

Real world case studies of a preventative computerised CBT package being used to support employees within large UK organisations



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UK NHS recommends stepped care for treatment of anxiety and depression - different levels of treatment based on need, including cognitive behavioural therapy (CBT) and computerised CBT (cCBT)

cCBT packages are seen to work in the treatment of a number of mental health conditions in a variety of user groups. Access is given through Primary Care:

- confidential
- accessible and available to all 24/7
- repeatable – booster sessions possible
- cost effective

The focus is on prevention not cure.....

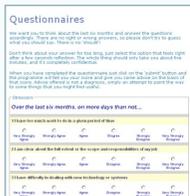
It is cheaper, easier and less suffering is caused if problems are prevented or treated early. CBT seems effective here, and may prevent onset of depression by up to 50%.

cCBT is promising new way to deliver prevention programs

- can be delivered to a large number of people
- used in stepped care, chronic illness, public health
- can be accessed spontaneously over Internet



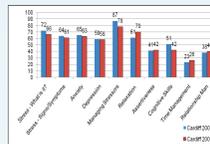
- Preventative cCBT package covering stress, anxiety and depression.
- Comprises diagnostic questionnaires, information and psychological skills.
- User led, access modules in any order
- All content tested and clinically valid, written by Senior Consultant Psychiatrist.
- Used before accessing other help sources.
- Built into models of occupational health or used in organisational stress management.
- Accessible to all employees of organisation 24/7 and confidentially via the intranet.



- Set of empirical data collected around use of Xanthis:
- user numbers monitored; results now cover 3 years
 - interviews with purchaser
 - before/after user questionnaire



Occupational Health tool
5500 staff
Launched 2005



- Good levels consistent use – 2-5%
- Peaking at 10% staff
- Use seen 7 days of week
- Use declines slightly each year
- Increase in high risk users
- ‘Managing Stressors’ used most
- Skills modules accessed most
- Good feedback
- Site to be repackaged / relaunched



Occupational Health tool
2000 staff
Wide geography
Launched 2007

- Low level of consistent use – 2%
- Peaking at 5% staff
- One of forces many support services
- Use seen 7 days of week
- Use declines slightly each year
- ‘Stress’ ‘Depression’ ‘Relaxation’
- Questionnaires accessed most (1/4)
- Used extended for 2010

- **User Before After Questionnaire**
- conducted - 27 call centre operators
- good user feedback

‘Xanthis has given me confidence in what I am doing’

‘Xanthis has made me ask questions’

- Increases perception of **managing** emotions better
- Increases self reported **knowledge**
- Increases **understanding** of own and others psychological issues
- Considered more **accessible** than other sources of support

Occupational Health Manager Interview:

- Xanthis is a good prevention and early treatment tool
- Launch accompanied with positive mental health campaign
- Positive culture change and force absenteeism reduced
- Improvement in stress audit

‘Suicidal individual, currently in treatment, accessed Xanthis as a first step to reach direct help’



HR tool
9000 staff
Launched 2008

Supports new stress policy
Additional confidential resource

Renewal for 2010

- Good levels consistent use – 2-5%
- Peaking at 15% staff
- Use seen 7 days of week
- Accessed all times of day
- Use declines over time
- ‘Depression’ & ‘Stress’ used most
- Highest scores seen in ‘Depression’ questionnaire
- Questionnaires accessed most

Lessons Learnt

Preventative cCBT used differently in every organisation:

- used for different purposes and in a different way
- Occupational Health tool
- Stress management solution from HR
- Employee assistance benefit / emotional skills training

Use peaks, stabilising at a lower level of regular, high risk users

- how tool promoted internally was critical, especially the launch
- use might need to be made mandatory

Type and most common modules accessed varies

- each organisation has different pattern of module use

Links up different support services

- directs some users to Occupational Health
- used by some users to avoid human contact – self treatment
- used as a treatment by Occupational Health practitioners

Commercialisation constrained by organisational resources

Large potential for the use of preventative cCBT

- international spontaneous web users
- occupational health / community groups / schools
- via primary care – use “therapeutic alliance”

Technology offers a new delivery platform. Overcoming cultural and commercial barriers, including developing a financial model will take time and more research.

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