

4th Stakeholder 1st Interview

Date : 22/5/2023
Time : 11.30 a.m.
Venue : PKU
Stakeholder Name : Dr Noor Hafizah
Interviewer : Goh Jiale, Ong Yi Yan, Lee Yik Hong, Tang Yan Qing, Koh Su Xuan

Interview Questions and Answers

1. Can you tell me about your experience working with students and their mental health needs such as the workflow of treating them?
 - a. Students can either walk in PKU or get the help from Counselling Centre first to get the assessment on their mental health.
 - i. Walk in PKU - Assessment can be done straight away if the patient load is not high
 - ii. Get the help from Counselling Centre first - Counselling Centre will evaluate the student's mental health condition first. If there is a need, the Counselling Centre will send details of the student (patient) to PKU to be proceeded with.
 - b. Whenever there is a fresh case, the appointment will be manually scheduled.
 - i. Aggressive Case/ Suicidal Case (patient is considered harmful to own and others) - directed to hospital.
 - ii. Less-severeness Case - Proceed to PKU and feedback to Counselling Centre
2. What are some of the common mental health challenges faced by university students?
 - a. Social issues
 - i. Example : Family problem (such as parenting issue causing low self confidence leading to depression), Sexual abuse, Bullying victim etc.
 - ii. Aggravating factors : Workload of studies in UTM
3. How do you currently identify the mental health needs of students who come to the PKU?
 - a. Guideline DSM-5 (commonly used in whole Malaysia)
 - i. If the patient has fulfilled all the 5 criterias, they will be referred to the hospital.
 - ii. The evaluation will also be based on the patient's condition such as stability and aggressiveness.
 - b. Additional Information: Medication for mental health only has sleeping pills.
4. How do you currently gather and document information about students' mental health conditions? Are there any challenges or limitations with the existing process?
 - a. Record in TISMA system.
 - i. However, the record in TISMA is too simple.
 - b. Personally, Dr Noor Hafizah will have her own record on her patients based on the previous hospital she worked for. In her own record, the information of the patients are much more detailed including such as education history, family history etc.

5. As part of your evaluation process, do you regularly use the Depression, Anxiety, and Stress Scale (DASS) questionnaire or any other similar assessment tools?
 - a. DASS as a screening questionnaire usually will be used by the Counselling Centre to check whether the student has any symptoms of mental health problems.
6. For each grade for DASS(Normal, Mild, Moderate, Severe, Extreme Severe), can you briefly describe what they should access to help them in mental health?
 - a. For Severe and Extreme Severe, the patient will be given a letter to receive treatment from a mental health doctor.
 - b. For Moderate and the following, the patient will be proceeded to the Counselling Centre.
7. What are the key benefits of integrating a self-test for DASS scores into the system?
 - a. Self-testing is a good evaluation method.
8. Are there any existing resources or materials related to mental health that you think should be incorporated into the system?
 - a. Module Kesihatan Mental untuk Pelajar IPT
 - i. A system that is not yet official and also finalised
 - ii. Can test the symptoms of anxiety, stress and depression
 - iii. Good to be put into the system if published
9. In your opinion, what do you think of the key features that a Student Health and Wellness Management System should have in terms of mental health? / Do you have any suggestions or additional features that you believe would enhance the mental health support provided by the system? (10)
 - a. Addition of Hotlines of Befrienders into the system
 - i. A Non-Governmental Organisation (NGO) that is ready 24/7 for any calls about mental health problems such as suicide etc.
 - ii. Volunteers who have all been specially trained will be a good listener that will listen to the caller talking about their issues and give advice.
10. Are there any specific data or information that you think would be important to track and monitor within the system to improve student health outcomes?
 - a. Posting some statistics about mental health problems such as depression rate, “one in five suffers from anxiety” etc. to create awareness of students.
 - b. The previous data is ongoing for processing.
11. How do you ensure privacy and confidentiality when dealing with sensitive student health information, and how could a management system support these requirements?
 - a. As a mental health doctor, one of their duties is not to tell others about their patients’ stories.
 - b. In the system, there is a limitation of access in which only certain people such as doctors are able to access the patients’ data.

12. Are there any other suggestions, ideas, or concerns related to mental health and the website that you would like to share during this interview?

a. Online Q&A

- i. For the students to post their issues.
- ii. An AI virtual assistant or people who are willing to help will respond to the current issues posted.
- iii. Aim: To provide social support to students who are in need.

Key Findings (at least 4)

1. Workflow - The evaluation of students will go through the Counselling Centre first, whoever severe will proceed to PKU mental health doctor and hospital outside UTM.
- 2.

Issues/ Concerns / Complaints (at least 2)

1.

Solutions (if any)

1.