

DÅPL

Fife's Counselling Service

bacp | Accredited
Service



Born in the community, and remaining deeply rooted in the community.

www.dapl.net SCO23317 Patrons: Clive Russell and Eleanor Bowman MBE



By Susan Innes, Ro Bell and Stew Talbot

INNOVATION CONTACT CONSENT

Increasing Client Involvement Before Therapy Begins.

"By using a New Client
Contact System.
Engagement has
increased by 40%."



Introduction to Client Engagement

Understanding client engagement is essential for enhancing the effectiveness of psychological therapies. By using the phone first we have significantly improve client access and engagement .

Set Menu versus A Buffet

We realised that **INFORMED CHOICE** was missing...

Previously we added you to the waiting list and

- Assumed Client Consent for Appointments
- Didn't involve the client choice from the very beginning.
- The inclusive language was missing!

So how did we ensure client choice is at the fore?

- By offering choice
- By listening to requests
- By making sure options were in place
- By changing our language

NO CHOICE



CHOICE



How did we engage with clients in the past?

In the old days we sent a letter!

Then we had a light bulb moment

And we joined the modern world
and sent a text.

But what was missing? We were still seeing high DNA rates?



Overview of Psychological Therapies ADULT TEAM

At DASH, we know that one size doesn't fit all when it comes to psychological therapy.

That's why we offer a range of options to suit everyone's needs, including time, location, gender of therapist, modality.

- Cognitive Behavioral Therapy
- Person Centred Therapy
- Psycho-dynamic Therapy
- Integrative Methods
- Relational Therapy

These evidence-based approaches help improve well-being and teach important coping skills.

Our aim is to tackle the root cause of mental health challenges and support recovery and long term wellness.

We offer a service 7 days a week... Morning, Afternoon and evening via telephone, video call, face to face



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You were then on the waiting list and you may have come through the wrong door, waiting on the someone directing you to the right door.

Blocking the waiting list.

Barriers to Treatment (CLOSED DOORS)

- We had to fully understanding the barriers clients face when seeking psychological therapies
- Stigma, financial constraints, and lack of awareness
- How many doors needed to be navigated before treatment is reached

Which door and when?

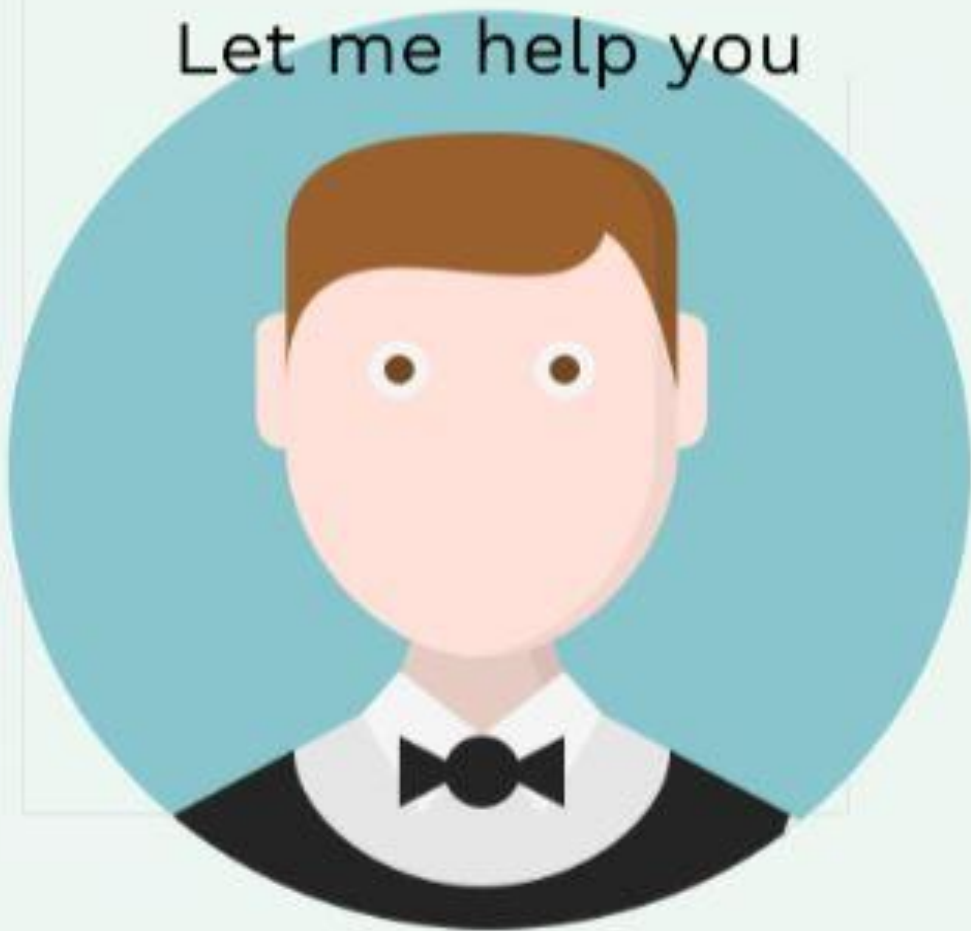
YOUR CHOICE



The Concierge Model

Which door is the one for you?

Let me help you



Let's help you choose the right door.



Maslow's Hierarchy of Needs



Bronfenbrenner's Micro-Macro Systems

Bronfenbrenner's ecological model emphasizes that a client's environment; ranging from immediate family to broader societal influences; affects their treatment accessibility.

Understanding these micro and macro systems provides insight into external factors influencing client engagement.



Over 450,000 in Print

FOURTH EDITION

MOTIVATIONAL INTERVIEWING

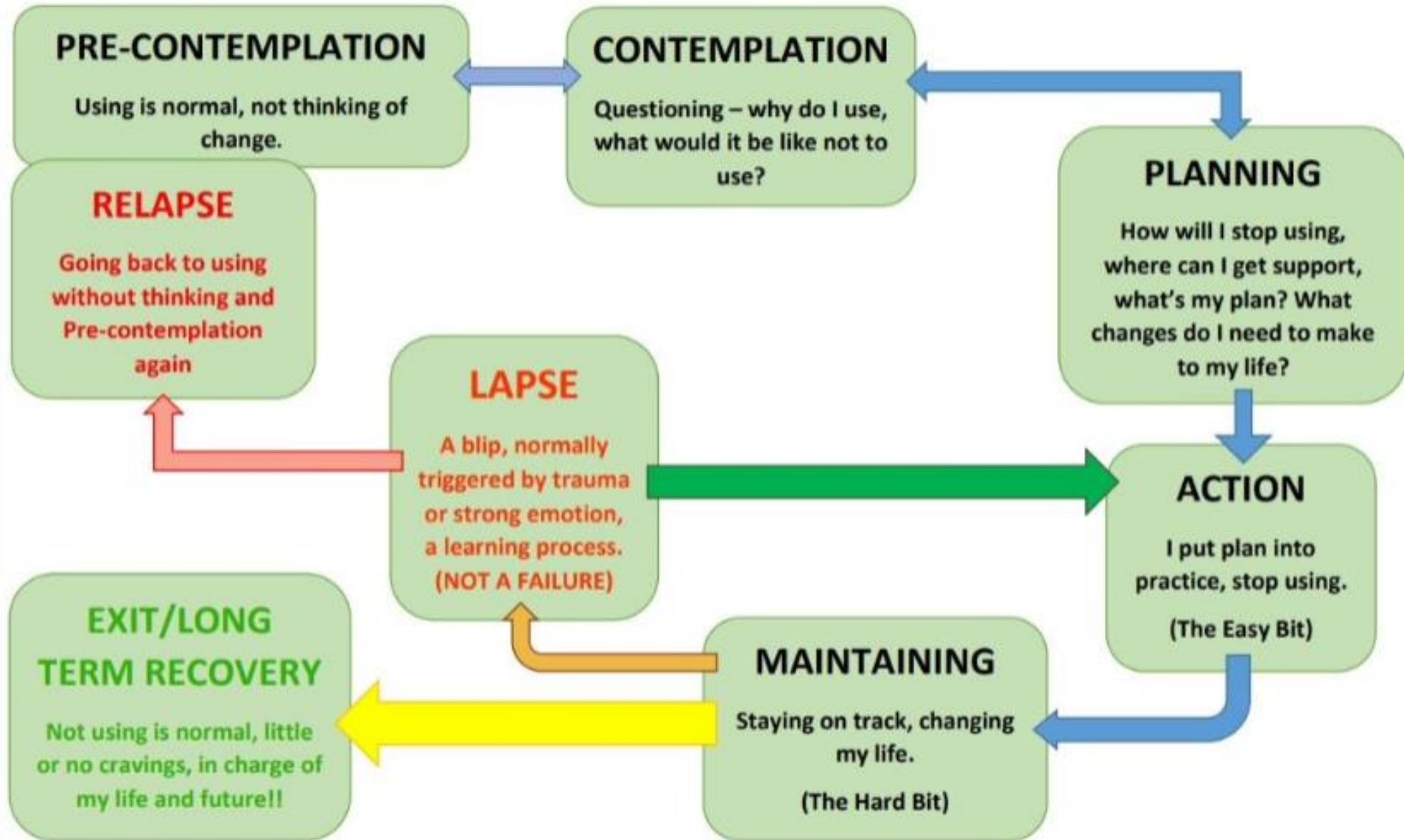
HELPING PEOPLE CHANGE AND GROW

William R. Miller
Stephen Rollnick

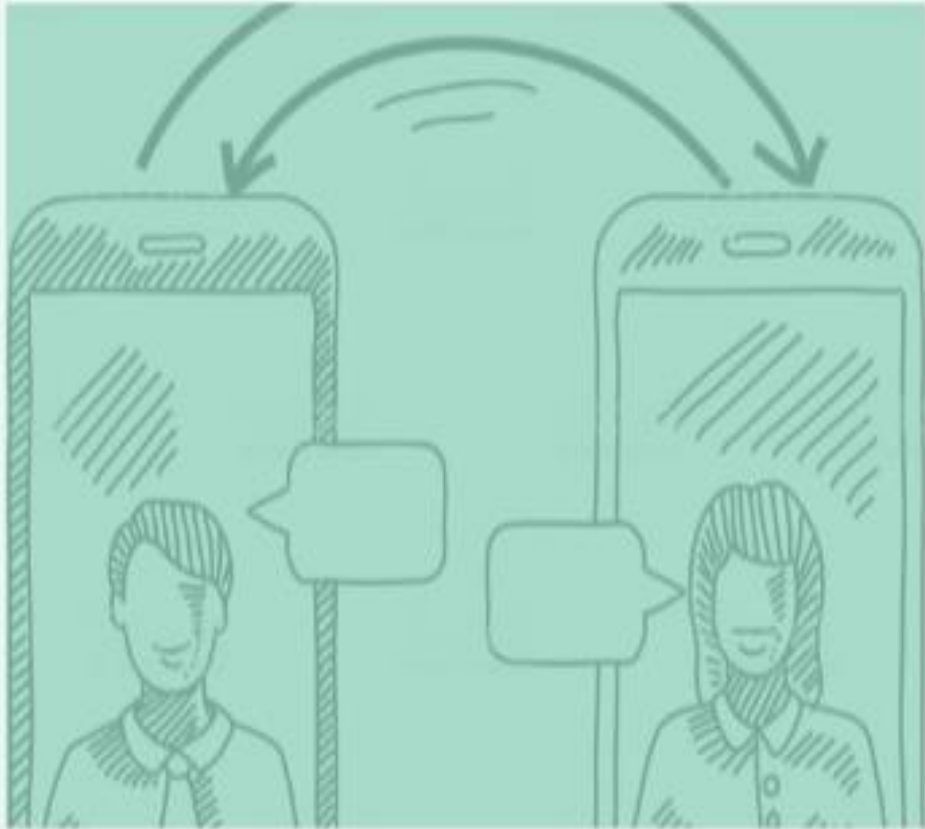
Empathy
Unconditional Regard
Congruence

ENGAGING
FOCUSSING
EVOKING
PLANNING

The Cycle of Change – Recovery as a Process



Importance of Telephone and Text Communication



- Our research indicates that 40% of clients missed appointments due to '**Assumed Consent.**'
- Incorporating telephone and text reminders has proven higher client engagement.
-
- Clients have fed back that they feel more included and supported.
- Reduced the barriers to attending therapy.

The call system and its Impact

What do we do now ?

The Doors System

We don't automatically add people to the waiting list.

We phone people up to 3 times and follow with a text.

We meet people at the door or we leave the door open.

We navigate people to the right door for their needs.

We phone people at least 3 times, send texts and leave voice-mails.



Visuals: Letter, Telephone and Text

Integrating various communication methods such as letters, telephone calls, and text messages significantly enhances client outreach and engagement.

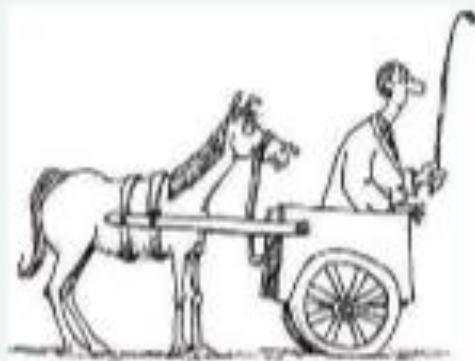
A multi-channel approach allows for a tailored follow-up, meeting clients where they are, ensuring they remain informed and motivated to attend therapy sessions.



Cart Before the Horse

The 'Cart Before the Horse' metaphor illustrates the confusion that arises when priorities are confused.

In psychological therapies, effective strategies for client engagement must precede the implementation of new systems. Otherwise desired outcomes may be hindered impacting overall treatment efficacy.



MAT Standards - Psychological Therapies

MAT Standards

what are they?

Follow Up and After Care



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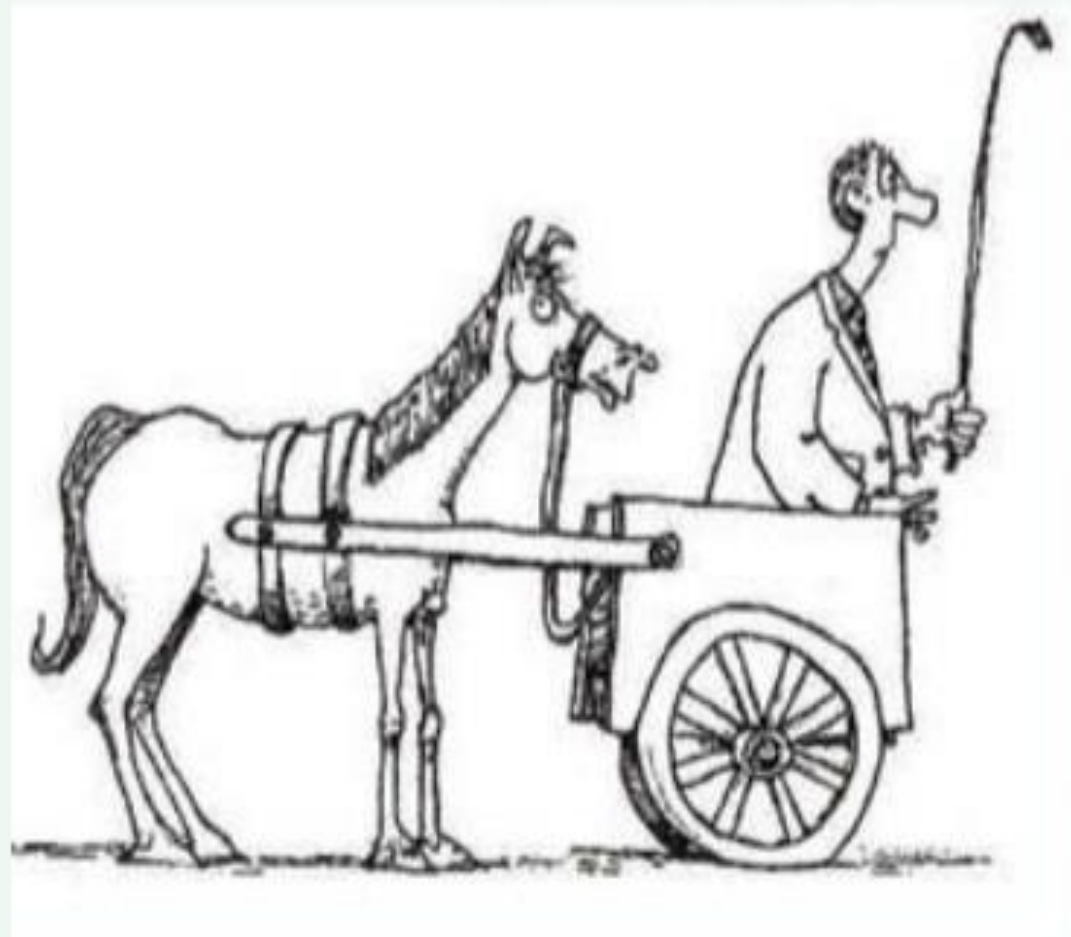
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Light Bulb Moment: Key Insights

- Traditional engagement methods were reviewed; highlighting the need for innovative approaches.
- Behavioural models provided insight for personalising the proactive communication.
- Personalisation enhances client engagement and motivation.
- Improved engagement has led to better attendance rates for therapy.
- The innovation emphasises a client-centered approach.
- **Delivering Successful Therapy Outcomes.**



Concierge Model: Opening the right Door

Implementing a concierge model at the initial stage of client engagement, ensures a tailored support that meet's the clients needs.

This approach creates multiple pathways for the clients to access the services, making it easier to engage in therapy.



THE PROCESS

KNOCK ON THE DOOR - Referral; self or 3rd party, telephone, text, online via website, email, f2f.

DOOR OPENS - We call at least 3 times and send texts and messages: What can we do for you? Do you need anything else?

DOOR OPENS - Access Appointment: MI, ABI/DBI, Harm Reduction, MH First Aid - What EXACTLY can we do for you?

DOOR STAYS OPEN - Did not attend appointment: we will call at least 3 times and send texts to reinforce you may return at any time.

DOOR OPENS - Trauma Informed Psychological Therapies

DOOR STAYS OPEN - Drop out of counselling: We send a text letting you know you may return when you need to and are ready.

DOOR OPENS - Finish counselling: You may choose Motivation and Behavioural Coaching and/or SMART Recovery. Signposted to partner organisations.

DOOR STAYS OPEN - Finish your work at DAPL. We ensure you know you are welcome to come back whenever you need.

DAPL - THE DOOR IS ALWAYS OPEN

Communication Dynamics: Two People Talking

Effective communication between clients and therapists fosters a sense of trust and openness, leading to improved therapeutic outcomes. The new call system facilitates these interactions, encouraging clients to express their needs and concerns openly.



Results and Next Steps

Analysing the communication dynamics within the new call system reveals significant effects on client interactions and engagement.

Understanding these dynamics is crucial for enhancing treatment accessibility and reducing barriers to care.

Visuals: Open Door Concept

The open door symbolizes accessibility and the welcoming nature of psychological therapies.

Strengthening this concept can improve client willingness to seek help and establish ongoing relationships with therapists.

Conclusion and What's Next?

Our new call system has significantly boosted client engagement and attendance by 40%.

Next steps:

- Monitor results.
- Improve communication strategies.
- Gather more client feedback.



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