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Supplementary materials

Table A1: Model to test the linearity assumption of the effectiveness variable (all responses)

	Genpop	HCP	SU
Waiting time	0.192*** (0.000)	0.198*** (0.001)	0.177** (0.011)
Ease of access	0.510*** (0.000)	0.383*** (0.000)	0.402*** (0.000)
Person centred care	0.250*** (0.000)	0.413*** (0.000)	0.187*** (0.005)
Coordinated approach	0.593*** (0.000)	0.676*** (0.000)	0.439*** (0.000)
Continuity	0.353*** (0.000)	0.375*** (0.000)	0.388*** (0.000)
Communication	0.378*** (0.000)	0.618*** (0.000)	0.508*** (0.000)
Treated as a person	0.510*** (0.000)	0.748*** (0.000)	0.689*** (0.000)
Recovery focus	0.289*** (0.000)	0.520*** (0.000)	0.243*** (0.000)
Inappropriate discharge	0.404*** (0.000)	0.480*** (0.000)	0.403*** (0.000)
Quality of life 50	0.980*** (0.000)	0.925*** (0.000)	0.793*** (0.000)
Quality of life 80	1.725*** (0.000)	1.776*** (0.000)	1.262*** (0.000)
Observations	16,288	8,160	5,296
Log likelihood	-4101	-1978	-1439
Rho-squared	0.273	0.300	0.216

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A2: Robustness checks of the linearity assumption of the effectiveness variable - excluding respondents who failed the practice question or dominance question

	Excluding respondents who answered practice question incorrectly			Excluding respondents who answered dominance question incorrectly		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.223*** (0.000)	0.216*** (0.001)	0.263*** (0.001)	0.223*** (0.000)	0.217*** (0.001)	0.222*** (0.003)
Ease of access	0.538*** (0.000)	0.398*** (0.000)	0.453*** (0.000)	0.580*** (0.000)	0.401*** (0.000)	0.474*** (0.000)
Person centred care	0.297*** (0.000)	0.438*** (0.000)	0.265*** (0.000)	0.308*** (0.000)	0.451*** (0.000)	0.241*** (0.001)
Coordinated approach	0.645*** (0.000)	0.690*** (0.000)	0.514*** (0.000)	0.669*** (0.000)	0.694*** (0.000)	0.486*** (0.000)
Continuity	0.422*** (0.000)	0.406*** (0.000)	0.492*** (0.000)	0.435*** (0.000)	0.425*** (0.000)	0.471*** (0.000)
Communication	0.432*** (0.000)	0.621*** (0.000)	0.591*** (0.000)	0.451*** (0.000)	0.635*** (0.000)	0.568*** (0.000)
Treated as a person	0.591*** (0.000)	0.761*** (0.000)	0.831*** (0.000)	0.581*** (0.000)	0.779*** (0.000)	0.768*** (0.000)
Recovery focus	0.359*** (0.000)	0.546*** (0.000)	0.313*** (0.000)	0.342*** (0.000)	0.540*** (0.000)	0.286*** (0.000)
Inappropriate discharge	0.449*** (0.000)	0.499*** (0.000)	0.443*** (0.000)	0.461*** (0.000)	0.497*** (0.000)	0.444*** (0.000)
Quality of life 50	1.076*** (0.000)	0.945*** (0.000)	0.955*** (0.000)	1.093*** (0.000)	0.931*** (0.000)	0.918*** (0.000)
Quality of life 80	1.924*** (0.000)	1.828*** (0.000)	1.509*** (0.000)	1.935*** (0.000)	1.813*** (0.000)	1.452*** (0.000)
Observations	15,168	8,064	4,912	15,008	7,904	5,040
Log likelihood	-3622	-1932	-1245	-3558	-1894	-1300
Rho-squared	0.311	0.309	0.269	0.316	0.309	0.256

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A3: Robustness checks of the linearity assumption of the effectiveness variable - excluding respondents who found the DCE questions difficult to answer or difficult to understand

	Excluding respondents who found DCE questions difficult to answer			Excluding respondents who found DCE questions difficult to understand		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.178*** (0.000)	0.116 (0.263)	0.062 (0.533)	0.210*** (0.000)	0.168* (0.053)	0.115 (0.213)
Ease of access	0.526*** (0.000)	0.439*** (0.000)	0.450*** (0.000)	0.538*** (0.000)	0.430*** (0.000)	0.333*** (0.000)
Person centred care	0.262*** (0.000)	0.306*** (0.002)	0.073 (0.437)	0.278*** (0.000)	0.500*** (0.000)	0.186** (0.032)
Coordinated approach	0.613*** (0.000)	0.561*** (0.000)	0.482*** (0.000)	0.617*** (0.000)	0.653*** (0.000)	0.476*** (0.000)
Continuity	0.337*** (0.000)	0.446*** (0.000)	0.262*** (0.004)	0.359*** (0.000)	0.532*** (0.000)	0.409*** (0.000)
Communication	0.365*** (0.000)	0.540*** (0.000)	0.565*** (0.000)	0.410*** (0.000)	0.608*** (0.000)	0.612*** (0.000)
Treated as a person	0.520*** (0.000)	0.655*** (0.000)	0.701*** (0.000)	0.561*** (0.000)	0.762*** (0.000)	0.657*** (0.000)
Recovery focus	0.291*** (0.000)	0.450*** (0.000)	0.229** (0.010)	0.316*** (0.000)	0.491*** (0.000)	0.320*** (0.000)
Inappropriate discharge	0.409*** (0.000)	0.360*** (0.000)	0.400*** (0.000)	0.439*** (0.000)	0.450*** (0.000)	0.452*** (0.000)
Quality of life 50	1.033*** (0.000)	1.077*** (0.000)	0.815*** (0.000)	1.033*** (0.000)	1.010*** (0.000)	0.826*** (0.000)
Quality of life 80	1.857*** (0.000)	2.079*** (0.000)	1.326*** (0.000)	1.827*** (0.000)	1.969*** (0.000)	1.380*** (0.000)
Observations	12,032	3,168	2,656	13,616	4,528	3,136
Log likelihood	-2940	-734.8	-707.1	-3328	-1060	-828.7
Rho-squared	0.295	0.331	0.232	0.295	0.325	0.237

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A4: Robustness checks of the standard model - excluding respondents who failed the practice question or dominance question

	Excluding respondents who answered practice question incorrectly			Excluding respondents who answered dominance question incorrectly		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.210*** (0.000)	0.214*** (0.001)	0.241*** (0.002)	0.207*** (0.000)	0.216*** (0.001)	0.201*** (0.006)
Ease of access	0.545*** (0.000)	0.401*** (0.000)	0.469*** (0.000)	0.587*** (0.000)	0.403*** (0.000)	0.488*** (0.000)
Person centred care	0.308*** (0.000)	0.441*** (0.000)	0.285*** (0.000)	0.320*** (0.000)	0.453*** (0.000)	0.259*** (0.000)
Coordinated approach	0.643*** (0.000)	0.690*** (0.000)	0.511*** (0.000)	0.666*** (0.000)	0.695*** (0.000)	0.484*** (0.000)
Continuity	0.417*** (0.000)	0.404*** (0.000)	0.482*** (0.000)	0.429*** (0.000)	0.424*** (0.000)	0.463*** (0.000)
Communication	0.439*** (0.000)	0.624*** (0.000)	0.591*** (0.000)	0.459*** (0.000)	0.637*** (0.000)	0.568*** (0.000)
Treated as a person	0.589*** (0.000)	0.760*** (0.000)	0.816*** (0.000)	0.579*** (0.000)	0.778*** (0.000)	0.754*** (0.000)
Recovery focus	0.370*** (0.000)	0.549*** (0.000)	0.327*** (0.000)	0.355*** (0.000)	0.543*** (0.000)	0.298*** (0.000)
Inappropriate discharge	0.447*** (0.000)	0.498*** (0.000)	0.427*** (0.000)	0.459*** (0.000)	0.496*** (0.000)	0.429*** (0.000)
Quality of life	3.214*** (0.000)	3.051*** (0.000)	2.522*** (0.000)	3.233*** (0.000)	3.024*** (0.000)	2.429*** (0.000)
Observations	15,168	8,064	4,912	15,008	7,904	5,040
Log likelihood	-3627	-1932	-1250	-3564	-1894	-1305
Rho-squared	0.310	0.309	0.266	0.315	0.309	0.253

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A5: Marginal rates of substitution excluding respondents who failed the practice question or dominance question

	Excluding respondents who answered practice question incorrectly			Excluding respondents who answered dominance question incorrectly		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.065 (0.014)	0.070 (0.020)	0.096 (0.030)	0.064 (0.014)	0.071 (0.021)	0.083 (0.030)
Ease of access	0.170 (0.013)	0.131 (0.019)	0.186 (0.028)	0.182 (0.013)	0.133 (0.019)	0.201 (0.029)
Person centred care	0.096 (0.013)	0.145 (0.019)	0.113 (0.028)	0.099 (0.013)	0.150 (0.019)	0.106 (0.028)
Coordinated approach	0.200 (0.012)	0.226 (0.017)	0.202 (0.025)	0.206 (0.012)	0.230 (0.017)	0.199 (0.025)
Continuity	0.130 (0.013)	0.132 (0.019)	0.191 (0.028)	0.133 (0.013)	0.140 (0.019)	0.191 (0.028)
Communication	0.137 (0.013)	0.204 (0.018)	0.234 (0.028)	0.142 (0.013)	0.211 (0.019)	0.234 (0.029)
Treated as a person	0.183 (0.012)	0.249 (0.018)	0.323 (0.028)	0.179 (0.012)	0.257 (0.018)	0.311 (0.028)
Recovery focus	0.115 (0.012)	0.180 (0.018)	0.130 (0.027)	0.110 (0.012)	0.179 (0.018)	0.123 (0.027)
Inappropriate discharge	0.139 (0.013)	0.163 (0.020)	0.169 (0.030)	0.142 (0.013)	0.164 (0.020)	0.177 (0.030)

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A6: Robustness checks of the standard model - excluding respondents who found the DCE questions difficult to answer or difficult to understand

	Excluding respondents who found DCE questions difficult to answer			Excluding respondents who found DCE questions difficult to understand		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.167*** (0.001)	0.112 (0.280)	0.049 (0.617)	0.197*** (0.000)	0.165* (0.056)	0.103 (0.262)
Ease of access	0.532*** (0.000)	0.443*** (0.000)	0.461*** (0.000)	0.545*** (0.000)	0.432*** (0.000)	0.342*** (0.000)
Person centred care	0.271*** (0.000)	0.309*** (0.002)	0.079 (0.408)	0.290*** (0.000)	0.502*** (0.000)	0.196** (0.026)
Coordinated approach	0.611*** (0.000)	0.562*** (0.000)	0.484*** (0.000)	0.615*** (0.000)	0.654*** (0.000)	0.479*** (0.000)
Continuity	0.333*** (0.000)	0.446*** (0.000)	0.258*** (0.005)	0.353*** (0.000)	0.531*** (0.000)	0.407*** (0.000)
Communication	0.372*** (0.000)	0.543*** (0.000)	0.567*** (0.000)	0.417*** (0.000)	0.609*** (0.000)	0.614*** (0.000)
Treated as a person	0.519*** (0.000)	0.654*** (0.000)	0.691*** (0.000)	0.559*** (0.000)	0.761*** (0.000)	0.646*** (0.000)
Recovery focus	0.301*** (0.000)	0.452*** (0.000)	0.236*** (0.008)	0.328*** (0.000)	0.493*** (0.000)	0.327*** (0.000)
Inappropriate discharge	0.408*** (0.000)	0.358*** (0.000)	0.384*** (0.000)	0.437*** (0.000)	0.449*** (0.000)	0.442*** (0.000)
Quality of life	3.101*** (0.000)	3.469*** (0.000)	2.217*** (0.000)	3.054*** (0.000)	3.285*** (0.000)	2.307*** (0.000)
Observations	12,032	3,168	2,656	13,616	4,528	3,136
Log likelihood	-2943	-734.9	-708.9	-3333	-1060	-830.4
Rho-squared	0.294	0.331	0.230	0.294	0.325	0.236

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Table A7: Marginal rates of substitution excluding respondents who found the DCE questions difficult to answer or difficult to understand

	Excluding respondents who found DCE questions difficult to answer			Excluding respondents who found DCE questions difficult to understand		
	Genpop	HCP	SU	Genpop	HCP	SU
Waiting time	0.054 (0.016)	0.032 (0.030)	0.022 (0.044)	0.064 (0.015)	0.050 (0.026)	0.045 (0.040)
Ease of access	0.172 (0.015)	0.128 (0.027)	0.208 (0.043)	0.179 (0.014)	0.131 (0.023)	0.148 (0.037)
Person centred care	0.087 (0.016)	0.089 (0.028)	0.035 (0.043)	0.095 (0.015)	0.153 (0.024)	0.085 (0.037)
Coordinated approach	0.197 (0.013)	0.162 (0.024)	0.218 (0.038)	0.201 (0.013)	0.199 (0.021)	0.208 (0.034)
Continuity	0.107 (0.015)	0.129 (0.027)	0.117 (0.041)	0.115 (0.014)	0.162 (0.024)	0.176 (0.037)
Communication	0.120 (0.014)	0.156 (0.026)	0.256 (0.043)	0.137 (0.014)	0.185 (0.023)	0.266 (0.038)
Treated as a person	0.167 (0.014)	0.188 (0.024)	0.312 (0.042)	0.183 (0.013)	0.232 (0.022)	0.280 (0.036)
Recovery focus	0.097 (0.014)	0.130 (0.026)	0.106 (0.039)	0.107 (0.013)	0.150 (0.022)	0.142 (0.035)
Inappropriate discharge	0.132 (0.015)	0.103 (0.028)	0.173 (0.043)	0.143 (0.015)	0.137 (0.025)	0.192 (0.039)

Notes: Genpop=general population; HCP=mental healthcare professionals; SU=mental healthcare service users. P values in parentheses,*** p<0.01, ** p<0.05, * p<0.1

Table A8: Significant coefficients, with sign, for interaction effects for each main effect and mental health terms added into the standard model and estimated on a pooled sample of all respondents

	(1)	(2)	(3)	
	Consider yourself to have a mental health condition	Have accessed mental healthcare services	Sample, estimated in single model Service user	Healthcare professional
Waiting time				
Ease of access				-
Person centred care				+
Coordinated approach	-	-	-	
Continuity				
Communication			+	+
Treated as a person			+	+
Recovery focus				+
Inappropriate discharge				
Quality of life	-	-	-	

Notes: Significant with p-value $p < 0.1$. Three separate models are reported: (1) with interactions for “consider yourself to have a mental health condition”; (2) with interactions for “have accessed mental healthcare services”; (3) with interactions for service users and for healthcare professionals.

Table A8: Significant coefficients, with sign, for interaction effects for each main effect and sociodemographic characteristics added into the standard model and estimated on a pooled sample of all respondents

	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	
	Male	Married	Employed	Degree educated	High income	Home owner	Educated past min school age	Age, estimated in single model Age 45-64 Age 65+	
Waiting time	-	+			+				
Ease of access									-
Person centred care		+			+	+			
Coordinated approach		+			+	+			
Continuity	-							+	
Communication	-				+	+	+		
Treated as a person	-			+		-	+	-	
Recovery focus	-			+			+	+	
Inappropriate discharge						+			
Quality of life		+	+		+	+	+	+	+

Notes: Significant with p-value $p < 0.1$. Eight separate models are reported: (4) with interactions for male respondents; (5) with interactions for married respondents; (6) with interactions for employed respondents; (7) with interactions for respondents who have a degree; (8) with interactions for respondents with a high income; (9) with interactions for respondents who are home owners; (10) with interactions for respondents who are educated past the minimum school age; (11) with interactions for respondents aged 45-64 years and aged 65 years and above.

Table A9: Latent class model on pooled sample (all responses)

	Class 1	Class 2	Class 3
Waiting time	0.409*** (0.000)	0.092 (0.621)	0.301*** (0.000)
Ease of access	0.500*** (0.000)	1.17*** (0.000)	0.453*** (0.000)
Person centred care	0.768*** (0.000)	0.895*** (0.000)	-0.032 (0.712)
Coordinated approach	0.839*** (0.000)	1.08*** (0.000)	0.219*** (0.004)
Continuity	0.695*** (0.000)	1.08*** (0.000)	0.204*** (0.007)
Communication	0.919*** (0.000)	0.527*** (0.004)	0.171** (0.031)
Treated as a person	1.47*** (0.000)	0.591*** (0.000)	0.083 (0.347)
Recovery focus	0.949*** (0.000)	0.400** (0.032)	0.004 (0.959)
Inappropriate discharge	0.532*** (0.000)	0.974*** (0.000)	0.259*** (0.000)
Quality of life	1.96*** (0.000)	9.890*** (0.000)	0.060 (0.750)
Probability of class membership			
General population	0.353*** (0.000)	0.463*** (0.000)	0.185*** (0.000)
Service user	0.448*** (0.000)	0.310*** (0.000)	0.243*** (0.000)
Healthcare professional	0.522*** (0.000)	0.396*** (0.000)	0.082*** (0.001)

Notes: P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

The latent class models were estimated using the `lcmlogit2` Stata command (Yoo, 2020). The Bayesian

Information Criterion (BIC) narrowly favoured a 4-class model (3-class BIC=13603; 4-class BIC=13597), while the Consistent Akaike Information Criterion (CAIC) narrowly favoured a 3-class model (3-class CAIC=13639; 4-class CAIC=13646). We therefore report the more parsimonious 3-class model as our preferred specification.

Reference: Yoo, H.I. (2020) 'lcmlogit2 : an enhanced command to fit latent class conditional logit models.', *Stata Journal* 20 (2). pp. 405-425.

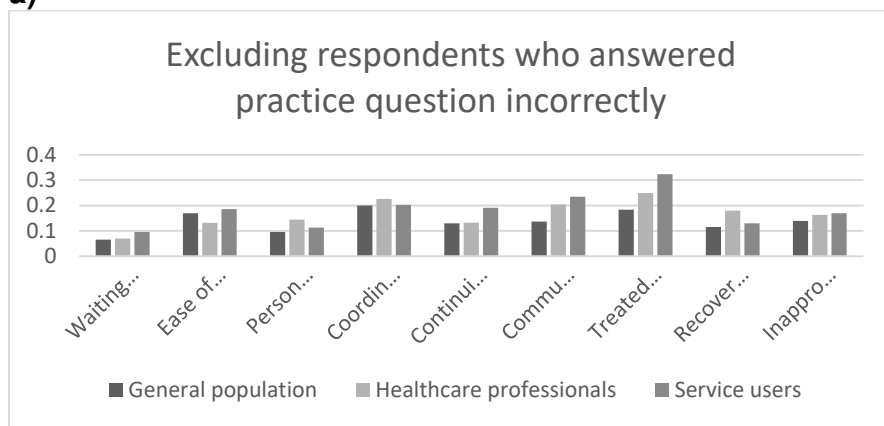
Table A10: Marginal rates of substitution for the latent class model estimated on the pooled sample (all responses)

	Class 1	Class 2	Class 3
Waiting time	0.209*** (0.000)	0.009 (0.619)	5.013 (0.751)
Ease of access	0.255*** (0.000)	0.119*** (0.000)	7.533 (0.752)
Person centred care	0.392*** (0.000)	0.091*** (0.000)	0.538 (0.837)
Coordinated approach	0.429*** (0.000)	0.109*** (0.000)	3.642 (0.744)
Continuity	0.355*** (0.000)	0.109*** (0.000)	3.387 (0.751)
Communication	0.469*** (0.000)	0.053*** (0.003)	2.848 (0.747)
Treated as a person	0.753*** (0.000)	0.060*** (0.000)	1.380 (0.747)
Recovery focus	0.485*** (0.000)	0.040** (0.022)	0.067 (0.958)
Inappropriate discharge	0.272*** (0.000)	0.098*** (0.000)	4.310 (0.748)

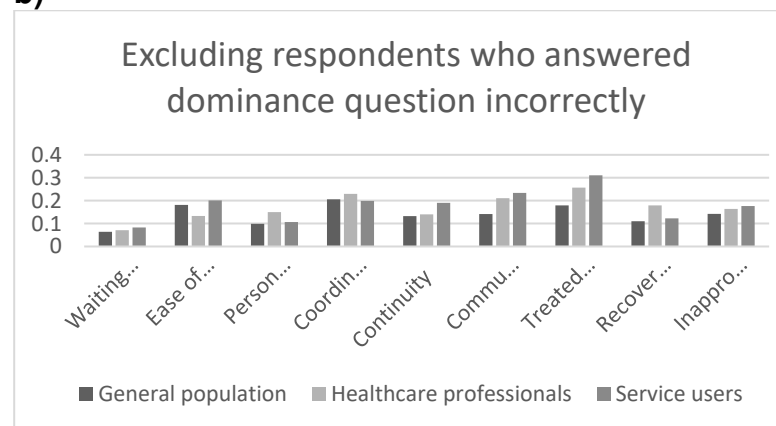
Notes: P values in parentheses, *** p<0.01, ** p<0.05, * p<0.1

Figure A1: Marginal rates of substitution excluding respondents who may not have understood or engaged with the survey

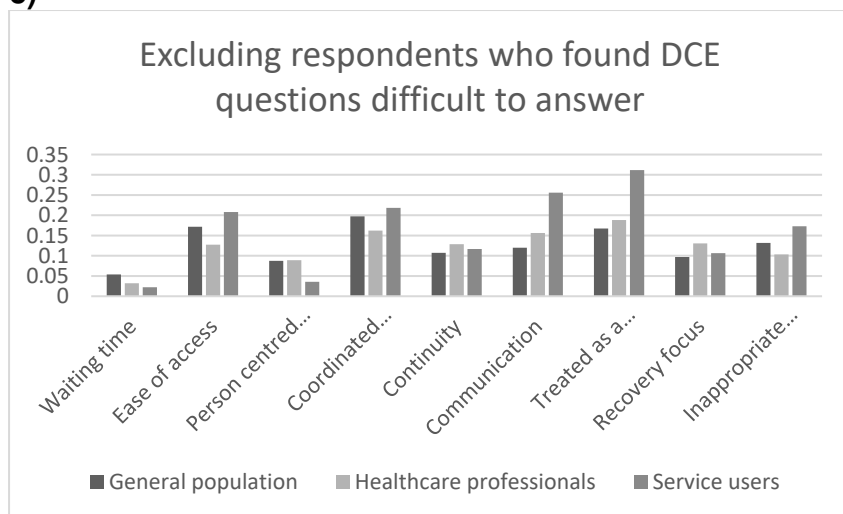
a)



b)



c)



d)

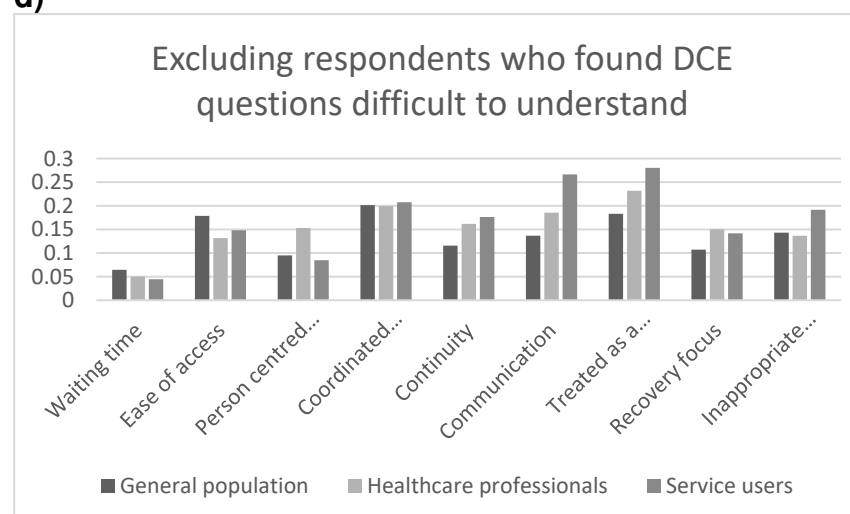
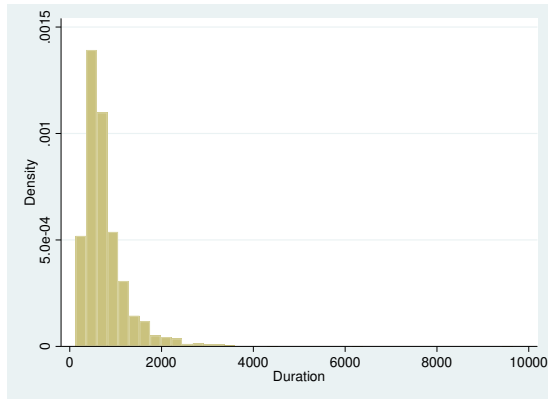
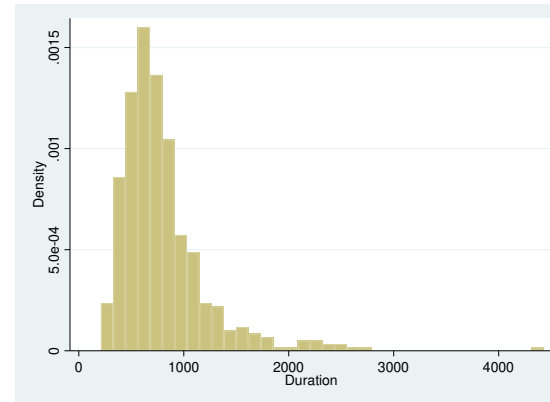


Figure A2: Histogram of time spent to complete the survey, in seconds

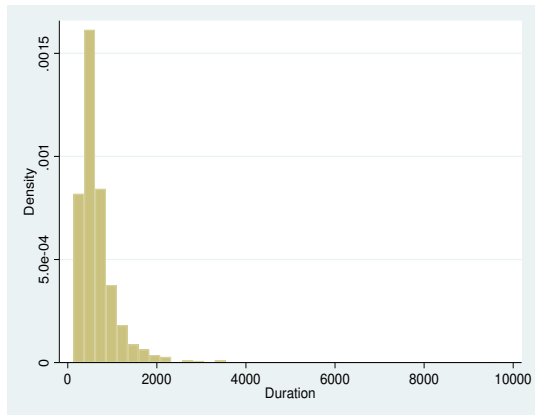
a) All respondents



c) Healthcare professionals



b) General population



d) Service users

