



# Access to Quality Healthcare Services for Patients with Mental Disorders in Kigali City Hospitals: A Mixed-Methods Study in Rwanda,

Access to Quality  
Healthcare Services for

DOI  
[10.5281/zenodo.18912915](https://doi.org/10.5281/zenodo.18912915)

37

**Nathalie Mukangizwa**

*University of Rwanda*

Correspondence: [nmukangizwa@gmail.com](mailto:nmukangizwa@gmail.com)

---

Received 20 May 2010

Accepted 01 July 2010

## Abstract

This study examines access to quality healthcare services for patients with mental disorders in Kigali City Hospitals, focusing on Rwanda's healthcare system and its outcomes. This mixed-methods study employs a combination of qualitative interviews ( $n=50$ ) and quantitative surveys ( $n=200$ ), conducted among patients with mental disorders and healthcare providers. Data collection was facilitated through structured questionnaires and semi-structured interviews, complemented by secondary data from hospital records. The analysis reveals that while there is significant improvement in patient access to mental health services, disparities exist across hospitals regarding the quality of care provided, particularly concerning medication adherence and psychological interventions. Findings indicate a need for standardised protocols and continuous professional development programmes for healthcare providers, as well as increased investment in mental health infrastructure to enhance service delivery and outcomes. Recommendations include implementing comprehensive training curricula for medical staff, advocating for policy changes at the national level, and establishing partnerships between hospitals to share best practices and resources. mental health services, quality healthcare, patient access, Kigali City Hospitals, mixed-methods study

**Keywords:** *Geographic, Healthcare System, Mental Health, Qualitative Research, Quantitative Analysis, Community-Based Intervention, Outcome Evaluation*

## ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

**Email:** [info@parj.africa](mailto:info@parj.africa)

Request your copy of the full paper today!

## SUBMIT YOUR RESEARCH

**Are you a researcher in Africa? We welcome your submissions!**

Join our community of African scholars and share your groundbreaking work.

**Submit at:** [app.parj.africa](http://app.parj.africa)



Scan to visit [app.parj.africa](http://app.parj.africa)

**Open Access Scholarship from PARJ**

Empowering African Research | Advancing Global Knowledge