

CLINIC INDICATORS

REPORT #1

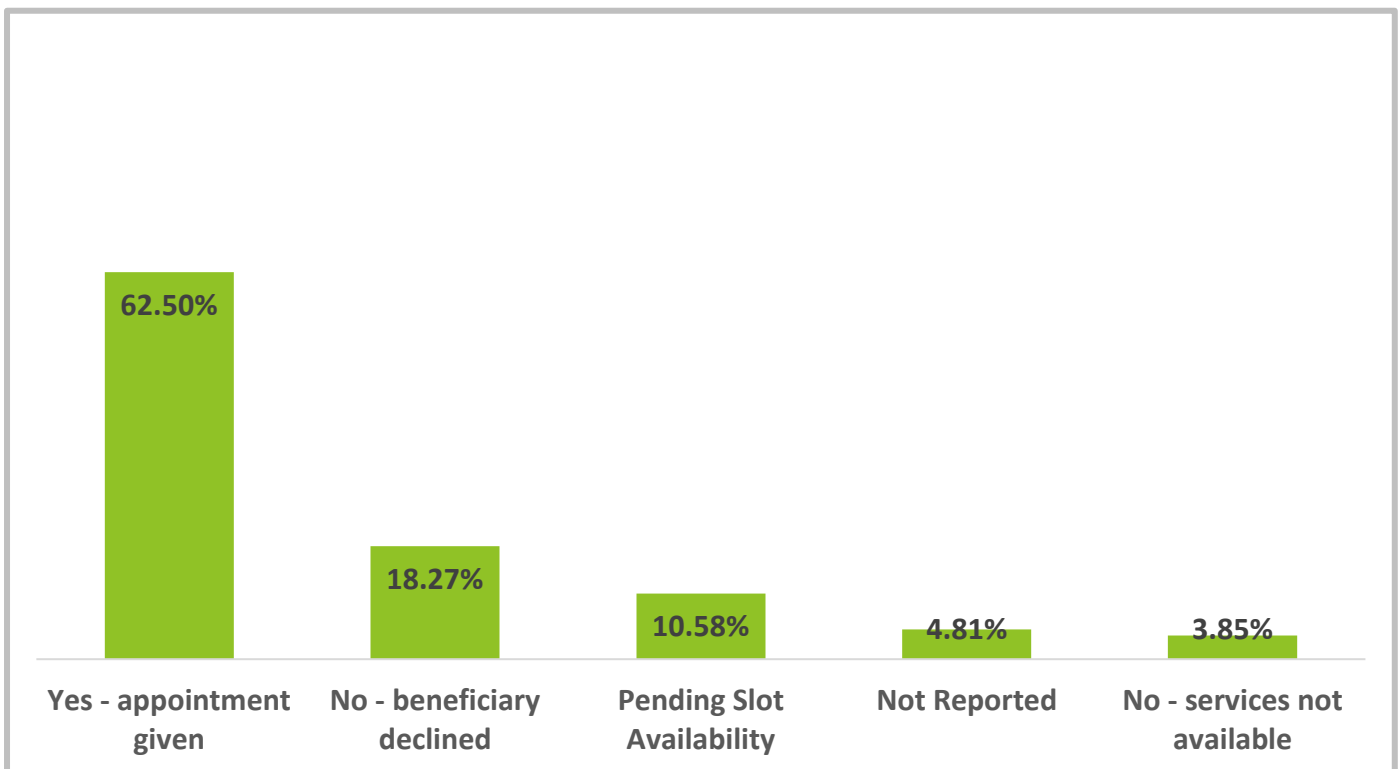
REPORTING PERIOD: NOVEMBER 2020

TRIAGE:

Every beneficiary that calls the clinic is asked a few questions by the social worker (i.e. triaged) to better gather basic demographic information, understand the reason for which they seek services, and therefore help them make a decision regarding the services that they need. The triage number represents the number of people who called who could *potentially* become beneficiaries. The outcome of the triage represents the decision taken by the social worker, after the information was gathered from the potential beneficiary.

Total Number of Triages Conducted:	104
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OUTCOME OF TRIAGES:



SESSION INFORMATION:

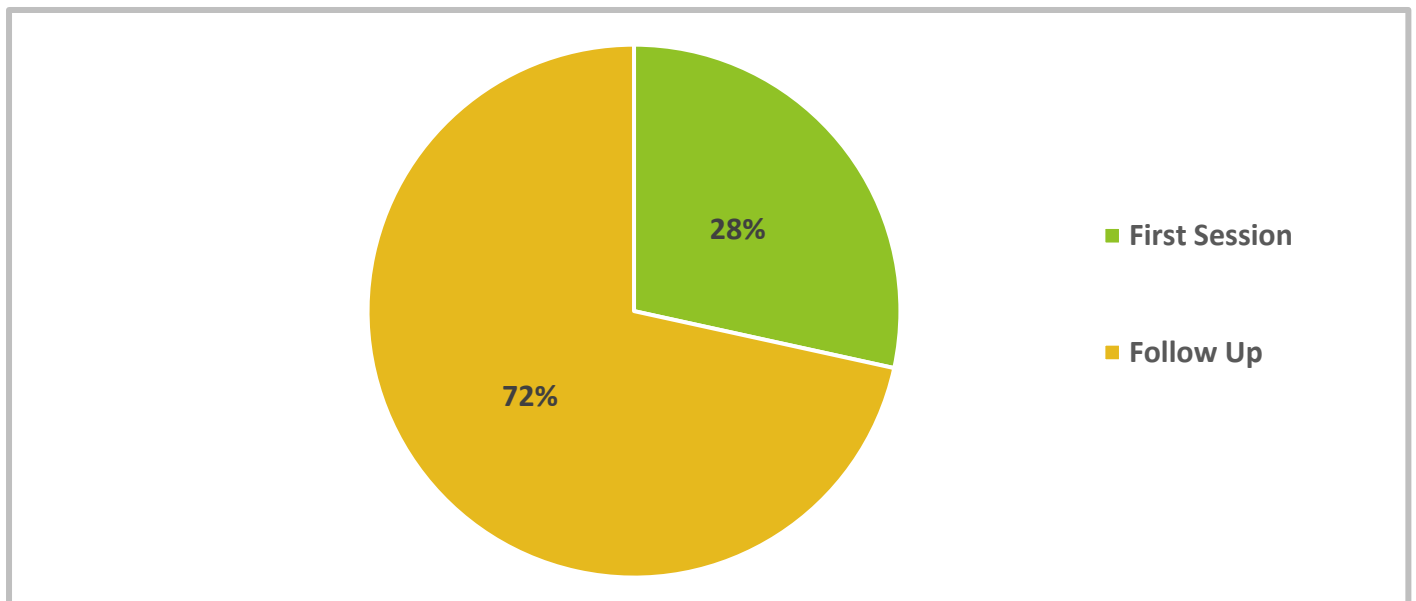
Number of Consultations	
Total Number of Individual Consultations (including psychological or psychiatric consult):	204
Total Number of Group Consultations:	3

GROUP CONSULTATIONS INFORMATION:

4 beneficiaries came in for group sessions in November 2020. All 4 of them had already visited an Embrace psychologist/psychiatrist/psychologist-in-training for an individual session prior to coming in for a group session.

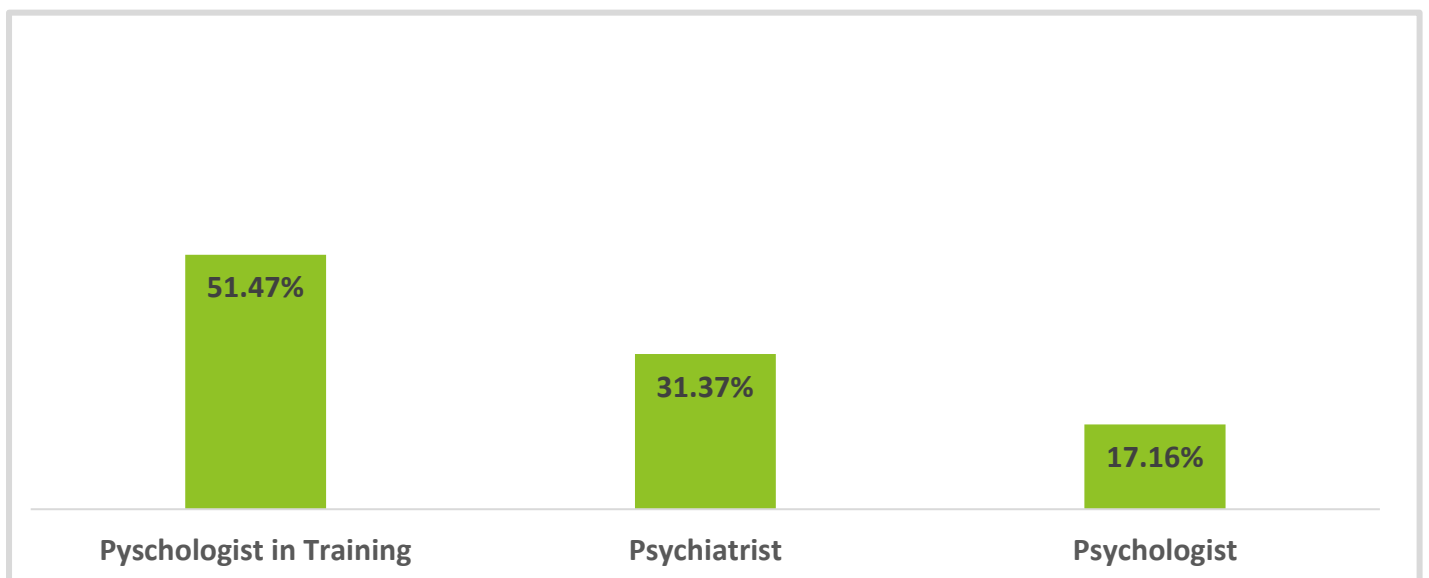
INDIVIDUAL CONSULTATIONS INFORMATION:

Of the 204 individual consultations, 28% were first appointments, and the remaining 72% were follow ups. On average, beneficiaries came in for 3.17 individual sessions in November.



BREAKDOWN OF INDIVIDUAL CONSULTATIONS BY TYPE OF PRACTITIONER SEEN

	Count/Frequency	Percentage
<i>Psychiatrist</i>	64	31.37%
<i>Psychologist</i>	35	17.26%
<i>Psychologist in Training</i>	105	51.47%
Grand Total	204	100%



BENEFICIARY INFORMATION:

Number of Beneficiaries	
Total Number of Beneficiaries Served at Clinic (first session or follow-up):	90
Total Number of New Beneficiaries (i.e. those whose first session was in this month)	58

BENEFICIARY DISENGAGEMENT:

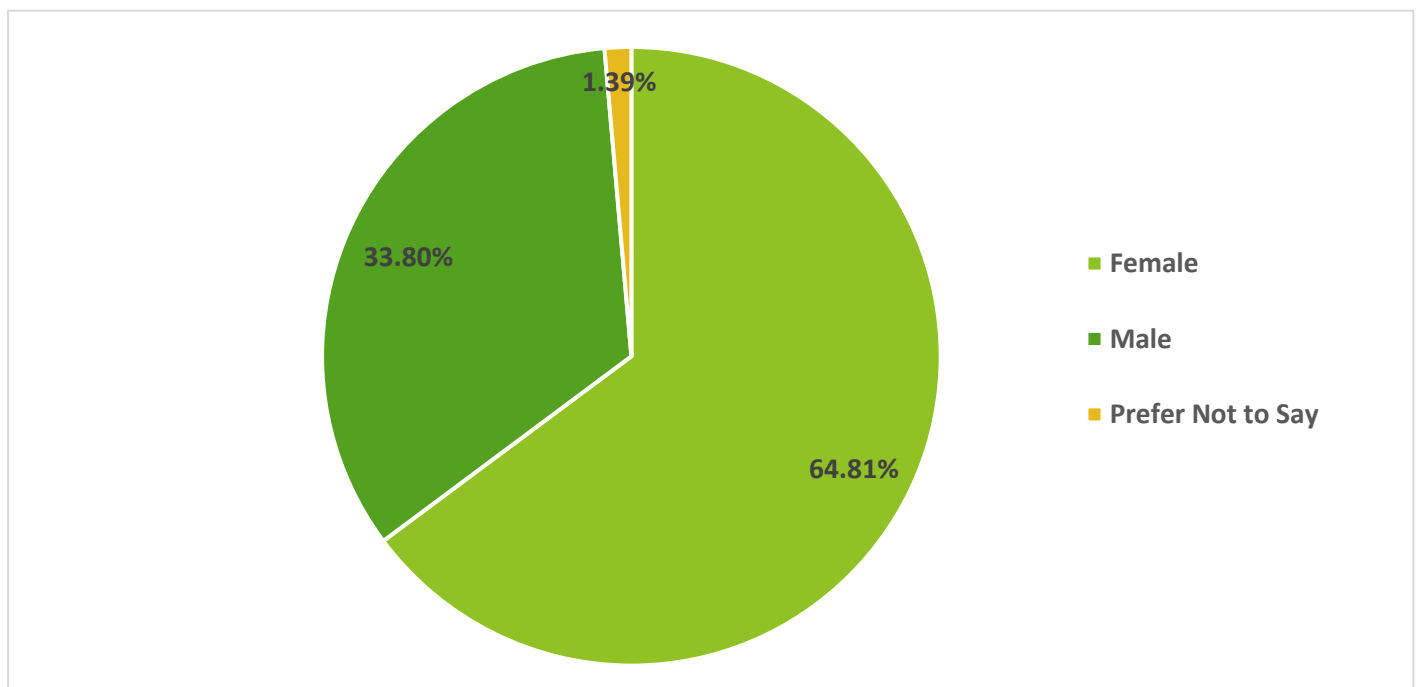
- 4 beneficiaries cancelled their appointments (this does not include those who cancelled but reschedule their session for another day)
- 10 beneficiaries did not show up for their appointment (i.e., no prior notice was given)

Only 1 of the beneficiaries who disengaged had already sought services at the clinic, the remaining beneficiaries all disengaged prior to their first appointment.

SOCIODEMOGRAPHICS OF BENEFICIARIES SERVED:

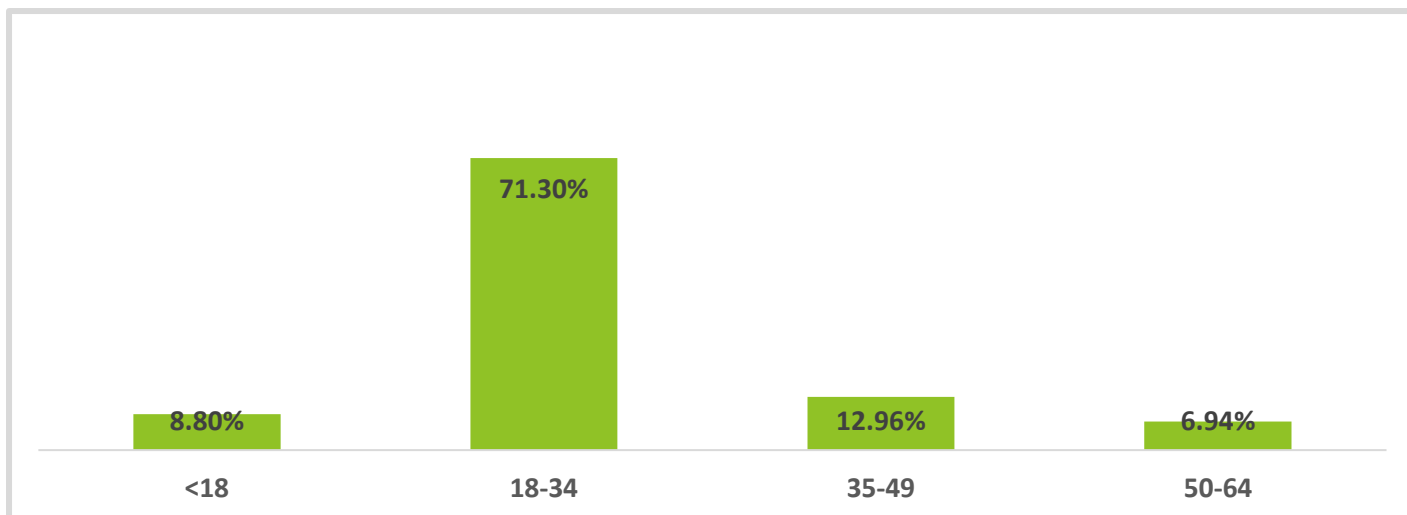
The sociodemographic information displayed below corresponds to the total number of beneficiaries served at the clinic.

DISTRIBUTION OF SEX:

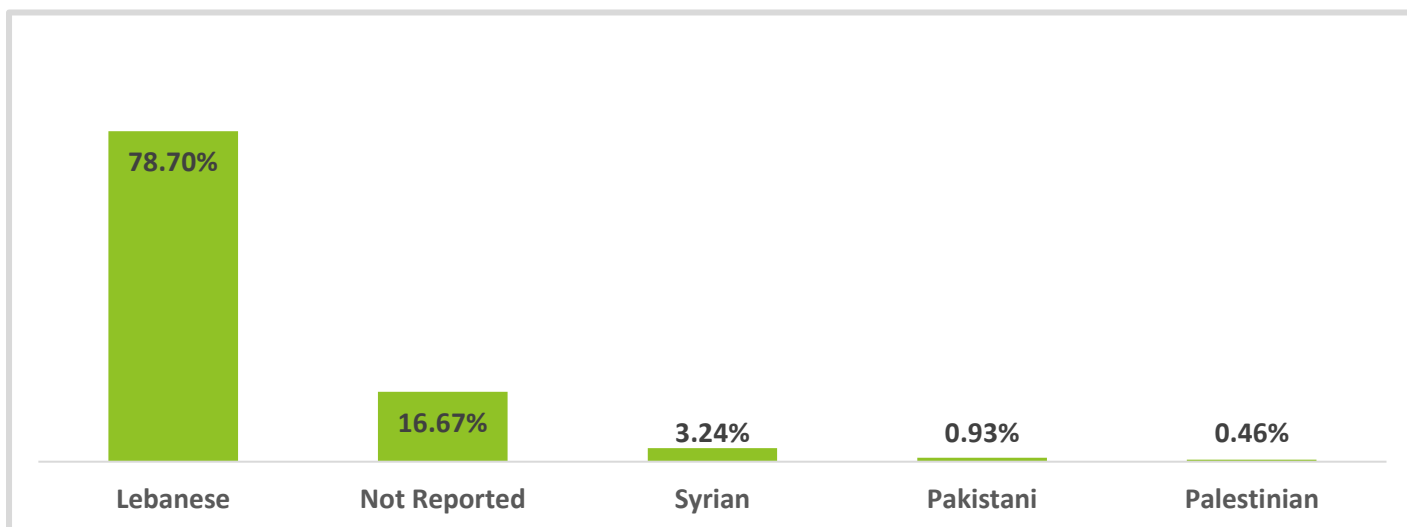


AGE DISTRIBUTION

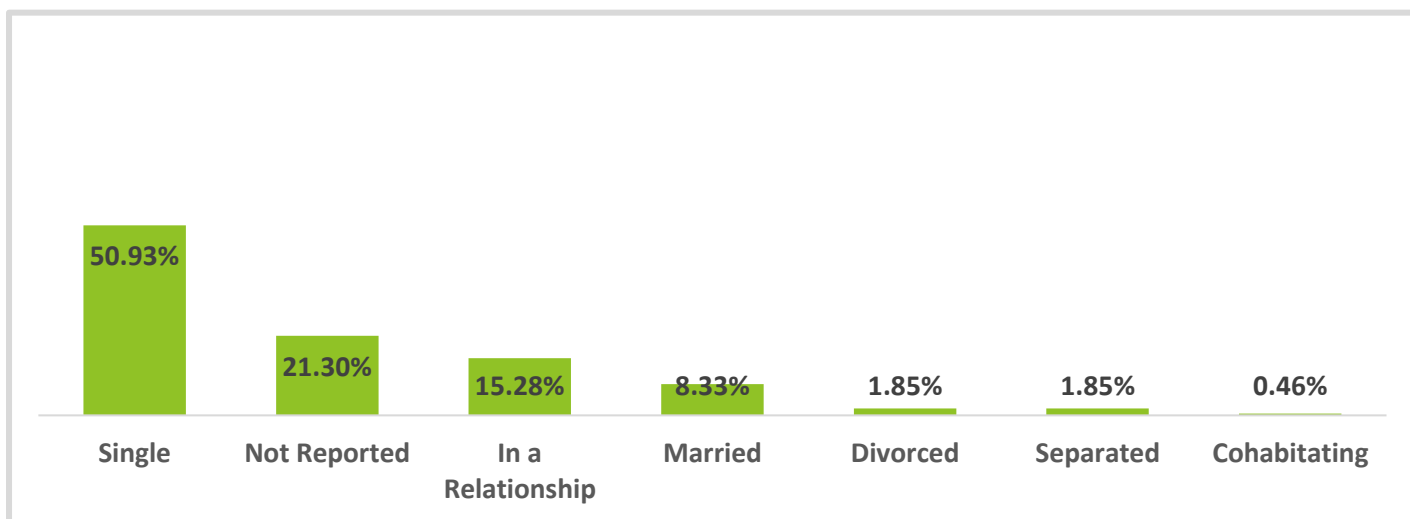
The mean age of beneficiaries was 27.72 years old, and the majority of beneficiaries were between the ages 18 and 34.



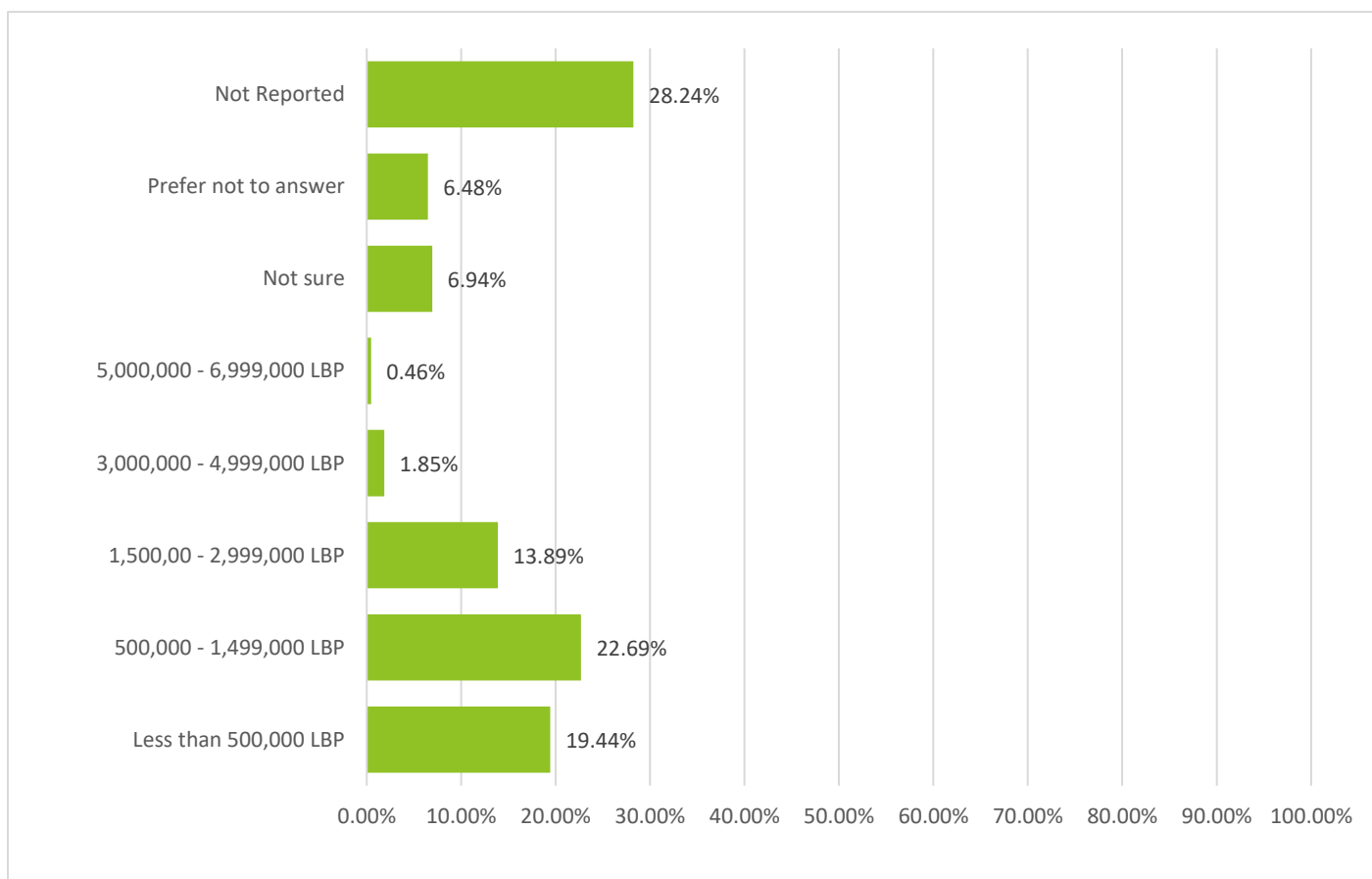
DISTRIBUTION OF NATIONALITY:



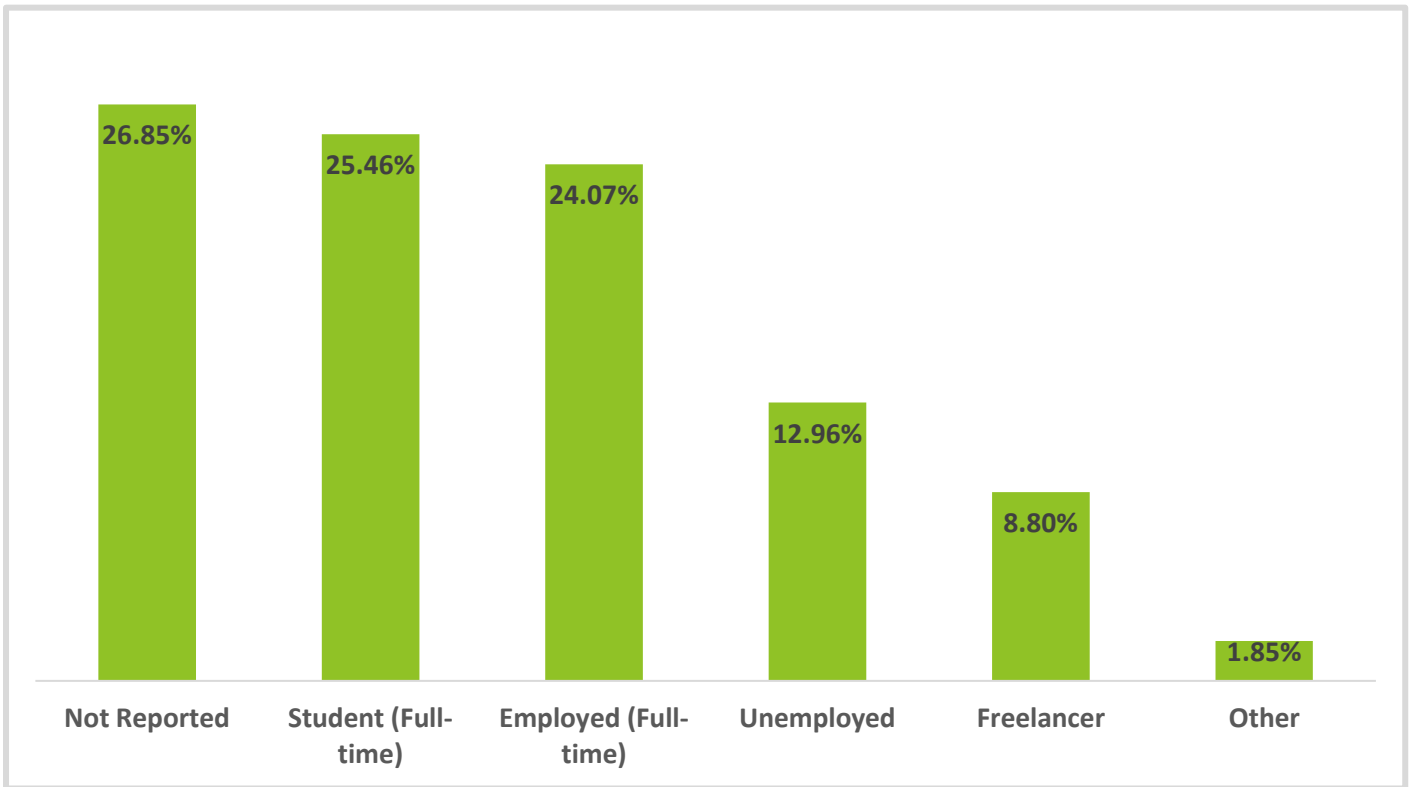
MARITAL STATUS:



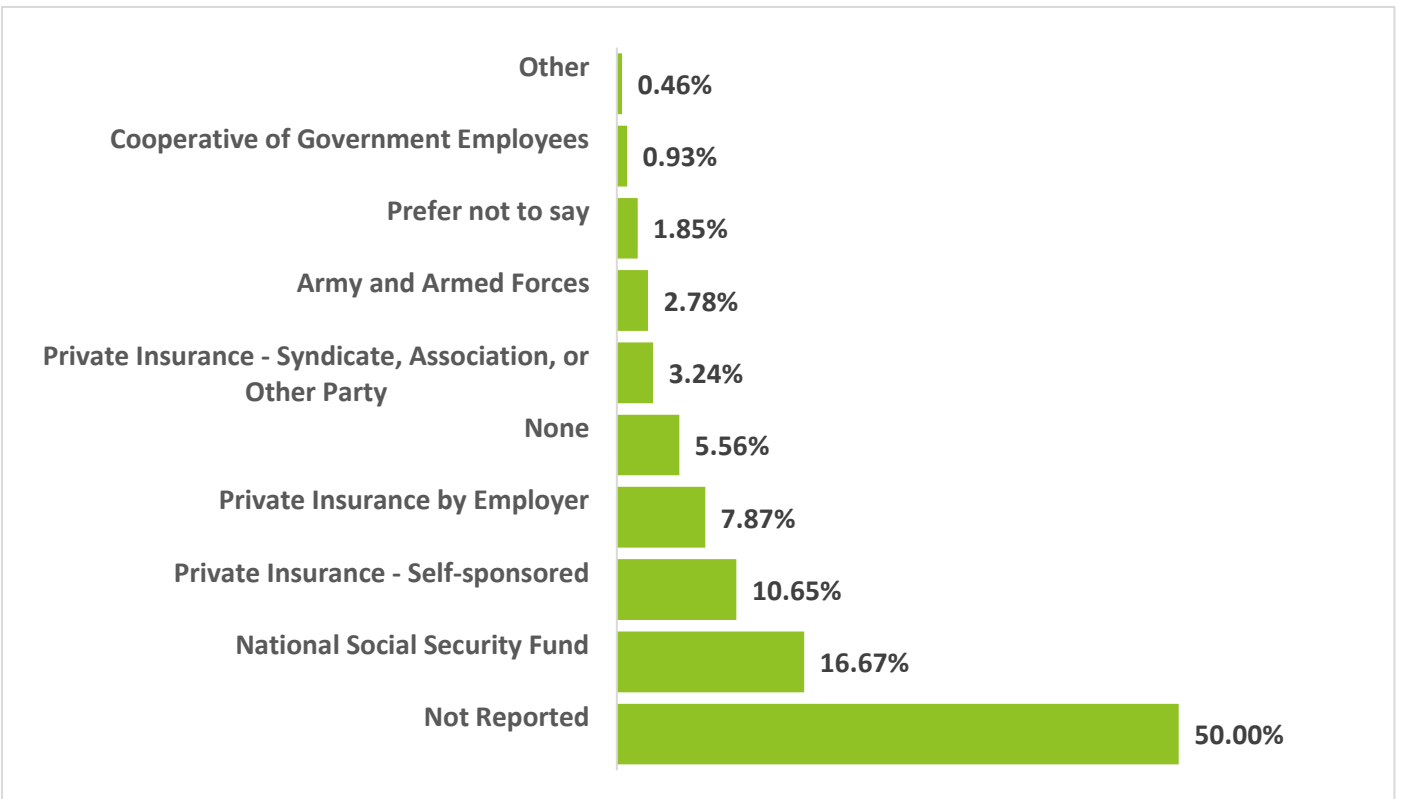
INCOME STATUS:



EMPLOYMENT STATUS:



INSURANCE STATUS:



MENTAL HEALTH SURVEY SCORES:

Score Interpretation Guide

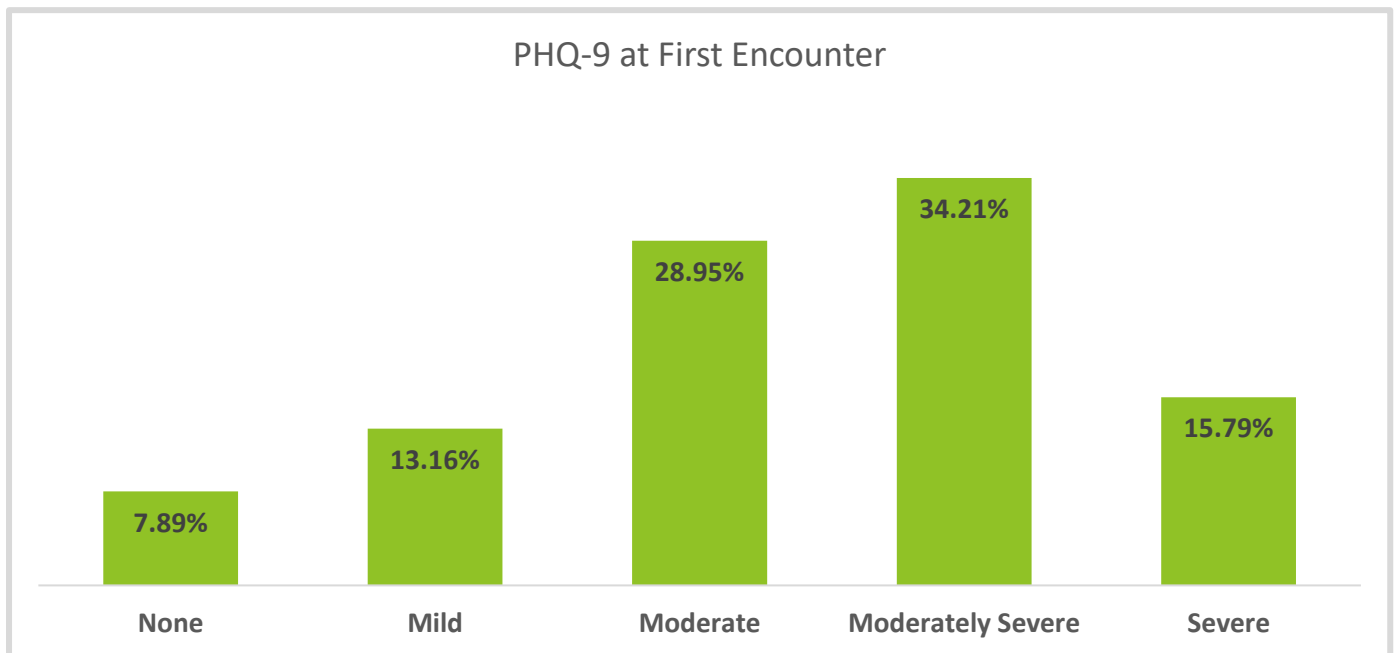
1. **PHQ-9:** a validated instrument for measuring the severity of depression.
Interpretation: 0-4 "None/Minimal", 5-9 "Mild", 10-14 "Moderate", 15-19 "Moderately Severe", 20-27 "Severe"

2. **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"

3. **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.

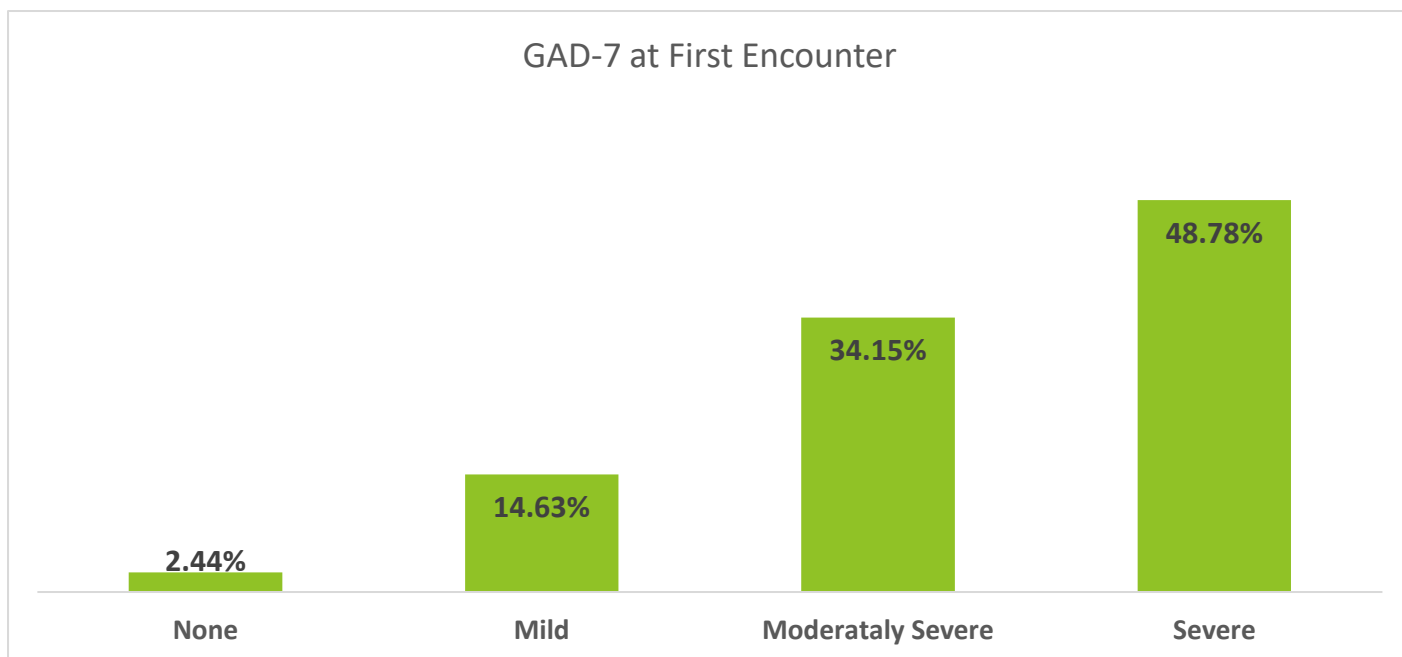
PHQ-9 AT FIRST ENCOUNTER:

Sample Size: N=38	Average: 14.37
	Minimum: 1
	Maximum: 27



GAD-7 AT FIRST ENCOUNTER:

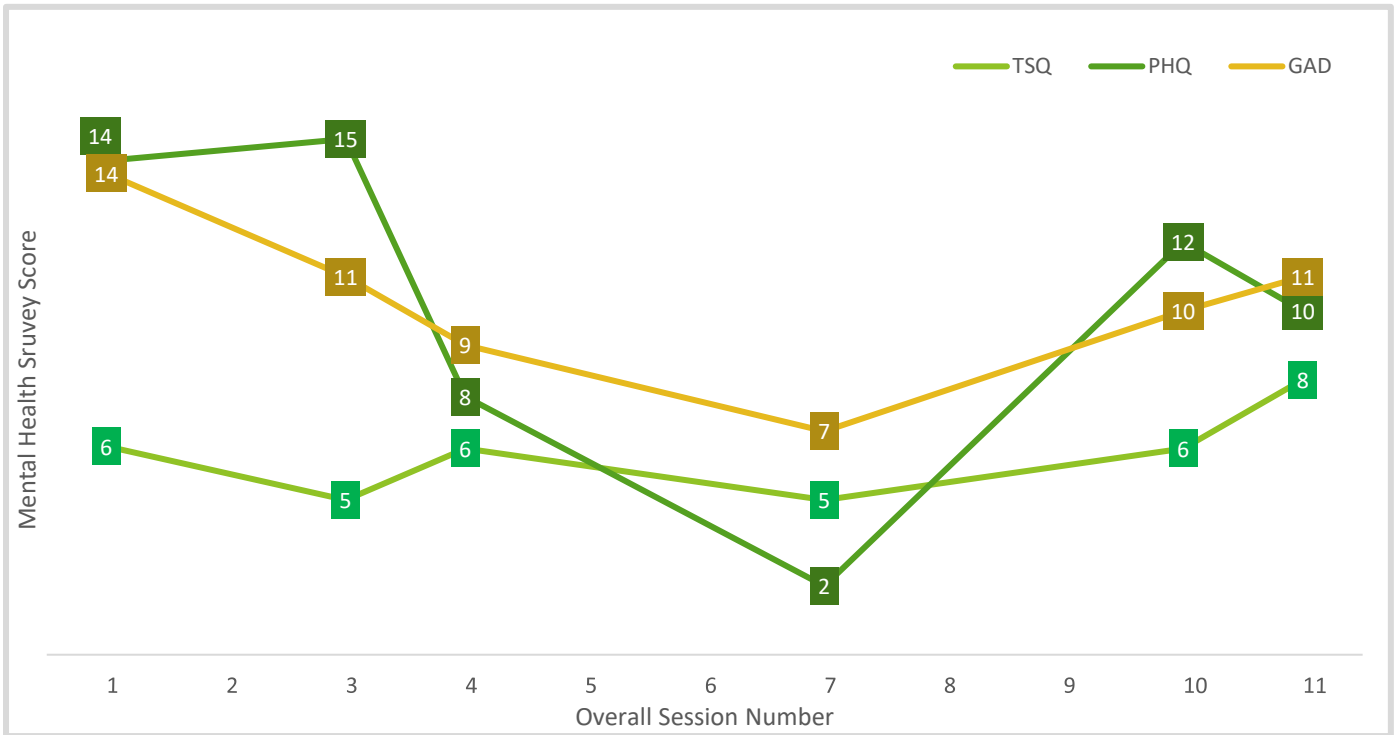
Sample Size: N=41	<i>Average: 14.26</i>
	<i>Minimum: 2</i>
	<i>Maximum: 21</i>



TSQ AT FIRST ENCOUNTER:

Sample Size: N=33	<i>Average: 6.06</i>
	<i>Minimum: 0</i>
	<i>Maximum: 10</i>

CHANGE IN MENTAL HEALTH SURVEY SCORES OVER TIME:



Note that sample sizes are not consistent across timepoints and that beneficiaries do not fill in the mental health survey at every session attended, rather the surveys are administered every 2-3 appointments.

PSYCHOSOCIAL ASSESSMENTS:

A total of 9 beneficiaries were referred to the social worker who conducted extensive psychosocial assessments. Of those beneficiaries, 5 (55.55%) were females, 6 (66.66%) were single, and their average age was 27.66 years old. The overwhelming majority of them (77.77%) resided in Mount Lebanon and the remaining resided in Beirut. All 9 of the beneficiaries required mental health services and most of them were categorized as “low urgency” (44.44%), followed by “medium urgency” (33.33%) and “high urgency” (22.22%). Most of the beneficiaries were referred to an in-house mental health service provider (66.66%), 1 beneficiary was directed to the Embrace Lifeline, and the rest were referred to different NGOs. 6 of the cases 9 cases initiated in November are still ongoing and the remaining 3 have been resolved. Finally, 7 cases from previous months were also resolved in the month of November.