



Bringing Dignity to Mental Health

Creating a World of Dignity for All

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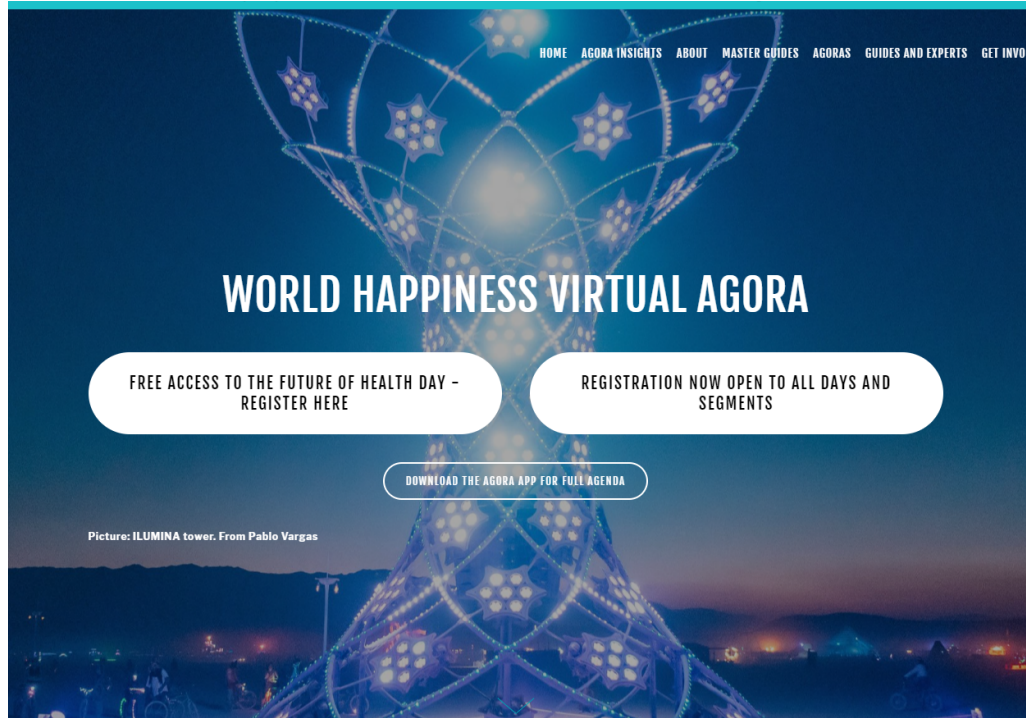
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Chair The World Dignity Project

World Happiness Virtual Agora 2019

Acknowledgements



**Thanks to the organisers &
participants of the World
Happiness Agora 2019**



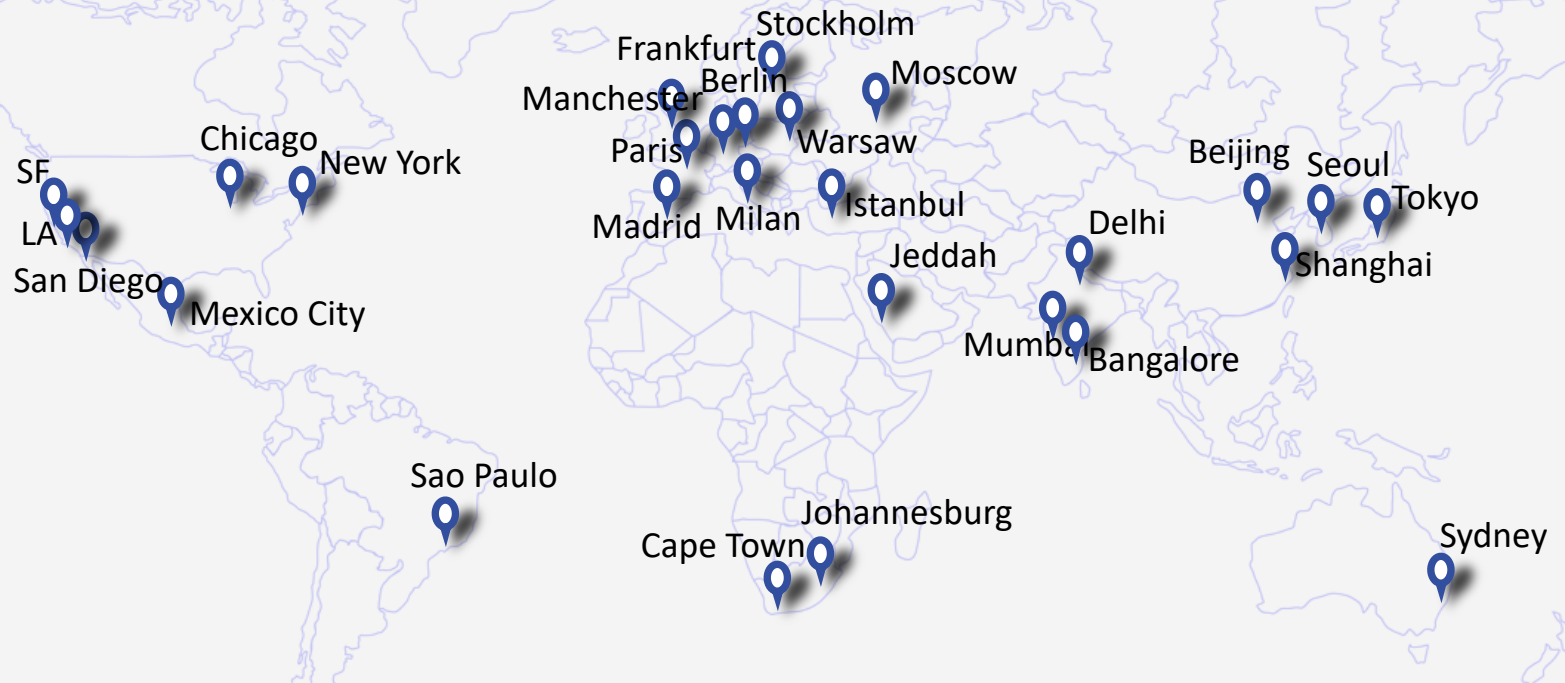
Thanks



- To all the mental health service users, carers and families who inspire our belief that dignity is possible for all
- To all global mental health advocates who continue to remind us that we can all make a difference
- To the researchers, volunteers and members of the World Dignity Project who continue to remind us that symptoms are not a barrier to recovery

Dignity in Mental Health

The Voice of the Service User



Thanks to WFMH for making
dignity the 2015 WMHD theme



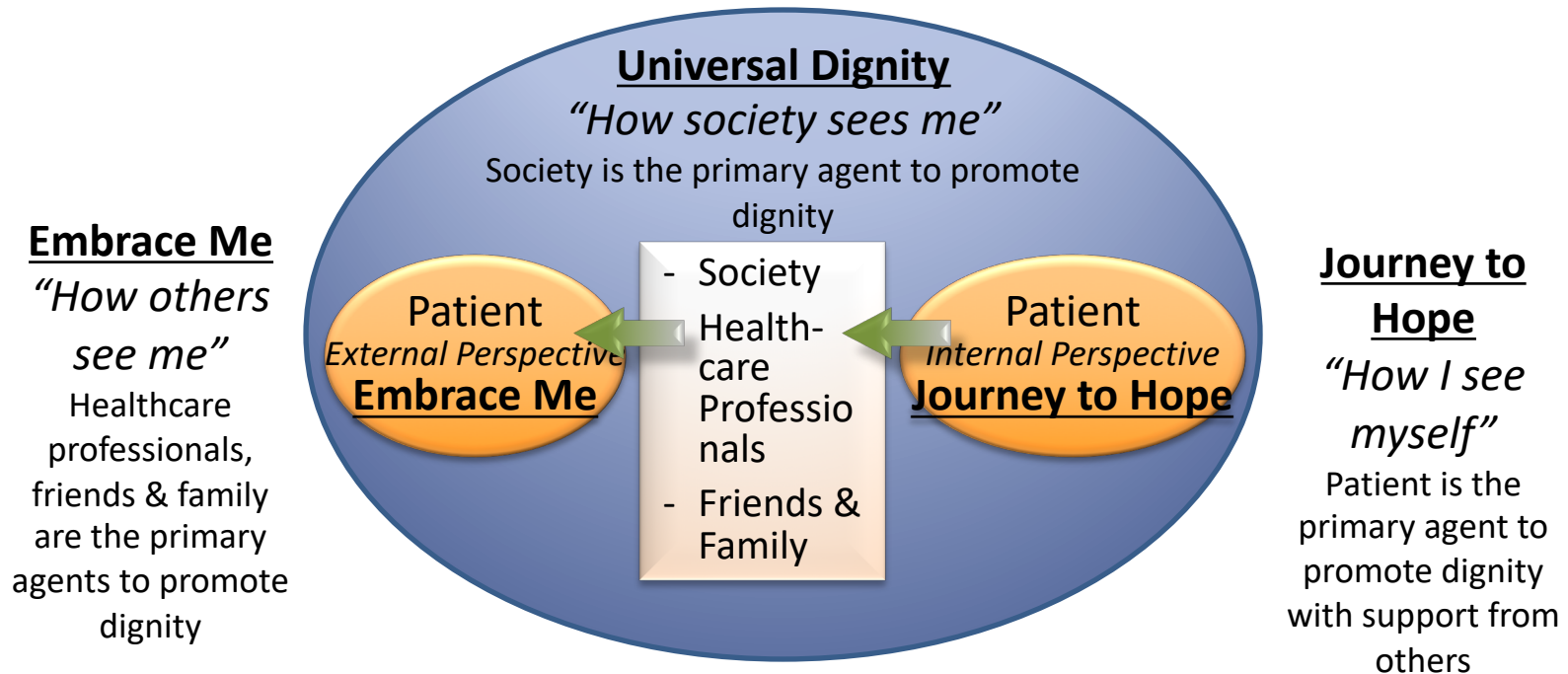
WORLD
MENTAL
HEALTH
DAY

DIGNITY IN MENTAL HEALTH

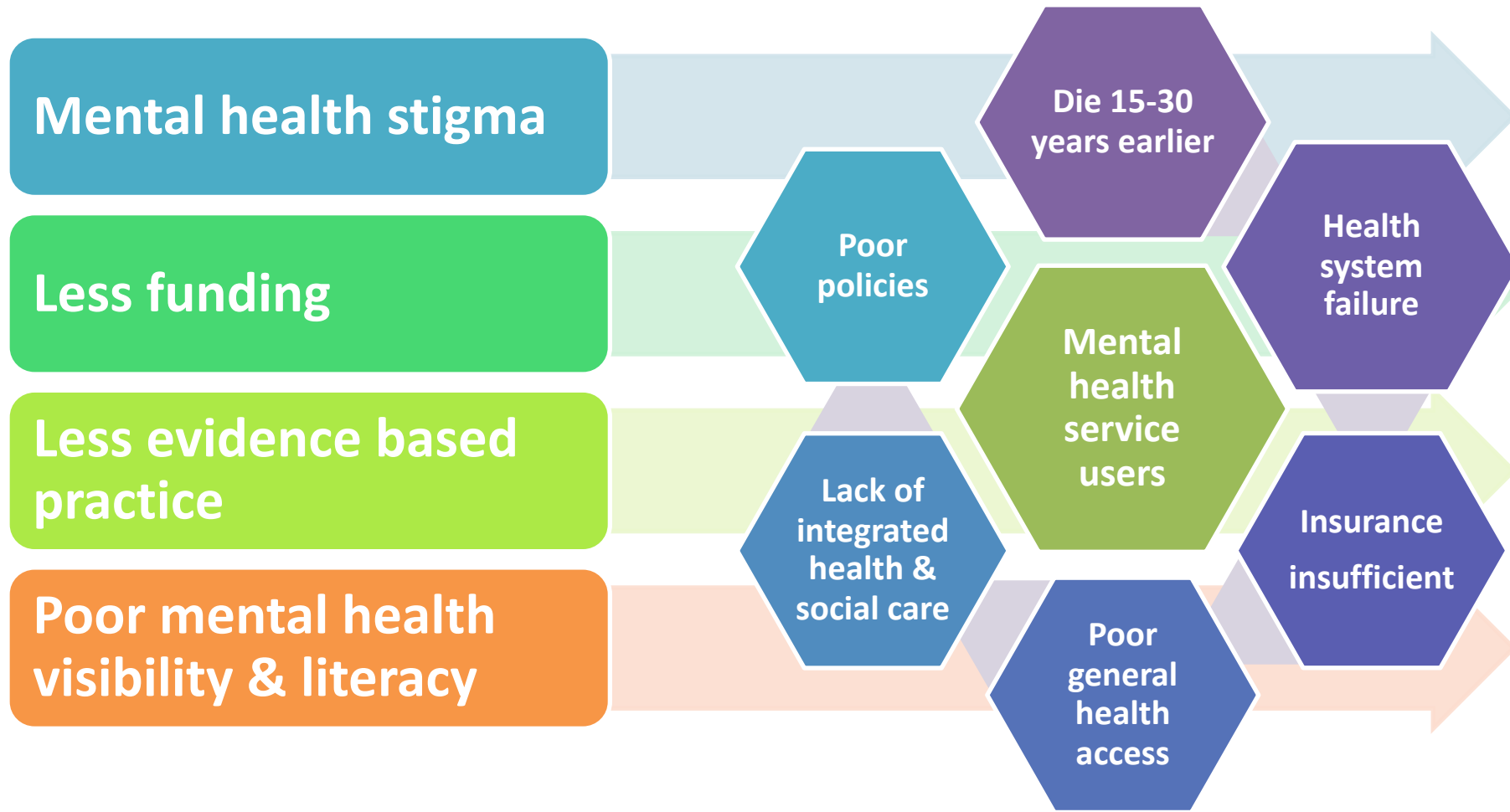
The 10th of October 2015

Taxonomy of Dignity in Mental Health

There are three dimensions of Dignity in Mental Health, from a service user perspective



Why dignity in mental health is important



Why mental health dignity is important



- A doctor misses a diagnosis of breast cancer
- His colleague reports him to the management team and he is sanctioned
- The same doctor sees a patient with breathing problems. He is so worried about missing a diagnosis of cancer that he investigates
- The same doctor sees a patient with emotional distress and writes little or nothing in the records – why is this?

Mental health deserves better



Compared to the general public mental health patients in similar situations are less likely to be:

- referred for a mammogram
- referred for in-patient hospital care in diabetic crisis
- offered cardiac catheterisation
- offered choice in the treatments they are offered
- have a 25% reduction in earnings

- Online qualitative research using a proprietary multimedia-enabled digital platform
- Landing page explained the study and asked for a user name, age and country of residence. Confidentiality was protected
- Six questions:
 - One structured question regarding diagnosis and treatment
 - Five open-ended questions regarding positive and negative patient experiences and perceptions of dignity in experience and equality of treatment
 - Photos or video were requested to support answers

Sample: Global Respondents



You give me a safe place where I feel supported, valued and loved

*“During one of my hospitalizations...I was on suicide watch...nurses were not just sitting with me, or imposing their views on me- they were **allowing me to feel, supporting me as a human being with challenges, but who is loved and valued.** That was a **game changer** in my healing.”*

Female 18-34 USA



What I feel is real – you validate my feelings

*“I remember perfectly the first and best session...I felt that all **my issues were actually valid**, and **someone understood** the pain I was dealing with.”*

Female 18-34 Portugal



What Makes for a Positive Patient Experience

TÍTULO DA APRESENTAÇÃO

ModelPeople
global brand insights & strategy
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You listen to me without
interrupting

*"My doctor let me speak about
myself and help me to **understand**
my problems **without judging** me."*

Female 18-34 Italy

*"He was **quiet when he needed to**
be. He waited a few seconds after
each of my statements so I didn't
feel too overwhelmed, and **he**
didn't interrupt me at any point."*

Male 35-49 UK



You give me control by
involving me in decision making

*“I still had the **power to make decisions**...I could still live and that **all was not lost**. I felt **understood** and **valued** like all normal people... there was still **hope**. This gave me the will to adhere to the treatment...I had been **involved in the decision making**.”*

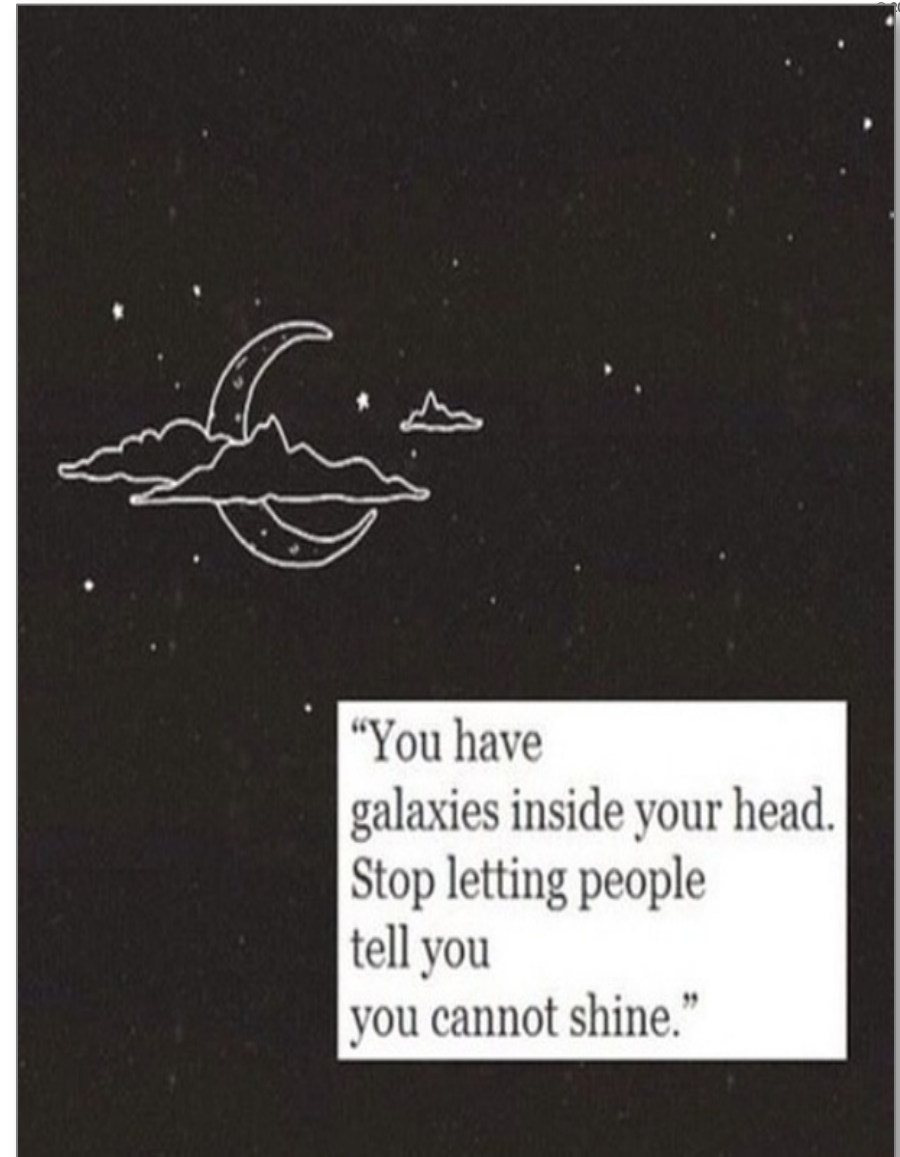
Female 18-34 Uganda



You give me tools I can use

*"The doctor gave me the perspective that I never think the same thing through before. And I **try the guidance** he gave while in my daily life. And I **felt the differences.**"*

Female 18-34 Taiwan



You give me hope for a future when this is behind me

*“Finally finding an eating disorder specialist who truly understood my struggles, didn't punish me for relapsing or falling back into bad habits during treatment and helping me cope with my illness in a way I didn't think I could. **I have learned that I can make my own choices regarding my mental and physical health and that I'm in charge of my future.**”*

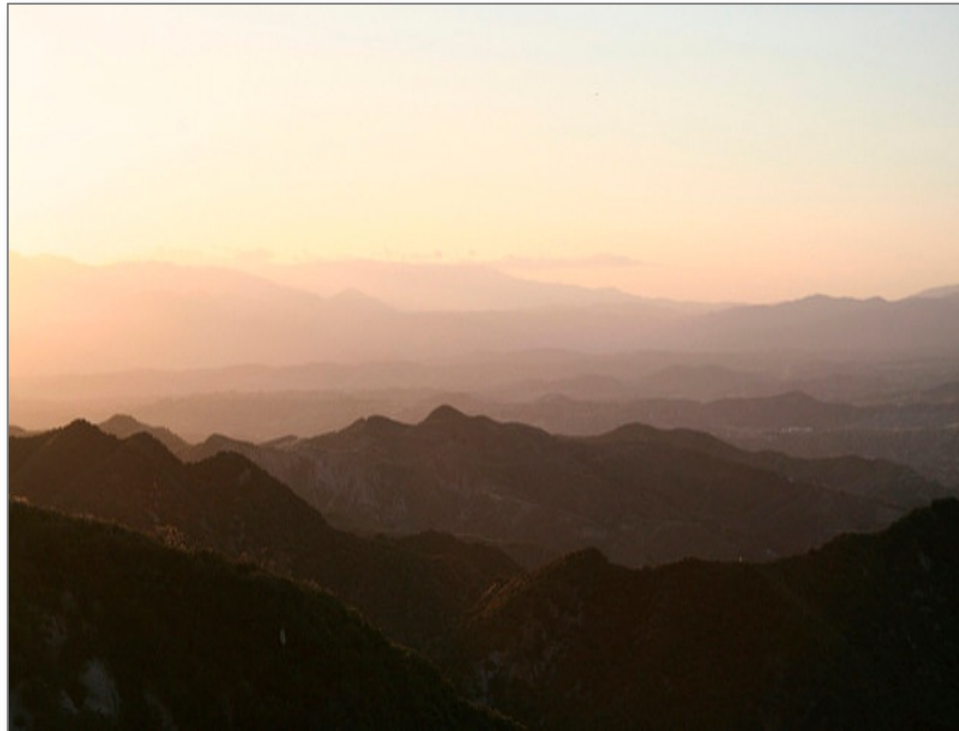
Female 18-34 Sweden



You communicate with me throughout

*“The doctor I worked with...**explained each test** before administering it...she was very **friendly and nonjudgmental**. I felt comfortable talking to her...After testing was complete, she **sent a detailed write-up** of my results, **spent an hour on the phone with me to discuss the results**, and was **consistently available via email to talk**.”*

Female 18-34 USA



What patients want



"This collage represents that we need unity in order to achieve dignity. We need to be open-minded and welcoming of new ideas. We need to talk about mental health issues in everyday life, in the media and in the government. ... We need to share ideas. Above all, we need to show love towards each other and unite for we all live on the same planet."

Become a dignity ambassador



www.theworlddignityproject.org

#dignityexperience

#dignitysymbol

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What brings you the most hope today for mental health solutions?

- There is a global conversation about mental health dignity
- We are no longer ashamed to disclose mental distress or mental illness
- We are recognising mental health champions from all walks of life