

Jockey Club Early Psychosis (JCEP) Project Press Conference



Training enables security officers
to better handle
patients with psychosis

賽馬會思覺健康計劃
JOCKEY CLUB
EARLY PSYCHOSIS
PROJECT

7th February, 2012

<p>捐助機構 Funded by:</p>  <p>香港賽馬會慈善信託基金 The Hong Kong Jockey Club Charities Trust</p>	<p>執行機構 Organizer:</p>  <p>THE UNIVERSITY OF HONG KONG LI KA SHING FACULTY OF MEDICINE 香港大學李嘉誠醫學院</p>
<p>協辦機構 Collaborating Partners:</p>  <p>醫院管理局 HOSPITAL AUTHORITY</p>  <p>香港明愛社會工作服務部 Caritas - Hong Kong Social Work Services</p>  <p>香港心理衛生會 The Mental Health Association of Hong Kong</p>	

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Jockey Club Early Psychosis Project (JCEP)

- Project aims to deliver in 5 years through 3 components:
 1. Intervention service to 1,000 first-episode psychosis patients aged 26-55 years,
 2. Promote public awareness on early psychosis
 3. Investigate the optimal intervention model for early psychosis through a randomized controlled clinical trial.

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Training needs of security officers

- Important role of security officers
 - Frequent interactions with resident and point for help
 - Early detecting of psychosis
 - Community reintegration of patients with psychosis
- > 600 security company in Hong Kong
(Security and Guarding Services Industry Authority)
- >280000 registered security officers
(Security Bureau, Hong Kong 2010)

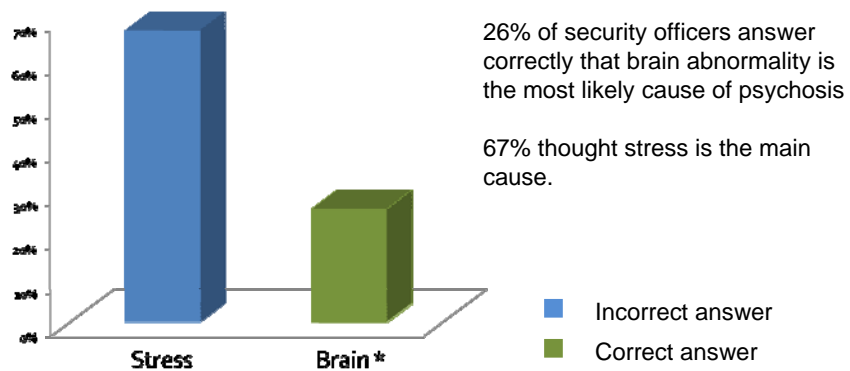
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Survey on knowledge about psychosis of security officers

- JCEP conducted training workshop to security officers since 2010
- Pre and post-training tests at early stage of workshop
- 8-item modified validated questionnaire: Knowledge About Psychosis Test (KAST)
- Focus on cause, symptoms, treatment and outcome of psychosis
- 78 security officers participated

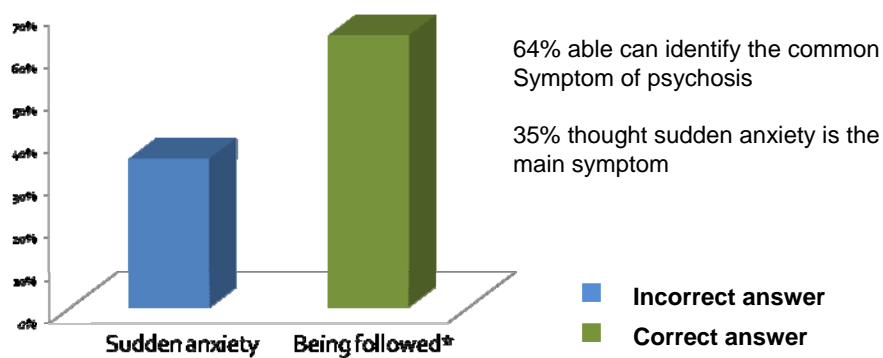
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Pre-training result: cause of psychotic illness



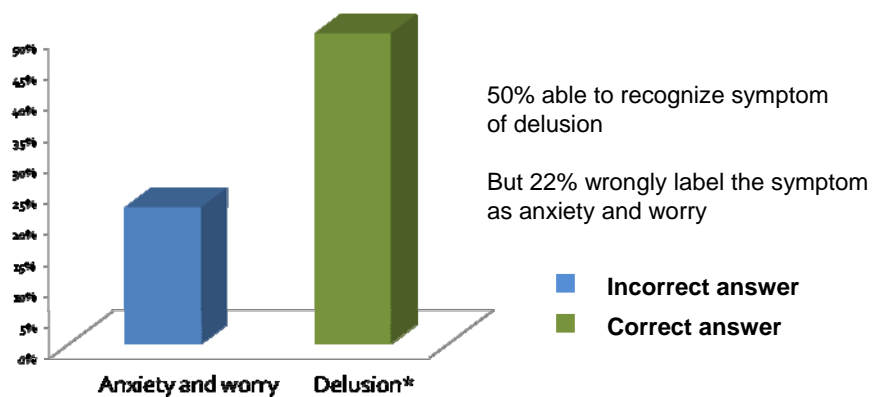
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Pre-training result: Identify main symptoms of psychosis



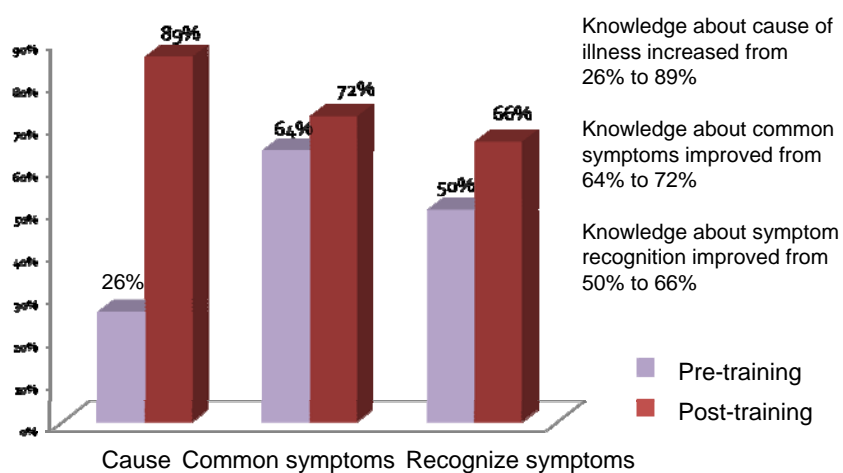
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Pre-training result: Recognize symptoms of psychosis



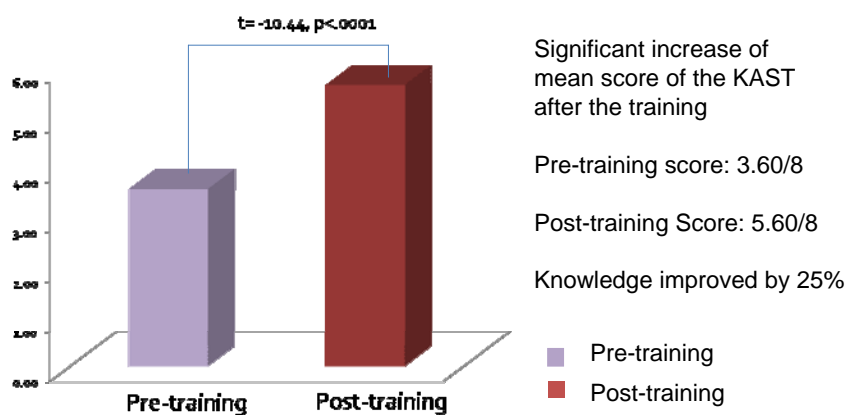
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Pre/post training comparison: Individual items



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Pre/post training comparison: Improvement of total score on knowledge about psychosis



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JCEP security officer training workshops

- Format
 - Focus both on knowledge about psychosis and skills of interacting with people with likely psychosis
 - Interactive with specific case illustration
 - Specific training material (booklet)
- Successfully conducted 16 workshops: open recruitment and on-site training
- Six were in collaboration with The Hong Kong College of Psychiatrists
- 81 companies, 735 security officers/managers participated

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Subjective appraisal of effectiveness of the workshop

Improvement of knowledge about psychosis	90.4%
Improvement of general interaction skills with people with psychosis	85.2%
Better understanding of people with psychosis	74.3%
Improvement of skills to manage emergency condition	73.2%
Increase confidence in interacting with people with psychosis	66%

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Concerns and difficulties expressed by participants during workshops

1. Difficulties in handling repeated complaints from patients regarding neighbors e.g. noises, strange smell and being monitored.
2. Aware the presence of psychotic symptoms of a resident but not sure how to provide help.
3. Feeling difficult to interact with people with psychosis who appear agitated.

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Two commonly encounter scenarios by
the security officers

Main skills shared during workshop

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Reminding list for security officers

DOs

- Using appropriate tone and speed of speech
- Appear calm, using simple and clear language
- Beware of personal safety
- Have local information about psychiatric services ready and make appropriate action when needed

DON'Ts

- Avoid loud and fast speech
- Avoid using long and complicated language
- Avoid agreeing or disagreeing with the content of the psychotic symptoms

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Conclusions

- Most of security officers are very patient towards people with psychosis, willing to help, and capable in handling issues relating to people with psychosis
- However lack of knowledge about psychosis and skills in interacting with people with the illness may create misunderstanding.
- In view of the needs, specific training to security officers, particularly train the trainers are needed.

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Question & Answer Session

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