

## **Reviewing the redesign of a Sexual Health Counselling Unit Redesign, 1 year later**

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### **Background/Purpose:**

In 2019 the Sydney Sexual Health Centre (SSHC) Counselling Unit was reviewed to inform improvements to client care, service quality, and staff wellbeing. Capacity, demand, and risk issues were identified, with a solution proposed of implementing a triaging - Intake - system. Intake was implemented in 2020. Approximately 12 months later, the new system was reviewed.

### **Approach:**

Using qualitative and quantitative methods, this review: assessed client and staff satisfaction with Intake process; average wait time for counsellor allocation; average number of counselling sessions per client; and calculated correlation of client priority with allocation list wait time.

### **Outcomes/Impact:**

Overall, the redesign demonstrated success in addressing issues identified in the original audit.

The average wait time for counsellor allocation has reduced from 12-21 days to 10 days. Average number of counselling session received by counselling clients in 12 months reduced from 6 to 4 sessions. Since implementation of the new system, the correlation of client priority with wait time for allocation was calculated as -0.39 (Pearson PMC), representing a *medium strength of negative association*. Overall SSHC clients and staff, indicated that they are satisfied with the redesigned Counselling Unit services, including in availability of counselling appointments for new referrals, and of counsellors for consultation. Qualitative feedback included suggestions for further improvements including: development of resources/strategies explaining counselling services to clients; and adapting the counselling priority rating scale to better fit the sexual health setting.

### **Innovation and Significance:**

The review of the Counselling service informed an innovative redesign to enhance client care and staff wellbeing. Importantly this redesign was comprehensively reviewed to demonstrate what was what was working and identify areas for further improvements.

Ongoing review is important to ensure our service continues to be relevant and responsive to the changing needs and circumstances of priority populations.

### **Disclosure of Interest Statement:**

Nil industry contributions were made to this study, financial or otherwise