

Patient Safety Day 2023

1926 Helpline Service- National Institute of Mental Health
2nd Place- Line Ministry

Objectives

- Identify client's mental health state and unsafe areas.
- Make them and their relations confidence to take necessary action.
- Enhance the patient's experience for improving their mental health.
- Reduce suicides and refer early treatments.
- Encourage patient advocacy.

Interventions

- Establish trust through appropriate verbal communication.
- Providing privacy and confidentiality.
- Training and professional development.
- Cooperate with other regional services.
- Regular supervising and evaluation.

Roadmap of Implementations



Results

➤ Confidentiality and accessibility encourages more people to seek support

Reducing the mental health stigma

Leads to early intervention and client safety

Follow up services

Significant improvement in mental well-being and client's safety

Feedbacks and testimonials from satisfied callers

All calls are recorded and chat history available

Lessons Learnt

➤ Gain insights and develop coping strategies that can contribute to personal growth and self awareness.

➤ To better understanding of oneself and others.

➤ To perform counseling according one's literacy and educational level. This help to catering their unique needs.

➤ To improve the quality of service by evaluating feedbacks.

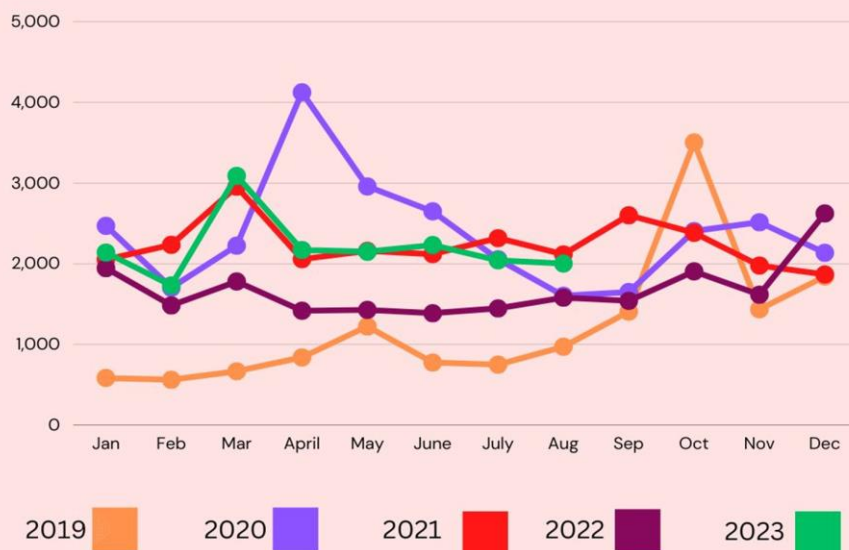
Conclusion

➤ We have supported the prevention of suicidal ideation 1590, domestic violence 750 and more than 106,000 mental health issues up to now.

➤ So 1926 is a valuable asset in enhancing client's safety and engaging clients as active partners in their mental wellbeing.

➤ In future we hope to do more awareness campaigns for promotion and broad our service with more agents for support, empower and equipped to continue their journey towards safety and wellbeing

1926 VOICE HELPLINE STATISTICS



Sustainability

➤ In 2022

➤ 5 voice agents+ sms and whatsapp chat service

➤ Island wide voice helplines in 25 call centers with more training professionals.