

Original Research Article

The Impact of Social Work Services on the Quality of Care in Mental Health Complex in Jeddah: A Study of Healthcare Professionals' Perceptions

ABSTRACT

Aim: This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah. **Duration of the study:** This study employs one year of conduction from December 2022 till November 2023. **Methods:** A cross sectional study was conducted using SERVQUL framework to assess the overall quality of the healthcare setting to be distributed among selected number of healthcare workers. **Results:** The 240 healthcare workers, among these, 20.8% were aged between 25 and 30 years, and the majority (68.3%) were male, and about 45.4% had a bachelor's degree, also, about 67.5% of them were married, while 52.5% were laboratory technicians. The results indicated a moderate healthcare rating with a mean score of 58.29 and a moderate healthcare adherence rating with a mean score of 98.37. The results revealed a significant difference in quality of healthcare among patients due to education (P-value =0.012) and there was a significant difference with job title (p-value = 0.001). However, no significant differences were observed in relation to age, marital status. **Conclusion:** It can be concluded that that healthcare adherence was rated as moderate. Nevertheless, variables such as age, gender, education level, and marital status did not exert a substantial impact.

Keywords: Social Work - Quality of Care - Mental Health - Healthcare Professionals - Jeddah - Saudi Arabia.

1. INTRODUCTION

High-quality healthcare services are essential for the advancement of any society, as they promote overall well-being and provide necessary assistance to individuals facing physical or mental health difficulties (Parker, 2020). Healthcare professionals, such as doctors, nurses, and therapists, play a crucial role in providing physical and psychological treatment (Van Breda, 2019). However, the importance of social work services should not be overlooked. These services provide a comprehensive and empathetic approach to patient care by addressing social, psychological, and emotional variables that can have a significant impact on a patient's overall well-being (Pérez-Francisco et al., 2020). Jeddah region has acknowledged the importance of a multidisciplinary approach to healthcare. The increasing importance of social work professionals in delivering comprehensive care has become evident in the healthcare industry, which is currently facing a convergence of physical and mental health issues. (Alhawsawi, 2022) Their proficiency in evaluating

psychosocial variables, managing mental health concerns, and providing assistance to individuals and their families is a crucial element of patient-centered care. Eradah and Mental Health Complex in Jeddah have incorporated social work services into their healthcare systems to improve the quality of care for their patients, acknowledging the comprehensive character of health. This study aims to explore the perspectives of healthcare professionals employed in these institutions, with the goal of comprehending the impact of social work services on the quality of treatment. Through the analysis of their experiences and views, our objective is to obtain useful viewpoints on the concrete effects of social work services in improving patient care and the broader healthcare setting. This inquiry has the potential to shed light on the valuable and changing role of social work experts in healthcare facilities, and ultimately, improve patient well-being and healthcare service delivery (Alshehri et al., 2022). The research holds importance in its capacity to elucidate the crucial function of social work services in healthcare, particularly within the Eradah and Mental Health Complex in Jeddah (Khodrani et al., 2023). By examining the viewpoints of healthcare professionals, this study provides useful insights into the concrete effects of social work services on the quality of patient care, highlighting a comprehensive approach to healthcare. Having this comprehension is crucial for healthcare facilities in Saudi Arabia and other places, as it may provide guidance and enhance their approaches to comprehensive patient-centered care (Fisher et al., 2021). In conclusion, the research's results can lead to enhancements in healthcare services, improved patient welfare, and more cooperation among diverse healthcare teams, ultimately contributing to the progress of healthcare practices in the region. This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah.

2. Methodology

Study Design and Setting

A cross-sectional survey design to collect data from a sample Healthcare professionals in Eradah Complex in Jeddah Region was conducted utilizing a structured questionnaire as the primary data collection tool. Healthcare professionals within Eradah and Mental Health Complex in Jeddah were a sample for their perceptions and experiences regarding the impact of social work services on the quality of care in the healthcare organizations.

Study Duration

One year.

Target Population

The target population for this study was Healthcare professionals actively engaged in providing social work services within Eradah and Mental Health Complex.

Sample Size

A Sample of 240 Healthcare professionals in Eradah Complex in Jeddah Region.

The sample size was calculated by Thomas Thompson equation

$$n = \frac{N \cdot P(1-P)(N-1)(dz)^2 + p(1-p)}{}$$

Where:

- N = population size
- Z = the Z-score associated with the desired confidence level (e.g., 1.96 for a 95% confidence level)
- p = the estimated proportion of the population with the characteristic of interest
- q = 1 – p
- d = the desired margin of error

Inclusion Criteria

- Healthcare professionals including licensed Healthcare professionals actively employed within Eradah and Mental Health Complex in Jeddah, Saudi Arabia.

Exclusion Criteria

- Healthcare professionals who are not currently employed at Eradah and Mental Health Complex in Jeddah or not willing to participate in this study.

Study Variables

- **Dependent Variable:** The dependent variable in this research is “Quality of Care.”
- **Independent Variable:** Social Work Services

Research Instrument

In our research, we utilized a comprehensive research tool to evaluate the performance of health social work services. This tool encompassed two main sections: one focusing on the assessment of health social work practices and the other utilizing the SERVQUAL framework to assess the overall quality of the healthcare setting.

The first section addressed specific dimensions of health social work, rating them on a scale from 1 to 7, with 1 signifying very low and 7 indicating very high performance. These dimensions included psychosocial assessments,

counseling, psychotherapy, research, advocacy, case management, problem-solving, group work, referrals to appropriate services, discharge planning, community development, health promotion, and policy development.

The second section employed the SERVQUAL framework, which assessed the quality of the hospital's services from the perspective of patients and clients. This section also utilized a rating scale from 1 to 7, ranging from strongly disagree to strongly agree. It covered various aspects, such as the hospital's equipment and physical facilities, employee appearance and demeanor, reliability in service delivery, customer trust, and expectations regarding prompt and individualized services.

Reliability

Table 1 Cronbach's Alpha for testing study reliability

Reliability Statistics	
Cronbach's Alpha	N of Items
.988	40

It is clear from the previous table that the general Cronbach's alpha for the study's axes is very high, reaching 0.988 to the total number of items in the questionnaire. This indicates that the questionnaire has a high degree of reliability that can be relied upon in the field application of the study according to the Nunley scale, which was adopted as 0.70 the minimum level of reliability.

Data Collection

The selected hospital gave their approval for the study to be conducted. The researcher informed all hospital management board with the study aims and target to get an approval to send the questionnaire online via social media application for six weeks to all selected hospitals' where nurse managers are working in. All data was gathered in excel sheet and then analyzed with the appropriate statistical tests.

Statistical Analysis

A SPSS version 26 was used to analyze the collected data and test the research hypotheses. The following statistical techniques and tests were used in the data analysis:

- Descriptive statistical techniques including Frequencies, percentages, means, and standard deviations were used to illustrate participants' study fields.

- Cronbach's alpha reliability to (a) measure the strength of the correlation and coherence between questionnaire items, (b) highlight the stability of consistency with which the instrument measured the concept, and (c) help to assess the "goodness" of the measure.

3. RESULTS AND DISCUSSION

Demographic Data

The results showed that there were 240 healthcare workers. Among these patients, 20.8% were aged between 25 and 30 years, 40% were between 31 and 40 years, 30.8% were between 41 and 50 years and 8.3% were between 51 and 60 years. In terms of gender, the majority (68.3%) were male, while 31.7% were female. Regarding their educational, 45.4% had a bachelor, 14.2% held a diploma, 26.7% had a master, 7.5% had a PHD and 6.3% others. The majority (67.5%) of the patients were married, while 22.5% were single, 7.9% were divorced and 2.1% were widowed. Regarding their job title, 10.4% were laboratory, while 5.4% were pharmaceutical, 7.9% were physician, 6.3% were x-rays, 11.7% were nursing, 5.8% were physical therapy and 52.5% were laboratory.

Table 2 The demographic characteristics

Variables	Categories	N	%
Educational	Bachelor	109	45.4
	Diploma	34	14.2
	Master	64	26.7
	PHD	18	7.5
	others	15	6.3
Marital Status	Single	54	22.5
	Married	162	67.5
	Divorced	19	7.9
	Widowed	5	2.1
Job title	laboratory	25	10.4
	pharmaceutical	13	5.4
	physician	19	7.9
	x-rays	15	6.3
	nursing	28	11.7
	physical therapy	14	5.8
	laboratory	126	52.5

Table 3 The gender distribution among the study participants

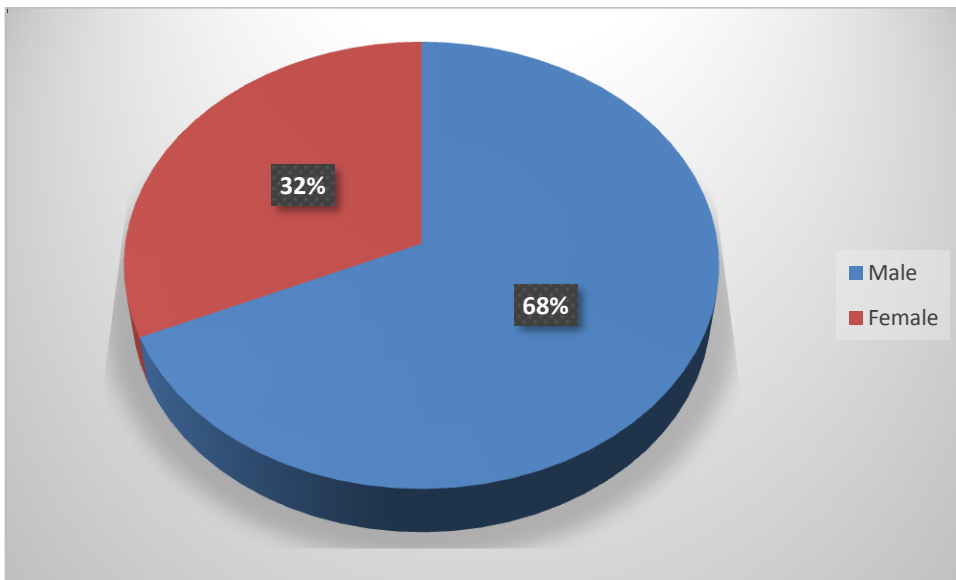


Table 4 The age grouping distribution among the study participants

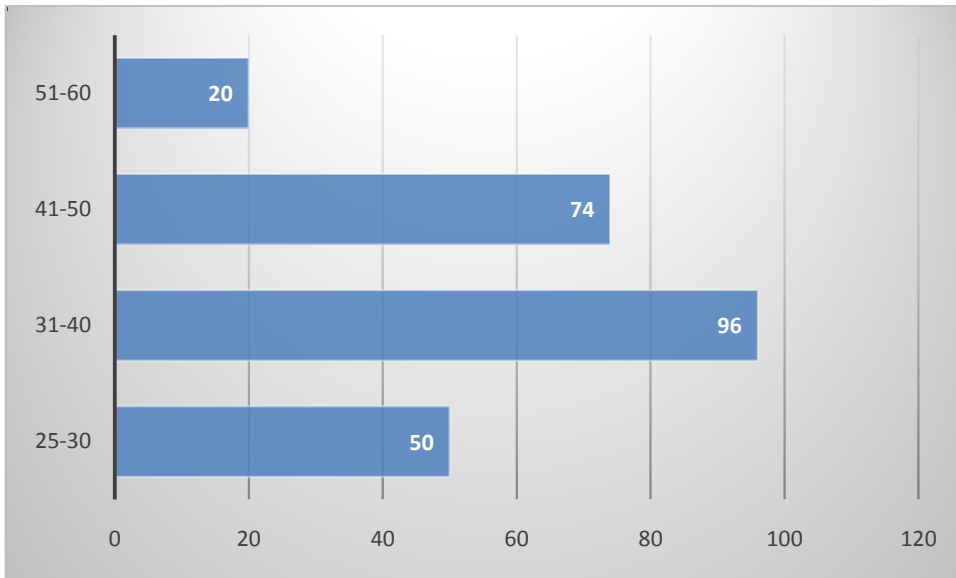


Table 5 The health factors affecting

Factors	Categories	N	%	Mean	Std. deviation
Psychosocial assessments	very low	38	15.8	4.4333	2.14820
	2	16	6.7		
	3	35	14.6		
	4	25	10.4		
	5	19	7.9		
	6	55	22.9		
	very high	52	21.7		
Counselling	very low	27	11.3	4.4667	2.09576
	2	28	11.7		
	3	36	15.0		
	4	23	9.6		
	5	21	8.8		
	6	51	21.3		
	very high	54	22.5		
Psychotherapy	very low	23	9.6	4.4375	2.01777
	2	30	12.5		
	3	36	15.0		
	4	26	10.8		

	5	28	11.7		
	6	49	20.4		
	very high	48	20.0		
Research	very low	28	11.7	4.3417	2.09001
	2	35	14.6		
	3	27	11.3		
	4	34	14.2		
	5	17	7.1		
	6	51	21.3		
	very high	48	20.0		
Advocacy	very low	26	10.8	4.5125	2.05363
	2	24	10.0		
	3	37	15.4		
	4	24	10.0		
	5	24	10.0		
	6	53	22.1		
	very high	52	21.7		
Case management	very low	17	7.1	4.5583	1.97599
	2	31	12.9		
	3	37	15.4		
	4	28	11.7		
	5	18	7.5		
	6	61	25.4		
	very high	48	20.0		
Problem solving	very low	27	11.3	4.5417	2.01831
	2	20	8.3		
	3	36	15.0		
	4	24	10.0		
	5	24	10.0		
	6	64	26.7		
	very high	45	18.8		
Group work	very low	22	9.2	4.5792	1.99843
	2	25	10.4		
	3	38	15.8		
	4	20	8.3		
	5	22	9.2		
	6	68	28.3		
	very high	45	18.8		
	very low	23	9.6	4.5583	2.00124

Referrals to appropriate services	2	22	9.2		
	3	41	17.1		
	4	23	9.6		
	5	21	8.8		
	6	63	26.3		
	very high	47	19.6		
Discharge planning	very low	25	10.4	4.5125	2.02491
	2	25	10.4		
	3	36	15.0		
	4	24	10.0		
	5	21	8.8		
	6	64	26.7		
	very high	45	18.8		
Community development	very low	25	10.4	4.4250	2.02355
	2	32	13.3		
	3	34	14.2		
	4	19	7.9		
	5	20	8.3		
	6	75	31.3		
	very high	35	14.6		
Health promotion	very low	23	9.6	4.5000	2.05367
	2	32	13.3		
	3	34	14.2		
	4	22	9.2		
	5	19	7.9		
	6	62	25.8		
	very high	48	20.0		
Policy development (Health Education and Training)	very low	32	13.3	4.4292	2.08681
	2	23	9.6		
	3	36	15.0		
	4	20	8.3		
	5	19	7.9		
	6	68	28.3		
	very high	42	17.5		
Total(sum)				58.29	26.58

The results indicated a moderate the healthcare rating with a meanscore of 58.29. Themajority of participants (22.9%) reported highto psychosocial assessments. Additionally, 22.5% reported very high to Counselling. Furthermore, 25.8% reported high health promotion and 28.3 reported high policy development (Health Education and Training).

Table 6The performance of health social work

Factors	Categories	N	%	Mean	Std. deviation
The hospital has up-to-data equipment	very low	39	16.3	4.1708	2.08601
	2	29	12.1		
	3	32	13.3		
	4	15	6.3		
	5	29	12.1		
	6	69	28.7		
	very high	27	11.3		
The hospital physical facilities are visually appealing	very low	35	14.6	4.1417	2.08921
	2	33	13.8		
	3	36	15.0		
	4	18	7.5		
	5	34	14.2		
	6	45	18.8		
	very high	39	16.3		
the hospital employees are well dressed and appear neat	very low	29	12.1	4.5000	2.07596
	2	24	10.0		
	3	37	15.4		
	4	13	5.4		
	5	29	12.1		
	6	61	25.4		
	very high	47	19.6		
The appearance of physical facilities of the hospital are keeping with the type of services provided	very low	31	12.9	4.2333	2.10094
	2	39	16.3		
	3	28	11.7		
	4	19	7.9		
	5	34	14.2		
	6	46	19.2		
	very high	43	17.9		

When the hospital promises to do something by a certain time, it does so	very low	36	15.0	4.1750	2.11653
	2	34	14.2		
	3	32	13.3		
	4	18	7.5		
	5	28	11.7		
	6	54	22.5		
	very high	38	15.8		
When customers have problems, the hospital is sympathetic and reassuring with them	very low	25	10.4	4.4458	2.08330
	2	34	14.2		
	3	35	14.6		
	4	14	5.8		
	5	28	11.7		
	6	55	22.9		
	very high	49	20.4		
The hospital is dependable	very low	25	10.4	4.5792	2.09252
	2	30	12.5		
	3	32	13.3		
	4	14	5.8		
	5	27	11.3		
	6	57	23.8		
	very high	55	22.9		
the hospital provides its services at the time it promises to do so	very low	26	10.8	4.4333	2.09296
	2	36	15.0		
	3	29	12.1		
	4	18	7.5		
	5	28	11.7		
	6	54	22.5		
	very high	49	20.4		
The hospital keeps its records accurately	very low	28	11.7	4.6042	2.09741
	2	25	10.4		
	3	31	12.9		
	4	15	6.3		
	5	26	10.8		
	6	61	25.4		
	very high	54	22.5		
The hospital is expected to tell customers exactly	very low	23	9.6	4.5125	2.06987
	2	35	14.6		
	3	31	12.9		
	4	16	6.7		

when services will be performed	5	27	11.3		
	6	58	24.2		
	very high	50	20.8		
it is realistic for customers to expect prompt services from employees of the hospital	very low	28	11.7	4.4792	2.05153
	2	26	10.8		
	3	36	15.0		
	4	14	5.8		
	5	25	10.4		
	6	71	29.6		
	very high	40	16.7		
The employees always have to be willing t help customers	very low	22	9.2	4.6458	2.05459
	2	30	12.5		
	3	31	12.9		
	4	16	6.7		
	5	23	9.6		
	6	65	27.1		
	very high	53	22.1		
the employees are quickly to respond to customers' requests promptly	very low	30	12.5	4.5292	2.08380
	2	25	10.4		
	3	32	13.3		
	4	14	5.8		
	5	21	8.8		
	6	76	31.7		
	very high	42	17.5		
Customers are able to trust employees of the hospital	very low	22	9.2	4.5958	2.03710
	2	33	13.8		
	3	27	11.3		
	4	17	7.1		
	5	28	11.7		
	6	65	27.1		
	very high	48	20.0		
Customers are able to feel safe in their transactions with the hospital	very low	21	8.8	4.6333	2.05136
	2	31	12.9		
	3	32	13.3		
	4	17	7.1		
	5	23	9.6		
	6	62	25.8		
	very high	54	22.5		
The employees are	very low	19	7.9	4.6208	2.04601

polite	2	38	15.8		
	3	26	10.8		
	4	16	6.7		
	5	25	10.4		
	6	65	27.1		
	very high	51	21.3		
The employees get adequate support from the hospital management to do their jobs	very low	26	10.8	4.4875	2.05771
	2	32	13.3		
	3	27	11.3		
	4	20	8.3		
	5	30	12.5		
	6	59	24.6		
very high	46	19.2			
hospital is expected to give customers individual attention	very low	22	9.2	4.4750	2.04126
	2	37	15.4		
	3	29	12.1		
	4	21	8.8		
	5	23	9.6		
	6	64	26.7		
very high	44	18.3			
Employees can give personal attention	very low	26	10.8	4.5125	2.06380
	2	30	12.5		
	3	31	12.9		
	4	17	7.1		
	5	26	10.8		
	6	64	26.7		
very high	46	19.2			
it is realistic to expect employees to know what the needs of their customers	very low	20	8.3	4.5167	2.00411
	2	37	15.4		
	3	27	11.3		
	4	21	8.8		
	5	27	11.3		
	6	66	27.5		
very high	42	17.5			
It is realistic to expect the hospital to have customers' best interests at heart	very low	23	9.6	4.5417	2.02038
	2	29	12.1		
	3	32	13.3		
	4	22	9.2		
	5	25	10.4		

	6	63	26.3		
	very high	46	19.2		
realistic to expect to have operating hours convenient to all their customers	very low	21	8.8	4.5458	2.02029
	2	32	13.3		
	3	33	13.8		
	4	20	8.3		
	5	23	9.6		
	6	65	27.1		
	very high	46	19.2		
Total(sum)				98.37	45.43

The results indicated a moderate the healthcare adherence rating with a mean score of 98.37. The majority of participants (28.7%) reported high to the hospital has up-to-data equipment. Additionally, 18.8% reported high to the hospital physical facilities are visually appealing. Furthermore, 26.3% reported high It is realistic to expect the hospital to have customers' best interests at heart and 27.1% reported high to realistic to expect to have operating hours convenient to all their customers.

Table 7 Factors affecting the healthcare adherence

	Variables	Categories	Mean Rank	Test	Statistics	P-value
2	Age	25-30	50	Kruskal-Wallis	2.029	0.154
		31-40	96			
		41-50	74			
		51-60	20			
3	Educational	Bachelor	109	Kruskal-Wallis	6.352	0.012
		Diploma	34			
		Master	64			
		PHD	18			
		others	15			
4	Marital Status	Single	54	Kruskal-Wallis	.013	0.908
		Married	162			
		Divorced	19			
		Widowed	5			
		laboratory	25			
		pharmaceutical	13			
		physician	19			

5	Job title	x-rays	15	Kruskal-Wallis	11.616	0.001
		nursing	28			
		physical therapy	14			
		laboratory	126			

The results revealed a significant difference in quality of healthcare among patients due to education ($H= 6.352$, $P\text{-value} =0.012$) and there was a significant difference with job title ($U = 11.616$, $p\text{-value} = 0.001$). However, no significant differences were observed in relation to age, marital status.

This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah, in this study from a total of 241 healthcare workers with a majority of males and aged between 31 and 40 years old, the study findings revealed that there is a moderate the healthcare rating with a majority of higher to psychosocial assessments, it agrees with Schultz et al. (2021), who reported that Written communication was excessively relied upon in instances where the individuals involved had different agendas, conflicting professional positions, and contrasting views to time. General practitioners (GPs) typically extended the duration of patient treatment, but social workers aimed to reduce it in order to facilitate patients' return to employment. The application of the theory of relational coordination (RC) reveals a significant deficiency in RC, suggesting a requirement for enhanced shared accountability and improved interpersonal communication among professionals.

Also, they found that there is a moderate the healthcare adherence rating with a high responses to the hospital has up-to-date equipment and to the hospital physical facilities are visually appealing, it is in agreement with Banks et al. (2020), who found that Ensuring trust, privacy, dignity, and autonomy of service users in remote relationships; managing limited resources; reconciling the rights and needs of various parties; determining whether to deviate from policies for the benefit of service users; and managing emotions and ensuring self-care and care of colleagues.

The results revealed a significant difference in quality of healthcare among patients due to education ($p\text{-value} =0.012$) and there was a significant difference with job title ($p\text{-value} = 0.001$), it is in consistent to Wadhwa et al. (2020) study, who reported that higher ine ducational level with post graduate studies reporting more quality of healthcare, also, Amaral and Norcini (2023) found that Due to significant differences in the design of curricula, duration of study, availability of resources and facilities for clinical training and supervision, the regulatory organizations governing medical schools vary greatly.

However, no significant differences were observed in relation to age, marital status, it is in contrast to Korkmaz et al. (2020) study, who found that there is A direct relationship was observed between the participants' BAI scores, age, and the scores of PSQI and PSI, which serve as markers for the quality of patients' care.

4. CONCLUSION

The findings indicated that healthcare adherence was rated as moderate. When considering the elements that influence healthcare adherence, it is important to recognize the significant role that social work services play, alongside educational background and job title of healthcare professionals such as doctors, nurses, and therapists, in providing both medical and psychological care. Exhibited superior compliance. Nevertheless, variables such as age, gender, education level, and marital status did not exert a substantial impact.

ETHICAL APPROVAL

In addition to written informed consent from the participants, an ethical approval was obtained with number **A01780** before conducting the study. Approval was also obtained from the selected hospitals. Anonymity was maintained throughout the study with giving the participant the total freedom to write his name and personal data or not.

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