

Psychological Support for Paediatric Patients

Comprehensive multi-disciplinary assistance with psychological and pre-operation support is provided for young hospitalised patients between 0 and 14 years and their parents.

Psychological Support for Older Age Groups

When requested by the ward doctor, psychological support with the aid of psychometric testing for cognitive and 'quality of life' assessment is provided.

The service is currently provided to all patients undergoing an operation for percutaneous or transfemoral aortic valve replacement (TAVI).

The service has the following **objectives**:

1. facilitate communication and relations between medical staff, patients and patients' relatives
2. foster a process which accommodates the personal relational needs of all parties involved
3. bring respect and receptiveness to the way in which each individual faces disease
4. assess the degree of patient satisfaction with regard to the clinical information provided by medical staff
5. support hospital management by mediating conflicts and claims

Intervention by the clinical psychologist within the Hesperia Hospital Critical Area Service has become increasingly integrated and structured. Efforts are continuously being made to improve the service and the provision of correct information regarding the organisation and operational flow of the ward with the presence of the psychologist in the front office of the reception between 1pm and 2pm. This allows the relatives of patients admitted to the Critical Area to feel suitably supported in the treatment of their ailing relative.

This is clearly a more functional kind of organisational structure which has made it possible to eliminate the risk of dispersiveness.

Since 2007, the psychologist has taken part in the daily consultation (from 1pm to 2pm) between the director of the Critical Area and the relatives of the patients in order to become familiar with the individual courses of treatment and thus to be better equipped to support and involve relatives and provide adequate information on the patient's course of treatment.

The ward psychologist operates on the basis of what is considered useful and beneficial to the evolution of the patient as a member of a family group with the aim of improving the quality of the treatment and support process, focussing on the emotional responses and representations which the patients, their relatives and the medical staff develop.

The observation of the patients' responses to disease has led to the proposal of a personalised support which is sensitive also to the individual psychological needs of each patient.

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