

## **The Assessment of the performance and problems of Referral system in mental health program in ardabil in year 2021**

### **Abstract**

**Background:** Mental health is one of the important and seriously affecting issues in the health system, which has been relatively neglected in the whole world, including Iran. In many countries, monitoring the prevalence and occurrence of mental disorders regularly during It is done differently.

**Aim:** To determine the status and problems of referral in the mental health program of Ardabil city in 2021.

**Materials and methods:** For the implementation of this research, the files of 300 patients were examined in terms of the quality of the referral and the appropriateness of the referral and having feedback. We selected and analyzed these 300 cases from health centers in a simple random manner. To investigate the research objectives, a researcher-made questionnaire containing 12 questions was used, and its validity and reliability were confirmed.

**Results:** Finally, 300 people were included in the study. in terms of gender; 19.7% were male and 80.3% were female. in terms of marriage; 67.0% were married, 29.7% were single and 3.3% were divorced. In terms of education level, the highest frequency was related to primary education with 28.3% and the lowest frequency was related to postgraduate education with 2.3%. In total, out of 300 patients, 9 patients (0.3 percent) were properly referred. For 25 patients (8.3%) there was feedback back to the patient file. For 91.7% of patients, the form was not written legibly and in Farsi language by the doctor, which indicates inappropriate and illegible feedback. Also, for 100% of the patients at the specialized level, it was not legible and in Farsi language.

**Conclusion:** The present study showed that the referral of mental patients in Ardabil city and also feedbacks are inappropriate for. The need to pay attention to the mentioned problems and make appropriate plans for health workers, doctors and to inform people about the importance of psychiatric diseases and disorders and their treatment is something that should be investigated and acted upon by policy makers and planners in this field. Investigating and improving the infrastructural problems of the referral system and explaining and fixing the problems of the referral program will be effective. nowadays; Patients suffering from psychiatric disorders are among the priorities of the health care system due to the numerous economic problems and the results obtained in Ardabil indicate that attention to this matter should be among the priorities of those in charge.

**Keywords:** mental health, referral, referral problems