Examining Outcomes of Single Session Walk-in Therapy

Cindy Jing Fang MSW, RSW
Janet Stewart M.Ed, R.Psych
Bruce MacLaurin MSW, Ph.D. (Cand.)
Bjorn Johansson MSW, RSW
Eastside Family Centre
Why Walk-In Therapy?

• Research on Brief Therapy
• Client Motivation
• Collaborative Relationship
• Requires No Specific Theoretical Orientation
• Is Cost Efficient and Affordable
• Team Approach and Its Impact on Professional Development
Walk-In Therapy

- Client(s) completes a user friendly questionnaire
- Sessions have a 5 part sequential structure
- Include meeting for planning the session and a team consultation after 40 minutes
- Team approach 3-4 therapists plus a shift coordinator
- One-way mirror to support therapists, clients and training of students
- Psychiatric consultation 5 days a week

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Serving Children and Their Families
Since 1914
Research Conducted at EFC

- Miller and Slive (2004): Followed clients 3-5 months post their session; Majority of clients were satisfied to very satisfied with their session

- Miller (2008): Looked at presenting concerns, level of satisfaction and use of a team approach one week post session; 81.9% were satisfied to very satisfied with the session and the service received including the team approach

Past Data Collection

- Overall number of sessions
- Demographic information
- Referral source
- Presenting concerns
- Pre and post levels of distress
- Satisfaction with session(s) – SRS – Session Rating Scale
- Reasons for returning
- Critical incidents
Background of the EFC Study

• An ongoing outcomes framework was developed and pilot-tested in 2012 using existing data collected at EFC

• Data collection continues on an ongoing basis

• Study designed to:
  o Track information about the clients using the single session therapy service at Eastside
  o Better understand the characteristics of clients who using EFC
  o Examine factors that are associated with and predict short-term service outcomes
Methods

• Data collection framework was designed to use existing data collected at EFC with two new instruments
  o Clinical data reported by clients and therapists at Pre and Post session
  o Patient Health Questionnaire (PHQ-9) and Generalized Anxiety Disorder (GAD-7) are used for clients over 18 years old

• All information is entered into a spreadsheet and analyzed in SPSS
Sample

• Reporting period November 26, 2012 to October 31, 2014

• A total number of 2,641 unique clients, and 3,560 sessions were included into the study during reporting period
## Client Demographics

<table>
<thead>
<tr>
<th>Client Demographics</th>
<th>n</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Gender of 1st Adult: (n=3,494)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>2,086</td>
<td>59.7</td>
</tr>
<tr>
<td>Male</td>
<td>1,408</td>
<td>40.3</td>
</tr>
<tr>
<td>Age of 1st Adult: (n=3,473)</td>
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<td></td>
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<tr>
<td>18 to 24</td>
<td>525</td>
<td>15.1</td>
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<tr>
<td>25 to 39</td>
<td>1,486</td>
<td>42.8</td>
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<tr>
<td>40 to 59</td>
<td>1,268</td>
<td>36.5</td>
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<tr>
<td>60+</td>
<td>194</td>
<td>5.6</td>
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<tr>
<td>Quadrant: (n=3,354)</td>
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<td></td>
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<tr>
<td>NE</td>
<td>1,223</td>
<td>36.5</td>
</tr>
<tr>
<td>SE</td>
<td>963</td>
<td>28.7</td>
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<tr>
<td>NW</td>
<td>629</td>
<td>18.8</td>
</tr>
<tr>
<td>SW</td>
<td>373</td>
<td>11.1</td>
</tr>
<tr>
<td>Outside Calgary</td>
<td>166</td>
<td>4.9</td>
</tr>
</tbody>
</table>
Session Configuration

- Individual Session: 71.6%
- Couple Session: 17.9%
- Family Session: 10.5%

(n=3,558)
Child Welfare Involvement (n=3,485)

- Past Involvement: 7.7%
- Present Involvement: 10.0%
- No Involvement: 82.4%
Presenting Concerns (n=3,560)

Top 5 according to Client

- Identified Mental Health Concern: 25.6%
- Other: 14.3%
- Couple/Relationship Issues: 11.7%
- Family Relationship Issues: 4.3%
- Parent/Child Relationship Issues: 3.5%

Top 5 according to Therapist

- Identified Mental Health Concern: 20.8%
- Couple/Relationship Issues: 17.2%
- Family Relationship Issues: 9.5%
- Parent/Child Relationship Issues: 4.8%
- Situational Crisis: 4.8%
Client Mean Distress Score

Pre Distress: 6.99
Post Distress: 4.09
Distress Change: 2.90

(n=3,083)

Paired Samples T-test Pre & Post Distress: t: 66.849, p<.001
**Distress Change by Gender**

**Mean Distress Scores Male**

- Pre Distress (n=752): 6.77
- Post Distress (n=672): 4.03
- Distress Change (n=667): 2.72

**Mean Distress Scores Female**

- Pre Distress (n=1078): 7.18
- Post Distress (n=940): 4.20
- Distress Change (n=928): 2.97
PHQ Severity Categories (n=2,433)

- **Significant difference between female and male clients**
  - Male Mean: 13.990; Female Mean: 14.625; p<.050

Percentage of Clients

- None to Minimal (Score of 0 to 4): 11.0%
- Mild (Score of 5 to 14): 38.7%
- Moderate (Score of 15 to 19): 22.3%
- Severe (Score of 20 to 27): 28.0%

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Significant difference between female and male clients (Male Mean: 12.665; Female Mean: 13.412; p<.010)
Level of Satisfaction

Client Session Satisfaction

- How heard, understood, and respected client felt (n=3,105): 8.98
- Whether worked on and talked about what client wanted (n=3,104): 8.90
- How fitting therapist's approach was (n=3,101): 8.84
- Overall satisfaction with session (n=3,097): 8.54
Preliminary Findings of Factors that Predict Outcomes

• Preliminary findings identified a range of factors associated with a change in level of distress and client’s overall satisfaction as measured by Chi-Square.

• Statistically significant independent variables were then used to develop regression models.
Improvement in Distress

• Factors predictive of improvement in level of distress include cases where the client:
  • Noted someone who is most effected emotionally (Adjusted Odds Ratio: 1.856, p ≤ .05)
  • Identified their sources of strength (Adjusted Odds Ratio: 4.121, p ≤ .0001)
  • Had previous counselling (Adjusted Odds Ratio: 1.635, p ≤ .05)
  • Indicated the session went in the right direction (Adjusted Odds Ratio: 1.547, p ≤ .05)
Client Overall Satisfaction

- Factors predictive of improvement of overall client satisfaction include:
  - The session configuration (Adjusted Odds Ratio: 1.504, \( p \leq .001 \))
  - Client risk acuity (Adjusted Odds Ratio: 1.347, \( p \leq .01 \))
  - Presenting with an identified mental health concerns (Adjusted Odds Ratio: 1.491, \( \leq .001 \))
Future Direction

• Further regression analyses to determine which factors are most predictive of positive outcomes

• Implement a follow-up study with a random selection of clients to examine benefits of the walk-in single session service over time
Q & A

Cindy Jing Fang: cindyjing.fang@woodshomes.ca

Janet Stewart: janet.stewart@woodshomes.ca