



Understanding How Digital Mental Health Can Best Provide Mental Health Support

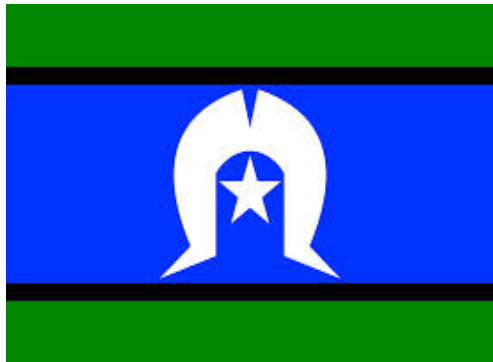
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and
Ingrid Ozols, Director, Mental Health at Work



Acknowledgements



I acknowledge the traditional owners of the lands on which we meet, and pay respect to their elders, past, present and emerging, and to their traditions, customs and knowledge.



I also acknowledge any of you who are dealing with a mental health issue or are supporting someone who is.

All or nothing?



Access to Mental Health Support

- Low access to face-to-face services
- Web and mobile based interventions can rapidly increase treatment access
- Growing demand for digital options
 - Impact of COVID

Digital Mental Health Options

- Phone crisis lines
- Online counselling
- Information sites
- Moderated chat forums
- Programs
 - Self-guided
 - Therapist-assisted
- Apps



*Telehealth – telephone or
videoconference consultations*

Effectiveness

- Research shows that psychological treatment can be effectively delivered via the internet
- Web-based interventions with practitioner support get best results, can be as effective as f2f treatment
- Self-guided resources can also show benefits

Benefits

- Accessibility
- Free or low cost
- Overcoming stigma or embarrassment
- Introduction to psychological intervention
- Wide choice
- Waiting for f2f support
- Greater impact from clinical sessions

Topics Covered by Digital Mental Health

- Anxiety
- Depression
- Resilience building
- Mood regulation
- Mindfulness
- Drinking behaviour
- Sleep
- Relationships
- Goal setting
- Managing stress
- Communication
- Problem solving

Funded by the Australian Dept of Health from 2013, to

- Increase the use of digital mental health in primary care
- Track uptake and referrals
- Advise on digital mental health policy



Queensland University
of Technology



Black Dog
Institute



eMHPrac Activities

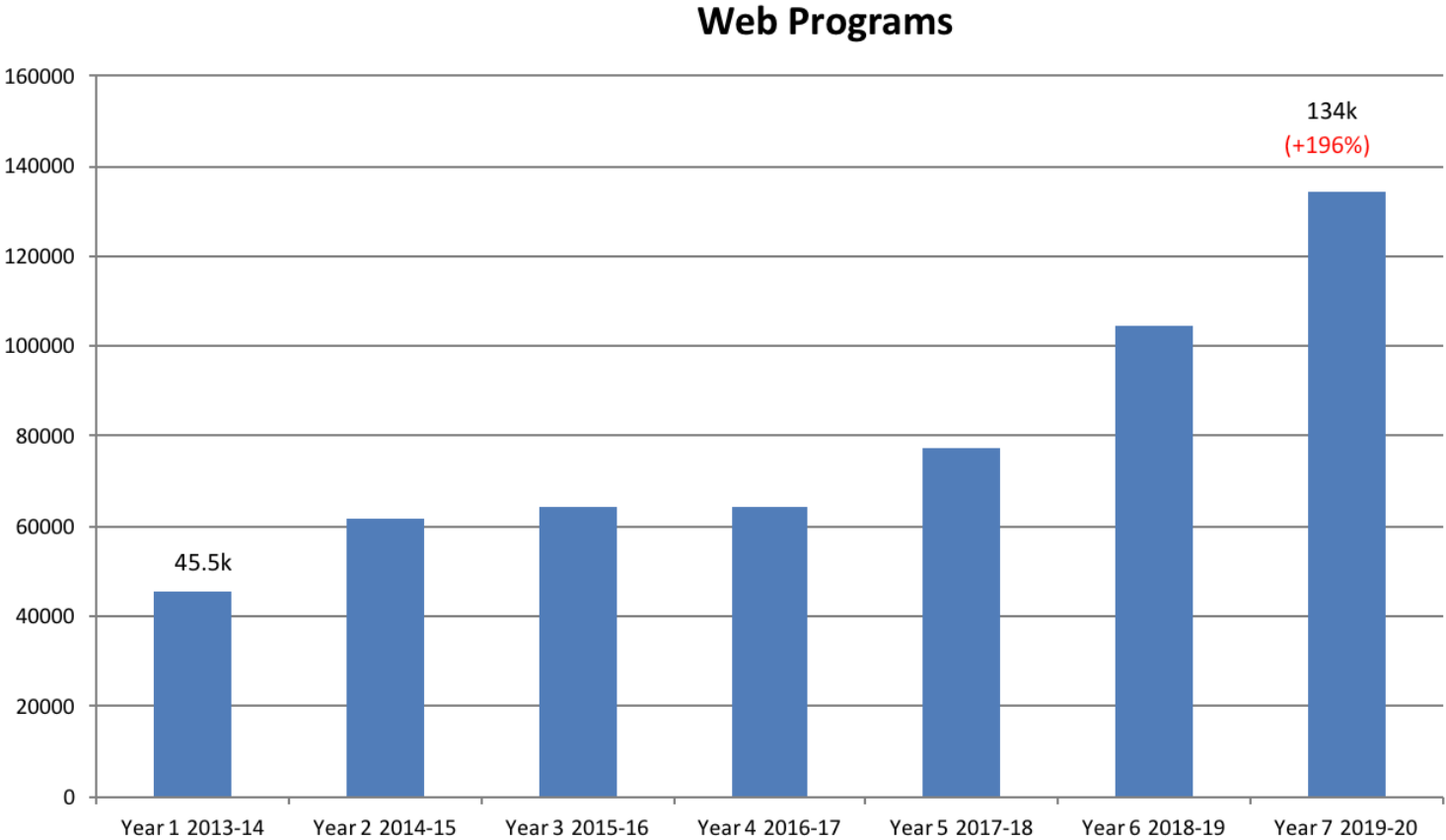
- Workshops, awareness presentations (F2F or virtual)
- Conference trade exhibits
- Online resource library:
 - Resource Guide, brochures, fact sheets
 - Webinars, podcasts, videos
 - Online modules
 - Blogs, newsletters
 - Online Community of Practice
 - Research evidence

Tracking Digital Service Use

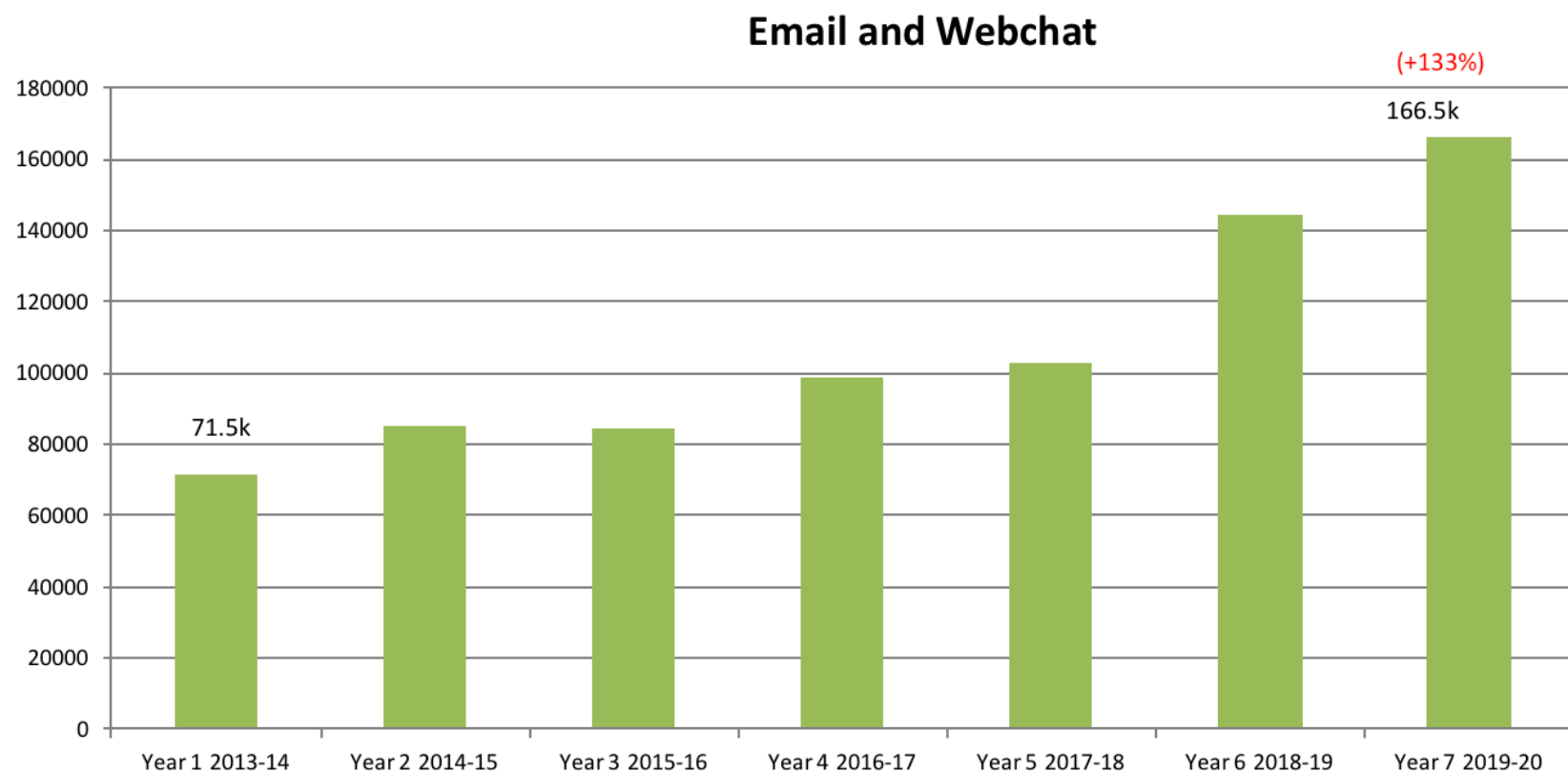
- Digital mental health has had substantial rises in usage over the last 7 years.



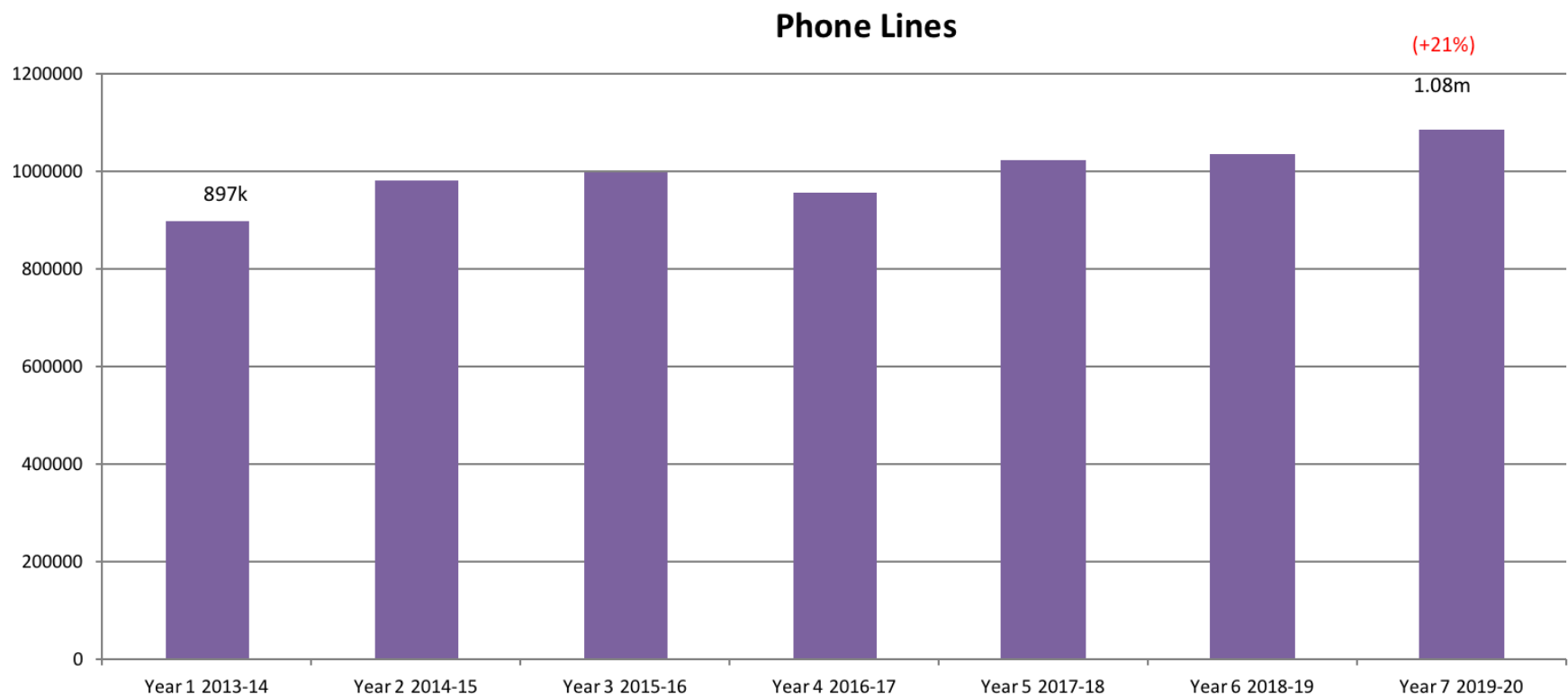
New Registrations Across Top 5 Web Program Providers 2013-2020



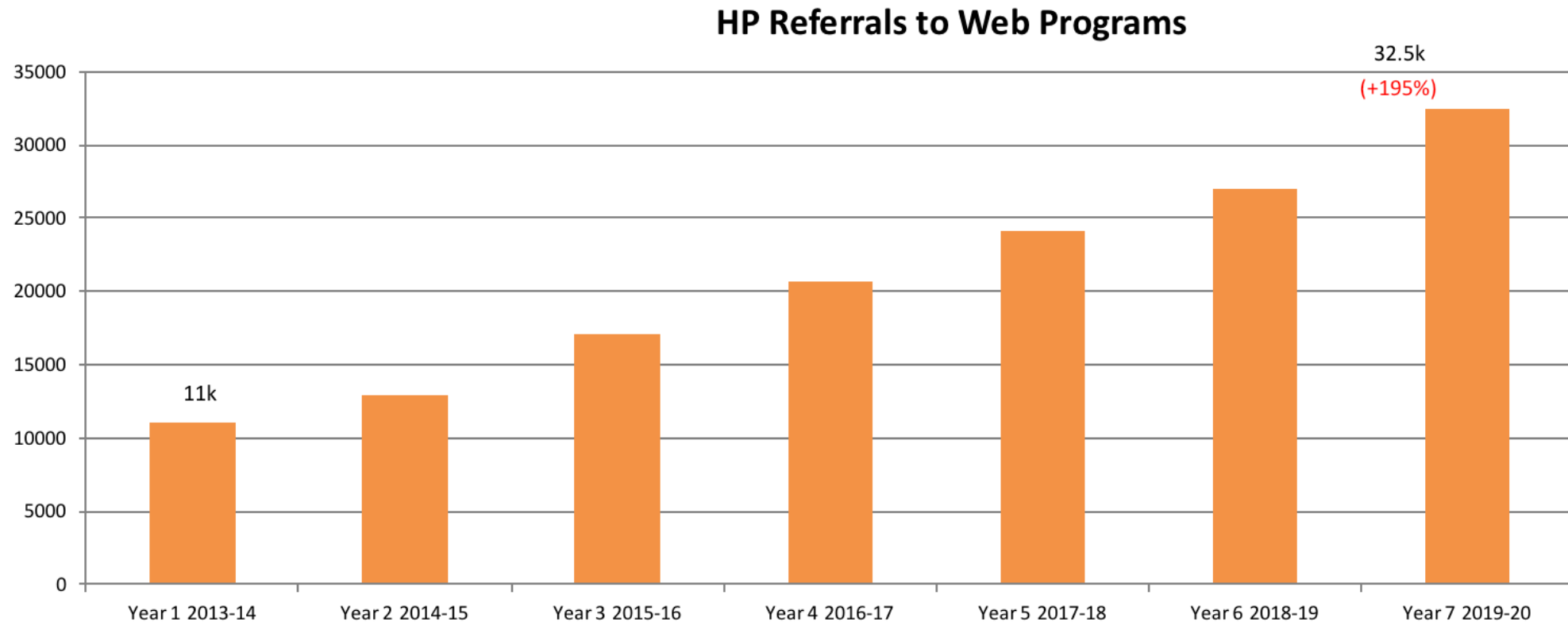
New Registrations To Top 4 Online Chat Providers 2013-2020



New Registrations To Top 5 Phone Crisis Lines 2013-2020



Health Practitioner Referrals to Top 6 Web Program Providers 2013-2020




Where To Start

- Daunting at first
- Huge range of digital tools
- Not all are good, not all are secure and safe
- Where to find the effective ones

Head to Health Gateway

← 1 of 2 →COVID-19 support: information and resources×

Australian Government
Department of Health

Head to Health



I need help now!

HomeAboutCOVID-19 SupportMeaningful lifeMental health difficultiesSupporting yourselfSupporting someone elseService providersFor health professionalsSearch resourcesFind with SAMYour favourites

Find digital mental health resources from trusted service providers

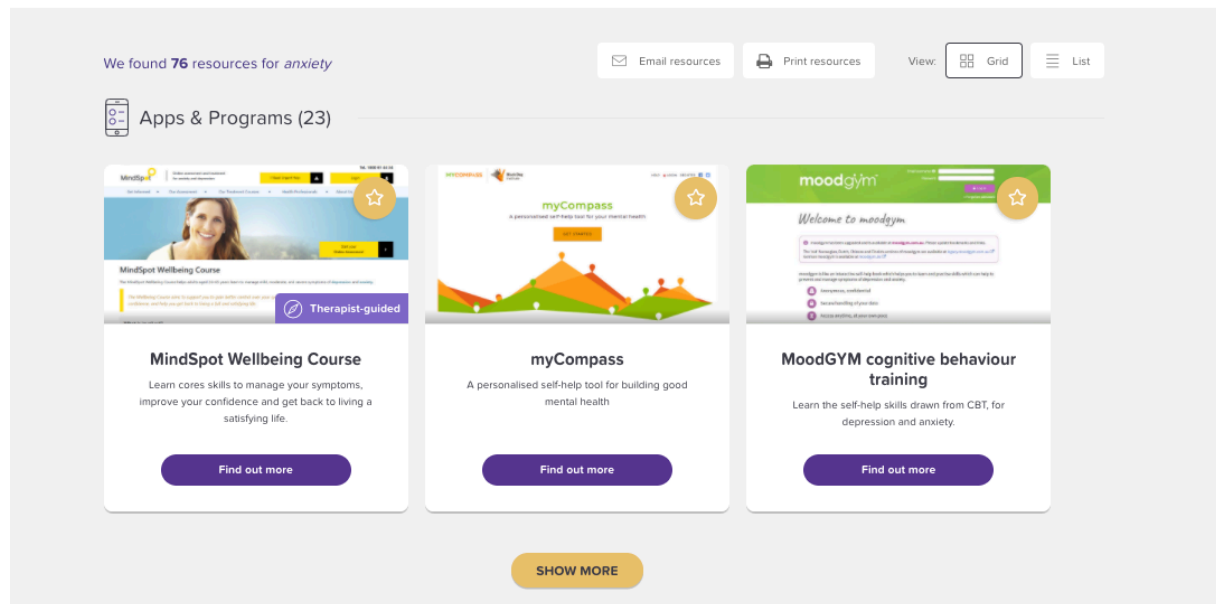
SEARCH

Quick search:Anxiety and StressDepressionTrouble sleepingEating disorderChildren

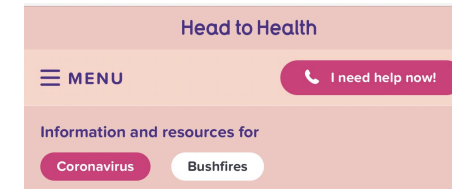


COVID-19 SupportHow's your head today?Keep Your Spirit StrongNew digital mental health

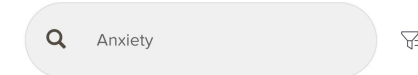
Searching Head to Health



Mobile phone



Search for digital mental health resources



Service Providers

Head to Health

SEARCH RESOURCES

SAM THE CHATBOT

SAVED RESOURCES

I need help now!

Home

Welcome

Meaningful life


Mental health difficulties

Supporting yourself

Supporting someone else

Service providers

Service Providers by name: **ABCDE** • FGHIJ • KLMNO • PQRST • UVWXYZ



Black Dog
Institute

Black Dog

The Black Dog Institute is a translational research institute that aims to reduce the incidence of mental illness and the stigma around it, to actively reduce suicide rates and empower everyone to live the most mentally healthy lives possible.

RESOURCES ON HEAD TO HEALTH


7 Websites

2 Apps and Programs

0 Forums

0 Phone Chat and Email

SEE 9 RESOURCES



blue knot
foundation
empowering recovery from childhood trauma

Blue Knot Foundation

Blue Knot Foundation, National Centre of Excellence for Complex Trauma, provides phone counselling, resources, workshops for adults affected by childhood trauma and abuse. It educates/trains people who support survivors personally or professionally.

RESOURCES ON HEAD TO HEALTH

5 Websites

0 Apps and Programs

0 Forums

2 Phone Chat and Email

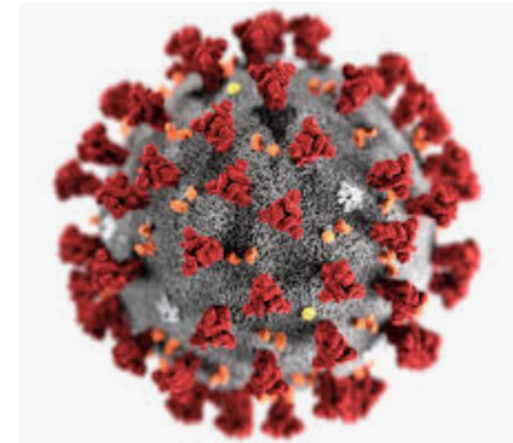
SEE 7 RESOURCES

Head to Health Usage

- Daily average of 1900+ sessions
- Average of 6,300+ referrals to digital resources each month
- Top search terms: anxiety, depression and sleep

Usage During COVID

- Increased demand for crisis and support organisations, helplines and digital services compared with same time in previous year
 - Head to Health - 400% increase
 - Lifeline - 30%
 - Beyond Blue - 50%



eMHPrac Website

See our COVID-19 e-Mental Health Factsheet. [Click here.](#)



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[eMH Directory](#)

[Resource Library](#)

[Events & Training](#)

[News](#)

[Research Evidence](#)

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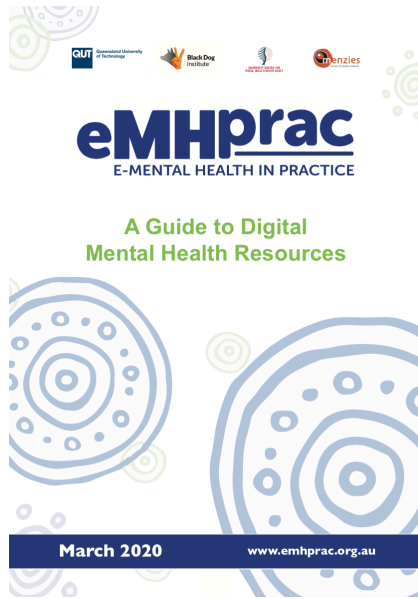
[eMH Resources Order Form](#)

There's a world of
digital mental health
resources out there.
Let us help you
navigate it.

[Learn about what we do](#) →

[Discover our Resources](#) →

Resource Guide and Brochures



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Online Peer Support (Moderated)	
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Self Directed	
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Digital Mental Health Gateway

Head to Health
A website that links Australians to online and phone mental health services, information and resources.
headtohealth.gov.au

Crisis Support
Lifeline
24/7 phone counselling, and online crisis support chat available each evening.
lifeline.org.au/Get-Help
13 11 14 (24hrs)

Suicide Call Back Service
National 24/7 professional telephone and online counselling for anyone affected by suicide.
suicidecallbackservice.org.au
1300 659 467 (24hrs)

Beyond Blue Support Service
Telephone, online and email counselling for people going through a tough time.
beyondblue.org.au/get-support/get-immediate-support
1300 224 636 (24hrs)

1800RESPECT
Phone & online counselling for people seeking help for themselves or someone else in domestic violence situations.
1800respect.org.au
1800 737 732 (24 hrs)

Information Sites

Beyond Blue
Information on a range of mental health issues.
www.beyondblue.org.au/

SANE Australia
Information on mental health disorders and treatment, and moderated forums providing peer-to-peer support.
www.sane.org

Centre for Clinical Interventions

Self-help workbooks and modules for a range of mental health issues.
<http://www.cc.health.wa.gov.au/resources/consumers/cim>

WellMob
Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander people.
<https://wellmob.org.au/>

Self Help Programs

MoodGYM
Teaches skills from CBT to help prevent and manage symptoms of depression. Also useful for anxiety.
moodgym.anu.edu.au

MyCompass
myCompass offers an online interactive self-help CBT service for people suffering from depression, anxiety and stress.
mycompass.org.au/

Therapist Assisted Programs

The MindSpot Clinic
Offers free courses for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood.
mindspot.org.au

Mental Health Online
Free online programs for a range of issues, with self-guided or therapist support options.
mentalhealthonline.org.au

THIS WAY UP
App and online CBT courses for a range of different issues. Self help and clinician assisted options available.
thiswayup.org.au

Sites for Specific Issues

MensLine Australia
Advice, therapy and support for men with families and relationship concerns.
1300 78 99 78
<http://www.mensline.org.au/>

Blue Knot Foundation
Short term telephone and email counselling, information and resources for survivors of childhood trauma, families and professionals.
blueknot.org.au

Butterfly Foundation
Information, web counselling, email/phone support and referrals for people concerned about eating disorders.
thebutterflyfoundation.org.au
1800 33 4673 (8am-12am)

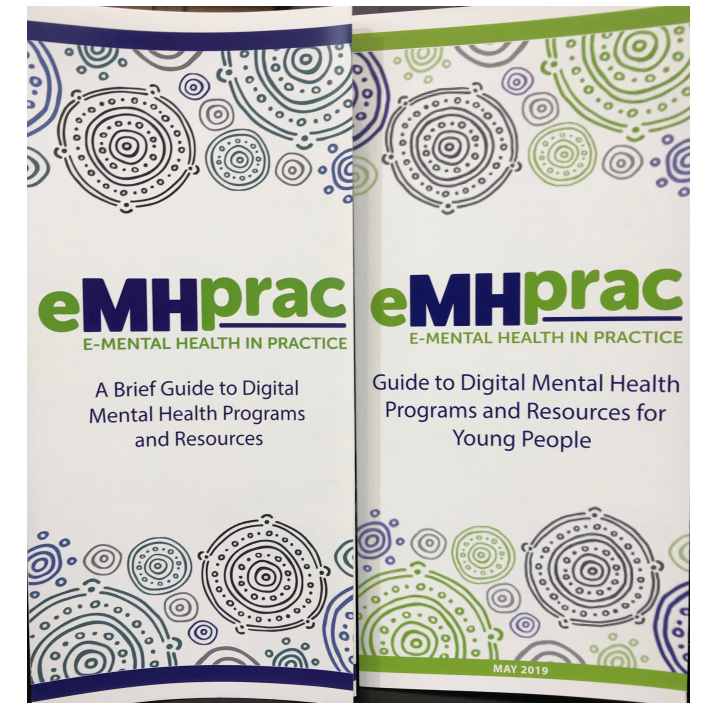
High Res
An eToolbox and app to help ex-servicing ADF members and their families cope with stress, build resilience and bounce back.
<http://www.at-ease.dva.gov.au/highres/>

Counselling Online
Text-based or phone counselling 24/7 for people concerned about their own or another's drug or alcohol use.
counsellingonline.org.au 1800 888 236

ParentWorks
Online program for Australian parents and caregivers providing evidence-based parenting strategies.
<http://www.parentworks.org.au/#/>

QLife
Online 'chat' or phone counselling for lesbian, gay, bisexual, transgender or intersex (LGBTI) people.
qlife.org.au 1800 184 527 (5:30pm-10:30pm)

MumSpace
Apps, PND treatment and information supporting emotional wellbeing of new mums.
mumspace.com.au



eMHPrac Support Resources

Resource library on our website: emhprac.org.au



Getting Started with Digital Mental Health (for Professionals)

WHO IS THIS FACTSHEET FOR?

This factsheet is for any Health Practitioner new to using digital mental health resources with their clients or patients. 'Health Practitioners' can include GPs and other Medical Specialists, Psychologists, Counsellors, Social Workers, OTs, Physiotherapists, Nurses, Pharmacists, Guidance Officers, Peer Support Workers and anyone else who might be assisting people with mental health concerns.

BENEFITS OF DIGITAL MENTAL HEALTH (dMH) RESOURCES

Digital mental health resources include any digitally-delivered mental health tools, such as:

- Apps
- Online programs
- Telephone services
- Information sites
- Online forums

Benefits include:

- Access at any time and from any place
- Low stigma, can be anonymous
- Empowering
- Low or no cost
- Evidence-based
- Can be used alone or alongside treatment from a health professional
- Can increase impact of other services

STEP 1: Consider how you will use dMH within your role and working environment

Your use of dMH resources will depend on your specific role and working environment. How much contact do you have with clients - is it only brief, 15-minute chats? Or do you see them for longer? How much of that time would you chat about their mental health? How much time do you have to follow up with them and coach them through different tools - do you see them regularly, e.g. every week, or only once every couple of months? Consider the following three role types and think about which one your role might closely align with. You might even switch between roles, depending on the client and context.

1. Recommendation

This role involves providing brief information about dMH resources to clients in either an informal (e.g. in passing) or formal (e.g. during a consultation) setting. For example, during a physical health consult, a clinician might mention an online program to a client and write down the name of it or quickly show them the website. This role may suit clinicians who have brief or irregular contact with clients, or where mental health issues are not the main focus of contacts.

2. Coaching

Any clinician working in a more focused clinical role (e.g. assessing clients for mental health issues, providing support or referrals, and having some ongoing contact) can take on a coaching role with dMH. Coaching can involve referring the client to a dMH resource, which the client then works through themselves, or providing ongoing support to help the user engage with and complete the resource. With ongoing contact, the clinician can also monitor the client for any worsening symptoms and refer them for more intensive engagement with a mental health professional if necessary.

3. Integration into focused treatment

This role will suit therapists or clinicians already providing symptom-focused or comprehensive therapy to clients and seeing them on a regular, ongoing basis. In this role, dMH resources serve to enhance and extend the work on the clinician, and are used as part of a comprehensive intervention. Using dMH resources in this way can be particularly helpful where multiple therapeutic approaches are required to tackle one presenting problem, or where there are secondary disorders requiring treatment.

Videos



Using Digital Mental Health Resources in Tele...

A brief video for health practitioners using telehealth.




Black Dog Institute eMHPrac Webinars


View on-demand CPD accredited webinars for Health Professionals


Indigenous Resources

[Home](#) [Resources](#) [About](#) [Contact](#) [Get Help](#) [Search](#)



Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People

 **GET HELP**
Find immediate help here



COVID-19 Coronavirus [Updates and Information - Find out more »](#)



Search



Activity (5 mins)

- Explore Head to Health or eMHPrac website on your phone or another device:
 - headtohealth.gov.au
 - emhprac.org.au
- Search for a topic (eg. anxiety, depression, sleep or anything you like)
- Find a program and an app that you would be interested in using for yourself or with a client
- Feel free to share these in Chat

Barriers to Using Technology

- Digital literacy
- Educational level
- Language or cultural difficulties
- Access to technology
- Internet access
- Degree of human support needed
- Severity of condition
- Lack of awareness of options
- Preference for face-to-face care
- Concerns about privacy

Safety and Quality Standards

- National Safety and Quality Digital Mental Health Standards
 - Apply at the level of the service provider
 - Voluntary
 - Self-assessment
 - Fact sheets and guides

<https://www.safetyandquality.gov.au/standards/national-safety-and-quality-digital-mental-health-standards#download-the-nsqdmh-standards>

Tips for Choosing a Digital Mental Health Service

1. Is this service for me?
2. Will I benefit if I use this service?
3. Could this service do me harm?
4. Should I trust this service?
5. Is the service easy to use?
6. Who will have access to my personal data?
7. Do I know who to contact if I have any questions or concerns?






<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/tips-choosing-digital-mental-health-service-information-consumers-and-carers>

Apps

- Thousands of health care apps
- Convenient but majority not based on evidence
- Use apps developed by reputable organisations, more likely to be evidence informed.
- Many apps downloaded and never used, need reminders
- Used more if recommended by a health professional

Assessing and Evaluating Apps

- Try out yourself
- Get to know one well—check
 - How easy it is to use, understand
 - Its attractiveness, enjoyability
 - Who developed it
 - Data security/privacy policy
 - If its content is what works
 - Evidence supporting it

Mobile App Rating Scale (MARS, uMARS)		
ENGAGEMENT	Is the app fun, interesting, customisable, interactive, well-targeted to audience?	
FUNCTIONALITY	Is the app functioning well, easy to learn, with good navigation, flow, logic?	
AESTHETICS	Does the app have good graphic design, visual appeal, colour scheme, stylistic consistency?	
INFORMATION QUALITY	Does the app contain high quality information (e.g. text, feedback, measures, references) from a credible source?	
SUBJECTIVE QUALITY	Star rating, # of times rater would use it, would they recommend it, pay for it?	

Stoyanov et al (2015, 2016). *JMIR mHealth and uHealth*, 3(1), e27; 4(2):e72

Snapshot of Apps

- Smiling Mind – mindfulness meditation (covid, schools, workplaces, different ages)
- BeyondNow – creating a safety plan for when people experience suicidal thoughts
- ReachOut Breathe – reducing the physical symptoms of anxiety or panic (Apple only)
- Niggle – a self-help toolkit helping young people manage their wellbeing
- MoodMission – suggestions for coping with stress, low moods and anxiety
- MoodPrism – mapping mood and managing emotional health
- DayBreak – supporting individuals to cut back or take a break from alcohol
- HeadGear (NEW) – 30 day mental fitness challenge
- Virtual Hope Box – simple tools to help with coping, relaxation and distraction
- Calm (Apple) – meditations

ReachOut

The screenshot shows the ReachOut.com website interface. At the top, there is a navigation bar with links for 'For Young People', 'For Parents', 'For Schools', and 'About Us'. A pink 'Urgent help' button is located on the right side of this bar. Below the navigation bar is a blue header containing the 'REACH OUT.COM' logo, a 'Topics' dropdown menu, and links to 'Explore articles', 'Join the discussion', and 'Tools and apps'. A search bar and 'Log in / Sign up' link are also present. The main content area has a blue background with the title 'Tools and apps' and a subtitle: 'Here you'll find professionally-reviewed mobile apps and tools to help you look after your health and wellbeing.' Below this, a large graphic features a grid of various app icons (including a red cross, a green mountain, a blue clock, a purple bull, a blue speech bubble, a blue head with a cloud, a blue cloud, a blue heart with a gear, a blue 'calm' app icon, a red hand, a green heart with a lightning bolt, a red Nike+, and a yellow smiley face) surrounding a central white box. The central box contains the text 'Work out your goals' and 'In 2 easy steps, find the tools and apps to help achieve your goals.', with a yellow 'Take quiz' button below it.

Phone Lines



We're ready for a cuppa
and a conversation.

FriendLine is for anyone who needs to reconnect or just wants a chat.
All conversations with FriendLine are casual and anonymous and our friendly
volunteers are ready to talk about anything and everything.

2 ways to connect:

Call

☎ **1800 4 CHATS**
(1800 424 287)

The support line is open (AEST / AEDT):
2pm – 6pm, Monday & Friday
2pm – 8pm, Tuesday, Wednesday & Thursday
2pm – 5pm, Saturday & Sunday

● Line is open. Call now

Chat

Our chat service is currently offline.

The online chat service is open (AEST / AEDT):
1pm – 4pm, Tuesday, Wednesday & Thursday

● Chat is offline



Snapshot of Digital Programs

Self-Guided Programs

- My Compass – managing stress, anxiety and depression
- MoodGym – prevent and manage symptoms of anxiety and depression
- eCouch – understand and manage social anxiety
- BRAVE Online – managing anxiety in children and teenagers, also has parent section
- BITE BACK – promoting resilience and wellbeing in young people
- MumSpace portal – for expecting and new parents
- Healthy Mind (NEW) – for people with intellectual disability



myCompass



Snapshot of Digital Programs

Self-help or practitioner support option

These services provide a range of courses to support mental health: Depression, Anxiety, Wellbeing, OCD, PTSD, Chronic Pain

- MindSpot – Provides therapist support if option selected
- Mental Health Online – Provides e-therapist support if option selected
- THIS WAY UP – Support given by client's own clinician



Case Study 1

Background

- 32 year old woman, 2 primary school children
- Anxious temperament
- Full time office worker
- Presents for repeat of SSRI originally prescribed for an episode of depression several years ago
- Had a few sessions of CBT in the past
- Partner recently diagnosed with diabetes and not complying with treatment recommendations. Very anxious about this
- Recent recurrence of symptoms of depression



Case Study 1

Current concerns

Low mood, anxiety

Access to technology

Reliable internet, uses computer and smart phone

Degree of human support needed

Low motivation. Interested in exploring online options although may need some support

Possible digital mental health resources

- *Mood Mission app – suggestions for activities*
- *Beyond Blue Forum – chatting with others*
- *My Compass modules – Taking Charge of Worry, Managing Fear and Anxiety*
- *MindSpot Wellbeing Course with therapist support*



Case Study 2

- 57 year old man
- Self-employed – business has suffered due to COVID-19
- Marriage has been strained for a while, but problems have exacerbated due to financial stress
- Three young adult kids who no longer live at home
- Feeling stressed, not sleeping well
- Has never spoken to someone about his mental health



Case Study 2

Current concerns

Stress, not sleeping well

Access to technology

Reliable internet, has computer, mostly uses phone for calls and texts but willing to try an app

Degree of human support needed

Familiar with computers, not keen to speak with a health professional

Possible digital mental health resources

- *Head to Health financial resources*
- *HeadGear app – 30 day mental fitness challenge*
- *THIS WAY UP – Managing Insomnia and Coping with Stress short courses*



Recommending Resources

- Make specific recommendations
- Be familiar with program, app or resource before recommending it to someone else – know strengths and limitations
- Just start with one or two
- Show knowledge and enthusiasm
- Show person what the programs/resources/apps look like, if possible
- Help them register, if appropriate
- Follow up with person, if appropriate



Activity (5-10 mins)

- Think of someone that could benefit from a digital mental health tool
 - Can be yourself or someone else
- What is the concern?
- Do they need human support?
- What program, app or service would you recommend and why
 - Look at Head to Health, or one of the eMHPrac brief brochures
- Feel free to share these in Chat

Summary

- Awareness and education
- People behind the services and programs
- Technology here to stay
- Informed decisions → safe and quality mental health care

Contact Us

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Thanks for listening!

