

Towards Personalised Clinical Management of Self-Harm through Data-Driven Clinical Decision Support using Transnational Electronic Registry Data (PERMANENS)

Findings from User Advisory Groups

(Ireland, Spain & Sweden)

Improving Psychological and Emotional Support within Emergency Department

- A consistent observation across various settings is the recognition of a need for improved training among emergency department (ED) healthcare professionals in addressing patients' emotional and psychological needs. Furthermore, the deployment of nurses or medical personnel with specialized training in compassionate patient care within the ED environment is perceived as a significant enhancement to the overall patient experience.
- A need for personalised care was also a common theme emerging from all locations. For example, in one of the User Advisory Groups (UAG, Ireland) it was mentioned that the healthcare professional checking in or interacting personally, played a key role in making them feel better during their time in ED.
- Both Lived Experience (LE) and Mental Health Professionals (MHP) members across the locations also noted that there is often an ambition to do well. Highlighting that staff are positive to educational and training efforts.

Perspective regarding digital tools

- MHP members among the UAG groups advocated for the inclusion of a safety-plan feature within the digital tool, fostering ongoing development throughout the care period. It was highlighted that this feature would empower both patients and clinicians to collaboratively outline strategies for managing crises and mitigating risks in real-time.
- Recognising the importance of continuity of care beyond crisis intervention, the tool should incorporate a structured plan for post-discharge care. This ensures patients have access to tailored resources and support mechanisms to navigate the transition back to daily life after the immediate crisis has passed.
- Overall, both individuals with lived experience and mental health professionals had a positive outlook towards using and implementing digital tools.

Improved feedback and communication

- It was noted that both LE and MHP emphasised the importance of having more options regarding medication and advocated for a "personalised" approach to treatment.

