

Unveiling The Canvas: Exploring The Intersection Of Mental Health Policies And Psychiatric Nursing Practice In Saudi Arabia

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Abstract

Background: Policies and guidelines pertaining to mental health are crucial in psychiatric settings because they give guidance and support for providing patients with appropriate care. The mental health of psychiatric nurses must also be regulated by a psychiatric facility since working with psychiatric patients on a daily basis exhausts them. The laws and policies pertaining to mental health that impact the practice of psychiatric nursing in Saudi Arabia are examined in this article..

Method: A thorough search of databases, including Scopus, PubMed, and Web of Science, was conducted in order to categorize pertinent research that was published between 2019 and 2023. The papers that were written in English and particularly examined how mental health laws and regulations affect psychiatric nursing practices met the inclusion criteria for this research. The selected studies also have to offer useful information on team dynamics and employ recognized measurement scales. Following an initial screening and quality evaluation, ten studies were included in the synthesis.

Findings: The study's six themes were: developing a professional attitude toward psychiatric disorders; defining the roles of psychiatric nurses in the psychiatric setting;

mental health challenges impacting psychiatric nurses' practices; institutional policy impacting psychiatric nurses' practices; mental health regulation and stigmatization; and educational interventions to increase the practice of psychiatric nursing.

Conclusion: The study concludes that nurses' practice in the psychiatric ward has been favorably correlated with clearly defined roles, the policies and procedures of mental hospitals, and the education and training received by psychiatric nurses. The more guidelines that mental health nurses are given, the better care or services they can offer their patients.

Keywords: Mental health, Policies, Regulation, Psychiatric, Nursing, Practice, KSA.

Introduction

An essential human right, mental health allows people to study, work, develop their talents, deal with life's challenges, and give back to their communities. It is a complicated continuum with a range in consequences and intensity. Psychosocial impairments, mental illnesses, and other mental states linked to suffering or the risk of self-harm are all considered mental health issues. It is not always the case that those with lower mental well-being (Fusar-Poli et al., 2020; Batool et al., 2022).

Mental health is a major global public health topic that has gained attention with the growing focus on the international health agenda. All the same, a separate assessment of foreign financing for mental health is necessary. Less than 0.5% of all funds for health development were allocated to mental health, according to an evaluation of global development assistance for people's mental wellbeing from 2006 to 2016. Given the low public investment in mental health in low- and middle-income countries, international organizations and development partners are criticized for their persistent efforts to boost money for mental health (Liese et al., 2019).

The multisector action plan for mental health aims to promote, prevent, treat, rehabilitate, care for, and recover mental health. It was developed following talks with international partners, civil society groups, and Member States. The program lays out specific actions for Member States, the Secretariat, and international partners, and recommends crucial metrics and objectives to evaluate implementation,

progress, and effect. People who are in excellent mental health are able to manage life's challenges, work efficiently, and contribute back to their communities. The plan also emphasizes how kids may build strong identities, learn self-control over their thoughts and feelings, build connections with others, and get the knowledge they need to play an active part in society (WHO, 2021; Noshili et al., 2022).

The national policy framework for drug use and mental health in Qatar is called Qatar National Vision. Incorporating global best practices, Qatar, a rapidly developing, affluent country with over 2.5 million people, has developed its mental health services and relevant regulations. The official languages are Arabic and Islam, and the country has one of the highest GDP per capita rates in the world. Over 75% of the population is foreign, of which half are lower-skilled migrants (Wadoo et al., 2023).

It is critical to understand the patient experiences of incarceration under mental health legislation in order to support attempts to modify policy and practice. Although receiving forced inpatient treatment can sometimes be unpleasant and upsetting, there are a few factors that have been discovered to significantly lessen these negative impacts. New working procedures that allow staff and patients more voice and establish physical and social environments that promote rehabilitation may be beneficial for inpatient wards (Akther et al., 2019).

Public interest in mental health increased after the MH Act was passed and during the COVID-19 epidemic. Among the most popular and often asked connected questions throughout the epidemic were definitions, translations, factors, services, policies, unpleasant mental states, and their context. Any opportunities or challenges posed by federal, state, and local policy might be addressed by legislative reforms. While communities may follow various procedures for enacting bills, ordinances, and other legal measures, new laws typically require approval by elected representative bodies prior to being signed into law by the head of the executive branch. Legislation comes in many forms; some mandate reporting and monitoring processes, permit the establishment of new agencies and programs, and restructure existing ones. (WHO, 2023; Hussain et al., 2022; Shubayra et al., 2022; Almutairi et al., 2022).

In order to address mental health issues, public response and service improvements place a strong emphasis on infection control, accessibility to diagnosis and treatment, continuity of care, and attention to new cases and high-risk groups. Psychiatric nurses should create sustainable mental healthcare delivery systems in collaboration with specialists, doctors, and service users to minimize gaps in healthcare (Moreno et al., 2020).

When interpersonal connections, organizational support, organizational preparedness, workplace safety, and accessibility to supplies and resources were adversely assessed, all of the study's poor mental health outcomes had higher ratings. In light of the concerning self-reports about their mental health during the COVID-19 pandemic, there is an urgent need for improved workplace norms and procedures to prevent and mitigate the unfavorable working circumstances experienced by nurses. (Havaei et al., 2021).

Due to workplace factors such a dearth of personal protective equipment, staffing shortages, and inadequate safety planning and training, nurses are among the medical professionals most at risk of catching COVID-19 and passing away from it. Preliminary research indicates that nurses are more susceptible to the negative mental health impacts of the COVID-19 epidemic. In nursing research, the absence of mental health conditions such post-traumatic stress disorder (PTSD), anxiety, depression, and burnout is commonly utilized as a stand-in for mental wellness. PTSD symptoms include hypervigilance, poor attention, avoiding stressful situations at work, nightmares, and flashbacks to the traumatic incident. (Ricci-Cabello et al., 2020; Alqarni et al., 2023; Alotaibi et al., 2022; Shahbal et al., 2022).

The increased occurrence of violence poses a major threat to the physical, emotional, and psychological well-being of healthcare professionals, particularly psychiatric nurses. Although they acknowledged that such behavior was part of their work description, female nurses reported receiving little support from colleagues, families, and institutional superiors (Alanazi, McAndrew & Warne, 2023). Given that mental health nurses frequently struggle with paternalism and ethical issues, it is imperative that this moral conundrum be addressed. Healthcare workers can benefit from this review by better understanding their moral duties to individuals with mental disorders, which include upholding

individual autonomy, eliminating discrimination, protecting human rights, and preserving individual independence. By addressing potential solutions and advancing the interests of patients, the public, and the nursing profession, nurses may behave ethically. (Ventura et al., 2021; Alruwaili et al., 2022; Sindhu et al., 2022).

Method

Aim of Research:

This systematic study suggests examining how Saudi Arabia's mental health laws and policies affect psychiatric nursing practice.

Research Questions:

The following are two major research questions in this systematic review:

- What mental health rules and guidelines apply to psychiatric nurses in Sadi Arabia?
- What is the influence of mental health policies and laws on Saudi Arabian psychiatric nursing practices?

Literature Search Strategy:

Relevant publications published in peer-reviewed journals were found through a thorough and systematic analysis of academic databases. Among the searchable databases that were looked at were PubMed, Scopus, and Web of Science. Carefully considered themes such as "Mental Health Policies," "Mental Health Regulation," "Mental Health Policies and Regulation Impact," "Psychiatric Nursing," and "Mental Health Policies and Regulation Impacting Psychiatric Nursing in Saudi Arabia" were included in the search terms.

Table 1. Syntax Search

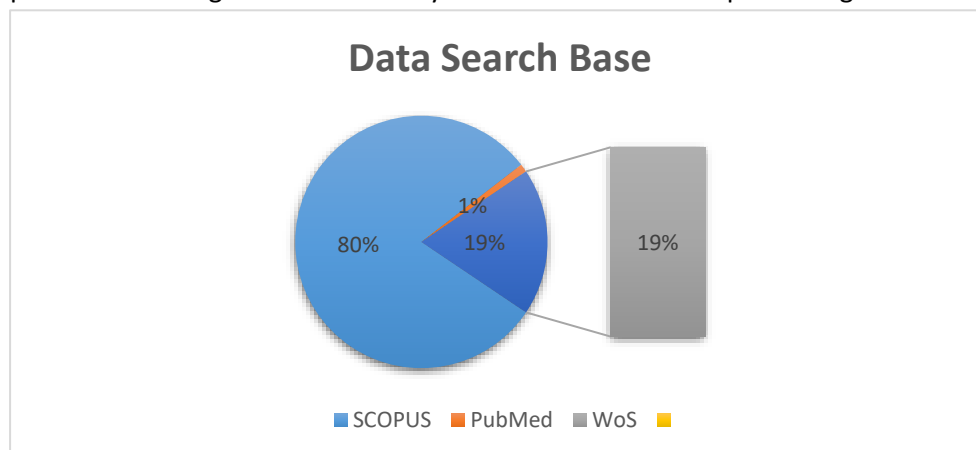
Syntax	"Mental Health Policies," "Nursing," "KSA:"
1	
Syntax	"Mental Health Regulation," "Nursing," "KSA:"
2	
Syntax	"Mental Health Policies," "Impacting," " Psychiatric Nursing," "KSA,"
3	
Syntax	"Mental Health Regulation," " Impacting," " Psychiatric Nursing," "KSA:"
4	

Table 2. Statistics from the Data Base

No	Database	Syntax	Year	No of Researches
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1	PubMed	Syntax 1	2019- 2023	6
		Syntax 2		16
		Syntax 3		2
		Syntax 4		1
2	Scopus	Syntax 1	2019- 2023	586
		Syntax 2		779
		Syntax 3		459
		Syntax 4		91
3	Web of Science	Syntax 1	2019- 2023	145
		Syntax 2		137
		Syntax 3		88
		Syntax 4		81

Three well-known databases were searched to find pertinent research publications: Web of Science, PubMed, and Scopus. The search strategy was adopted to ensure validity and applicability and to concentrate on articles published between 2019 and 2023. Based on the data, Scopus generated 1915 of the most important research publications. Web of Science supplied 451 research articles, compared to 25 from PubMed. These results demonstrate the breadth of the scientific investigation and provide a strong basis for the systemic review's subsequent stages.



Graphic representation of search database according to different search engines

Criteria for Inclusion and Exclusion

Research on mental health policies and laws influencing psychiatric nursing practice in Saudi Arabia, full-text publications published between 2019 and 2023, and English-language communication are required for this project. Grey articles and non-English items older than 2019 are excluded.

Study Selection

Concepts must be identified, tracked, maintained, formulated, and synthesized as part of data search. Using inclusion and

exclusion criteria, search engines are identified and studies are chosen first. There is utilization of databases, literary libraries, and search engines.

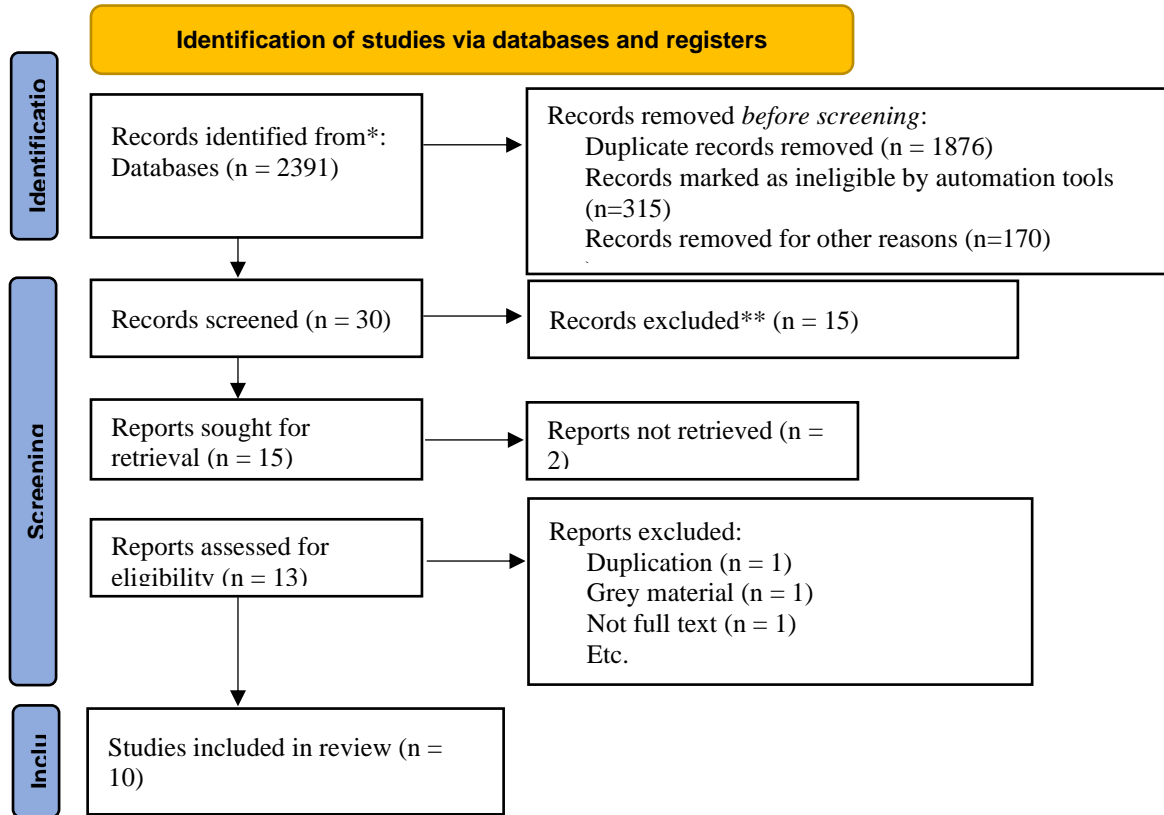
Table 3. Selected Studies for SR (Systematic Review)

No	Author	Research	Year
1	Alhawsawi et al.	Nurses' Attitude towards Patient's Rights at Erada Mental Health Complex in Jeddah City, Saudi Arabia	2022
2	AlOtaibi et al.	Assessing perceptions about critical thinking, motivation learning strategies in online psychiatric and mental health nursing education among Egyptian and Saudi undergraduate nursing students	2023
3	Alzaharani & Sharif	Effectiveness of an Educational Intervention on Clinical Competency among Mental Health Nurses Working at a Government Mental Health Hospital	2023
4	Alyousef& Alhamidi,	Evaluating the need for supervision of advanced mental health practitioners in psychiatric practices in Saudi Arabia.	2022
5	Aljohani, Alzghool & Albakiri	Community Mental Health Nursing in Saudi Arabia: Current and Future Challenges.	2021
6	Alzghool & Al-Bakiri	The future of mental health nursing practice in Saudi Arabia:	2019
7	Aljohani et al.	Community Mental Health Nursing in Saudi Arabia: Current and Future Challenges.	2021
8	Alyousef&Alhamidi	Nurse views of obstacles nurses encounter in Saudi Arabia while providing psychiatric care.	2023
9	Alhamidi& Alyousef	Perceptions of Saudi psychiatric mental health nurses' roles in the inpatient mental health care setting.	2023
10	Aldhafeeri et al.	Difficulties Experienced by Psychiatric Nursing in Mental Health Hospitals and Clinics and Their Relationship to Performance Improvement.	2022

Study identification using databases and registrations

Quality management, general evaluation, and data from peer-reviewed publications may all be used to systematically evaluate the quality of a study. We call this procedure "quality evaluation." This thorough literature analysis offers a wealth of knowledge on research methodology and pressure-applying studies.

Table 4. Identification of Studies via Database



Data Extraction

The data was extracted using PRISMA, a method to investigate how mental health laws and policies affect psychiatric nurse practice in Saudi Arabia. Measurements, participant profiles, and research parameters served as the inclusion and exclusion criteria.

Table 5. Research Matrix

Author, Year	Aim of study	Methodology	Sample	Setting	Result
Aljohani, K. I., Alzghool, M. M., & Albakiri, A. M. (2021).	The aim of this study was to explore the future directions of mental health nursing practice in Saudi Arabia by obtaining expert consensus and to recommend a future agenda for policymakers and researchers in the field of mental health nursing.	A Delphi method was used. The data was collected over three rounds. For the first round, the researcher utilized open-ended questionnaire. Following the content analysis of the open-ended questions (639) responses was elicited.	The first consist of faculty members from eight Saudi universities, and the second consist of nursing staff from three major Saudi mental health hospitals. The questionnaires were sent by email to the faculties	In KSA	The study's findings demonstrated that 19 topics had a consensus level of 80% or above among the experts. In conclusion, it was clear that the expert panel thought that a variety of factors should influence how mental health nurses practice by 2025. The panel assessments, however, seemed to place less attention on topics like the stigma attached to mental illness and those who suffer from it.

		A 33 items questionnaire was then constructed with five major categories and was utilized later during the second and third round of the study.	and directly by the		
Alhamidi, S. A., & Alyousef, S. M. (2023).	The aim of this study is to investigate the roles of psychiatric mental health nurses during their work experiences in inpatient clinical settings.	A focus group Study	10 graduate psychiatric nurses with more than 2 years' practice in inpatient psychiatric settings.	In KSA	Several problems with practicing surfaced. The participants believed that since there are too few caring responsibilities, the caring role is structurally minimized, and there is insufficient training, mental nurse specialists are expected to provide more care than is practical in the inpatient context. They thought that improvements in nurse education and a focus on defining nurses' duties would improve the role that nurses play in patient care since they felt that many of the tasks carried out fell short

					of what they expected of the compassionate role of a psychiatric nurse specialist.
Alzghool, M. M., & Al-Bakiri, A. M. (2019).	The aim of this study was to explore the future directions of mental health nursing practice in Saudi Arabia by obtaining expert consensus and to recommend a future agenda for policymakers and researchers in the field of mental health nursing.	A Delphi method was used. The data was collected over three rounds. For the first round, the researcher utilized open-ended questionnaire. Following the content analysis of the open-ended questions (639)	The content analysis of the open-ended questions (639) responses were elicited.	In KSA	The study's findings demonstrated that 19 topics had a consensus level of 80% or above among the experts. In conclusion, it was clear that the expert panel thought that a variety of factors should influence how mental health nurses practice by 2025. The panel assessments, however, seemed to place less attention on topics like the stigma attached to mental illness and those who suffer from it.

		responses were elicited.			
Alyousef, S. M., & Alhamidi, S. A. (2023).	Study offers a description of mental health nurses' viewpoints, insights into obstacles encountered during their experiences, and recommendations for enhancing psychiatric inpatient nursing care and achieving progress toward the goals set out by KSA Vision 2030.	A phenomenological qualitative design.	10 mental health nurses	In KSA	There were two primary themes and corresponding subthemes found. The first subject, "obstacles faced by mental health nurses," was divided into the following subthemes: stigmatization; poor professional self-confidence and inadequate support; job duties that are defined; and stress, insecurity, and risky situations. The second subject, which included suggestions for raising the standard of mental health nursing, was divided into two smaller themes: raising mental health awareness and enhancing training and professional abilities.
Aljohani, K. I., Alzghool, M. M., & Albakiri, A. M. (2021)	Aimed to explore the current and future challenges that facing the application of community mental health nursing	A Delphi method was used in this research. The data was collected over three rounds, the first round	29 participants	In Saudi Arabia	According to the study's findings, experts were able to agree on 18 points with at least a 70% degree of agreement. Ten of them addressed anticipated future obstacles, three addressed present issues, and five addressed recommended approaches for launching community mental health nursing.

		the researcher utilized three open-ended questionnaire.			
Alhawsawi, A. M., Alsohimi, K. M., Awadie, M. S., & Alshehri, B. A. (2022).	The purpose of the study is to investigate the attitudes of psychiatric nurses at Erada mental health complex in Jeddah city towards patients' rights.	A descriptive cross-sectional research design	The study used the convenient sampling method to recruit a sample of 171 psychiatric nurses.	In KSA	The study's findings demonstrated the good opinions that psychiatric nurses at the Erada mental health complex had for patients' rights (4.06±0.76). The findings demonstrated that patients' strongest positive attitudes were associated with the ideas that they should receive medical care in a secure setting, that they should have the freedom to select or modify the healthcare provider, and that they should be entitled to any services that are provided in accordance with their medical needs. Furthermore, it was discovered that the opinions of psychiatric nurses toward patients' rights did not significantly change based on the age, gender, or years of experience of the nurses.

<p>Aldhafeeri, E. T. G., Aldhafeeri, S. T. G., Aldhafeeri, H. T. G., Aldhafeeri, M. A. A., Aldhafeeri, G. T. G., & Aldhafeery, S. R. S. (2022).</p>	<p>This research explored difficulties experienced by psychiatric nursing in mental health hospitals and clinics and their relationship to performance improvement.</p>	<p>H Design A correlation, the descriptive design used in this research,</p>	<p>201 participants (nurses) from a Mental Health Hospital in Hafar Al-Batin, king Khaled General Hospital clinic, and Hafar Albatan Central Hospital clinic - Saudi Arabia.</p>	<p>In Saudi Arabia – Hafar Al – Baten.</p>	<p>It was found that 44% of the participants were female and 56% were male. The age-specific big proportion was 47.8% for the 20–29 age range. Next, the age group of 30 to 39, which has 42 total members and a proportion of 20.2%. The years of experience of the study sample with the highest proportion, 57%, were between 5 and 7 years. Additionally, it demonstrated the variety of challenges that nurses experienced on the job, including stress, anxiety, and depression. The quality of treatment and work performance may suffer as a result of these symptoms. There is no statistically significant correlation between the professional performance scale and the overall mental health measure.</p>
<p>Alotaibi, N. G., Alshowkan, A., Kamel, N., El-Ashry, A. M., alsaleh, N. S., & Abd Elhay, E. S. (2023).</p>	<p>Examines student perceptions about critical thinking, motivation, and learning strategies in online psychiatric nursing education among nursing students</p>	<p>Quantitative research design</p>	<p>A total of 75 Saudi undergraduates and 105 Egyptian nursing students</p>	<p>At Imam Abdulrahman bin Faisal University in Saudi Arabia and Alexandria University in Egypt.</p>	<p>In a psychiatric and mental health nursing course, the present study discovered that employing an engaging approach to online learning encouraged students to use critical thinking and cognitive processing skills, even in two distinct contexts.</p>

<p>Alyousef, S. M., & Alhamidi, S. A. (2022).</p>	<p>This study aims to characterize the ideas that advanced mental health nurse practitioners hold about supervision in practice and to consider what is required to support changes to advanced mental health nursing in Saudi Arabia.</p>	<p>This study adopted a qualitative exploratory design that applied a phenomenological approach as the research method.</p>	<p>Twelve postgraduate mental health nurses were recruited through purposive sampling.</p>	<p>In Saudi Arabia.</p>	<p>The primary theme, which outlines the qualities of an effective supervisor of advanced mental health nurse practitioners, was produced by the data analysis. Three key topics comprised the components of a supervisor's competence: communication, professional traits, and nursing competences.</p>
<p>Alzahrani, M. S., & Sharif, L. S. (2023).</p>	<p>To evaluate the effectiveness of an educational intervention on the clinical competency of mental health nurses.</p>	<p>Quasi-experiment study pre-test and post-test with one group study design were conducted</p>	<p>80 nurses in a large mental health hospital</p>	<p>Tabuk city, Saudi Arabia.</p>	<p>In order to improve mental health clinical competency, healthcare organizations and senior decision-makers should create well-designed, recurring mental health programs that involve nurses with master's and doctorate degrees in mental health nursing. This is because the analysis of the collected data showed a statistically significant positive effect of educational programs on improving mental health clinical competency.</p>

Quality Assessment

The methodological quality and bias risk of the included studies were assessed using appropriate quality assessment instruments tailored to different research types. This procedure guaranteed that the study was a condensed and reliable source of information.

Table 6. Assessment of the literature quality matrix

Sr #	Author	Are the selection of studies described appropriately	Is the literature covered all relevant studies	Does the method section describe?	Were findings clearly described?	Quality rating
1	AlOtaibi et al.	Yes	Yes	Yes	Yes	Good
2	Aljohani, Alzghool & Albakiri	Yes	Yes	Yes	Yes	Good
3	Alyousef&Alhamidi	Yes	Yes	Yes	Yes	Good
4	Alzghool & Al-Bakiri	Yes	No	Yes	Yes	Good
5	Alhawsawi et al.	Yes	Yes	Yes	Yes	Good
6	Aldhafeeri et al.	Yes	Yes	Yes	Yes	Good
7	Aljohani et al.	Yes	Yes	Yes	Yes	Good
8	Alhamidi& Alyousef	Yes	Yes	Yes	Yes	Good
9	Alzahrani & Sharif	Yes	Yes	Yes	Yes	Good
10	Alyousef& Alhamidi,	Yes	Yes	Yes	Yes	Good

We used appropriate quality evaluation instruments tailored to different research types to assess the methodological quality and bias risk of the included studies.

Results

Table 7 The following sub-themes have been observed among the studies, including in the systematic review.

No	Themes
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1	Psychiatric nursing practice is increased by educational initiatives.
2	The practices of psychiatric nurses are impacted by mental health issues.
3	The effect of institutional policies on the practices of psychiatric nurses
4	Stigmatization and control of mental health
5	Creating a professional mindset on mental illness
6	Clearly defined duties for psychiatric nurses in the mental health setting improve mental health care

Discussion

The literature review's six subthemes, along with three major topics, were nurses' learning experiences, educational resources, and consumer recovery knowledge. The first topic was utilizing a multidisciplinary approach, performance indicators, and customer involvement. The second topic focuses on learning and planning care using a recovery-centered method. The third topic focused on rehabilitation and the advantages of educational programs and activities geared toward recovery (Hawsawi et al., 2021). (Hawsawi et al., 2021).

According to the study, nursing students in Riyadh, Saudi Arabia, frequently hold stigmatizing beliefs about mental illness and mental health nursing. These opinions are influenced by a number of things, such as cultural norms, personal experiences, and professional expertise. Lectures, movies, and face-to-face interactions are some of the instructional tactics that work against these stigmas. To identify the best ways to reduce stigma among Saudi Arabian nursing students and to understand the underlying reasons of these misunderstandings, more study is required (Alharbi, 2023). The investigation turned up a number of anti-stigma initiatives that helped mental health professionals see mental illness more positively. It was shown that contact-based therapy are successful. However, psychiatric nurses were offered educational programs tailored to specific mental illnesses. (Abuhammad, Hatamleh, Howard & Ahmad, 2019).

Students also mentioned that the physicians' round was important due to its clear protocols, competent staff, and open atmosphere. But the students' lack of understanding of psychiatric treatment and the confusing instructions made them uncomfortable. The school is a great illustration of how interprofessional competences may be included into ward

visits, even if it requires careful planning and preparation (Aditya et al., 2022).

For psychiatric nursing personnel, the institutional policy is equally essential in psychiatric settings. The study came to the conclusion that interinstitutional partnerships might change primary healthcare and encourage conversation about nursing. Key players need to demonstrate by their active participation that they are prepared to invest both time and money. Other crucial elements are leadership and a distinct strategic direction. Executive management leaders should get training and development. (Albalawi Kassem & Alasmee, 2022).

While participants' knowledge and attitudes regarding certain elements of mental illness were positive, Aljedaani's (2019) study found that their opinions toward other aspects of the disease were unfavorable. The majority of participants said that medicine efficiently treats mental illness and that patients should be treated with respect. However, 33% of participants believed that hospitalization would improve community safety, and 36% said that those with mental illness were typically hostile. Furthermore, a strong negative correlation was found in the study between adults' views and their readiness to interact with patients (Aljedaani, 2019).

Furthermore, the way that nurses see mental diseases influences how well they practice in psychiatric hospitals. The two main issues of the study—the prevalence of violence and its causes—were discovered using semi-structured interview data analysis. It was shown that female psychiatric nurses were severely damaged by the aggression of their female patients, despite the fact that they saw it as an essential aspect of their work (Alanazi, McAndrew & Warne, 2023). Alhamidi and Alyousef's (2022) study, however, found that psychiatric nurses function well when their tasks are clear to them. Psychiatric hospitals oversee mental health care by offering psychiatric nurses training, teaching, and awareness campaigns.

Recommendations

It is advised to investigate elements related to the mental health laws and rules influencing the practice of psychiatric nursing. It's also advised to look for topics that psychiatrists and psychiatric nurses have in common. Future research, particularly studies by nurses, should be conducted to learn

more about the regulation of mental health services in psychiatric hospitals. The psychiatric hospital must also create mental health policy for its psychiatric nurses.

Suggestions

To lessen this restriction, future study might make use of unpublished data and studies from nonprofit and government organizations as well as include subject-matter experts. It is advised to determine the mental health policies and guidelines in each KSA hospital environment.

Limitation

Because only published papers were considered, the systematic review is limited by the potential of publication bias. This might lead to the removal of unreported or ambiguous information on mental health laws and policies that have an impact on Saudi Arabian psychiatric nursing practice. More cross-sectional or quantitative research were conducted. In a psychiatric context, the views and opinions of nurses regarding mental health rules and regulations must be assessed through qualitative research..

Conclusion

The study concludes that nurses' practice in the psychiatric ward has been favorably correlated with clearly defined roles, the policies and procedures of mental institutions, and the education and training received by psychiatric nurses. The more guidelines that mental health nurses are given, the better care or services they can offer their patients.

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