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Exploring the Interplay of Intervention Duration, Callers' Suicide Risk Levels, and Counselors' Perception of Effectiveness in Text-Based Interventions

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INTRODUCTION.

One of the key challenges in text-based interventions is the time required to explore and understand the caller's situation. Unlike face-to-face or telephone interactions, where counselors can interpret non-verbal cues and tone of voice, assessing suicide risk via text is challenging.

OBJECTIVES.

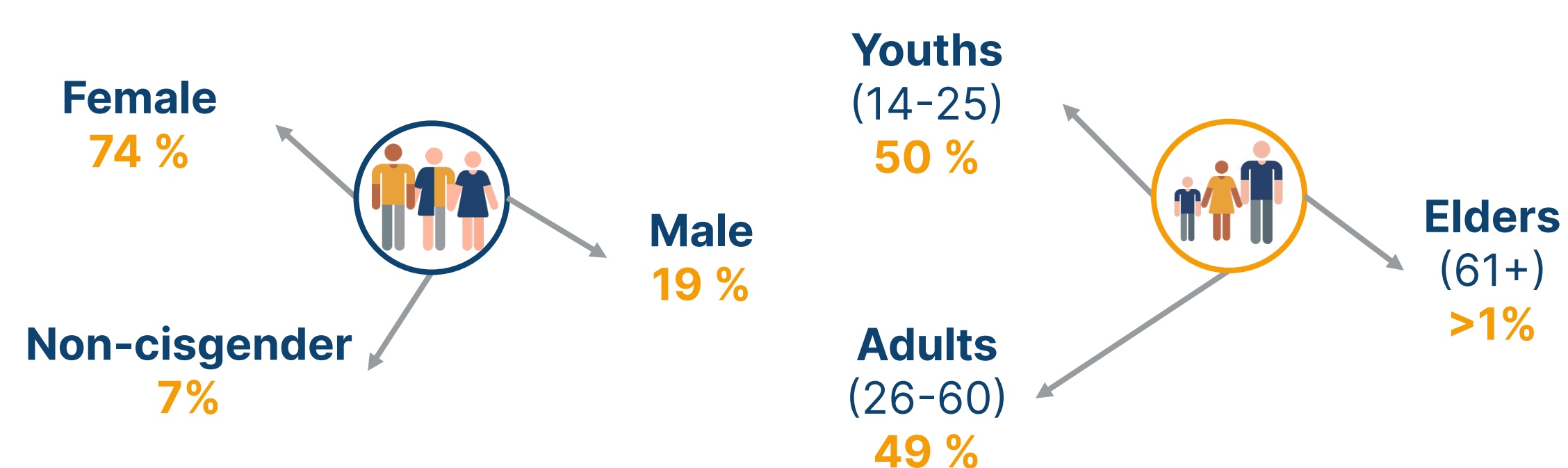
To explore the relationships between:

- **Intervention duration**
- **Callers' suicide risk levels**
- **Counselors' perceptions of intervention effectiveness**

METHODS.

Participants

A total of **N = 10 603** people from Quebec who contacted the chat service **suicide.ca** and were assessed for suicide risk during the intervention.



Procedure

Callers underwent a triage process involving various questions before being directed to a counselor for intervention. The suicide risk assessment was conducted using a suicide risk estimation grid.

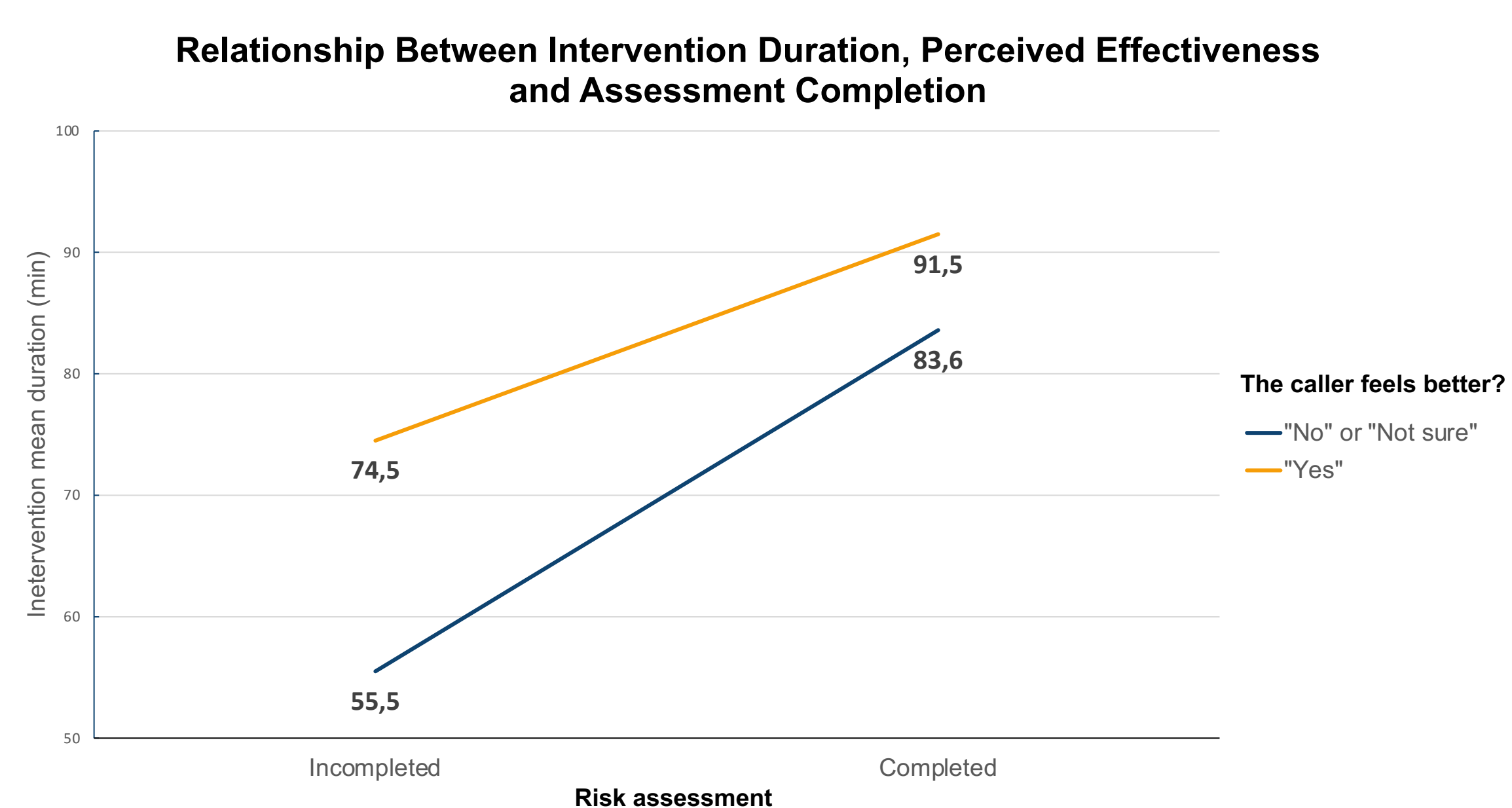
DISCUSSION.

➡ **Importance of duration:** Text-based interventions take time, and helplines might want to shorten them to assist more callers. However, our findings emphasize the need for sufficient time to address callers' suicide risk factors and help them alleviate their distress, particularly in cases involving highly suicidal individuals.

➡ **Future studies:** Both quantitative and qualitative studies should further explore this relationship while also considering the influence of other factors, such as counselor experience and training, on the outcomes of text-based interventions.

RESULTS.

1 A two-way ANOVA ($F(3, 10599) = 682.53, p < .001, R^2 = .162$) showed that interventions with a **completed suicide risk assessment** by the counselor ($p < .001$, partial $\eta^2 = .092$) and those **perceived as effective** ($p < .001$, partial $\eta^2 = .035$) tended to have **longer durations**.



2 Another two-way ANOVA ($F(3, 5636) = 78.43, p < .001, R^2 = .04$), showed that the **duration of the intervention** varied depending on the **level of suicide risk**. A small but significant interaction was found ($p < .001$, partial $\eta^2 = .002$), suggesting that the **greatest difference in duration** between a chat intervention perceived as effective or not occurs **when suicidal risk is high**.

