

香港紅十字會
HONG KONG RED CROSS

Psychological First Aid training and services in emergency



保護生命
Protect human life



關懷傷困
Care for the health
of the vulnerable



維護尊嚴
Respect human dignity

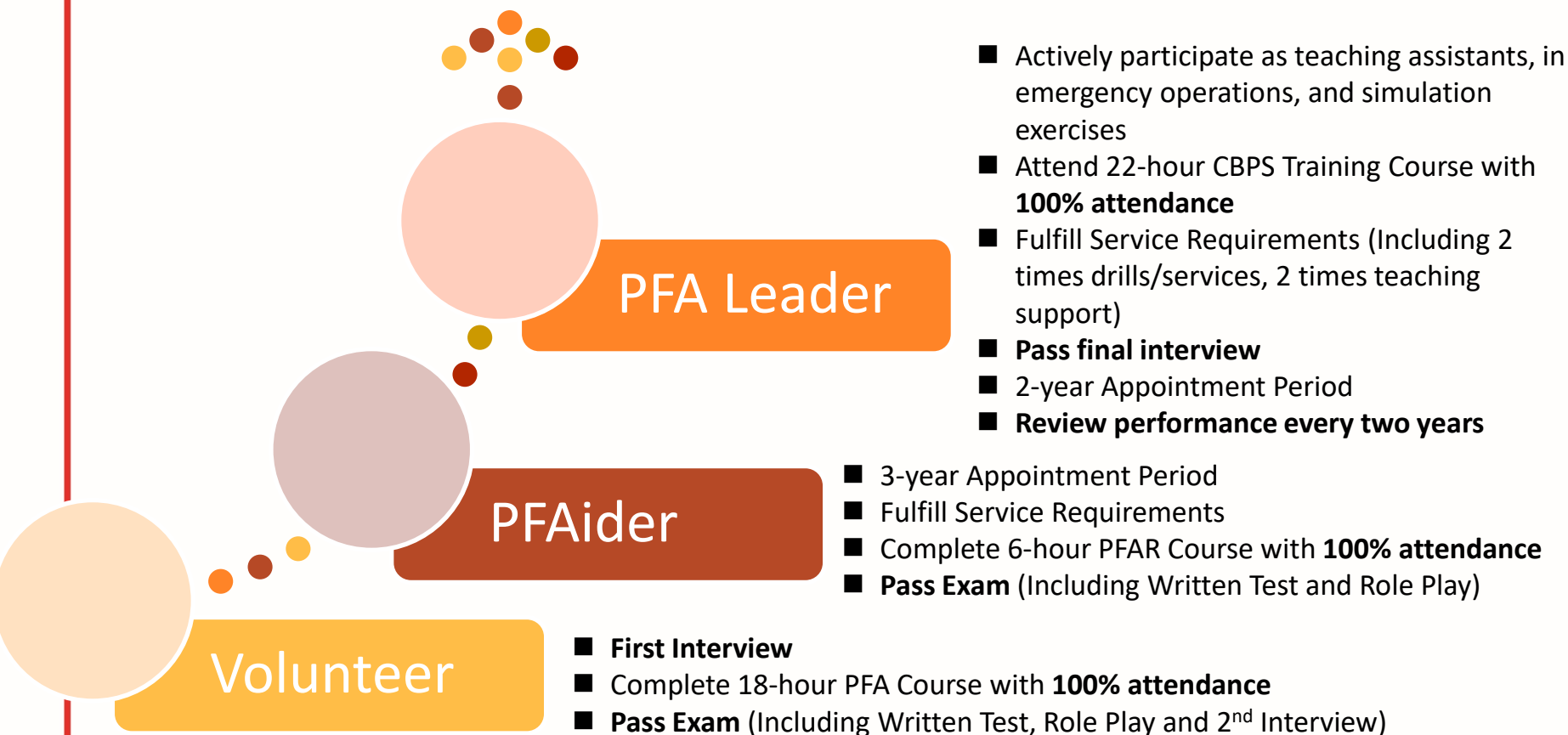
Eliza Yee Lai Cheung,
Clinical Psychologist,
HKRC



OUR GOAL

To provide timely psychological support service to reduce the emotional distress and sufferings of vulnerable people and carers, who are affected by disasters or emergencies, and to foster their adaptive functioning and coping capacity.

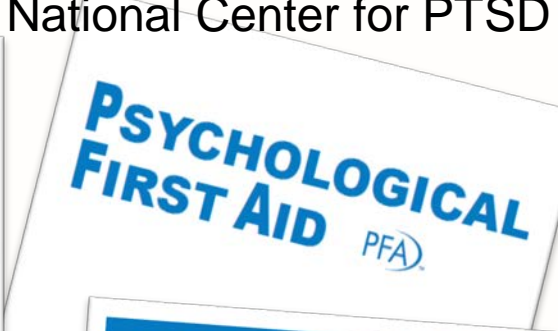
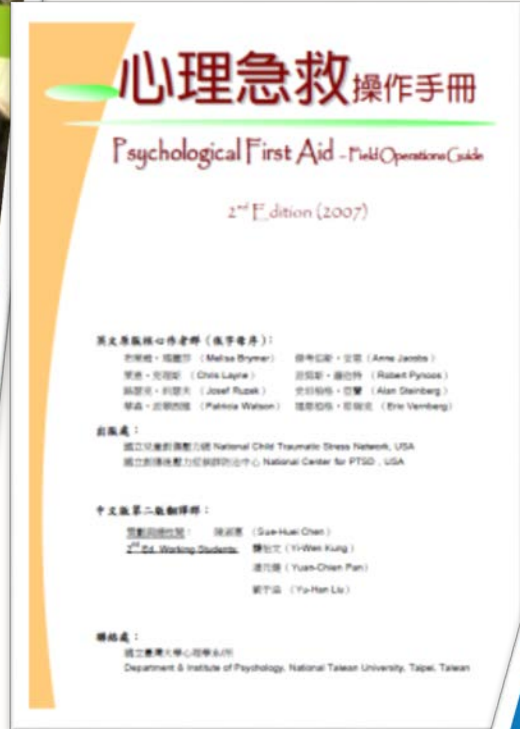
Volunteer Development Stage and Quality Control



Protocols of Psychological first aid

WHO, War Trauma Foundation and World Vision International

National Child Traumatic Stress Network and National Center for PTSD



International Federation of Red Cross and Red Crescent Societies

紅十字會 RED CROSS



Results from Emergency Operations

Methodology

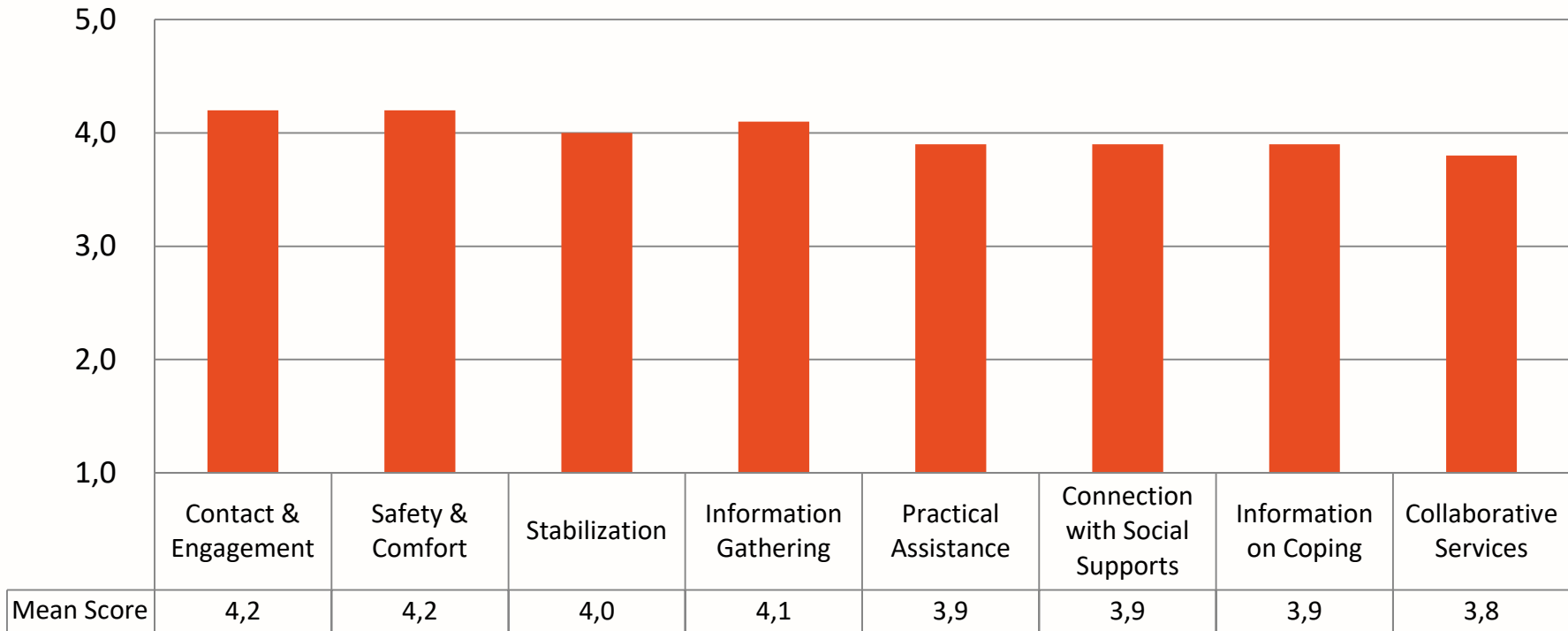
- Post emergency operation self-report questionnaires by PFA providers
- Time frame: Nov 2013 – Jul 2017
 - Operations involved:
 - Haiyan typhoon support for Filipinos working in Hong Kong
 - Local critical incidents happened in community, eg. fire, traffic accidents
 - Occupy movement at Admiralty first aid and psychological support
 - Mass transit railway fire incident
- Total no. of respondents of questionnaire : 285
- Objective:
 - Evaluate the perceived self-efficacy on service delivery
 - The perceived effectiveness of PFA on beneficiaries from providers' perspective

Scales

- ***Self-efficacy***
 - 8-item self-efficacy scale developed based on literature on self-efficacy (Bandura, 1997; Allen et al., 2010)
 - Sample item, “During the service, how confident are you in providing the core action “referral to collaborative service”?”
 - 5-point Likert scale from 1 “not confident at all” to 5 “very confident”
- ***Perceived effectiveness on beneficiaries***
 - 8-item scale developed to measure the perceived effectiveness of 8 core components of
 - Sample item, “During the service, how effective do you think the provision of the core action “stabilization” is in addressing the beneficiaries’ needs?”
 - 5-point Likert scale from 1 “not effective at all” to 5 “very effective”

Post-emergency operation evaluations

Perceived Self-Efficacy on Service Delivery

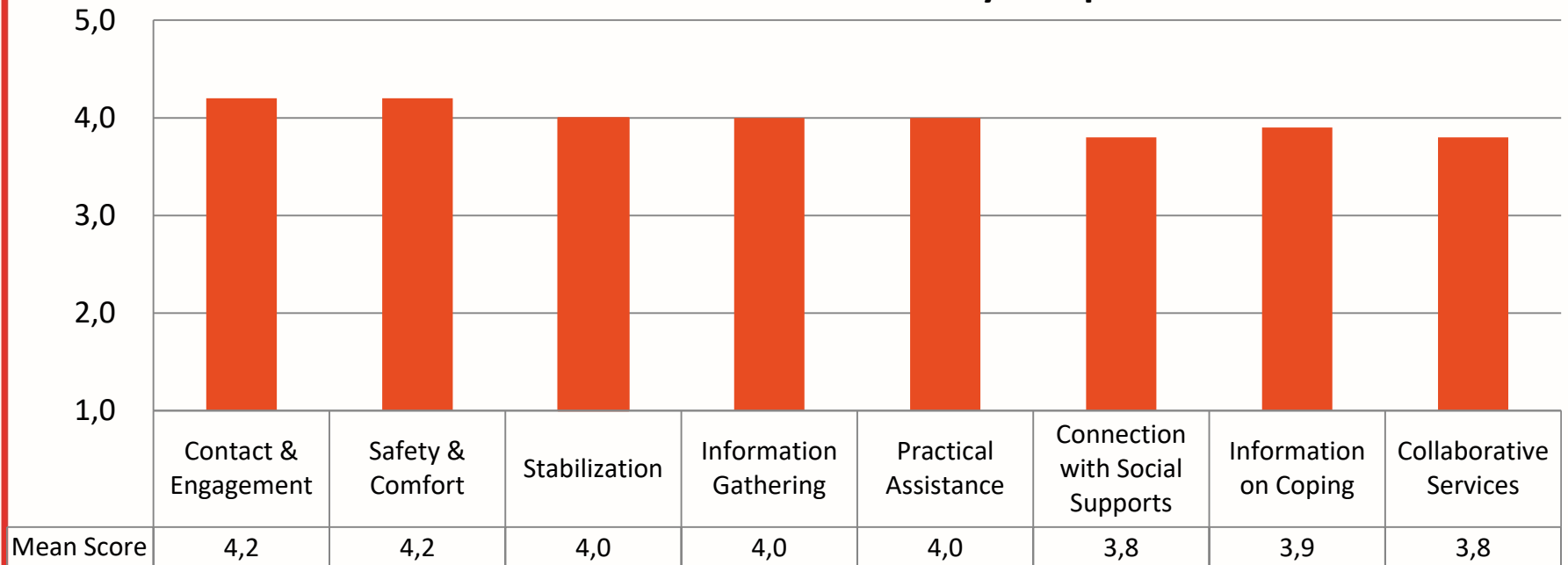


N = 285

- High level of self-efficacy on PFA service provision was reported post-emergency operation

Post-emergency operation evaluations

Perceived Effectiveness on beneficiaries by PFA providers



N = 285

- From the perspective of the PFA providers, all core actions were effective in addressing the needs of the beneficiaries
- “Contact & Engagement”, “Safety & Comfort”, “Stabilization” & “Information Gathering” were rated highest in addressing the needs of beneficiaries





Psychological Support Service at hospitals emergency rooms

Our Goal

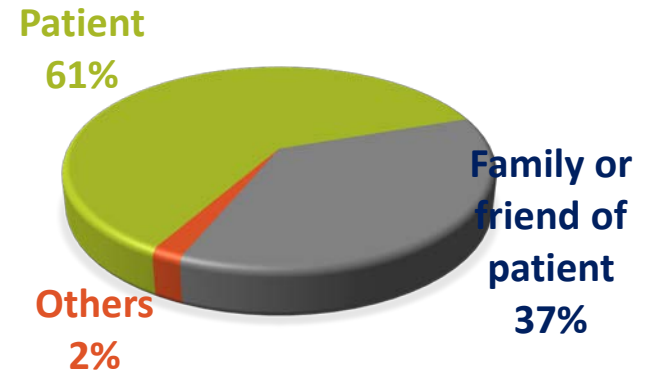
To reduce the psychological distress of patients, vulnerable people, and their carers, who are affected by diseases, accidents or emergencies in the A&E settings of public hospitals by providing psychological first aid

Profiles of the service users (as at Aug 5, 2017)

GENDER COMPOSITION

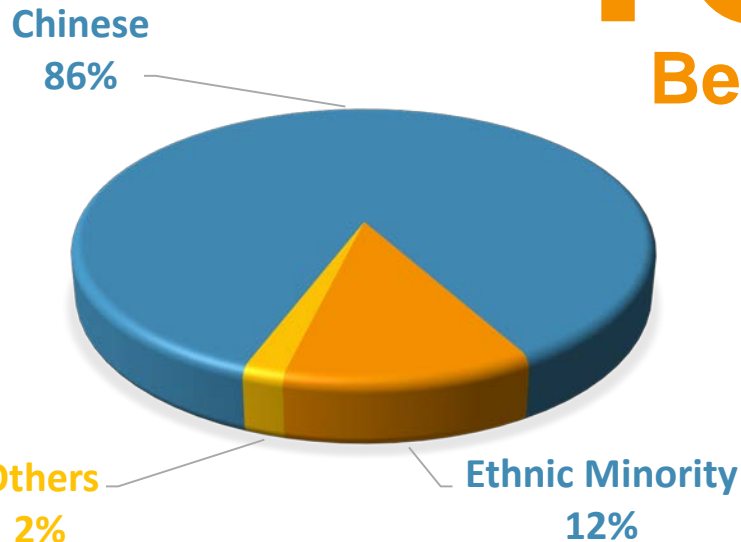


IDENTITY

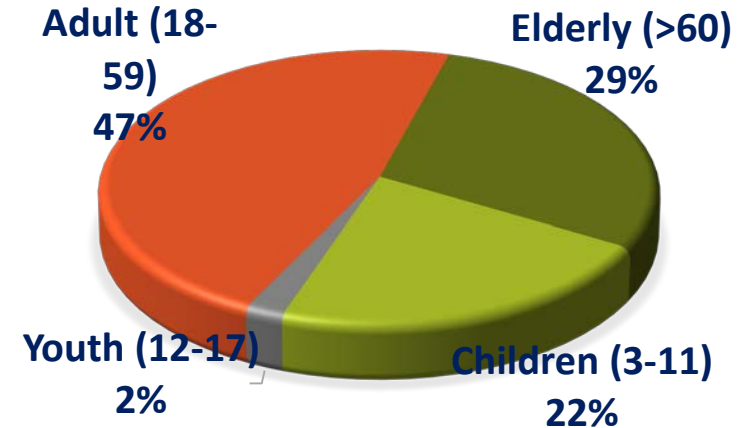


1003
Beneficiaries

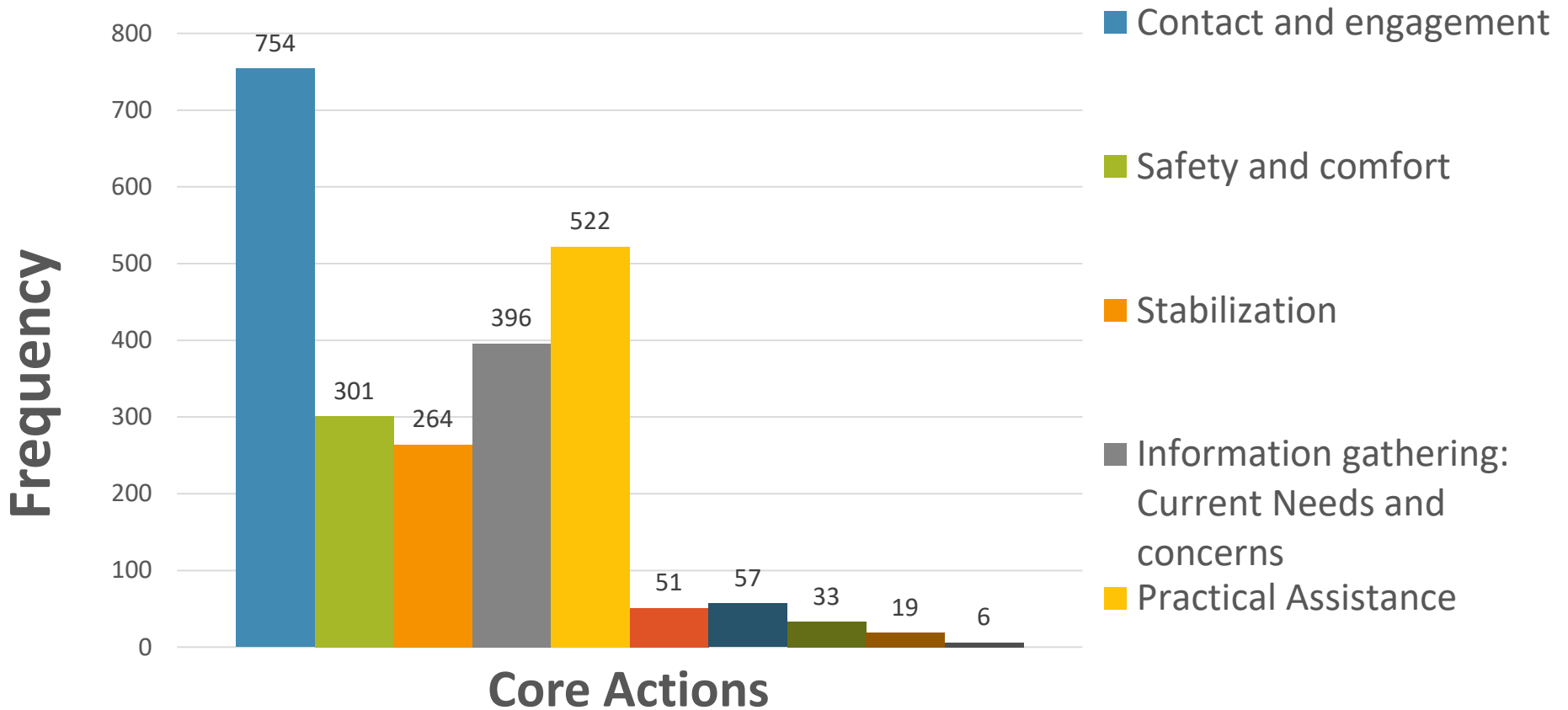
ETHNICITY



AGE COMPOSITION (YEARS)



Type of Assistance to Service Users



P.S: Multiple assistances and support can be provided to one service user

What We Have Achieved (as at Aug 5, 2017)

Self-reporting Evaluation

95% 

Service recipients were satisfied with our PSS services. *

90% 

Service recipients considered themselves feeling better after talking to our PSS team. *

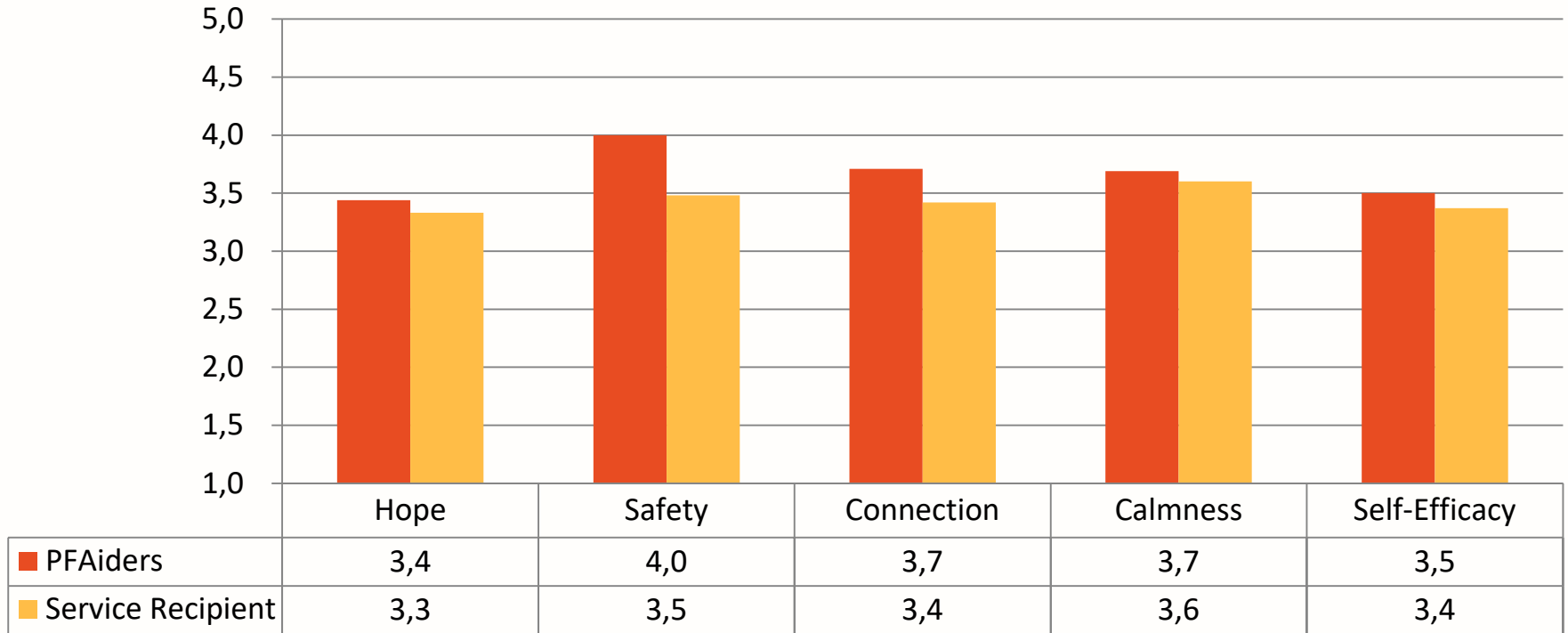
*An objective evaluation was conducted by giving a question slip to the service recipient in the A&E service. A total of 42 service recipients filled the question slip.

Data drawn from the reports of psychological support service at the A&E Department of CMC & PMH respectively (May 2015 to 5 Aug 2017).



Results from Drill Exercises

Evaluations on 5 Essential Elements of PFA



N for PFAiders = 99; N for Service recipients = 73; data from 2015-16 airport drills

- Positive evaluations of the PFA provision from both providers and recipients
- No significant difference was found between the ratings of PFAiders and Service Recipients

Does Psychological First Aid training enhance disaster responding aid workers' mental wellbeing? A cross-sectional study two months after the vessel collision accident on the 2013 National Day

Cheung, E. Y. L. (2014). Psychological first aid as a public health disaster response preparedness strategy for responders in critical incidents and disasters. The Chinese University of Hong Kong (Hong Kong), ProQuest Dissertations Publishing, 3707483.



- This cross-sectional study two months a disaster revealed evidence on pre-disaster PFA training in enhancing responders' mental well-being and capacity to provide support to survivors and their families
- Among the responders who completed the survey (n= 110), 50 received PFA training before, while 58 had no such prior training; 2 missing info
- Multiple backward linear regression analyses conducted



- Cheung EYL, Chan, EYY, Lin, CLY, Lee, PPY. Clinical effectiveness of psychological first aid training among emergency responders in Chinese population: preliminary results of 3-month follow-up. 17th World Congress on Disaster and Emergency Medicine; 2011; Beijing, China.
- Cheung EYL, Chan, EY, Lin, CLY, Lee, PY, Zhu, YJC. Preliminary results of psychological first aid capacity building program on coping strategies and mental health measures among emergency responders in disaster: results of 6-month follow-up of a randomized controlled trial. Conference paper presented at 13th World Congress on Public Health; 2012; Addis Ababa, Ethiopia.
- Cheung EYL, Chan, EYY, Sin, CKM, Wong, AH. Impact of psychological first aid training on disaster responding aid workers' mental well-being: a cross-sectional study two months after the vessel collision accident on the national day. Conference Paper presented at 6th Global Conference of the Alliance for Healthy Cities 2014; Hong Kong, China.

From Evidence-based practice to practice-based evidence

Emergency responders who received training in PFA reported significantly:

- better knowledge about disaster mental health;
- higher frequencies of helping behavior; and;
- better psychological well-being (including coping, resilience, life satisfaction and perceived social support from friends, after controlling the confounding effects from the demographic variables and various factors due to the operation)

than responders who did not receive PFA training prior to the operation.

Discussion

- PFA training significantly enhanced participants' perceived self-efficacy on service delivery & PFA knowledge
- Effective way of training in preparing for post-disaster psychological intervention
- Positive evaluations of the PFA provision from both providers and recipients in drill exercises
- No significant difference was found between the rating of PFA providers and Service Recipients in drill exercises in terms of achievement of 5 elements for early psychological interventions and micro-skills
- Potential evaluations of effectiveness & field applicability from the recipient ends

Allen, B., Brymer, M. J., Steinberg, A. M., Vernberg, E. M., Jacobs, A., Speier, A. H., & Pynoos, R. S. (2010). Perceptions of psychological first aid among providers responding to hurricanes Gustav and Ike. *Journal of Traumatic Stress*, 23(4), 509-513.

Schafer, A., Snider, L., & van Ommeren, M. (2010). Psychological first aid pilot: Haiti emergency response. *Intervention*, 8 (3), 245-254.



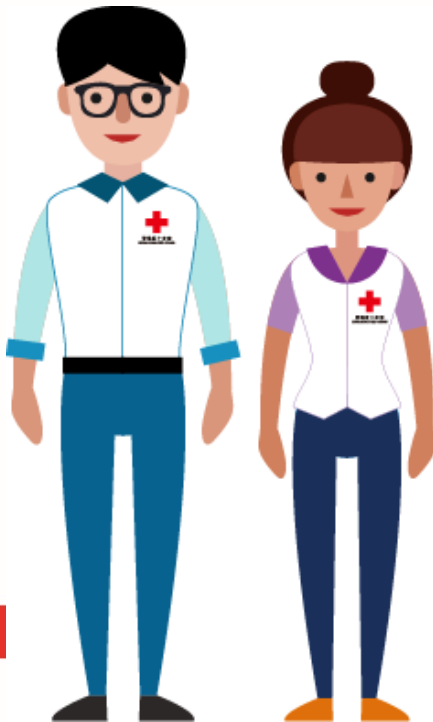
Discussion (cont')

- High level of self-efficacy on PFA service provision was reported after actual emergency operations
- From the perspective of the PFA providers, all core actions were effective in addressing the needs of the beneficiaries
- From recipients' end, they are satisfied and feeling better after receiving PFA
- Preliminary results showing positive impact of PFA trainings to responders' psychological well-being

Implications & future directions

- An effective approach to train disaster workers providing post-disaster psychological support
- Future studies should examine effectiveness from recipients' end → challenges and ethical questions

Thank you!



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Effectiveness of PFA Training - 18-hour standard training

Methodology

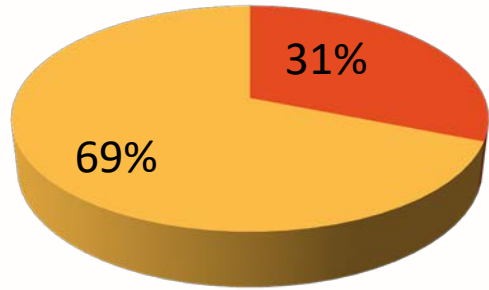
- Pre- and post-training questionnaires
- 18-hour training based on NCTSN PFA manual
- Total no. of participants in PFA training from Sept 2012 – April 2017: 495
- No. of those who completed both pre- and post-training questionnaires: **421**
- Objective: Evaluate the effectiveness of PFA training in terms of enhancing participants'
 1. Perceived self-efficacy on service delivery
 2. Knowledge on PFA and disaster mental health

Scales

- ***Self-efficacy***
 - 13-item self-efficacy scale developed based on literature on self-efficacy (Bandura, 1997; Allen et al., 2010)
 - Sample items included questions asking the efficacy in delivering the 8 core actions, “I am able to keep providing PFA even if there're setbacks or difficulties during the course of offering PFA” etc.
 - 5-point Likert scale from 1 “not confident at all” to 5 “very confident”
- ***Knowledge on PFA and disaster mental health***
 - 23-item scale measuring the knowledge related to PFA and disaster mental health was developed based on the training protocol and existing literature
 - Sample items include “Which of the followings are normal stress reactions post disaster?” and “What are the principles of post disaster early interventions?”
 - 1 mark is given to correct answer at each item and the total score ranges from 0-23

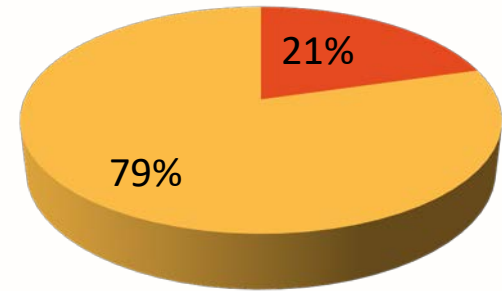
18-hour PFA Training

Gender Composition



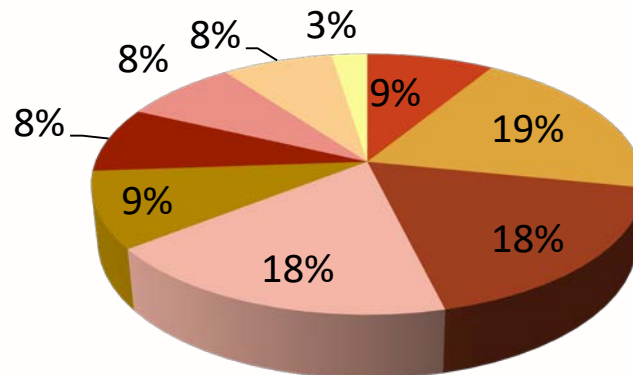
■ Male ■ Female

Education Level



■ Secondary ■ Tertiary

Age Composition (years)

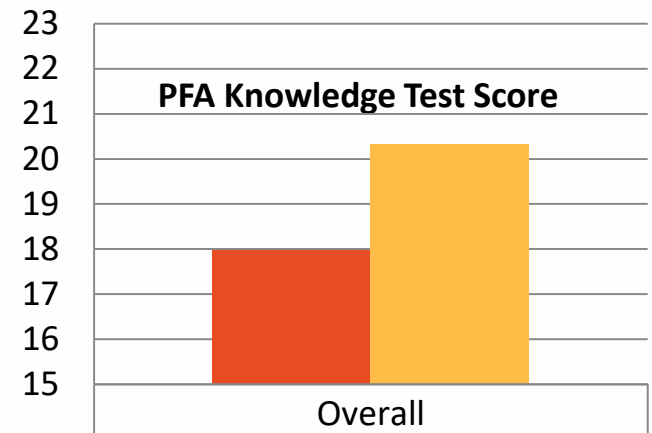
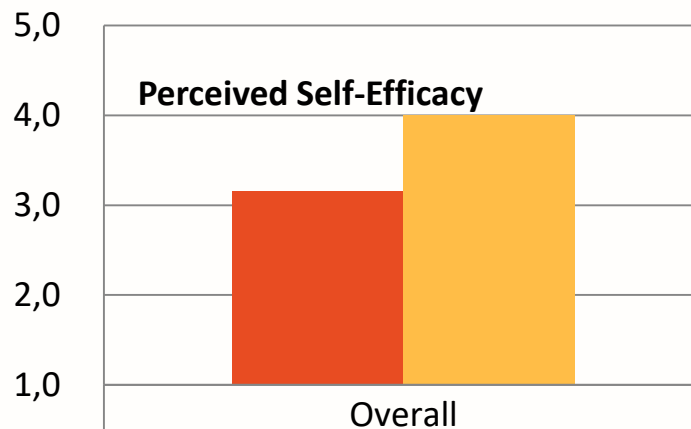


■ < 21 ■ 21-25 ■ 26-30 ■ 31-35 ■ 36-40
■ 41-45 ■ 46-50 ■ 51-55 ■ 55-60

18-hour PFA Training

- Repeated measures MANOVA analysis showed that PFA training significantly enhanced participants' perceived self-efficacy on service delivery & PFA knowledge

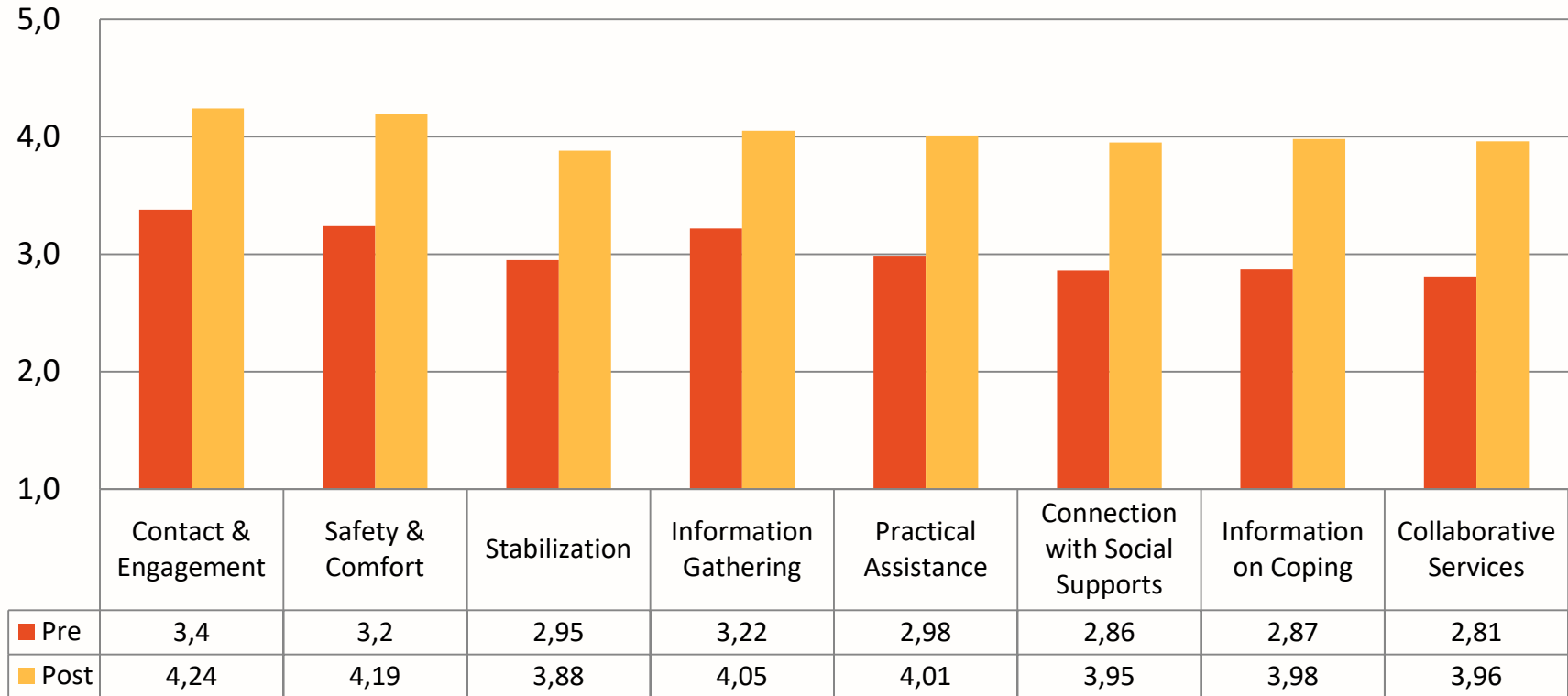
	Wilks' Lambda	$F_{(1,271)}$	<i>p</i> -value	Partial Eta Squared
Self-efficacy	0.36	55.60	<.001	0.64
Knowledge	0.39	27.57	<.001	0.61



N= 275; *Eta*-squared (measurement of effect size): 0.02 ~ small; 0.13 ~ medium; 0.26 ~large

18-hour PFA Training

Perceived Self-Efficacy on Service Delivery



Significant within-subject differences were also found among the perceived self-efficacy on different core actions, for both pre- and post-training