



## Seminar on Psychological Care: Lessons Learnt from the Manila Hostage Incident

### 馬尼拉人質事件心理支援服務研討會

Time: 0930 to 1300

Date: 9 October 2010 (Sat.)

Venue: Rayson Huang Theatre, The University of Hong Kong

日期: 二零一零年十月九日(星期六)

時間: 上午九時三十分至下午一時

地點: 香港大學黃麗松講堂

Co-organizers:

Hong Kong Red Cross

Division of Clinical Psychology, Hong Kong Psychological Society

Department of Psychology, The University of Hong Kong

合辦機構: 香港紅十字會, 香港心理學會臨床心理學組, 香港大學心理學系

# Stepped care service for the distressed community



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**CONVENOR**  
**CRITICAL INCIDENT TEAM**  
**Division of Clinical Psychology,**  
**Hong Kong Psychological Society**



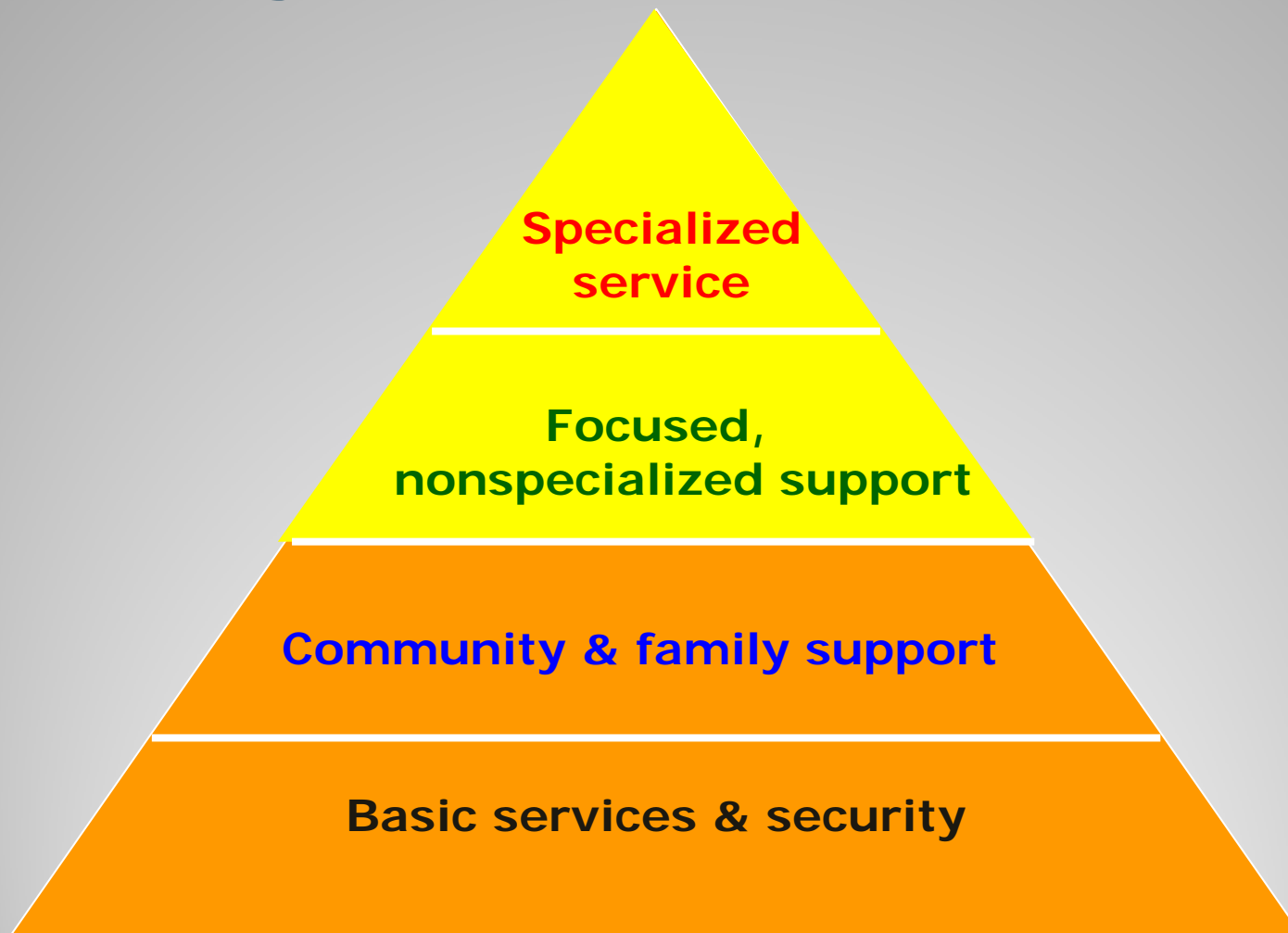
# Outline



- **Rationale**
- **Implications from the Hotline Data**
- **Way Forward**

# Rationale

# Meeting needs at different levels



IFRC: Reference centre for psychosocial support in disaster site

# Modernizing Disaster Mental Health

## **TWO main strategies**

1. Seamless progression of data collection
2. Tiered public mental health approach & algorithms of care

NCTSN: National Child Traumatic Stress Network

# 3 Tiers of Mental Health Intervention

Specialized referral & professional services

Trauma/grief specific intervention programs for the high risk

Disaster-recovery psycho-education/skill building for a wide population

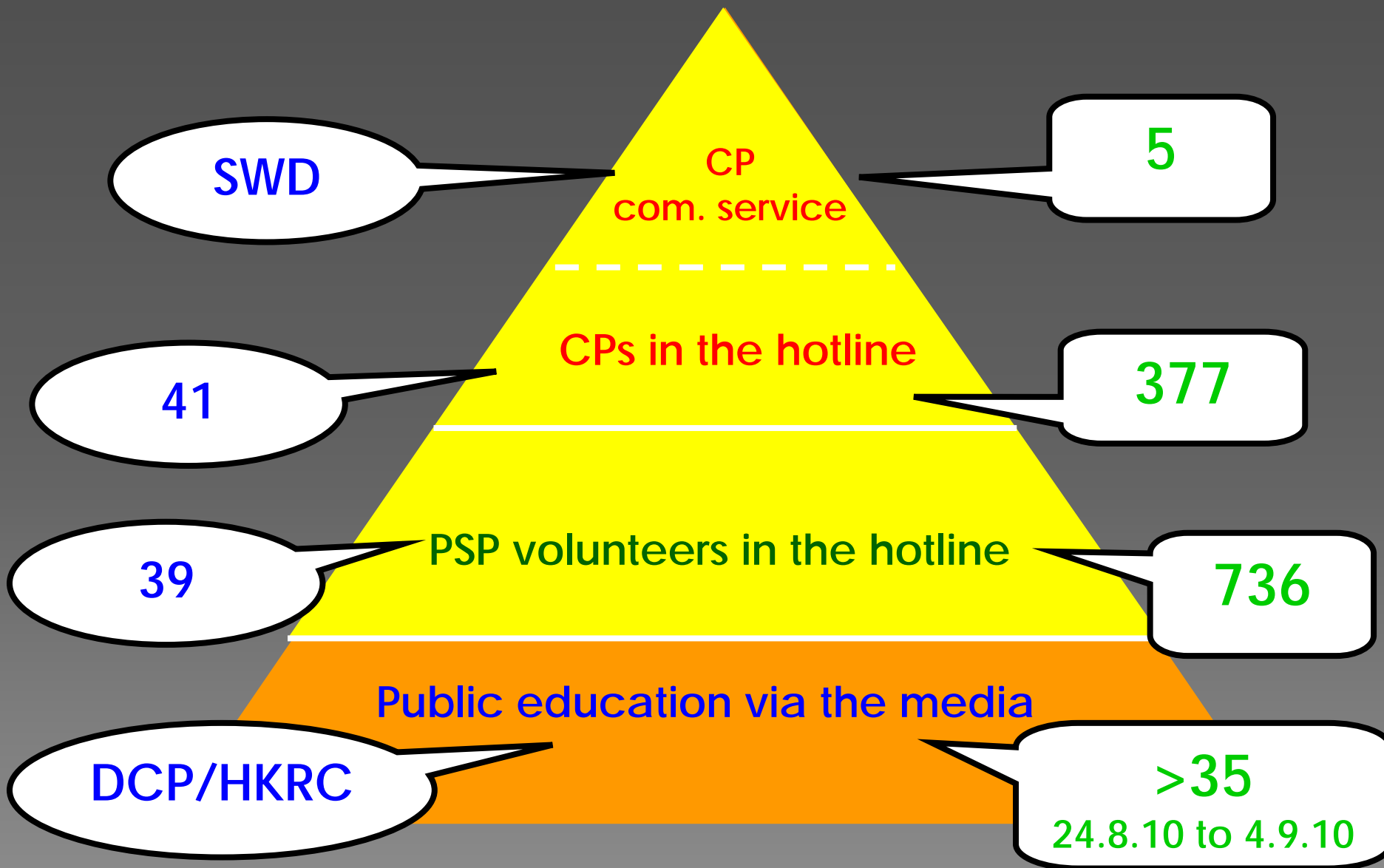
NCTSN: National Child Traumatic Stress Network



**Public education via the media**



# MP & Users for the stepped-care service



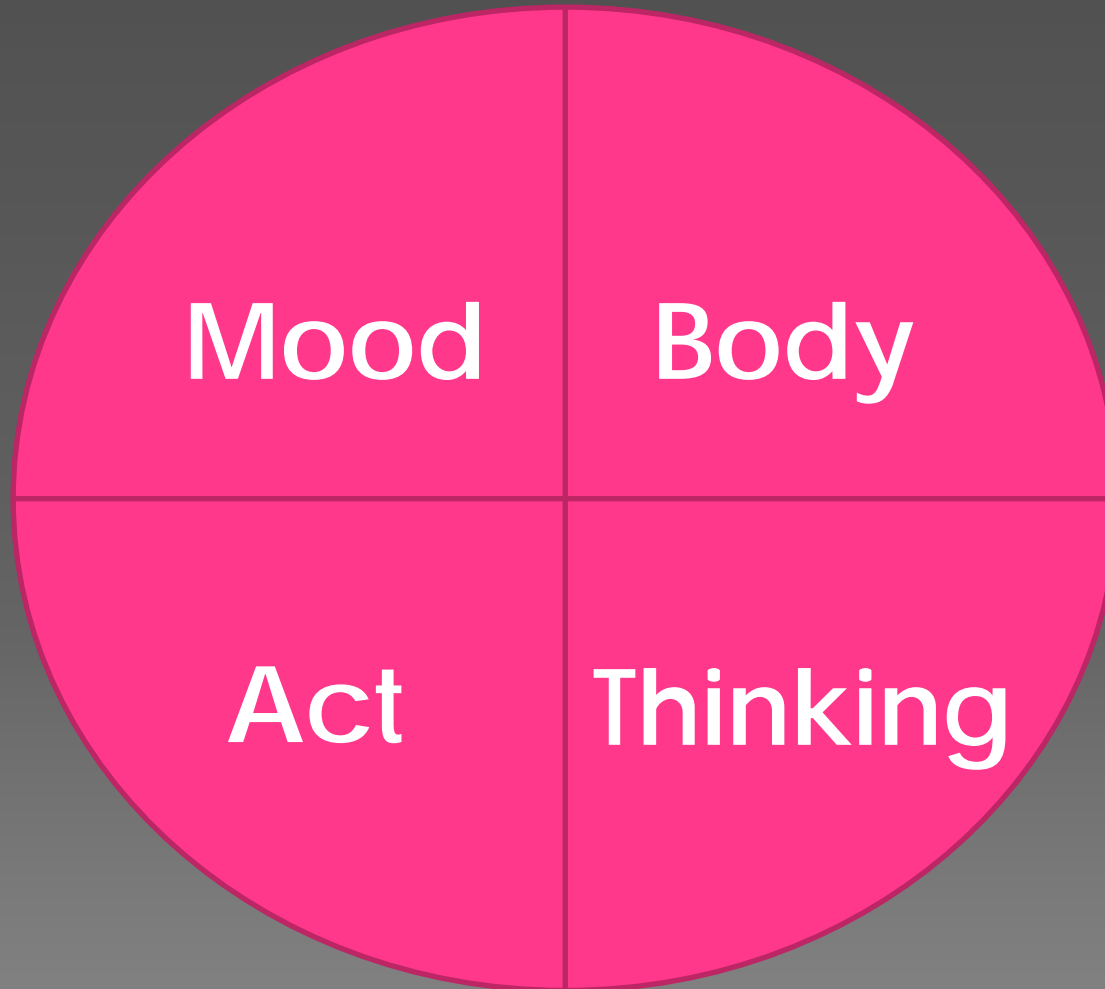


# Inter-rater reliability for content analysis

Coding of		Agreement between raters	Kappa*
Biopsychosocial response	Mood	100%	1
	Physio	100%	1
	Cognition	98%	.94
	Behavior/Coping	98%	.94
History of previous trauma		100%	1
History of previous psychiatric problem		98%	.91

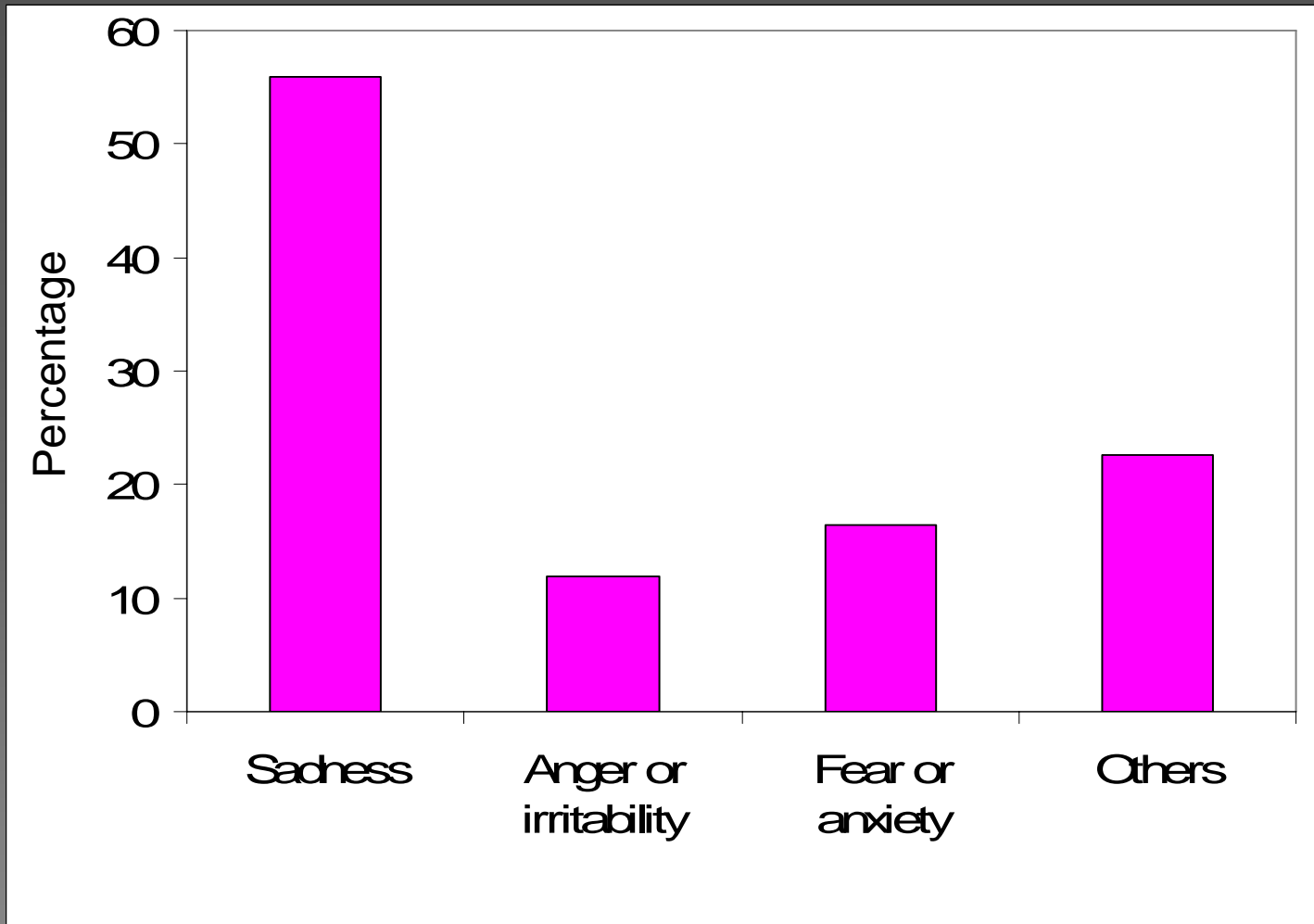
\*  $p < .001$

# How the community has been affected?

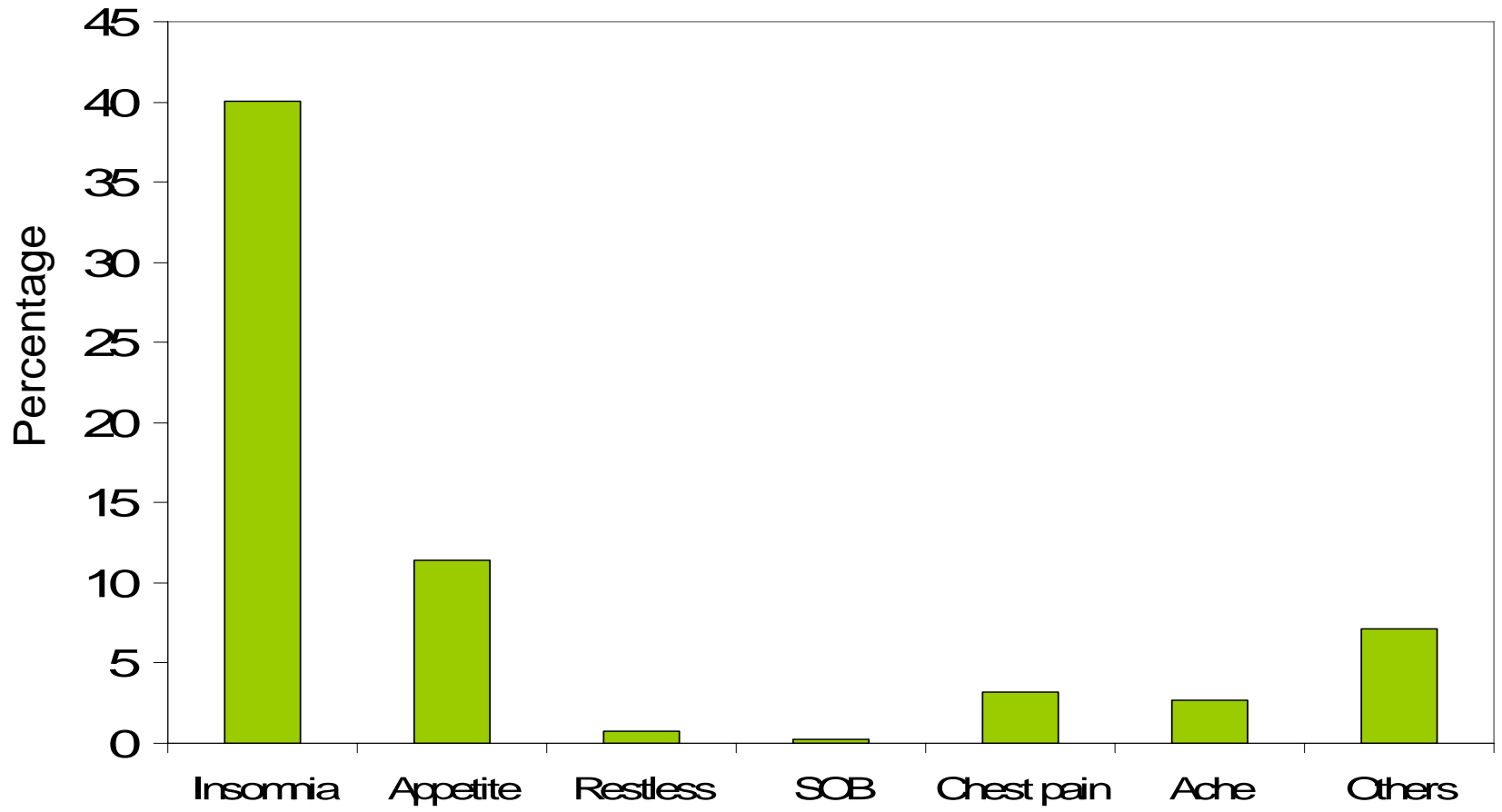


A biopsychosocial framework

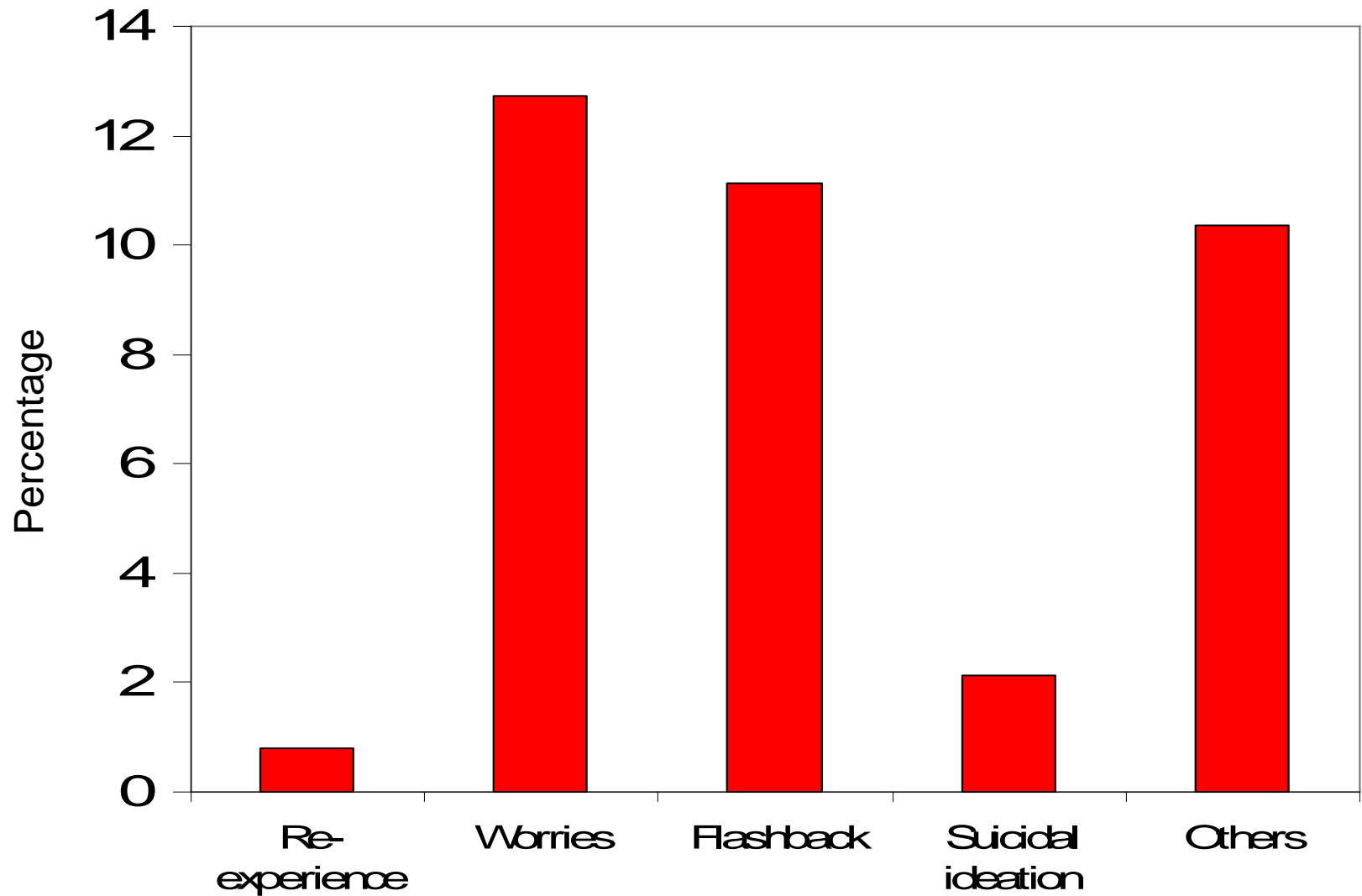
# Mood



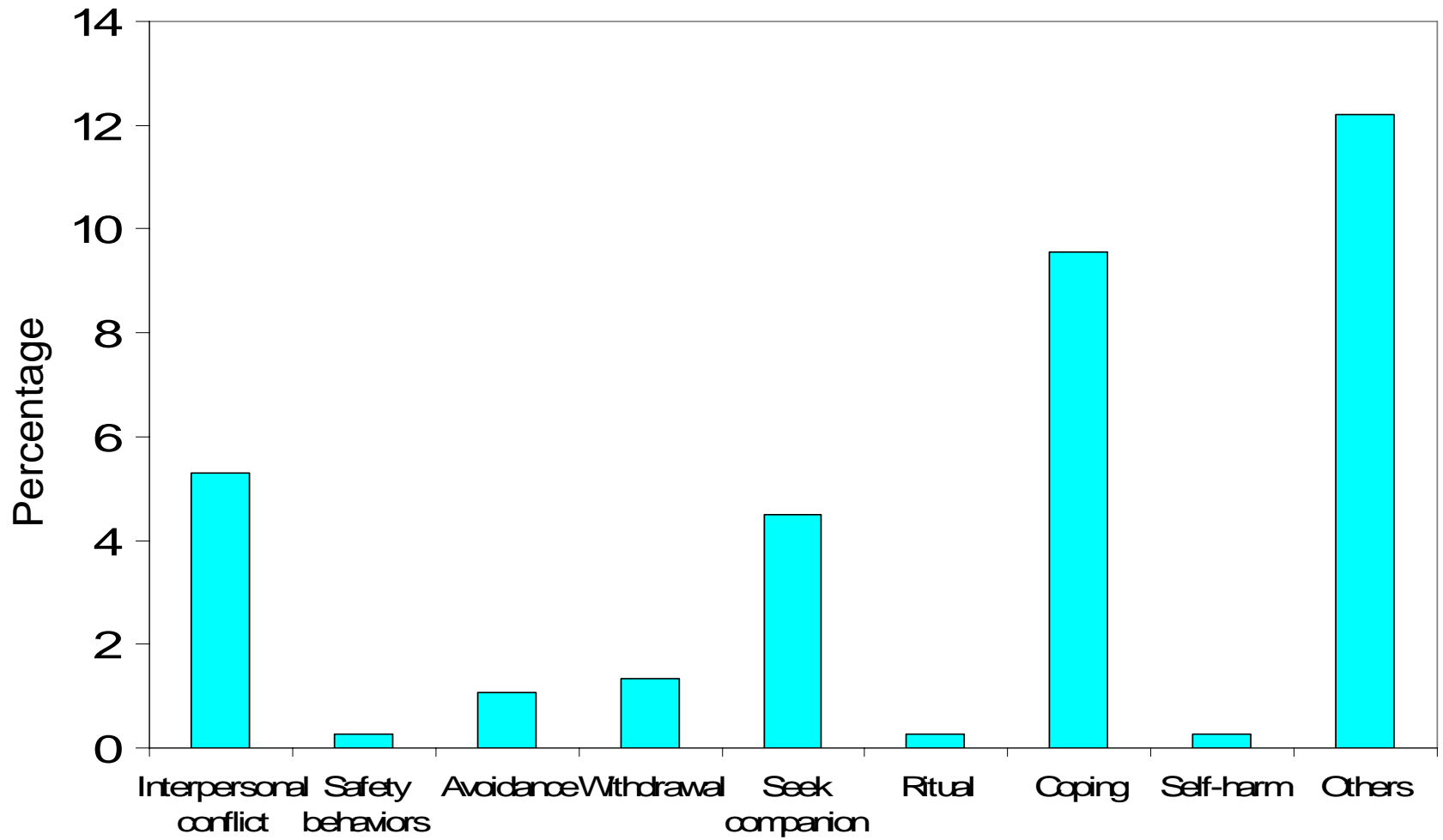
# Body



# Thinking



# Act



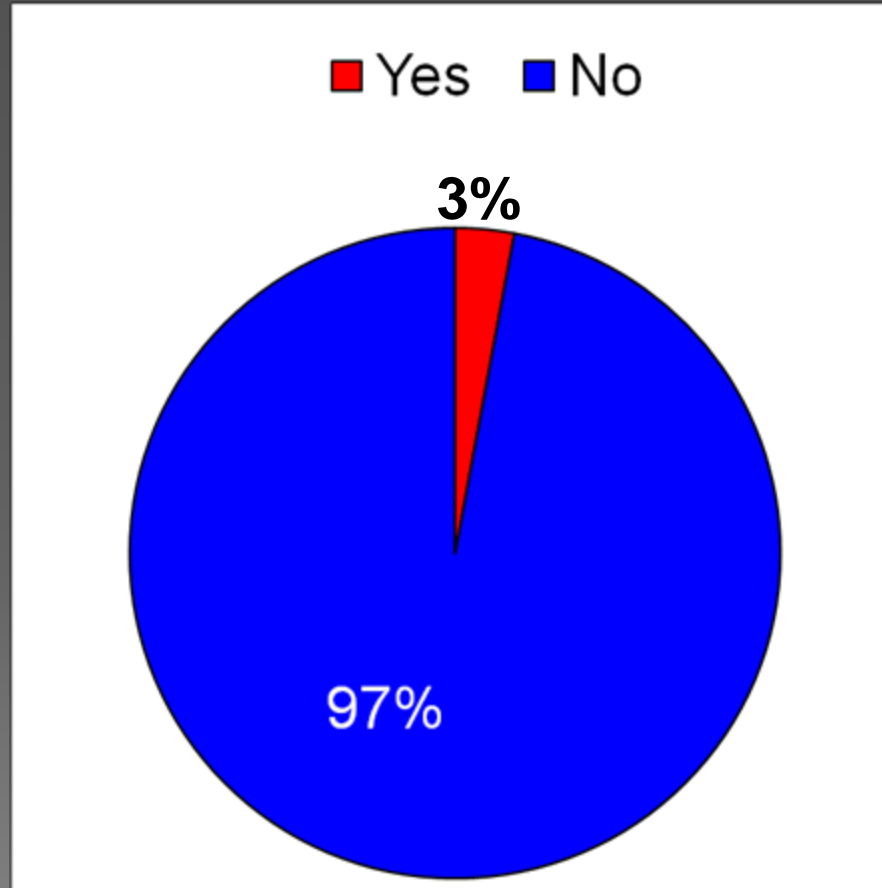


# Service Rendered

Screening	100%
Normalization	31%
Psychoeducation	36%
Supportive Counselling	41%
Advice on Stress Management	20%
Advice on Social Support	6%
Advice on Relaxation	7%
Advice on Sleep	3%
Advice on media exposure	4%
Advice on Help Seeking	25%

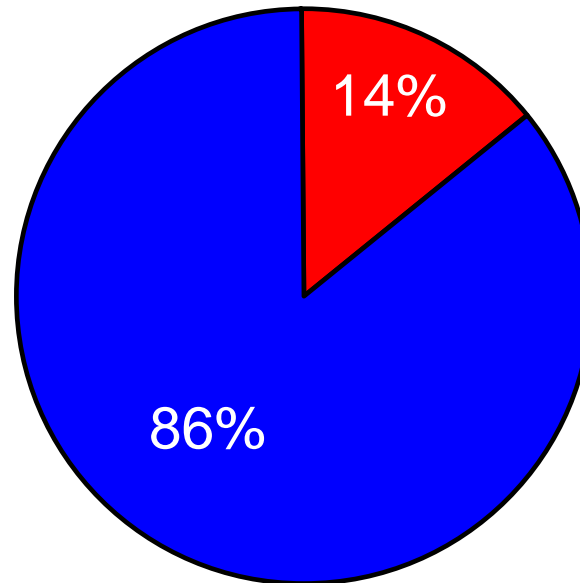


# Related to the event?



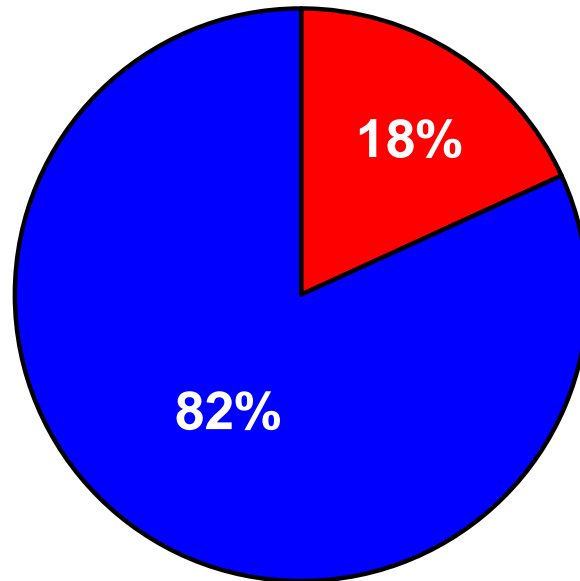
# Previous trauma?

■ Yes ■ No



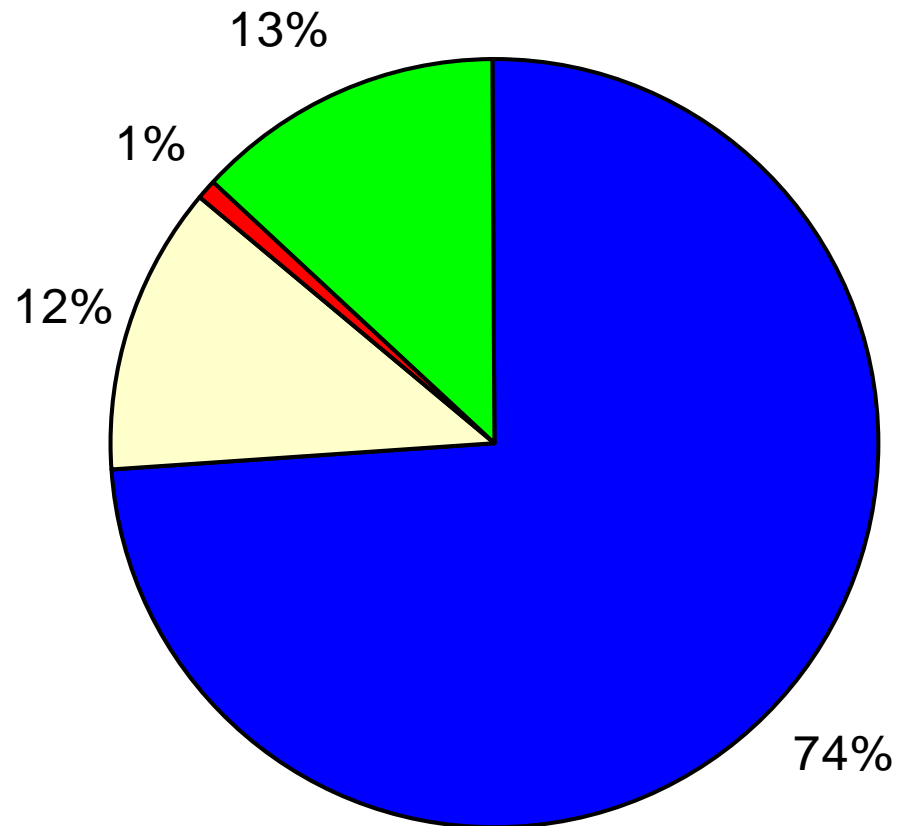
# Psychiatric History?

■ Yes ■ No



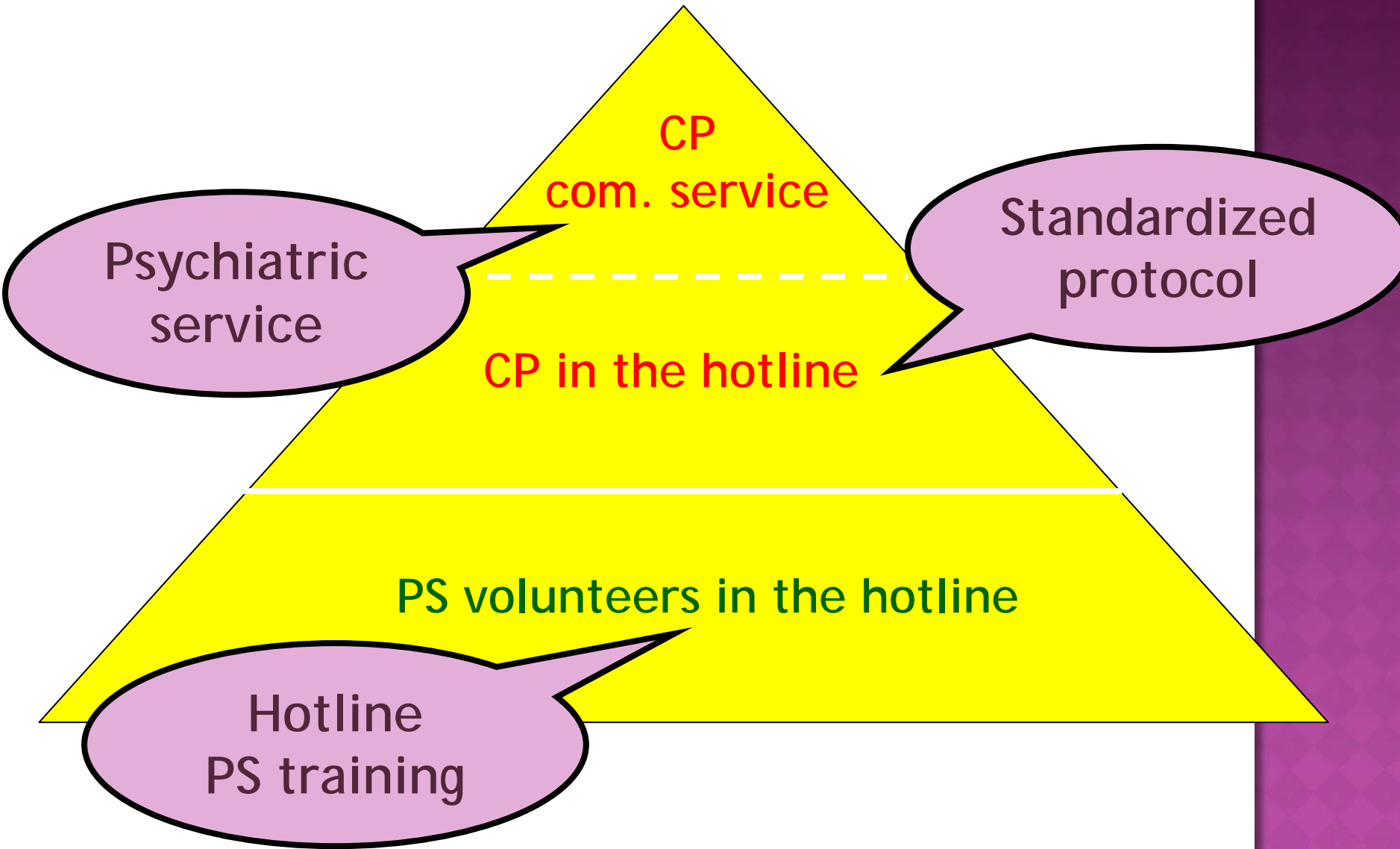
# Follow-up?

■ Nil ■ Phone ■ SWD ■ MHS



**WAY FORWARD**

# SERVICE ENHANCEMENT





# Acknowledgements

Psychological Support Service  
Hong Kong Red Cross

Division of Clinical Psychology  
Hong Kong Psychological Society

Clinical Psychology Trainees  
HKU & CUHK

Clinical Psychology Units  
Social Welfare Department

Thank You

your name