

Individualization and Standardization of Mental Health Care

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Outline

- What does 'individualization and standardization' mean?
- Person-centred qualityrights based mental health care
- Person centred: disease, disorder, illness
- Models of mental health care
- Person-centred model
- Standard of care vrs quality rights

What does 'individualization and standardization' mean?

- Background check with one of the organisers of this programme indicated, how do we treat the individual as a unique human being in all his dignity with all human rights respected, and not merely as 'one of them' (individualization) while going strictly according to the best standard of care (standardisation)
- That means regarding the client as A PERSON, a human being, with unique attributes, (Person centred) and according to standards (standardization)
- Hence 'Person-Centre QualityRights based Mental Health Care'

Models of mental health care

- Charity model
- Biomedical model
- Social model
- Bio-psycho-social model
- Person-Centred Human rights based model = Person-Centred QualityRights model

The charity model

- The charity model sees people with mental health conditions as helpless victims who are dependent on others.
- The model relies on the goodwill and benevolence of others to care for and protect people with disabilities.
- The charity model is disempowering.

Biomedical model

- According to this model there is something biologically and medically wrong with the person with mental health condition requiring medical treatment
- We know this view is not adequate for the human being is a total human being – biological, psychological and social

Social model

- This model looks at disease as being caused by the environment, the society and culture
- This view is not adequate as it ignores the other aspects of disease causation, like the role of germs and other physical causes.

Bio-psycho-social model

- This is closer to the truth as it looks at the totality of the causes of disease, in this case mental illness as Biological, psychological and social
- However, something is inadequate
- This model tends to treat everybody as being the same and even sometimes devoid of their dignity.

Person-Centred QualityRights model

- This model is bio-psych-social plus it considers the individual human being with his own rights and in the best standards as possible.
- It is the totality of care and the current state of the art model of care

What is person-centred care?

- The care that recognizes the individual as unique person with his own individual characteristics which he brings to bear on his illness
- Disease, disorder, illness and sickness
- Illness is the individual's reaction to the disease condition
- Sickness is the social impact of the disease or disorder
- Different individuals will manifest their condition differently, hence they will be ill differently
- Care plan must therefore be individualized, or personalized, person-centred

- Another concept of person-centredness:
- The individual client is a human being and not a tool
- He deserves dignity and respect
- (Barber/salon example)

Individualized plans to explore sensitivities and signs of distress

- Individualized plan - the person identifies their sensitivities and signs of distress as well as strategies and actions that they themselves or others can take to respond to the situation.
- Developing individualized plans may be useful for understanding what makes them feel distressed, anxious or angry and how others can respond, respecting their wishes and preferences.
- Some people may want to develop a plan on their own, while others may want to involve trusted persons in the process

What is an individualized plan?

- A care plan developed by an individual client as an opportunity for others to understand what the emotions and feelings of the person are in certain situations and to discuss effective ways to meet their needs when this situation occurs and in the longer term.
- Individualized plans can help to resolve tense situations more effectively without the use of coercion, abuse or violence.
- The person developing the plan should have the possibility to let all relevant people – including mental health and other practitioners, families and care partners – know about its existence so they know how to support the person in an effective and acceptable way.

- It is important that they understand their own sensitivities and identify calming methods that also work for them so that they do not contribute to creating a tense situation or making a situation worse.
- When an individualized plan is made well, it can be beneficial to everyone concerned and can provide for a better environment within the service or at home.

- Individualized plans are unique to each person.
- They focus on the needs of the individual and not the needs of the service.
- Very often services are geared towards following procedures or doing things for ease.
- A plan requires adaptability, flexibility and also creativity.
- Individualized plans are developed by the person concerned and, if they wish, other people they want to involve.
- Individualized plans identify sensitivities and signs of distress.
- Individualized plans include strategies to respond to sensitivities before a situation escalates.

Quality Rights-based mental health care

- Mental health care that recognises the full human rights of the client
- That the client has a right to participate fully in society like any other person
- The right to have reasonable accommodations made to enable them to fully participate in the society
- Right not to be discriminated against
- Discriminatory attitudes of employers must be prohibited by law and sanctioned when they occur.
- Care that recognises that this client has a right to employment on an equal basis with others and to reasonable accommodations made in their workplace.

- Care that recognises that the client has a right to take part in social activities,
- Policy makers and the government should remove obstacles that make it difficult for a client to be with other people in society.
- People should have a right to access quality health services on the basis of their free and informed consent.
- A right to be treated on the same basis as somebody with a physical health problem

- QualityRights based care should be in line with the provisions of the United Nations Convention on the Rights of Persons with Disability (CRPD) and in line with UN Convention on Human Rights
- These instruments make mental health care a human rights and must be respected as such
- Persons with mental illness should have their human rights fully respected, fulfilled and protected.

Conclusion

- Every client is first and foremost a human being, not an object or tool
- Every human being deserves respect and dignity
- His human rights must be protected
- Every client deserves to get the best care, no compromise of standard
- Giving standard care to every client, assisting him draw his care plan, respecting all his rights, is Person-Centre QualityRights based care.
- This recognizes the uniqueness of the individual and his peculiar circumstances of his illness.
- This is individualized and standardized mental health care.

Thank you