

Attitudes of Employees in the Mental Health System towards Involvement of Consumers in the Areas of Care, Research, Management, Planning, Implementation and Evaluation

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This study dealt with perceptions held by people who plan and implement services in the field of mental health, towards involvement of consumers in the areas of care, research, management, planning, implementation and evaluation. It is well known that individuals' perceptions influence, directly and indirectly, the planning and implementation of policy in many areas as well as in the mental health area. The ability to alter ineffectual or obstructive perceptions, while strengthening other perceptions can enable maximal, better quality consumer's involvement. A broad sample of mental health workers in community, headquarters, regional and field services participated (N=117). Qualitative and quantitative analysis were performed and some study hypotheses were validated. Analysis of the data identified that the four main areas in which changes in professionals' attitudes can be made include aspects relating to intervention, decision making, awareness of personal experience and policy assimilation.