

EVALUATION OF GENETIC COUNSELLING SERVICES IN WA

AIM

To evaluate the counselling services provided by Genetic Services of Western Australia (GSA) in terms of:

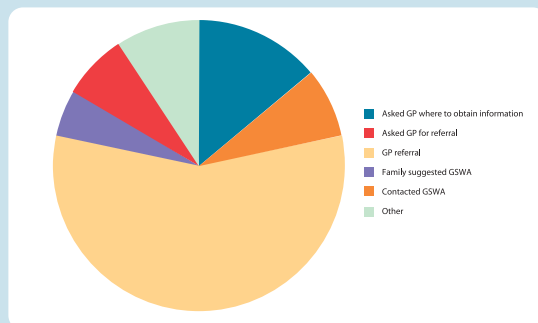
- Client expectations
- Client's psychological adjustment (wellbeing and perceived personal control)
- Client satisfaction with the service

METHODOLOGY

Participants

- n = 122; 87% female, 13% male
- Ages ranged from 16 to 65 years with a mean age of 38 years
- Attended one of three GSA clinics: familial cancer clinic (24%), clinic based at a women's hospital (35%) and a clinic based at a children's hospital (41%)

Client referral sources to GSA



Measures

- Expectations measure
- Perceived Personal Control
- Wellbeing – General Health Questionnaire version 28 (GHQ)
- Satisfaction with genetic counselling

Procedure

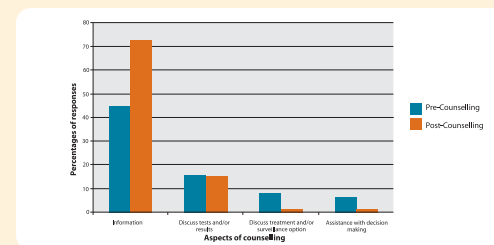
Self administered mail survey conducted prior to and one month post counselling consultation

RESULTS

Client Expectations

Client expectations prior to counselling were compared with what they felt they gained from counselling

Expectations and Gains of Genetic Counselling



Client Psychological Adjustment

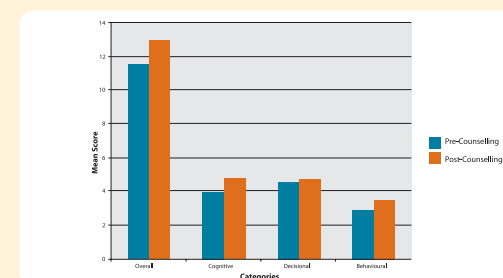
Wellbeing

- Respondents entered counselling with positive wellbeing, reflected in a mean GHQ score 49 out of a possible 112 (44%)
- GHQ scores showed improvement after counselling, with the mean score decreasing to 46 out of a possible 112 (41%)

Perceived Personal Control

- Perceived personal control is comprised of cognitive, behavioural and decisional components
- Mean scores increased significantly across most dimensions after counselling

Mean Perceived Personal Control Scores Pre- and Post-Counselling



Client Satisfaction

- The mean satisfaction with counselling score was 36 out of a possible 40 (91%)
- High satisfaction was positively correlated with increased feelings of perceived personal control

DISCUSSION

- Counselling has a positive influence on client's psychological adjustment to genetic information
- Clients are highly satisfied with the service they have received from their genetic consultation, and view genetic counselling as a valuable service

*Acknowledgements

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