loved ones, listen to them and provide guidance where necessary. With your consent, your loved ones may join you for appointments and meetings.

Safety measures and restrictive practices

In certain situations where you or others may be at risk, the team may need to use safety measures and restrictive practices to limit your freedom (such as a locked room in isolation or treatment against your will). These restrictions remain exceptional and are strictly regulated.

You have the right to appeal these restrictions or an involuntary hospitalisation for treatment or care (Placement à des fins d'assistance – PAFA) to the Adult and Child Protection Court (Tribunal de protection de l'adulte et de l'enfant – TPAE). In this case, the team will provide all the necessary information and documents. Even during these challenging times, your voice matters, and you will have the opportunity to share your experience during an interview.

What principles does the team follow?

- Restrictive practices are a last resort.
- The medical team will discuss the decision with you and explain how the restriction will be applied. The team will work with you to make the best possible arrangements to reduce any negative impact.
- Any restrictive practice requires sustained therapeutic support.
- You will be given a clear explanation regarding the end of the restriction.

What support is provided after a restrictive practice?

Undergoing a restrictive practice can be a difficult and even traumatic experience. This is why we systematically offer a follow-up consultation after any restrictive practice in order to:

- share your feelings
- understand what happened
- reduce the negative impact of this restriction on you
- allow therapeutic work to continue
- learn how to prevent these restrictions in the future
- improve practices for the future

Participation in this consultation is entirely voluntary.

What other restrictions may be applied during my stay in hospital?

Depending on your health status, the medical team may need to implement temporary restrictions, such as reducing the amount of leave or restricting access to certain personal items. To limit these types of restrictions and their negative impact on your hospital experience, the team will:

- seek the best possible compromise between your wishes and the risks related to your health status
- discuss the restrictions taken with you
- justify them and record your disagreement in your medical record
- lift them as soon as possible.

Preparing for your discharge

Preparing for your discharge is an essential part of your hospital stay.

You and your clinical care team will decide on the steps needed to ensure the best possible discharge. The team will also discuss with you and your loved ones ways to help prevent relapses and crises.

What does preparing for your discharge involve?

- Assessing the objectives listed in your care plan.
- Organisation of outpatient follow-up.
- Discussion regarding housing.
- Dialogue regarding your activities outside the hospital.
- Collaboration with your loved ones and your support network.

How can potential challenges be anticipated?

One of the objectives of your hospital stay is to help you prevent and manage future crises. Your loved ones, as well as your entire support network, staff and healthcare professionals, will support you in these preventative steps. These steps are based on identifying early warning signs and discussing interventions that can be implemented quickly to limit or prevent a crisis.

Towards the end of your stay, members of your clinical care team will work with you and your support network to develop a joint crisis plan that respects your choices and preferences.

What is a joint crisis plan?

A Joint Crisis Plan (JCP) is a recent form of advance statement in mental health. It is used to prevent and better manage any potential future crisis by taking into account the preferences of the person concerned regarding care and treatment.

This document defines your needs, your possible reactions and the interventions that help you. Together with your clinical care team, you will identify the early warning signs of a crisis and what may trigger it. You will then agree on the treatments and interventions you would like to receive in the event of a crisis, as well as any interventions you wish to refuse.

↗ plandecriseconjoint.ch

What is the role of the Mediation Unit?

If you have experienced a problem during your hospital stay, you may contact the HUG Mediation Unit. This service allows you to voice any problems you may have experienced during your hospital stay.

↗ www.hug.ch/mediation

Keep your personalised care plan and other documents here

My clinical team

Useful information

Patient advocates

Patient advocates are available to anyone hospitalised within the Department of Psychiatry and can be requested at any time. Appointed by the State of Geneva and independent of HUG, patient advocates are empowered to help you exercise your rights and can accompany you whenever you meet your healthcare teams. This support is free of charge and anonymous.

☎ 022 733 40 00

↗ conseillers-accompagnants.ch

Pro Mente Sana

Association for the rights and interests of people living with mental health conditions. Free legal and psycho-social advice.

↗ promentesana.org

Recovery College

Association offering public courses on wellbeing, resilience and mental health recovery. Courses are co-led by a trainer and a mental health practitioner.

↗ www.recoverycollege.ch

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