

**Deanship of Graduate Studies  
Al-Quds University**



**Client's Perception of Quality of Services Towards  
Patients with Mental Illness Treated at Palestinian  
Governmental Community Mental Health Centers**

**Hanan Mohammad Khader Abu Eid**

**M.Sc. Thesis**

**Jerusalem-Palestine**

**2019/1441**

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**Al-Quds University**  
**Deanship of Graduate Studies**  
**Master in Community Mental Health/ Psychotherapy**



**Thesis Approval**

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Centers**

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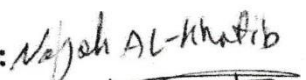
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**Jerusalem- Palestine**

**2019/1441**

## **Dedication**

*To my beloved ones...*

**Declaration:**

I certify that this thesis submitted for the degree of Master, is the result of my own research, except where otherwise acknowledged, and that this study (or any part of this study) has not been submitted for a higher degree to any other university or institution.

Signature: .....

Hanan Mohammad khader Abu Eid

Date: 18 / 01 /2020

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## **Abstract**

Mental illness is well-recognized as a global health problem (WHO, 2016). The number of people diagnosed with mental illness is growing worldwide. People with mental disabilities all over the world experience violations of their rights, stigma, and discrimination in all spheres of life. This study is one of the first studies in Palestine (to the knowledge of the researcher) that attempts to identify the personal experiences of patients with mental health problems with health practitioners during their therapeutic process and provide a more comprehensive understanding of what people with mental disorders encounter through their journey to treatment.

**Aim:** To explore the experiences of patients with mental disorders concerning the clinical practices of mental health practitioners towards patients with mental illness treated at Palestinian governmental community mental health centers.

**Method:** A qualitative research design was utilized to achieve this purpose. The data was gathered between the middle of August 2018 through at the end of December 2018. A convenience sampling method was used in this study and the researcher reached out to 30 patients with mental disorders of both sexes between the ages of 18-60 years of age. A semi-structured interview was utilized in this study. The data was collected using an interview guide. The data were transcribed and coded in order to categorize and organize the data transcription into themes and sub-themes. The interpretation of data involved identifying the reoccurring themes as well as highlighting the similarities and differences in the data.

**Findings:** Analysis of the participants' characteristics showed that 43% of the participants were males. Their ages ranged between 18 to 60 years of age. They are all residents of either Ramallah or Hebron.

Fifty-three percent of the participants did not know their rights as patients, 47% knew the following rights: the right to be treated, the right to privacy and confidentiality, the right to respect and to receive treatment without interruptions, the right to have efficient time in the therapeutic session, and the right to be treated with dignity.

In regards to patients' rights violations; 66.6% of the participants reported that their rights have not been violated. The rights that had been violated according to 44.4% of the participants included encountering a situation where they felt degraded, disrespected, and ignored by health practitioners, loss of confidentiality while receiving treatment,



interruptions, and violation of their right to invest the therapeutic time in the best possible way.

Two forms of therapy were provided at Palestinian CMHCs; 80% of the participants received medical services (medication), while 20% of them received two types of therapy: medication and individual counseling/psychotherapy. The great majority, 93%, of the participants was involved in the therapy, and they expressed their involvement in therapy by complying with taking the medications.

The CMHC's facilities are limited to the existence of a waiting room, bathrooms, and lack of a cafeteria and public parking. Over half of the participants (60%) were satisfied with the service received from the CMHC's.

Conclusion: This study concluded that the legal rights of people with mental illness in any health facility can be violated easily if the culture of patient rights is absent in the therapeutic setting. The findings from this study need greater attention from the Palestinian Ministry of Health and policymakers, mental health professionals, caregivers, and NGOs to raise awareness of people with mental illness about their rights. This is so that they can exercise as well as prevent violations of their rights.

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## List of Abbreviations/ Acronyms

<b>Abbreviations</b>	<b>Meaning of abbreviations</b>
<b>DSM5</b>	Diagnostic and statistical manual of mental disorders – the fifth edition
<b>NSDUH</b>	National Survey on Drug Use and Health
<b>CMH</b>	Community mental health act
<b>UDHR</b>	The Universal declaration of human rights,1984
<b>WHO</b>	World Health Organization
<b>UN</b>	The United Nation
<b>EIPR</b>	Egyptian Initiative for Personal Rights
<b>NHS</b>	The National Health Service
<b>MHP</b>	The mental health professional
<b>CMHC</b>	Community Mental Health Center
<b>CMHSs</b>	Community Mental Health Services
<b>CTOs</b>	Community treatment orders
<b>MHPS</b>	Model of mental health professional support
<b>MHP</b>	Mental Health Professional
<b>SMI</b>	Severe mental illness
<b>UNRWA</b>	The United Nations Relief and Works Agency
<b>GBD</b>	(Global burden of disease study) – institute for Health Metrics and Evaluation
<b>WPA</b>	World Psychiatry Association
<b>HCPC</b>	Health & Care Professions Council