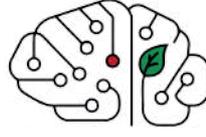




Health Department
Government of Sindh



آغا خان یونیورسٹی
THE AGA KHAN UNIVERSITY



Brain & Mind Institute
from neuron to neighbourhood
Kenya | Pakistan



Pakistan Institute of
Living & Learning

Improving Mental Health Literacy of Lady Health Workers

mPareshan Provincial Scale Up Training For District Master Trainers (Sindh)

June 19–22, 2023

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Executive Summary

Project mPareshan aims to improve the mental health of people with mental illnesses through building awareness about mental health at community level, equipping frontline work force with psychological first aid tools and providing counselling at community doorsteps through a digital app.

This Training of Trainers (ToT) was held June 19-22,2023 at a local venue in Karachi in two batches as part of m Pareshan provincial scale-up efforts. It aimed to build the capacity of District Master trainers from 30 districts of Sindh to improve mental health literacy of non-specialist frontline workers (Lady Health Workers/Lady Health Supervisors) reporting to them. As a spin-off, it is anticipated that these master trainers will trickle down this training to improve knowledge and skills of these workers in recognizing symptoms of anxiety and depression, providing psychosocial counselling, and making appropriate referrals.

The content of this training is taken from the m Pareshan project manual which has modules locally adapted and contextualized from:

mhGAP training manuals for the mhGAP Intervention Guide for mental, neurological and substance use disorders in non-specialized health settings version 2.0 (for field testing). Geneva: World Health Organization; 2017 (WHO/MSD/MER/17.6). Licence: CC BY-NC-SA 3.0 IGO.)

Project mPareshan team at AKU acknowledges the technical support of Ishrat Husain Pakistan Institute of Living & Learning (PILL) and funding from RMNCH DGHSS Department of Health, Government of Sindh.

We offer special gratitude to Dr Azra Fazal Pechuho, Minister Health & Population Welfare GoS, for issuing directive to organize this training . This tripartite synergy between government, academia and a registered NGO is a step towards integrating mental health into primary health care



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Minister Health & Population Welfare endorses m Pareshan training manual

Objectives and Rationale of the Training

To enable District Master Trainers in providing trickle down mental health training to Lady Health Workers in order to :

1. Develop a basic understanding of mental health
2. Understand the importance and existing mental health burden
3. Recognize symptoms of anxiety and depression
4. Improve their communication skills
5. Provide psychosocial counselling
6. Refer community members to specialist mental health services when needed.

Modules of training manual

1 Introduction

2 Essential care practice

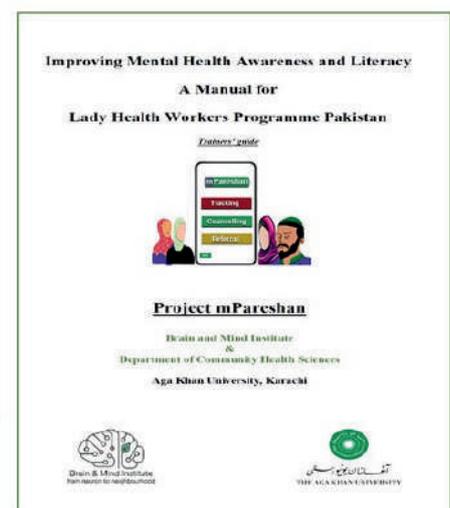
3 Anxiety & Depression

4 Counseling strategies

Pedagogy

- presentations
- demonstrations
- videos
- case studies
- role-plays

Knowledge and skill assessment questionnaires



Teaching Methodology

The course content included

Day 1

- Welcome note and introduction of facilitators & participants
- Workshop overview and learning objectives
- Overview of Project mPareshan
- Introduction of mPareshan training guide
- Mental health definition, importance, and current situation
- Discussion/Q & A session
- Essential care and practice
- Discussion/Q & A session
- Anxiety & Depression
- Informal chat

Day 2

- Overview of previous session/ Q & A
- Counselling Strategies
- Discussion/ Q & A session
- Referral for specialized mental health services
- Role Plays
- Discussion on Pre and Post test tools for CHWs
- Discussion/ Q & A session
- Workshop Evaluation feedback
- Closing: Vote of thanks & Certificate Distribution
- Group Photograph

Speeches at the Inaugural Session

The training was started with the inauguration address of Prof. Fauziah Rabbani and Dr. Insaf Ahmed Magsi followed by introduction of training modules by the facilitators.

Prof. Fauziah Rabbani

Training Lead



Dr. Insaf Ahmed Magsi

Deputy Director General, RMNCH



Facilitators Mr. Ameer Bux and Ms Naila Ali and Dr. Kashif Khanzada started training with an introduction to participants, facilitators and goal of the training.



The following modules were explained and discussed by the facilitators:

Module 1: Introduction

What is Mental Health?



A state of well-being in which the individual realizes

1. own abilities
2. cope with the normal stresses of life,
3. work productively and fruitfully
4. able to make a contribution to community

Burden of mental disorders

- 4.4%** (322 million) Depression
- 3.6%** (264 million) Anxiety
- 45%** living below poverty line-Pakistan
- 30% - 60%** depression-Islamabad
- 42%** depression-Sindh
- 85%** self-reported anxiety
- 25%** suicidal thoughts

Source: World Health Organization (2018). Mental health: strengthening our response. Available from: <https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response> aku.edu 10

Depression & other common mental disorders: global health estimates. Geneva: World Health Organization, 2017:1-24.
 Rafique SA. Case study describing access to palliative care in Pakistan, 2020.
 Ahmed R, Durrani SF, Iqbal Z, Mustafa G, Bashir S. Depression and anxiety: a snapshot of the situation in Pakistan. International Journal of Neuroscience and Behavioral Sciences. 2014;1(2):32.
 Khatami G. (2011). Gender and class inequality in health outcomes from depression due to COVID-19.
 Available from: <https://www.researchsquare.com/publication/3226000-gender-and-class-inequality-in-health-outcomes-from-depression-due-to-covid-19> aku.edu 12

Why mental health is important?

- Cope with the normal stressors of life
- Be physically healthy
- Have good relationships
- Make meaningful contributions to your community
- Work productively
- Realize your full potential

Every stage of life, from childhood and adolescence through adulthood.

Source: World Health Organization (2018). Mental health: strengthening our response. Available from: <https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response> aku.edu 11

Module 2 - Essential Care & Practice

Module 2 - Essential Care & Practice: Active Listening

1. Effective communication

1. Active listening
2. Empathy
3. Open and close ended questions
4. Summarizing



2. Promote respect and dignity

1. Stigma and discrimination

"Listening without being distracted"

- Avoid distractions
- Use non-verbal gestures to indicate that you are listening
- Listening and paying attention
 - Verbal messages
 - Non-verbal messages

Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing) Module: Essential care and practice. Available from: <https://apps.who.int/iris/bitstream/handle/10665/259164> aku.edu 13

Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing) Module: Essential care and practice. Available from: <https://apps.who.int/iris/bitstream/handle/10665/259164> aku.edu 14

"The ability to understand and share the feelings of another person"

- Become curious
- Focus on similarities rather than differences
- Examine your biases
- Walk in the shoes of others
- Respectful conversation
- Provide emotional support
- Making person feel less lonely



Open questions
"open up communication"
Examples

1. How are you feeling?
2. How did you travel here?
3. What is family life like for you?
4. What do you like to do?
5. Tell me about yourself?

Closed questions
"shut down conversation"
Examples

1. Are you feeling happy?
2. Did you come here by bus?
3. Do you enjoy time with your family?
4. What is your name?
5. Do you enjoy playing sports?

Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing). Module: Essential care and practice, p103. Available from: <https://apps.who.int/iris/handle/10665/252344>

Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing). Module: Essential care and practice, p103. Available from: <https://apps.who.int/iris/handle/10665/252344>

Module 2 - ECP : Summarizing

Module 2 - ECP: Promote Respect & Dignity

"Re-state the main (content) points of the discussion"

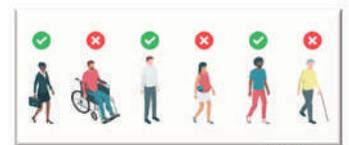
Useful technique when trying to understand what the person is experiencing and clarifying

Stigma

- Someone sees you in a negative way because of your mental illness.
- Negative labelling, name calling, and marginalization

Discrimination

Unfair or prejudicial treatment of people



Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing). Module: Essential care and practice, p117. Available from: <https://apps.who.int/iris/handle/10665/252344>

Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing). Module: Essential care and practice, p117. Available from: <https://apps.who.int/iris/handle/10665/252344>

Module 2 - Importance of Essential Care and Practice

Module 2 - Brain Workout

- Foster good relationships
- Build rapport
- Encourage dialogue
- Build a healthy communicating relationship
- Ensuring that any care they receive meets their needs and priorities.
- Stigma/discrimination make mental health problems worse and stop a person from getting the help

- | | |
|--|--------|
| 1. Protect confidentiality | DOs |
| 2. Ensure privacy | DOs |
| 3. Discriminate | DON'Ts |
| 4. Provide access to information | DOs |
| 5. Ignore the priorities or wishes | DON'Ts |
| 6. Explain the proposed plan, risks and benefits | DOs |
| 7. Make sure the person provides consent | DOs |
| 8. Make decisions for, on behalf of, or instead | DON'Ts |
| 9. Use technical language | DON'Ts |

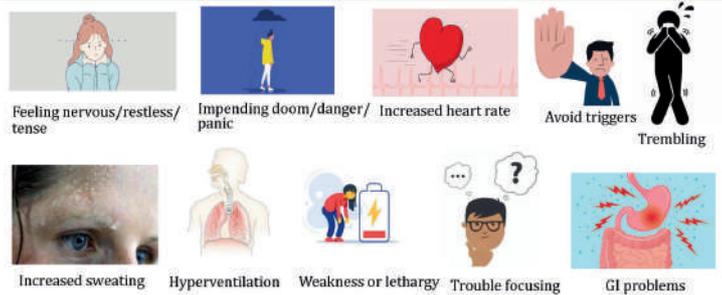
Source: World Health Organization (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing). Module: Essential care and practice, p117. Available from: <https://apps.who.int/iris/handle/10665/252344>

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Module 3 - Anxiety & Depression: Anxiety

Module 3 - Symptoms of Anxiety

- Common emotional state
- Familiar to everyone.
- Arise in response to encountering a problem at work, entering an unfamiliar setting or any other challenging situation.



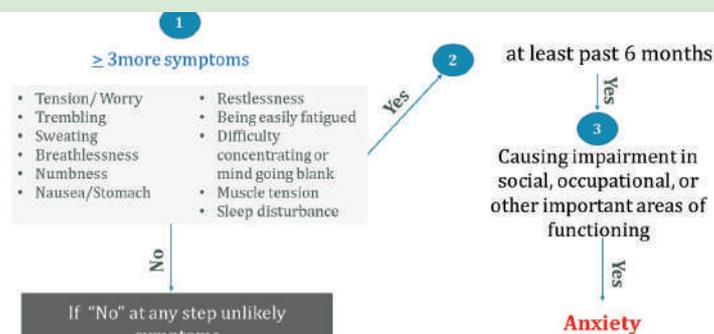
Symptoms lasts for at least 6 months & disruptive to work, social or family life

Source: David Rickards, et al. (2007). The University of Manchester, UK. © [img] People with Mental Illness-Module A. Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2036262/>

Source: American Psychiatric Association. (2013). Available from: <https://www.psychiatry.org/health/basics/understanding-depression>

Module 3 - Algorithm to Recognize Symptoms of Anxiety

Module 3 - Symptoms of Anxiety



Common and serious medical illness that negatively affects how you feel, the way you think and how you act.



Source: American Psychiatric Association. (2013). Available from: <https://www.psychiatry.org/health/basics/understanding-depression>

1. Persistent depressed mood
2. Markedly diminished interest in or pleasure from activities

Important to consider

1. Duration of the symptoms.
2. Effect on daily functioning.

Anxiety

- **Worry** about the immediate or long-term future
- **Uncontrollable, racing thoughts**
- **Avoid situations** that could cause anxiety
- **Think about death**, in the sense of fearing

Depression

- **Hopeless**
- **Worthless**
- **Guilt**
- **Think about death** due to a persistent belief that life is not worth living

Discussion/Q & A

What is counselling?

A service provided by a **skilled professional counsellor** to an individual, family, or group for the purpose of **improving well-being, alleviating distress, and enhancing coping skills**



1. Psychoeducation
2. Reducing stress and strengthening social supports
3. Promoting functioning in daily activities



Source: World Health Organization. (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing) Module: Depression, p161-162. Available from <https://apps.who.int/iris/handle/10665/252161>

Source: Healthy Start Standards & Guidelines. (2019). Chapter 6: Healthy Start Services Psycho-social Counselling, P116 Available from <https://www.health.gov.au/resources/publications/healthy-start-standards-guidelines-chapter6-2019-revised-3016.pdf>

- What anxiety or depression is, expected course and outcome?
- Anxiety or depression is very common and it does not mean that the person is lazy or weak.
- Other people may not understand depression because they cannot see it and they may say negative things to you (e.g. under effect of witchcraft).
- People with anxiety or depression often have negative thoughts about their life and their future, likely to improve once they receive counselling.
- Person needs specialist mental health services explain him/her the reasons why this would be done and how it might be helpful for person.

- Activities e.g. cooking, sewing, gardening etc.
- Problem-solving techniques
- Relaxation activities, such as watching TV, listening to music, reading story book, praying etc.
- Seeking support from friends/family members
- Use religion- (e.g. have trust on Allah)
- Inspiring phrases (e.g. hope for the best)

Source: World Health Organization. (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing) Module: Depression, p161-162. Available from <https://apps.who.int/iris/handle/10665/252161>

Source: Healthy Start Standards & Guidelines. (2019). Chapter 6: Healthy Start Services Psycho-social Counselling, P116 Available from <https://www.health.gov.au/resources/publications/healthy-start-standards-guidelines-chapter6-2019-revised-3016.pdf>

- Discussing activities and tasks to give a routine and structure to day
- Slowly start to engage in themselves again.
- Discuss the activities that they used to enjoy and how to re-engage with them.
- Encourage person seeking help
 - to spend time with trusted friends and family members
 - community and other social activities such as religious gathering
 - exercise regularly even walk



Source: World Health Organization. (2017). mhGAP training manual for the mhGAP intervention guide for mental, neurological and substance use disorders in non-specialized health settings, version 2.0 (for field testing) Module: Depression, p161-162. Available from <https://apps.who.int/iris/handle/10665/252161>

Source: Healthy Start Standards & Guidelines. (2019). Chapter 6: Healthy Start Services Psycho-social Counselling, P116 Available from <https://www.health.gov.au/resources/publications/healthy-start-standards-guidelines-chapter6-2019-revised-3016.pdf>

Discussions

Group discussion between facilitators and participants during the training session



Role play to demonstrate good psychosocial counselling and communication skills



Certificate Distribution



Prof. Fauziah Rabbani and Dr. Insaf Ahmed Magsi presenting certificates to participants.



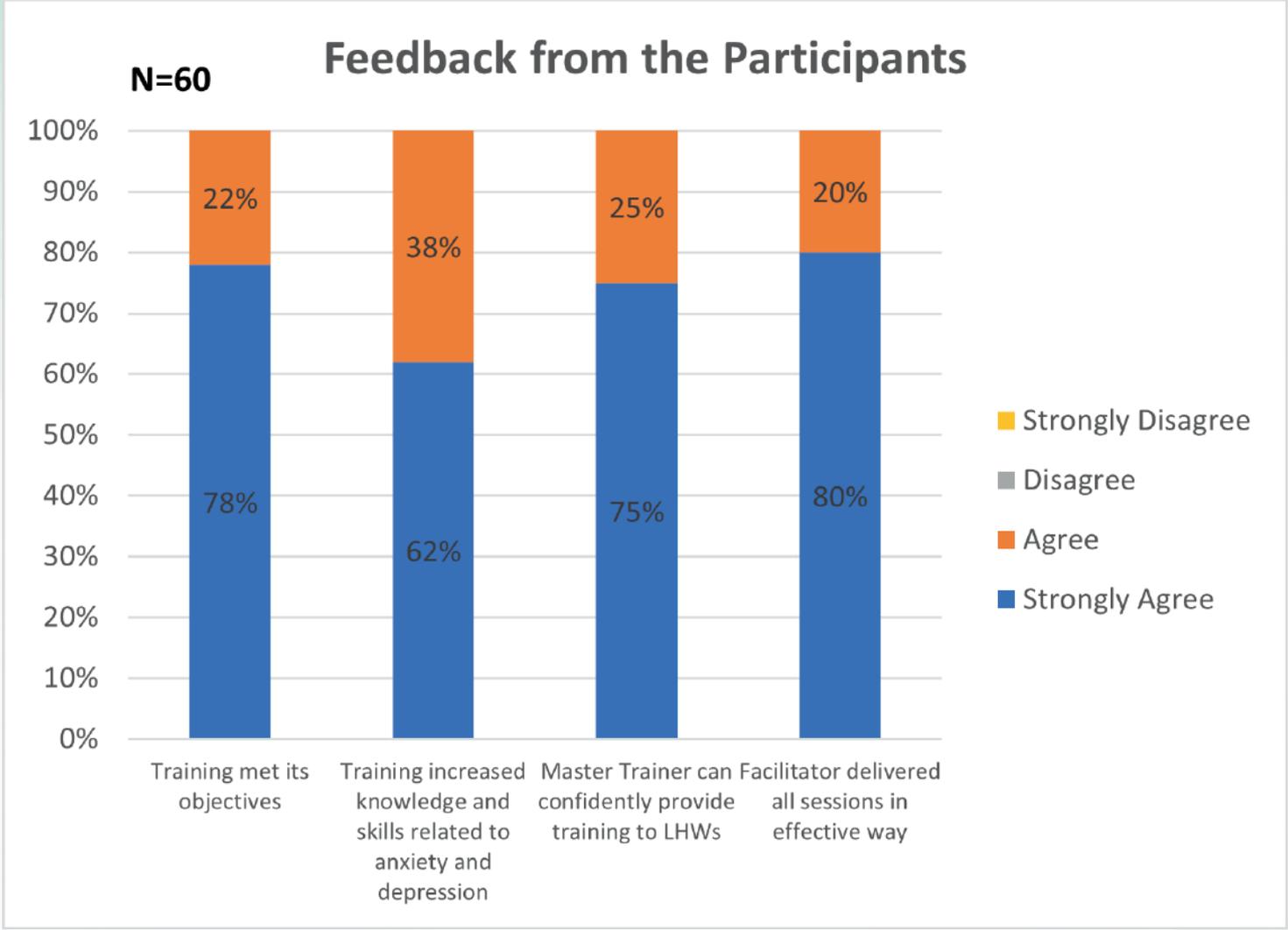
Prof. Fauziah Rabbani, Dr. Farhana Memon and Dr. Khalid Memon presenting certificates to participants.



Closing Ceremony: Group photos of both batches



Participants Evaluate the Training



Role Play Scenarios

Characters:

- One participant will play the role of LHW (Named as Rubina)
- Other participants will play the role of a community participant experiencing symptoms of post-partum depression (Named as Anum)

Situation:

- Anum is a 28-year-old lady.
- One month back she gave birth to her first child after 4 years of marriage.
- Looking pale and lethargic.
- Rubina is on her routine visit and enters Anum's house.

Detailed script

Rubina: ASA, how are you today?

Anum: WAS, I'm not feeling very well. I'm feeling sad and anxious all the time.

Rubina: I'm sorry to hear that. Can you tell me a little more about how you're feeling?

Anum: Ever since my baby was born, I've been feeling really overwhelmed and exhausted. I cry a lot and I can't seem to get motivated to do anything.

Rubina: It sounds like you may be experiencing postpartum depression.

Anum: (Anxious inquiry) What is postpartum depression?

Rubina: It's a common condition that affects many new mothers. You're not alone, and there is help available.

Anum: Really? I didn't know that. What are the symptoms of post-partum depression?

Rubina: The symptoms of postpartum depression can vary from woman to woman, but some common symptoms include feeling sad, hopeless, or overwhelmed; loss of interest in things you used to enjoy; trouble sleeping or sleeping too much; feeling tired or lacking energy; feeling irritable or anxious; having trouble bonding with your baby; and having thoughts of harming yourself or your baby.

Anum: I see. I have been feeling many of those symptoms.

Rubina: Yes, postpartum depression is a real and treatable condition. It's important to seek help because it can get worse if left untreated.

Anum: What kind of help is available?

Rubina: There are many kinds of treatments available, such as counseling therapy, and medication. I can also help you develop coping strategies to manage your symptoms and improve your overall well-being.

Anum: That sounds good. But I don't have much money, will it cost a lot?

Rubina: No, there are many low-cost or free options available. (Provide counseling)

Anum: Thank you so much for your help. I'm so relieved to know that I'm not alone and that you will help me.

Rubina: Of course, that's what I'm here for. It takes courage to ask for help, and you're taking an important step in your recovery. I'm here to support you every step of the way.

Certificate of Participation



Pakistan Institute of
Living and Learning
(PILL)



آغا خان یونیورسٹی
THE AGA KHAN UNIVERSITY

Department of Community Health Sciences (CHS) & Brain and Mind Institute
(BMI)



Health Department
Government of Sindh

Certificate of Participation

Improving Mental Health Literacy of Lady Health Workers

A Cascade Provincial Scale up Training for Government of Sindh Master Trainers based on mPareshan Project

Jointly offered by Aga Khan University and Pakistan Institute of Living and Learning (PILL) in collaboration with Directorate General Health Services Sindh

19th - 22nd June 2023

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Professor & Chair
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Professor of Psychiatry & Chief Executive
Officer, Pakistan Institute of Living &
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Dr. Zul Merali

Professor & Founding Director
Brain and Mind Institute, Aga Khan
University, Karachi

Dr. Insaf Ahmed Magsi

Deputy Director General (RMNCH)
DGHSS @ Hyderabad

For you

Following



Qasim Soomro and 4 others



Health and Population Welfare... · 6d

One of the impacts of partnership with [@AKUGlobal](#) has been project mPareshan in collaboration with Pakistan Institute of Living & Learning that has trained 35 master trainers from 32 districts which will improve mental health literacy of LHWs in counselling skills [#SindhHealth](#)



You and 6 others



List of Participants

S.No.	Name	Designation
1	Dr. M Khalid Memon	Additional Director-I
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8	Dr. Shahid Ali	ADHO CDC
9	Dr. Kashif Khanzada	Deputy Director(HRD)
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11	Dr. Shahgufta Imdad	DDHO (RMNCH)
12	Dr. Zaibunisa	ADHO
13	Sobia Fatima	Women Medical Officer
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17	Dr. Kanwal Talpur	ADHO Mirpurkhas
18	Dr. Amina Birohi	DDHO(RMNCH) SBA
19	Dr. Ramz Abbasi	ADHO(RMNCH) N.F
20	Dr. Hina Sheikh	DDHO(RMNCH)
21	Dr. Lubna Naheed	Women Medical Officer

22	Dr. Anil kumar	DDHO
23	Dr. Abdullah Mehar	Medical Officer
24	Dr. Ahsan Usman	Medical Officer
25	Dr. Sajid Ali Laghari	ADHO CDC DADU
26	Dr. Benazir	DDHO(RMNCH)
27	Dr. Shahana	DDHO(RMNCH)
28	Dr. Monika	DDHO(RMNCH)
29	Dr. Nayab Gul	ADHO(RMNCH)
30	Dr. Aneela	Sr.Women Medical Officer
31	Dr. Rehana Yasmin	DDHO(RMNCH)
32	Dr. Mariyam	CWMO
33	Miss. Samia Jamal	Manager
34	Dr. Namia Sheikh	DDHO(RMNCH)Malir
35	Dr. Hina Qasim	Women Medical Officer
36	Dr. Chandra	DDHO
37	Dr. Syed Aktar Hussain	DHO Larkana
38	Dr. Rasheeda Balooch	Women Medical Officer
39	Dr. Abida Parveen	DDHO(RMNCH)
40	Dr. Shumaila Arain	Senior Women Medical Officer
41	Dr. Anila Noor	DDHO(RMNCH)
42	Miss. Sana Zehar	FP Advory Officer Jpeigo

43	Dr. Faizan Wajid	DDHO(RMNCH)
44	Dr. Imran Rasool	DDHO(RMNCH)
45	Dr. Aftab Faheem	Town Health Officer
46	Dr. Mehtab Ahmed	DHO Kashmore
47	Dr. Tarique	DHO Karachi West
48	Dr. M. Riaz Manig	sr.Medical Officer
49	Dr. Mumtaz Chandio	DDHO(RMNCH)Badin
50	Dr. Sindhu khuwaja	ADHO RMNCH
51	Dr. Pir Manzoor	DDHO (RMNCH) Jamshoro
52	Dr. Bhangwan Dhas	DDHO(RMNCH) Tharparker
53	Dr. Dileep Nandani	Medical Officer DHQ Mithi
54	Dr. Muneer Ahmed	DDHO(RMNCH) Jamshoro
55	Dr. Sumaira Jahtial	ADHO Kashmore

Remembering Shaheed Mohtarma Benazir Bhutto on her 70th Birthday

