



**Service Priorities and Programmes**  
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**Outcome- Driven Evidence-Based Clinical Psychology Service in General Medical Hospitals, KWC**

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**Introduction**

Following an expert review by Professor Paul Salkovskis, the Service Development Subcommittee of CP COC initiated an outcome measures study to encourage clinical psychologists (CP) working in Hospital Authority to adopt practice of outcome-driven evidence-based treatment to ensure quality psychological treatment. Three general medical hospitals (Kwong Wah Hospital, Caritas Medical Centre and Princess Margaret Hospital) in Kowloon West Cluster had collected outcome measures data from 154 patients during the period 2011-2012 to examine the effectiveness of psychological service. Overall clients' satisfaction was also examined to explore its relationship with treatment outcomes.

**Objectives**

1) to investigate the overall effectiveness of psychological service in general medical settings 2) to investigate the predictor variables that contribute to the effectiveness of psychological service.

**Methodology**

All adult patients who received the outpatient psychological service were invited to complete two sets of outcome measure questionnaires. These included 4 scales administered before and after treatment: The 14-item Hospital Anxiety and Depression Scale (HADS), the 21-item Depression Anxiety Stress Scales (DASS-21), the 5-item WHO Well-Being Index (WHO-5), the 1-item Subjective Units of Distress Scale (SUDS). They will also be rated by the CP using Global Assessment of Functioning Scale from DSM-IV-TR (GAF). When the psychological treatment was completed, patients were required to fill in a Client Satisfaction Questionnaire (CSQ).

**Result**

Results Comparison of Pre- and post-treatment scores Paired-sample t-tests of pre-treatment & post-treatment scores were carried out across all clinical conditions.

There was a significant reduction in HADS-Anxiety ( $p < .01$ ), HADS-Depression ( $p < .01$ ), SUDS ( $p < .01$ ), DASS-Depression ( $p < .01$ ), DASS-Anxiety ( $p < .01$ ) and DASS-Stress ( $p < .01$ .) There was also significant increase in both GAF ( $p < .01$ ) and WHO-5 ( $p < .01$ ). Relationship of Client Satisfaction Questionnaire and treatment outcome The mean CSQ score of all three hospitals was 30.99 (SD= 4.08) out of 36. Results of multiple regression showed that client's satisfaction is strongly correlated with treatment outcome. The reduction in HADS-A and HADS-D were both found to be strongly correlated with CSQ total (HADS-A:  $p < 0.000$ ; HADS-D:  $p = 0.003$ ). Specifically, client's readiness towards CP services significantly predicted reduction in HADS-D scores ( $p = 0.001$ ). Conclusion The present findings indicate positive outcomes in psychological service in (1) reduction of psychological distress across different emotional conditions and (2) improvement of subjective psychological well-being. The positive treatment outcomes are associated with clients' overall satisfaction with the service. That is, clinical psychological service has lived up to its purported goal as well as satisfying clients' needs. The readiness for CP service as a predicative factor suggests that it may be beneficial to improve waiting time and enhancement of clients' understanding of the CP services at the referral stage.