



PROGRAM EVALUATION: HEALTH & WELLNESS, UNIVERSITY OF TORONTO

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OUTLINE

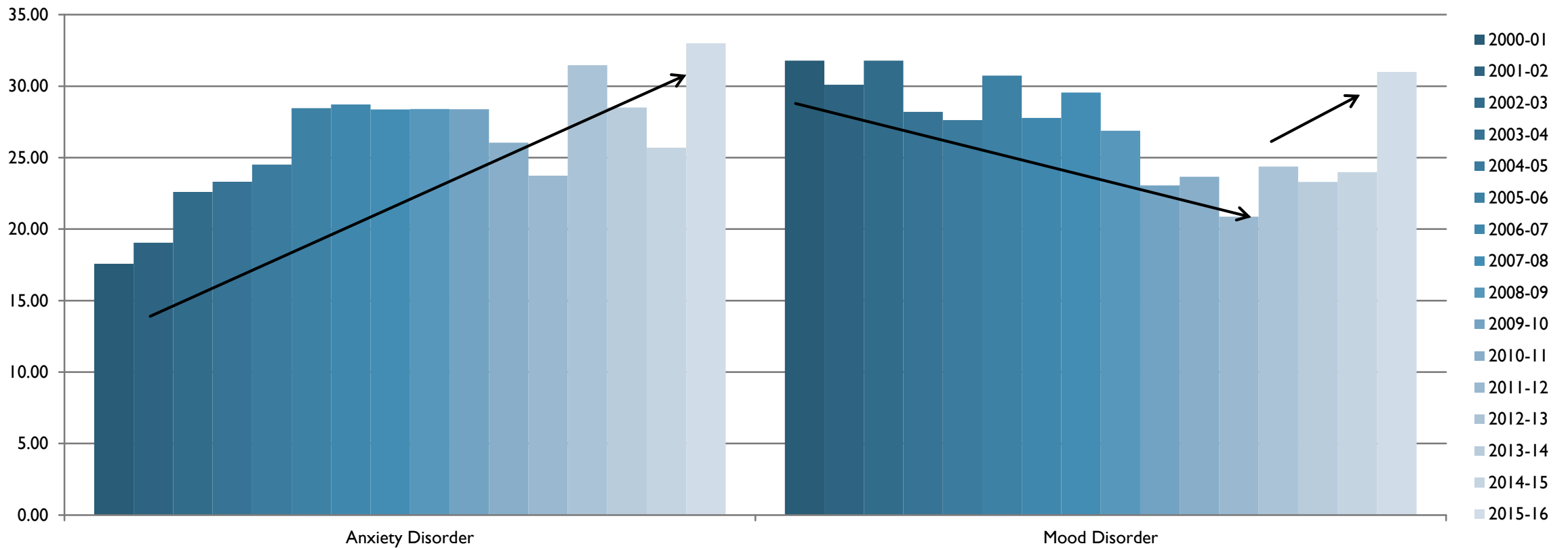
1. Evaluation Framework
2. Student Mental Health Trends
3. Program Outputs
4. Program Outcomes
5. Resources

EVALUATION FRAMEWORK

Service Utilization and Efficiencies (Outputs)	Outcomes
<ul style="list-style-type: none"> ■ Student participation <ul style="list-style-type: none"> ■ Students: diagnoses, academics, demographics ■ # Unique students ■ #Visits ■ Patient flow: triage & disposition, referral patterns, length of stay ■ Efficiencies: wait times, cancellation rates, attrition rates 	<ul style="list-style-type: none"> ■ Pre- post treatment outcomes <ul style="list-style-type: none"> ■ Symptoms: general functioning, depression, anxiety ■ Cognitive markers: negative thoughts & beliefs ■ Skill acquisition: mindfulness, distress tolerance, emotional regulation ■ Student learning outcomes ■ Student satisfaction ■ Student narratives (qualitative)
<p>Indicators for clinic-level, program-level, and clinician-level</p>	
<p>Indicators for health promotions, medical services, mental health services, clinical training, professional development</p>	

MENTAL HEALTH TRENDS

DSM Diagnoses 2000/01 to 2015-16



OUTCOME QUESTIONNAIRE-45: BASELINE FUNCTIONING

Sample	Symptom Distress	Interpers Relations	Social Role	Total Score
<u>University Counseling Center</u>				
Mean	41.28	18.57	14.64	75.16
<u>Outpatient Clinics</u>				
Mean	49.40	19.68	14.01	83.09
<u>U of T Health & Wellness</u>				
Mean	48.81	16.49	15.95	81.17



OUTPUTS

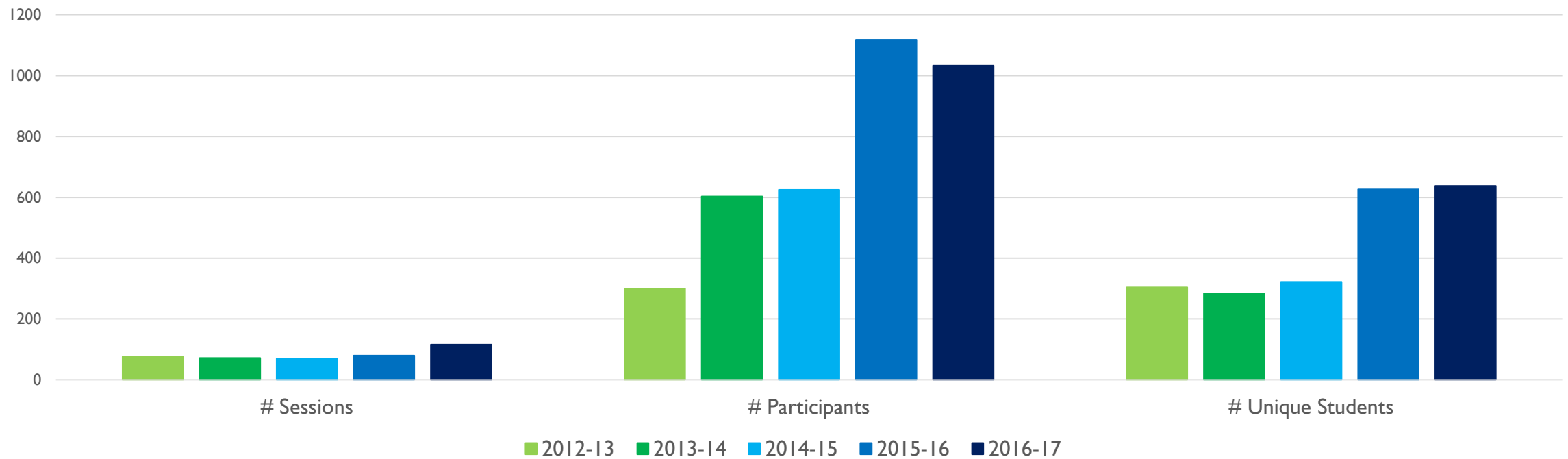


STEPPED CARE

	Health Promotion	Low Intensity	Medium Intensity	High Intensity	Severe Illness
Intensity	Step 0	Step 1	Step 2	Step 3	Step 4
					Interim Outpatient Psychiatric Care Crisis Management Case Management Hospital/Community Care
Programs & Services	Health Promotion Prevention Resilience Self-Help	Guided Self-Help Self-Management Skills-Building Coping Access to Counselling	Skills-Building Coping Counselling/Psychotherapy Group Therapies Psychotherapy Primary Care	Collaborative/Shared Care Medical Treatment Interim Outpatient Psychiatric Treatment Case Management	Short-Term Psychotherapy Shared Care Interim Outpatient Psychiatric Treatment Medication Treatment Case Management Crisis Management On-Call Assessment Case Conference
	Health Promotion Psychoeducation Good2Talk Self-Help	Good2Talk Self-Help Online Coping Workshop Skills-Building Workshops Wellness Workshops Brief Counselling Counseline Embedded Counselling Primary Care	Skills-Building Workshops Wellness Workshops Group Therapies Brief Counselling Counseline Embedded Counselling Short-Term Psychotherapy Primary Care Medication Treatment Psychiatric Consultation	Group Therapies Short-Term Psychotherapy Medication Treatment Shared Care Case Management Case Conference Outpatient Psychiatric Consultation Interim Outpatient Psychiatric Treatment On-Call Assessment	
		MoveU HappyU/SPARK FITA	MoveU HappyU/SPARK FITA	Crisis & Academic Progress	Hospital Admission Crisis & Academic Progress

SKILLS-BUILDING PSYCHOEDUCATIONAL WORKSHOPS

Workshops: Student Participation



EMBEDDED COUNSELLING

EMBEDDED SERVICES

Through partnerships in all corners of the campus, we improve student access to our services by embedding staff in key locations.



Centre for International Experience international transition advisors:

- Chestnut Residence
- Faculty of Applied Science & Engineering
- Grad Room: School of Graduate Studies
- Graduate House: School of Graduate Studies
- Innis College
- John H. Daniels Faculty of Architecture, Landscape and Design
- New College
- Ontario Institute for Studies in Education
- Rotman Commerce
- St. Michael's College
- Student Family Housing
- Trinity College
- University College
- Woodsworth College

Health & Wellness counsellors:

- Arts, Science & Media (UTSC)
- Department of Physical Therapy
- Department of Speech-Language Pathology
- Faculty of Applied Science & Engineering
- Faculty of Dentistry
- Faculty of Information (School)
- Faculty of Kinesiology & Physical Education
- Faculty of Music
- Innis College
- International Education Centre (UTM)
- John H. Daniels Faculty of Architecture, Landscape and Design
- Munk School of Global Affairs
- Rotman Commerce
- Rotman School of Management
- School of Graduate Studies
- Trinity College
- Varsity Athletics
- Victoria College

Counsellors:

- Academic Bridging Program
- Faculty of Arts & Science
- Transitional Year Program

Academic Success Centre learning strategists:

- Faculty of Applied Science and Engineering
- Faculty of Kinesiology and Physical Education
- Faculty of Law
- Faculty of Music
- First Nations House
- New College
- St. Michael's College
- Trinity College
- University College
- Victoria College
- Woodsworth College

Career Centre career educators:

- Accessibility Services
- Chestnut Residence
- Faculty of Music
- Faculty of Kinesiology and Physical Education
- Innis College
- John H. Daniels Faculty of Architecture, Landscape and Design
- New College
- St. Michael's College
- School of Graduate Studies (Grad Room)
- Trinity College
- University College
- Victoria College
- Woodsworth College

Accessibility Services (disability counsellor):

- Faculty of Kinesiology and Physical Education

Family Care Office advisor:

- Student Family Housing
- University of Toronto Mississauga

Mindful Moments workshops:

- Centre for International Experience
- Faculty of Applied Science and Engineering
- Faculty of Kinesiology & Physical Education
- Faculty of Medicine
- Faculty of Dentistry
- Grad Room
- Hart House
- Health & Wellness Centre
- Multi-Faith Centre
- Trinity College

Aboriginal learning strategist:

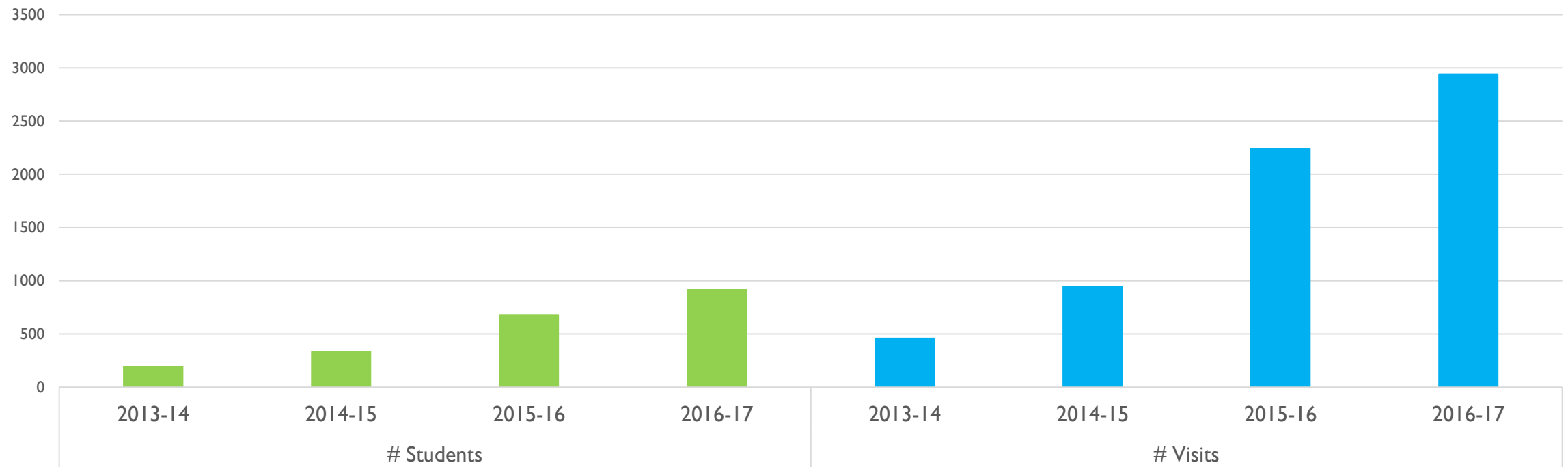
- Woodsworth College

G2G peer advisors (Conflict Resolution Centre):

- Bahen Centre
- Centre for International Experience
- Institute of Medical Science (IMS)
- Multi-Faith Centre
- Ontario Institute for Studies in Education
- Rotman School of Management
- Student Family Housing
- University of Toronto Mississauga
- University of Toronto Scarborough
- Graduate departments
 - Drama
 - English
 - University of Toronto Institute for Aerospace Studies

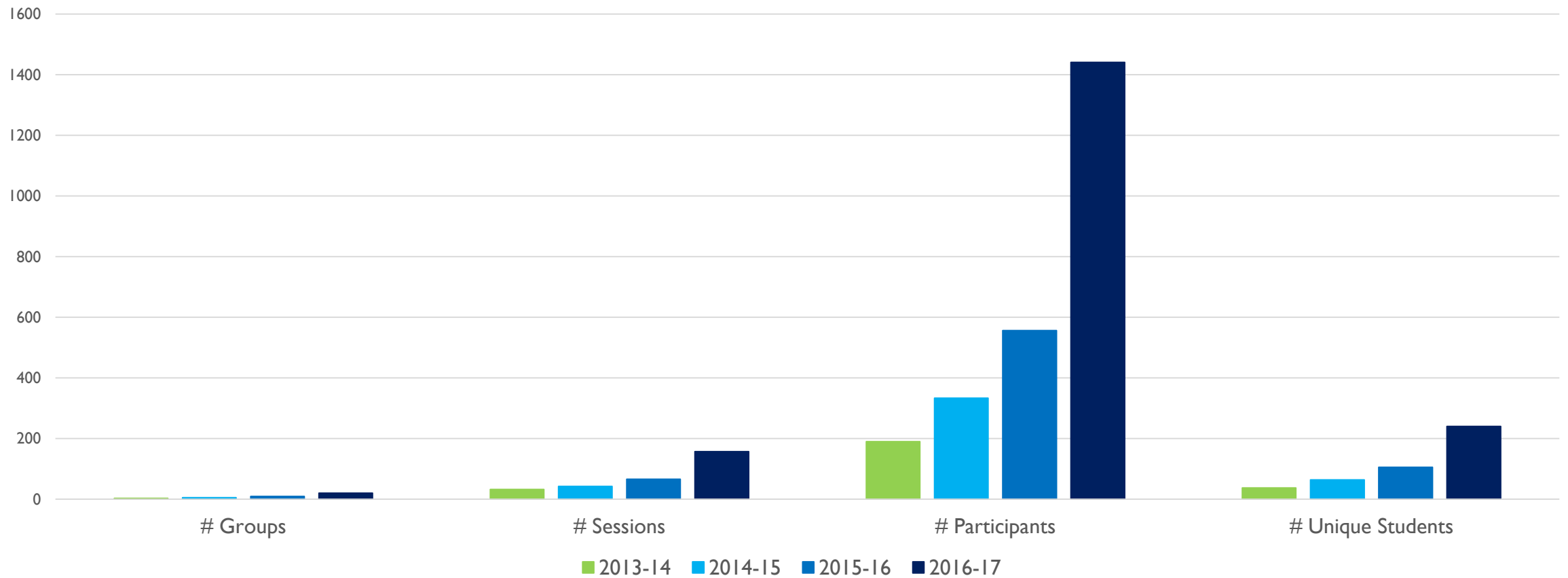
EMBEDDED COUNSELLING

Embedded Counselling: # Students & Visits

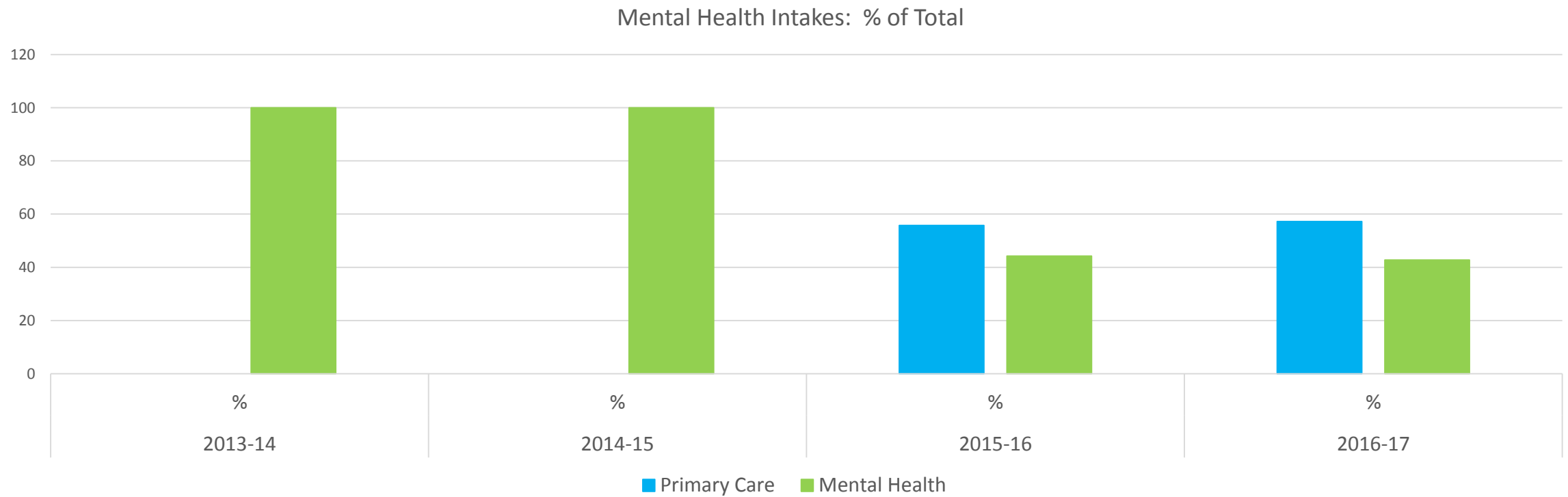


GROUP THERAPY

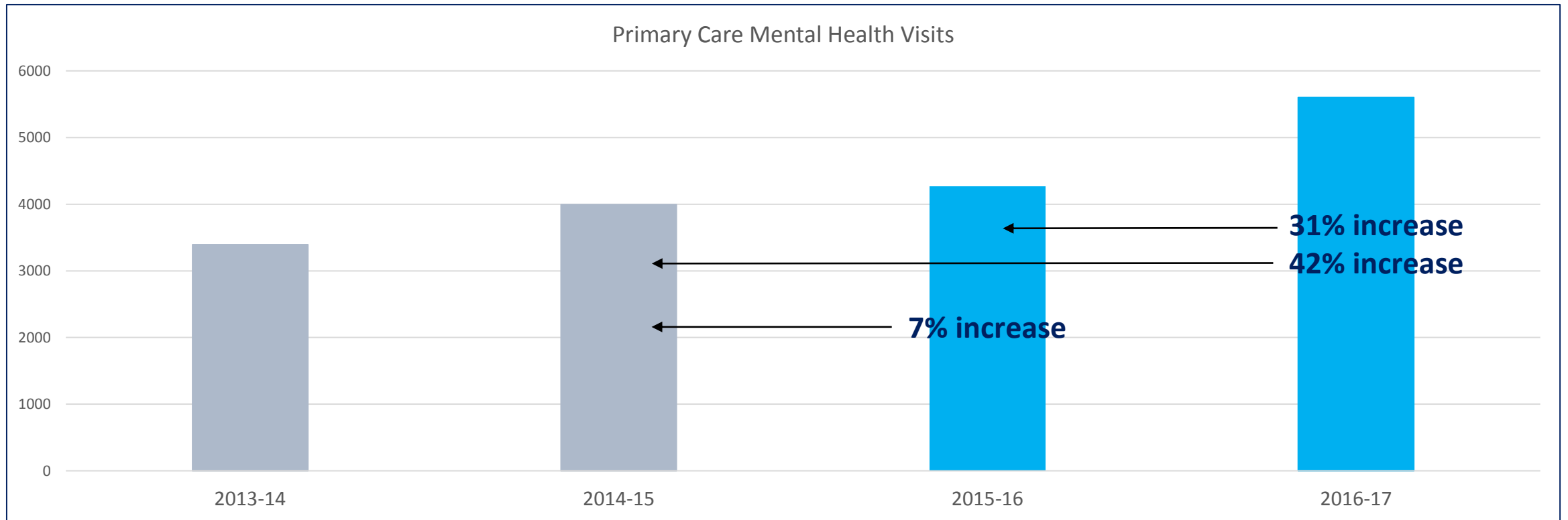
Groups: Student Participation



MENTAL HEALTH INTAKES: PERCENT OF TOTAL

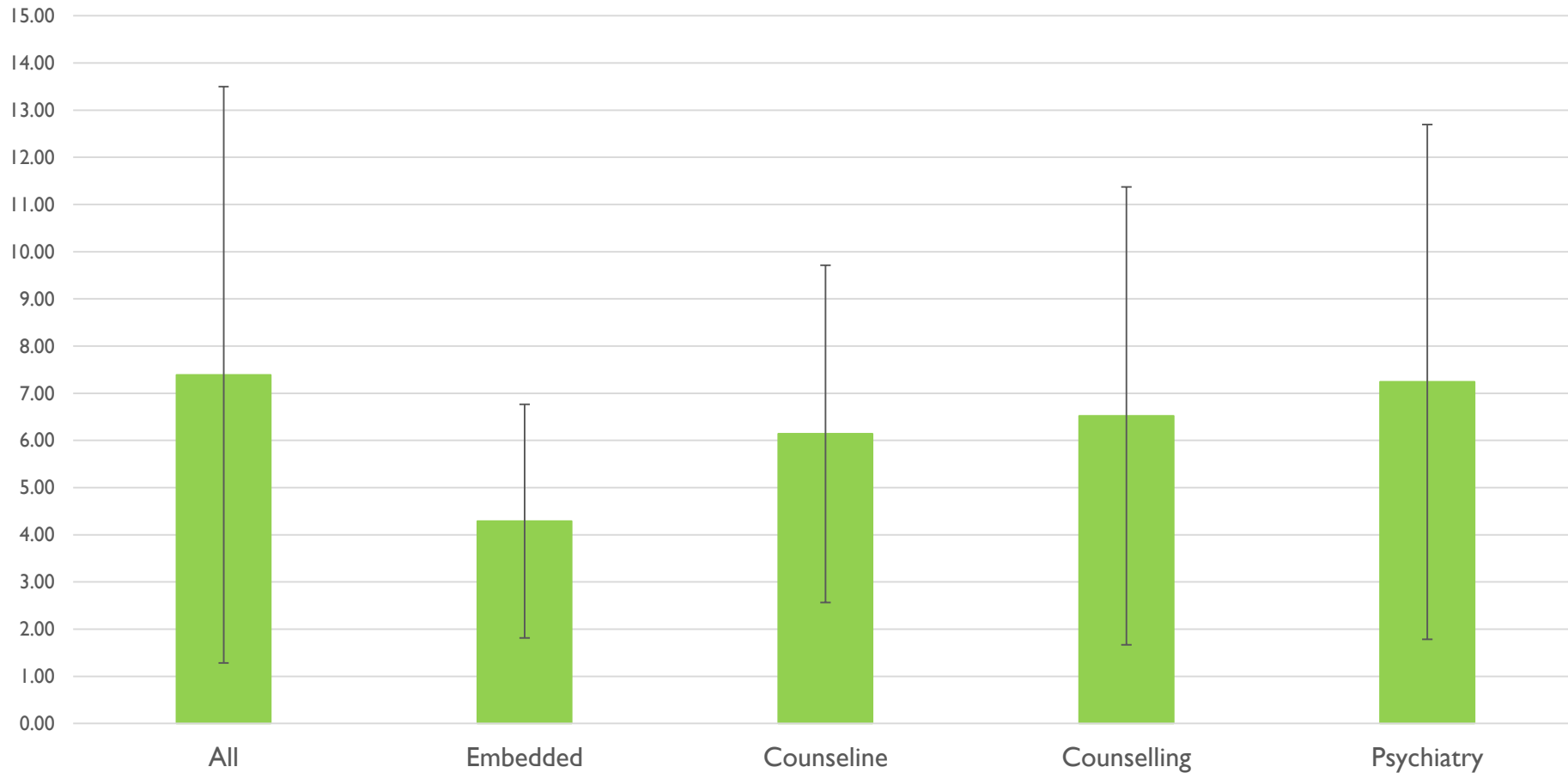


PRIMARY CARE MENTAL HEALTH VISITS



STEPPED CARE: TREATMENT LENGTH

Average Visits per Student by Mental Health Service





OUTCOMES



TREATMENT OUTCOMES: CBT GROUP THERAPY

Measure	Pre-Test Mean	Post-Test Mean	N	T-Test	df	p <
<u>Symptom Measures</u>						
OQ Total Score	89.16	72.23	103	9.96	102	0.001
OQ Symptom Distress	53.92	42.80	103	9.27	102	0.001
OQ Interpersonal Relations	18.36	15.42	103	6.00	102	0.001
OQ Social Roles	16.88	14.01	103	7.72	102	0.001
DASS Stress	22.36	16.21	104	6.53	103	0.001
<u>Depression Measures</u>						
DASS Depression	21.77	14.26	104	7.52	103	0.001
<u>Anxiety Measures</u>						
DASS Anxiety	14.86	10.10	104	5.44	103	0.001
Anxiety Sensitivity Index	33.05	26.87	90	5.70	89	0.001
Penn State Worry Questionnaire	62.87	56.86	90	6.84	89	0.001
Social Phobia Inventory	35.39	29.96	90	5.24	89	0.01
<u>Cognitive Measures</u>						
ATQ - Frequency	96.15	78.65	89	6.01	88	0.001
ATQ - Degree of Belief	97.26	79.18	89	6.84	88	0.001
DAS	168.60	152.00	98	6.34	97	0.001

GROUP THERAPY OUTCOMES

Measures	CBT	Mindfulness CBT	DBT Lite	DBT Intensive
General Distress	↓	↓	↓	n/a
Depression	↓	↓	↓	↓
Anxiety	↓	↓	↓	↓
Stress	↓	↓	↓	↓
Borderline Symptoms	n/a	n/a	↓	↓
Negative Cognitions	↓	n/a	n/a	n/a
Distress Tolerance	n/a	n/a	↑	↑
Emotional Dysregulation	n/a	n/a	↓	↓
Mindfulness Skills	n/a	↑	↑	↑

STUDENT SATISFACTION



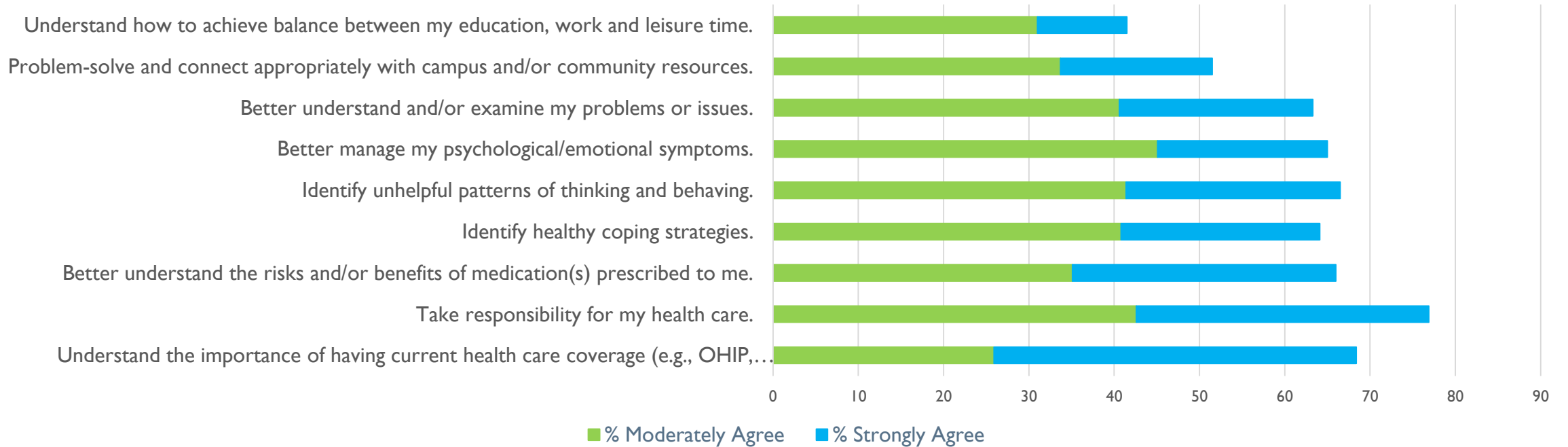
99% of students surveyed would use HWC again.

95% of students surveyed would refer a friend to HWC.

90% of students surveyed rated HWC the same or better than other health clinics.

STUDENT LEARNING OUTCOMES

As a result of participating in both medical and mental health services, I am able to... (n=207)



WORKSHOPS: LEARNING OUTCOMES (N = 1226)

As a result of attending the workshop, I am able to (% Moderately and Strongly Agree)



STUDENT VOICE

Being in a group and hearing about other's experiences was a way to realize that other students are also suffering similar challenges. Learning from each other, I think, gives strength and credibility to the materials presented.

I think the most important aspect for me has been the ability to create space for my reactions → emotions. Notice my feelings and ask myself to what extent do they reflect reality, what "truth" do they represent and what might happen if I respond differently? Being aware of myself and my body have helped me learn to create that space for myself.

Throughout this experience, it has been as though I have been getting to know myself truly, and honestly for the first time. I have certainly realized that mental health does not "happen"; it must be taken care of, and this takes time and commitment. I have learned to become kind to myself, and have been amazed at how much my perception of an experience can be false when steeped in anxiety.

Thank you so much!!

I've really enjoyed the sessions, looked forward to it each week. It's allowed me to be much more aware of issues, unhealthy thoughts and behaviours and allowed me to challenge them. I'm kind of sad it's over because it's been such a great experience!

This CBT Group has been important for me and structuring my life around recovery. I found it helpful to share similar experience with my peers as well as gaining the skills to express my feelings and struggles with loved ones. CBT helped me realize areas I have the most problems in and gave me the ability to view them in a less overwhelming light.

RESOURCES

- Dedicated role
- Protected time
- Research + clinical background
- EHR+
- Utilize administrative and clinical staff



THANK YOU

