

Original Research Article

Mental Health Training for Health care Workers at Eradah and mental health Complex in Jeddah City

ABSTRACT

Aims: This case study explores the implementation and impact of a comprehensive mental health training program designed for health workers at Eradah Complex in Jeddah City, Saudi Arabia.

Study design: A case study design. **Place and Duration of Study:** A mixed method was made at Eradah Complex for program took 4 months. **Methodology:**The research methodology employed a mixed-methods approach, combining surveys, interviews, and qualitative observations. Data was collected before and after the training sessions to assess changes in knowledge, attitudes, and skills among the participants. Additionally, qualitative feedback from both the health workers and patients was gathered to gauge the program's impact on the quality of mental health care provided at the Eradah Complex. **Results:**The findings of this case study highlight the positive outcomes of the mental health training program. Health workers demonstrated significant improvements in their understanding of mental health disorders, communication skills, and ability to support patients experiencing mental health crises. Moreover, the program contributed to a noticeable reduction in stigma surrounding mental illness among both staff members and patients, fostering a more supportive and compassionate healthcare environment. **Conclusion:**This case study provides valuable insights into the importance of mental health training for healthcare professionals and offers practical recommendations for other healthcare facilities aiming to enhance the mental health competencies of their staff. The study concludes with a discussion of the implications of the findings and suggestions for future research and improvements in mental health training programs for healthcare workers in similar contexts.

Keywords: Mental health – Training – Health care workers – Eradah complex .

1. INTRODUCTION

In recent years, there has been a growing recognition of the importance of mental health in the overall well-being of individuals [1]. Mental health disorders, ranging from anxiety and depression to severe conditions like schizophrenia, affect millions of people worldwide, leading to significant social, economic, and health challenges. Healthcare professionals play a crucial role in addressing these challenges by providing appropriate care, support, and treatment to individuals with mental health issues. However, studies have shown that many healthcare workers lack the necessary knowledge and skills to effectively address mental health concerns, often resulting in suboptimal patient outcomes and experiences [2-3].

In the Kingdom of Saudi Arabia, like in many other parts of the world, mental health is gaining prominence as a public health concern. With the aim of improving mental health services and support, healthcare institutions are increasingly investing in training programs for their staff. This case study focuses on the mental health training initiative implemented at the Eradah Complex; a leading healthcare facility located in Jeddah City. Eradah Complex, with its diverse team of healthcare professionals, recognized the need to enhance the mental health competencies of its staff members to meet the growing demand for quality mental health care [3-5].

This introduction provides an overview of the context, outlining the background of mental health awareness and services in Saudi Arabia, the specific challenges faced by healthcare workers in addressing mental health issues, and the rationale behind the implementation of the mental health training program at Eradah Complex. The introduction also presents the objectives of the case study, which include exploring the development and execution of the training program, evaluating its impact on the knowledge and skills of the health workers, and assessing its influence on the quality of mental health care provided at the complex. By delving into the unique context of mental health care in Jeddah City and the specific challenges faced by healthcare workers, this case study aims to shed light on the effectiveness of mental health training programs in enhancing the capabilities of healthcare professionals [3]. The insights derived from this study can serve as a valuable resource for healthcare institutions, policymakers, and educators striving to improve mental health services and support systems in similar contexts. The Kingdom of Saudi Arabia, characterized by its rich cultural heritage and rapid modernization, has witnessed significant changes in its healthcare landscape over the past few decades. While the country has made remarkable progress in enhancing its healthcare infrastructure and services, mental health remains a critical area that requires focused attention. Mental health disorders affect a substantial portion of the Saudi population. The societal stigma attached to mental illnesses often prevents individuals from seeking timely and appropriate care, leading to a significant treatment gap. The burden of mental health issues is compounded by factors such as rapid urbanization, changing lifestyles, and the stressors associated with modern living.[1-8].

In recent years, there has been a commendable effort by the Saudi government and various nongovernmental organizations to raise awareness about mental health and reduce the associated stigma. Initiatives such as public awareness campaigns, counseling services, and helplines have been launched to provide support and resources to individuals struggling with mental health issues [5].

However, one of the key challenges in addressing mental health effectively lies within the healthcare system itself. Healthcare professionals, including doctors, nurses, and support staff, often face challenges in identifying, understanding, and addressing mental health concerns in their patients. Limited training in mental health, coupled with the complexity of these disorders, can lead to misdiagnosis or inadequate support, thereby hindering the overall well-being of individuals affected by mental health conditions [7]. Recognizing the need to bridge this gap, healthcare institutions in Saudi Arabia, including Eradah Complex in Jeddah City, have started to invest in mental health training programs for their staff. These initiatives are designed to equip healthcare professionals with the necessary knowledge, skills, and empathy to provide comprehensive and compassionate care to individuals with mental health disorders. The implementation of mental health training programs represents a significant step towards enhancing the quality of mental health services in the region. By addressing the training needs of healthcare workers, these programs contribute not only to improving patient outcomes but also to reducing societal stigma and fostering a more inclusive and understanding community [9-11].

Against this backdrop, the Eradah Complex in Jeddah City initiated a mental health training program for its health workers. This case study explores the development, execution, and impact of this program, offering valuable insights into the challenges and opportunities associated with mental health training in the Saudi healthcare context [2]. Through a detailed analysis of this initiative, the study aims to provide actionable recommendations for enhancing mental health services and support systems, not only at Eradah Complex but also in similar healthcare institutions across the Kingdom of Saudi Arabia, specific objectives were set to Assess the Knowledge Enhancement with Pre- and post-training assessments were conducted, measuring participants' knowledge levels before and after the training program , To Evaluate the Improvement in Communication Skills by Direct observation of interactions with standardized patients and feedback sessions to evaluate communication techniques, to Measure Changes in Attitudes and Perceptions by concerning mental health, including reducing stigma and fostering a more supportive environment . Method: Pre- and post-training surveys were administered, focusing on attitudes towards mental illness, and qualitative interviews explored perceptions post-training, to Examine the Impact on Patient Outcomes by Patient interviews and medical records analysis was utilized to measure changes in patient outcomes post-implementation of the training program, and to Identify Challenges and Barriers by setting Interviews and focus group discussions with healthcare workers and program administrators to identify barriers encountered during the training initiative .

- **Importance of Mental Health Training**

Mental health training for healthcare workers is recognized as a fundamental component of delivering holistic healthcare services. Studies [3,5] consistently underline that well-trained healthcare professionals are more likely to diagnose mental health conditions accurately, offer appropriate treatments, and provide empathetic support to patients, leading to improved outcomes and increased patient satisfaction. Moreover, effective training programs have been linked to reduced stigma [3], fostering more compassionate and understanding communities [12].

Challenges in Mental Health Training

Implementing mental health training programs faces several challenges. Limited resources, both in terms of funding and trained personnel, pose significant barriers [16]. Additionally, deeply rooted societal stigma around mental health issues can hinder the acceptance and effectiveness of training initiatives (Wang et al., 2019). Moreover, the need for culturally

sensitive approaches, especially in countries like Saudi Arabia, emphasizes the importance of tailoring training programs to the local context [19].

- **Outcomes and Impact of Mental Health Training**

Research indicates that mental health training programs yield positive outcomes. Studies [9,10] demonstrate enhanced knowledge, improved communication skills, and reduced negative attitudes among healthcare workers who undergo such training. These improvements translate into better patient experiences and outcomes. Furthermore, trained healthcare professionals are better equipped to identify signs of mental distress in their colleagues, leading to supportive work environments [11].

- **Contextualizing Mental Health Training in Saudi Arabia**

In the specific context of Saudi Arabia, there is a growing recognition of the need for mental health training. Alibrahim et al. (2016) emphasize the importance of culturally tailored training programs in addressing mental health challenges specific to the Saudi society. The study by Al-Krenawi and Graham (2012)[19] sheds light on the cultural nuances influencing attitudes towards mental health in Saudi Arabia, stressing the need for training programs to navigate these complexities [11].

The literature review underscores the critical role of mental health training for healthcare workers. It emphasizes the need for tailored, culturally sensitive programs, particularly in regions like Saudi Arabia, where unique societal factors influence attitudes towards mental health. By addressing challenges and leveraging the positive outcomes observed in existing studies, the mental health training program at Eradah Complex in Jeddah City is positioned within a global context of evidence-based practices, promising significant benefits for both healthcare workers and their patients [7].

2. MATERIAL AND METHODS

- **H1: Mental Health Training Improves Healthcare Workers' Knowledge :**

Hypothesis: Participating in the mental health training program significantly enhanced healthcare workers' knowledge about various mental health disorders, evidence-based treatments, and crisis intervention strategies.

- **H2: Mental Health Training Enhances Communication Skills :**

Hypothesis: Healthcare workers who undergo mental health training demonstrate improved communication skills, including active listening, empathy, and non-verbal communication, in their interactions with patients .

- **H3: Mental Health Training Positively Influences Attitudes and Perceptions :**

Hypothesis: Mental health training leads to positive changes in attitudes and perceptions among healthcare workers, including reduced stigma towards mental illness and a more empathetic understanding of patients' experiences.

- H4: Mental Health Training Improves Patient Outcomes :

Hypothesis: Patients treated by healthcare workers who have undergone mental health training gave experience improved outcomes, including increased satisfaction, adherence to treatment plans, and overall mental well-being .

- H5: Identifying Challenges Leads to Improved Program Implementation :

Hypothesis: Identifying and addressing challenges faced during the implementation of the mental health training program resultd in more effective and sustainable program outcomes .

Study Design:

A mixed-methods research design was employed, combining quantitative and qualitative approaches. This design allows for a comprehensive understanding of the mental health training program's effectiveness, including quantifiable changes in knowledge and attitudes (quantitative data) as well as in-depth insights into participants' experiences and perceptions (qualitative data).

Data Collection Methods:

Pre- and Post-Training Assessments:

Quantitative data was collected through pre- and post-training assessments to measure changes in participants' knowledge about mental health disorders, treatment options, and crisis intervention techniques.

Surveys:

Surveys were administered to both healthcare workers and patients. Healthcare workers' surveys focusd on attitudes and perceptions before and after the training, while patient surveys assessed their satisfaction, adherence to treatment plans, and overall experiences with healthcare workers post-training.

Observations: Direct observations of healthcare workers' interactions with patients were conducted, focusing on communication skills, empathy, and overall patient engagement, both before and after the training program.

DATA ANALYSIS TECHNIQUES:

Quantitative Data Analysis:

Quantitative data from pre- and post-training assessments and surveys were analyzed using statistical software. Descriptive statistics and inferential tests (such as t-tests) were employed to compare pre- and post-training scores, measuring the effectiveness of the program quantitatively.

Qualitative Data Analysis:

Qualitative data from interviews and observations were analyzed using thematic analysis. Themes and patterns in participants' responses were identified, allowing for a deeper understanding of their experiences and perceptions related to the training program.

3. RESULTS AND DISCUSSION

The chapter begins by outlining the quantitative findings, followed by the qualitative insights gathered from healthcare workers and patients. The results are then discussed in the context of the research objectives, hypotheses, and the existing literature, providing a comprehensive analysis of the program's effectiveness and impact.

Quantitative Results:

1. Knowledge Enhancement:

The pre- and post-training assessments revealed a significant improvement in participants' knowledge about mental health disorders, evidenced by a substantial increase in post-training scores ($p < 0.05$). This finding supports Hypothesis 1, indicating that the mental health training program effectively enhanced healthcare workers' knowledge.

2. Improvement in Communication Skills:

Observational data indicated a notable improvement in healthcare workers' communication skills post-training. Interactions with patients demonstrated enhanced active listening, empathy, and patient engagement. These findings align with Hypothesis 2, confirming that the training program positively impacted communication skills.

3. Changes in Attitudes and Perceptions:

Survey responses from healthcare workers indicated a significant shift in attitudes towards mental health, with a reduction in stigma and a more empathetic understanding of patients' experiences. Qualitative data further supported this change, highlighting a more supportive and compassionate environment within the healthcare facility. These results align with Hypothesis 3, demonstrating positive changes in attitudes and perceptions.

4. Impact on Patient Outcomes:

Patient interviews and survey data revealed improved satisfaction levels, increased adherence to treatment plans, and a more positive overall experience with healthcare providers post-training. Patients reported feeling heard, understood, and supported, leading to enhanced mental well-being. These findings substantiate Hypothesis 4, indicating that the training program positively influenced patient outcomes.

Qualitative Results:

Qualitative interviews with healthcare workers highlighted their increased confidence in handling mental health cases. They expressed a greater understanding of patients' emotions and experiences, leading to more effective support. Patients emphasized feeling valued and respected, contributing to a more trusting patient-provider relationship.

The results indicate that the mental health training program at Eradah Complex effectively enhanced healthcare workers' knowledge, communication skills, and attitudes towards mental health. These improvements translated into better patient outcomes, fostering a supportive and empathetic healthcare environment. The findings align with existing literature emphasizing the importance of mental health training in improving patient care and reducing stigma (Jones et al., 2018; Reavley et al., 2019) [6,14].

The study's outcomes highlight the significance of tailored, culturally sensitive training programs in addressing mental health challenges in specific contexts, such as Saudi Arabia. The positive impact on both healthcare workers and patients underscores the potential for similar initiatives in other healthcare institutions globally.

This chapter presents compelling evidence supporting the effectiveness of the mental health training program at Eradah Complex. The results demonstrate significant improvements in knowledge, communication skills, attitudes, and patient outcomes among healthcare workers. These findings underscore the importance of investing in mental health training initiatives, not only in Saudi Arabia but also globally, to enhance mental health services, reduce stigma, and improve the overall well-being of individuals affected by mental health disorders.

4. CONCLUSION

The mental health training program implemented at Eradah Complex in Jeddah City has demonstrated significant positive outcomes, both for healthcare workers and patients. Through a comprehensive evaluation encompassing quantitative assessments, surveys, interviews, and observations, this study has provided substantial evidence supporting the effectiveness of the training initiative. The findings indicate substantial improvements in healthcare workers' knowledge, communication skills, attitudes, and patient outcomes, underscoring the importance of mental health training in enhancing the quality of care and fostering a supportive healthcare environment.

This study contributes valuable insights to the field of mental health training, emphasizing the importance of culturally sensitive and tailored programs. The positive impact observed at Eradah Complex provides a compelling case for the systematic implementation of similar initiatives in healthcare institutions across Saudi Arabia and globally. By addressing the specific challenges and needs of healthcare workers in diverse cultural contexts, mental health training programs can significantly improve mental health services, reduce stigma, and enhance the overall well-being of individuals experiencing mental health challenges.

Recommendations

Continuous Training and Professional Development:

Healthcare institutions, including Eradah Complex, should establish continuous mental health training and professional development programs. Regular updates and refreshers can ensure that healthcare workers remain up-to-date with the latest developments in the field of mental health, enhancing their skills and knowledge over time.

Integrated Mental Health Services:

Integrate mental health services seamlessly into primary healthcare. By embedding mental health professionals within general healthcare settings, patients can receive holistic care, addressing both their physical and mental health needs simultaneously.

Public Awareness Campaigns:

Launch public awareness campaigns to reduce societal stigma associated with mental health. Education and awareness initiatives can enhance community understanding, leading to more empathetic and supportive environments for individuals with mental health disorders.

Supportive Work Environment:

Foster a supportive work environment within healthcare institutions. Recognize and address the mental health needs of healthcare workers, providing resources such as counseling services and stress management programs to mitigate burnout and enhance overall well-being.

Research and Evaluation:

Encourage further research and evaluation of mental health training programs. Continuous studies can provide valuable insights into evolving challenges and innovative solutions, ensuring the ongoing effectiveness of training initiatives in addressing the dynamic landscape of mental health disorders.

Collaboration and Partnerships:

Foster collaboration and partnerships between healthcare institutions, governmental bodies, nongovernmental organizations, and mental health professionals. Collaborative efforts can leverage resources and expertise, creating a comprehensive and integrated mental health support system.

In conclusion, the mental health training program at Eradah Complex exemplifies the transformative power of targeted training initiatives. By investing in the mental health competencies of healthcare workers, institutions can significantly enhance the quality of care, reduce stigma, and contribute to the creation of more compassionate and understanding communities. As this study demonstrates, mental health training is not merely an option but a fundamental necessity in the provision of comprehensive and empathetic healthcare services. Through strategic investments, continuous evaluation, and collaborative efforts, healthcare institutions can play a pivotal role in addressing the global mental health challenge, one trained healthcare worker at a time.

ETHICAL APPROVAL

Ethical approval was obtained from the relevant institutional review board ,Informed consent was obtained from all participants, ensuring confidentiality and anonymity. Participants' rights and well-being were protected throughout the study, and their voluntary participation was emphasized.

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