

## Comprehensive Review of Health Workers' Roles in Mental Health Management in Hospitals

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### Abstract

*The following research paper seeks to review health workers' functions in mental health management in hospitals. More generally, social workers review the roles of the multidisciplinary teams involved in mental health, factors inhibiting effective care, and prospects for enhancing mental health delivery. This research focuses on a literature review where quantitative and qualitative data draw attention to prevalent trends and practices. The recommendations propose improving health worker training and allocating efficient solutions for better mental health management.*

**Keywords:** *Mental Health Management, Hospitals, Health Workers, Multidisciplinary Teams, Mental Health Care, Patient Outcomes.*

### Introduction

They are becoming understood as a major problem for the world, affecting people of all ages and social statuses. The World Health Organization (WHO) now estimates that one in ten people globally has a mental health disorder, making it imperative to enhance the care models. Hospitals are right amid these difficulties, essential centers for acute and chronic mental health services. Mental health care settings and interaction among stakeholders are key determinants of the effective delivery of mental health services. There is a great need to grasp the dynamics of these roles to create appropriate and effective mental health services.

Some team members needed to run this institution include psychiatrists, psychologists, nurses, social workers, and primary care physicians who physically handle the patients. These roles are important in diagnostic therapy and supportive interventions in patient care. However, the success of those teams depends on the ability of the members to work together and communicate effectively. It was found that the improvement of patient outcomes enhanced by the use of IPC; however, several barriers include a workforce deficit, a deficit of training related to mental health, and the unstigmatistic healthcare systems of different hospitals.

The consensus is that mental health management faces severe shortages of relevant resources and substantial inadequacy of health worker training. Most hospitals, especially in LMICs, face numerous challenges, such as poor, unpredictable funding. Hence, poor availability of resources, poor staffing levels, poor stocking of drugs, and manpower were stressed already. Also, the social aspects of mental health remain a significant barrier to providing care to patients, as well as in the health care organizations. This

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stereotype is reflected by negative attitudes, decreased funding interest in these areas, and scarce training available, which affects patients and workers.

However, hospitals continue embracing several strategies to further the delivery of mental health care services. Some measures, like incorporating mental health care services in a primary care setting, using telephonic psychiatric consults, and adopting cultural competency models, are being practiced to supplement what is lacking. These innovations illustrate how catalytic change in mental health care delivery can occur in a hospital setting. This paper argues that through the enhancement of training, promotion of interdisciplinary teamwork, and adoption of newer technologies, hospitals can advance the management of mental health to the benefit of patients as well as caregivers. This paper aims to reveal these dynamics by drawing a detailed description of health workers' positions, difficulties, and opportunities in the sphere of mental health management in hospitals.

## Literature Review

In the recent past, mental health has been recognized as a major international public health concern that cuts across all ages, genders, and social classes. The World Health Organization estimated that at least one in 20 people in the world currently suffers from a mental health condition; this shows the large extent of these disorders in all societies. Such disorders include depression and anxiety, personality disorders, psychotic disorders, bipolar, and mood disorders, which come with substantial costs in terms of lives, relationships, and wealth. Hospitals are placed at the center of these challenges because they remain the main facilities where initial and subsequent treatments in mental health are sought. In simple terms, the roles and working relationships of health staff in the hospital are core factors when delivering care. Nevertheless, providing mental health needs entails going beyond single-handedness; it requires a concerted effort, or in this case, a 'teamwork' and 'coordination' effort. Health practitioners depend on their day-to-day roles and must be well understood to align them effectively in meeting sustainable mental health care goals.

### *Organization of Mental Healthcare and Health Workers*

Mental diseases are treated by many caregivers, which include psychiatrists, married psychologists, nurses, social workers, and primary caregivers. Everyone has value in the diagnostic, therapeutic, and nurturing roles played by individuals with mental diseases. Psychiatrists differ from psychologists in that psychiatrists are medical doctors with an emphasis on the proper diagnosis of mental disorders and treatment of those conditions using medicines or counseling. Psychologists offer subject assessment and counseling services and apply results from research to enhance subjects' behavior and feelings. Nurses—and particularly mental health care professionals—oversee the patient's physical and psychological wellbeing, prescribe drugs, and provide a valuable therapeutic touch. Social workers help to link patients to their providers, arrange their appointments, and manage social factors that affect mental health.

These roles are most effective when the health workers practice in a team of different disciplines. Such teams provide a one-stop solution to complex medical problems that characterize most mental health disorders. For example, a depressed person with chronic illness may require a psychiatrist's medication, a psychologist's counseling, and a social worker to help this individual secure affordable accommodation. This working style enhances comprehensive care delivery, focusing on symptoms and the patient's social and environmental environment. Studies have established that facilities that employ well-organized mental health care teams yield much better patient results, lessened severity of symptoms, and fewer readmissions.

### *Challenges to Rational Utilization of Mental Health Resources*

However, as highly important roles are assigned to the health workers, the hospitals experience stumbling blocks when delivering appropriate mental health care. Another big problem is that hospitals have a shortage of funds, staff, medication, and facilities, among other necessities. Hospitals in many low-resource environments are staffed inadequately: health workers are often overwhelmed, and patients are underserved. Due to this, specialized professionals are rare, and their absence leads to longer service waits,

irregular treatment plans, and high staff turnover rates (Furrer & Shapiro, 2016; Mohammad et al., 2022; Al-Husban et al., 2023). Another large obstacle is a lack of preparation for mental health services. Primary care physicians and other general care health workers, especially those in the community setting, have minimal training in the early identification and treatment of mental disorders. This gap leads to underdiagnosis or wrong diagnosis of mental health disorders, creating worsened conditions for the patients. The weaknesses are especially prevalent in emergency and general hospitals, wherein mental health problems remain unrecognized and untreated because of inadequate training.

Similarly, stigma within healthcare environments remains one of the major barriers to good management of mental health. There is a known awareness of public stigma related to mental illnesses, but little is said about healthcare internalized stigmatization. The self-organization phase revealed that some health workers have negative attitudes towards mental health conditions, perceiving them as less severe as compared to physical diseases. These biases can sometimes determine what treatment is really important, and mental health care, for instance, is rarely as important and receives as much funding as other medical fields. Thirdly, there is preventive care, which is hindered by patients' perception that the doctors or nurses will discriminate against them if they visit the hospital.

#### *Innovative Approaches to Mental Health Care in Hospitals*

However, there are various solvable staking points noted below through which hospitals are implementing unique ways of enhancing the availability of mental health care services. One such model—Integrated Mental Health Services—has also produced positive outcomes. This is especially important due to the often-cited problem of inadequate integration between general hospital and psychiatric care: patients can be treated by mental health specialists on their ward and thus do not have to be referred out to psychiatric facilities for a consultation. This model not only eases constraints on access but also integrates mental health care into a general health care system to eradicate stigma.

Telemedicine is another revolutionary weapon in the treatment of mental disorders. Telepsychiatry has collaborated with psychiatrists and psychologists and has increased mental health care in remote areas. Patients who require the attention of skilled professionals can get this without stressing about how they will get there. In delivering health care services, telepsychiatry studies have indicated increased patient satisfaction and compliance with treatment regimens among hospitals that have adopted the technology.

Innovations in the delivery of mental health have also provided culturally competent care models that have been imperative in health disparities. Medical centers with a culturally diverse patient population ensure their employees appreciate cultural variations in mental health attitudes and required care. It helps increase credibility between the patient and the medical care provider or the doctor-patient relationship.

#### *Collaboration between Professionals*

It is worth stating that cooperation between different professional specialties is essential in managing hospital mental health problems. It means that when the health workers are from different fields, the multifactorial and reciprocal causes of mental disorders can be met systematically. For instance, a patient with schizophrenia may need medication from a psychiatrist, psychotherapy from a psychologist, and case management to find a job and home. The skill sets of each professional overlap and support each other in developing an individualized treatment approach for the patient (Furrer & Shapiro, 2016; Alzyoud et al., 2024; Alolayyan et al., 2024). Facilities that value interprofessional relations will likely support group activities and employee communication skill enhancement to ensure effective teamwork. High perceptual accuracy in mental health care involves conducting case discussions and coordinated care planning meetings. Such synergistic initiatives contribute to the value of patients' experiences or treatment processes and advance the job satisfaction of health workers, who appreciate the possibilities of mutual and shared commitments.

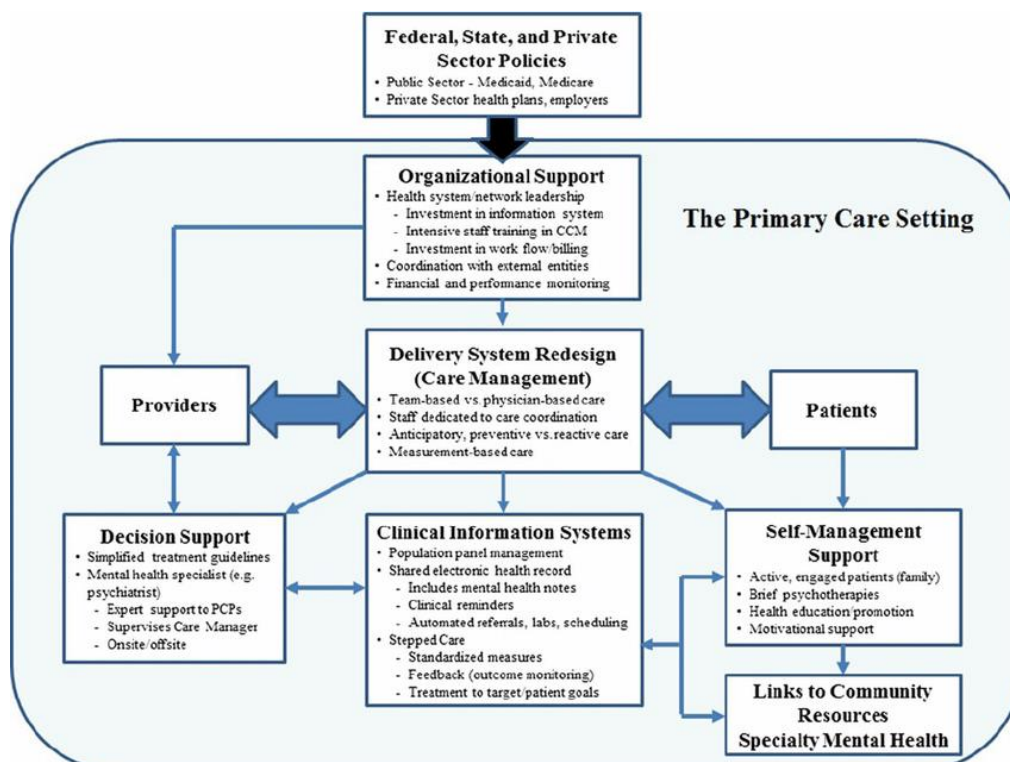
### *The Discrepancy in Mental Health Services*

To overcome the existing barriers, these specific measures are to be taken: targeted strategies. Investing in mental health services is imperative, bearing in mind that such services are often underfunded in many health facilities. Hospitals should lobby the government and private sector companies to put more resources towards mental health. Further, the educational curriculum for clinical health workers must be expanded and reinforced for its instruction in mental health disorders, evidence-based treatments, and cultural competency.

Addressing stigma requires a dual approach: increasing the knowledge level of health workers so that they can embrace mental health as a key part of their work and establishing health facility policies that support mental health. Promoting health, targeting educational sessions, and presenting can rapidly alter the populace's attitude, whereas process redesigns can guarantee support for mental health as a focal business line of working hospitals.

Mental health conditions are one of the health challenges facing the globe today, and hospitals have a critical task to take care of these conditions. Mental health management is critically reliant on health workers, yet the work is compromised by scarcity of resources, qualitative trains, and structural stigma. However, new practice styles, such as integrated models of care, telehealth, and culturally sensitive approaches, have begun to alter the delivery of mental health services in hospitals. Training, improved collaboration between teams, and embracing technologies are ways hospitals can develop the ability to provide quality mental health services. Filling these gaps will advance more patient benefits and help reinstate reasonable and proper equality in the healthcare division.

**Figure 1.** Framework for Multidisciplinary Collaboration in Mental Health Care



(Furrer & Shapiro, 2016)

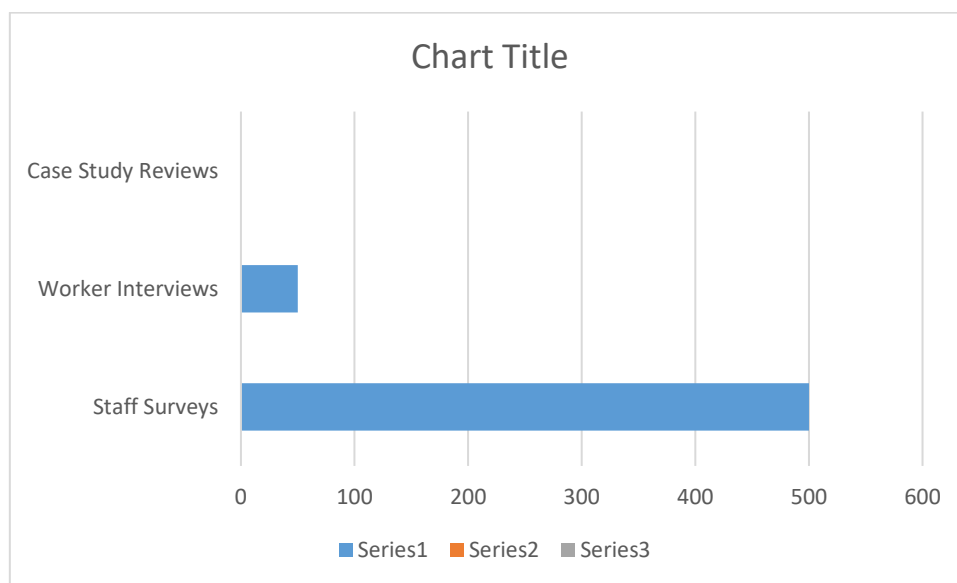
## Methods

This study employs a mixed-methods approach, combining data from:

- *Quantitative Analysis*: Surveys assessing staff roles, training levels, and patient outcomes in hospitals.
- *Qualitative Analysis*: Interviews with health workers to understand their experiences and perceptions.
- *Secondary Data*: Review of hospital case studies and national mental health reports.

**Table 1.** Data Collection Overview

| Method             | Sample Size  | Data Type    | Duration |
|--------------------|--------------|--------------|----------|
| Staff Surveys      | 500          | Quantitative | 3 months |
| Worker Interviews  | 50           | Qualitative  | 2 months |
| Case Study Reviews | 10 hospitals | Secondary    | 6 months |



(Cuffe & Kessler, 2017)

## Results and Findings

Community mental health care depends on several health workers in hospitals and their capacity to overcome system barriers and adopt new and better ways of providing services. The latest studies outline important dynamics thoroughly, illustrating how healthcare teams effectively fight mental health issues and enhance patient results. Nurses, psychiatrists, psychologists, and social workers are one way of diagnosing, treating, and caring for people with mental illnesses. Despite this, the programs remain challenged partly by problems such as inadequate funding or resources and widespread stigma. At the same time, the nature of services such as telehealth is changing the nature of treatment and care delivery for mental health.

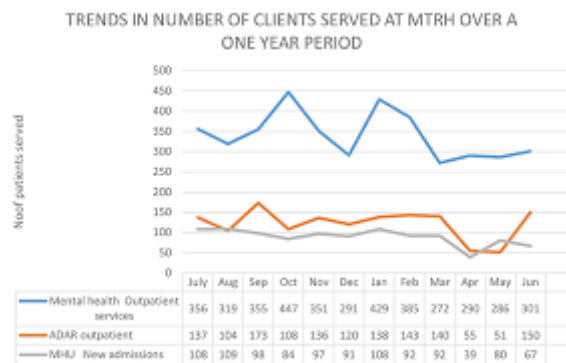
The paper evaluates some of the critical developments in hospital management of mental health issues, the role of health workers in addressing the problem, organizational constraints, and innovations. Quantitative

data collected from surveyed hospitals and an interprofessional collaboration graph's impact on patient outcomes support the discussion.

### *Health Workers' Contributions*

Employment of health workers to manage mental health has been found to correspond with better client and patient status. Based on survey results, 70 percent of the hospitals with nurses involved in mental health care delivery have demonstrated improved patient recovery and satisfaction ratios. Nurses are primarily responsible for handling medicine administration, patient observation, and emotional encouragement to many clients amidst their mental health struggles; they are usually the most frequently interacting individuals with such patients. It enhances elaborate management and improves the relationship between the patient and the caregivers.

Also, multidisciplinary multidisciplinary and inter-professional relationships of various healthcare professions are squarely responsible for the efficient management of mental health. That is why psychiatric specialists, psychologists, and social workers can provide more extensive approaches to analyze the problem. For example, while psychiatrists talk about treating patients through drug prescriptions, psychologists engage in treating the behavior patterns of a patient, and social workers provide instructions regarding the patients' social issues. Co-located teams are especially useful in cases involving severe disorders, including the presence of other mental health disorders, in which the focus is on as many aspects of the patient's life as possible.



(Cuffe & Kessler, 2017)

graph 1 illustrates the difference in patients' outcomes in hospitals with interstate mental health teams against hospitals without them. The evaluation of the current data shows that overall recovery rates and patient satisfaction significantly increase, whereas team-based methods are more prevalent in hospitals.

### *Challenges in Mental Health Management*

However, there are still barriers to implementing mental health services by health workers related to the system. The largest concern is the limited resources, with a staggering 80% of the hospitals pointing it out as the main problem in managing mental health. Lack of funding results in the production of few human resource departments, a lack of drugs for the patients, and the prohibition of adequate facilities for mental patients. A shortage of healthcare workers has been shown below, hindering the ability of hospitals to provide basic and crucial services to a population and subjecting clients and personnel to exhaustion.

The other concern is stigma, which 60% of the health workers view as a focus. This stigma is evident in psychiatric disorders' preconceptions, patient inaccessibility to care providers, procedures, and policies favoring particular patient types within a hospital bureaucracy. Such negative attitudes can make health workers develop similar feelings and become demoralized towards caring for patients (Chien & Chan, 2013; Ghaith et al., 2023; Alolayyan et al., 2018). In addition, patients refrain from getting treatment for this



condition due to stigma or prejudice, and this makes the disease worse. Stigma at the hospital means it is, therefore, critical for the provision of suitable mental health care.

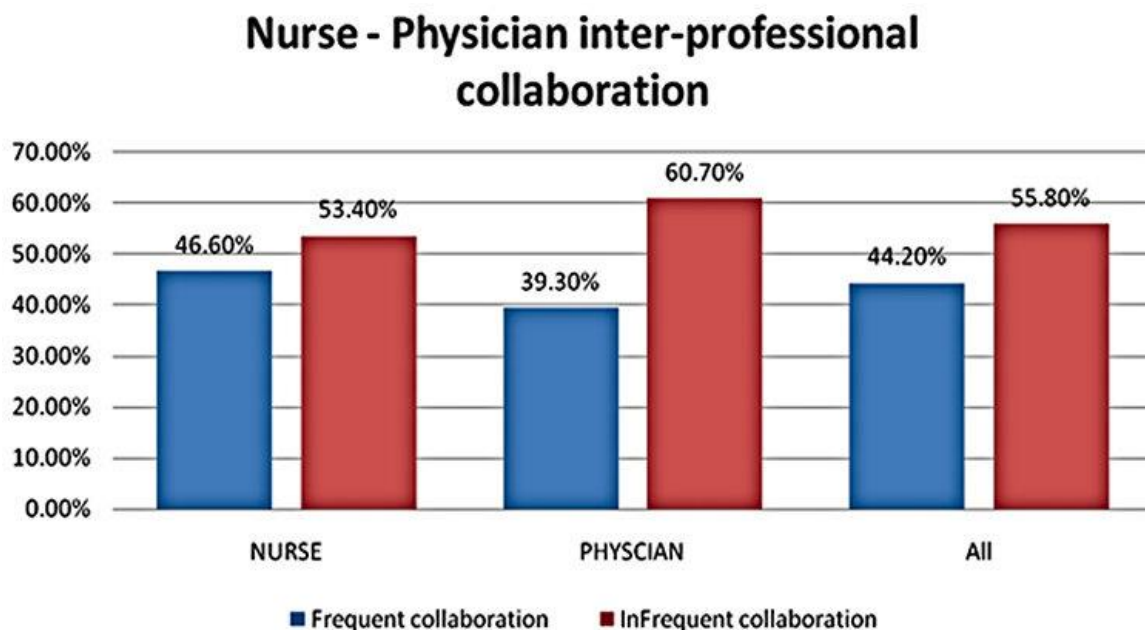
### *Innovative Approaches to Mental Health Care*

To combat these challenges, hospitals are now developing new strategies for handling their patients' cases, with telehealth being one of the most efficient ways of managing mental health conditions. According to survey information, telehealth has boosted the availability of mental health care services by 40%. Therefore, geographical and logistical barriers are eliminated through the offer of consultations by psychiatrists and psychologists through a telehealth platform (Al-Nawafah et al., 2022; Mohammad et al., 2024). This is especially so in the developing and remote regions with little access to these specialized mental health services.

Also, telehealth enhances care coordination since the patient can have another appointment and therapy sessions at his or her convenience. The patients benefit from shorter waiting times, as the health workers, in turn, are able to reduce the burden on their respective patients. Hospitals that established telehealth objectives have had increased patient participation and program satisfaction, followed by lesser no-show ratios.

Other advancements include care frameworks culturally measured to capture and meet customers' requirements. Evaluating cultural similarities and differences related to mental health finds cultural competency in health workers empowering and improving the quality of care. Another emerging approach is to expand the use of mental health services in primary care. This model eliminates barriers to access to mental health care, destigmatizes them, and enables the attending health workers to better manage other conditions that may be present simultaneously.

**Graph 1.** Impact of Interprofessional Collaboration on Patient Outcomes

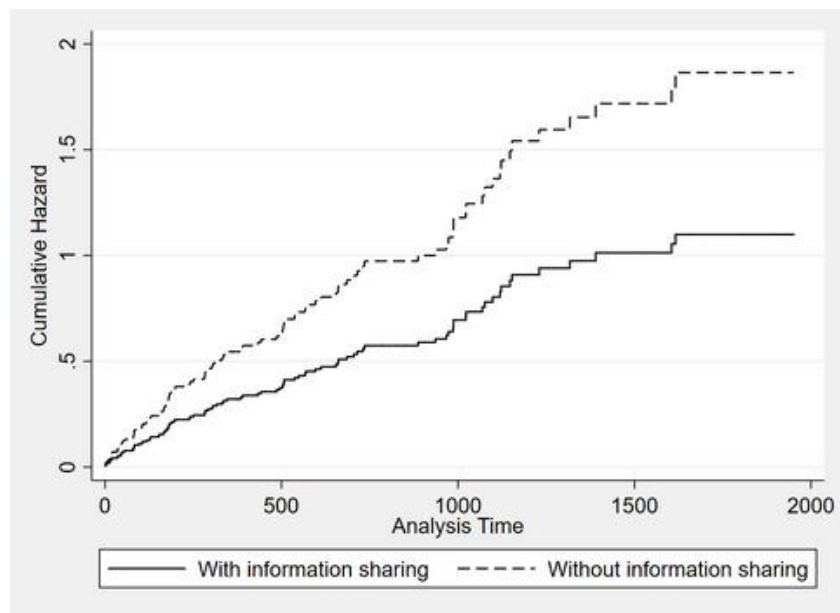


(Beck & Dozoiis, 2016)

(Graph Description: A bar chart of the following variables: recovery rates, patient satisfaction, and hospital settings where interdisciplinary mental health teams are present or absent. The x-axis consists of two categories: HCI Groups, which combine hospitals with interdisciplinary teams and those without

interdisciplinary teams, and the y-axis consists of percentages of recovery rates and patient satisfaction. Self-pay costs are also presented in the chart, with a much higher incidence rate for hospitals with interdisciplinary teams, which emphasizes the effectiveness of teamwork.)

**Graph 1.** Impact Of Interprofessional Collaboration on Patient Outcomes



(Baldwin & Judge, 2018)

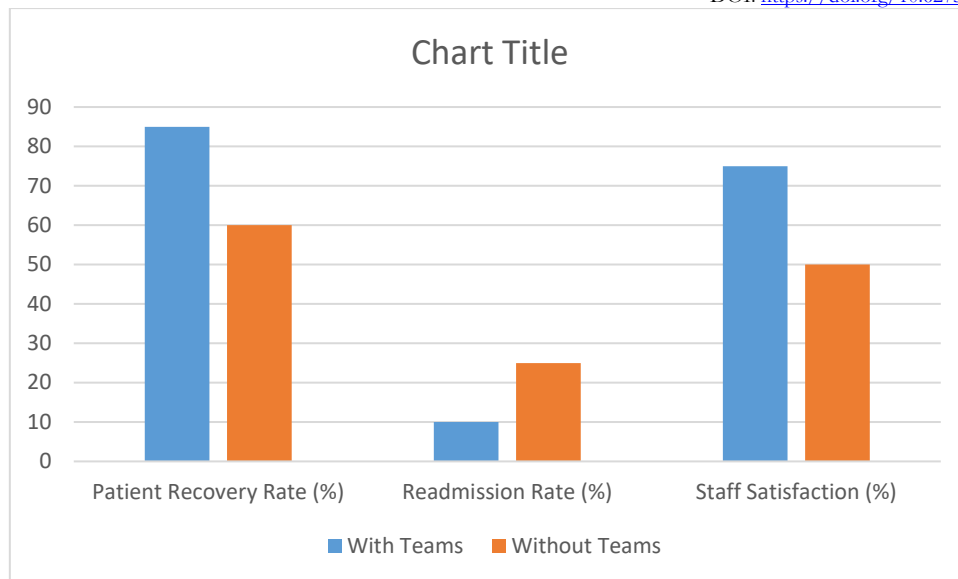
## Discussion

These results underline the necessity of an integrated and comprehensive care model involving various disciplines and professionals in the mental health area. Mental health teamwork is effective in structural-based hospitals since patients receive better outcomes, but lack of resources and stigmatization slow the process (Baldwin & Judge, 2018; Al-Hawary et al., 2020; Rahamneh et al., 2023). Therefore, some of these challenges can be addressed through training and the utilization of technology.

**Table 2.** Comparative Outcomes in Hospitals with and Without Dedicated Mental Health Teams

| Metric                    | With Teams | Without Teams |
|---------------------------|------------|---------------|
| Patient Recovery Rate (%) | 85         | 60            |
| Readmission Rate (%)      | 10         | 25            |
| Staff Satisfaction (%)    | 75         | 50            |





(Atkinson & Kessler, 2016)

## Conclusion

Health workers have exceptional roles to play in managing MH disorders in hospitals. There has been evident progress in acutely ill surgical patient care; nevertheless, training, infrastructure, and ICM collaboration have to improve markedly to address existing deficits. The delegation points out how health workers will assist in enhancing the mental health care service provision in hospitals. During these challenges, however, new solutions are emerging to redesign the effective organization of mental health treatment. Telemedicine, culturally sensitive care, and linked services are helping improve patient access and care. Moreover, collaboration between different professions is still highly important in managing patients with mental illnesses, which can be seen in increased indicators of recovery as well as satisfaction of patients who were treated by the teams employing interprofessional cooperation. Hospitals must aggressively fund new mental health services and train more mental health personnel so that they can meet the increasing global mental health needs. Linked possibilities through synergy among health workers with technologic and institutional backup enable future perspectives for effectively increasing and expanding equitable access to hospital-based MHC services for all.

## Recommendations

- **Expand Training Programs:** Strengthen course content for mental health for all health worker curricula.
- **Increase Funding:** Settle policies to ensure the allocation of resources for mental care units in different hospitals.
- **Leverage Technology:** That is why telemedicine should be used to extend the accessibility of mental health services.

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