

Title: C1L5**Topic: Supporting the psychosocial needs of the patient****Instructor: Ashley Hay**

Welcome back. We are on the last lesson for one, so one lesson five. We're gonna look at supporting the psychosocial needs of the patient. Really important, and as a surgical tech, you really contribute to the patient's well-being overall. So, not only do you help for their physical health, you also help their psychological health as well.

So, just realising that, you know, this is your job and you show up every day, day to day, and see patients in and out, and you feel it's very easy, normal, you know, just kind of get them in and get them out, and everything turns out great. You have to realise that for this patient, it is, you know, very much a traumatic and sometimes a life-changing event. And always remembering that, you know, these patients don't want to be there per se.

And just put yourself in their shoes. If you were undergoing a surgery, that is a very big day in your life, and you have a lot of fears and concerns and anxieties and hope, you know, different kinds of outcomes. So, it's really just always practice empathy and compassion. And even if, you know, you show up every day to this job for years and years, it's always remembering that for this patient, it is a really big deal. And they don't see the setting the same way that you do as a provider.

So, it's really just kind of recognising that everybody is incredibly unique, and patients have all different kinds of physical and social and psychosocial needs. So, the way that we can kind of get some of these details through the patient is good communication. So, really just kind of talking with them and seeing where their concerns may or may not lie. Just really observing the patient accurately, looking through the patient record and history. Is this their first surgery ever? Have they been through a lot of really difficult surgeries before? And maybe, you know, they're kind of struggling a little bit, you know. And then also getting information from others, so other providers that may be familiar with this patient or other caregivers that are present.

But just remember, you know, you really do make quite a difference in your interaction with these patients who are coming to you. And, you know, there's a lot of fear and anxiety related to surgery. This is incredibly common. And I think, you know, some common issues, I guess, that patients bring up to us as providers, you know, they worry about complications. And it's important to not just kind of say, you know, kind of like push those away, because they are real and they do sometimes occur. And, you know, patients need to be made aware of that. But at the same time, we also need to lead with, you know, you know that you're hopefully, you know, in good hands. You know, the provider has done this surgery X amount of times or how many years. You know, we're here to support you. You tell me what's concerning you. You tell me.

So, not always just negating what they're saying and telling them it'll be fine, but really actively listening to them. And often, that's all that a patient needs, is for you to just sit there. And if it's appropriate, you know, use some therapeutic touch and hold their hand

and just give them five minutes of your time, if you can, to allow them to express their fears before they go under anaesthesia.

Some other, you know, very common and honestly very appropriate fears from patients, if they've never experienced anaesthesia before, you know, the thought of being put under and put to sleep with the use of medication, it is quite scary if you've never had it done before. They worry about the amount of pain. You know, will my pain be controlled, or will I wake up in an incredible amount of pain? How will that be taken care of? You know, those are great questions. If they do come up, escalate to the nurse or the provider.

You know, these patients are undergoing the loss of control, right? Because they are ultimately coming and being submissive to the care team, who now has their life in their hands. So, all of these things can be very nerve-racking for patients. And then, of course, you know, they worry about certain things. Loss of privacy. You know, we have, you know, certain private areas for patients during particular surgeries. Of course, you know, while the patient is awake, maintaining, you know, any sort of proper draping and trying to make the patient as comfortable as possible while they are awake, blanket strips, what have you, is incredibly important.

And then, of course, you know, there are very real fears regarding surgery, or even death from surgeries. And some of the patients that you see, depending on what specialty area you will go into, you know, these are very real fears, and these are very real complications that we take, hopefully, every measure to prevent from occurring. But the patient is very rational in having those fears.

So, really listening to what their needs might be, that kind of brings us to Maslow's hierarchy of needs and why that matters. So, there, you know, are a number of different needs that are covered in this lesson. Please watch the video and definitely take great notes in your e-book. Maslow's hierarchy of needs is a very common question on exams across all different kinds of certification and provider exams within the healthcare space. And that's because it's really, it's an important theory about human needs.

So, a little bit of the basics of it. It was a psychologist named Maslow who developed his theory in the 1970s, and he showed this model. And it's depicted kind of as a triangle. So, the bottom of the triangle is, thinking about it like your foundation and your most basic needs. And once those are met, then we have additional needs that, you know, are able to be addressed if the foundation is solid.

So, those moving upward to the middle of the triangle are your psychological needs, things like belonging and love. And then, if those were met, we're able to kind of look at additional needs in terms of self-fulfilment. So, that's shown at the top of the triangle there. That's things like, you know, achieving a full potential and feeling like you had a purpose in life. So, there's all of these different levels. There's five in total that kind of make that up.

If you are not familiar, definitely get yourself familiar with that aspect, because I guarantee you will see it come up very often. So, I know that we talk a bit about, you know, patient communication and active listening and therapeutic touch if it's appropriate. But really remembering that supportive patient communication is absolutely key, especially before surgery.

So, active and supportive listening, you know, what does that really look like from a provider? So, making eye contact and listening, you know, actually listening and being attentive, being present for them in that moment, avoiding distractions. So, you know, this is not possible often, because as healthcare providers, we're quite busy, and we have multiple patients. But if you can even, you know, just tell this patient, "I have five minutes to dedicate to you. I'd like to just sit with you and be able to kind of listen, if that's okay," and see if they're willing to take you up on it, you might be surprised.

So then, you know, like we said, when they do relay these very real concerns, I think it's assuring them, so providing assurance that you hear what they're saying. And it's normal and it's common to have these fears. And, you know, that you're hearing them, that's number one. That will absolutely help them. And then, you know, giving some reassurance, you know, whatever capacity you're able to do that for. There's a few examples within the lesson.

And then, also providing clarification. So, if they have any questions about maybe, you know, arrangements after surgery, or how they're gonna get home, or who's gonna care for them, things like that, you know, it's important to be able to give them that information.

OK, so yeah, I think that's it for me, and I hope you found this helpful, and I'll see you next time.