

Purpose-made data collection measure

Descriptive Questionnaire

1. Please provide the following personal information

Place of work: _____

Town: _____

Occupation: _____

Period serving at this facility: _____

Period serving as public health servant: _____

Home language: _____

Date of birth: _____

Other languages spoken: _____

Level of education: _____

Contact details: cell: _____; email address: _____

(Please note that all contact details will be kept confidential and only used for follow-up purposes if needed)

I am completing this questionnaire in my capacity as a healthcare worker / facility manager;
or both:

Healthcare provider

Facility manager

Note: If you are both a healthcare provider and a facility manager, please answer all the questions. Some questions are for facility managers and some for healthcare providers, and some for all people who answer this questionnaire. These are all indicated.

2. Please provide information of your professional education/training:

Have you received any training in the domain of mental health care before being employed at this facility? If yes, please elaborate:

Yes

No

Do you think your education and exposure to mental health care whilst training was sufficient? If yes or no, motivate please:

Yes

No

3. Have you received “refresher” courses in the field of mental health and care over the past two years?

Yes

No

If yes, please describe the refresher courses you attended:

If no, please describe reasons that prevented you from receiving refresher training:

4. Do you think there are areas of your ability to provide care to psychiatric service users that need further training or development? Please explain in as much detail as you can:

Yes

No

5. Please rate the following questions that deals with access to mental healthcare at your workplace:

	I Strongly disagree	I Disagree	I am Not sure	I Agree	I Strongly agree
The healthcare facility provides adequate mental healthcare to its service users					
I have access to the resource I need to provide mental healthcare to service users					
There is a mental health specialist working at this facility (e.g., psychiatrist, psychologist, or					

counsellor)					
There is a psychiatric nurse employed at my place of work					
I can easily identify a mental health service user from other physical care patients					
I feel comfortable that I can provide adequate care to a mental healthcare service user					
This facility is suited to accommodate mental healthcare service users					
72-hour observation facilities are offered to high risk or severely ill mental healthcare users at the facility where I work					
There is constant availability of first line psychotropic medications (e.g., antidepressants, mood stabilisers, anxiolytic, and antipsychotics) at the facility where I work					
There are urine drug-screen tests readily available at my place of work					
There is an isolation ward/room for high risk mentally ill service users at					

the facility where I work					
I am aware of stigma against mental health service users					
I think that some mental healthcare service users are “crazy”					
I try to avoid mental healthcare service users as they can be dangerous					
Psycho-education on mental health topics are offered to service users at this facility					
Interventions are needed at my place of work so that it can provide better mental health care to service users					
Service users are willing to receive mental healthcare if indicated					
Challenges are experienced at managing mental healthcare service users at my place of work					
Referrals to mental healthcare specialists are speedily absorbed into the mental healthcare system					
There is a long delay between referral and access to care for mental healthcare service users					

I frequently feel overwhelmed by the amount of mental health cases presented to this facility or to my care					
I consider myself sufficiently trained to handle mental health cases					
I think mental health cases should be handled by a clinician from a different discipline than mine					

Please offer any comments for options selected on the table above:

Please answer the following questions (6-17) if you are a healthcare provider who directly works with mental healthcare service users

6. Please provide an estimated percentage of how many of the service users that you encounter are mental healthcare service users per month:

below 10% 10-20% 20-30% 30-40% 40-50% 50-60% 60-70% 70-80% 80-90% more than 90%

7. Please provide an estimated percentage of how many from all the service users at your facility are known mental health patients:

below 10% 10-20% 20-30% 30-40% 40-50% 50-60% 60-70% 70-80% 80-90% more than 90%

8. Please provide an estimated percentage of current mental health care users that may benefit from additional mental healthcare treatments at this facility:

below 10% 10-20% 20-30% 30-40% 40-50% 50-60% 60-70% 70-80% 80-90% more than 90%

9. Please provide an estimated percentage of all your service users who are not receiving mental healthcare currently that may benefit from mental health treatment at this facility:

below 10% 10-20% 20-30% 30-40% 40-50% 50-60% 60-70% 70-80% 80-90% more than 90%

10. Does your patient have to be referred elsewhere for their mental healthcare treatment? If yes, where do they go to for treatment? If no, please explain?

11. Does your facility refer patients with mental health difficulties outside of the system, for example, to churches, private service, traditional healers etc.? Please explain:

12. What mental healthcare problems and issues do you see at your facility?

13. Please briefly describe the challenges that you experience in providing care to mental health care service users:

a. Can you provide a case-based example of challenges experienced in providing mental healthcare to a service user:

14. Please briefly describe factors that assist you in providing mental healthcare to a service user.

a. If possible, please give an example where you believe the service was good:

15. What factors may help facilitate access to mental healthcare at your facility in the future? Please tell us about all the changes you may wish to see, if you think changes would be helpful:

16. What would be the best system to deliver mental healthcare in your area? Please describe in detail:

17. I wish to participate in a focus-group session to further share and explore my experiences together with other professionals who participate in this study:

Yes

No

Please answer the following questions (18-30) if you are a facility manager of a facility that provides mental healthcare to service users

18. Please provide an estimated of the percentage of service users that attend your facility for mental health difficulties each month:

below 10%	10-20%	20-30%	30-40%	40-50%	50-60%	60-70%	70-80%	80-90%	more than 90%
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19. Please provide an estimated percentage of how many of all service users are known mental health patients under care at your place of work:

below 10%	10-20%	20-30%	30-40%	40-50%	50-60%	60-70%	70-80%	80-90%	more than 90%
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20. Please provide an estimated percentage of current mental healthcare users that may benefit from additional mental healthcare treatments at this facility:

below 10%	10-20%	20-30%	30-40%	40-50%	50-60%	60-70%	70-80%	80-90%	more than 90%
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21. Please provide an estimated percentage of your service users who are not receiving mental healthcare currently that may benefit from treatment at this facility:

below 10%	10-20%	20-30%	30-40%	40-50%	50-60%	60-70%	70-80%	80-90%	more than 90%
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22. What mental healthcare problems and issues do you see at your facility?

23. How many consultations rooms are available for health assessment and treatment at your facility?

a. How many rooms are specifically allocated for mental health consultation at your facility?

24. How many staff members are responsible for healthcare provision at your facility?

a. How many staff members are specifically responsible for mental healthcare provision at your facility?

25. Who and how many of the following clinicians deliver mental healthcare to service users? Please complete the table below:

Clinician type	Number of clinicians at this facility
Psychiatrist	
Doctor	
Psychologist	
Registered counsellor	
Psychiatric nurse	
Nurse	
Social worker	
Occupational therapist	

26. How often do the professionals identified in *Question 25* attend to the facility? Please complete table below:

Clinician type	Hours available for mental healthcare provision per week
Psychiatrist	
Doctor	
Psychologist	
Registered counsellor	
Psychiatric nurse	
Nurse	
Social worker	
Occupational therapist	

27. Please describe the challenges that the facility faces in providing mental healthcare to its service users:

a. Can you provide a case-based example of challenges experienced in providing mental healthcare to a service user:

28. Please describe the factors that facilitate the facility to provide mental healthcare to its service users:

a. If possible, please give an example where you believe the service was good:

29. What factors may help to facilitate mental healthcare at the facility in the future?

30. What would be the best system to deliver mental healthcare in your area? Please describe in detail:

31. I wish to participate in a focus-group session to further share and explore my experiences together with other professionals that participate in this study:

Yes

No