



**National Report**  
**on**  
**Mental Health System and Services in Jordan**  
**The Higher Council for Science and Technology**

Prepared By  
The National Mental Health Team  
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The Mental Health Services Project in Jordan was carried out by a national mental research team under the direction of *The Higher Council for Science & Technology*. The project was of four fold: assessment of the mental health services using WHO-AIMS, the quality of inpatient mental health services, the quality of outpatient mental health services and primary health care physicians and mental health services.

The project team consisted of experts representing all health sectors in Jordan; the MOH, RMS, University Hospitals and the Private Sector. The experts team members were; *Saad Kharabsheh, Tewfik Daradkeh, Hashim Jaddou, Yousef Khader Al-Gaud, oumeish oumeish, Aida Beirouti Ayoub, Nabhan Abu Sleih, Nazeh Hamdi, Muntaha Gharaibeh, Nasser Shuriquie, and Fayrouz Sayegh*. The team wishes to acknowledge the financial support of the Arab Fund for Economic and Social Development and the World Health Organization and the logistic support of *The Higher Council for Science & Technology* –Amman/Jordan. In addition, the team wishes to thank all participating institutions for facilitating the data collection, without their support, this study would not be completed.

## **Section 1: Executive Summary**

This report is a presentation of the findings of the quality of mental health services in Jordan, conducted in 2010. The summary presents the findings of the four part-study; the WHO-AIMS, quality of inpatient mental health services, quality of outpatient mental health services and primary health care physicians and mental health services which all present a comprehensive views of mental health services in Jordan.

### **1. Assessment of Mental Health Services using WHO-AIMS**

The World Health Organization Assessment Instrument for Mental Health Systems (WHO-AIMS) was used to collect information on the mental health system in Jordan. The goals of collecting these information are to improve the mental health system and to provide a baseline for monitoring the change in mental health services. This will enable Jordan to develop information-based mental health plans with clear base-line information and targets. It will be useful to monitor progress in implementing reform policies, providing community services, and involving users, families and other stakeholders in mental health promotion, prevention, care and rehabilitation.

A mental health policy and plan, as well as mental health legislation do not officially exist in Jordan, but drafts have been compiled awaiting official endorsement by the Ministry of Health.

In 2008, less than 3% of the governmental health expenditure was envisaged to have been directed towards mental health. The majority of mental health funding is directed towards mental hospitals (>90 %). All mental disorders and all mental health problems of clinical concern are covered by public social insurance schemes. At least 80% of the mentally ill have free access to essential psychotropic medicines. A national human rights review body exists, and a national mental health authority exists which provides advice to the government on mental health policies and legislation. There are 64 outpatient mental health facilities in the country, of which one is for children and adolescents. In 2009-2010, these facilities treated approximately 303 users per 100,000 population. Females make up to 39% of the treated population in all mental health facilities in the country. The proportion of female users is higher in outpatient facilities than in mental hospitals and community based inpatients units.

The majority of beds in the country are provided by mental hospitals (8.2 beds per 100,000 population), followed by forensic units (0.01 beds per 100,000 population) and community-based inpatient psychiatric units (0.03 beds per 100,000 population). No beds in mental hospitals are

reserved for children and adolescents. There has been no increase in the number of mental hospital beds in the last 5 years. Almost all psychiatric beds are in or around the Capital of Jordan/Amman. The distribution of diagnoses varies across facilities. Most psychotropic drugs are available in mental hospitals, followed by community-based inpatient facilities, outpatient facilities, and then primary health care settings. Most of mental health facilities are present in or near large cities. Six percent of medical doctors' training programs is devoted to mental health, in comparison to 5% of the training for nurses. In terms of refreshing training activities, 28% of primary health care doctors have received at least two days of refresher training in mental health, while 5% of nurses and 6% of non-doctor/non-nurse primary health care workers have received such training. In terms of physician-based primary health care clinics, less than 6% of these clinics have available assessment and treatment protocols for key mental health conditions. Seventeen percent of the physician-based PHC clinics have at least one psychotropic medicine of each therapeutic category available in the facility or in a near-by pharmacy. However, at least one psychotropic medicine of each therapeutic category is available in mental hospitals or in a near-by pharmacy.

The total number of all staff working in mental health facilities is 12.1 per 100,000 population. There are 1.2 psychiatrists and 6.9 psychologists per 100,000 population. In terms of staffing in mental health facilities, there are 0.17 psychiatrists per bed in community-based psychiatric inpatient units, in comparison to 0.04 psychiatrists per bed in mental hospitals. The distribution of human resources between urban and rural areas is disproportionate. The density of psychiatrists as well as the mental health staff in or around the Capital is two times greater than the density of same staff in the entire country.

In Jordan, there are no consumer or family associations for persons with mental disorders. There is a coordinating body, the mental health authority, who is supposed to oversee public education and awareness campaigns on mental health and mental disorders. Government agencies, NGOs, professional associations, and international agencies have promoted public education and awareness campaigns in the last five years. While 40% of primary and secondary schools have either a part-time or full-time health professional, only a small percentage of these professionals are trained in mental health. Regarding mental health activities in the criminal justice system, the contact rate of prisoners with mental health services is unknown. In terms of financial support for users, less than 5% envisaged to receive social welfare benefit because of disability due to mental disorder.

A formally defined list of individual data items in each public sector that ought to be collected by all mental health facilities exists; however, the extent and completeness of the data collection is variable among mental health facilities (e.g. 100% of outpatient facilities collected data on the number of user contacts, collected data on diagnoses). Of all health related scientific publications the proportion of these publications on mental health is unknown, and believed to be less than 1%.

## **2. Quality of Inpatient Mental Health Services**

A cross sectional study was conducted to assess the level of satisfaction with the in-patient services among adult patient admissions to mental hospitals /mental health wards in general hospitals in Jordan. The sample consisted of all inpatients aged 18 years residing in mental hospitals or admitted to mental health wards for more than 24 hours during the period between February-April 2010. Of those who were hospitalized in these hospitals during the visits of the team, a total of 119 (80.1%) patients agreed to participate in this study.

More than half (58%) of participants reported receiving warm welcomes from the staff when they arrived. Less than one fifth of patients reported that they were always bothered by noise at night from hospital staff. About 61% of participants reported they always felt safe during their stay in hospital. The food in the hospitals was rated as good or better by the majority of patients. About half of participants reported that the room or ward they were in was very clean. The majority of patients (96%) saw a psychiatrist. Of those, 60% reported that psychiatrists always listened to them and 52% reported that they were given enough time to discuss their condition and treatment with the psychiatrist. Around 67% of participants reported they always had confidence and trust in the psychiatrist they saw, and 75.4% were always treated with respect and dignity. Furthermore, 56.3% said that nurses always listened to them carefully and 57% felt that they were given enough time to discuss their condition and treatment with the nurses. About two third (65.5%) had confidence and trust in the nurses and 68.1% were always treated with respect and dignity by the nurses. The majority (95%) of participants said they were given medication as part of their treatment during their hospital stay. Of those, only 22.1% said that staff explained the purpose of the medication and only 12.4% of them had been told completely about potential side effects. Around 41.2% were always given enough privacy when discussing their condition or treatment with hospital staff. Around 40.3% of participants were not involved in decisions about their care and treatment.

There was a gap of 51.3% between those who wanted talking therapy in hospital and those who said they had talking therapy. More than half of patients (55.0%) of patients who had talking therapy found it helpful. About 13.4% of participants reported that they always had enough activities during weekdays and weekends. A total of 74 (62.2%) participants reported that they. Of those who had been detained under the Mental Health Act during their most recent admission to hospital, only 17.6% reported that they had their rights under the Act explained to them completely. One third (33.3%) of participants reported that they had a delayed discharge and about 45.2% said that hospital staff had completely taken their family or home situation into account when planning their discharge. About 85% were not given information on how to get help in a crisis or when urgent help was needed.

Around half of participants rated the care they received in hospital as either excellent or very good while 5.0% rated it as very poor. Around 54% of participants rated their mental health as either excellent or very good, 23.5% as good, 17.6% as only fair or poor, and 5.0% rated it as very poor. Around 48% of participants reported that they completely felt better while 21.0% did not feel better.

### **3. Quality of Outpatient Mental Health Services**

A cross sectional study design was used to assess the level of quality of care for adults with mental disorders receiving services from mental health outpatient facilities in Jordan. A stratified cluster sampling technique was used to select mental health clinics by regions (North, Middle, and South) and sector (private, public). Adult patients with mental disorders aged 18 years and older seeking mental health services were then selected from the pool of patients reporting for treatment on the days of visits of the study team to the assigned clinics.

A total of 534 patients were interviewed using the developed questionnaire based on the national patient survey program, by the Healthcare Commission (2004). The questionnaire was divided into sections: the socio-demographics data sheet and the patients' views on access to care and treatment, health professionals, medications, counseling, care plan and care review, primary health care services, crisis care, standards of care, and the overall rating of care received.

The age of participants ranged between 18 and 81 with a mean (SD) of 39.0 (12.6) year. About 47.2% were married, more than half (56.7%) had high school education or less and 64.6% were unemployed. Of the selected patients, 9.0% were treated in private sector, 72.5% in MOH, 12.9% in RMS, and 5.6% in teaching hospitals. Around 28% of service users rated their mental health as



either excellent or very good, 28.8% rated it as good and 23.6% rated it as poor or very poor. About one quarter (24.5%) reported that they always feel ashamed of their mental illnesses. Around 54.8% had been in contact with mental health services for more than five years, and 16.5% for one year or less. The majority (90.8%) had seen a healthcare professional in their last visit. Of those, 29.9% waited less than half an hour and 15 % waited for more than 2 hours. About 24.2% reported difficulties in reaching source of care. More than two thirds (68%) rated the promptness of the services as very good or good. Almost 71% of service users thought that the psychiatrist definitely treated them with respect and dignity, 56.9% reported that the psychiatrist definitely listened carefully to them, 60% reported having a trust and confidence in their psychiatrist, and 54.2% reported that they were given enough time to discuss their condition and treatment with the psychiatrist.

Around 54% of service users were seen by nurse in their last visit. Of those, 51% felt the nurse had definitely treated them with respect and dignity, 45.8% reported that nurses definitely listened to them. In general, participants were more positive about the quality of the relationship with the psychiatrists than that of nurses. Of the service users who had a contact with administrative staff, 49.6% felt that they were definitely treated them with respect and dignity. Only small proportion of service users reported that they were given a written or printed copy of their care plan. Of those, 18.8% reported that they don't understand it and 40.6% had no decision on the plan.

Around 83% had taken medications for their mental health problem in the previous 12 months. Equal proportions of service users said that they either definitely, or to some extent, have a say in decisions about the medication they take (23.8% and 23.6% respectively), while 52.6% felt that they did not have a say. Around 51% of service users had new medications prescribed for them by a psychiatrist. Of those, 27.6% only said that the purposes of the medications had definitely been explained to them and 61.3% of service users were not told about possible side effects of their medications. Regarding unavailability of the treatment, 7.6% of participants reported that it is always unavailable.

In the previous 12 months, 8.1% of service users had one appointment cancelled or changed by mental health services, 1.1% had two or three appointments cancelled or changed and 6.4% had four or more appointments cancelled or changed. A frequent complaint of service users was that they saw different psychiatrists in the last two times service users had an appointment with a psychiatrist. About 45.6% had seen the same psychiatrist both times but 50.7% had seen two

different psychiatrists. More than two-thirds (70%) of respondents who had continuity of care definitely had trust and confidence in their psychiatrist, compared to 51.2% of those with no continuity of care.

In the previous 12 months, 18% of service users received counseling therapy. About 54.9% of service users said they would have liked talking therapy. Of those who had received counseling therapy, 46.9% found it definitely useful. About 16.7% of service users reported that they do not have the phone number of someone in mental health services that they can call out of office hours. Of those (n=89) who have the phone number, 64.4% had called this number in the previous 12 months. The percentage of service users who had been detained (sanctioned) under the Mental Health Act in the previous 12 months was 12.9%. Of those (n=69) who were detained, only 4.3% felt their rights had been explained to them completely and 36.2% reported that their rights had not be explained to them at all.

The majority of service users (88.4%) had not visited the primary health care centers in the previous two months. Of those who had visited the PHC centers (n=62), only 25.8% said that the activities provided were definitely helpful. Over three quarters of service users (76.2%) rated the overall care they had received from mental health services in the previous months as being good or better, 5.2% rated it as poor and 5.1% as very poor.

#### **4. Primary Health Care Physicians and Mental Health Services**

The purpose of this survey was to identify mental health practices, training needs of primary health care physicians and their role in mental health services in order to ascertain training requirements and integrate mental health services in the PHC services. The study population consisted of all family physicians, residents and general practitioners who practice in primary health care centers in Jordan. A simple random sample of 50 primary health care centers was selected using random number table from a list of all health centers of MOH distributed in all parts of Jordan. Data was collected from 22 family physicians, 20 residents and 73 were general practitioners using a self-administrated questionnaire during the period between March to April 2010. The survey questionnaire development was guided by "The Action in Mental Health Project Questionnaire". The questionnaire consisted of personal and professional characteristics of the physicians and PHCC settings, the physician's confidence in providing services for patients with mental disorders, physician's opinions about the appropriateness of PHCC as place for treatment of patients with

mental health problems and the appropriateness of PHCC in providing a service for people with mental health needs

The total number of participants was 115 physicians (74.8%) were males and (25.2% were females) with an age ranged between 25 and 62 years and a mean (SD) of 42.3 (11.6) years. Only 22.6% reported that they were very able to reach the diagnosis. Around 18% reported that they were unable evaluate the severity of mental health problems and 10% reported they were very able to prescribe medications to patients with mental disorders. About one fifth of physicians reported that they were very much able to deal with patients with mental disorders, and 56.5% were able to some extent to deal with special groups of patients with mental disorders such as pregnant women and elderly.

The majority of physicians (89.3%) reported that they believe that PHC physicians have a role in offering mental health services and nearly similar percentage (83.2%) reported that they are willing to work to improve the mental health services in Jordan. Around 75 % reported that the setting to offer mental health services is available and only 19.6% reported that they have time to deal with patients with mental health problems.

About 69% of physicians stated that they refer 1-2 patients, on average, with mental health problems per month to the psychiatrists and 17.0% stated that they refer more than 2 patients per month. About 32% of physicians reported that they attended 2 or more days training or workshop in mental health area. About 22.1% reported that they have a protocol or guidelines to diagnose and treat mental health problems.

Only 4.4% reported that they were very able to offer services to patients with mental health problems without further training. About 83% reported that they are willing or very willing to participate in the training in the area of mental health problems. Only 9.6% strongly believe and 28.7% believe that primary care settings are the most appropriate to treat people with mental health problems. One quarter of physicians (24.1%) were very confident in that people with mental health problems can be treated in primary health care centers. Less than 5% of physicians believed that all mental health problems can be treated in PHC centers.

## **Section 2: Introduction**

Patients' opinion and views are increasingly being recognized as major indicators of how well health services and health systems are performing, as well as providing guidance for further service improvement (1). The service users' view is particularly relevant when trying to make health services more responsive to users' expectations. Previous research has suggested that patients feel more positive about treatment outcomes than do staff and that patients and staff tend to disagree about what makes patient better (2). Administrators' desire to increase productivity and enhance quality of services is another reason for acceptance of the customer-service perspective. Furthermore, policy makers are finding that outcome data measuring customer satisfaction can be useful in managing program development and resource allocation (3). Cost-effectiveness research is needed in health services, and a first stage of this research is measuring effectiveness from patient's perspective (4). The growing recognition of the importance of patient satisfaction is also reflected in the requirements of regulatory and certification agencies, such as the joint commission on the Accreditation of Health Care Organizations, which stipulates that treatment facilities collect and use patient satisfaction data in quality assurance activities (5). However, controversy remains about the methods used to measure patient satisfaction and about the meaning and importance of patient satisfaction data in health services (6-12). It is generally recognized that patient satisfaction is multidimensional. For example, patients can be satisfied with the treatment and staff but not with the environment in which treatment was provided (13, 14). In Jordan, a national mental health program has been proposed that may lead to reforms in mental health services, deinstitutionalization, recognition of fundamental human rights, and changes to mental health legislation. Participation by consumers and carers in service development and delivery will be viewed by government as necessary and important in contributing to care, treatment, and support system.

In Jordan, mental health services are provided by the public sector (Ministry of Health), Royal Medical Services, Universities, and private sector. Mental health services are provided nearly free of charges by the Ministry of Health (public sector), as well as in the Royal Medical Services for military personnel and their dependents. Recent interest in mental health services by The Higher Council for Science & Technology (HCST), the World Health Organization and the Ministry of Health lead to formation of a national mental health committee that was assigned a task to review and appraise the current status of mental health services in Jordan. One of the recommendations of

this committee was to evaluate the quality of services from the user's perspective. The national mental health research team had discussed this interesting research theme and finally agreed to utilize reliable and valid instruments that have been used in various health regions in the United Kingdom for evaluation of acute inpatient and community mental health services. The Mental Health Acute Inpatient Service Users Survey Questionnaire (15) collects data about people's experiences of acute inpatient mental health services along the pathway from admission to leaving hospital, including the care and treatment they received, day to day activities and relationships with staff. The Mental Health community Service Users Survey Questionnaire (16) collects data about people's experiences and views of mental services they have used including care, treatment, human rights, and relationship with staff.

### ***Country Profile***

The total area of the country covers approximately 92 square kilometers. The main language used in country is Arabic, and English is spoken by the majority of people as a second language. Religious group is Muslims and less than 10% Christians. The population size is about 6 million of which, 70% live in urban areas. Thirty-two percent of the population is less than 15 years of age, and 4% is above 60 years of age. The life expectancy at birth is 71 years for males and 74 years for females. Literacy rate is 98% for males and 86% for females.



### ***Mental Health Indicators in Jordan***

The WHO-AIMS Report for Jordan, 2007 showed that total health expenditure as percent of GDP is 10.6 % and what is devoted to mental health is not known. Health services in Jordan are provided by: MOH (public sector), Royal Medical Service, Medical facilities in Jordan Universities, UNRWA, private sector and NGOs. The structure of primary health care involves regional primary health centers with a nurse and 2-3 visits by GP, primary health centers with GP, Dentist, Nurses, Midwife and Pharmacy, and comprehensive primary health centers with basic specialties. There is a disproportionate distribution of mental health facilities and services between urban and rural areas, as they are more prevalent in urban areas (especially in large cities) than in rural areas.

### ***Jordan's Health Care System***

Jordan has one of the most modern health care infrastructures in the Middle East. Jordan's health system is a complex amalgam of three major sectors: Public, private, and donor. The public sector consists of two major public programs that finance as well as deliver care: the Ministry of Health (MOH) and Royal Medical Services (RMS). Other smaller public programs include several university-based programs, such as Jordan University Hospital (JUH) in Amman and King Abdullah Hospital (KAH) in Irbid. The extensive private sector includes 60 hospitals and many private clinics. Over 1.6 million Palestinian refugees in Jordan get access to primary care through the United Nations Relief Works Agency (UNRWA). Each of the health care sub-sectors has its own financing and delivery system.

The Ministry of Health (MOH) is the major single institution financier and provider of health care services in Jordan. It is the largest in term of the size of its operation and utilization as compared to RMS, JUH, KAH, or other private sectors. The Ministry of Health is responsible for all health matters in the Kingdom, and in particular:

- a) Maintaining public health by offering preventive, treatment and health control services.
- b) Organizing and supervising health services offered by the public and private sectors.
- c) Providing health insurance for the public within available means.
- d) Establishing and controlling the management of health educational and training institutes and centers according to relevant provisions of the legislations enacted.

The MOH provides primary, secondary and tertiary health care services. Primary Health Care services are mainly delivered through an extensive primary health care network. MOH also owns and operates 30 hospitals in 11 governorates, with 4333 hospital beds accounting for 38.7 percent

of total hospital beds in Jordan. In addition to its general public health functions, the MOH has a dual financing function. First, it is responsible for administering the Civil Health Insurance Plan (CHIP) which covers civil servants and their dependents. Individual certified as poor, the disabled, children below the age of six years, and blood donors are also formally covered under the CHIP, which covers about 34 percent of population.

The Royal Medical Services (RMS) mainly provides secondary and tertiary care services. It has 11 hospitals (7 general and 4 specialist), 2131 beds representing 19. % of hospital beds in Jordan. It employs 8.4 percent of all practicing physicians. RMS is responsible for providing health services and a comprehensive medical insurance to military and security personnel. The Military Health Insurance system currently covers 1,500,000 people of whom less than 10% are active military and police personnel. The Royal Medical Services acts also as a referral center through providing high quality care, including some complex procedures and specialty treatment to Jordanians (including MOH beneficiaries) and Arab patients.

Jordan University Hospital (JUH) has over 522 beds. It is affiliated with Jordan University and its medical school. Its one of the most specialized and high-tech medical centers in the public sector, along with King Hussein Medical Center and King Abdullah Hospital. It has 4.7 percent of the total number of hospital beds in Jordan and accounts for 3.4 percent of the admissions for the year 2008. It has 5 percent of the total number of hospital beds in Jordan and accounts for 3.2 percent of the admissions for the year 2008. JUH has an occupancy rate of 68 percent and employs 2 percent of physicians.

King Abdullah Hospital (KAH) is affiliated with Jordan University of Science and Technology (JUST). The total bed capacity of the hospital is 650 beds and the operating (opened beds) are 504 beds. It has 4.5 percent of the total number of hospital beds in Jordan and accounts for 3.8 percent of the admissions for the year 2008. The hospital serves as a teaching hospital to the Faculty of Medicine at JUST and as a referral hospital for all public sectors in the Northern Region. The United Nations Relief and Work Agency (UNRWA) for Palestine Refugees provides basically community health oriented programs that provide comprehensive health care to eligible refugee population (about 600,000) including preventive, curative, and family planning services. Currently, UNRWA operates 25 health centers and MCH centers. For in-patient services, they contract MOH, RMS and some private hospitals for this service.

The non-state (private) sector plays an important role in terms of both the financing and delivery of services. Many private firms provide health care coverage for their employees either through self insuring or the purchase of private health insurance. In terms of service delivery system, the private sector has 60 hospitals (3712 beds) that account for 33 percent of hospital beds in Jordan with occupancy rate of 53 percent. In addition, the private sector employs 60 percent of all physicians, 94 percent of all pharmacists, 83 percent of all dentists, and 44 percent of registered nurses. The private sector contains much of the country's high tech diagnostic capacity. This sector continues to attract significant numbers of foreign patients from nearby Arab nations. It was reported that the private sector received about \$1000 million in revenue from foreign patients in 2007-2008. This sector under the absence of strict regulatory environment is flourishing and growing steadily.

The general Health Policy is set by the High Health Council. It is chaired by the Prime Minister and has representatives from the different health sectors. The main responsibilities of the Council regarding policy making are:

1. Proposing and initiating national health policy and strategic health plans.
2. Coordinating the major activities of health sub-sectors (MOH, RMS, university hospitals, private health sector, etc.).
3. Proposing solutions to the major problems of the health care system (HCS)
4. Adopting of health system research agenda and facilitating the implementation of this agenda.

The MOH is mandated by the Public Health Law and other legislations to license monitor and regulate all health professions and institutions in the country. In addition to MOH, health governance functions in Jordan are performed by multiple public, semipublic, private, and NGO's. The professional associations, other health councils and independent public organizations (Jordan Medical Council, High Health Council, Jordanian Nursing Council, Jordan Food and Drug Administration, etc...) participate with the MOH in regulating and monitoring functions. The Private Hospitals Associations (PHA) which represents all private hospitals has no effective role in regulating and monitoring private hospitals. Poor cooperation and lack of effective policy coordination among the different health sectors has created overlapping and duplication of governance functions. The governance of MOH hospitals is highly centralized. Senior level



executives at headquarters in Amman decide all significant managerial, personnel, budgetary and procurement matters. It is believed that hospitals may be more efficiently operated and quality of patient care enhanced if greater independence was granted to them.

### **Section 3: Methods and Approaches**

Three separate methods were used for the four parts study:

1. Assessment of mental health Services using WHO-AIMS (Input and process indicators)
2. Quality of outpatient mental health services (output indicators)
3. Quality of inpatient mental health services
4. Primary health care physicians and mental health services

#### **1. Assessment of mental health Services using WHO-AIMS**

The team members used various approaches to collect valid and reliable data from different sources.

##### **Documents Review**

Official document, reports and studies produced and published by Ministry of Health, Ministry of Education, Ministry of Social Development and WHO on mental health in Jordan were thoroughly reviewed. Search for published national studies on mental health issues in Jordan using PubMed and EBSCOW was also conducted.

##### **Institutional Data Sources**

- Forms for collecting data from mental health and non-mental health institutions were developed by the national team.
- Field visits to various institutions were conducted after granting institutional permissions
- Review of patients' records in acute, chronic and forensic units.

##### **Patients' Data Source**

Questionnaires were development to collect data from a sample of patients attending outpatient facilities.

##### **Primary Health Care Physicians' Data Source**

- A self administered questionnaire was designed to collect data from 100 primary health care physicians working in 100 primary health care centers in different governorates.
- Data pertaining to non-physician-based primary health care nurses and non-nurses were collected from nursing schools and vocational schools through special visits conducted.

### **Expert panel**

Brain storming sessions were conducted by members of the national team as experts to develop consensus on certain questions and themes.

## **2. Quality of outpatient mental health services**

### **Study design**

A cross sectional study design was used to assess the level of satisfaction with the out-patient services among adults with mental disorders receiving services from mental health outpatient facilities in Jordan.

### **Study population**

The study population consisted of all adult patients with mental disorders aged 18 years and older who were receiving their mental health services from public and private mental health outpatient institutions in Jordan. A stratified cluster sampling technique was used to select the study sample. All Mental health clinics in the country were stratified by region (North, Middle, and South) and by sector (private, public). Main clinics in each region and each sector were selected. The study sample was then selected from the pool of patients reporting for treatment on the days of visits of study team to the assigned clinics. Official letters and approvals were obtained from the respective health authorities prior the visit of the study team. The study team visited the selected clinics between January 2010 and April 2010 and met the administrative staff to seek their support in data collection. In each clinic and over all the working days, a systematic sample of patients (every third patient) was chosen.

### **Ethical considerations**

The study proposal was approved from the ethical point of view by the ethical committee at Ministry of Health and Royal Medical Services. All eligible patients were invited to participate in the study and a verbal consent was secured on those willing to participate. Privacy and confidentiality were ensured for the patients/surrogates to encourage them to open-up in their responses. A total of 534 patients agreed to participate in the study with a response rate of 81.2% (387 from MOH clinics, 69 from RMS, 48 from private clinics, and 30 from teaching hospitals).

## Questionnaire

The questionnaire was developed based on the national patient survey program, which was taken over by the Healthcare Commission in 2004 and it was one of the largest patient survey programs in the world. It provided an opportunity to monitor experiences of healthcare and was an important part of the Healthcare Commission's new annual health check. The questionnaire is divided into sections: One section sought information about demographics including age, sex, marital status, education, average monthly income, occupation, and place of living. Other sections were structured to cover all areas of care in the outpatient clinics.

- ***Access to Care and treatment:*** Patients were asked about how long they have been in contact with mental health services and when was the last time they had seen a health care worker from the mental health services. A typical example was: "Do you find it difficult in arriving to the clinic"? [1 indicates very difficult, 2 indicates some difficulty and 3 indicates no difficulty].
- ***Health professionals:*** This section gathered information about the relationship between psychiatrists and patients. The items gathered information related to listening carefully to patients, trust and confidence in the psychiatrist, treated with respect and dignity, enough time given to discuss the condition and treatment of the patients, and cancelling or changing appointments to a later date. Patients were also asked whether they saw the same psychiatrist in the last 2 times they had an appointment with a psychiatrist. Typical example in this section was: "Did the psychiatrist listen carefully to what you had told him/her"? [1 indicates yes for sure, 2 indicate yes to some extent and 3 indicate no].

Similarly, questions about the relationship between patients and nurses were asked and covered areas like listening carefully to patients, trust and confidence in the nurse, and treated with respect and dignity. Some of these questions were asked to assess the relationship between patients and other health professionals.

- ***Medications:*** Patients were asked to report if they had taken any medications for their mental health problems in the last 12 months, whether they had a say in decisions about the medication they take, whether any new medications (e.g. tablets, injections, liquid medicines, etc.) had been prescribed for them by a psychiatrist in the last 12 months, and

whether purposes and side effects of the medications were explained to them.

- **Counseling:** Patients were asked to report if they had any counseling sessions (e.g. talking therapy) and whether they wanted talking therapy?
- **Care plan and care review:** Patients were asked about whether they understand what is in their care plan and whether they were involved in deciding what was in their care plan. A care review is a meeting with patients and the people involved in care in which patients discuss how the care plan is working. In this regard, they were asked to report if they had a care review, whether they were told that they could bring a friend or relative to their care review meetings, whether they were given a chance to talk to their care coordinator about what would happen, whether they were given a chance to express their views at the meeting, and whether they find the care review helpful.
- **Primary health care:** Patients were asked whether they had visited PHCC and whether the activities provided by the centre were helpful.
- **Crisis care:** Patients were asked whether they had the phone number of someone to call out of office hours, whether they had called this number, and how long did it take them to get through, and whether they get the help they wanted the last time they called the number.
- **Standards:** Patients were asked the following questions:
  - ✓ Have you been admitted to a hospital as a mental health patient in the last 12 months?
  - ✓ In the last 12 months, have you been detained under the Mental Health Act?
  - ✓ When you were detained, were your rights explained to you?
- **Overall:** Overall, patients were asked the following question: Overall, how would you rate the care you have received from Mental Health Services in the last 12 months?

### **Statistical analysis**

Data were analyzed using the Statistical Package for Social Sciences (SPSS, Inc., Chicago, III, Version 15). Frequency and percentage were used to describe data.

### **3. Inpatient mental Health Services**

#### **Study sample**

A cross sectional study design was used to assess the level of satisfaction with the in-patient services among adult patient admissions to mental hospitals /mental health wards in general hospitals in Jordan. This survey targeted all inpatients aged 18 years or more and who had been in mental hospitals or admitted to mental health wards for more than 24 hours during the period between February 2010 and April 2010. The hospitals included in this study were the National Center for Mental Health, Al-Rashid hospital, RMS/Marka, and Al-Karamah. Official letters and approvals were obtained from the respective health authorities prior the visit of the study team. The study team visited the selected hospitals and met with the administrative staff to seek their support in data collection and to help the study team to identify inpatients who meet the inclusion criteria.

#### **Ethical considerations**

The study proposal was approved from the ethical point of view by the ethical committee at Ministry of Health and Royal Medical Services. All eligible patients were invited to participate in the study and a verbal consent was secured on those willing to participate. Privacy and confidentiality were ensured for the patients/surrogates to encourage them to open-up in their responses. Of those who were hospitalized in these hospitals during the visits of the team, a total of 119 (80.1%) patients agreed to participate in this study: National Center for Mental Health (n=58), Al-Rashid hospital (n=16), RMS/Marka (n=14), and Al-Karamah (n=31).

#### **Data collection**

Given the high average length of stay of psychiatric patients, frequent visits were arranged to these hospitals in different times to identify the required number of patients. Administering the survey to patients whilst they were in hospital has an advantage of giving the highest response rate and a better recall; the fact that the selected hospitals receive patients from all over the country thus becomes difficult to contact people once they have been discharged. Data were collected using the Arabic-translated structured interview questionnaire.

#### **Arabic-translated version of the questionnaire**

The questionnaire was developed based on the national patient survey program, which was taken over by the Healthcare Commission in 2004 and it was one of the largest patient survey programs in the world. It provided an opportunity to monitor experiences of service users of healthcare and was an important part of the Healthcare Commission's new annual health check.

The questionnaire was divided into sections: The first section gathered information about socio-demographics including age, sex, marital status, education, average monthly income, occupation, and place of living.

The other section focused on aspects related to basic needs of service users and the quality of inpatient services that ensure meeting of these needs. The key aspects to this dimension include: the ward environment, multi-disciplinary team approach, and medication and treatment as outlined below.

- ***The ward environment:*** This aspect had two distinct but interrelated components: (1) the physical environment and basic comfort, and (2) safety and security. Physical environment and basic comfort covered the type of ward and its physical condition. Areas seen as particularly salient were the bathroom/toilet arrangements, common areas / facilities including access to entertainment, access to a quiet space on the ward, the state of the ward cleanliness, and the quality of the food delivered on the ward. A typical example of physical environment items was: “How do you evaluate the quality of food delivered to you in the hospital [very good, good, fair, poor, I did not eat the food of the hospital]”. Safety and security were considered by collecting information on service users’ perception of safety, security and comfort. A typical example of this component was: “Have you felt safe in hospital: yes always, yes sometimes, no”.
- ***The Multi-Disciplinary Team (MDT) approach:*** Contact of service users with members of the MDT whilst on the ward was considered. This aspect included: which members of the MDT met with the patient, how frequently, what was the nature of the contact, how satisfied/ useful did service users find these contacts, and did they feel that they were treated with dignity and respect by staff during their stay? Typical examples were: “did the psychiatrist treat you with dignity and respect? [1. Yes always, 2. Yes sometimes, 3. No 4. I did not see psychiatrist]”. “Did the nurse listened carefully to you? [1. Yes always, 2. Yes sometimes, 3. No”].
- ***Medication and treatment:*** This section covered data about the extent to which patients feel they were involved and feel consulted with regards to medication and treatment choice. Areas for consideration included:
  - ✓ Service users’ knowledge about what medication(s) they were taking, and whether the benefits of these were communicated; whether this was explained or not at all.

- ✓ Were service users told about the possible side effects and did staff try to address any side effects experienced?.
- ✓ Did service users have access to talking therapies?
- ✓ Involvement of carer/family.

During the interviews, service users were asked whether they had any physical health needs and whether hospital staff had addressed these needs. Typical examples were: “Did the hospital staff explained to you the purpose of using the medication in a way understandable to you?”

- ***Informational needs and involvement in decision making:*** This section covered informational needs and involvement in decision making that were closely related to the medication and treatment theme.
- ***Rights/standards:*** This section gathered information about rights of patients and the standards of care applied in the hospital. It included explanation of rights and awareness of the procedures of filing a complaint. A typical example was: “Have you received an explanation on how to file a complaint if you needed to? [1. Yes, 2. No, 3. I don’t know]”
- ***Discharge:*** Data collected included issues to discover whether patients/family/carers were involved in the discharge process and whether they were prepared for being discharged. Typical example was: “Do you think you had been notified in the previous admissions that you will be discharged from the hospital? [1. Yes, 2. No, 3. I don’t know, 4. Never been admitted]”.
- ***Other information:*** Other information were collected and included:
  - ✓ Patients were asked about whether the stay in hospital was of help to them and whether their health had improved because of the services they received.
  - ✓ Rating of the care that patients have received from Mental Health Services in the last 12 months.
  - ✓ Physical Health problems co-existing with mental disorders.
  - ✓ Impact of mental health disorders on daily activities.

### **Statistical analysis**

Data were analyzed using the Statistical Package for Social Sciences (SPSS, Inc., Chicago, III, Version 15). Frequency and percentage were used to describe data.



#### **4. Primary health care physicians and mental health services**

##### **Study population**

The study population consisted of all family physicians, residents and general practitioners who practice medicine in primary health care centers in Jordan. A simple random sample of 50 primary health care centers was selected using random number table from a list of all health centers of MOH distributed in all parts of Jordan. All selected centers were visited once or twice by the study team who invited the available physicians at the time of visit to participate in the study. Of those who were invited, 115 (84.6%) physicians agreed to participate in this study and gave a verbal approval. A total of 22 were family physicians, 20 were residents and the rest (61.5%) were general practitioners. All participants were assured that their participation in this survey is voluntary and if they choose to take part, their answers will be treated in confidence.

##### **Questionnaire**

Participants were asked to fill a self-administrated questionnaire during the period between March and April, 2010. The survey questionnaire development was guided by "The Action in Mental Health Project Questionnaire To identify mental health training needs in practices" to look at primary care issues in mental health and identify mental health training needs among physicians in PHCC, to know what their role in order to ascertain training requirements. The questionnaire was divided into sections. The first section sought information about personal and professional characteristics including the name of health center, its address, gender, age, highest level of qualifications, and number of years in practice in PHCC.

The second part of the questionnaire collected relevant information by asking questions with five answer options for each question. Physicians were asked about how they find themselves confident in giving advice over the telephone, in providing a service for someone who complains of anxiety and tension, in talking to people who express suicidal ideas, in dealing with pregnant women with mental health problems, working with service users to develop mental health services, dealing with someone who complains of low mood, and liaising with voluntary organizations for people with mental health problems.

Furthermore, they were asked to express their opinions about the appropriateness of PHCC as place for treatment for those with mental health problems and the appropriateness of PHCC in providing a service for people with mental health needs. Physicians were asked about their level of

confidence in that patients with a diagnosis of mental illness have their physical needs met if treated in PHCC. They were asked to report their ability to assess the level of risk for someone experiencing mental illness. They were also asked about whether they attended workshops or training programs in the area of mental health, about training needs in mental health and their readiness to participate in training programs and in working with health professionals and service users to develop mental health services in the places where they work.

### **Statistical analysis**

Data were analyzed using the Statistical Package for Social Sciences (SPSS, Inc., Chicago, Ill, Version 15). Frequency and percentage were used to describe data.

## **Section 4: Findings**

### **1. Findings of WHO-AIMS**

#### ***Domain 1: Policy, Plan and Legislation***

The mental health policy for Jordan was recently drafted, and the official approval by the Ministry of Health is awaited. It includes the following components: 1) developing community mental health services, 2) downsizing large mental health hospitals, 3) developing mental health component in primary health care, 4) development of human resources, 5) financing, 6) Quality improvement, 7) monitoring system, 8) involvement of users and families, 9) advocacy and promotion, 10) human rights and protection of patients, and (11) equity of access across different groups.

Essential medicines, including essential psychotropic medications, are present in the country and include: antipsychotic, anxiolytic, antidepressants, and mood stabilizers. Although there is no specific mental health legislation, the public health law provides for and covers certain basic and minimum standards related to mental health issues. There is no disaster/emergency preparedness plan for Mental Health. There is no specific/defined budget for mental health services in Jordan. The proportion of health budget to GDP is 10.6% and what is devoted to mental health is unknown, and the estimate of the Mental Health Team, that it does not exceed 2% of the total health expenditure. MOH provides all mental health services free of charge. The daily direct and indirect cost for inpatient treatment is about 100 USD on average and the visit to the outpatient clinics costs 50 USD on average.

#### ***Domain 2: Mental Health Services***

##### **- Organization of mental health services**

A national mental health authority (MOH) exists which provides advice to the government on mental health policies and legislation. This authority was expected to be endorsed by the minister of health in 2009 to coordinate all aspects of mental health with other health sectors including the private one. The mental health authority will be involved in (a) service planning, (b) service management and co-ordination, (c) monitoring and quality assessment of mental health services. Mental health services are organized in terms of the catchment areas, in the sense there are outpatient facilities scattered throughout the country and where people can seek help. There are no mental health facilities in some areas. However, residents in those areas that are not covered by

basic mental health services have access to services in nearest regions in which mental health service is available.

- **Mental Health Outpatient Facilities**

There are 64 outpatient mental health facilities available in the country including the private sector, of which one is for children and adolescents only. In 2010, In Irbid of about 1 million population, 700 people were seen in one week at the outpatient facilities including the main psychiatric clinics in Princess Besma Hospital (MOH), Prince Rashid Hospital (RMS), King Abdullah University hospital, Al Ramtha Clinic (MOH) and three private clinics (303 users per 100,000 general population). Of all users treated in mental health outpatient facilities, 39% were females and 2.6% were children or adolescents (below the age of 16 years). To estimate the diagnoses of users treated in outpatient facilities, we examined a sample of 350 consecutive patients attending the outpatient facilities in Irbid (Table 4.1). The users treated in outpatient facilities were primarily diagnosed with anxiety disorders (9.7 %), schizophrenia and other psychotic disorders (49%), mood disorders (28.8 %), substance use disorders (1.4 %), personality disorders (2.6 %), organic mental disorders (4.6%), and others (3.9 %).

<b>Table 4.1. The diagnostic distribution of 350 patients seen at the main psychiatric clinics in Irbid</b>	
Diagnostic category	%
Organic mental disorders	4.6
Psychotic disorders	49.0
Mood disorders	28.8
Anxiety disorders	9.7
Substance use disorders	1.4
Personality disorders	2.6
Others	3.9

The number of contacts per user for a sample of psychotic, mood disorders and anxiety disorders ranged between 6-12/year. None of the facilities has a mental health mobile team. In terms of available interventions, the majority (51-80%) of users had received one or more psychosocial interventions in the past year. One hundred percent of mental health outpatient

facilities had at least one psychotropic medicine of each therapeutic class (anti-psychotic, antidepressant, mood stabilizer, anxiolytic, and antiepileptic medicines) available in the facility or in a near-by pharmacy all year round.

- **Day Treatment Facilities**

There is a one day treatment facility in the country (NGO), which does not treat children and adolescents. Currently, this facility treats 29 users (0.52 per 100,000 general population). Of all users treated in day treatment facilities, 14% are females. On average, users spend 312 days in day treatment facilities. The cumulative number of days on which users were present in mental health day treatment facilities in the 2009 was 9048.

- **Community-Based Psychiatric Inpatient Units**

There is one community-based psychiatric inpatient unit available in the country with a total of 36 beds and belongs to the RMSs (0.64 beds per 100,000 population). Seventy- three percent of admissions to community-based psychiatric inpatient units are males. No beds are available for children and adolescents. The diagnoses of admissions to community-based psychiatric in a sample of 225 inpatients were primarily as follows: (Table 4.2):

<b>Table 4.2. Diagnostic distribution of patients admitted to the community-based psychiatric inpatient unit (n=225)</b>	
Diagnostic categories	%
Organic mental disorders (epilepsy)	2
Substance use disorders	2
Psychotic disorders	31
Mood disorders	33
Anxiety disorders	16
Personality disorders	4
No mental disorder	9
Others	3

Psychotic disorders (31% ), mood disorders (33%), anxiety disorders (16%) , personality disorders (4 %), substance use disorders (2% ), epilepsy (2%), others (3% ) and no mental disorders (9 %). These figures are estimations of diagnoses based on a sample (n=225) of cases treated in psychiatric

inpatients units in 2009. On average, patients spend 24 days per admission. The majority of patients (> 80%) had at least one psychotropic medicine of each therapeutic class (antipsychotic, antidepressant mood stabilizer, anxiolytic, and antiepileptic medicines) available in the facility. The proportion of patients who received one or more psychosocial interventions in the last year is not known.

- **Community Residential Facilities (Al-karamah Rehabilitation Center)**

There is one community residential facility for long stay homeless patients (MOH) with a capacity of 150 beds (0.37 per 100 000 population) and over 93% of the residents suffer from chronic psychotic disorders mainly schizophrenia and the vast majority are on antipsychotic medications with no psychosocial interventions.

- **Mental Hospitals**

There are two mental hospitals. One belongs to the MOH with a capacity of 260 beds of which 150 beds for acute male and female patients (4.6 beds per 100 000 population). The second one, Al-Rashid Mental Hospital is a private hospital with a capacity of 70 beds (1.25 per 100 000 population). As far as the first hospital (CMH), seventy percent of patients with acute admissions are males. The diagnostic distribution is as follows (Table 4.3): organic mental disorders (2.9 %), substance use disorders (1.4 %), psychotic disorders (74 %), mood disorders (20 %) and others (1.4 %). The stay in chronic wards is as follow: more than 10 years (10 %), 5-10 years (7 %), 1-4 years (5 %), and less than one year (78 %). The length of stay in the acute wards ranges from few days up to 3 months (average is 3 weeks).

<b>Table 4.3. Diagnostic distribution of acutely admitted patients to the National Mental Health Center (NMHC)</b>	
Diagnostic categories	%
Organic mental disorders	2.9
Substance use disorders	1.4
Psychotic disorders	73.9
Mood disorders	20.4
Others	1.4

In Al Rahshid hospital, seventy-seven percent of 508 patients admitted to the Al-Rashid hospital in 2009 were males. The diagnostic distribution of 508 patients was as follows (Table 4.4): organic mental disorders (0.8 %), substance use disorders (31 %), psychotic disorders (36.9 %), depressive disorders (8.3 %), bipolar disorders (13.2 %), personality disorders (2.6 %), and others (0.8 %). The average length of stay was 18.8 days.

<b>Table 4.4 distribution of 508 patients. diagnostic</b>	
Diagnostic categories	%
Organic mental disorders	0.8
Substance use disorders	31
Psychotic disorders	36.9
Mood disorders	31.5
Personality disorders	2.6
Others	0.8

#### - Forensic Facilities

There is one forensic unit in the country with a capacity of 60 beds. One hundred percent of the sample (n=181) are males. The diagnostic distribution of the sample is as follows (Table 4.5): no mental disorders (28.2 %), organic mental disorders (1.1 %), psychotic disorders (46.4 %), mood disorders (10 %), personality disorders (9.4 %), and others ( 4 %). The average length of stay is 27.5 months.

<b>Table 4.5. diagnostic distribution of patients admitted to the forensic unit</b>	
Diagnostic categories	%
Organic mental disorders	1.1
Psychotic disorders	46.4
Mood disorders	10
Personality disorders	9.4
No mental disorders	28.2
Others	4

- **Availability of Psychotropic Medicines**

The proportion of mental hospitals and outpatient facilities in which at least one psychotropic medicine of each therapeutic category ( anti-psychotic, anti-depressant, mood stabilizer, anxiolytic and antiepileptic medicine) is available in the facility all year long is 100%.

- **Equity of Access to Mental Health Services**

All psychiatric beds in mental hospitals and community based inpatient unit are located near or in the capital Amman, and over 90 % of the outpatient facilities also are located in Amman.



### ***Domain 3: Mental Health in Primary Health Care***

All PHC clinics are physician based. The proportion of under graduate training hours devoted to psychiatry in Jordan is 6 % of the total number of undergraduate training hours for medical doctors in university. Twenty-eight percent of primary health doctors had at least two days of refresher training in mental health during last year. In terms of physician-based primary health care clinics, a few (6%) have assessment and treatment protocols for key mental health conditions available.

The majority (62%) of physician-based primary health care doctors make on average at least one referral per month to a mental health professional. In terms of professional interaction between primary health care staff and other care providers, a few (less than 30%) primary care doctors have interacted with a mental health professional at least once a month in the last year. The proportion of of undergraduate training hours devoted to psychiatry and related mental health is 6%. None of physician-based PHC facilities and mental health facilities has had interaction with a complimentary/alternative/traditional practitioner.

#### **- Prescription in Primary Health Care**

Primary health care (PHC) doctors are allowed to prescribe psychotropic medicines but with restrictions (52%). PHC nurses and non-doctor/non-nurse PHC workers are not allowed to prescribe psychotropic medications in any circumstance. Seventeen percent of the physician-based PHC clinics have at least one psychotropic medicine of each therapeutic category (anti-psychotic, antidepressant, mood stabilizer, anxiolytic, and antiepileptic).

### ***Domain 4: Human Resources***

#### **- Number of Human Resources in Mental Health Care**

The total number of human resources working in mental health facilities (MOH, RMS, Al-Rashid hospital and University hospitals) per 100,000 population is 6.52. (Table 4.6).The breakdown according to profession is as follows: 70 psychiatrists (1.2 per 100,000 population), two medical doctors, not specialized in psychiatry (0.04 per 100,000), 261 nurses (4.66 per 100,000), 400 psychologists registered in the country (7.14 per 100,000), but only 11 are known to provide service in the four sectors. Regarding the workplace, 39 psychiatrists work in the public health sector and 31 in the private sector. A total of 30 psychiatrists are working in both outpatient and inpatient mental health facilities and the rest work mainly in the outpatient and private mental

health facilities. As for other medical doctors not specialized in mental health, one works as a director of the main mental health hospital, and the other one provides general health care to the staff in the main mental hospital. There are 32 trainee psychiatrists (residents) in the country; 15 work in the MOH, 9 in the RMS, 5 in Alrashid hospital and 3 in KAUH. As for nurses, all are based in mental hospitals and in the community-based inpatient unit. Twenty-nine (n=29) psychosocial staff (psychologists, social workers, and occupational therapists) work in inpatient facilities, and 384 in private outpatient facilities. In terms of staffing in mental health facilities, there are 0.17 psychiatrists per bed in community-based psychiatric inpatient unit, in comparison to 0.04 psychiatrists per bed in mental hospitals. As for nurses, there are 0.38 registered nurses per bed in community-based psychiatric inpatient units, in comparison to 0.17 per bed in mental hospitals. Finally, for other mental health care staff (e.g., psychologists, and social workers) 0.05 per bed in mental hospitals and 0.13 per bed in community-based psychiatric inpatient units. The distribution of human resources between urban and rural areas is disproportionate. The density of psychiatrists and the other mental health staff in Amman is 2 times greater than the density of psychiatrists and other mental health staff in the entire country.

<b>Table 4.6. Distribution of human resources working in mental health sectors in Jordan</b>						
	<b>MOH</b>	<b>RMS</b>	<b>Universities</b>	<b>Al-Rashid Hospital</b>	<b>Total</b>	<b>Rate per 100000</b>
Psychiatrists	18	9	9	5	41*	0.73
Residents	15	9	3	5	32	0.58
Medical doctors(nonpsychiatrists)	2	-	-	-	2	0.04
Registered nurses	83	23	11	27	144	2.57
Associate and assistant nurses	81	19	-	17	117	2.09
Social workers	10	1	4	1	16	0.28

Psychologists	4	4	0	3	11**	0.19
Occupational therapists	0	1	0	1	2	0.04
Total	213	66	27	59	365	6.52

\* Total number of psychiatrists is 70 (1.2 is the rate per 100 000 population)

\*\* Total number of psychologists is 400

#### **- Training of professionals in mental health**

The number of professionals graduated last year in academic and educational institutions is 6 psychiatrists. The proportions of mental health staff that attended refresher training on the rational use of drugs, psychosocial interventions, and training on child and adolescent mental health issues in the last year is unknown.

#### **- Consumer and family associations.**

No consumer and family associations of persons with mental disorders exist in Jordan.

### ***Domain 5: Public Education and Links with other Sectors***

#### **- Public education and awareness campaigns on mental health**

There are bodies overseeing the public education and awareness campaigns in mental health and mental disorders. Ministries of health, information, educations, WHO, Jordan Association of Psychiatrists and the Jordanian Society of Psychology have all promoted public education and awareness campaigns in the last couple of years. These campaigns have targeted the general population, children, adolescents, trauma survivors and women. There are some formal coordination between these bodies, such as the Ministry of Health and the Ministry of Education, and the ministry of Health and the WHO. There have been no efforts to evaluate the impact and outcome of these campaigns.

#### **- Legislative and financial provisions for persons with mental disorders**

At the present time there are legislative provisions concerning a legal obligation for employers to hire a certain percentage of employees that are disabled, provisions concerning protection from discrimination at work, and provisions concerning priority in state housing. It is unknown whether these provisions are enforced.

#### **- Links with other sectors**

There are formal collaborative programs addressing the needs of people with mental health issues between the department of mental health and other departments or agencies responsible for primary health care, HIV/AIDS, reproductive health, child and adolescent health, substance abuse, child protection, education, and criminal justice. There are no activities outside the mental health sector that address the needs of people with severe mental disorders in the last 5 years. The number of psychologists licensed by the ministry of health is 47, and the number in the Jordanian society of psychology is 425. However these numbers do not reflect the actual number of psychologists in Jordan. In 2008, the proportion of primary and secondary schools with either a part-time or full-time mental health professional (e.g. counselor, psychologist, social worker,) was approximately 41%.

In October 2010, the number of counselors at Ministry of Education governmental schools in Jordan was 1804 (674 male and 1130 female) that serve 1129448 students in 3371 schools, leaving many other schools without counseling services. The ratio of counselor to student in the schools with full time counselors is 1: 495, while the appropriate ratio is 1:300. Since one third of the population of Jordan are school students, there should be more emphasis upon school counseling. The law of education (1994) in article 6 stated among the objectives of the ministry of education "providing guidance, counseling, health and preventative care in educational institutions" and article 19 stated that the school counselor is required to hold at least B.A. in educational counseling, or counseling and mental health or psychology.

The goal of school counseling is to provide students with training regarding skills and knowledge that enhance mental health. The role of the counselor is mainly developmental, preventative and some times therapeutic when the student's problems are mild and related to daily life stressors.

Interviewing 14 school counselors concerning the obstacles and difficulties they encounter in their work revealed the following: a) the concept and philosophy of counseling is not clear to many school principals, teachers, parents, and students; b) some school counselors are not properly trained in counseling; c) many school counselors spend most of their time in administrative activities rather than in guidance and counseling. It is envisaged that less than 20% of police officers, judges, have participated in educational activities on mental health in the last 5 years. All people with severe disabilities are entitled to receive social welfare benefits.

### ***Domain 6: Monitoring and Research***

A formally defined list of individual data items that ought to be collected by all mental health facilities exists. As shown in Table 4.7, the extent of data collection is consistent among mental health facilities. The government health department received data from 64% of mental health outpatient facilities, 100% of community-based psychiatric inpatient units (Royal Medical Services), and 100% of mental hospitals, The other mental hospital is a private one

<b>Table 4.7 - Percentage of mental health facilities collecting and compiling data by type of information</b>			
	<b>Mental Hospitals</b>	<b>Inpatient Units</b>	<b>Outpatient Facilities</b>
N° of beds	100%	100%	
N° inpatient Admissions	100%	100%	
N° /users/treated in outpatient facilities	100%	100%	100%
N° of days Spent in hospital/	100%	100%	UN
N° of users restrained	UN	UN	UN
N° of involuntary admissions	UN	UN	UN
Diagnosis	100%	100%	100%

UN: Unknown

In terms of research, less than 1% of all health publications in the country were on mental health. Reviewing the last five editions of the Jordan Medical Journal, none of the published articles were related to mental health. The published reports in parts focus on the epidemiological aspects of mental disorders and in other parts the focus was mainly on the clinical aspects as well as on the attitudes of professional towards mental health.

However, over the past three years the national mental health research team and the umbrella of the Higher Council for Science & Technology (HCST), has conducted extensive research mainly on the quality of service provided to seekers in the outpatient and inpatient mental health facilities. Based on these findings there is now more of an emphasis on community-based mental health research.

## 2. Quality of Inpatient Mental Health Services

### - Service users' characteristics

This survey included a total of 119 inpatients admitted in four hospitals (16 from Al-Rasheed hospital, 58 from the NMHC; 31 from Al-Karamah Rehabilitation Center, and 14 from RMS/Marka). All patients, but one, had filled in the questionnaire without any help from friends or relatives. About one fourth (25.2%) of service users responding were women and 74.8% were men. Their age ranged between 17 and 83 with a mean (SD) of 38.6 (12.9) year. About 16.0% aged  $\leq 25$  year, 29.4% aged 25.1-35 year, 26.1% aged 35.1-45 year, 20.2% aged 45.1-55 year, and 8.4% aged  $>55$  year. More than one-half (55.5%) were single and 17.6% were divorced. It was noticed that the proportion of patients who are divorced is higher than that in the general population. About two thirds (63.0%) of the service users were not currently in paid work and only 31.1% were employed. About three quarters (76.5%) had an income of 400 JD or less. Table 4.8 presents the characteristics of the 119 service users who responded to the survey.

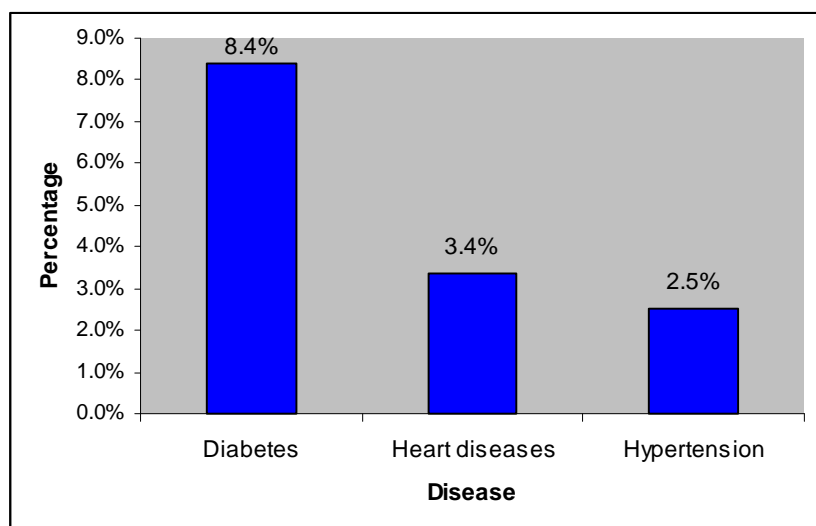
<b>Table 4.8 The characteristics of the 119 service users who responded to the survey</b>		
Facility	Frequency	Percent
Al-Rasheed	16	13.4
MOH/NMH Center	58	48.7
MOH/Al Karama Rehabilitation	31	26.1
RMS/Marka	14	11.8
Gender		
Male	89	74.8
Female	30	25.2
Age (year)		
$\leq 25$	19	16.0
25.1-35	35	29.4
35.1-45	31	26.1
45.1-55	24	20.2
$>55$	10	8.4
Marital status		

Single	66	55.5
Married	32	26.9
Divorced	21	17.6
<b>Education</b>		
Illiterate	13	10.9
≤High school	78	65.5
Diploma	12	10.1
Bachelor or more	16	13.4
<b>Employment status</b>		
Employed	37	31.1
Retired	5	4.2
Student	2	1.7
Unemployed	75	63.0
<b>Income (JD)</b>		
≤100	44	37.0
100.1-200	22	18.5
200.1-300	13	10.9
300.1-400	12	10.1
>400	28	23.5
<b>Living status</b>		
Living alone	26	21.8
Living with others	93	78.2
<b>Source of information</b>		
Patient	118	99.2
Escort	1	.8

Service users were also asked whether they had any long standing health conditions other than their mental health condition (Figure 1). A total of 17 (14.3%) patients said that they had a long standing condition. Ten patients (8.4%) reported having diabetes, 4 (3.4%) reported having

heart diseases, and 3 (2.5%) reported having hypertension (Figure 4.1). Some patients were suffering more than one of these morbidities.

**Figure 4.1 The distribution of long standing health conditions other than their mental health condition among service users (inpatients)**



### ***The ward***

#### **- Arriving on the ward**

Table 4.9 shows the perception of service users about the services offered when they arrived on the ward. More than half (58%) of service users reported receiving warm welcomes from the staff when they arrived on the ward while 11.8% of the service users did not have this feeling. About 42.9% of service users strongly felt that the staff know about them and any previous care they had received, 22.7% did not have this feeling, and 9.2% couldn't remember. More than one third (39.5%) of service users reported receiving full orientation about the daily routine of the ward such as meal times and visiting times while about half (46.2%) denied receiving this orientation.

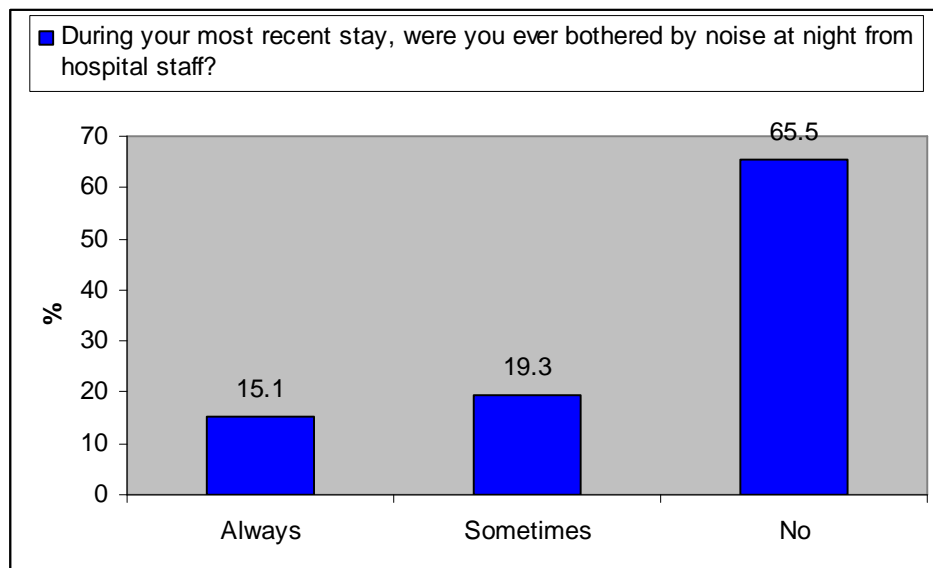


<b>Table 4.9 Opinions of service users about the services offered to them when they arrived on the ward.</b>		
Items	Frequency	Percent
When you arrived on the ward, did staff make you feel welcome?		
Yes, definitely	69	58.0
Yes, to some extent	34	28.6
No	14	11.8
Don't know remember	2	1.7
When you arrived on the ward, did you feel that the staff knew about you and any previous care you had received?		
Yes, completely	51	42.9
Yes, to some extent	30	25.2
No	27	22.7
Don't know remember	11	9.2
When you arrived on the ward, or soon afterwards, did a member of staff tell you about the daily routine of the ward, such as times of meals and visitors times?		
Yes, completely	47	39.5
Yes, to some extent	17	14.3
No	55	46.2

**- Noise at night**

A total of 18 (15.1%) of service users said they were always bothered by noise at night from hospital staff, 19.3% said they were sometimes bothered by noise, and 65.5% were not bothered by noise (Figure 4.2).

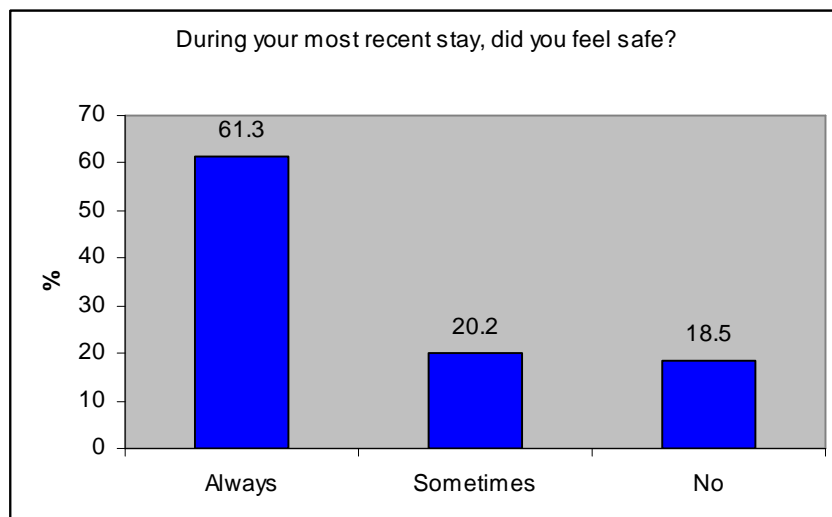
**Figure 4.2 Noise at night in mental health hospitals**



**- Feeling safe**

A total of 73 (61.3%) of service users said they always felt safe during their stay in hospital, 20.2% felt safe only some of the time during their stay in hospital, and 18.5% did not feel safe (Figure 4.3).

**Figure 4.3 Distribution of users according to feeling safe**

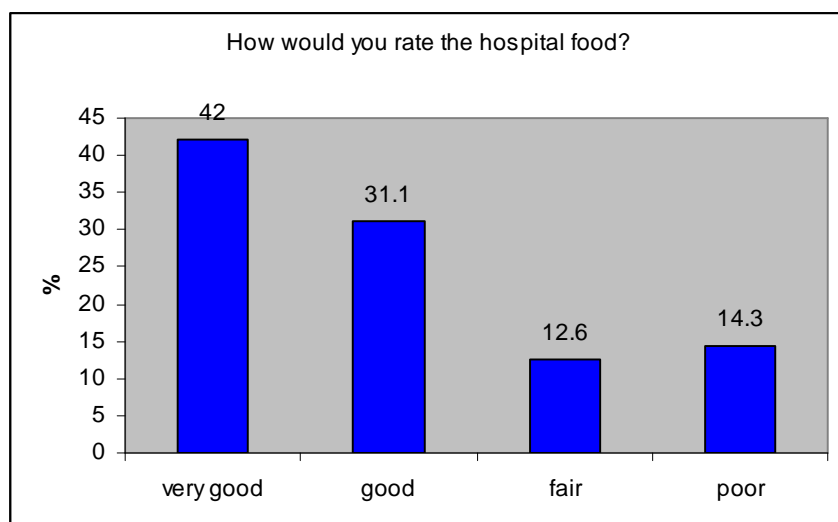


**- Hospital food**

Less than one-half (42.0%) rated hospital food as very good, 31.1% rated it as good, and 26.9% rated the food as only fair or poor (Figure 4). In their response to whether they had got the diet of

their choice or of their disease conditions, a total of 13 service users (10.9%) said that they did have such a diet. Of those whose health conditions required a specific diet, only 53.8% said that they were always able to get the diet they needed from the hospital.

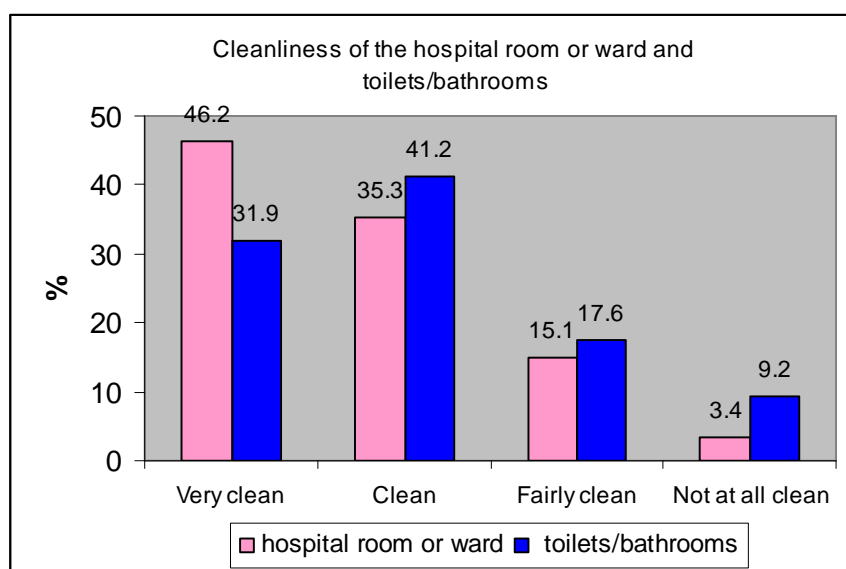
**Figure 4.4 Distribution of users ratings of hospital food**



#### - Cleanliness

Less than half (46.2%) of service users said that the hospital room or ward they were in was very clean and 18.5% said it was either fairly clean or not clean at all. When asked about the cleanliness of the toilets and bathrooms, 31.9% said these facilities were very clean and 26.8% said the facilities were either fairly clean or not clean at all (Figure 4.5).

**Figure 4.5 Users report of cleanliness of service areas**



- **Home life**

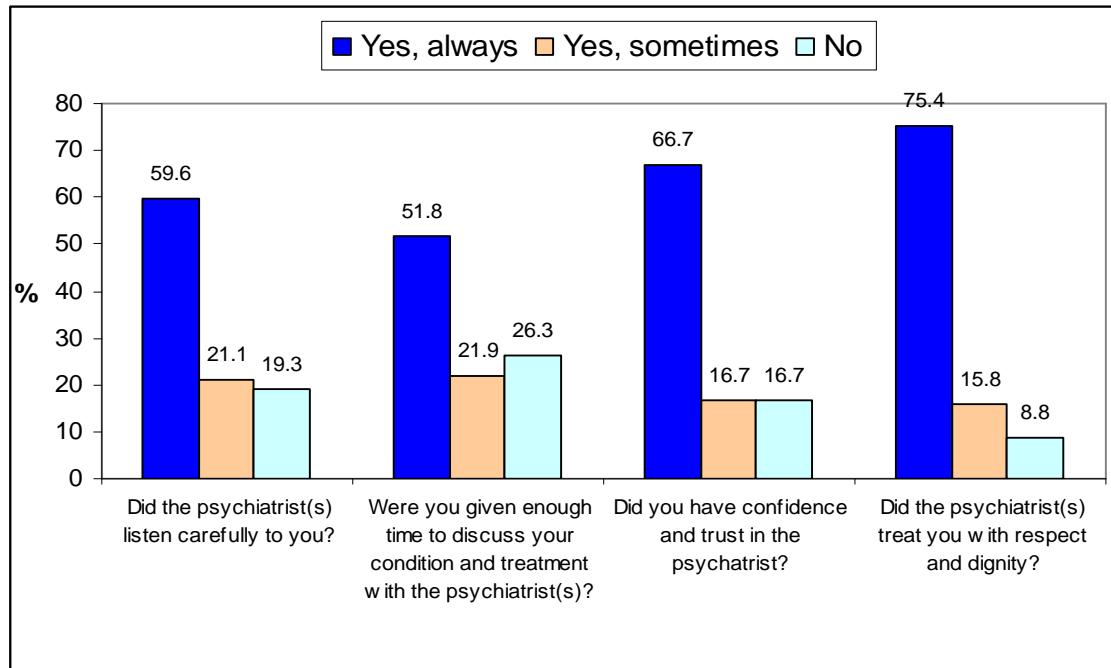
About 41.2% of service users felt that the hospital definitely helped them to keep in touch with family or friends and 32.8% did not feel that. A total of 47 service users (39.5%) said they needed help from hospital staff with organizing their home situation. Of this group, 16 (34.0%) said they received all the help they needed, 51.1% received some of the help they needed, and 14.9% said they did not receive any help.

### **Hospital staff**

- **Psychiatrists**

A total of 114 (95.8%) patients saw a psychiatrist. Of those who saw the psychiatrist, 59.6% reported that psychiatrists always listened to them and 19.3% did not listen to them. When service users were asked if they felt that they were given enough time to discuss their condition and treatment with the psychiatrist, 51.8% said they always were. However, 26.3% said they were not given enough time and a further 21.9% said they only sometimes were. About 66.7% of service users said they always had confidence and trust in the psychiatrist they saw and 16.7% said they did not have confidence and trust. When they were asked about how they were treated, 75.4% of service users said that they were always treated with respect and dignity by the psychiatrist they saw and 8.8% said they were not (Figure 4.6).

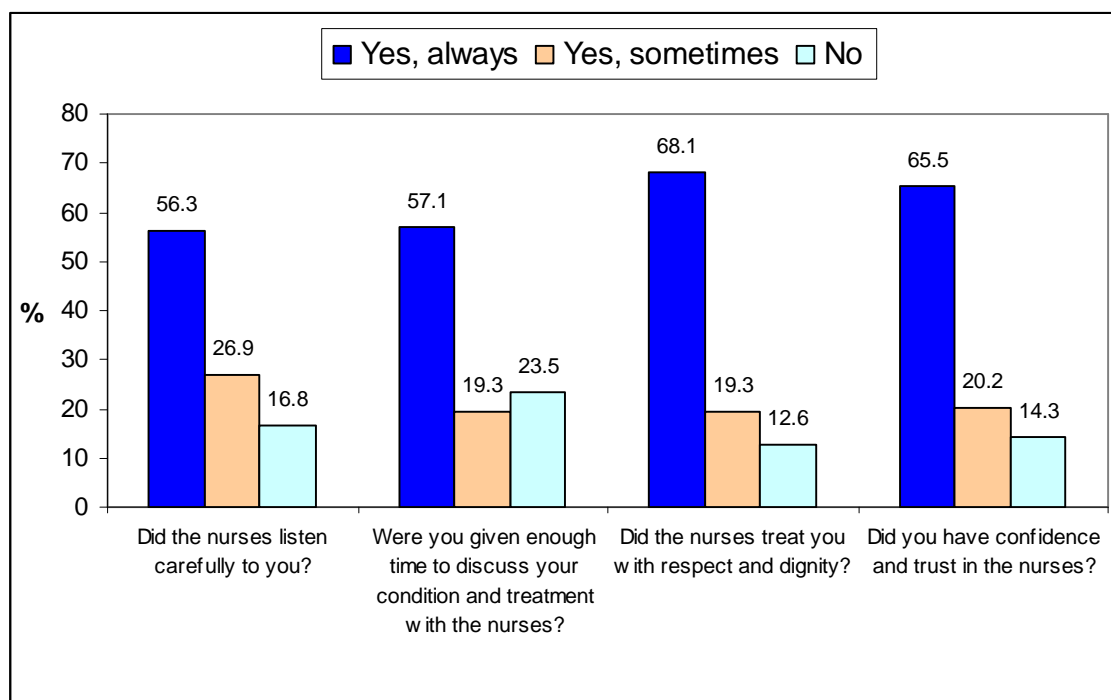
**Figure 4.6 Distribution of certain aspects of patient-psychiatrist relationship as perceived by service users**



#### - Nurses

More than half (56.3%) said that nurses always listened to them carefully and 16.8 % said they did not. When service users were asked if they felt that they were given enough time to discuss their condition and treatment with the nurses, 57.1% said they always were. However, 23.5% said they were not given enough time and a further 19.3% said they only sometimes were. About 65.5% of service users said they always had confidence and trust in the nurses, 14.3% said they did not have confidence and trust, and 20.2% said they had confidence and trust in nurses “only sometimes”. More than two thirds (68.1%) of service users said that they were always treated with respect and dignity by the nurses and 12% said they were not (Figure 4.7).

**Figure 4.7 Distribution of certain aspects of patient-nurse relationship as perceived by service users**



### ***Care and treatment***

#### **- Medications**

The vast majority (95%) of service users said they were given medication as part of their treatment during their stay in hospital. Of those, 22.1% said that staff explained the purpose of the medication completely and 52.2% said that staff did not explain the purpose of the medication (Table 4.10).

Service user opinion on whether they had been told about possible side effects of medication varied. About 12.4% of those service users who needed an explanation said they had been told completely about potential side effects and 70.0% said they had not been told. Less than half (41.2%) of service users said they were always given enough privacy when discussing their condition or treatment with hospital staff and 36.1% said they were not given enough privacy (Table 4.10).

About one fourth (26.9%) of service users said they definitely were involved as much as they wanted to be in decisions about their care and treatment, 32.8% said they were involved to some extent, and 40.3% said they were not involved in decisions.

<b>Table 4.10 Service user opinions on various aspects of care and treatment</b>		
	Frequency	Percent
Did the hospital staff explain the purpose of this medication in a way you could understand?		
Yes, completely	25	22.3
Yes, to some extent	28	25.0
No	59	52.7
Did the hospital staff explain the possible side effects of this medication in a way you could understand?		
Yes, completely	14	12.5
Yes, to some extent	19	17.0
No	79	70.5
Were you given enough privacy when discussing your condition or treatment with the hospital staff?		
Yes, always	49	41.2
Yes, sometimes	27	22.7
No	43	36.1
Were you involved as much as you wanted to be in decisions about your care and treatment?		
Yes, always	32	26.9
Yes, sometimes	39	32.8
No	48	40.3

#### **- Taking therapy**

When service users were asked if they ever wanted talking therapy during their stay in hospital, 68.1% said that they did. When service users were then asked if they had had talking therapy in hospital, 16.8% said they did have talking therapy. There was a gap of 51.3% between those who *wanted* talking therapy in hospital and those who said they *had* talking therapy.

When service users who did have talking therapy in hospital were asked if they found it helpful, 55.0% said they definitely did and 5% said they did not. (Table 4.11)

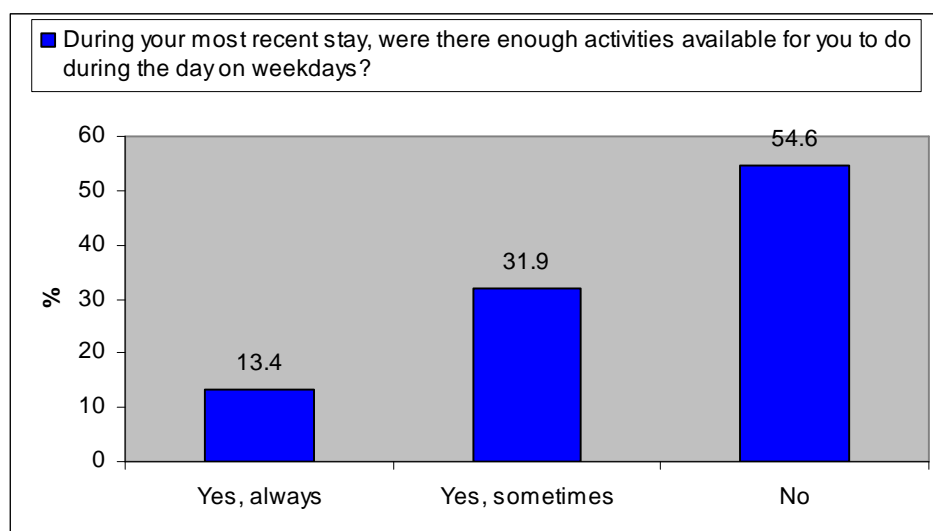
<b>Table 4.11 Service user opinions on various aspects of taking therapy</b>		
	Frequency	Percent
During your stay in hospital, did you ever want talking therapy?		
Yes	81	68.1
No	38	31.9
During your stay in hospital, did you have talking therapy?		
Yes	20	16.8
No	99	83.2
If you had talking therapy during your stay in hospital, did you find it helpful?		
Yes, definitely	11	55.0
Yes, to some extent	8	40.0
No	1	5.0

#### - Activities

Service users were asked if there were enough activities available for them to do during the day on weekdays and during evenings and /or weekends. About 13.4% reported that they always had enough activities and 31.9% had it on some times (Figure 4.8).



**Figure 4.8 Users reports of activities.**



**- Physical health**

About 68.9% of service users said they had medical tests about their physical health (e.g. blood pressure, urine tests, etc...) while they were in hospital. Service users were also asked if they felt that enough care was taken of any physical health problems they had. Of those with health problems, 42.3% said definitely that enough care had been taken (Table 4.12).

Table 4. 12 Service user opinions on aspects of physical health		
	Frequency	Percent
During your most recent stay, did you have any medical tests about your physical health (e.g. having your blood pressure measured or having a blood or urine test)?		
Yes	82	68.9
No	32	26.9
Don't know	5	4.2
During your most recent stay, do you feel that enough care was taken of any physical health problems you had (e.g. diabetes, asthma, heart disease)?		

Yes, definitely	11	42.3
Yes, to some extent	9	34.6
No	6	23.1

### ***Detention under the mental health act***

A total of 74 (62.2%) service users said that they had been detained under the Mental Health Act during their most recent admission to hospital. Of this group of service users who said they had been detained under the Mental Health Act, 13 (17.6%) said that they had had their rights under the Act explained to them completely and 71.6% said that they had not had their rights under the Act explained to them

#### **- Making a complaint**

About one fifth (19.3%) of service users said they had been made aware during their stay in hospital of how they could make a complaint if they had one and 65.5% had not been made aware.

#### **- Fair treatment**

Service users were asked if they felt that they had been treated unfairly for any reason during their stay in hospital. About 28.6% said they were treated unfairly and 45.4% said they were not treated unfairly

### ***Leaving hospital***

#### **- Notice of discharge**

A total of 75 patients had been admitted and discharged before this current stay. Half (50.1%) of service users said they were given enough notice of discharge from hospital and 49.9% said they were not given enough notice. One third (33.3%) of service users said their discharge was delayed. Service users were asked if they thought hospital staff had taken their family or home situation into account when planning their discharge. About 45.2% said that they had completely, 37.0% said they had it to some extent, and 17.8% said they had not taken these considerations into account.

#### **- Contact after discharge**

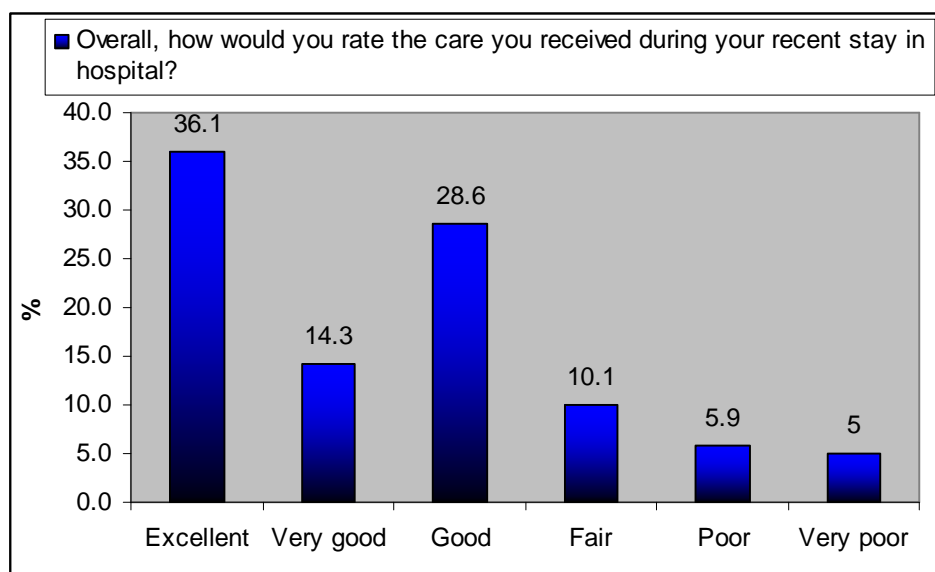
Only 14.7% of service users said they were given information about how to get help in a crisis or when urgent help was needed before they left hospital and the rest (85.3%) said they were not given this information. Only 17.4% of service users said they had the number of someone from their local Mental Health Services that they could call out of office hours and 82.6% said that they

did not have such a number. Service users were asked if they had been contacted by a member of the Mental Health Team since leaving hospital; 13.3% said that they had.

#### ***Rating of overall mental health and care***

As figure 4.9 shows, 50.4% of service users rated the care they received in hospital as either excellent or very good, 28.6% rated it as good, 16.0% rated it as only fair or poor, and 5.0% rated it as very poor.

**Figure 4.9 Service users ratings of care during the recent stay.**



As the figure 4.10 shows, 53.8% of service users rated their mental health as either excellent or very good, 23.5% rated it as good, 17.6% rated it as only fair or poor, and 5.0% rated it as very poor.

**Figure 4.10 Service user's ratings of mental health services**

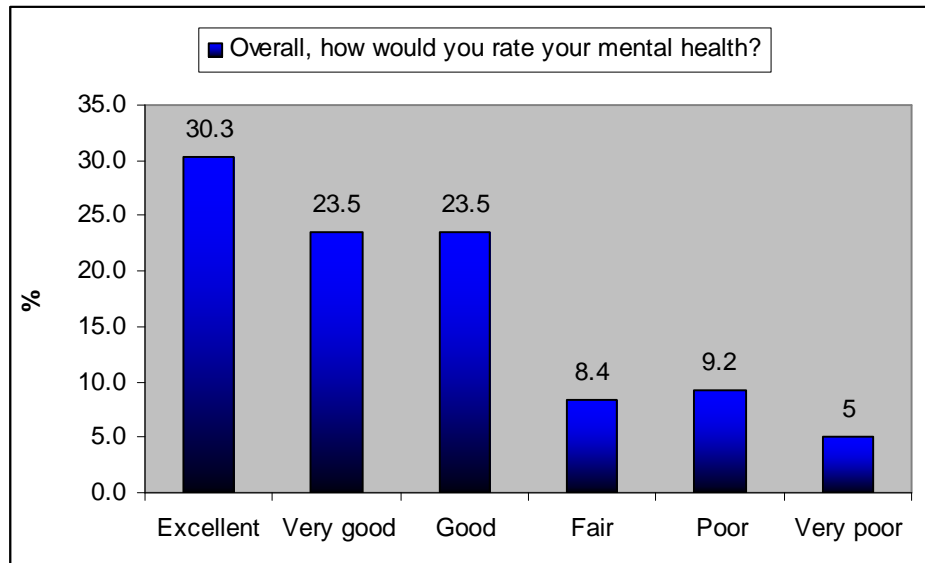
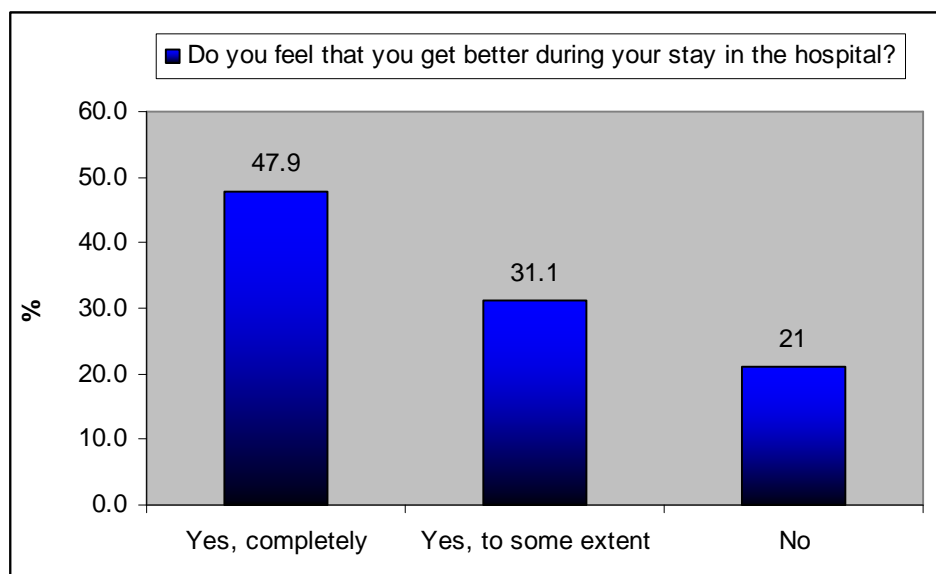
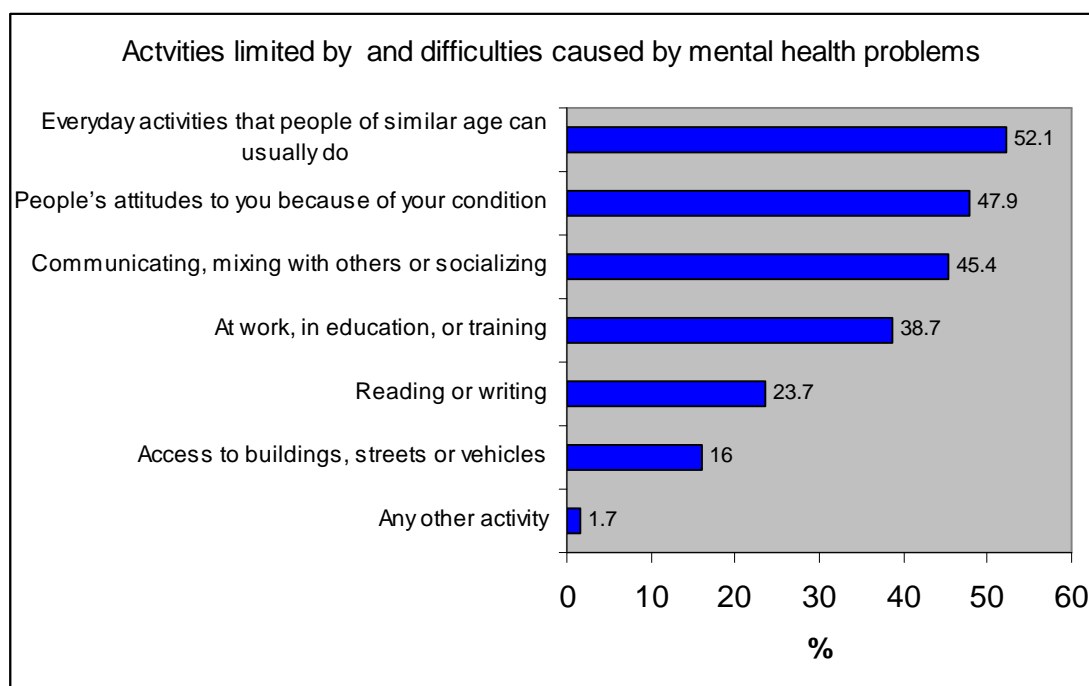


Figure 4.11 shows that about half (47.9%) of service users reported that they completely felt better, 31.1% felt that to some extent, and 21.0% did not feel better.

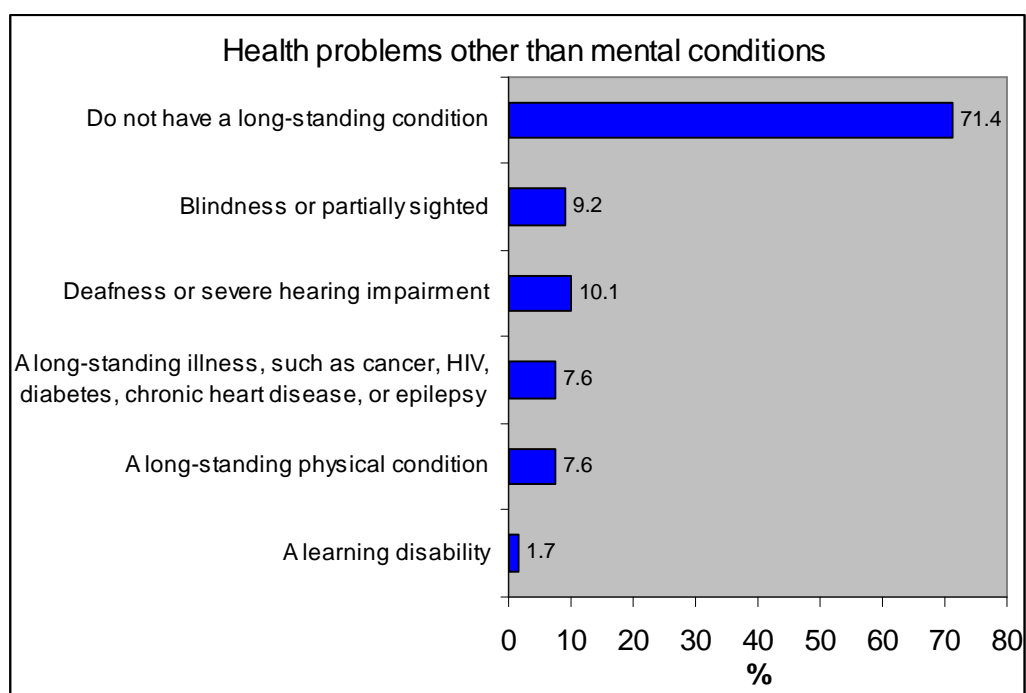
**Figure 4.10 Service users reports of feeling better after hospitalization.**



**Figure 4.12 shows the activities limited and difficulties caused by mental health problems.**



**Figure 4.13 Service user's reports of having health problems other than health problems.**



### 3. Quality of Outpatient Mental Health Services

#### *Patients' characteristics*

The survey included a total of 534 patients (337 (63.1%) males and 197 (36.9%) females) aged between 11 and 81 with a mean (SD) of 39.0 (12.6) year. Table 4.13 shows the socio-demographic and relevant characteristics of patients with mental health problems attending the outpatient clinics. Less than half (42.7%) were 35 years of age or younger. While 47.2% were married, 5.2% were divorced and 4.1% were widow. More than half of service users (56.7%) had high school education or less, 15.9% were illiterate, and more than half (56.7%) had high school education or less. About two thirds (64.6%) were unemployed, 6.6% were retired, 3.4% were students and the rest (25.5%) were employed. About three quarters of patients (74.2%) had income of 300 JD or less.

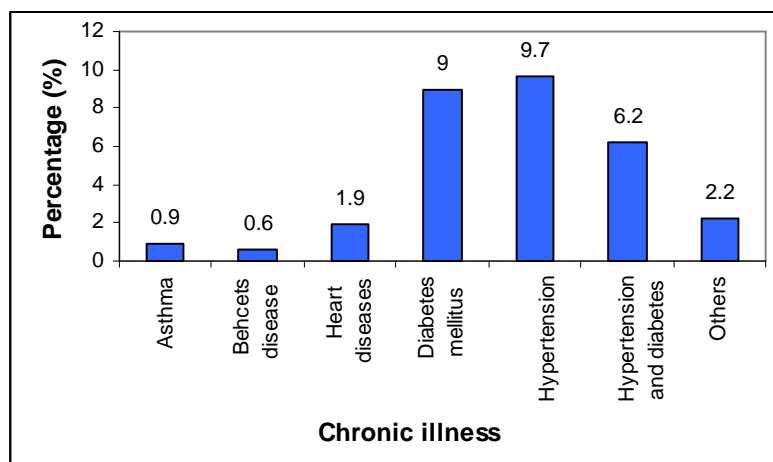
<b>Table 4.13 Socio-demographic and relevant characteristics of patients with mental health problems attending the outpatient clinics</b>		
Sex	N	%
Male	337	63.1
Female	197	36.9
Age (year)		
≤25	81	15.2
25.1-35	147	27.5
35.1-45	162	30.3
45.1-55	89	16.7
>55	55	10.3
Level of education		
high school or less	303	56.7
Diploma	67	12.5
Bachelor	67	12.5
postgraduate	12	2.2
Employment		
Employed	136	25.5

Retired	35	6.6
Student	18	3.4
unemployed	345	64.6
<b>Income (JD)</b>		
≤100	77	14.4
101-200	193	36.1
201-300	126	23.6
>300	138	25.8
<b>Marital status</b>		
Single	232	43.4
Married	252	47.2
Divorced	28	5.2
Widow	22	4.1

Of the selected patients, 9.0% were treated in private sector, 72.5% in MOH, 12.9% in RMS, and 5.6% in teaching hospitals.

About one fifth (18.9%) of patients reported a history of chronic illness. About 9.0% had diabetes, 9.7% had hypertension and 6.2% had combined hypertension and diabetes (Figure 4.14).

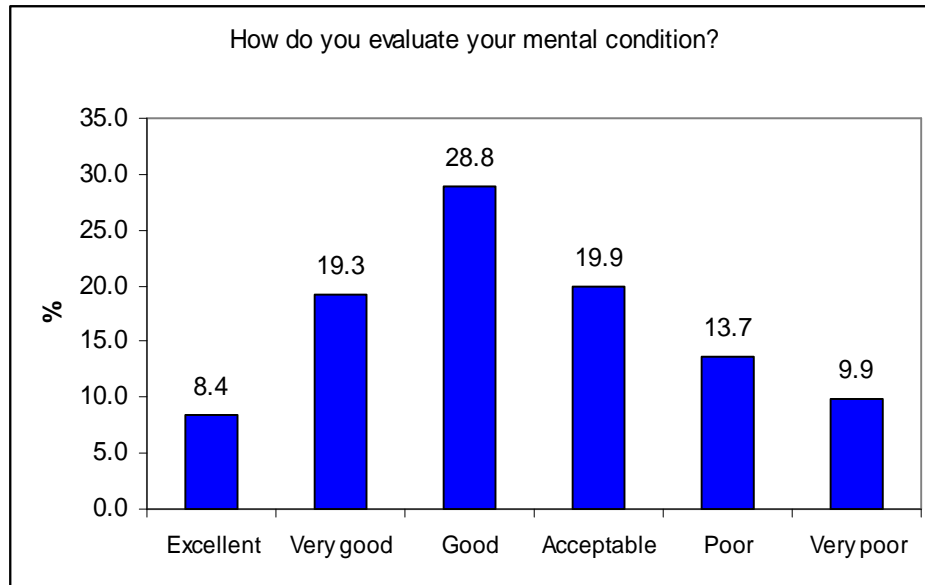
**Figure 4.14 Presence of chronic illnesses among participants**



### ***Mental health status of patients***

As in figure 4.15, around 28% of service users rated their mental health as either excellent or very good, 28.8% rated it as good, 19.9% rated it as acceptable and 23.6% rated it as poor or very poor.

**Figure 4.15 participant's ratings of their mental status**



About one quarter (24.5%) reported that they are always feel ashamed of their mental illnesses and 22.8% had this feeling some times (figure 4.16).

**Figure 4.16 Participants feelings of sham**

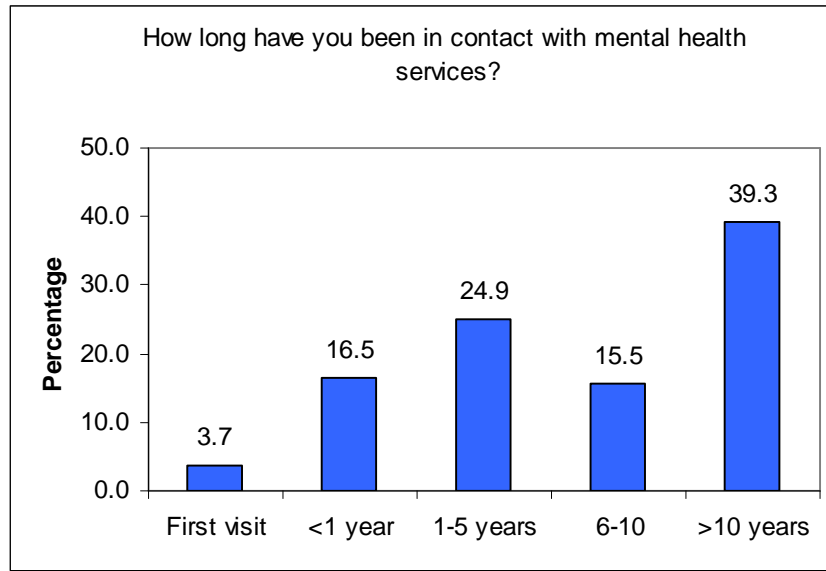




### *Relationships with healthcare professionals*

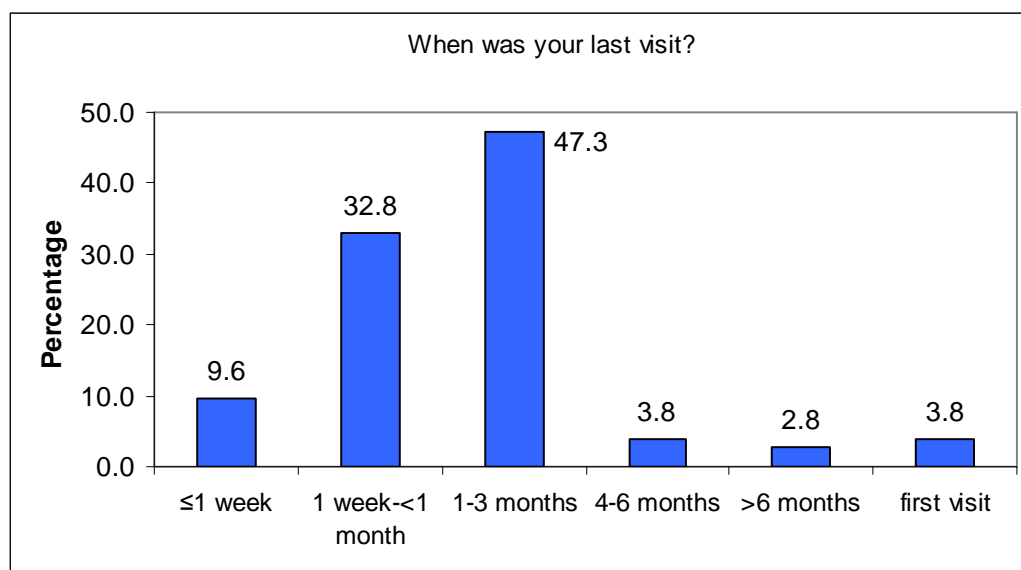
More than half of respondents (54.8%) had been in contact with mental health services for more than five years, 24.9% in contact between one and five years, and 16.5% for one year or less (Figure 4.17).

**Figure 4.17 Contact with mental health services**



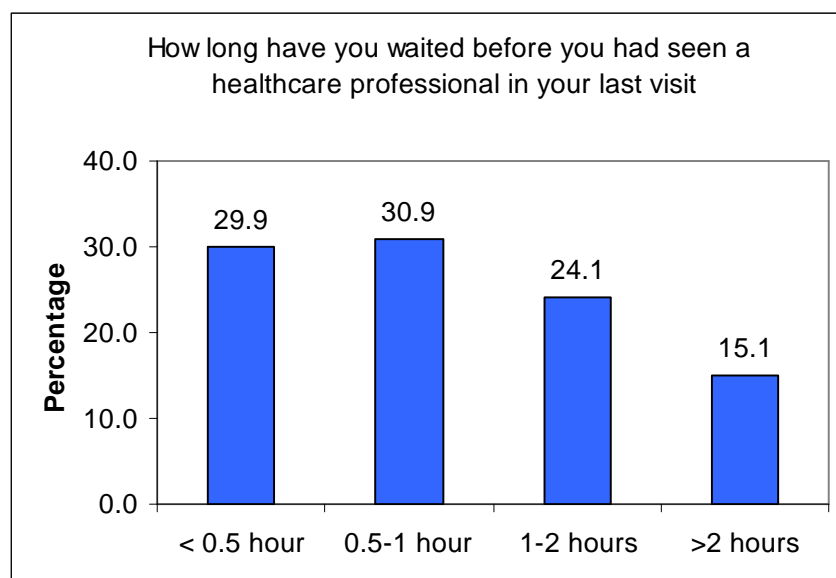
Less than one-half of service users (42.4%) had their last visit to mental health services less than one month ago, 47.3% between one and three months, and 6.6% had it more than 6 months ago. figure 4.17

**Figure 4.17 Duration since last visits to the a mental health service**



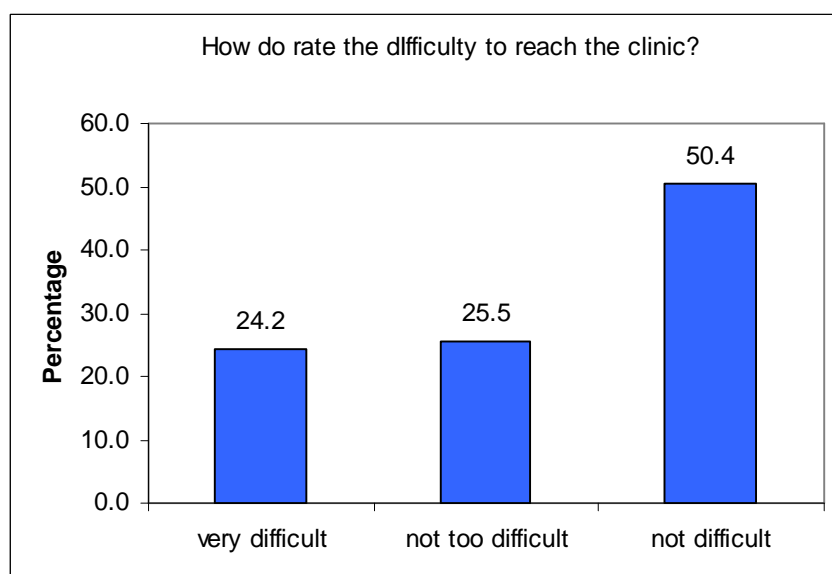
The vast majority of service users (90.8%) had seen a healthcare professional in their last visit. Of those who had seen the doctor, 29.9% had a waiting time of <0.5 an hour, 30.9% waited between 0.5-1 hour, 24.1% waited between 1-2 hours, and 15.1% waited >2 hours (Figure 4.18).

**Figure 4.18 waiting time to be seen by a health care professional**



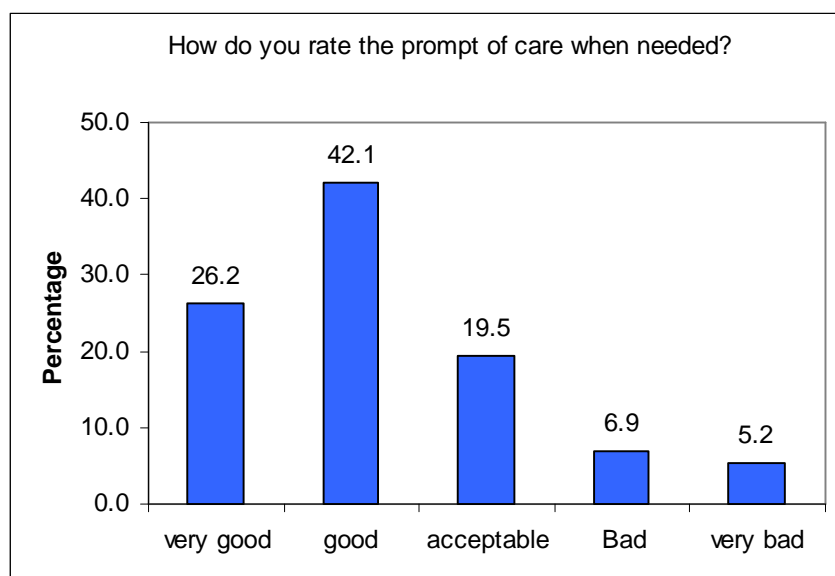
About one quarter (24.2%) of patients reported that they find it very difficult to reach to source of care and 25.5% found it not too difficult to reach the clinic where they used to receive the mental health services (Figure 4.19).

**Figure 4.19 Difficulty reaching the clinic**



More than two third of patients (68.3%) rated the promptness of the services as very good or good, 19.5% as acceptable, and the rest as poor or very poor (Figure 4.20).

**Figure 4.20 Rate of promptness of care when needed**



#### - Psychiatrists

Table 4.14 shows the opinion of service users about their relationship with the psychiatrists. Of the service users who had seen a psychiatrist in their last visit, the majority (70.9%) thought that the psychiatrist had definitely treated them with respect and dignity. However, 21.6% of service users said the psychiatrist had treated them with respect and dignity only to some extent and 7.4% of service users felt the psychiatrist had not treated them with respect and dignity at all. More than half of service users (56.9%) reported that the psychiatrist had definitely listened carefully to them, although 29.7% felt the psychiatrist had listened to them to some extent. A small percentage of service users (10.5%) thought the psychiatrist had not listened to them at all at their last appointment.

More than one-half of the service users (59.8%) said that they definitely have trust and confidence in their treating psychiatrist, 29.7% reported that they have trust and confidence in the psychiatrist to some extent, while 10.5% did not have any trust or confidence in the psychiatrist they saw. More than half of service users (54.2%) said they were definitely given enough time to discuss their condition and treatment with the psychiatrist, 27.2% said they were given enough time to some extent, and 18.6% felt they were not given enough time to discuss their condition and treatment.

<b>Table 4.14. Opinion of service users about their relationship with the psychiatrists.</b>		
Variable	N	%
Do you feel that your psychiatrist listens to you?		
Yes, definitely	276	56.9
Yes, to some extent	138	28.5
No	71	14.6
Do you have trust and confidence in your psychiatrist?		
Yes, definitely	290	59.8
Yes, to some extent	144	29.7
No	51	10.5
Do you feel that your psychiatrist treats you with respect and dignity?		
Yes, definitely	344	70.9
Yes, to some extent	105	21.6
No	36	7.4
When you see your psychiatrist, are you given enough time to discuss your condition and treatment?		
Yes, definitely	263	54.2
Yes, to some extent	132	27.2
No	90	18.6

#### - Nurses

Table 4.15 shows the opinion of service users about their relationship with the nurses. Only 288 (53.9%) patients had seen the nurse in their last visit. Service users were generally more positive about the quality of their relationship with the psychiatrists than with nurses. Of the service users who had seen a nurse, 51.0% felt the nurse had definitely treated them with respect and dignity, 32.6% said that the nurse had treated them with respect and dignity to some

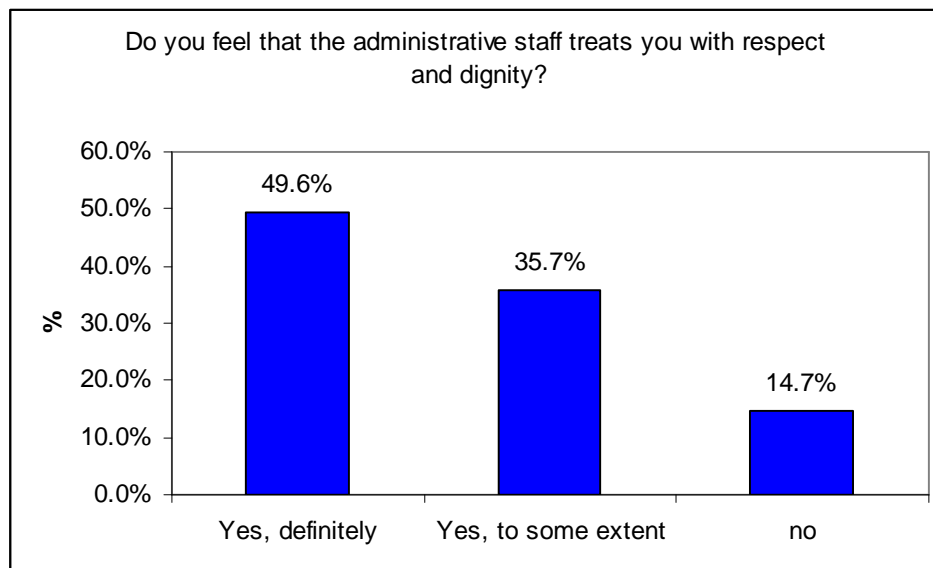
extent and only 16.3% thought the nurse had not treated them with respect and dignity the last time they saw the nurse. About one half of service users (45.8%) also felt the nurse had definitely listened to them, 33.0% said the nurse had listened to them to some extent and 21.2% of respondents thought the nurse had not listened to them the last time.

<b>Table 4.15 Opinion of service users about their relationship with the nurses.</b>		
Variable	N	(%)
Do you feel that your nurse listens to you?		
Yes, definitely	132	45.8
Yes, to some extent	95	33.0
No	61	21.2
Do you feel your nurse treats you with respect and dignity?		
Yes, definitely	147	51.0
Yes, to some extent	94	32.6
No	47	16.3

#### **- Other healthcare professionals**

A total of 502 had contact with the administrative staff. Of the service users who had a contact with administrative staff, the majority (49.6%) felt that this person had definitely treated them with respect and dignity. About 35.7% said the healthcare professional had treated them with respect and dignity to some extent and only 14.7% of respondents thought the healthcare professional they saw had not treated them with respect and dignity (Figure 4.21).

**Figure 4.21 Participants feelings of treatment of administrators**



### ***The care programme approach***

#### **- Care plan**

A care plan is a document or letter that should be provided for service users on the care programme approach (CPA) to show their mental health needs and to explain how their care has been planned. Only 32 (6%) of the respondents said they have been given or offered a written or printed copy of their care plan. For those service users who had been given a care plan, 6 (18.8%) patients said that they don't understand it and 13 (40.6%) patients had no decision on the plan.

#### **- Care review**

A care review is a meeting set up between a service user and the staff involved in their care to discuss how the care plan is working. Only 25 service users had received at least one care review in the previous 12 months. Of the service users who had at least one care review meeting, all had been told they could bring a friend or relative along to the meeting. Only 17 (64.0%) of service users who had a care review felt they were definitely given a chance to express their views at the meeting, while 8 (32.0%) patients felt they were able to express their views to some extent.

### ***Treatment and care***

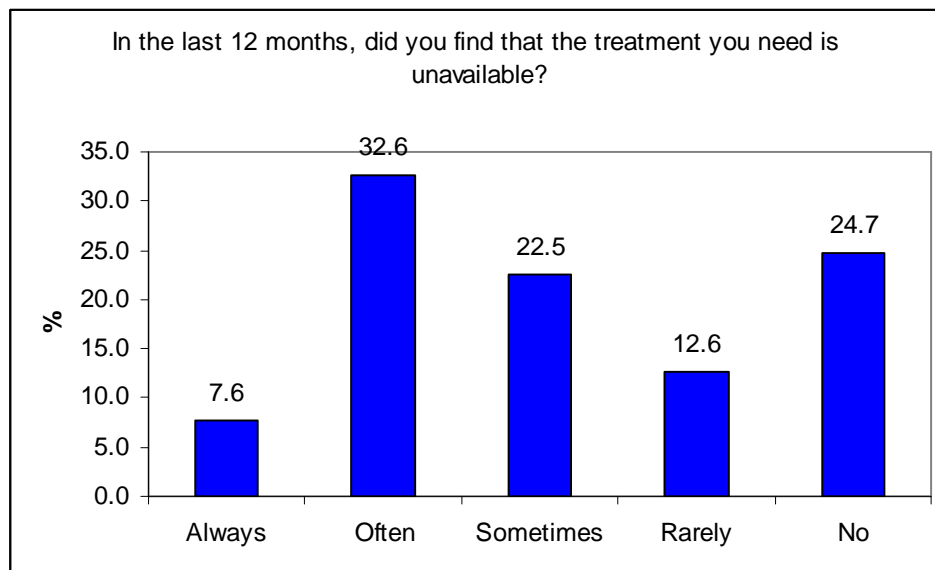
#### **- Medications**

Table 4.16 shows the opinion of service users about their treatment and care. Of the service users who responded to the survey, 83.3% had taken medications for their mental health problem in the previous 12 months. The survey showed that there is room for improvement in terms of involving service users more in their care. Equal proportions of service users said that they either definitely, or to some extent, have a say in decisions about the medication they take (23.8% and 23.6% respectively), while 52.6% felt that they do not have a say. Service users often commented that they would like to be given better information about their diagnosis and to be included in discussions about it. In the previous 12 months, 51.2% of service users who responded to the survey had had new medications prescribed for them by a psychiatrist. Of the service users who had new medications, 27.6% said that the purposes of the medications had definitely been explained to them, and 27.0% felt they had been explained to some extent. About 45.4% of service users said the purposes of the medications had not been explained to them. The survey found that 61.3% of service users were not told about possible side effects of their medications and 17.8% felt they had been told about possible side effects to some extent.

<b>Table 4. 16 Opinion of service users about their treatment and care</b>		
	n	%
Have the purposes of the medications been explained to you?		
Yes, definitely	123	27.6
Yes, to some extent	120	27.0
No	202	45.4
Were you told about possible side effects of the medications?		
Yes, definitely	93	20.9
Yes, to some extent	79	17.8
No	273	61.3

When service users were asked about the possible unavailability of the treatment they need, 7.6% said that it is always unavailable and 32.6% said that it is often unavailable, and 22.5% said that it is sometimes unavailable. (Figure 4.22).

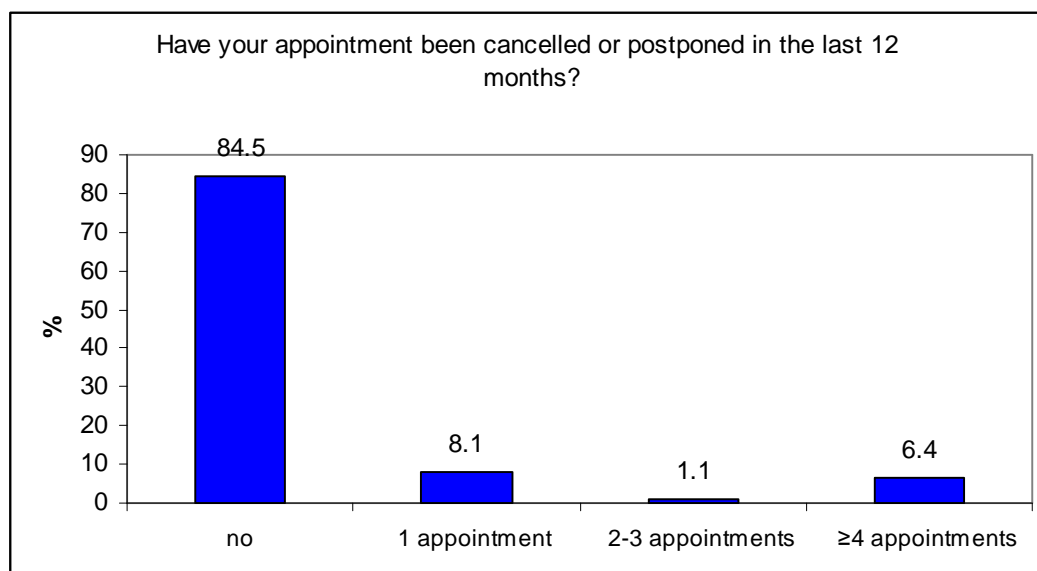
**Figure 4.22 Availability of treatment**



**- Appointments**

In the previous 12 months, 8.1% of service users had one appointment cancelled or changed by mental health services, 1.1% had two or three appointments cancelled or changed and 6.4% had four or more appointments cancelled or changed. (Figure 4.23)

**Figure 4.23 Cancellations of appointments**



A frequent complaint of service users was that they see too many different psychiatrists, which means they have to repeat themselves and do not have adequate opportunity to form a good relationship with a psychiatrist.



The survey showed that the last two times service users had an appointment with a psychiatrist, 45.6% had seen the same psychiatrist both times but 50.7% had seen two different psychiatrists. Table 4.17 shows the differences in responses of patients about their relationship with the psychiatrist between those who met the same physicians (continuity of care) and those who met different physicians in the last two visits (no continuity of care). Service users who had a continuity of care were more positive in their responses about the relationship with the psychiatrist than those with no continuity of care. More than two-thirds (69.9%) of respondents who had continuity of care definitely had trust and confidence in their psychiatrist, compared to 51.2% of those service users with no continuity of care. About two-thirds (64.6%) of continuity of care patients thought the psychiatrist had definitely listened carefully to them compared to 48.8% of service users with no continuity of care.

**Table 4.17. The differences in the responses of patients about their relationship with the psychiatrist between those who met the same physicians and those who met different physicians in the last two visits.**

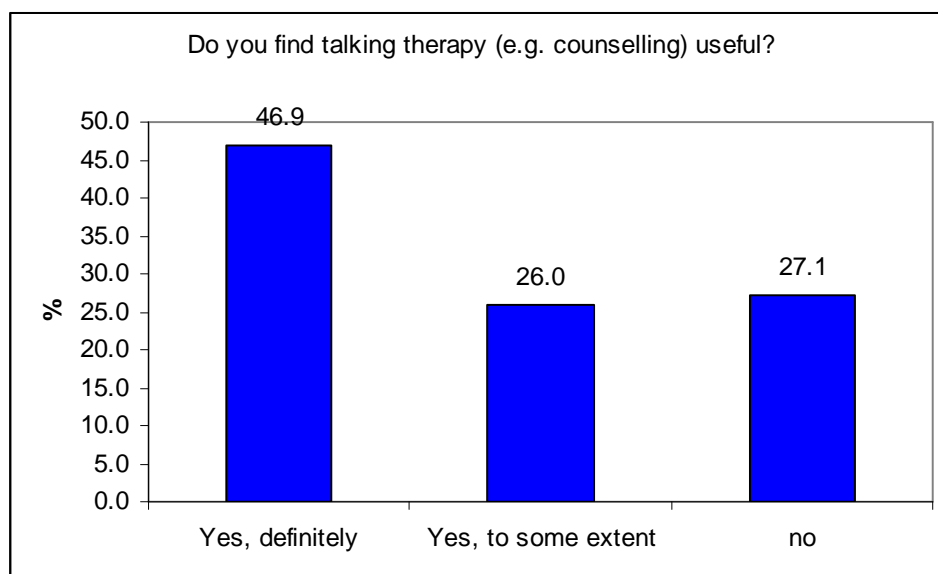
	Whom you met in the last two visits?		P-value
	Same physician n (%)	different physicians n (%)	
Do you feel that your psychiatrist listens to you?			0.002
Yes, definitely	146 (64.6)	118 (48.8)	
Yes, to some extent	51 (22.6)	84 (34.7)	
No	29 (12.8)	40 (16.5)	
Do you have trust and confidence in your psychiatrist?			<0.005
Yes, definitely	158 (69.9)	124 (51.2)	
Yes, to some extent	46 (20.4)	89 (36.8)	
No	22 (9.7)	29 (12.0)	

Do you feel your psychiatrist treats you with respect and dignity?			0.005
Yes, definitely	175 (77.4)	157 (64.9)	
Yes, to some extent	41 (18.1)	60 (24.8)	
No	10 (4.4)	25 (10.3)	

#### - Talking therapies

In the previous 12 months, 18.0% of service users had received therapy/counseling from mental health services. About 54.9% of service users said they would have liked talking therapy. Of those who had received counseling therapy, 46.9% found it definitely useful and 26.0% found it useful to some extent. (Figure 4.24)

**Figure 4.24 Participants views of talking therapy/counseling**



#### - Crisis care

About 16.7% of service users reported that do not have the phone number of someone in mental health services that they can call out of office hours. Of those (n=89) who have the number of someone they can call, 64.4% had called this number in the previous 12 months. The last time these service users had called the number, 53.3% had got through immediately and a further 10.0% got through after long time, but 6.7% could not get through to anyone.

#### Mental Health Act

The percentage of service users who had been detained (sectioned) under the Mental

Health Act in the previous 12 months was 12.9%. Of the service users (n=69) who were detained, only 3 (4.3%) felt their rights had been explained to them completely, 23 (33.3%) said they had been explained to some extent, and 25 (36.2%) reported that their rights had not be explained to them at all.

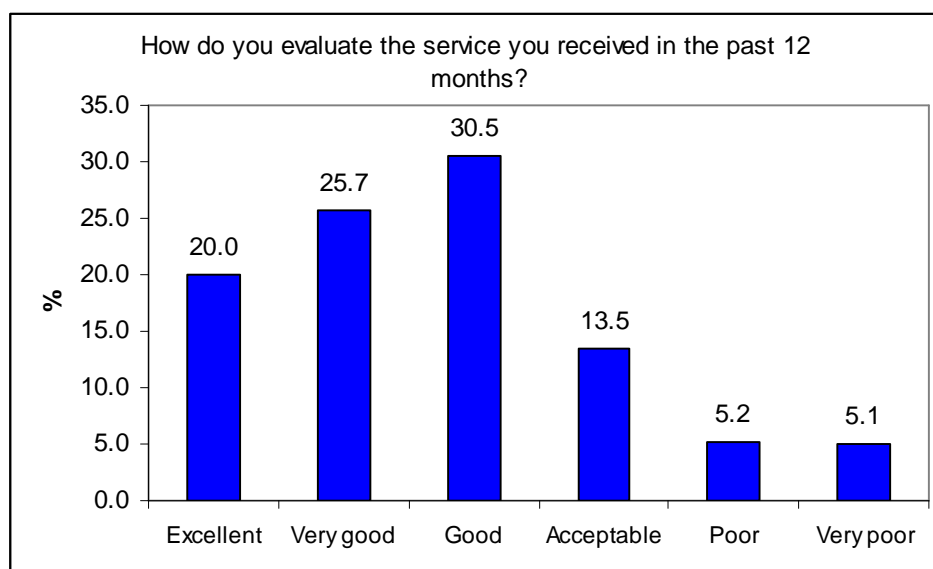
### **Primary health care facilities**

The majority of service users (88.4%) had not visited the primary health care centers in the previous two months. Of the service users (62) who had visited the primary health care centers in the previous two months, only 16 (25.8%) said that the activities provided were definitely helpful.

### **Overall**

Over three quarters of service users (76.2%) rated the overall care they had received from mental health services as being excellent, very good or good in the previous months. About 13.5% rated the overall care as acceptable, 5.2% as poor, and 5.1% as very poor.

**Figure 4.25 Participant's rating of overall care receive**



#### 4. Primary health care physicians and mental health services

##### *Participants' characteristics*

This survey included a total of 115 physicians (86 (74.8%) males and 29 (25.2%) females) aged between 25 to 62 years with a mean (SD) of 42.3 (11.6) year. The majority of physicians participated in this survey (The response rate was 88.5 %) were working in primary health care centers (PHC) centers in Irbid governorate and Amman city. Their years of experience ranged from less than one year to 34 years with a mean of 11.8 (10.0) year. More than half (61.5%) were general practitioner, 18.3% were residents and 20.2% were family medicine doctors.

##### *Self perceived ability of physicians in the area of mental health*

Table 4.18 shows the self perceived ability of physicians working in primary health care centers in the area of mental health. When primary health care physicians were asked to rate their ability to diagnose mental health disorders, only 22.6% reported that they were very able and 71.3% reported that they are able to some extent. The rest (6.1%) reported that they were unable to reach the diagnosis. In regard to their ability to evaluate the severity of mental health problems, 17.7% reported that they were unable.

Although high proportion of physicians reported that they are able to diagnose mental disorders, a smaller proportion reported that they are able to prescribe medications to patients with mental disorders (9.6% very able, 57.4% able to some extent, and 33.0% were unable). About one fifth of physicians reported that they were very able to deal with patients with mental disorders and 67.8% were able to some extent. About one third (32.2%) reported that they were very able and 56.5% were able to some extent to deal with special groups of patients with mental disorders (e.g. pregnant women, elderly, ....).

<b>Table 4.18 Self perceived ability of physicians working in primary health care centers in the area of mental health</b>		
Variable	n	%
Ability to diagnose mental disorders		
Very able	26	22.6
Able to some extent	82	71.3

Not able	7	6.1
Ability to evaluate the severity of mental health problems		
Very able	34	30.1
Able to some extent	59	52.2
Not able	20	17.7
Ability to prescribe medications to patients with mental disorders		
Very able	11	9.6
Able to some extent	66	57.4
Not able	38	33.0
Ability to deal with patients with mental disorders		
Very able	25	21.7
Able to some extent	78	67.8
Not able	12	10.4
Ability to deal with special groups of patients with mental disorders (pregnant, elderly, etc..)		
Very able	37	32.2
Able to some extent	65	56.5
Not able	13	11.3

### ***Beliefs and attitudes to offer mental health services***

Table 4.19 shows the beliefs and attitudes of primary health care physicians to offer mental health services. The majority of physicians (89.3%) reported that they believe in that PHC physicians have a role in offering mental health services and nearly similar percentage (83.2%) reported that they are willing to work to improve the mental health services in Jordan. On the other hand, 75.2% reported that the space to offer mental health services are available and only 19.6% reported that they have available time to deal with patients with mental health problems. About two thirds (68.8%) of physicians stated that they used to refer 1-2 patients, on average, with mental health problems per month to the psychiatrists and 17.0% stated that they used to refer more

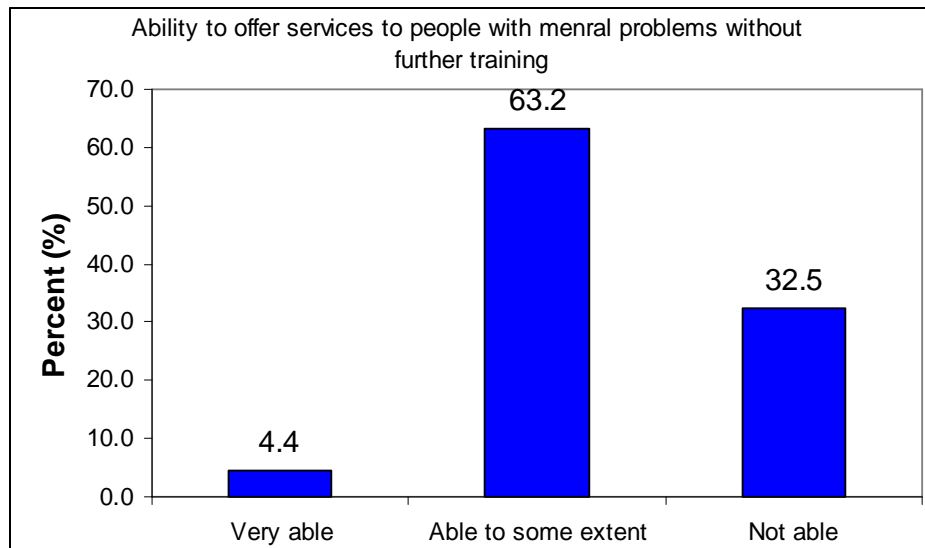
than 2 patients per month. Only 5% of physicians reported that they contact psychiatrists or met with them monthly to discuss a case and 17% reported that but not monthly.

<b>Table 4.19 Beliefs and attitudes of primary health care physicians to offer mental health services</b>		
Variable	N	%
Availability of time to deal with patients with mental health problems	22	19.6
Availability of space to offer mental health services	85	75.2
Willingness to work to improve the mental health services	94	83.2
Believe in that a physician has a role in offering mental health services	100	89.3
The number of patients with mental health problems per month, on average, referred to psychiatrists		
None	16	14.3
1-2 patients	77	68.8
>2 patients	19	17.0
Contacted psychiatrists or met with them to discuss a case		
No	79	70.5
once monthly	14	12.5
not monthly	19	17.0

### ***Training in mental health***

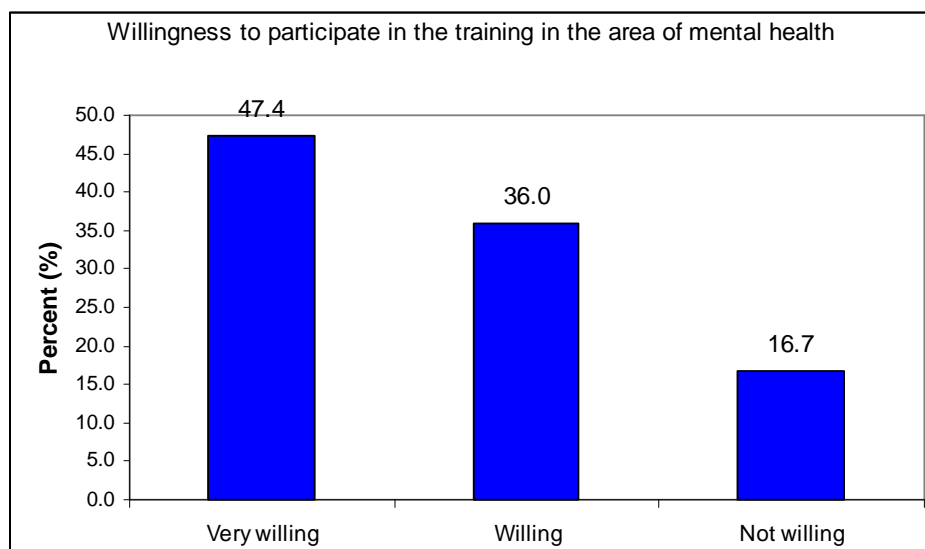
About one third of physicians (31.9%) reported that they attended 2 or more days training or workshop in mental health area. About 22.1% reported that they have a protocol or guidelines to diagnose and treat mental health problems. About 4.4% reported that they are very able and 63.2% were able to some extent to offer services to patients with mental health problems without further training (Figure 4.26).

**Figure 4.26 Primary physicians' ability to provide MHS without training**



At the same time, about 83% reported that they are willing or very willing to participate in the training in the area of mental health problems (Figure 4.27).

**Figure 4.27 Willingness of PHC physician's to participate in training**



### ***Mental health services in PHC***

About 9.6% strongly believed and 28.7% believed in that primary care settings are the most appropriate to treat people with mental health problems. One quarter of physicians (24.1%) were very confident in that people with mental health problems can be treated in primary health care

centers while 35.7% were confident to some extent and 40.2% were not confident in that (Table 4.20). Only 4.4% of physicians believed in that all mental health problems can be treated in PHC centers. The majority (77.0%) believed in that some of mental health problems can be treated in PHC and 18.6% believed in that none of mental health problems can be treated in PHC.

<b>Table 4. 20 Mental health services in primary health care settings (PHC)</b>		
	n	%
Believe in that PHC settings are the most appropriate to treat people with mental health problems		
Strongly believe	11	9.6
Believe	33	28.7
Don't believe	49	42.6
Strongly don't believe	22	19.1
Confidence in that people with mental health problems can be treated in PHC centers		
Very confident	27	24.1
To some extent	40	35.7
Not confident	45	40.2
Believe in that people with mental health problems can be treated in PHC centers		
Yes, all mental health problems	5	4.4
Yes, some mental health problems	87	77.0
No	21	18.6



## Section 5: Conclusions and Recommendations

### Assessment of mental health Services/WHO-AIMS

#### Conclusions

It can be concluded that **strengths** and **weaknesses** of the mental health system in the Jordan are:

##### *Strengths*

- High coverage of the urban and rural population by the mental health system.
- Predominance of outpatient care compared with inpatient care. However this could be regarded as a lack of sufficient inpatient facilities.
- Promoting equity of access for the whole population.
- Availability of essential psychotropic medications in all facilities.
- The majority of the population have a free of charge service

##### *Weaknesses*

- Lack of a national program on mental health.
- Lack of an information system (central) that works well even in rural areas
- Lack of practical mechanisms to protect the human rights of patients (e.g., legislation, review/inspection boards)
- Only a small proportion of all health resources are spent on mental health.
- Training provided to mental health and primary care staff is not enough.
- Consumers' associations are not available in the country.
- Lack of proper integration of mental health services in primary health care
- Lack of general hospital inpatient units
- Shortages of psychiatric nurses, psychiatric social workers and clinical psychologists.

#### Recommendations

1. Revise and develop mental health legislative system that takes into consideration basic and minimum standards related to mental health practice, disaster/emergency preparedness plan and defined budget for mental health services in Jordan.
2. Improve infrastructure in mental health institutions and improve quality of services provided for all age groups and ensure equity in geographic distribution of these services.
3. Enhance collaboration between all sectors involved in mental health care in Jordan.

4. Encourage non-profit organizations to establish community services to care for patients with mental disorders.
5. Develop and implement specialized educational programs for nurses, clinical psychologists, psychotherapists and social workers to provide efficient care for mental health patients.
6. Develop and implement continuing and in-service training programs for nurses clinical psychologists, psychotherapists and social workers and establish mental health licensing polices
7. Strengthen existing psychiatrist specialization programs
8. Expand and strengthen the role of primary health care physicians to properly diagnose, prescribe and refer mental health patients.
9. Develop and implement community awareness campaigns/strategy about mental health illnesses in collaboration with public sectors, media agencies and community leaders
10. Conduct research studies within the national mental health national agenda emphasizing effectiveness and cost effectiveness of mental health interventions used with Jordanian population.
11. Improve reporting system by creating national registry on mental health in Jordan.

## **Quality of Inpatient Mental Health Services**

### **Conclusion**

It is evident that the inpatient health services are excellent to very good. The services are considered to be safe and well equipped with the needed medications. Patients are respected by psychiatrists and nurses to some extent. Involvement in decisions related to patient care and treatment seemed to be an issue that needs to be introduced and addressed in mental health services in Jordan.

### **Recommendations**

#### ***The Mental Health Wards***

- Ensure that all patients are made to feel welcome on arrival and are oriented effectively to the ward and told about its routines.
- Ensure that, where possible, staff has knowledge of previous care given to patients, either in the community or as inpatients, at the time of admission.
- Ensure that action is taken to increase the number of patients who say they feel safe while in hospital.

- Review food quality and the operation of the catering contract.
- Ensure that patients with specific diets get the food they require.
- Review the cleaning contract in the light of lower than average cleaning cores for bathrooms and toilets.
- Review procedures to ensure that patients receive the help they need with their home situation

#### ***Hospital Staff***

- Seek ways to improve communication between patients and psychiatrists, as a mean of addressing issues of confidence and trust voiced by patients.
- Look at ways of increasing patients' feeling that they are treated with respect and dignity while they are in hospital.
- Seek ways to improve communication between patients and nurses, as a mean of addressing issues of confidence and trust voiced by patients.
- Revisit recruitment, skill mix, and training issues for nurses in the light of the lower scores that mental health nurses receive than general nurses in acute hospitals.
- Ensure that patients have enough time to discuss their condition and treatment with staff.

#### ***Care and Treatment***

- Ensure that all patients are given information on the purposes of medications for their condition, and about any relevant and significant side effects they may encounter, as this issue is known to be one of the most important issues from the patients' perspective.
- Look at ways of improving privacy for patients when discussing their condition or treatment with them.
- Seek ways to improve participation of patients in decisions about their care and treatment.
- Review provision of talking therapies in the light of the gap between those patients wanting talking therapy in hospital and those actually having it.
- Look at ways of increasing the provision of activities for patients both on weekdays and, more importantly, during evenings and weekends.

#### ***Service Users Rights***

- Ensure that all patients detained under the General Health Act are given information on their rights under the Act at the time of being sectioned.
- Ensure that all patients are given information about how to make a complaint if they were to have one.

### ***Leaving Hospital***

- Ensure that patients are given enough notice of discharge from hospital.
- Look at ways of reducing delays in discharge.
- Ensure that all patients have an effective, local, out-of-hours phone number before they leave the ward.
- Ensure that all patients are given information about getting help in a crisis from local mental health services.
- Ensure that all service users discharged from inpatient wards are telephoned post discharge by a member of staff to check on their mental health status

### **Quality of Outpatients Mental Health Services**

#### **Conclusions**

Many studies in outpatient settings (17-20) have reported user satisfaction of 60–80% according to different variables. The results of our work also show a high degree of satisfaction among users in some dimensions of care that ranges between 53.6 to 89.7%. Percentages between 40 and 49 were considered moderate level of satisfaction. Percentages less than 39 were considered Low Level of satisfaction

There is evidence that users of mental health services can usefully assess the care they receive (21). However, studies involving patients may suffer from several drawbacks, including low reliability because of lack of technical knowledge, faulty judgment by severely ill patients, and methodological difficulties of measurement (5). The findings of our study cannot be generalized because of the small sample size and the lack of consideration of social factors, and because the nature of the illness may influence patients' opinions. However, the response of patients' relatives may be considered reliable, based on their experiences and observations of the hospital services. Such studies are important as they provide feedback about health services and should form an integral part of the quality assurance system in various settings of health care.

#### **Recommendations**

1. It appears that the role of nursing staff in outpatient mental health services is scant and this can be explained by the unavailability of psychiatric nurses. Therefore the universities and Jordanian Nursing Council (JNC) have to make training in psychiatric nursing a priority

2. Involvement of patients and their families in decision making regarding the diagnosis and formulation of the care plan is important issue that needs to be considered.
3. Care providers must consider that patients may need care outside the office hours and one of the staff need to be nominated for this job.
4. Patients need also not only pure biological treatment and properly trained counselors ought to be available at outpatient services either by psychiatric social workers or by psychologists
5. Patients should be seen preferably by their physicians at each visit.
6. Patient's rights in choosing whatever care must be respected by staff.
7. Time allocated to patients should be enough to allow free expressions of feelings and inner experiences and this entitles that the number of competent psychiatrists is to be increased through training schemes, continuous medical education, and attending and participating in scientific meetings.
8. A printed copy of care plan should be available in the files of patients and which has to be reviewed with patients and/ or their families from time to time

### **Primary Health Care Physicians and Mental Health Services**

#### **Conclusion**

It can be concluded that primary health physicians have droughts in their abilities to diagnose mental health problems, while 33% are unable to prescribe medications to patients with mental disorders. Physician's beliefs and attitudes toward offering mental health services indicated that they strongly believe that PHC physicians can play an important role in offering mental health services, have the infrastructure to do so and willing to provide such services, however, they believe that they need special training. PHC physicians strongly believed in integrating mental health services at the primary level.

**Recommendations**

1. Integrate mental health services in the primary health care services
2. Enhance infrastructure of the PHC centers to accommodate and respond to the needs of integration
3. Conduct comprehensive training for PHC physicians to strengthen their competences in screening, diagnosis, treatment and referral.
4. Develop guidelines and protocols for screening, diagnosis, treatment and referral to standardized mental health services at the primary level

## ملخص الدراسة بالعربية:

يعرض هذا التقرير نتائج دراسة تقييم خدمات الصحة النفسية في الأردن التي تم تنفيذها عام ٢٠١٠. يتألف تقرير هذه الدراسة من أربعة أجزاء، الجزء الأول يخص تقييم أنظمة الصحة النفسية باستخدام إدارة التقييم الصادرة عن منظمة الصحة العالمية (WHO- AIMS) والجزء الثاني يتعلق بدراسة جودة خدمات الصحة النفسية في المستشفيات، أما الجزء الثالث فيتعلق بجودة خدمات الصحة النفسية في العيادات الخارجية والجزء الرابع يدرس دور أطباء الرعاية الصحية الأولية في مجال خدمات الصحة النفسية وحاجاتهم التدريبية.

### أولاً: تقييم خدمات الصحة النفسية باستخدام أداة التقييم الصادرة عن منظمة الصحة العالمية (WHO- AIMS):

استخدمت هذه الأداة لجمع معلومات عن واقع خدمات الصحة النفسية في الأردن والهدف من جمع هذه المعلومات يرمي إلى تحسين نظام الصحة النفسية وتوفير قاعدة معلومات تسمح مراقبة التغيرات التي تطرأ على خدمات الصحة النفسية مستقبلاً وهذا من شأنه أن يمكن الأردن من تطوير خطط للصحة النفسية تكون مبنية على معلومات ليستفاد منها في مراقبة التقدم في تنفيذ سياسات الإصلاح وتقديم الخدمات المجتمعية وإشراك المستفيدين من الخدمة والأسر وكافة الشركاء المعنيين في عمليات التعزيز والوقاية والعلاج والتأهيل المتعلقة بالصحة النفسية.

لا يتوفر حالياً في الأردن سياسة واضحة وخطة وطنية مكتوبة ومعتمدة للصحة النفسية كما ولا يتوفر قانون خاص بالصحة النفسية إنما يتم معالجة أمور الصحة النفسية من خلال بعض التشريعات النافذة بشكل جزئي. ولكن هنالك مسودة خطة وطنية للصحة النفسية بانتظار اعتمادها من قبل وزارة الصحة.

تقدّر نسبة الإنفاق على الصحة النفسية بأقل من (٣%) من مجموع الإنفاق الحكومي على الصحة لعام ٢٠٠٨ والغالبية العظمى من الإنفاق على الصحة النفسية (حوالي ٩٠%) يذهب إلى المستشفيات.

تعتبر جميع مشاكل الصحة النفسية السريرية في الأردن مغطاة بأنظمة التأمين الصحي في القطاع العام و حوالي (٨٠%) من السكان يتمتعون بسهولة الحصول المجانية على الأدوية النفسية الأساسية. يتوفر في الأردن مركز وطني لمراقبة حقوق الإنسان ويوجد وحدة إدارية وطنية تُعنى بتقديم المشورة للحكومة فيما يخص السياسات والتشريعات ذات العلاقة بالصحة النفسية.

يتوفر في المملكة (٦٤) عيادة خارجية للصحة النفسية، واحدة منها مخصصة للأطفال واليافعين. قامت هذه العيادات خلال عامي (٢٠٠٩) و (٢٠١٠) بمعالجة ما معدله (٣٠٣) مريض لكل ١٠٠ ألف من السكان. تشكل الإناث حوالي (٣٩%) من مراجعي كافة مراكز الصحة النفسية في الأردن.

معظم أسرة الصحة النفسية في الأردن تتواجد في مستشفيات الأمراض النفسية (بمعدل ٨,٢ سرير لكل ١٠٠ ألف مواطن) يليها وحدات الطب الشرعي النفسي (بمعدل ٠,٠١ سرير لكل ١٠٠ ألف مواطن) ووحدات النفسية للإقامة المجتمعية (بمعدل ٠,٠٣ لكل ١٠٠ ألف مواطن). ومن الجدير بالذكر أنه لا توجد أسرة مخصصة للأطفال واليافعين في مستشفيات الأمراض النفسية، كما و لم تشهد أسرة المستشفيات النفسية زيادة في عددها خلال السنوات الخمس الماضية ومعظم الأسرة تتواجد في العاصمة عمان أو ما حولها. يتباين توزيع تشخيص الأمراض النفسية حسب مراكز المعالجة وبرغم أن الاضطرابات الذهانية تسجل بشكل شائع في جميع المراكز إلا أن اضطرابات المزاج والقلق هي الأكثر شيوعاً في تشخيصات العيادات الخارجية التابعة للمستشفيات العامة.

تتوفر أدوية الأمراض النفسية بشكل واسع في مستشفيات الأمراض النفسية يليها في سعة الانتشار مراكز الإقامة المجتمعية ثم العيادات الخارجية و مراكز الرعاية الصحية الأولية. تتواجد معظم مراكز الرعاية للصحة النفسية في المدن الكبيرة وما حولها، ومن أجل تحسين عدالة سهولة الوصول لخدمات الصحة النفسية يسعى الأردن لإقامة وتطوير وحدات مجتمعية للأمراض النفسية وعيادات خارجية في جميع مناطق المملكة.

و بالحديث عن التعليم الطبي فانه يتم تخصيص ما نسبته (٦%) من مجموع ساعات التدريب لطلبة الطب لموضوع الصحة النفسية مقارنة مع (٥%) لطلبة التمريض. بلغت نسبة أطباء الرعاية الصحية الأولية الذين تلقوا تدريب في مواضيع الصحة النفسية لا تقل مدته عن يومين ٢٨% بينما تلقى مثل هذا التدريب ما نسبته (٥%) من التمريض و(٦%) من الكوادر الصحية الأخرى من غير الأطباء والتمريض في مراكز الرعاية الصحية الأولية. أقل من (٦%) من مراكز الرعاية الصحية الأولية التي يديرها أطباء يتوافر فيها بروتوكولات للتقييم ولعلاج للأمراض النفسية الرئيسية.

يبلغ معدّل القوى البشرية العاملة في مراكز رعاية الصحة النفسية (١٢,١) لكل (١٠٠) ألف من السكان و يبلغ معدّل اختصاصيي الأمراض النفسية (١,٢) لكل (١٠٠) ألف من السكان ومعدّل الاختصاصيين النفسيين (٦,٩) كل ١٠٠ ألف. كما و يوجد ما معدّله (٠,١٧) أخصائي أمراض نفسية لكل سرير في وحدات الأمراض النفسية المجتمعية مقارنة مع (٠,٠٤) لكل سرير في مستشفيات الأمراض النفسية. يتباين توزيع القوى البشرية بين الحضر والريف حيث أن كثافة تواجد أخصائيي الأمراض النفسية وكوادر الصحة النفسية الآخرين في عمان وما حولها أكبر بمرتين من كثافة تواجدهم في باقي أنحاء المملكة. لا توجد



جميعيات لمتلقي الخدمة أو لأسرهم ولكن قامت بعض الجهات الحكومية المعنية والمنظمات غير الحكومية والجهات المهنية والوكالات والمنظمات الدولية بتنفيذ حملات بتوعية عامة في مجالات الصحة النفسية خلال الخمس سنوات الماضية.

بالرغم من أن حوالي (٤٠%) من المدارس الأساسية والثانوية يتواجد فيها عامل صحي متفرغ أو بتفرغ جزئي إلا أن نسبة قليلة من هؤلاء الأشخاص قد تم تدريبهم في مجال الصحة النفسية. وبخصوص الدعم المالي المقدم للمرضى فإن أقل من (٥%) منهم يتلقون مساعدات اجتماعية بسبب إعاقاتهم الناجمة عن المرض النفسي.

يوجد قائمة رسمية بالبيانات الواجب جمعها في مراكز رعاية الصحة النفسية في القطاع العام إلا أن عملية اكتمال جمع هذه البيانات وانتظامها تختلف حسب المركز. تقدر نسبة الأبحاث العلمية المنشورة والتي تتناول مواضيع الصحة النفسية في الأردن بأقل من (١%) من مجموع الأبحاث ذات العلاقة بالصحة إلا أن النسبة الحقيقية لا زالت غير معروفة على وجه الدقة.

#### ثانياً: جودة خدمات الصحة النفسية في المستشفيات:

تم إجراء مسح لتقييم مستوى الرضا عن الخدمات الصحية النفسية داخل المستشفيات. تكونت عينة الدراسة من جميع المرضى المقيمين في هذه المستشفيات و الذين تم إدخالهم لمدة تزيد عن (٢٤) ساعة خلال الفترة ما بين شباط ونيسان من عام ٢٠١٠ ممن تبلغ أعمارهم ١٨ عاماً فما فوق. بعد الحصول على الموافقات الرسمية لإجراء الدراسة، تم استخدام نسخة استبانة مترجمة إلى اللغة العربية عن برنامج المسح الوطني للمرضى والمعتمد من قبل هيئة الرعاية الصحية (٢٠٠٤) في المملكة المتحدة.

وافق (١١٩) مريض على المشاركة في الدراسة (بنسبة حوالي ٨٠% من مجموع المرضى المدخلين في تلك الفترة) و بلغت نسبة الذكور في العينة ٧٤,٨% و نسبة الإناث ٢٥,٥% و تراوحت أعمارهم بين (١٨) و (٨٣) عاماً.

أكثر من (٥٨%) من العينة أشاروا إلى أنهم تلقوا ترحيب من الكوادر الصحية عندما دخلوا ردهة المستشفى بينما حوالي (١٢%) منهم نفوا هذا الشعور وحوالي (٢٥%) ذكروا بأن الكوادر يعرفونهم ويعرفوا سيرتهم المرضية السابقة. حوالي (١٥%) من المرضى ذكروا أنهم تعرضوا لإزعاج خلال الليل من العاملين في المستشفى. حوالي (٦١%) من المرضى شعروا بالأمان دائماً خلال تواجدهم في المستشفى وحوالي (٢٠%) منهم شعروا بالأمان أحياناً و (١٨,٥%) لم يشعروا بالأمان. (٤٢%) من المرضى صنفوا طعام المستشفى بأنه جيد جداً و (٣١%) صنفوه بالجيد وحوالي (٢٧%) صنفوه بالمتوسط أو الرديء وحوالي (١١%) منهم قالوا أنهم حصلوا على نوع الطعام الذي اختاروه و (٤٦%) من أفراد العينة أفادوا بأن الردهة والغرفة التي ينزلون بها كانت نظيفة جداً. حوالي (٤١%) من المرضى شعروا بأن المستشفى ساعدهم ليكونوا على تواصل مع أسرهم وأصدقائهم

وحوالي (٣٣%) لم يتولد لديهم هذا الشعور و (٣٩,٥%) منهم ذكروا أنهم احتاجوا إلى مساعدة كادر المستشفى لتنظيم أوضاع منازلهم.

الغالبية العظمى من المرضى (حوالي ٩٦%) ذكروا بأنهم قابلوا أخصائي الأمراض النفسية، وحوالي (٦٠%) منهم أفادوا أن الأخصائي كان دائماً يستمع لهم وحوالي (٥٢%) منهم ذكروا بأنهم كانوا يأخذون الوقت الكافي لمناقشة حالتهم المرضية والمعالجة مع الأخصائي. (٦٧%) من المرضى ذكروا أنهم كانوا يثقون دائماً بالأخصائي الذي قابلوه وحوالي (٧٥%) منهم تبين أنهم كانوا يعاملون باحترام وكرامة. حوالي (٥٦%) منهم قالوا بأن التمريض كان يستمع لهم باهتمام و (٥٧%) منهم ذكروا بأنهم كانوا يأخذون وقت كافي لمناقشة حالتهم والمعالجة مع التمريض. حوالي ثلثي المرضى كانوا يثقون بالتمريض وحوالي (٦٨%) منهم ذكروا بأنهم يعاملون باحترام وكرامة من قبل التمريض.

ذكر (٩٥%) من المرضى بأنهم تلقوا أدوية كجزء من معالجتهم خلال إقامتهم في المستشفى و (٢٢%) منهم أشاروا أن الكادر الصحي شرح لهم الغرض من استعمال هذا الدواء وحوالي (١٢%) منهم أشاروا بأنه تم إبلاغهم بشكل كامل عن الآثار الجانبية للأدوية. حوالي (٤١%) من المرضى أشاروا أنه كان يتم تأمين خصوصية لهم أثناء مناقشة حالتهم المرضية والعلاج مع كادر المستشفى. حوالي (٤٠%) من المرضى ذكروا أنه لم يتم إشراكهم في عملية اتخاذ القرار بشأن رعايتهم والمعالجة. وحوالي (٢٧%) ذكروا بأنه كانت تتوفر لهم مثل هذه المشاركة.

(٦٨%) من المرضى ذكروا بأنهم يرغبون بالمعالجة بواسطة الجلسات العلاجية النفسية (Talking therapy) وحوالي (١٧%) منهم أفاد بتلقيهم لهذه المعالجة. أكثر من نصف المرضى الذين تلقون المعالجة بالجلسات وجودها مفيدة لهم.

ذكر (١٣,٤%) من المرضى بأنه كان يتوفر لهم دائماً أنشطة كافية خلال أيام الأسبوع وفي نهاية الأسبوع وحوالي (٣٢%) منهم أشاروا بتوفرها في بعض الأحيان. حوالي (٦٢%) من المرضى أشاروا بأن عملية إدخالهم للمستشفى لم تكن بارادتهم خلال آخر فترة إقامة لهم في المستشفى و حوالي (١٨%) من الأشخاص الذين تم إدخالهم قسراً أفادوا بأنه تم توضيح حقوقهم لهم بشكل كامل. حوالي (١٩%) من المرضى ذكروا بأنه تم توعيتهم بكيفية تقديم شكوى إن حصلت لهم مشكلة وحوالي الثلثين لم يحصلوا على هذه التوعية.

حوالي (٤٥%) من المرضى فقط أشاروا أنه تم معاملتهم بشكل معقول وحوالي (٢٩%) ذكروا بعدم معاملتهم بمعقولية. حوالي ثلث المرضى ذكروا بأنه تم تأخير إخراجهم من المستشفى وحوالي (٤٥%) منهم ذكروا بأن كوادر المستشفى كانوا يأخذون بالاعتبار ظروف العائلة والمنزل عند إخراجهم من المستشفى.

لم يُعطى (٨٥%) من المرضى معلومات عن كيفية الحصول على المساعدة خلال الأزمات أو عندما يحتاجون لمساعدة طارئة. أفاد (٨٣%) من المرضى بأنهم لا يملكون رقم هاتف لأي من كوادر المستشفى ليتمكنوا من الاتصال بهم عند الحاجة. حوالي (١٣%) فقط من المرضى ذكروا بأنه تم الاتصال بهم من قبل كوادر المستشفى بعد مغادرة المستشفى. صُنّف حوالي نصف المرضى الرعاية التي تلقوها داخل المستشفى بالمتيزة أو الجيدة جداً بينما صُنّفها (٥%) منهم بالردئية جداً. صنف (٥٤%) من المرضى حالتهم الصحية النفسية بالمتيزة أو الجيدة جداً و (٢٣,٥%) منهم صنفوها بالجيدة وحوالي (١٨%) صنفوها بالمتوسطة أو الردئية و(٥%) صنفوها بالردئية جداً. (٤٨%) من المرضى أفادوا أنهم شعروا بتحسّن صحي كامل بعد دخولهم المستشفى بينما (٢١%) منهم لم يشعروا بالتحسّن.

### ثالثاً: جودة خدمات الصحة النفسية في العيادات الخارجية:

تم إجراء مسح لتقييم مستوى الجودة للرعاية الصحية التي يتلقاها المرضى البالغون في عيادات الصحة النفسية في الأردن حيث تم استخدام طريقة العينة العنقودية الطبقيّة لاختيار العيادات حسب الأقاليم الثلاثة (الوسط والشمال والجنوب) وحسب القطاعين العام والخاص. تم اختيار الأشخاص الذي تبلغ أعمارهم (١٨) سنة فما فوق من بين مجموع المراجعين الذين راجعوا هذه العيادات في يوم زيارة فريق الدراسة. وتم مقابلة (٥٣٤) مريض وتعبئة استبانات لهم مصممة على أساس برنامج مسح المرضى الوطني المعتمد لدى هيئة الرعاية الصحية (٢٠٠٤) المملكة المتحدة. حيث قسّمت الاستبانات لأجزاء تتعلق بالبيانات السكانية الاجتماعية ووجهات نظر المرضى حول سهولة الوصول للخدمة والمعالجة والكوادر الصحية والمشورة وخطة الرعاية ومراجعتها وخدمات الرعاية الصحية الأولية والرعاية أثناء الأزمات ومستوى الرعاية والتقييم الكلي للرعاية المتلقاة من قبل المرضى. أبرز هذا المسح النتائج التالية:

شكل الذكور والإناث حوالي (٦٣%) و(٣٧%) من العينة على التوالي. وتراوح أعمار أفراد العينة بين (١٨) و (٨١) سنة، حوالي (٤٧%) منهم كانوا متزوجين وحوالي (٥٧%) كان مستوى تعليمهم الثانوية العامة أو أقل وحوالي (٦٥%) منهم كانوا لا يعملون. (٩%) من المرضى كانوا يعالجون في القطاع الخاص وحوالي (٧٣%) في وزارة الصحة وحوالي (١٣%) في الخدمات الطبية العسكرية وحوالي (٦%) في المستشفيات الجامعية.

حوالي (٢٨%) من المرضى قيّموا صحتهم النفسية بالمتيزة أو الجيدة جداً وحوالي (٢٩%) قيّموها بالجيدة وحوالي (٢٤%) قيّموها بالردئية أو الردئية جداً. حوالي ربع أفراد العينة ذكروا بأنهم يشعرون دائماً بالخجل من مرضهم النفسي وحوالي

(٢٣%) يشعرون بالخلج أحياناً. ذكر حوالي (٥٥%) من المرضى أنهم على تواصل مع خدمات الصحة النفسية لأكثر من خمس سنوات وحوالي (١٧%) كانوا على تواصل لسنة واحدة أو أقل.

تمكن حوالي (٩١%) من المرضى من مقابلة عامل صحي خلال زيارتهم الأخيرة للعيادة وحوالي (٣٠%) من مجموع المرضى كانت فترة انتظارهم في العيادة أقل من نصف ساعة و(١٥%) منهم انتظروا لأكثر من ساعتين. حوالي (٢٤%) من المرضى ذكروا بأنه واجهتهم صعوبات في الوصول إلى موقع الخدمة المعتادين على زيارته وحوالي (٢٦%) وجدوا عملية الوصول ليست بالصعوبة الكبيرة.

صنّف (٦٨%) من المرضى سرعة الحصول على الخدمة بالجيّدة جداً أو الجيّدة وحوالي (٢٠%) منهم صنّفوها بالمقبولة والباقي صنّفوها بالردئية أو الرديئة جداً. رأى (٧١%) من أفراد العينة أن أخصائي الأمراض النفسية قد عاملهم باحترام وكرامة وحوالي (٥٧%) منهم ذكروا أن أخصائي الأمراض النفسية استمع إليهم باهتمام.

ذكر (٦٠%) من المرضى أنهم يثقون بأخصائي الأمراض النفسية وذكر حوالي (٥٤%) منهم أنهم قد أعطوا الوقت الكافي لمناقشة حالتهم الصحية والمعالجة مع أخصائي الأمراض النفسية. ذكر (٥٤%) من المرضى أنه تمت مقابلتهم من قبل التمريض خلال زيارتهم الأخيرة وأن (٥١%) منهم قد شعروا بأن التمريض عاملهم باحترام وكرامة وذكر حوالي (٤٦%) منهم أن التمريض قد استمع إليهم باهتمام. وبشكل عام كان المرضى أكثر إيجابية بخصوص العلاقة مع أطباء النفسية من علاقتهم مع التمريض. حوالي (٥٠%) من المرضى الذين كان لهم تواصل مع الكادر الإداري في العيادة شعروا بأن الكادر عاملهم باحترام وكرامة وحوالي (٣٦%) يبيّنوا أنه تم معاملتهم باحترام وكرامة بدرجة محدودة.

ذكر حوالي (٦٠%) من أفراد العينة أنه تم إعطائهم نسخة مكتوبة من خطتهم العلاجية وذكر حوالي (١٩%) ممن أعطوا الخطة أنهم لم يتمكنوا من فهمها وذكر حوالي (٤١%) أنه لم يشارك في قرار الخطة العلاجية.

تلقى حوالي (٥٠%) من أفراد العينة مراجعة واحدة على الأقل لخطتهم العلاجية في آخر (١٢) شهر. عولج (٨٣%) من المرضى بالأدوية الخاصة بمشاكلهم النفسية خلال الإثني عشر شهراً الماضية. (٢٣،٨%) من المرضى فقط أفاد بأنه كان لهم رأي مؤكد بقرار الأدوية التي يتناولوها و (٢٣،٦%) منهم كان له رأي لدرجة محدودة وحوالي (٥٣%) ذكر بعدم وجود رأي له في هذا القرار.

أقر حوالي (٥١%) من المرضى أنه تم وصف أدوية جديدة لهم من قبل أخصائي الأمراض النفسية، و ذكر حوالي (٢٨%) من هذه الفئة بأن الغرض من هذه الأدوية قد شرح لهم بشكل مؤكد. ذكر حوالي (٦١%) من المرضى أنه لم يتم إبلاغهم

حول الآثار الجانبية المحتملة لأدويتهم وحوالي (١٨%) ذكروا أنه تم إبلاغهم بشكل محدود. وبخصوص عدم توفر الأدوية في العيادة ذكر حوالي (٨%) فقط من المرضى بأن الأدوية غير متوفرة باستمرار..

كانت الشكوى الأكثر تكراراً من المرضى أنهم كانوا يقابلون أطباء أمراض نفسية مختلفين خلال آخر زيارتين قاموا بها إلى العيادة. حوالي (٤٦%) من المرضى ذكروا أنهم قابلوا نفس الطبيب خلال الزيارتين وحوالي (٥١%) ذكروا بأنهم قابلوا طبيبين مختلفين. و تبين أن ٧٠% من المرضى الذين لديهم استمرارية بالحصول على الرعاية الصحية يتقنون بشكل أكيد بأخصائيي الأمراض النفسية مقارنة مع (٥١%) من الفئة التي ليس لديهم مثل هذه الاستمرارية.

تلقى (١٨%) من المرضى معالجة بالمشورة خلال الإثني عشر شهراً الماضية وحوالي (٥٥%) من المرضى رغبوا بالحصول على المعالجة بالجلسات النفسية - برامج الإرشاد والعلاج النفسي (Talking therapy). وجد حوالي (٤٧%) من الذين تلقوا العلاج بالمشورة أنها كانت مفيدة لهم بالتأكيد و(٢٦%) منهم وجدوها مفيدة لحد ما.

لم يقيم معظم هؤلاء المرضى (حوالي ٨٨%) بزيارة مراكز الرعاية الصحية الأولية خلال الشهرين الأخيرين. ومن بين الذين زاروا هذه المراكز أشار حوالي (٢٦%) منهم بأن الأنشطة التي قدمت لهم كانت ذات فائدة. حوالي (٧٦%) من المرضى أفادوا بأن الرعاية الصحية التي تلقوها من خدمات الصحة النفسية بشكل عام خلال الأشهر الأخيرة كانت أفضل وجيدة بينما صنفها حوالي (٥%) من المرضى بالردئية وصنفها (٥%) آخرون بالردئية جداً.

#### رابعاً: أطباء الرعاية الصحية الأولية وخدمات الصحة النفسية:

كان الهدف من هذا المسح التعرف على دور أطباء الرعاية الصحية الأولية في مجال خدمات الصحة النفسية وحاجاتهم التدريبية من أجل السعي نحو إدماج خدمات الصحة النفسية ضمن خدمات الرعاية الصحية الأولية التي يقدمها هؤلاء الأطباء في مراكز الرعاية الأولية.

تألف مجتمع هذا المسح من الأطباء العامين وأطباء الأسرة والمقيمين الذين يعملون في المراكز الصحية الأولية في الأردن. تم أخذ عينة عشوائية تكونت من (٥٠) مركز صحي مثلت جميع مراكز الرعاية الصحية الأولية المنتشرة في أنحاء الأردن، تم توزيع استبانة على (٧٣) طبيب عام و(٢٢) طبيب أسرة و(٢٠) طبيب مقيم يعملون في هذه المراكز حيث طلب منهم أن يقوموا بتعبئتها بأنفسهم خلال الفترة بين شهري آذار ونيسان عام (٢٠١٠). أظهرت نتائج هذا المسح ما يلي:

كان مجموع الأطباء المشاركين (١١٥) طبيباً، ثلاثة أرباعهم كانوا ذكوراً وتراوح أعمارهم بين (٢٥ - ٦٢) عاماً. ذكر حوالي (٢٣%) منهم أنهم كانوا قادرين على تشخيص الأمراض النفسية. وبين (١٨%) منهم عدم القدرة لتقييم شدة المشاكل النفسية

للمرضى، وذكر (١٠%) أنهم قادرين جداً على وصف الأدوية لمرضى الأمراض النفسية وأن (٥٧%) كانوا قادرين لحدٍ ما و (٣٣%) كانوا غير قادرين على وصف هذه الأدوية. ذكر حوالي خمس الأطباء أنهم كانوا قادرين بشكل كبير على التعامل مع المرضى النفسيين وذكر حوالي (٥٧%) أنهم كانوا قادرين لحدٍ ما على التعامل مع مجموعات خاصّة من مرضى الأمراض النفسية كالسيّدات الحوامل وكبار السن.

بيّن غالبية الأطباء (حوالي ٨٩%) أن أطباء الرعاية الصحية الأولية لهم دور في تقديم خدمات الصحة النفسية وذكر حوالي (٨٣%) أنهم مستعدون للعمل على تطوير هذه الخدمات في الأردن. أفاد (٧٥%) من الأطباء بتوفر البنى التحتية في المراكز لتقديم خدمات الصحة النفسية وذكر حوالي (٢٠%) منهم أنه يتوفر لديهم الوقت للتعامل مع المرضى ذوي المشاكل النفسية.

حوالي (٦٩%) من الأطباء أفادوا بأنهم يحولون مريض إلى مريضين إلى أخصائي الأمراض النفسية كمعدل شهري و(١٧%) منهم أفاد بتحويل أكثر من مريضين شهرياً. ذكر حوالي (٣٢%) من الأطباء أنهم شاركوا بتدريب مدته يومين أو أكثر في مجال الصحة النفسية وذكر (٢٢%) أن لديهم بروتوكولات أو دلائل إرشادية تساعدهم في تشخيص ومعالجة الأمراض النفسية. ذكر (٤٤%) أنهم قادرون جداً على تقديم خدمات الصحة النفسية للمرضى بدون تدريب إضافي وذكر حوالي (٦٣%) أنهم قادرون لحدٍ ما على ذلك. وبيّن غالبيتهم (٨٣%) عن الاستعداد الكبير أو الكبير جداً للمشاركة في التدريب في مجال الصحة النفسية.

حوالي (٣٨%) من أطباء الرعاية الأولية ذكروا بأنهم يعتقدون بشدة أو يعتقدون بأن مراكز الرعاية الصحية الأولية هي المكان الأنسب لمعالجة الأشخاص الذين يعانون من مشاكل نفسية، بينما ذكر حوالي (٢٤%) أنهم واثقون جداً من أن مرضى الأمراض النفسية ممكن معالجتهم في مراكز الرعاية الأولية وحوالي (٤٠%) كانوا غير واثقين من هذا الأمر.

بيّن أقل من (٥%) من أطباء الرعاية الأولية أن جميع مشاكل الصحة النفسية يمكن معالجتها في مراكز الرعاية الأولية و(٧٧%) ذكروا أن بعض هذه المشاكل يمكن معالجتها في هذه المراكز بينما أفاد حوالي (١٩%) منهم بعدم إمكانية معالجة أي مشكلة نفسية داخل المراكز الصحية الأولية.

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## **Annexes**

Annex 1

المجلس الأعلى للعلوم والتكنولوجيا  
الفريق الفني للأمراض النفسية

التسلسل ل	اسم عضو اللجنة	الجهة	التخصص الدقيق
1.	د سعد حمدالله الخرابشة Dr.Saad H. Kharabsheh	القطاع الخاص/ رئيس الفريق الفني للأمراض النفسية	اختصاص وبائيات
2.	أ.د. هاشم يوسف العلي جدوع Prof. Hashem Jaddou	جامعة العلوم والتكنولوجيا الأردنية	صحة عامة / العلوم السلوكية
3.	أ.د. عميش يوسف سليمان عميش Prof. Oumaish youssef Oumash	مجلس الحسن	المستشار الطبي لسمو الامير الحسن
4.	أ.د.توفيق خليل موسى درادكة Prof. Tewfik Daradkeh	جامعة العلوم والتكنولوجيا الأردنية	استشاري امراض نفسية
5.	د. يوسف صالح خضر القاعد Dr. Yusuf Saleh Al-Gaud	جامعة العلوم والتكنولوجيا الأردنية /منسق الفريق الفني للأمراض النفسية	وبائيات و إحصاء حيوي
6.	د. نيهان عبدالله أحمد ابو اصليح Dr. Abu Islaih Nabhan	استشاري أمراض نفسية رئيس اختصاص الأمراض النفسية/ وزارة الصحة	استشاري امراض نفسية/ رئيس اختصاص الطب النفسي / وزارة الصحة
7.	د. "محمد نزيه" عبدالقادر حمدي Dr. Nazih Hamdi	استاذ الإرشاد النفسي/ الجامعة الاردنية	ارشاد نفسي
8.	د. منتهى خليل ابراهيم غرايبة	جامعة العلوم والتكنولوجيا الأردنية	صحة نفسية
9.	د. عائدة يعقوب بيروتي	مركز آثراء العلاقات	ارشاد نفسي
10.	د. فيروز فرح عبدالله الصائغ Dr. Fairouz Sayegh	رئيسة شعبة الأمراض النفسية/ الخدمات الطبية الملكية	رئيسة اختصاص النفسية
11.	د. "ناصر الدين" "تاج الدين" يوسف الشريقي Dr. Nasser Shuriquie	مستشار الطب النفسي والإدمان، نائب المدير العام والمدير الفني/ مستشفى الرشيد للطب النفسي والإدمان	استشاري امراض نفسية

## **Annex 2**

### **Examples of Research Studies Conducted on Mental Health in Jordan Between 2005-2010**

1. The Higher Council for Science and Technology. Evaluation of mental health services in Jordan, 2009
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