



# 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

## Outcome Rating Scale (ORS)

Name \_\_\_\_\_ Age (Yrs): \_\_\_\_\_ Sex: M / F  
 Session # \_\_\_\_\_ Date: \_\_\_\_\_  
 Who is filling out this form? Please check one: Self \_\_\_\_\_ Other \_\_\_\_\_  
 If other, what is your relationship to this person? \_\_\_\_\_

Looking back over the last week, including today, help us understand how you have been feeling by rating how well you have been doing in the following areas of your life, where marks to the left represent low levels and marks to the right indicate high levels. If you are filling out this form for another person, please fill out according to how you think he or she is doing.

**Individually**  
 (Personal well-being)

I-----I

**Interpersonally**  
 (Family, close relationships)

I-----I

**Socially**  
 (Work, school, friendships)

I-----I

**Overall**  
 (General sense of well-being)

I-----I

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## Benchmark measures - ORS:

Session Rating Scale (SRS v.3.0)

Name \_\_\_\_\_ Age (Yrs): \_\_\_\_\_  
 Session # \_\_\_\_\_ Date: \_\_\_\_\_  
 Sex: M / F

Please rate this session by placing a mark on the line nearest to the description that best fits your experience.

- *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

**Relationship**

I did not feel heard, understood, and respected. I-----I I felt heard, understood, and respected.

**Goals and Topics**

We did not work on or talk about what I wanted to work on and talk about. I-----I We worked on and talked about what I wanted to work on and talk about.

**Approach or Method**

The therapist's approach is not a good fit for me. I-----I The therapist's approach is a good fit for me.

**Overall**

There was something missing in the session today. I-----I Overall, today's session was right for me.

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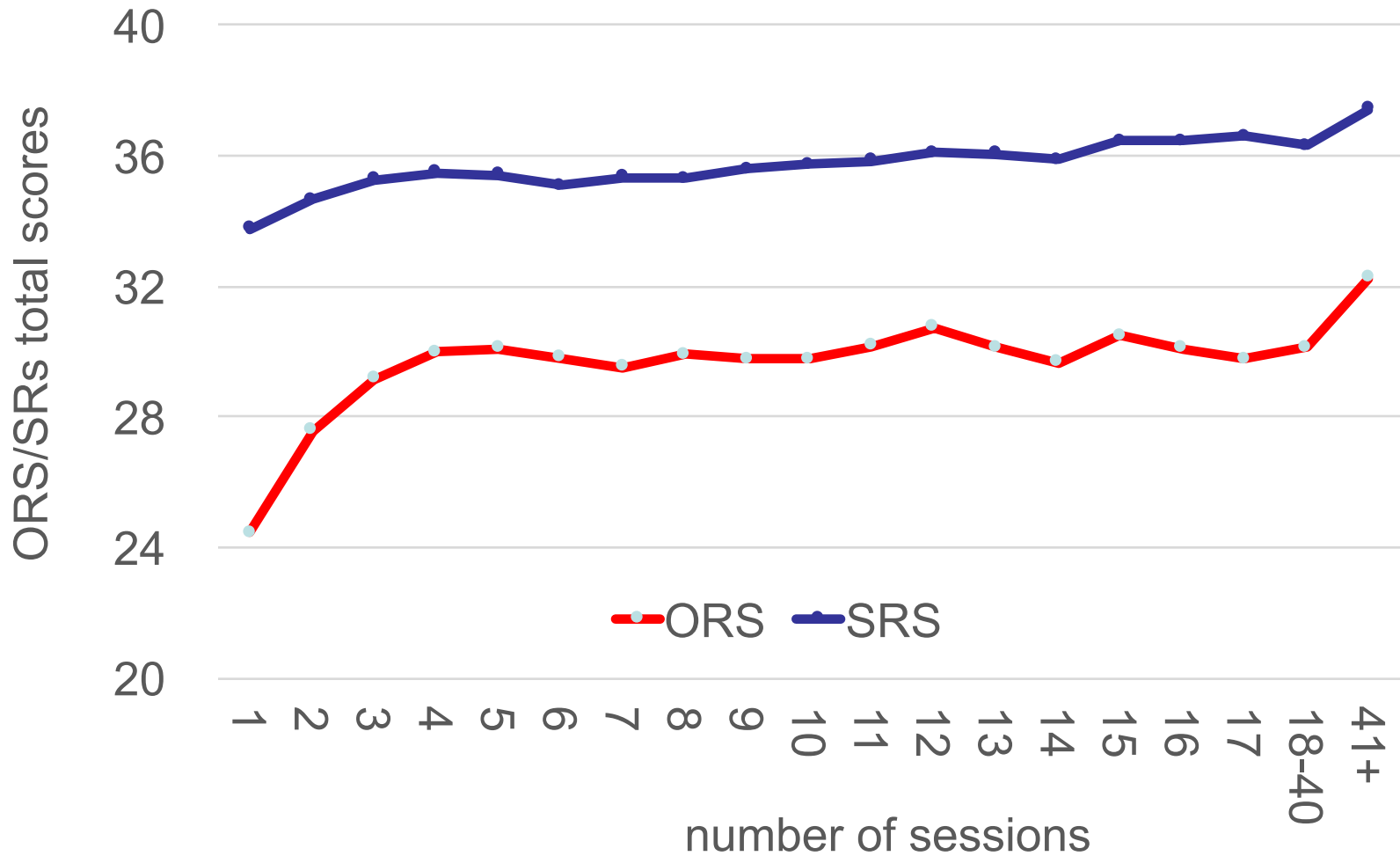
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# PGFNZ's use of ORS & SRS

- 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
  - Ethnicity: NZ – 25%, Maori – 20%, Pacific – 15%, European origin - 12%, Chinese origin – 11%

# ORS & SRS scores by number of sessions



# 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)

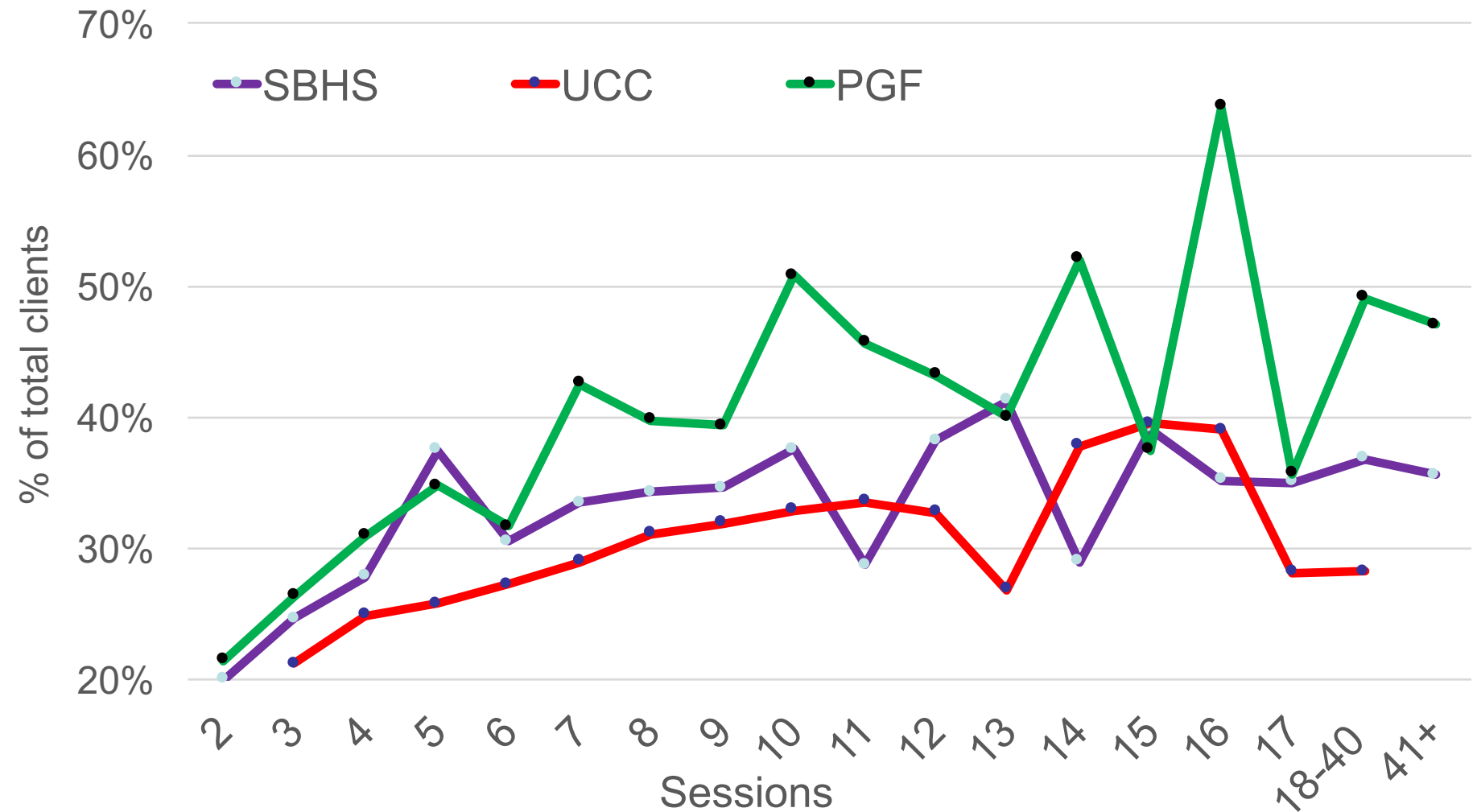
PGFNZ data can be compared directly with this study

# Comparison of interventions & outcomes

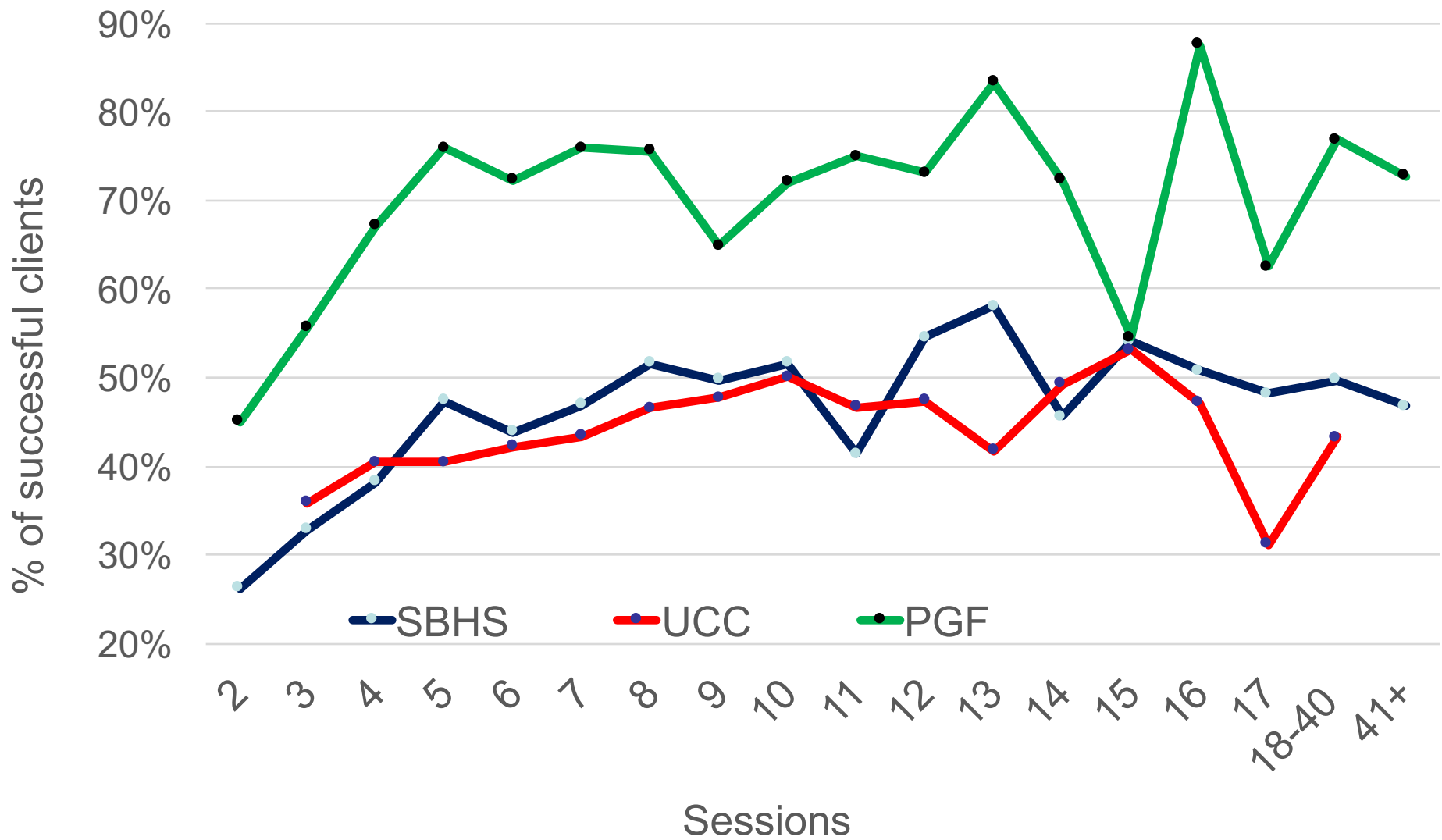
CENTRE	N total	N >1 session	clinical range	total d (95% CI)	Mean ORS change	% clinically successful of total	% clinically successful in clinical range	mean sessions
SBHS	8224	5168 (63%)	3774 (73%)	0.71 (0.67, 0.75)	5.81	31%	43%	10.09
UCC	-	4676	2985 (64%)	-	-	27%	42%	6.75
PGFNZ	4094	2770 (68%)	1391 (50%)	0.69 (0.38, 1.04)	6.57	32%	63%	5.96



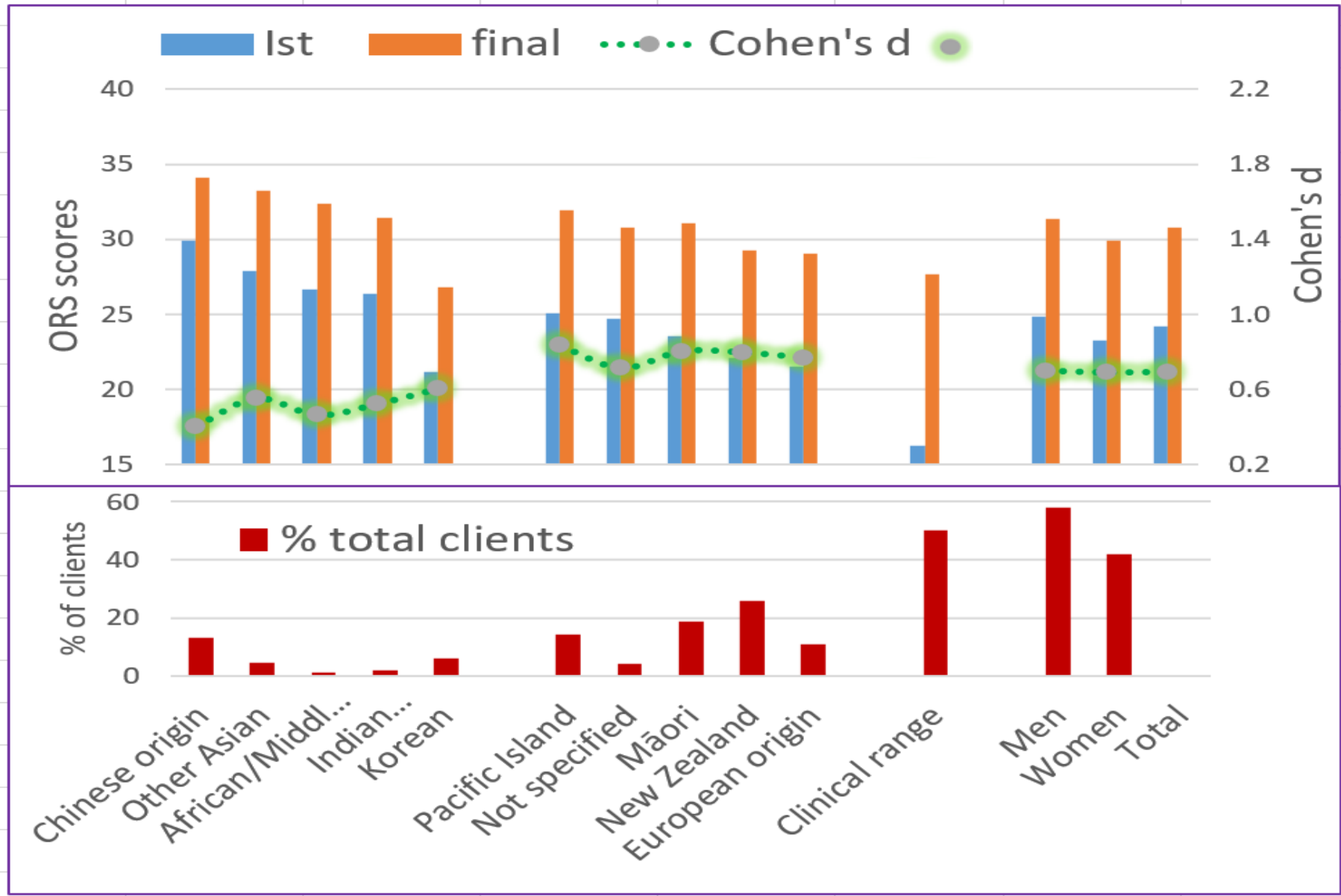
# % of clinically successful clients overall for SBHS, UCC and PGFNZ services



# % 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)



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**Problem Gambling Foundation  
of New Zealand**

