

Current Situation Of Supply And Demand Of Mental Health Services For Community Residents In D City And Suggestions On Countermeasures

Yingnan Liang^{1,*} Xinyue Wang²

¹Department of basic teaching, Dalian Polytechnic University, Dalian, Liaoning, China

²School of management, Dalian Polytechnic University, Dalian, Liaoning, China

Abstract.The important task of community construction in China in the new era is to establish a scientific and effective community mental health service model, which plays an important role in improving the psychological quality of community residents and having a happy and beautiful life. On the basis of analyzing the current supply and demand situation of mental health services for community residents in D city and investigating the mental health status of community residents, countermeasures and suggestions for improving the construction of community mental health service system are proposed.

1.Introduction

The report of the 19th National Congress of the Communist Party of China pointed out that "the main contradiction in our society has been transformed into a contradiction between the growing needs of the people for a better life and imbalanced and insufficient development. Strengthen the construction of social psychological service system, cultivate a social mentality of self-esteem, self-confidence, rationality, peace, and positivity [1]. In the new era, psychological health needs are an important component of people's need for a better life. The most basic unit of building a social psychological service system is the community. Doing a good job in providing mental health services for community residents is not only an important part of strengthening the construction of China's social and psychological service system, but also an important way for every citizen to live a happy and beautiful life [2].

2.Research objects and methods

By distributing the self compiled "Survey Questionnaire on the Supply and Demand of Mental Health Services for Community Residents in D City", the demand for mental health services and the current state of mental health among residents were investigated. Randomly selected 462 residents from 8 communities with different levels of development in different districts and counties of D city as survey samples, 437 were collected, and 33 invalid questionnaires were excluded, resulting in 404 valid questionnaires. Among them, males account for 44.22% and females account for 55.78%.

3.The supply and demand of mental health services and mental health status of community residents in D city

3.1.Current situation of demand and supply of mental health services for community residents in D city

94% of residents in D city believe that the community needs to provide mental health services. In the survey on the impact of mental health services on personal life, work, and learning, 95% of residents believe it is very helpful. The demand choices for mental health service venues among community residents in D city are 55% for psychological counseling institutions, 27.2% for community mental health service stations, 7.8% for community health centers, 5.5% for consultation hotlines, 5.2% for community pharmacies, and 2.9% for general hospital or psychiatric specialties.

The demand choices for mental health services among community residents in D city are 61.2% for psychological counseling, 18.3% for psychological assessment and evaluation, 17.9% for psychological treatment services, 16.7% for friend assistance, 14.4% for inspiration from reading newspapers and magazines, 12.9% for help from relatives, 9.4% for hospital visits, and 8.8% for telephone consultation.

The demand for mental health service personnel among community residents in D city is 56.8% for psychological counselors, 42.4% for doctors and mental health experts, 37.9% for community full-time psychological workers, 26.3% for their own parents and

*Corresponding author: liang_ying_nan@163.com

relatives, 19.9% for school psychology teachers, and 10.6% for self solving.

The demand for mental health services among community residents in D city is 67.6% for stress and emotional management, 57.8% for interpersonal relationships, 56.2% for parent-child relationship problems, 49.7% for career selection problems, 40.2% for family and marriage, 26.6% for personal psychological problems, 25.4% for health counseling, and 12.7% for learning and preventing mental illness.

The channels for community residents in D city to acquire mental health knowledge are 65.7% online, 41.8% in television books and newspapers, 23.4% in advertising, and 12.1% in community health service centers.

In addition, on-site research and interviews were conducted in four communities. Through communication with staff, it was found that the available mental health services in the community are still relatively limited and cannot fully meet the expected mental health service needs of community residents. The phenomenon of insufficient development of community mental health services is more obvious. Due to a lack of financial and human support, the community's ability to provide mental health services is insufficient; In terms of service content, methods, venue, and personnel, the supply of community mental health services is relatively poor.

In summary, community residents in Dalian have realized the importance of mental health services and their assistance in their daily life, work, and study. The overall characteristics are high recognition of mental health services among community residents, varying demands for mental health service methods, varying requirements for mental health service personnel, diverse demands for mental health service content, and varying demands for mental health service venues among community residents. The prominent psychological problems of community residents are manifested in five aspects: stress and emotional management, interpersonal relationships, parent-child relationships, career choices, family and marriage. Therefore, this requires community mental health services to have more comprehensive functional settings and rich activity content to meet the needs of different groups in the community.

At the same time, it was found that there are problems with the current community mental health services in D city, such as incomplete establishment of the mental health service system, insufficient promotion efforts, unqualified professional qualifications of community workers, single form of activity implementation, poor resource integration, and unclear division of labor among docking personnel.

3.2.Overall Status of Mental Health of Community Residents in D City

The incidence of mental health problems among community residents in D city is 21.4%. Specifically, the incidence of compulsion is 19.1%, the incidence of interpersonal sensitivity is 18.3%, the incidence of depression is 17.1%, the incidence of anxiety is 16.8%, the incidence of hostility is 16.4%, the incidence of

paranoia is 16.3%, the incidence of somatization is 16.1%, the incidence of terror is 11.1%, and the incidence of psychosis is 10.9%. This is consistent with Catherine's research finding that the health problems of community residents, especially vulnerable groups, are mostly concentrated in the field of community psychology[3].

The average score of various factors for community residents in D city is 1 Between 32 and 1.48, it indicates that the changes in scores of various factors among community residents in D city are relatively similar, and their mental health remains stable. Specifically, the community residents in the city showed no significant difference compared to the national norm in terms of somatization and anxiety factors. The scores of factors such as compulsion, interpersonal sensitivity, depression, hostility, and paranoia were significantly lower than the national norm, while the scores of factors such as terror and psychosis were significantly higher than the national norm. Women's mental health problems were prominent, and there was an upward trend in anxiety and psychosis. Therefore, the development of community mental health services needs to target the psychological needs and mental health status of community residents. In community mental health services, guidance should be provided for different groups of community residents, effectively solving their psychological problems, and striving to enhance residents' sense of gain and happiness.

4.Countermeasures and suggestions on the construction of community mental health service system

4.1.The necessity of strengthening the construction of community residents' mental health service system and enhancing their mental health service capabilities from an ideological perspective

Although D City has achieved certain results in community mental health services, there are still some weak links, such as incomplete construction of basic facilities for community mental health services, need to strengthen investment in mental health services, and the mismatch between "software" and "hardware" in mental health services; The management mechanism of community mental health services is not clear, and the demand and supply of residents' mental health services are imbalanced; The quality of community mental health service teams and professionals needs to be improved, and so on. Szabzon found that the development of mental health reform has ensured significant changes in service delivery, and community mental health organizations are important participants in providing services[4]. A community is a place where residents live and engage in long-term activities. Providing mental health services in the community is faster and more convenient, especially in case of sudden crisis events. Providing psychological assistance and counseling to residents is particularly

important for improving the construction of the community's mental health service system, making it easier to achieve the goal of putting prevention first and combining prevention and control. Therefore, governments at all levels and community cadres should clarify the necessity of building a community mental health service system from an ideological perspective, strengthen organizational leadership, pay attention to investment in community mental health services, and take doing a good job in community mental health services as an important way to improve social governance and early warning of public safety risks.

4.2. Pay attention to overall planning and top-level design, improve rules and regulations, clarify the functions of relevant departments, and stabilize the construction of community mental health service system

Under the coordination and leadership of the Health Commission, all relevant functional departments will comprehensively plan, design, and implement their own work based on the overall situation, forming a comprehensive policy measure of joint cooperation, information sharing, and joint action among all departments, and further promoting the construction of community residents' mental health service system. By formulating and introducing a basic plan for the construction of community residents' mental health service system, clarifying the organizational management system and implementation rules for community residents' mental health services, clarifying the responsibilities and specific responsibilities of community mental health service institutions, establishing a system for community residents' mental health service protection, strengthening the basic guarantees of funds, talents, and facilities for community mental health services, and constructing an essential basic guarantee system [5].

4.3. Establish a team of high-quality community mental health service talents that combine full-time and part-time jobs in this city, and strengthen the construction of the community mental health service system

Relying on universities with psychology majors, we will increase the training of applied mental health education professionals. Each community can ensure the professionalism of community mental health service workers by publicly recruiting psychology graduates. At the same time, diversified entities should participate, fully leverage the power of societies, associations, and social organizations, encourage university psychological teachers, medical workers, psychology students, social workers, and other personnel to join the community mental health service part-time team through part-time jobs, internships, or purchasing social services, and enrich the service team [6].

In addition, higher-level departments can regularly carry out professional training to improve the

professional literacy of community mental health service workers, so as to extend professional mental health services to every corner of the community and meet the growing needs of community residents for mental health services. They can build a long-term mechanism for community residents' mental health services and improve the psychological quality of community residents [7].

4.4. Targeting demand, building multiple service platforms, and ensuring the comprehensive supply of community mental health services

Targeting and meeting the basic needs of community residents for mental health services is the foundation for building a good community mental health service system. In this study, we found that community residents have varying demands for mental health service methods, different requirements for mental health service personnel, diverse demands for mental health service content, and different locations for mental health services. Therefore, community residents' mental health services should gradually improve service content, improve service methods, innovate service platforms, form local characteristics, and truly and effectively solve the psychological problems that residents face in terms of emotions, stress, career development, family relationships, and other aspects.

Conduct a regular mental health survey of community residents, establish a mental health survey file for community residents, form a "big data" system for community residents' mental health, and identify potential mental health problems that may occur among community residents as soon as possible. Secondly, strengthen the promotion of psychological health knowledge among community residents through popular science articles, audio and video, promotional manuals, and other means. Provide various ways to maintain mental health, such as providing psychological service hotlines, organizing psychological quality expansion activities, strengthening psychological warning mechanisms, scientifically conducting prediction and warning, analyzing and evaluating, strengthening individual crisis intervention and group crisis management, preventing and reducing extreme behaviors, etc.

4.5. Strengthen the dissemination of non-traditional mental health knowledge and create a smart platform for community residents' mental health services

The mode of "Internet plus community psychological service" is adopted to realize the convenience of mental health service. Use community websites, WeChat official account, mobile apps, etc. to publicize popular science knowledge of mental health; Regularly organize online community mental health lecture hall activities to strengthen the mental health awareness of community residents at all levels; Personalized mental health service information push for community residents registered on websites and apps; Implement point-to-point remote

psychological counseling services; Conduct statistical analysis on the mental health data of community residents, track key populations, and provide remote mental health services in a timely manner to create a smart service platform for community mental health.

5. Conclusion

The incidence of mental health problems among community residents in D city is 21.3%, and the average score of various factors among community residents in D city is 1.32 and 1.48, it indicates that the changes in scores of various factors among community residents in D city are relatively similar, and their mental health remains stable. Community residents in D city have varying demands for mental health service methods; The requirements for mental health service personnel vary; There is a diverse demand for the content of mental health services; Community residents' attitudes towards mental health service venues vary from person to person; The prominent psychological problems of community residents are manifested in five aspects: stress and emotional adjustment, interpersonal relationships, parent-child communication, career selection, and family and marital relationships.

The necessity of strengthening the construction of a community residents' mental health service system and enhancing their mental health service capabilities from an ideological perspective; Pay attention to overall planning and top-level design, improve rules and regulations, clarify the functions of relevant departments, and stabilize the construction of community mental health service system; Establish a team of high-quality community mental health service talents who combine full-time and part-time jobs, and strengthen the construction of the community mental health service system; Targeting demand, building multiple service platforms to ensure the comprehensive supply of community mental health services; Strengthen the dissemination of non-traditional mental health knowledge and create a smart platform for community residents' mental health services.

Acknowledgments

This work is supported by a grant from the Research topic on economic and social development in Liaoning Province in 2024 "Exploring the Model of Local Universities Assisting in the Construction of Community Psychological Service System" (2024lslybkt-085). This work is supported by the 2022 Liaoning Provincial Social Science Planning Fund Project (Special Project for Ideological and Political Education in Higher Education Institutions), titled "Research on Countermeasures for the Construction of Psychological Education System in Higher Education Institutions in Liaoning Province".

References

- 1.L. Yang, Supply demand status and Countermeasures for mental health services in the community, CF, J. 1, 40-43(2019)
- 2.Y.N. Zhang, Colleges under healthy China's strategy - a review of the linkage mechanism of community mental service, SY, J. 16, 76(2019)
- 3.H.S.Catherine,S.M.Eric.Asking,witnessing,interpreting ,knowing: conducting qualitative research in community,AJC,J.33,21-35(2014).
- 4.F.Szabzon, J.Perelman, Sonia.D. Challenges for psychosocial rehabilitation services in the Lisbon Metropolitan Area:A qualitative approach,HSC,J. 27, 428-437(2019).
- 5.Y. Gang, H. Ling, GH. Shen, S. Peng, A community oriented approach to a gridded service system of community mental health that is met by the heart , PR, J. 1, 51-69(2019)
- 6.X.L. Song, Supply demand status and Countermeasures for mental health services among community residents in Chengde City, JHE,J. 2, 57-61(2020)
- 7.F. Fang, KK. Zhang, Survey and Research on community dwelling mental health service needs ,JONEA, J. 4, 33-36(2019)