Client-Directed, Outcome-Informed Approach to Problem Gambling Interventions: Examination of ORS/SRS Data for Clients Seeking Assistance for Gambling Problems

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Introduction

- Aims & objectives of research project
- Overview of the Outcome Rating Scale (ORS) & the Session Rating Scale (SRS)
- Overview of PGFNZ’s use of the ORS & SRS
- Findings
- Summary and conclusions
Aims & Objectives

- To examine the relationship(s) between PGFNZ client characteristics, client outcomes and scores for the Outcome Rating Scale (ORS) and Session Rating Scale (SRS)
ORS & SRS - Overview

Benchmark measures - ORS:

- Clinically significant distress:
  - ORS < 25 (similar to a diagnosis of depression)

- Improvement:
  - 5 point change between first and last evaluations

- Clinically significant improvement:
  - 5 point change between first and last evaluations and initial ORS < 25

- No Change:
  - less than ±5 point change between first and last ORS evaluations

- Deterioration:
  - >5 point ORS decline between first and last ORS evaluations
PGFNZ’s use of ORS & SRS

- 4 years of data (31/12/2010 – 31/12/2014):
  - 17,814 sessions with *individual* clients:
    - 17,814 complete Outcome Rating Scales (ORS) data sets
    - 16,980 complete Session Rating Scales (SRS) data sets
    - A small number of ‘zero’ ORS/SRS scores were excluded
  - 86 counsellors (83% >20 clients, 43% >80 clients)

- Client characteristics:
  - *Age*: 11-95 years (M=41.5; median=40.4; SD=13.6)
  - *Gender*: 57% male, 43% female
ORS & SRS scores by number of sessions

ORS/SRs total scores

ORS
SRS

number of sessions

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18-40 41+

ORS/SRs total scores
Comparison of interventions & outcome data

Most comprehensive & recent study of service evaluation (Reese et al, 2014) compares data from two agencies:

- Southwest Behavioural Health Services, Arizona (N=5,168)
- University Counselling Centre (N=4,676)

PGFNZ data can be compared directly with this study
## Comparison of interventions & outcomes

<table>
<thead>
<tr>
<th>CENTRE</th>
<th>N total</th>
<th>N &gt;1 session</th>
<th>clinical range</th>
<th>total d (95% Cl)</th>
<th>Mean ORS change</th>
<th>% clinically successful of total</th>
<th>% clinically successful in clinical range</th>
<th>mean sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBHS</td>
<td>8224</td>
<td>5168 (63%)</td>
<td>3774 (73%)</td>
<td>0.71 (0.67, 0.75)</td>
<td>5.81</td>
<td>31%</td>
<td>43%</td>
<td>10.09</td>
</tr>
<tr>
<td>UCC</td>
<td>-</td>
<td>4676</td>
<td>2985 (64%)</td>
<td>-</td>
<td>-</td>
<td>27%</td>
<td>42%</td>
<td>6.75</td>
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<tr>
<td>PGFNZ</td>
<td>4094</td>
<td>2770 (68%)</td>
<td>1391 (50%)</td>
<td>0.69 (0.38, 1.04)</td>
<td>6.57</td>
<td>32%</td>
<td>63%</td>
<td>5.96</td>
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% of clinically successful clients overall for SBHS, UCC and PGFNZ services

Sessions

SBHS
UCC
PGF

% of total clients
% clinically successful clients in clinical range for SBHS, UCC and PGFNZ services
First & final ORS, Cohen's d & % of total for culture, clinical range & gender
Summary

- First large scale analysis of the use of this approach for gambling counselling internationally & the only long-term outcome analysis of any publicly funded mental health and drug addiction service in NZ

- Use of SRS suggests that more could be done to enhance the therapeutic alliance

- Differences by culture

- Overall, PGFNZ’s outcomes meet or exceed international benchmarks identified in other research
  - Particularly strong results for clients in the clinical range for depression (the most unwell group)
Problem Gambling Foundation of New Zealand