



Mental health-related service provision in Vienna: A multisectoral mapping study

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Background

Assessing and comparing potentially thousands of heterogenous service providers in Vienna

Types of services provided?

Target groups?

Access to services?

Integration of services?

Organisations, individual providers, group practices?

STREAMLINE service provider identification

Aim:

- Identification and mapping of providers offering services and care to persons with mental health problems and/or their carers

Scope:

- Comprehensive identification across societal sectors
- Residents of Vienna, aged 0 to 65 years

Methods

➤ Identification of service providers (Sept 2023 to Jun 2024)

- **Structured web search** (search term list)
- **Gray literature** (documents and lists by governing bodies, insurance companies, ministries,...)
- **Feedback by experts (SAB)**

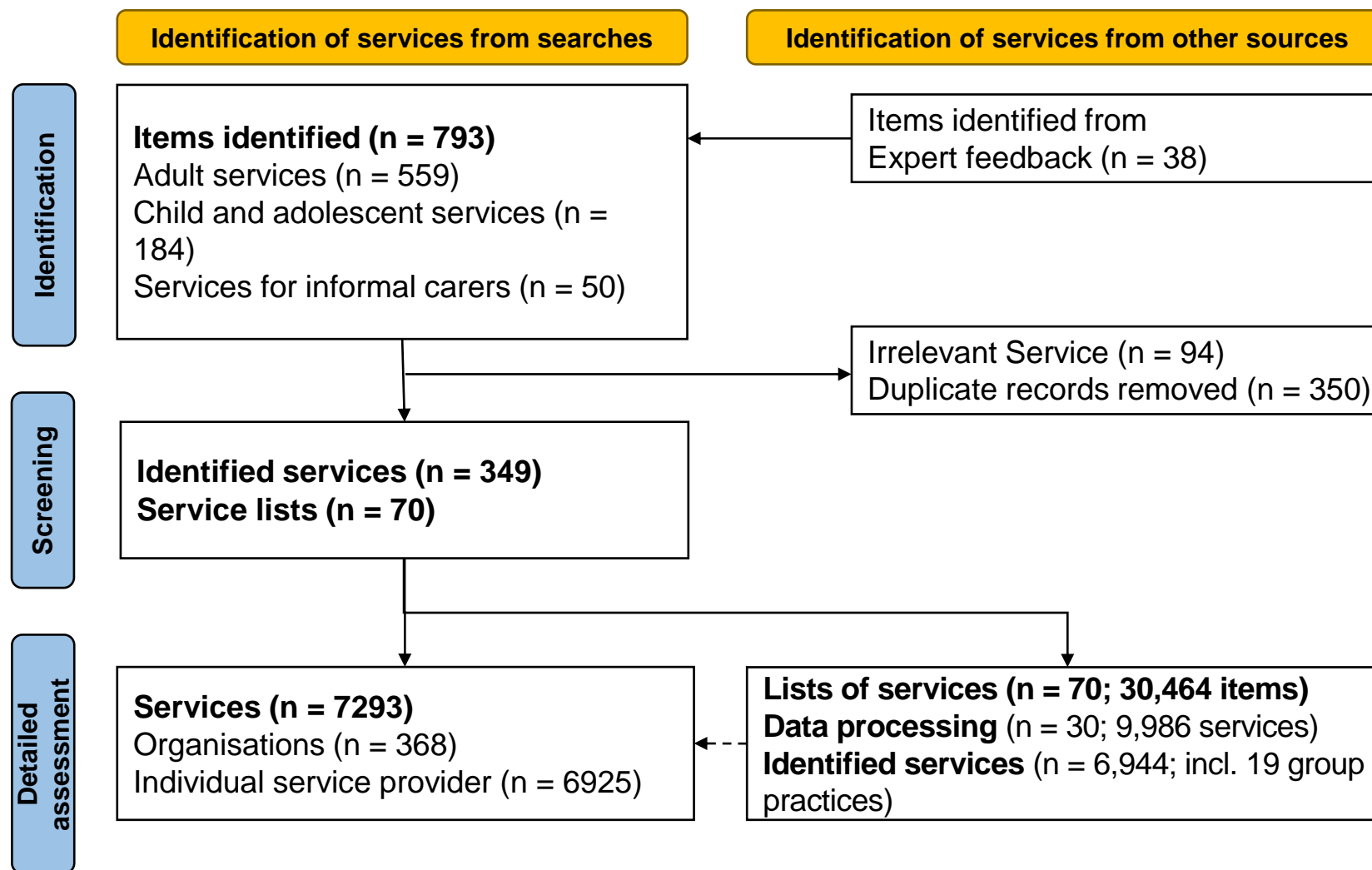
➤ Mapping (Jan to Jun 2025)

Harmonised classification and coding of services adapted to the scope of the study based on **DESDE/PECUNIA** methodology

➤ Validation (Sep 2024 to Oct 2025)

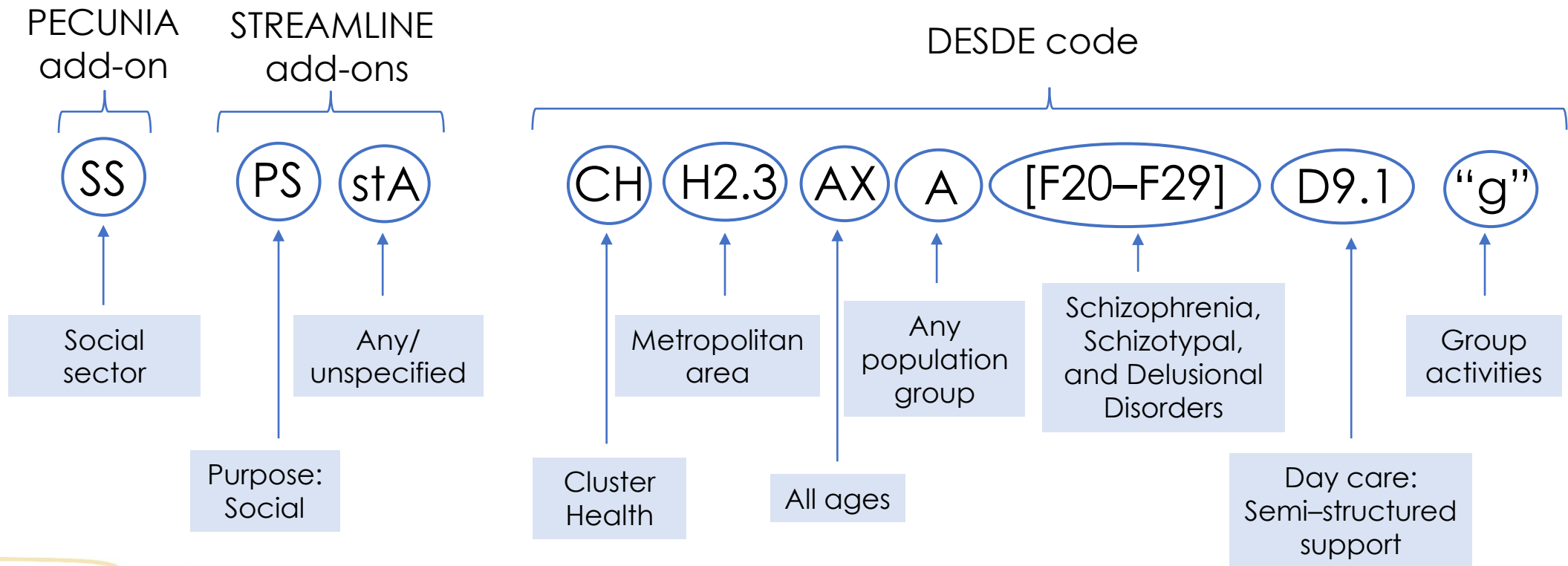
Development of a survey and **self-administered questionnaire** reflecting DESDE information and **comparison to mapping results**

Results: Service provider identification



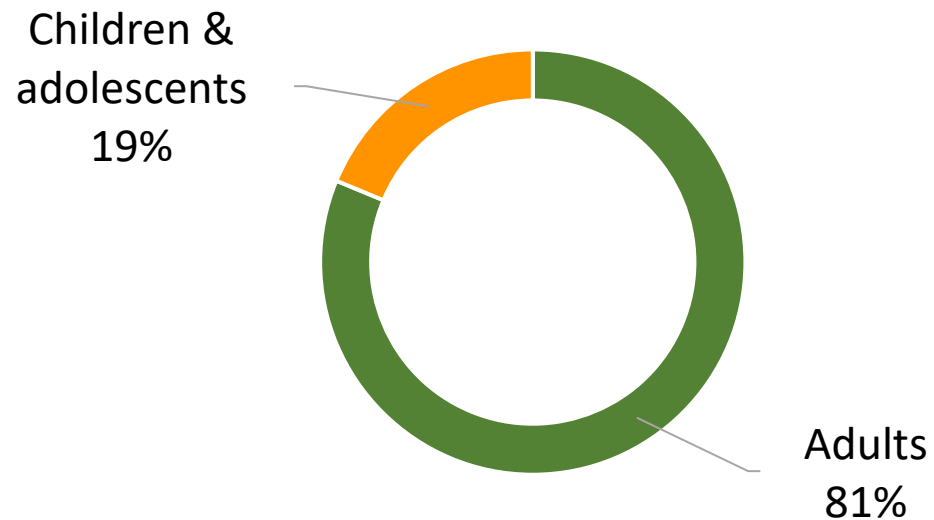
Methods: Code example

Example: social support centre with day care services offered to persons with psychotic disorders

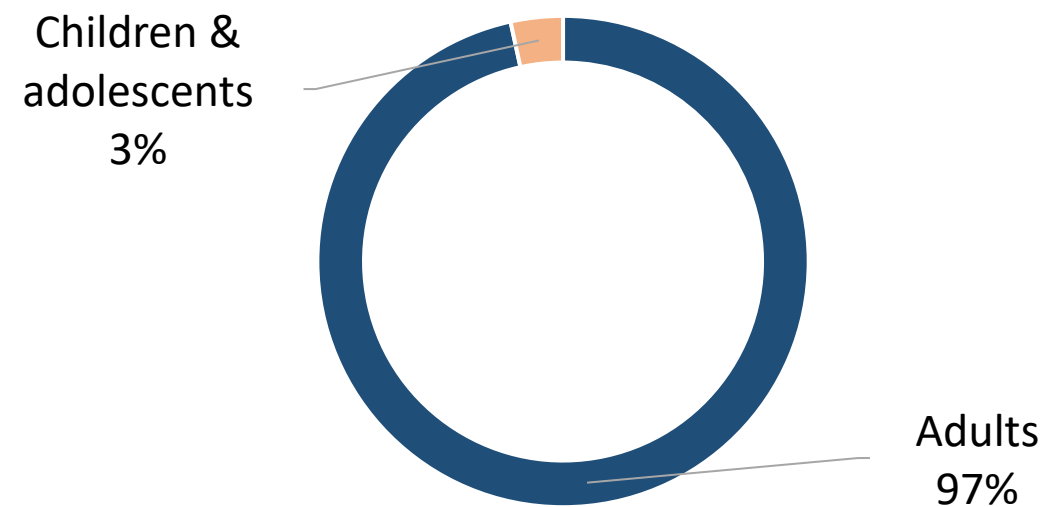


Results: Age and target groups

Provider organisations (n=368)



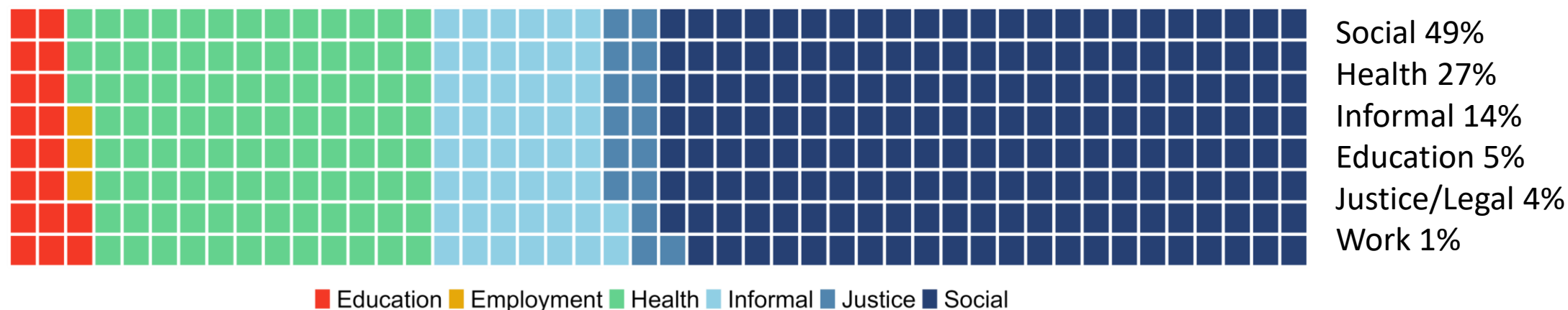
Individual providers (n=6925)



- Services for **target groups** with specific **diagnoses**: **29 % of provider organisations** and **4% of individual providers**
- **For users with specific personal characteristics** (e.g. gender, sexual orientation, migration background): **7% of organisations** and **1% of individual providers**

Results: Societal sector distribution

368 service provider organisations and the societal sectors they operate in:



6925 individual service providers: operate exclusively in the **health sector**

Results: Main type of care

Type of service offered by 368 service provider organisations in Vienna

Residential Care: 11.4 %

Day Care: 11.1 %

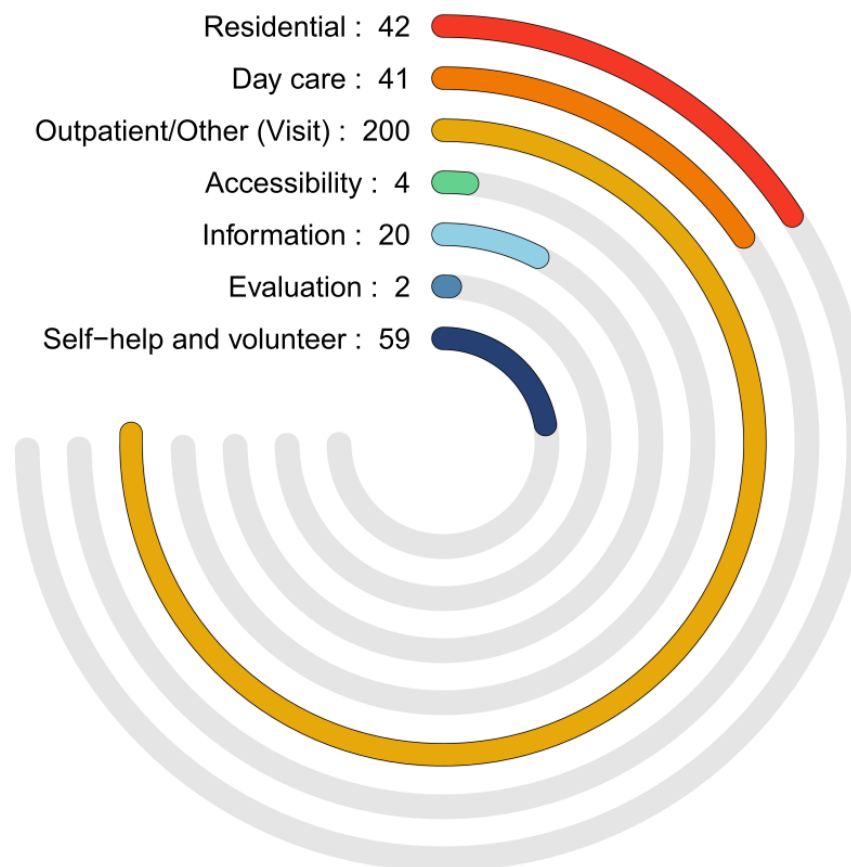
Other/Visit: 54.3 %

Accessibility: 1.1 %

Information: 5.4 %

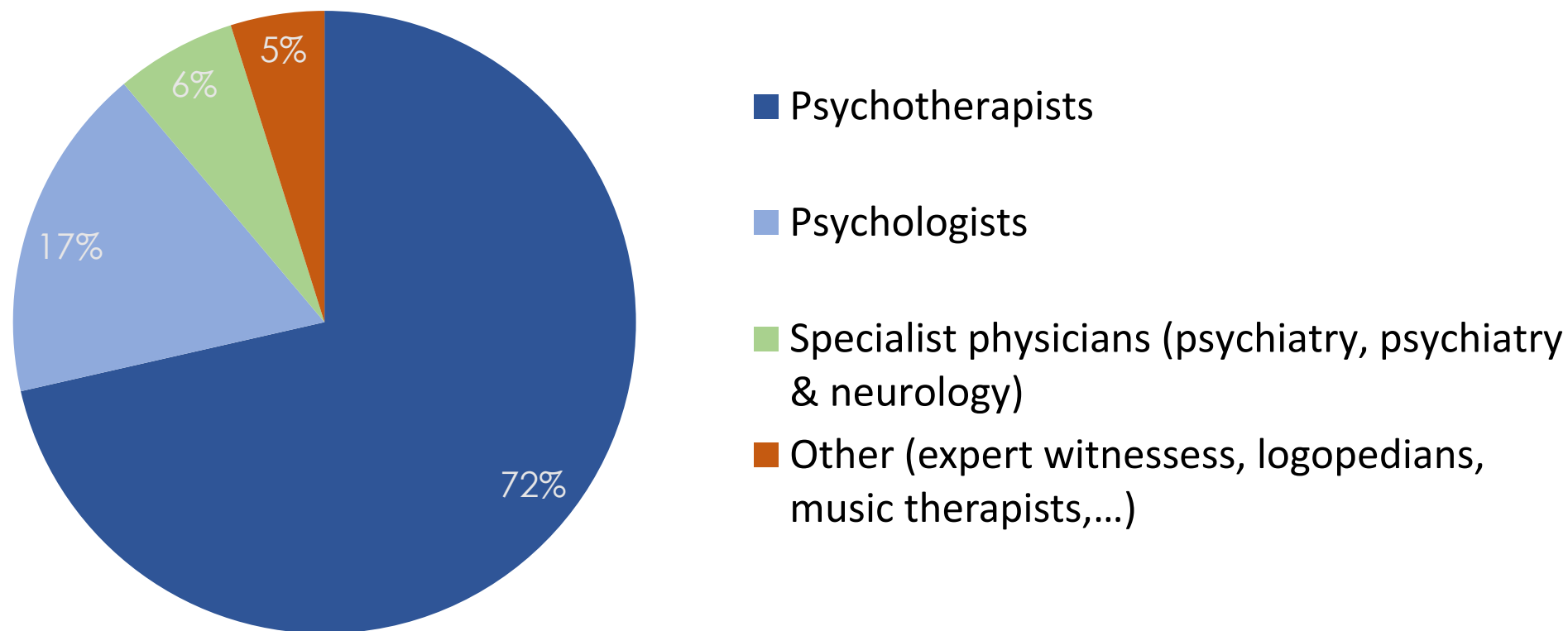
Evaluation and Testing: 0.5 %

Self-Help and Informal: 16%



Results: Individual provider types

Distribution of 6925 individual service providers by type



Results: Individual provider distribution (per 100,000 population)

Up to **50-fold variation** in density of service providers according to district (adjusted to population size)

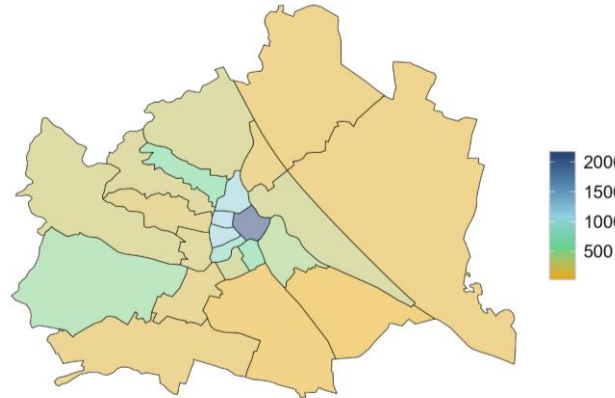
Overall density:

Highest : 1st district

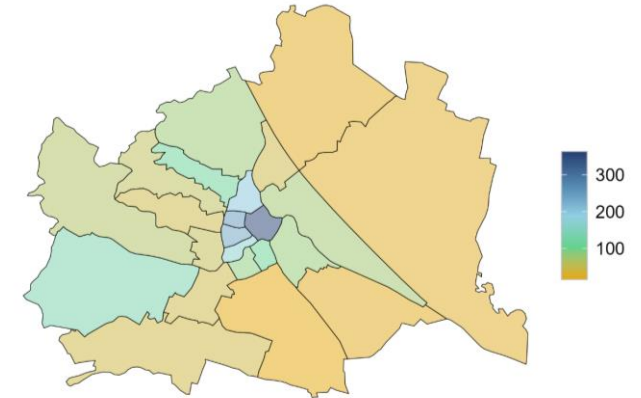
Lowest: 11th district

Contracted psychiatrists: 15,2 %

(a) Psychotherapists



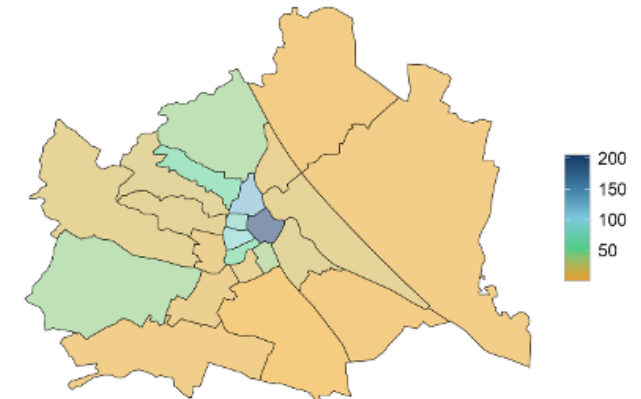
(b) Psychologists



(c) Psychiatrists (contracted)



(d) Psychiatrists (private)



Validation

Validation survey response: 6% of individual service providers and 18% of service provider organisations (basic coding information)

High overlaps for basic coding of service type (74% to 86%) and **lower overlaps for target group characteristics**, e.g. age groups (15% to 42%)

Mapping vs. survey data:

“All age groups” vs. “None/undertermined” biggest contributor to discrepancy in age group coding (individual service providers)

	Survey	AX	CX	CY	GX	NX	TA
Mapping	AX Adult	4		1	1		2
	CA Only adolescent				2		
	CC Only children			1			
	CX Child & Adolescents	1	6				1
	CY Adolescents and young adults						1
	GX All age groups		1	1	4		
	NX None/undetermined	7	1	1	20	1	3
	TO Transition from adult to old	1	1				

Conclusion

- Diverse ecosystem with 368 organisations and 6925 individual providers of mental health-related services and care in Vienna (in 2024)
- Emphasis on consultation-based services (short, direct user contact episodes)
- Relatively low number of specialised services, particularly those offered by individual service providers
- Great variation in density according to Vienna districts: higher concentration of individual service providers in more affluent areas of Vienna (inner city, western, and north-western districts)
- Discrepancies between publicly available information and data shared by providers primarily concerning target group information

Thank you! | Vielen Dank!

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