



Leadership in the psychiatric services in the era of COVID-19

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BACKGROUND AND AIM



- ✓ In attempt to reduce the risks of COVID-19 infections, many psychiatric outpatient clinics have replaced face-to-face appointments with remote appointments when possible.
- ✓ The rapid digital leap required by the pandemic has not only put healthcare providers but also managers in a new situation, facing potential challenges.
- ✓ The aim of this study was to find out what the increase in remote psychiatric services has required from the leadership.



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METHODS

- ✓ The data was collected through monthly online surveys after the COVID-19 outbreak between March and May 2020.
- ✓ Online survey was sent to 59 psychiatric service managers and one registry office in 20 health care districts.
- ✓ In the open-ended questions the respondents described how the sudden increase in remote services had impacted the leadership practices.
- ✓ The responses were analysed using qualitative content-analysis.



RESULTS



- ✓ A total of 39 adult psychiatric, youth psychiatric and pediatric psychiatric service managers filled in the survey from 19 health care districts.
 - ✓ 34 % from adult psychiatry
 - ✓ 34 % from youth psychiatry
 - ✓ 32 % from pediatric psychiatry



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Requirements for managers regarding...

Organizations

- Increased need for IT equipment
- Need for organizing operations related to remote services
- Inquiries related to IT
- Evaluation of remote services

Healthcare professionals

- Increased need for instructions
- Support and education to meet the changed situation
- Overseeing remote work
- Discussing and informing about the occurring changes and problems
- Easing the professionals' fear of getting infected

Healthcare managers

- Patience, determination and creativity
- Developing own IT competence



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CONCLUSIONS



- ✓ This study provides new information about psychiatric service leadership in the era of COVID-19 pandemic.
- ✓ It appears that the pandemic and the sudden increase in remote services created several new demands on leadership.
- ✓ This study also supports the importance of decisive leadership in a global crisis such as COVID-19. Decisive leadership requires determination and creativity from managers.
- ✓ In a crisis such as this, enough training should be provided for managers regarding changing situations and remote services.



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Thank you!

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