

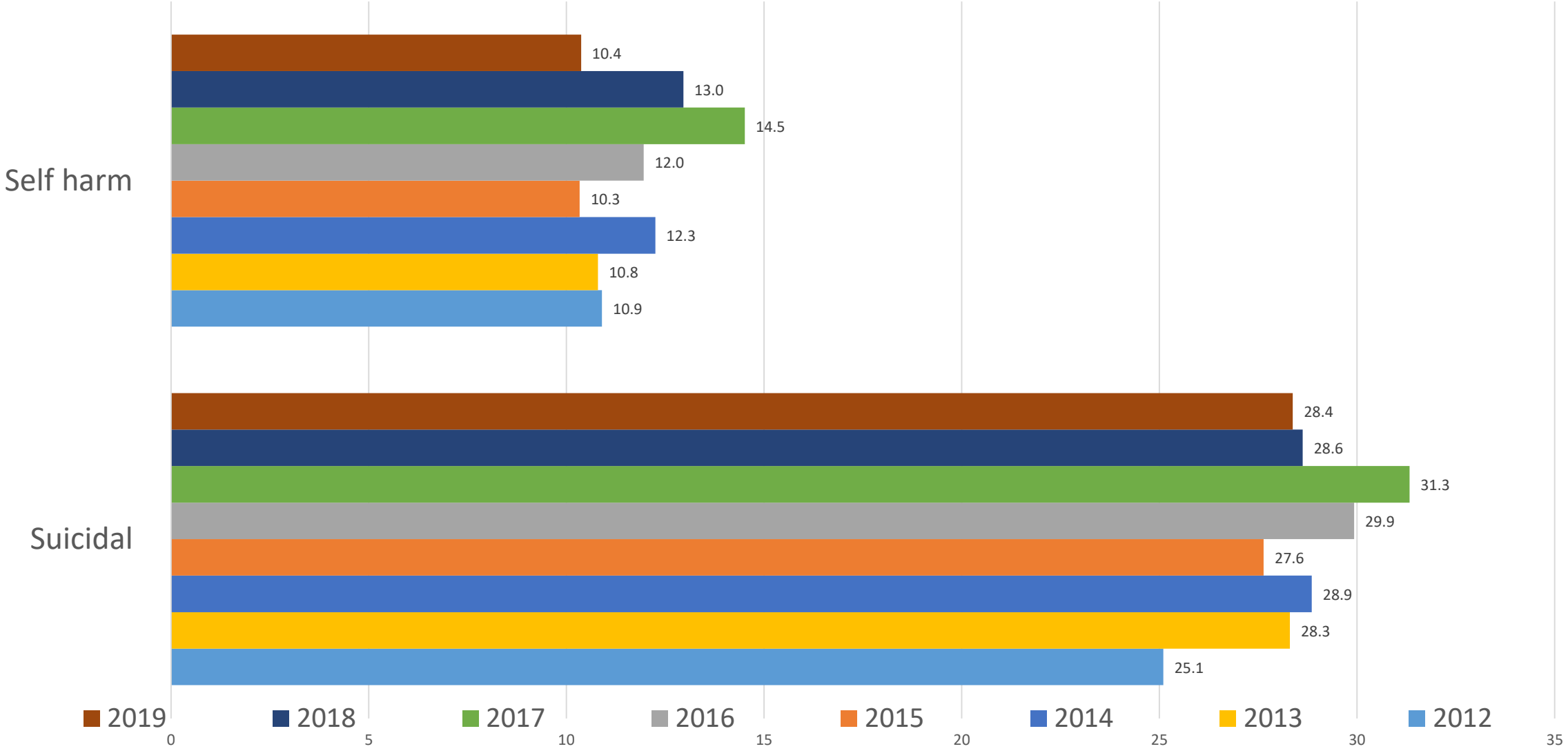
Developing new narratives for counselling from first engagement

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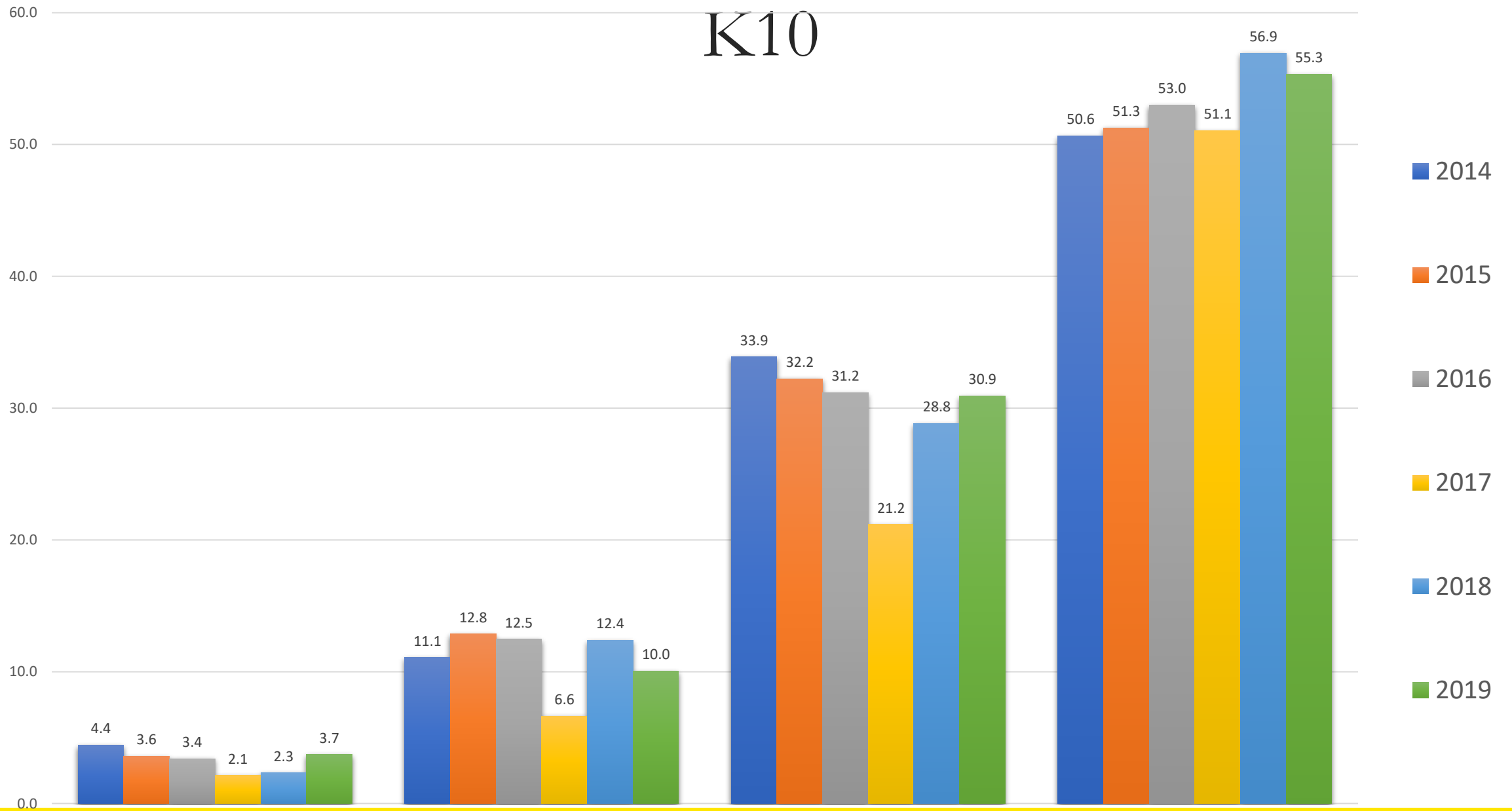
Current state of play at UNSW / CAPS

- Moving from semesters to T3
- Work place change
- Staffing changes
- Leadership
- PWC
- Integrating with Uni Health

Risk



K10



Historic overview of first engagements

- Everyone goes to CAPS for all things
- On the day appointments
- Two times a day 9:00 and 13:00 - students line up for appt's
- Work place change
- Review
- Unhappiness
- Student load: 60K of which 20K are international
- Counselling staff FTE 10-12

Triage

- Narrative and engagement change
- Turn no one away
- Triage appt
 - 30 Min
 - Referrals
 - Std intake
 - Increased intake by 50%



Counselling & Psychological Services Clinical Triage Form

Clear Form

14/10/2019: v1

NAME:	ZID:	DOB:
REFERRED BY: Self	DATE SEEN:	
CONTACT NUMBER:	EMAIL:	
EMERGENCY CONTACT:	PHONE:	RELATIONSHIP: Select
REASON FOR ATTENDANCE TODAY:		
<input type="checkbox"/> Relationship concerns (friends, family, partner) <input type="checkbox"/> Low mood <input type="checkbox"/> Anxiety or panic <input type="checkbox"/> Mental Health issues <input type="checkbox"/> Physical Health issues <input type="checkbox"/> Sexual Health <input type="checkbox"/> Alcohol or other drugs problems	<input type="checkbox"/> Stressed <input type="checkbox"/> Academic Progress Issues <input type="checkbox"/> Study concerns (e.g. procrastination, motivation) <input type="checkbox"/> Special Consideration <input type="checkbox"/> Misconduct <input type="checkbox"/> Appeal <input type="checkbox"/> Other	
LEVEL OF STUDY: Select	FACULTY: Select	RESIDENCY: Select
ACADEMIC STANDING: Select		
ACADEMIC ADVISOR:	ACADEMIC CONCERNS: Select	
HISTORY: (past diagnoses, interventions, family history, presenting issues)		
CURRENT TREATMENTS: (medical / psychological / pharmacological interventions / providers/services involved)		
CURRENT FUNCTIONING & SUPPORTS: (living situation, impact on studies, employment, friendships, other relationships, financial)		

BRIEF MENTAL STATUS EXAM (MSE): (administered) Select		BASIC FUNCTIONING:									
<ul style="list-style-type: none"> • Appearance: N/A • Attitude: N/A • Behaviour: N/A • Speech: N/A • Affect: N/A • Mood: N/A • Thought processes: N/A • Thought content: N/A • Perception: N/A • Orientation: N/A • Memory/Concentration: N/A • Insight/Judgement: N/A 	<ul style="list-style-type: none"> • Sleep: N/A • Appetite: N/A • University attendance: N/A • Financial status: N/A • AOD: N/A • Gambling: N/A • Internet/Gaming: N/A • Exercise/Physical activity: N/A • Paid work: N/A • Housing: N/A • Legal: N/A • Other: N/A 										
SUICIDAL ideation:	HARM TO OTHERS:	SELF HARM:	K10: Score =								
<input type="checkbox"/> None <input type="checkbox"/> Passive <input type="checkbox"/> Active <i>If active</i> <input type="checkbox"/> Plan <input type="checkbox"/> Intent <input type="checkbox"/> Means	<input type="checkbox"/> None <input type="checkbox"/> Passive <input type="checkbox"/> Active <i>If active</i> <input type="checkbox"/> Plan <input type="checkbox"/> Intent <input type="checkbox"/> Means	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes</i> <input type="checkbox"/> Current <input type="checkbox"/> Past	<table style="width: 100%; text-align: center;"> <tr> <td>Well 10-19</td> <td>Mild 20-24</td> <td>Moderate 25-29</td> <td>Severe 30></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Well 10-19	Mild 20-24	Moderate 25-29	Severe 30>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well 10-19	Mild 20-24	Moderate 25-29	Severe 30>								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
OTHER RISK FACTORS: N/A											
PLAN:											
ACTIONS:											
Urgent referral: <input type="checkbox"/> Alert Senior Staff <input type="checkbox"/> Call Mental Health Access line <input type="checkbox"/> Call Acute Care Team if indicated <input type="checkbox"/> Call Ambulance and alert Security 56666 if transportation to ED required <input type="checkbox"/> Call University Health Service for urgent GP / Mental Health Nurse appointment <input type="checkbox"/> Write referral letter / call to provide handover <input type="checkbox"/> Review by own GP / Psychiatrist / Psychologist <input type="checkbox"/> Provide Mental Health 24/7 Crisis phone number <input type="checkbox"/> Safety Plan		Arrange timely access to appropriate services: Select <ul style="list-style-type: none"> • Service 1 Select • Service 2 Select • Service 3 Select Follow up <input type="checkbox"/> Follow up appointment; CAPS <input type="checkbox"/> No follow up required <input type="checkbox"/> Encouraged to return if mental state changes, or as needed <input type="checkbox"/> Review by own GP / Psychiatrist / Psychologist Provide handout / link with: <input type="checkbox"/> Self-help / Digital resources: Specify									
COMPLETED BY:		STAFF ID:									

Submit Form

Triage will it work?

- Triage the bigger picture. Resources vs demand
- What if everyone triage?
- Student Support Services
- Ethics of triage

What CAPS have improved

- See more students with same FTE
- Triage model
- Referrals to other Student Support Services
- Groups
- Mindfulness
- Psycho-ed uni wide (Managing students in distress and MHFA)

Groups

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2018	0	121	183	62	154	0	58	204	120	153	78	0	1133
2019	0	148	187	60	93	279	165	74	141	214	36	0	1397

Challenges

- Review of first 50 days
- Ongoing review and tweak
- Mindset change (intake vs Tx)
- Increase psycho-ed of staff
- Dealing with higher case load
- Doing more groups



