Provider Survey: Adult Mental Health and Substance Use Spread Network

Preamble/Introduction

We want to know about your experiences providing care to patients with mental health and substance use (MH & SU) issues in your community.

Mental health and substance use issues can be:

**Mild**: when a person has a few symptoms that can have a limited effect on their daily life.

**Moderate**: when a person has more symptoms that can make their daily life much more difficult than usual.

**Severe** : when a person has many symptoms that often make their daily life extremely difficult.

A person may experience different levels at different times.

Please take a few minutes to complete this survey. Your answers will help to inform improvements to the way patients with MH & SU issues are cared for locally u=in your community.

Why are we asking?

Shared Care has initiated an Adult Mental Health and Substance Use Spread Network to improve access and coordination of care for patients with MH & SU issues. Spread networks will enable providers to support one another in sharing resources, tools and successful approaches among communities. The goal is to create opportunities for good work to spread efficiently and make it easier for successful models to be shared and adapted to local needs.

As part of the Adult Mental Health and Substance Use Spread Network, we are surveying healthcare providers in order to help us to develop actions locally to improve your experience as a provider and for patients with MH & SU issues.

How do we protect your information?

We are asking for your consent to participate in this survey. Your participation will provide us with valuable information that will be used to improve the primary health care system in our community. Your responses are totally anonymous and no one will be able to link your answers back to you. It is important that you know that you may withdraw from the survey at any time. By completing this form, you are giving us consent to collect demographic information.

If you have any questions, concerns or comments about this survey, please contact [insert local division information here].

ABOUT YOUR CURRENT ADULT MENTAL HEALTH AND SUBSTANCE USE PATIENTS

**1. Please indicate the patient groups where improvements are MOST needed in your community. Please select all that apply.**

|  |  |
| --- | --- |
| **Patients with MENTAL HEALTH issues** * Mild. A small number of symptoms that have a limited effect on daily life.
* Moderate. Symptoms that can make daily life much more difficult than usual.
* Severe. Many symptoms that can make daily life extremely difficult.
* This is not a significant issue in my community.
 | **Please describe your patient group(s) here (e.g. mild anxiety)** |
| **Approximately, how many of your patients are you treating for mental health issues?**  | Number *per month* | Percent *per month* |
| **What are the challenges with this patient group in your community? Please check all that apply.** |
| * Volume of patients
* Time required to manage patients
* Lack of resources to effectively manage patients
* Difficulty managing complexity of mental health issues
 | * Difficulty coordinating services
* Wait time or ability to access services
* Lack of evidence-based guidelines Lack of professional education
* Lack of time/tracking systems required for regular follow-up
 | * Difficulty with detection and/or assessment
* Time required for a careful differential diagnosis
* Barriers related to the patient
* Other. Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

|  |  |
| --- | --- |
| **Patients with SUBSTANCE USE issues** * Mild. A small number of symptoms that have a limited effect on daily life.
* Moderate. Symptoms that can make daily life much more difficult than usual.
* Severe. Many symptoms that can make daily life extremely difficult.
* This is not a significant issue in my community.
 | **Please describe your patient group here (e.g. alcohol and/or drug dependence)** |
| **Approximately, how many of your patients are you treating for s**ubstance use **issues?**  | Number *per month* | Percent *per month* |
| **What are the challenges with this patient group in your community? Please check all that apply.** |
| * Same as above
* Volume of patients
* Time required to manage patients
* Lack of resources to effectively manage patients
* Difficulty managing complexity of mental health issues
 | * Difficulty coordinating services
* Wait time or ability to access services
* Lack of evidence-based guidelines Lack of professional education
* Lack of time/tracking systems required for regular follow-up
 | * Difficulty with detection and/or assessment
* Time required for a careful differential diagnosis
* Barriers related to the patient
* Other. Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

1. **Do you experience challenges caring for patients with** **mental health AND substance use issues?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Yes, frequently
 | * Yes, sometimes
 | * Yes, occasionally
 | * No, not really
 | * Doesn’t apply to me
 |

If yes, please elaborate on the challenges:

1. **Do you experience challenges caring for patients with a dependence on cannabis?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Yes, frequently
 | * Yes, sometimes
 | * Yes, occasionally
 | * No, not really
 | * Doesn’t apply to me
 |

If yes, please elaborate on the challenges:

**ADULT MENTAL HEALTH AND SUBSTANCE USE SERVICES: Thinking about the patient groups you identified above:**

1. **Please indicate the frequency you provide or recommend the following resources*.***

**1 = Frequently 2= Occasionally 3= Never X=Not available in my community**

|  |  |  |  |
| --- | --- | --- | --- |
|  | For mental health issues | For substance use issues | For mental health AND substance use issues |
| Medication |  |  |  |
| In-office counselling |  |  |  |
| Outpatient services from local hospital |  |  |  |
| Education/ Patient self-management |  |  |  |
| Group medical visits |  |  |  |
| Private counselling |  |  |  |
| Community support group |  |  |  |
| Crisis line |  |  |  |
| Mental health team |  |  |  |
| Emergency department |  |  |  |
| Physician who will provide narcotic substitution prescriptions |  |  |  |
| Exercise  |  |  |  |
| Complementary /Alternative Medicine (e.g. acupuncture, herbal medicine, meditation, nutritional regime) |  |  |  |
| Other. Please specify: |  |  |  |

1. **Are there additional services available in your community that you provide or recommend?**
*
* Yes
* No
* Prefer not to answer

***Please use this space to elaborate:***

1. **During the past six months, how often did you:**

**1= Always 2=Frequently 3=Half the time 4=Rarely 5=Never**

|  |  |  |  |
| --- | --- | --- | --- |
|  | For mental health issues | For substance use issues | For mental health AND substance use issues |
| Delay care or need to turn away a patient due WORKLOAD capacity concerns?  |  |  |  |
| Provide care to a patient who experienced problems due to SUBOPTIMAL CARE COORDINATION? |  |  |  |
| Provide care to a patient who was UNABLE TO ACCESS CARE from another provider in a timely manner? |  |  |  |
| Provide care to a patient when there are NO TIMELY, LOCAL RESOURCES AVAILABLE |  |  |  |

1. **Thinking about providing care to adult patients with mental health and/or substance use issues, what is the average wait time for a patient to access services for the following areas:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Community-based services?  | Specialist services? | Other. Please specify: |
| For mental health issues | \_\_\_\_ months  | \_\_\_\_ months | \_\_\_\_ months |
| For substance use issues | \_\_\_\_ months | \_\_\_\_ months | \_\_\_\_ months |
| For mental health AND substance use issues | \_\_\_\_ months | \_\_\_\_ months | \_\_\_\_ months |
| Do not have additional services in my community |  |  |  |
| Unsure |  |  |  |

**EXPERIENCE & COLLABORATION**

1. **Thinking about your experience providing care adult patients with mental health and/or substance use issues, please indicate how satisfied you are with:**

1 = Very satisfied 2= Satisfied 3= Neutral 4= Dissatisfied 5=Very dissatisfied

|  |  |  |  |
| --- | --- | --- | --- |
|  | For mental health issues | For substance use issues | For mental health AND substance use issues |
| your community as a PLACE to provide care? |  |  |  |
| the QUALITY care provided as a community? |  |  |  |
| how colleagues[[1]](#footnote-1) understand each other’s roles and scope of practice? |  |  |  |
| how colleagues communicate with one another? |  |  |  |
| how colleagues respect and support each other? |  |  |  |
| your relationship with other care providers[[2]](#footnote-2) in your community? |  |  |  |
| your experience of providing care in your community overall? |  |  |  |

1. **For patient care for adult patients with mental health and/or substance use issues, how strongly do you agree with:**

**1 = Strongly agree 2= Agree 3= Neutral 4= Disagree 5=Strongly disagree**

|  |  |  |  |
| --- | --- | --- | --- |
|  | For mental health issues | For substance use issues | For mental health AND substance use issues |
| I am confident managing care for patients. |  |  |  |
| I can communicate with specialists about my patients easily. |  |  |  |
| I know how to access appropriate community resources.  |  |  |  |
| My patients can access appropriate community resources. |  |  |  |
| I am aware of available resources to support my patients. |  |  |  |
| I am confident providing resources/referrals to my patients. |  |  |  |

1. **Are you interested in training opportunities related to adult mental health or substance use?**
* Yes
* No
1. **If yes, please specify what training opportunities you are interested in?**

**OPEN-ENDED QUESTIONS:**

1. **What is working well for managing adult patients with mental health issues in your community?**
2. **What do you need to improve *coordination/collaboration* for adult patients with mental health issues in your community?**
3. **What is needed to improve *care* for adult patients with mental health issues in your community?**
4. **What is working well for managing adult patients with substance issues in your community?**
5. **What do you need to improve *coordination/collaboration* for adult patients with substance use issues in your community?**
6. **What is needed to improve *care* for adult patients with substance use issues in your community?**

**ABOUT OPIOIDS**

1. **Have you received training in any of the following opioid agonist treatments? Please check all that apply**
* Suboxone
* Methadone
* Slow release oral morphine
* Injectable hydromorphine
1. **Have you prescribed any of the following opioid agonist treatments? Please check all that apply**
* Suboxone
* Methadone
* Slow release oral morphine
* Injectable hydromorphine

**Is there a pharmacy in your community dispense opioid agonist treatments?**

* Yes
* No
* Prefer not to answer
1. **In your opinion, what could help you better care for your patients at risk for an overdose?**

**ABOUT YOU**

**Demographics**

1. Gender:
* Female
* Male
* X
* Prefer not to say
1. Age (years):
* < 25
* 25-35
* 36-45
* 46-55
* 56-65
* > 65
1. Current role:
* Family physician
* Psychiatrist
* Emergency department doctor
* Nurse Practitioner
* Psychologist
* Nurse
* Counsellor
* Social Worker
* Complementary or alternative person (e.g., acupuncturist, chiropractor, registered massage therapist, etc.)
* Other. Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. Years in practice (post-residency or training): \_\_\_\_\_
2. What community do you practice in: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Current practice status:
* Practicing full-time
* Practicing part-time
* No longer practicing
* Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. What field do you work in?
* Primary care
* Mental Health & Substance Use
* Induction & Stabilization
* Medical Detox
* Other. Please specify\_\_\_\_\_\_\_\_\_\_
1. What is your level of experience?
* Early career (less than 7 years)
* Mid-career (8-15 years)
* Later Career (more than 15 years)
1. Number of FTEs in your community providing mental health services\_\_\_\_\_ Number of FTEs in your community providing substance use services\_\_\_\_\_
2. Do you consider your practice to be mostly:
* Urban
* Rural
* Remote
* Mixed
1. How satisfied are you with the balance between your personal and professional commitments?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Very satisfied
 | * Satisfied
 | * Acceptable
 | * Dissatisfied
 | * Very dissatisfied
 |

1. In this section, we use the term “colleagues” to refer to family physicians, nurse practitioners, psychiatrists, mental health workers, nurses and others you work with to provide care for patients with mental health and/or substance use concerns that you work with regularly with this patient group. [↑](#footnote-ref-1)
2. In this section, we use the term “other care providers” as providers that you DO NOT work with regularly with this patient group. [↑](#footnote-ref-2)