

## **C1L5 - Ashley Hay**

(0:06 - 0:18)

Welcome back. We are on the last lesson for course one. So course one, lesson five, we're gonna look at supporting the psychosocial needs of the patient, really important.

(0:19 - 0:50)

And as a surgical tech, you really contribute to the patient's wellbeing overall. So not only do you help for their physical health, you also help for their psychological health as well. So just realising that while 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 and normal, just kind of get them in and get them out and everything turns out great.

(0:50 - 1:06)

You have to realise that for this patient, it is very much a traumatic and sometimes a life-changing event. And always remembering that these patients don't want to be there per se. And just put yourself in their shoes.

(1:06 - 1:24)

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 for different kinds of outcomes. So it's really just always practising empathy and compassion.

(1:25 - 1:55)

And even if 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.

(1:57 - 2:15)

So the way that we can kind of get some of these details through patients 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.

(2:16 - 2:36)

Is this their first surgery ever? Have they been through a lot of really difficult surgeries before? And maybe they're kind of struggling a little bit. And then also getting information from others. So other providers that maybe are familiar with this patient or other caregivers that are

present.

(2:37 - 2:52)

But just remember, you really do make quite a difference in your interaction with these patients who are coming to you. And there's a lot of fear and anxiety related to surgery. This is incredibly common.

(2:52 - 3:13)

And I think some common issues, I guess, that patients bring up to us as providers, they worry about complications. And it's important to not just kind of say, to kind of like push those away. Because they are real and they do sometimes occur.

(3:14 - 3:34)

And patients need to be made aware of that. But at the same time, we also need to lead with that you're hopefully in good hands. This provider has done this surgery X amount of times or for however many years.

(3:35 - 3:46)

We're here to support you. Tell me what's concerning 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.

(3:46 - 4:36)

And often that's all that a patient needs is for you to just sit there and if it's appropriate, 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 very common and honestly very appropriate fears from patients if they've never experienced anaesthesia before, the thought of being like put under and put to sleep with the use of medication is quite scary if you've never had it done before. They worry about the amount of pain, will my pain be controlled or will I wake up in an incredible amount of pain? How will that be taken care of? Those are great questions if they do come up to escalate to the nurse or the provider.

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These patients are undergoing a loss of control because they are ultimately succumbing and being submissive really to the care team who's now got their life in their hands. So all of these things can be very nerve wracking for patients. And then of course, they worry about certain things, loss of privacy.

(5:00 - 5:29)

We have to undrape certain private areas for patients during particular surgeries. Of course, while the patient is awake, maintaining any sort of proper draping and trying to make the patient as comfortable as possible while they are awake, blankets, drapes, what have you is incredibly important. And then of course, there are very real fears regarding disfigurement or even death from surgeries.

(5:29 - 5:51)

And some of the patients that you see, depending on what speciality area you will go into, 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.

(5:51 - 6:06)

So really listening to what their needs might be. And that kind of brings us to the Maslow's hierarchy of needs and why that matters. So there's a number of different needs that are covered in this lesson.

(6:07 - 6:27)

Please watch the video and definitely take great notes in your ebook. 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.

(6:27 - 6:46)

So a little bit of the basics of it, it was a psychologist named Maslow who developed this 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, think about it like your foundation and your most basic needs.

(6:47 - 7:02)

And once those are met, then we have additional needs that 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 belongingness and love.

(7:02 - 7:17)

And then if those are met, then 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 achieving a full potential and feeling like you had a purpose in life.

(7:19 - 7:35)

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.

(7:38 - 8:18)

And so I know that we talked a bit about, 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, what does that really look like from a provider? So making eye contact and listening, actually listening and being attentive, being present for them in that moment, avoiding distractions. So this is not possible often because as healthcare providers, we're quite busy and we have multiple patients.

(8:18 - 8:41)

But if you can even just tell this patient, I have five minutes to dedicate to you. I'd like to really 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, like we said, when they do relay these very real concerns, I think it's assuring them.

(8:41 - 9:03)

So providing assurance that you hear what they're saying and it's normal and it's common to have these fears and that you're hearing them, that's number one, that will absolutely help them. And then two, giving some reassurance. In whatever capacity you're able to do that for, there's a few examples within the lesson.

(9:04 - 9:48)

And then also providing clarification. So if they do have any questions about maybe arrangements after surgery or how they're gonna get home or who's gonna care for them, things like that, it's important to be able to give them that information. I also think if you're not really comfortable with the aspect of sympathy versus empathy, please take a definite look at that because sympathetic responses are typically not very helpful in a healthcare setting, but empathetic responses and showing empathy as a healthcare provider can really help patients feel like they are forming a connection and really being understood.

(9:50 - 10:10)

So that will definitely help you in your communication there. Also being aware just generally of speciality populations and how their needs might differ perioperatively. So before, during and after surgery and not just their physical needs, right? But going back to what we talked about.

(10:11 - 10:52)

So their mental health needs and psychosocial really. So being aware of certain speciality

populations in that aspect, also differing spiritual or cultural needs, always being aware of that and really being able to help patients be comfortable and practising whatever spiritual or cultural practises that we can help them achieve while they're in our care is really incredibly important as well. Okay, so yeah, I think that's it for me and I hope you found this helpful and I'll see you next time.