



## **EMBRACE MENTAL HEALTH CENTER**

### ***CLINIC INDICATORS***

### ***REPORT 013***

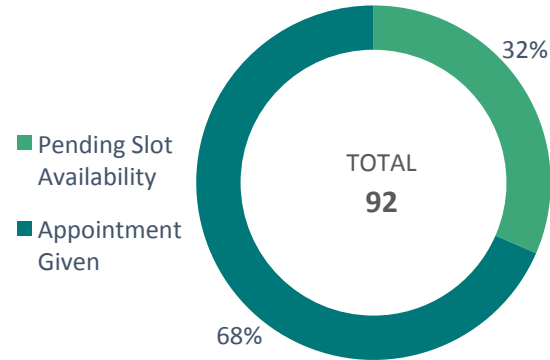
**REPORTING PERIOD**  
**AUGUST 2021**

*Disclaimer: The below numbers are meant to offer a snapshot of the activities hosted and beneficiaries served at the Embrace Mental Health Center. While information is recorded as accurately as possible, not all information is available at all times.*

## I. NEW REQUESTS FOR SERVICES

92

Every beneficiary that calls the clinic is briefly screened to better gather basic demographic information, understand the reason for which they are seeking services, and orient them accordingly. The new requests represents the number of people who called requesting EMHC services. The outcome of the new requests represents the decision taken after the information was gathered from the potential beneficiary.

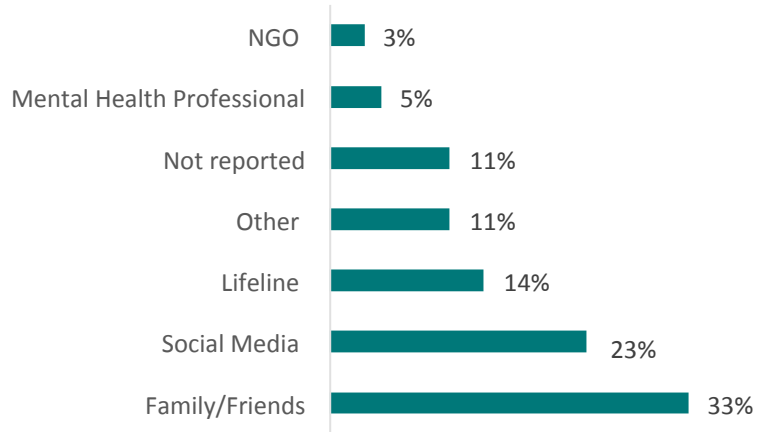


## II. REFERRAL SOURCE

The referral source represents the different ways beneficiaries were referred to or learned about the Embrace Mental Health Center.

*\*Note that the graph reflects the percentage of beneficiaries who reached out to the Embrace Mental Health Centre during the reported month, regardless of whether they received an appointment or not.*

*\*Note that mental health professionals include practitioners at Embrace*



## III. SERVICES PROVIDED

490



### INDIVIDUAL CONSULTATIONS

**Total**

**358**

- *Psychiatric Consultations:* **130**
- *Psychological Consultations:* **228**



### SOCIAL WORK CONSULTATIONS

**Total**

**63**

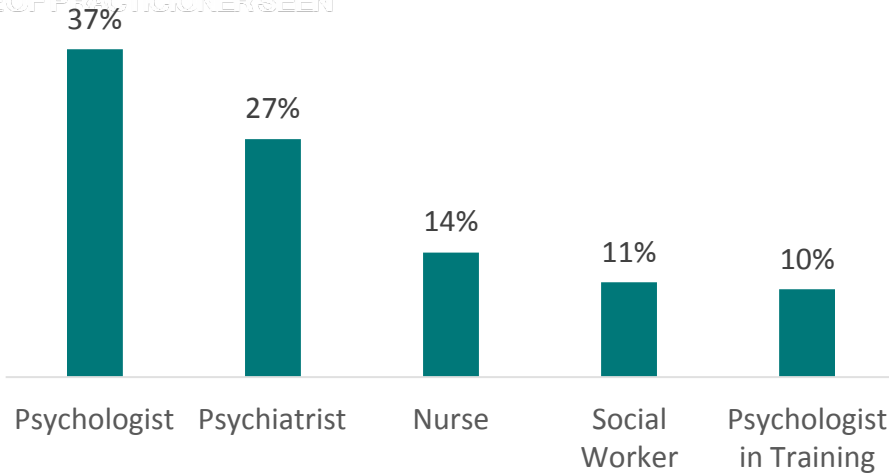


### NURSING CONSULTATIONS

**70**

IV. TYPE OF PRACTITIONER SEEN

III. TYPE OF PRACTITIONER SEEN



V. BENEFICIARIES SERVED

198

*Total*

NUMBER OF BENEFICIARIES SERVED (*first session or follow up*)

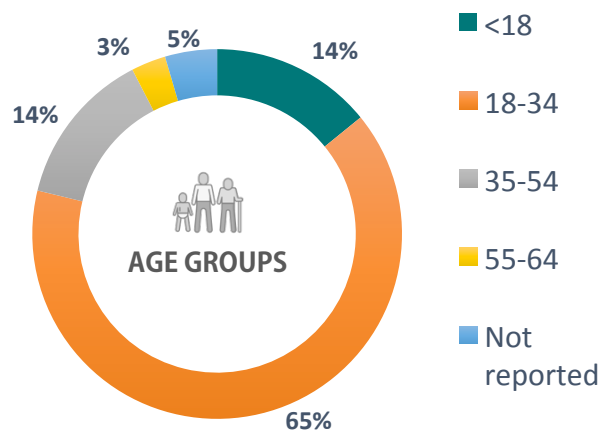
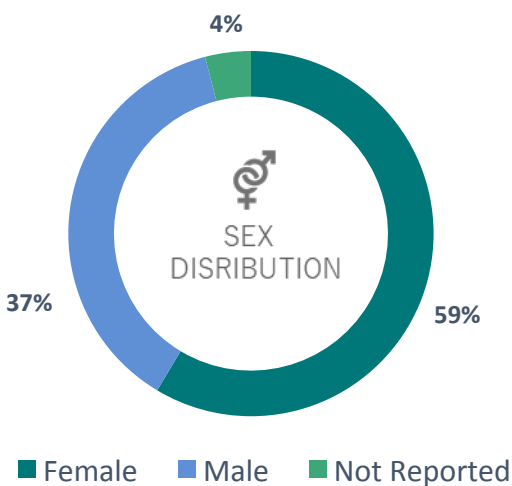
198

NUMBER OF NEW BENEFICIARIES SERVED (*those whose first session was this month*)

56

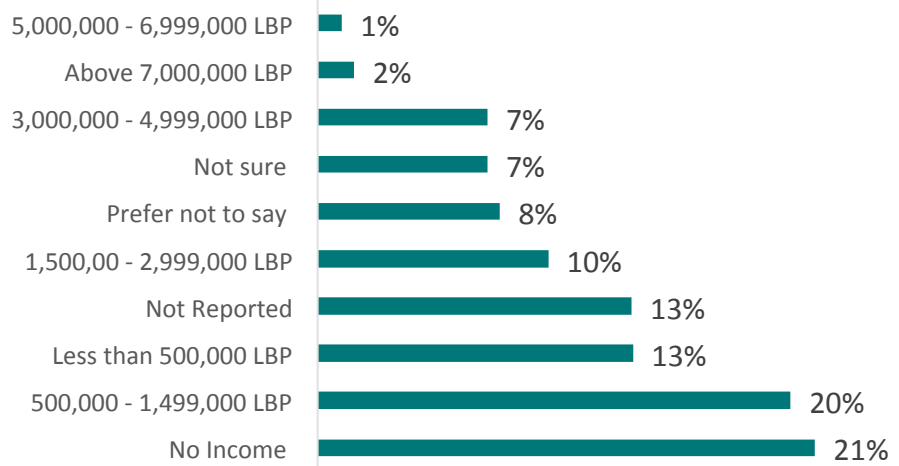
VI. BENEFICIARY DEMOGRAPHICS

The below charts present basic demographic information for the total beneficiaries served during the reporting period (n=232).

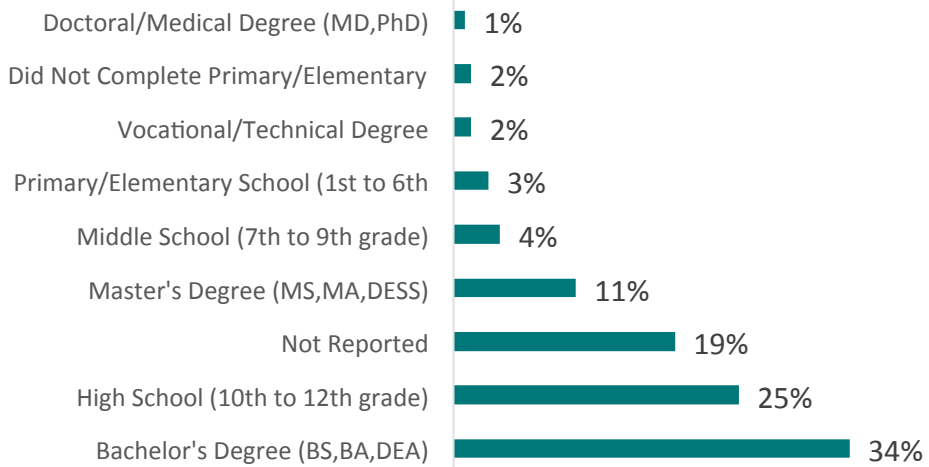


The mean age of beneficiaries was **28** years old.

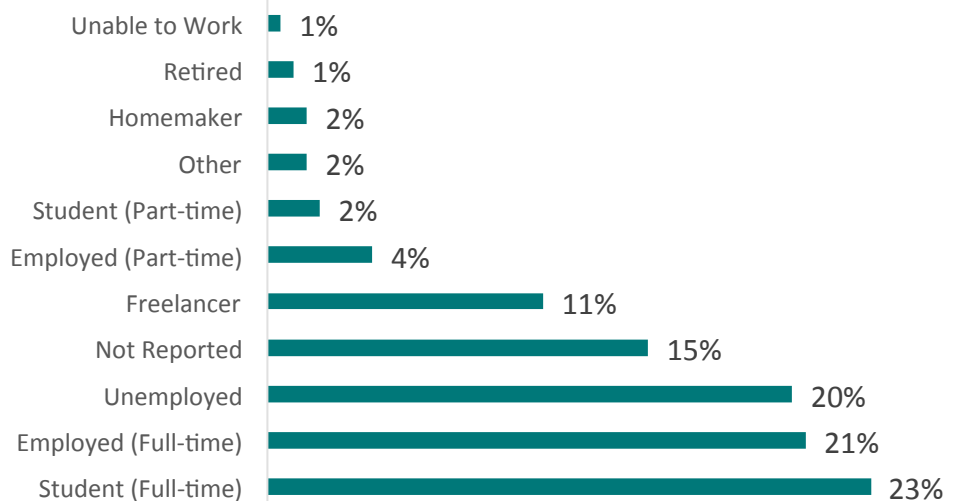
**INCOME STATUS**

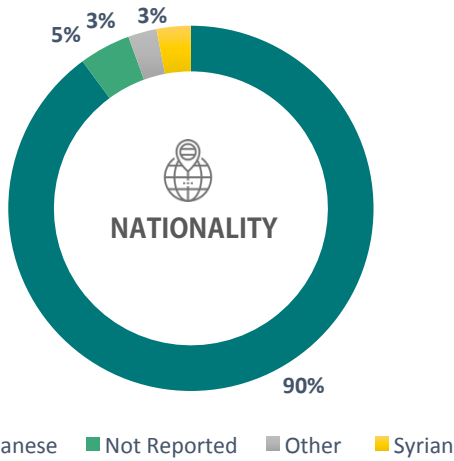


**HIGHEST EDUCATIONAL STATUS**

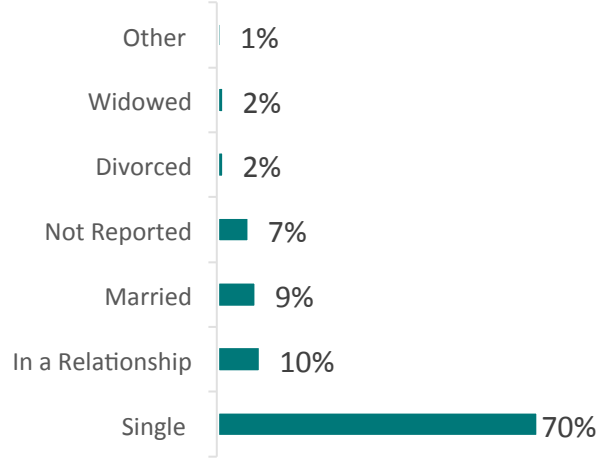


**EMPLOYMENT STATUS**

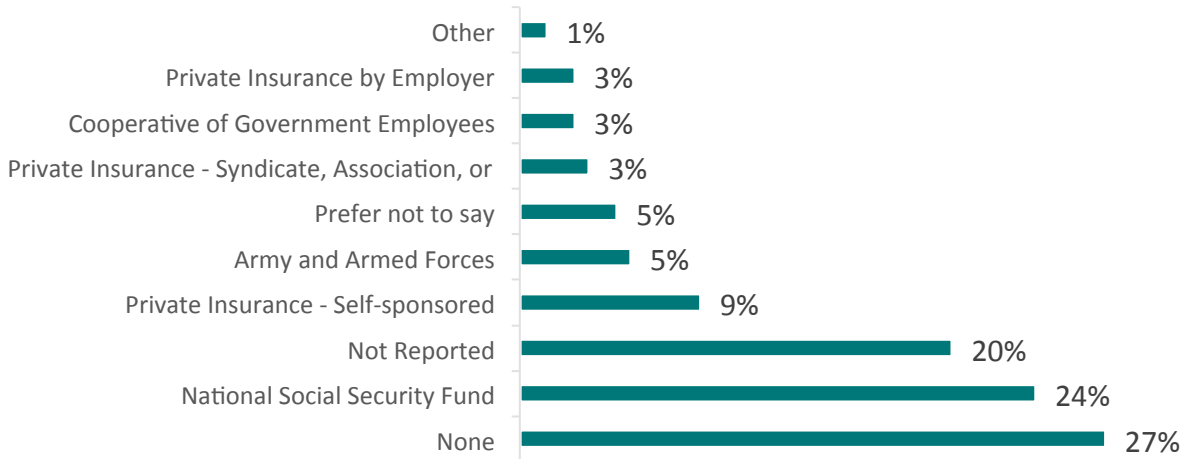




**MARITAL STATUS**



**INSURANCE COVERAGE**



**VII. PHARMACOLOGICAL TREATMENT**

**29**

During the month of August, the EMHC covered the cost of medications prescribed by psychiatrists for **29** beneficiaries EMHC.

**AVERAGE NUMBER OF PRESCRIPTION ITEMS ACQUIRED BY BENEFICIARY:**

**2**

**MOST COMMONLY ACQUIRED MEDICATIONS:**

**Escitalopram**

**Wellbutrin**

**Risperidone**

During the month of August, **8** beneficiaries were referred by Embrace psychiatrists to the medical Lab at Medical Diagnostic Treatment Center to undergo medical tests. The beneficiaries received blood tests measuring the levels of Folic Acid, TSH, Lithium and Ferritin.

IX. MENTAL HEALTH SURVEY SCORES

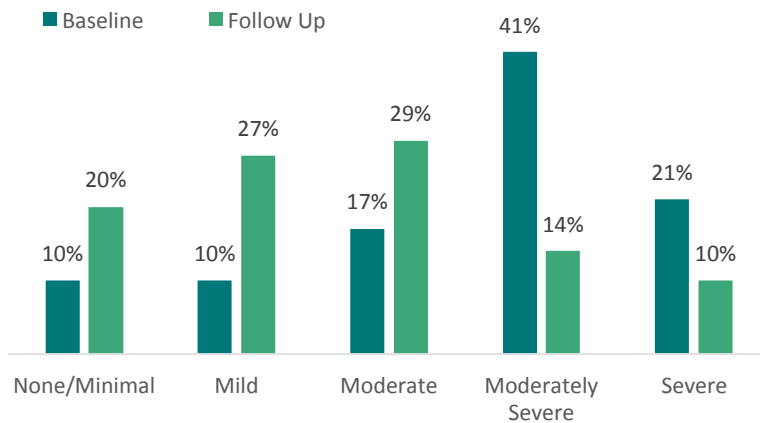
During their first visit, the beneficiaries are asked about common symptoms of depression, anxiety and trauma. As they progress through treatment, beneficiaries are asked to take the same surveys again every few months.

The questionnaires are:

1. **PHQ-9:** a validated instrument for measuring the severity of depression.
2. **GAD-7:** a validated instrument for measuring the severity of anxiety.
3. **TSQ:** a brief trauma questionnaire used to predict a PTSD diagnosis.

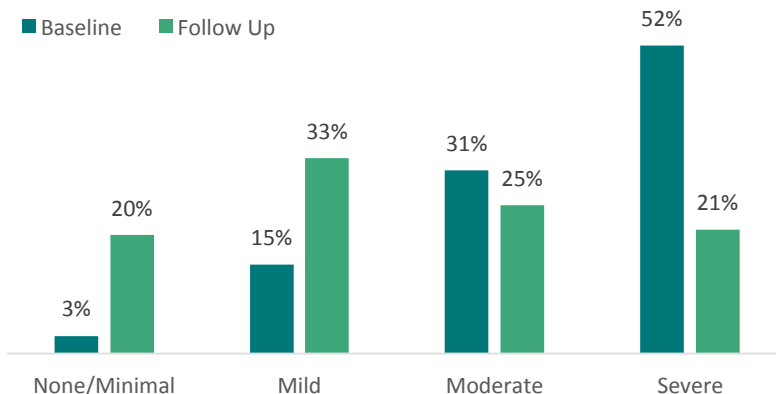
A SNAPSHOT OF BENEFICIARY IMPROVEMENT OVER 6 MONTHS  
October 2020 - April 2021

CHANGE IN DEPRESSIVE SYMPTOM SEVERITY  
(n=71)



Around **66%** of beneficiaries reported substantial improvements in symptoms of depression.

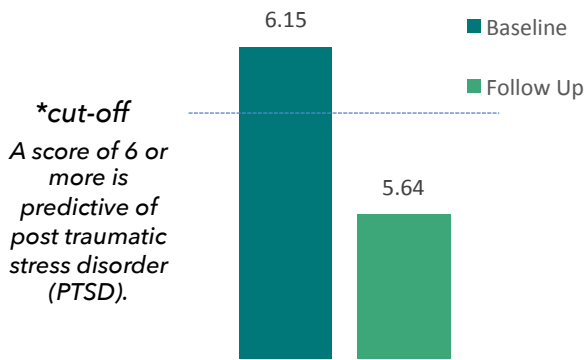
CHANGE IN ANXIETY SYMPTOM SEVERITY  
(n = 76)



Around **68%** of beneficiaries reported substantial improvements in symptoms of anxiety.

A SNAPSHOT OF BENEFICIARY IMPROVEMENT OVER 6 MONTHS  
CONT'D  
October 2020 - April 2021

CHANGE IN POST-TRAUMATIC SYMPTOMOLOGY  
(n = 33)

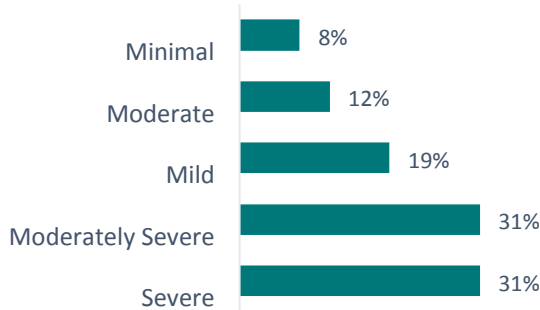


Around **40%** of beneficiaries reported **improvements** in trauma symptomatology.

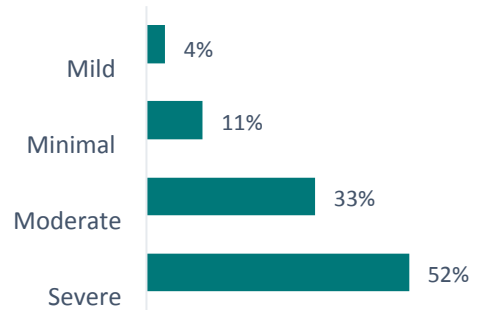
MENTAL HEALTH SURVEY SCORES AT FIRST ENCOUNTER

The below charts present a summary of symptom severity for beneficiaries whose first session was this month (i.e., the charts represent scores at beneficiaries' first session):

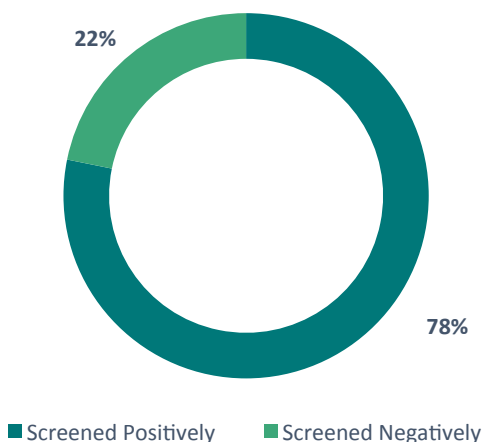
DEPRESSIVE SYMPTOM SEVERITY (n=26)



ANXIETY SYMPTOM SEVERITY (n=27)



POST-TRAUMATIC SYMPTOMATOLOGY (n=17)



*\*Note* that screening positively or negatively does not determine or rule out a diagnosis. Screening positively is predictive of post traumatic stress disorder (PTSD).

## X. ZOOM IN ON SOCIAL WORK DEPARTMENT

The social work department at Embrace serves the Embrace Mental Health Center (EMHC). It aims to provide a holistic approach to mental health care by offering psycho-social assistance to beneficiaries served by the EMHC. The EMHC are resourced with comprehensive referral networks linked with governmental and non-governmental organizations that provide a wide range of psychosocial services from livelihood, shelter, basic assistance, child protection, and organizations catering to the needs of vulnerable groups such as refugees, LGBTQ community and persons affected by gender-based violence. The department is currently staff by one social worker who coordinates with a multi-disciplinary internal team of psychologists, psychologists, psychiatric nurse, hotline operators and clinical supervisors.

**TOTAL NUMBER OF NEWLY REFERRED CASES**

4

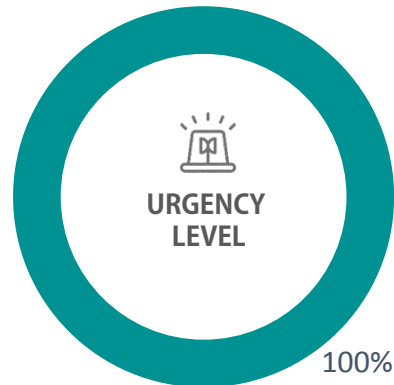
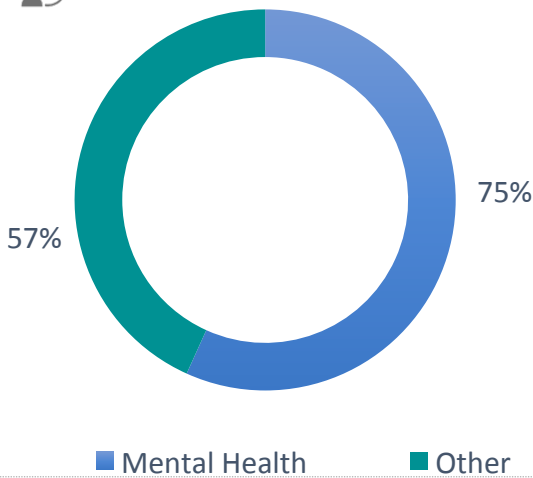
**TOTAL NUMBER OF FOLLOW-UP ON ACTIVE CASES**

40

The below charts describe new cases taken on in August 2021 (n = 4)



### REASONS FOR REFERRAL

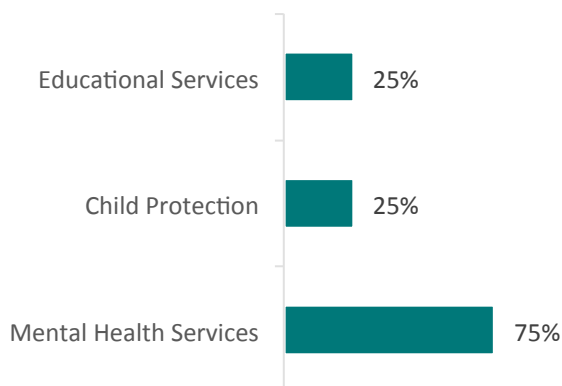


URGENCY LEVEL

Moderate



### TYPES OF REFERRALS PROVIDED



### REFERRALS MADE TO



Private Professionals Not Reported

\*Note that percentages for the above 3 bar charts August add up to more than 100% because multiple types of referrals can be provided.



## SOCIO-DEMOGRAPHICS OF BENEFICIARIES

The below charts present the demographics of *all* beneficiaries the social worker engaged with. This includes new cases and follow ups on other cases active from previous months (n = 24).

