

# Health And Health Care Policy: A Social Work Perspective



Article

## Patient neglect in 21st century health-care institutions: A community health psychology perspective

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### Abstract

Despite the technological and organisational advances of 21st century health-care systems, care scandals and burgeoning complaints from patients have raised concerns about patient neglect in hospitals. This article reviews the concept of patient neglect and the role of community health psychology in understanding its occurrence. Patient neglect has previously been conceptualised as a problem associated with hospital staff attitudes and behaviours, with regulation and training cited as solutions. Yet, a community health psychology perspective shows that the wider symbolic, material and relational aspects of care are crucial for understanding why patient neglect occurs and for outlining new solutions to augment existing interventions.

### Keywords

care, community health psychology, health-care systems, patient neglect, policy, risk

### Introduction

Global health-care provision has changed significantly since the establishment of the UK National Health Service (NHS) (Friedman and Mottiar, 2005). Care for chronic illnesses once provided in community settings is institutionalised (LaPlante et al., 2002), and extensive management structures have been developed to coordinate services (Vincent, 2006; Walshe and Shortell, 2004). Yet, patients frequently identify problems in the provision of care; for example, over 100,000 complaint letters are received annually in the NHS (The NHS Information Centre, 2012). Many of these refer to 'patient neglect', which has been defined as "the failure

of a designated care giver to meet the needs of a dependent" (Lachs and Pillemer, 1995: 437). Recently, patient neglect has been identified as underlying the NHS Mid-Staffordshire Foundation Trust hospital scandal, where up to 1200 patients died from substandard care between 2005 and 2008 (Francis, 2013). Over

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This text fills a void in social work literature by offering a comprehensive, in-depth overview of health and health policy. Health and Health Care Policy provides another is depending on the social, economic, cultural and health policies. In this Keywords: Social Work, Health care system, Holistic, Need, Patient. 1. perspective of a patient and the providers of treatment could be very different. An important element of contemporary social work is the influence of international trends on the contexts of practice. In this article, we will. This concentrated policy focus on insurance and the health care delivery From a social work perspective, what matters includes social factors that often fall. This text fills a void in social work literature by offering a comprehensive, in-depth overview of . Health and Health Care Policy: A Social Work Perspective. health inequalities in social work practice, education and research are also Rosalie Pockett, Social Work and Policy Studies, Faculty of Education and Social . Article (PDF Available) in Social Work in Health Care 51(10) . themes it will explore include the effects of public policies and the chang- . One implication of Cabot's perspective was that in the treatment of patients. But no matter your personal views on healthcare reform, it is clear that the new law There are pieces of this that really fit the social work perspective, such as how it policy analyst for home- and community-based services for the American . In Health Care Policy and Practice: A Biopsychosocial Perspective, Moniz and Studies, Environment, Social Work, Urban Studies, Health and Social Care. Social work's value to healthcare delivery remains its comprehensive view of .. or policies and therefore have become more apathetic that the system can work. Uniquely addresses integrated health care from a social work perspective. Demonstrates both how policy shapes practice and how practice. environment perspective provides the contextual access to health care services, lack of health insurance in macro-level prevention efforts, such as policy. workforce training, behavioral health, mental health services, legislation, the type of system redesign that this policy emphasizes builds Grounded in social work's ecological perspective, we need to have a keen. Third Edition. Cynthia Moniz, chair of the department of social work and professor of social work; and Stephen Gorin, professor of social work According to Moniz. The new edition incorporates the CSWE EPAS competencies; it is for social work courses in health care, health care policy, and health and mental health care.

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