



**EMBRACE MENTAL HEALTH CENTER**

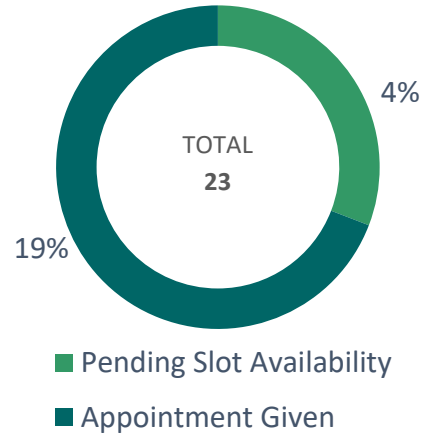
***CLINIC  
INDICATORS  
REPORT 005***

**REPORTING PERIOD  
FEBRUARY 2021**

## I. TRIAGE

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.

Every beneficiary that calls the clinic is briefly screened (i.e., triaged) to better gather basic demographic information, understand the reason for which they are seeking services, and orient them accordingly. The triage number represents the number of people who called who could potentially become beneficiaries. The outcome of the triage represents the decision taken after the information was gathered from the potential beneficiary.

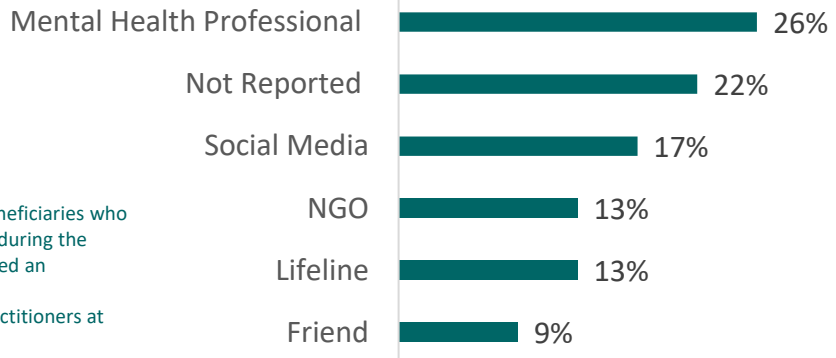


## II. REFERRAL SOURCE

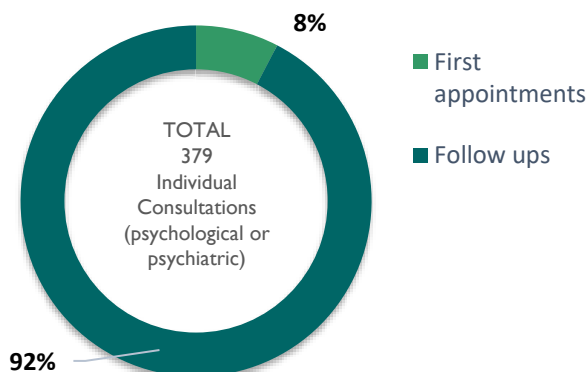
The referral source represents the different ways beneficiaries were referred or learned about the Embrace Mental Health Center.

**\*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. SESSION TYPE



### INDIVIDUAL CONSULTATIONS

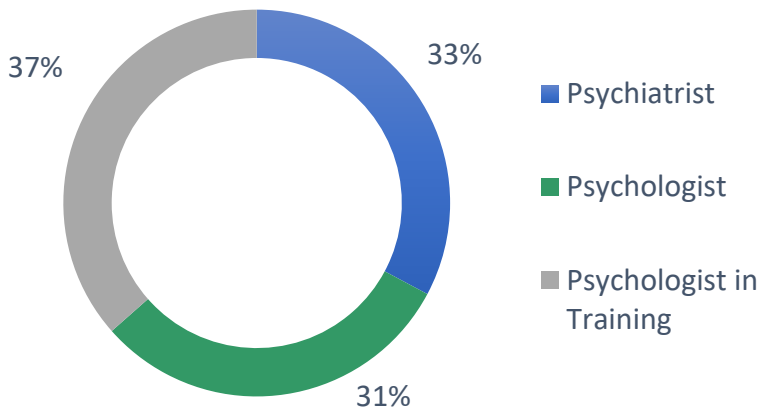
AVERAGE NUMBER OF SESSIONS/BENEFICIARY: 2



### PHONE CONSULTATIONS

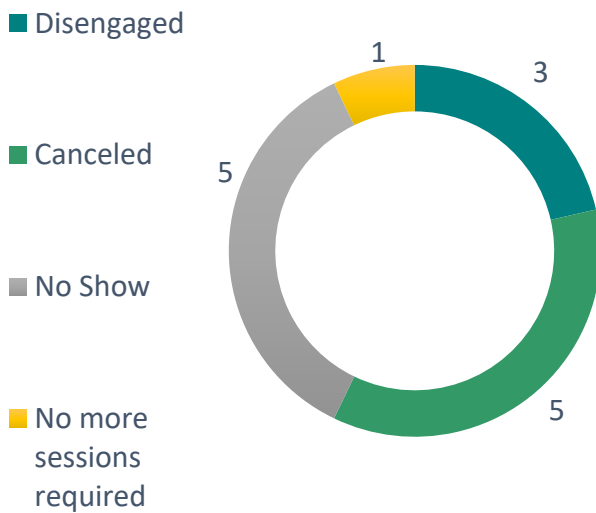
TOTAL NUMBER OF SESSIONS: 8

#### IV. TYPE OF PRACTITIONER SEEN



#### V. BENEFICIARY INFORMATION

##### BENEFICIARY DISENGAGEMENT\*



##### TOTAL NUMBER OF BENEFICIARIES SERVED

(first session or follow up): 158

##### TOTAL NUMBER OF NEW BENEFICIARIES

(those whose first session was this month): 29

**Note** that owing to a nation-wide lockdown, which was implemented around the 2<sup>nd</sup> week of January 2021 and was extended throughout the month of February:

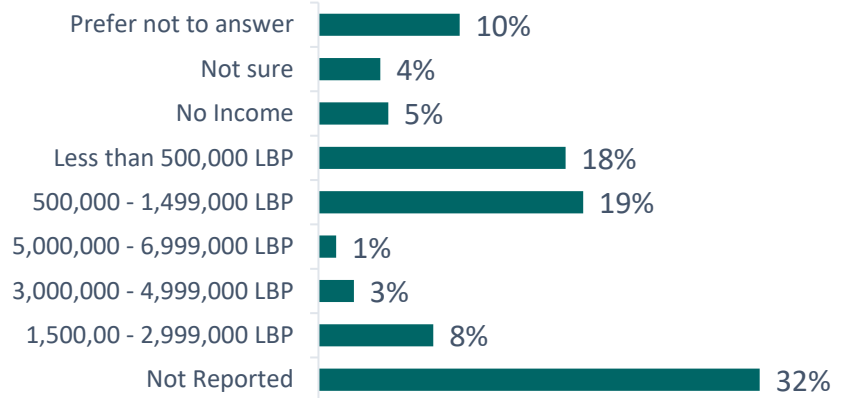
An additional 51 appointments were cancelled (to be rescheduled at a later time). While most sessions were conducted online, some beneficiaries opted to postpone their appointment until lockdown was terminated due to technical or personal reasons. The intake of new beneficiaries was also suspended at the start of lockdown.

\*Cancelled/No Show: Do **not** include those who later rescheduled their session

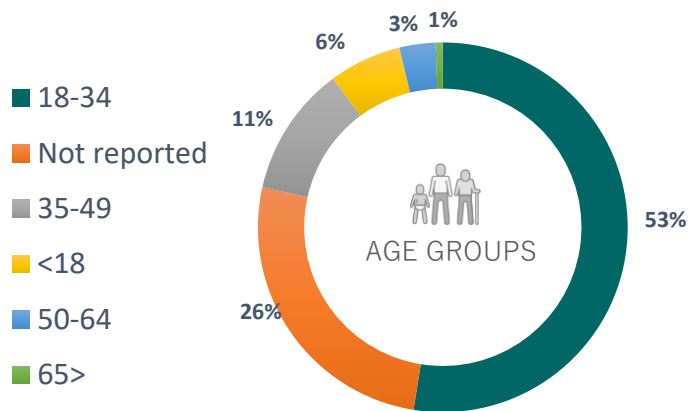
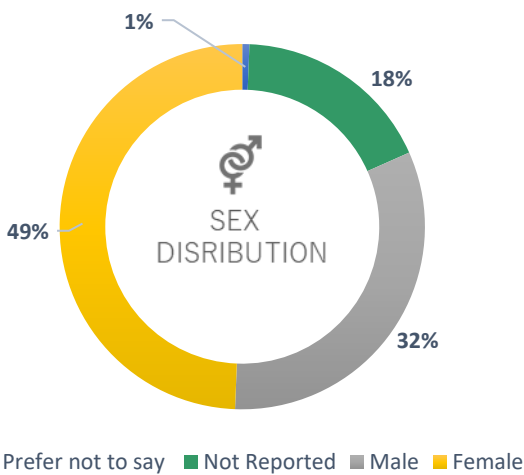
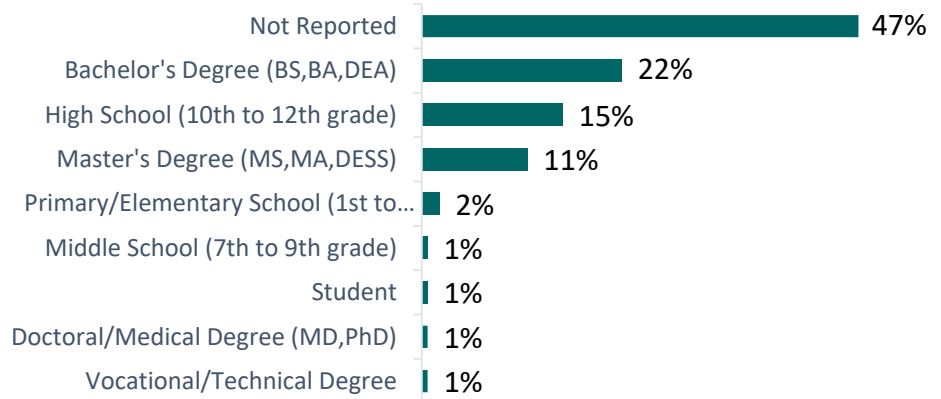
\***Note** that the beneficiary disengagement graph reflects the number of beneficiaries who are no longer interested in receiving mental health services from Embrace Mental Health Clinic

VI. SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED

**INCOME STATUS**

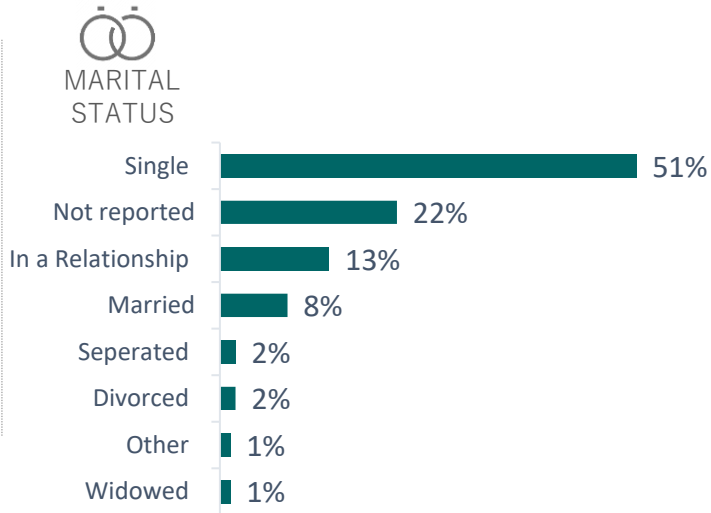
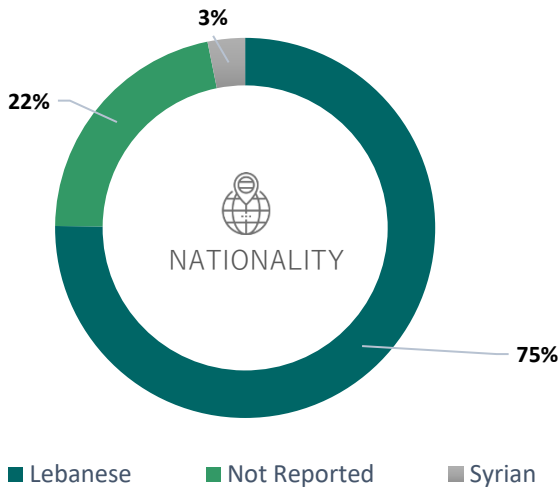


**HIGHEST EDUCATIONAL STATUS**

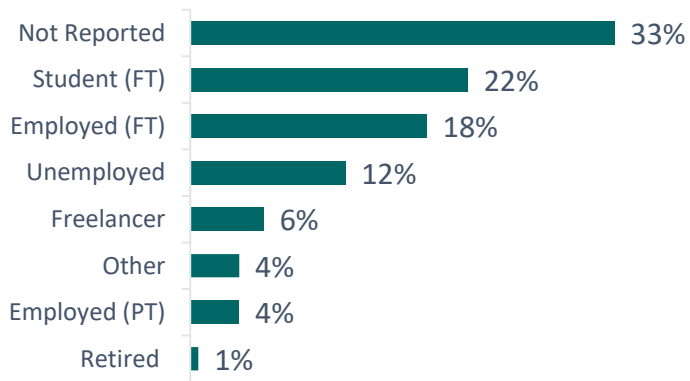


The mean age of beneficiaries was **27** years old.

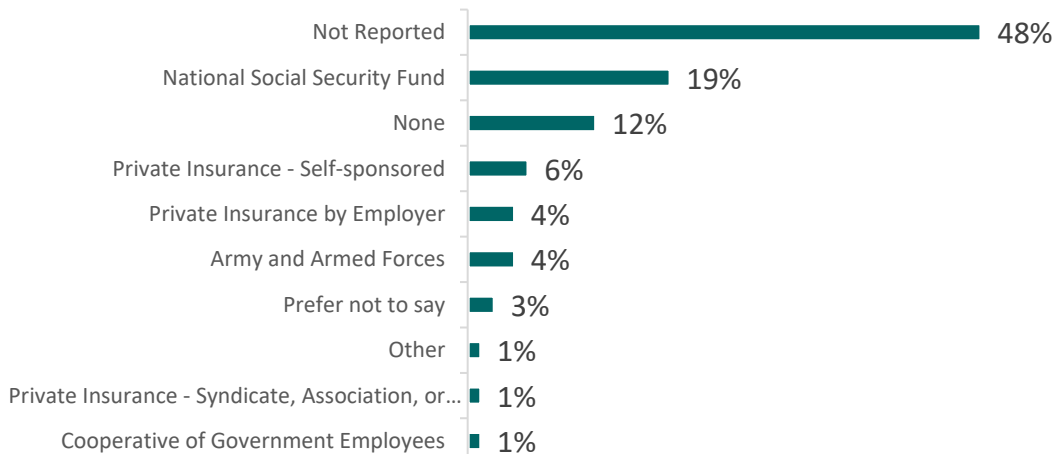
## VI. SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED



### EMPLOYMENT



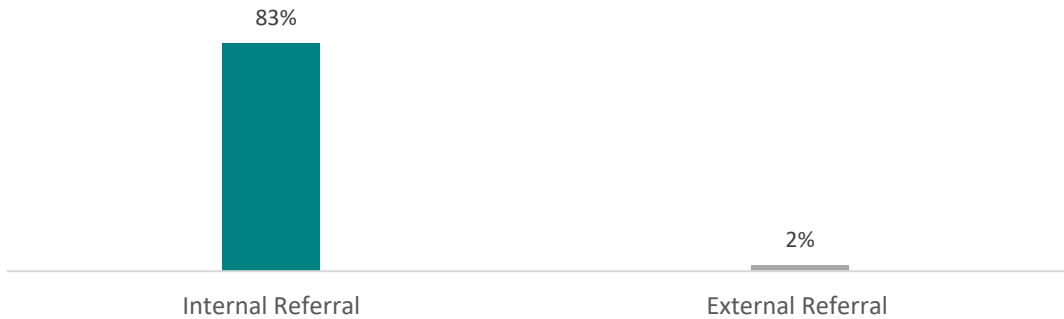
### INSURANCE COVERAGE



## VII. SESSION OUTCOMES



### REFERRALS



**\*Note** that internal referrals include referrals Embrace psychologists and psychiatrists, social work, and the Embrace Lifeline.

**\*Note** that external referrals include (but are not limited to) hospitals and medical labs.



### INPATIENT HOSPITALIZATIONS

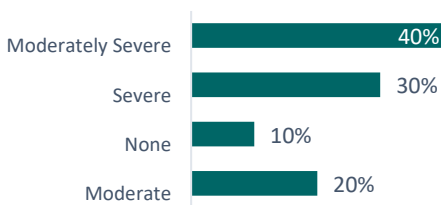
During the month of February, 3 beneficiaries were to in-patient psychiatric care. All 3 of them were admitted at Mount Lebanon Hospital. The average length of stay was 9.5 days, and the average cost incurred during stay was 544\$

## VIII. MENTAL HEALTH SURVEY SCORES

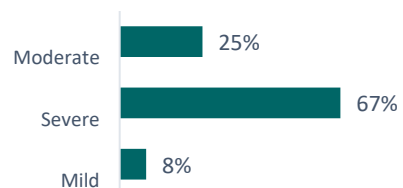
- PHQ-9:** a validated instrument for measuring the severity of depression.  
Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderate", 15-19 "Moderately Severe", 20-27 "Severe"
- GAD-7:** a validated instrument for measuring the severity of anxiety.  
Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderately Severe", 15-21 "Severe"
- TSQ:** a brief trauma questionnaire used to predict a PTSD diagnosis.  
Interpretation: excellent prediction of a PTSD diagnosis when respondents endorse at least six items in the questionnaire.

FIRST ENCOUNTER

PHQ-9 Scores



GAD-7 Scores



	PHQ-9	GAD-7	TSQ
Sample Size (N)	8	7	9
Average Score	16.8	15.25	7.22

**\*Note** that the above graphs show the percent frequency of categorical classifications on the PHQ-9 and GAD-7 for the samples indicated in the table.

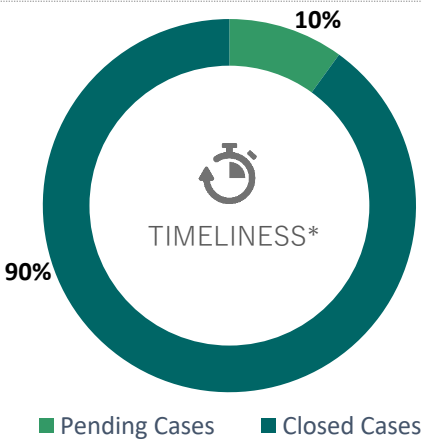
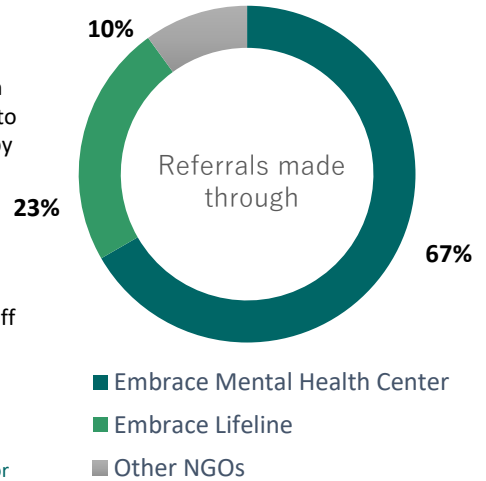
IX. SOCIAL WORK DEPARTMENT

TOTAL NUMBER OF REFERRED CASES

30

The social work department at Embrace serves both the Embrace Mental Health Center (EMHC) and the Embrace Lifeline. It aims to provide a holistic approach to mental health care by offering psycho-social assistance to beneficiaries served by both the EMHC and the Lifeline. The EMHC and Embrace Lifeline 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, psychiatrists, psychiatric nurse, hotline operators and clinical supervisors.

\*Note that unless otherwise indicated, the below statistics reflect characteristics of cases or beneficiaries that were initiated in the month of reporting and do not include information on cases pending from previous months.

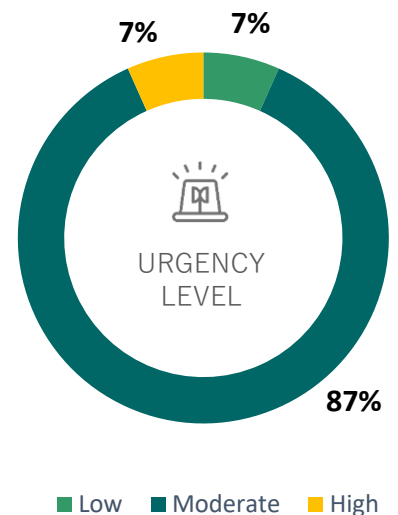
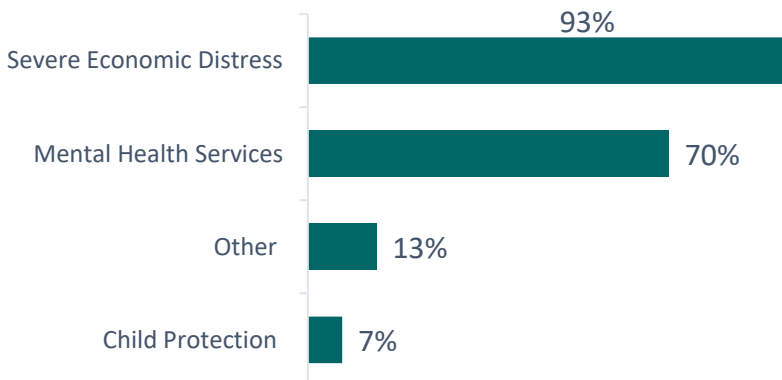


In February, on **average**, cases were resolved within **3 days** from when they were initially filed.

\*Note that the timeliness graph reflects only cases that were opened in February and no additional cases that were pending from previous months were also resolved in February.



REASONS FOR REFERRAL

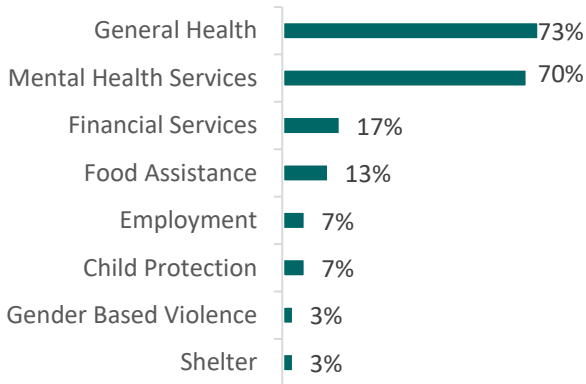


\*Note that percentages may add up to more than 100% because multiple reasons for referral can be endorsed.

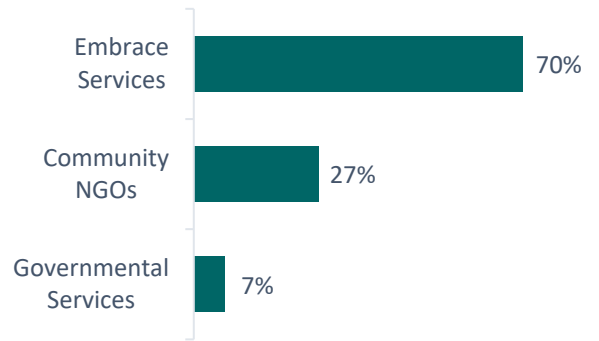
## X. SOCIAL WORK DEPARTMENT



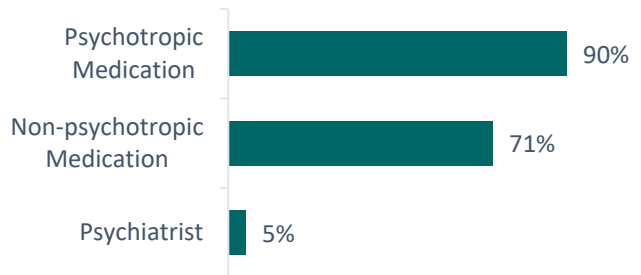
### TYPES OF REFERRALS PROVIDED



### REFERRALS MADE TO

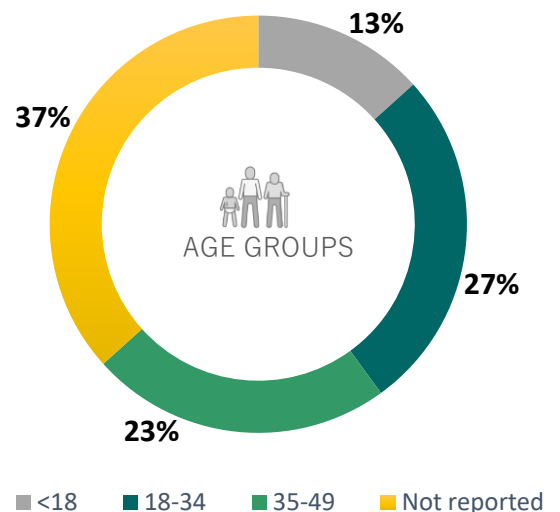
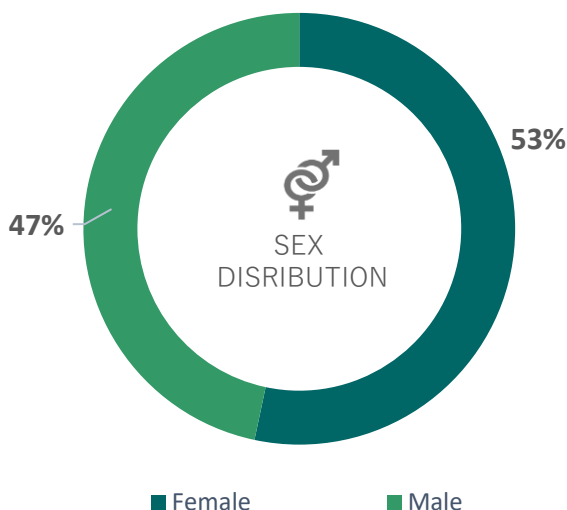


### BREAKDOWN OF CASES REFERRED TO EMBRACE SERVICES



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

## SOCIO-DEMOGRAPHICS OF BENEFICIARIES





IX. SOCIAL WORK DEPARTMENT

