

Supporting the Psychosocial Needs of the Patient

Introduction to Surgical Technology



Lesson Objectives

1. Define patient-centered and outcome-oriented care
2. Discuss the basis of human needs as described in Maslow's hierarchy and Roger's humanistic theory
3. Discuss a person's needs for safety, belonging, esteem, and actualization
4. Discuss preoperative patient fears and their basis
5. Define spirituality as it applies to patient care
6. Discuss special needs patients and their psychosocial care in the perioperative environment

Introduction

- ST directly contributes to the patient's physical and psychological well-being
- Every patient is unique, and a positive surgical outcome depends on patient-centered care
- Empathy for the patient evolves from recognizing the patient's physical and psychosocial needs.
- Needs revealed through:
 - Information from others
 - The patient's records
 - Accurate observation
 - Good communication with the patients



Maslow's Hierarchy of Needs

- In the 1970s psychologist Abraham Maslow developed a theory about human needs. His model, known as Maslow's hierarchy of human needs, is depicted as a triangular hierarchy of needs.
- Model taught as a way of understanding and helping patients cope with the health care process
- Must fulfill lower levels of need before moving upwards

Levels of Needs

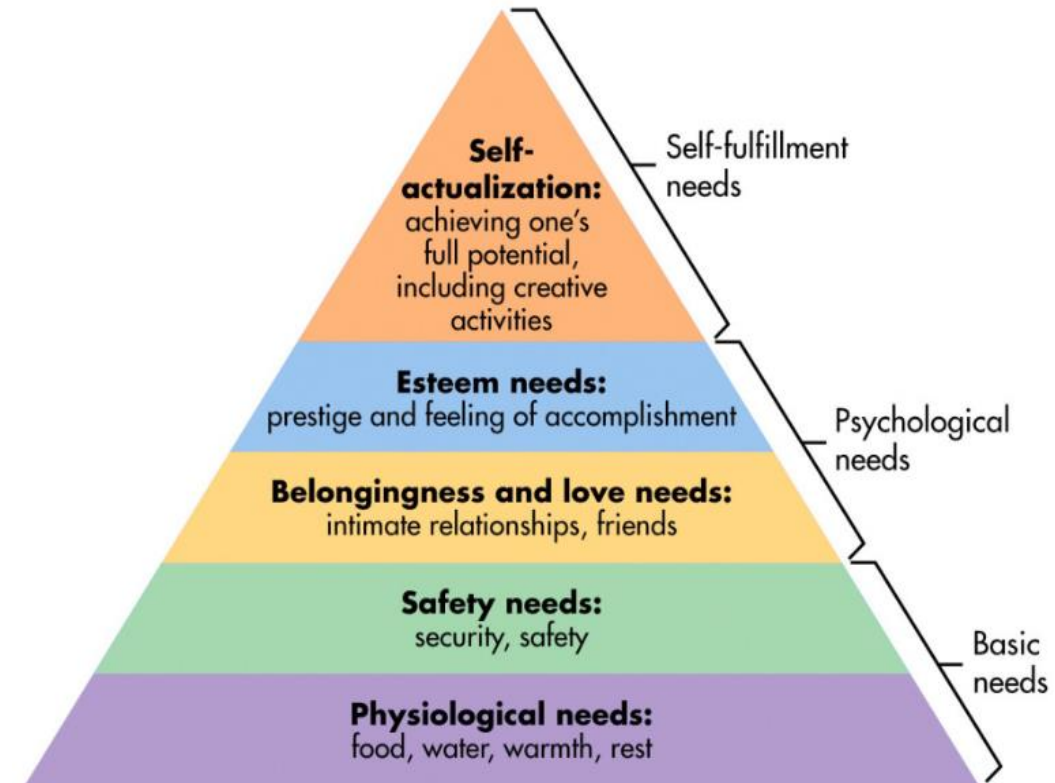
Level 1: Physiological Needs

Level 2: Safety Needs

Level 3: Love and Belonging

Level 4: Esteem Needs

Level 5: Self Actualization



Maslow's Hierarchy of Needs

Physiological Needs

- Nutrition and water
- Shelter
- Air and oxygen
- Rest and sleep
- Elimination
- Movement
- Freedom from pain

Psychological and Social Needs

- Safety and security
 - Safety from any threat to well-being
- Love and belonging
 - Family and community support
- Esteem
 - Body image
- Self-actualization
 - Becoming who we are

**Watch the "Maslow's Hierarchy of Needs" Video for an overview
of this topic in next slide**

Why Maslow's Hierarchy Of Needs Matters



Maslow's Hierarchy of Needs Video

Summary of Video:

- 5 Different Kinds of Needs
 - Psychological/Spiritual
 - Material/Physical
 - Meet Physiological Needs before other needs
- Highest Tier: Self-Actualization is becoming who we are

Common Patient Fears

Common patient fears include

- Anesthesia
- Death
- Pain
- Disfigurement
- Loss of control
- Physical exposure
- Loss of privacy



Common Concerns For Patients

Patients Responses to Disease/Hospital

Stress

- Response to a demand
 - Distress: Negative
 - Eustress: Positive
- Effects of Stress:
 - Indigestion
 - Mental Fatigue
 - Increase HRR, BP, respiration
 - Delay in healing
 - High Infection rates

Coping Mechanisms of Stress

Denial

- Not accept

Rationalization

- Rationalize/understand

Regression

- Regress to younger age, dependent

Repression

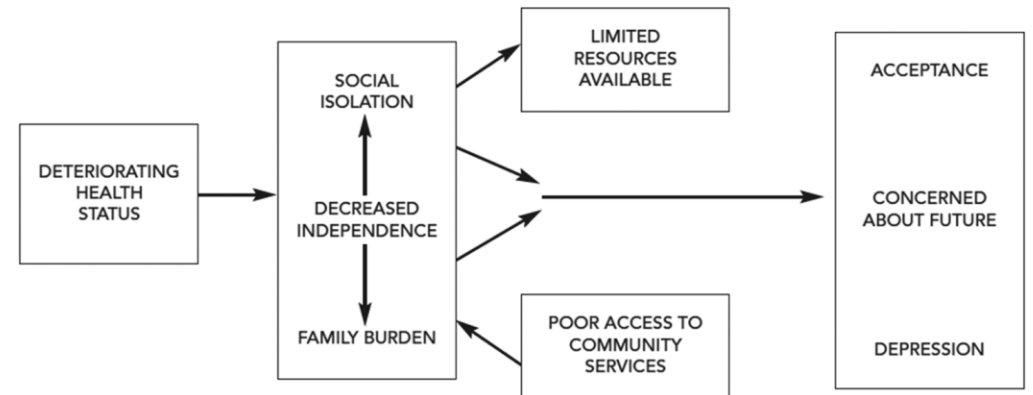
- Escape, avoid

Supportive Patient Communication

- **Supportive Listening:**
 - Make eye contact and listen attentively.
 - Avoid distractions to convey concern.
 - Listening attentively becomes a valuable means of support.
- **Provide Information:**
 - Most patients want to understand what's happening around them.
 - Be honest about what you don't know.
 - If asked a medical question, refer it to appropriate personnel.

Supportive Patient Communication

- **Give Reassurance:**
 - Anticipate patient concerns and provide reassurance.
 - Example: Ensure dentures are safe during anesthesia.
- **Provide Clarification:**
 - Demonstrate attentive and supportive listening.
 - Example: Clarify concerns about home care arrangements.
 - Example: Clarify visitor arrangements or address patient comfort concerns.



Watch the "Empathy vs. Sympathy" Video to understand the difference between these two concepts

Empathy vs. Sympathy Video



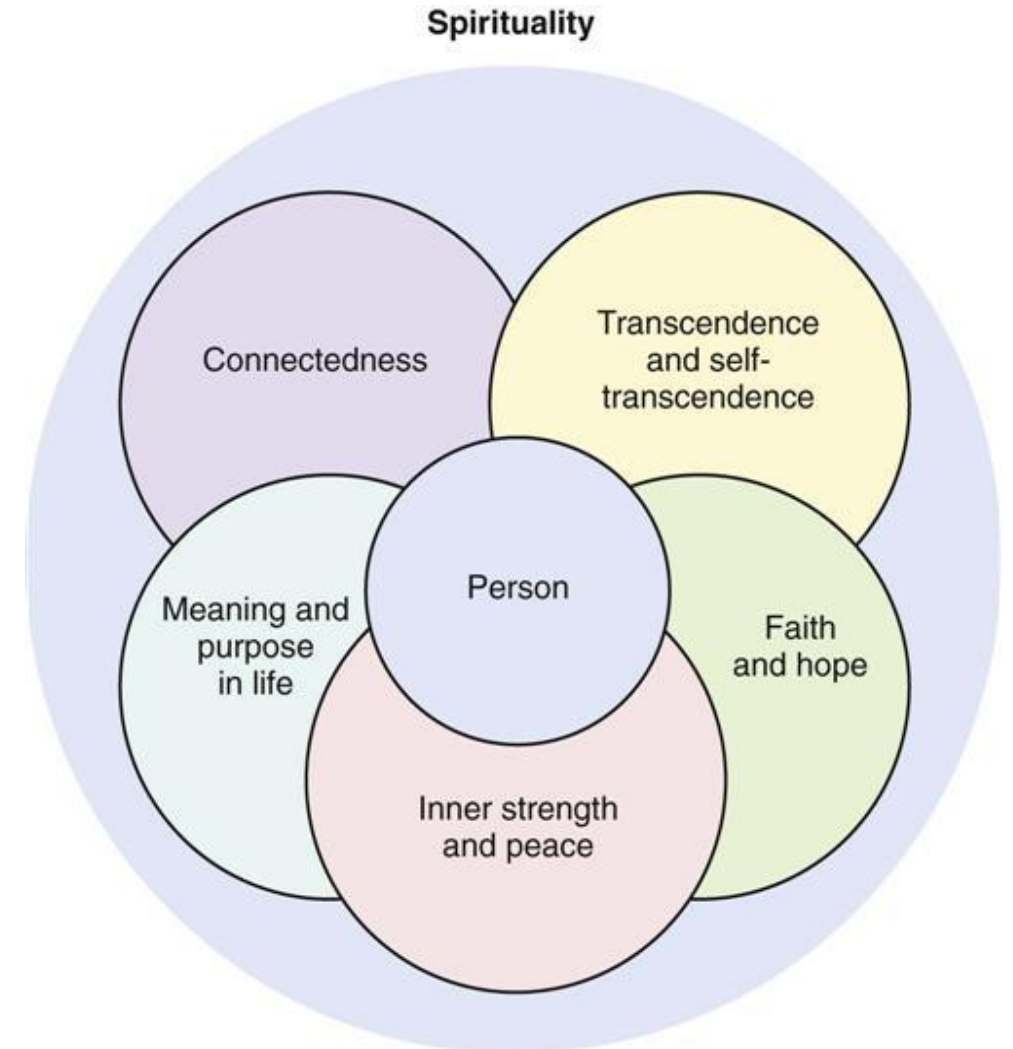
Empathy vs. Sympathy Video

Summary of Video:

- Empathy:
 - Recognize emotion in others and communicate this
 - Form connections, understand others' feelings
- Avoid "Sympathetic Responses"
 - Avoid "At least" statements
 - Avoid "Sliver Lining" situations
 - Rarely can a response make something better

Spiritual Needs of the Patient

- Spirituality is profound sense beyond humanity, not always religious
- Patients express spirituality through prayer or sacred rituals
- Health professionals may overlook spiritual needs due to discomfort
- Understanding basic beliefs of patients' communities is vital for holistic care

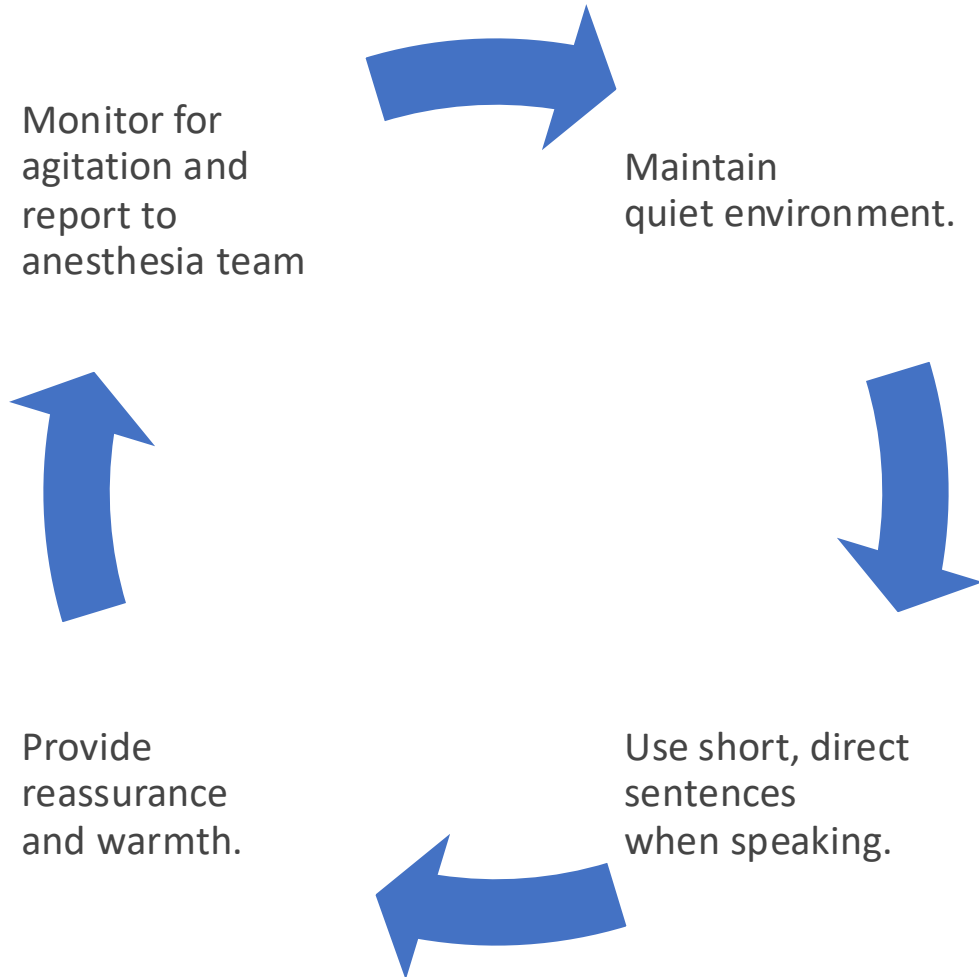


Special Patient Populations

Special Populations Include:

- Disoriented patients
- Pediatric patients
- Older patients
- Patients with developmental disabilities
- Other Populations (obese, diabetic, pregnant, immunocompromised, geriatric, trauma)
- **Care for these patients may differ according to:**
 - Communication Needs
 - Priorities of the Patient
 - Patient's Ability to Understand concepts
 - Patient's physical limitations

Support Techniques for Patients with Special Needs



Special Patient Populations

- **Pediatric Patients:**

- Infants need physical closeness; toddlers require patience.
- Preschoolers fear the unknown; school-age children seek information.
- Adolescents value privacy and fear isolation.

- **Older Patients:**

- Avoid condescending communication; treat with respect.
- Address sensory deficits; use proper names.
- Avoid clichés and diminutives.

- **Patients with Developmental Disabilities:**

- Use people-first language.
- Respect individuality; avoid defining by condition.

Watch the video on "Public Health – Health of Special Populations" in the next slide to gain insights into health equity and how to cater to needs of populations with special needs

Public Health – Health of Special Populations

- [Click Here](#) to watch the video!

Public Health – Health of Special Populations

Summary of the Video:

- Health equity is defined as each person in society having an equal opportunity for health.
- Screen for poverty and other situations that may make our patients more vulnerable
- Important to ask patients about group-specific factors, and create an open and safe environment to discuss their practices and beliefs.

READ CHAPTER 5 FROM THE E-BOOK

Read **Chapter 5** from your E-Book to pass the upcoming quiz from **Surgical Technology - Elsevier eBook on VitalSource, 8th Edition**.

[Click Here](#) to read Chapter 5!

Thank you!

Get ready for your quiz and rest of the activities now. Best of luck!