

West County Psychological Associates' Philosophy

We believe that individuals and systems:

- Are capable of permanent change.
- Function best with clearly defined authority that stems from a systems hierarchy.
- Are accountable for both positive and negative aspects of behavior.
- Achieve success by conscious choices that lead to strength and development of personal responsibility.
- Control their environment by establishing boundaries consistent with their values.

We assist individuals/systems to implement change by:

- Helping to establish order within the environment.
- Meeting consistently in a collaborative relationship to achieve identified goals.
- Helping to identify and process significant issues.
- Aiding in resolving issues as they arise.

The result for the individual/system is the development of a strong sense of self that allows for the achievement of goals.

WEST COUNTY PSYCHOLOGICAL ASSOCIATES

COMPREHENSIVE HEALTHCARE SERVICES

Promoting professional growth and wellness

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A Comprehensive Approach

In today's healthcare system there is a growing concern for the effects of stress on healthcare professionals and in particular, on nurses. The experience of stress at work has undesirable effects, both on the health and safety of the professional and on the health and effectiveness of their organization. Reported professional behavioral and attitudinal problems often include the use of stimulants, anti-depressants, and anti-anxiety drugs, areas of growing concern in healthcare systems.

Understandably, healthcare systems would rather keep professional and organizational distress from the environment. However, it has become clear that this is not possible. The psychological and emotional well-being of staff and the work environment are projected on to patient care everyday.

Quality care for patients becomes only as effective as how holistically and systemically we address the needs of staff & the environment.

Comprehensive Healthcare Services (CHS) was developed by West County Psychological Associates to address the needs of the total medical delivery system; administrators, supervisors, managers and healthcare professionals. Change develops from a continuing mix of professional inservices education, outside consultation, peer reinforcement and support.

Our Care Team program assists the healthcare system to develop a collaborative approach and comprehensive understanding of professional and organizational distress. The result is a supportive environment with reduced stress, burnout and absenteeism; increased productivity; and quality pa

Care Teams

A Care Team is a group that:

Cares about both the individual and the system;
Assesses by gathering information, discussion and planning;
Responds by following through with interventions; and
Evaluates the effectiveness of the intervention and determines if a need to reassess exists.

The Care Team monitors and intervenes in specific, problematic situations. Composition of the team consists of unit Managers and a Supervisor depending on need and size of the healthcare facility. Most teams meet on a monthly or bi-monthly basis. Any team member may propose a specific at-risk issue for the team to address. The team then gathers information about the situation, plans and implements interventions, evaluates the outcome and continues monitoring the circumstances until the situation is resolved.

Objectives of the Care Team

- Enhance moral, productivity and unit effectiveness by reducing stress and anxiety arising from dealing with problematic co-workers, patient, families, and physicians.
- Obtain greater knowledge of the emotional and behavioral issues which impact the individual and the healthcare system.
- Facilitate a climate of supportive teamwork.
- Improve cost effectiveness through the reduction of burnout, absenteeism and turnover.
- Develop a greater understanding of how patient care is affected by staff psychology and systems theory.

In-Service Training Topics

Communication Skills
Conflict Resolution Skills
Assertiveness Training
Boundaries
Identifying At-Risk Staff
Mental Health Issues
A Systems Approach to Organizations
Effective Professional, Organizational and Management Strategies.
Issues that put Nurses At-Risk for Burnout
Stress Reduction
Management Practices
Successful Intervention of Difficult Issues

Care Team Consultation

The WCPA consultant meets consistently in a collaborative relationship to achieve identified goals, establish order within the environment and help to identify and process significant issues.

Additional Services

Consultation with Supervisors and Administrators
Small Group Sessions with those interested in specific topics
In-Services for other Departmental Managers.
Educational Counseling
Counseling Services for staff of your facility.
Resource Referrals