EHN CANADA

Virtual Treatments for Mental Health in a Socially Distanced World

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Agenda

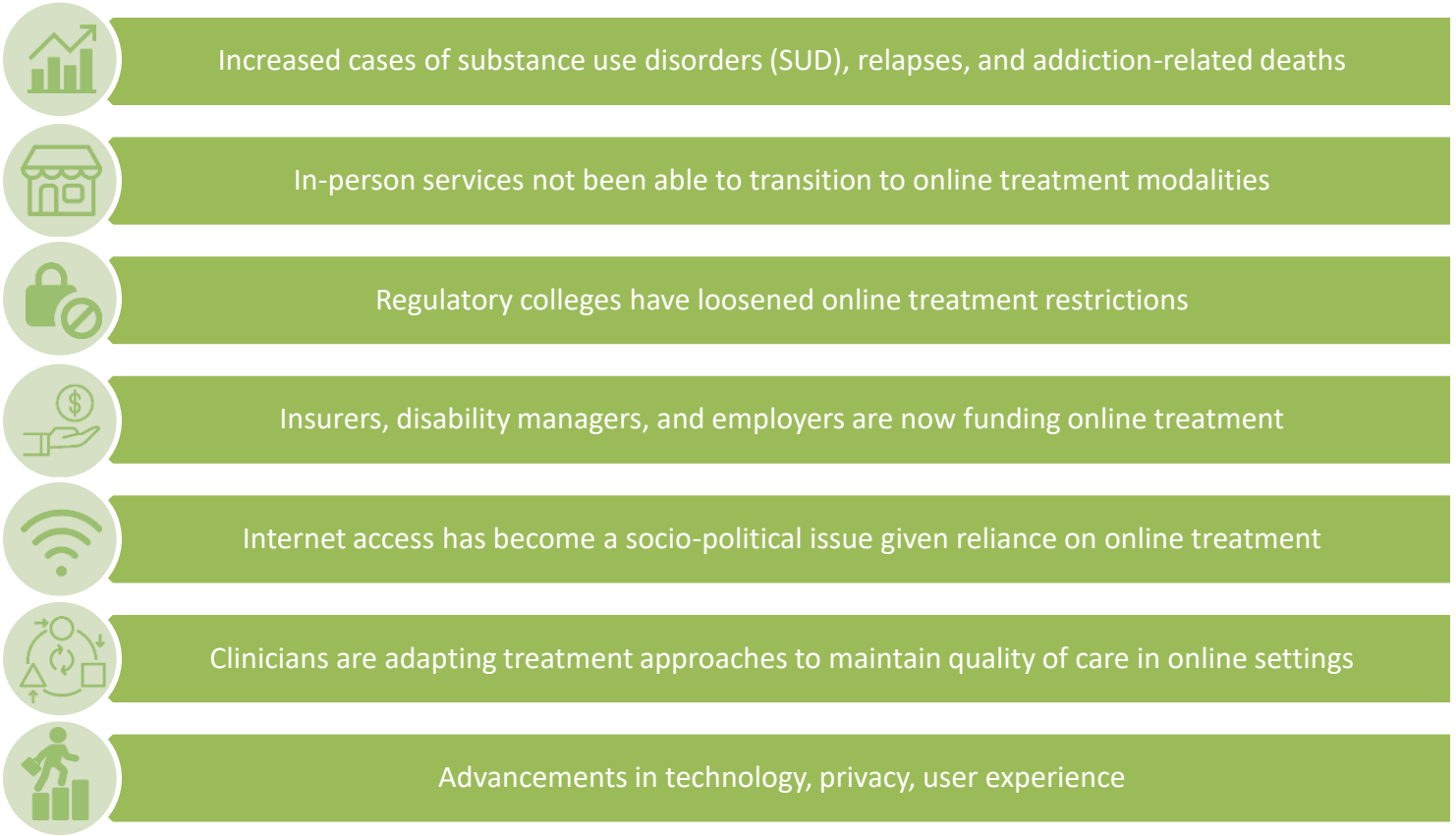
- Definition of Terms
- Effects of COVID-19 on Treatment
- Research on Online Treatment
- Online Treatment and Support Options
- Case Study: EHN’s Adoption of Online Treatment
- Wagon Platform

Definition of Terms

	Definition:
Virtual Treatment	Synchronous treatment that takes place via the phone, video chat, or even a virtual reality device.
Digital Treatment	Asynchronous communication, self-guided, app-based.
Online Treatment	An umbrella term referring to both virtual and digital treatment.

Effects of COVID-19 on Treatment

Effects of COVID-19 on Treatment



Research on Online Treatment

Online vs. In-Person Treatment

Is Online Treatment effective?

Multimodal digital psychotherapy is a[n] **effective treatment** for **adult depression** (Marcelle, et al., 2019)

ICBT and **face-to-face treatment** produced **equivalent overall effects** for **[mood and anxiety] disorder[s]** (Andersson, et al., 2014)

ICBT and is **as effective** as **conventional CBT** (Hedman, et al., 2012)

After initiation of [online treatment] services, patients' **hospitalization [episodes] decreased** by approximately 25% (Godleski, et al., 2012)

Benefits of Online Treatment

- Pandemic-proof
- Treating underserved, remote clients
- Client flexibility
- Efficient and convenient delivery
- Treatment adherence
- Outcomes similar to in-person treatment
- Staff able to work in flexible environment, work from home
- Opportunities for innovation
- Clients with anxiety report higher adherence
- Diverse group composition (rural, urban, interprovincial)

Limitations of Online Treatment

- Some diagnoses unsuitable (TBI, mania, psychosis)
- Access to hardware and internet
- Safety and security
- Clinician uncertainty
- Digital literacy/tech issues
- Absence of physical environment
- Managing crisis and risk

Online Treatment and Support Options

Types of Online Treatment

Mental Wellness Apps/Websites	Online Communities	Online Therapy	Online Clinics
• Interactive Tools, i.e., Mood Trackers • Educational content • Skills Practice • Bots/AI Support	• Peer driven community support • Clients segmented by diagnosis • Can include secure chat/video chat	• Chat, Phone or Video Calls with clinicians • Episodic or Ongoing • Clinicians are often independent	• Multidisciplinary care model • Comprehensive programming similar to in-person options • Similar operations infrastructure to in-person clinics

Asynchronous:
The instructor, the learner, and other participants are not engaged in the learning process at the same time.

Hybrids

Synchronous:
Online or distance education that happens in real time, often with a set schedule and required login times.

Online Treatment and Support Options

Effective App Qualities

High patient engagement

- Clients must be intrinsically motivated to engage with the app
- Improved through real-time engagement, usage reminders, and gamified interactions

Simple User Interface (UI) and Experience (UX)

- Simple UI/UX increases capacity for learning
- Features include the use of pictures, reduced text, and non-clinical language

Treat shared symptoms

- Mental health disorders often occur simultaneously, and treatment options are typically similar in content and delivery
- Treating shared symptoms among disorders reduces the need to interact with multiple apps

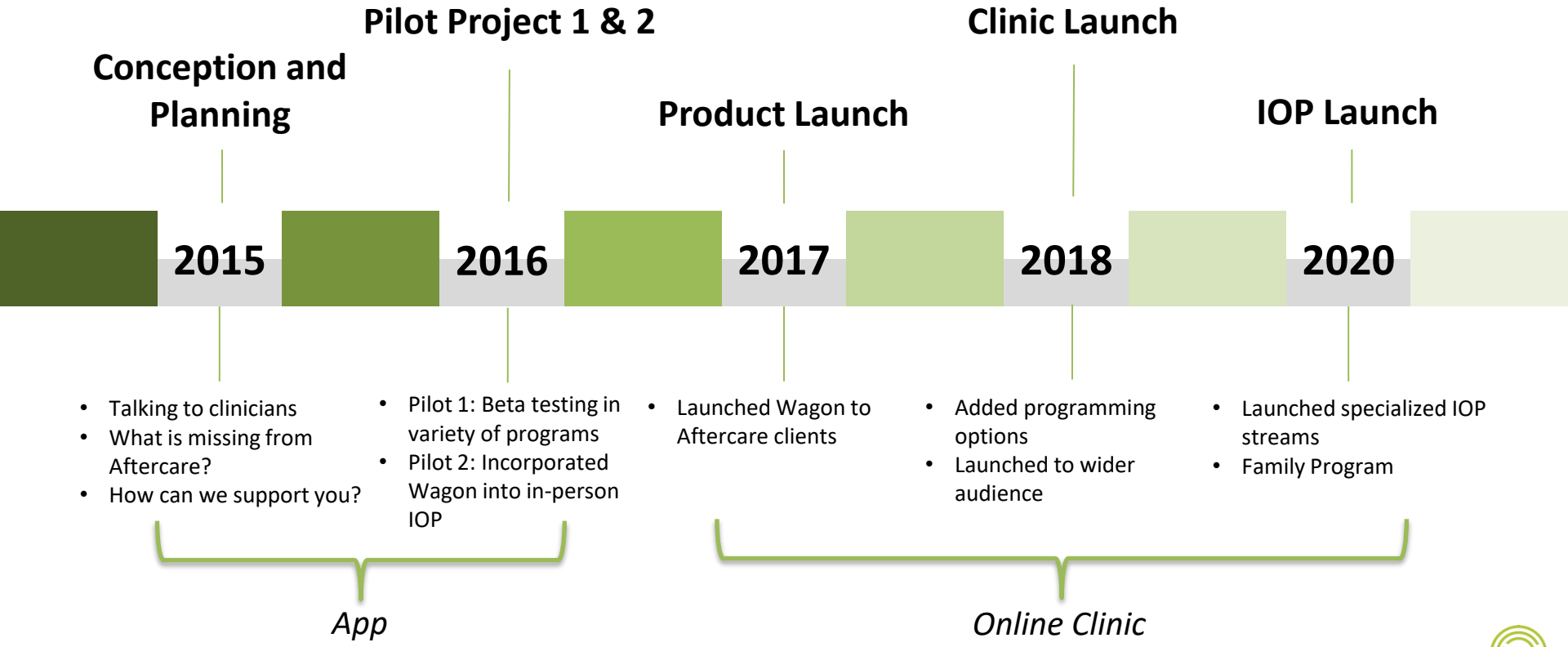
Self-monitoring features

- Features that enable users to monitor their mood by reporting their thoughts, behaviours, and actions can increase emotional self-awareness (ESA)
- Increasing ESA reduces symptoms of mental illness and can improve coping skills

Case Study: EHN's Adoption of Online Treatment

Timeline: Transition from App to Comprehensive Clinic

EHN Online Powered by Wagon



Pilot Learnings from Wagon App

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- App and clinical programming needed to be cohesive and complimentary to achieve high levels of engagement
- Specialized team of clinicians; not all clinicians adapted easily to online support
- Clients were open, eager, adaptable, and excited to use the App
- Introduction of online therapy would increase accessibility and make best use of specialized clinicians

Learnings from Comprehensive Clinic

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- Increasing client severity and complexity
- New approach to admin and operations
- Providing clinical support and supervision
- Upgrading technology to accommodate influx of clients
- Creating new protocols to manage clinical risk remotely
- Modifying procedures and protocol for online groups
- Importance for agile, responsive mental health and addictions online programs

Problem-Solving During the Transition

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Physical Environment — Create a soothing online space

Therapy Norms — Clearly stated expectations for therapy-appropriate behaviour

Platform Features — Zoom chat features/breakout rooms used ineffectively

Risk and Crisis — Customized risk and crisis protocol/roles

IT issues — Clinical/IT hybrid role; emphasis on user experience

Clinician Apprehension — Training, peer supervision

Clinical Competence — Specialized staff training in online treatment

Security and privacy — Enhanced security features and protocol

Overview of Intensive Outpatient Programs (IOPs)

IOP = Intensive Outpatient Program

8 weeks of intensive therapy

Program components:

8 hours of psychoeducational/skills groups per week

- ✓ Cognitive Behavioural Therapy (CBT)
- ✓ Dialectic Behavioural Therapy (DBT)
- ✓ Behavioural Activation Therapy (BA)
- ✓ Acceptance and Commitment Therapy (ACT)

+

1 hour of individual therapy per week

Overview of Intensive Outpatient Programs (IOPs)

Other Program Features

- Regular progress measurement
- Virtual family education series
- 10 months of weekly maintenance groups
- Drug monitoring
- Assessment services (upon request)
- Specialty groups: *S*tabilization, Relapse Prevention, Eating Disorder, Anger Management, and more.

When the current public health situation resolves, these programs are appropriate for both online and in-person.

Areas of Specialization for Online Treatment

Concurrent Addiction and Mental Health

Mood and Anxiety

Sex and Love Addiction

Workplace Trauma

Upcoming Specialty Programs:
Interpersonal Trauma

Wagon Platform

Wagon Platform

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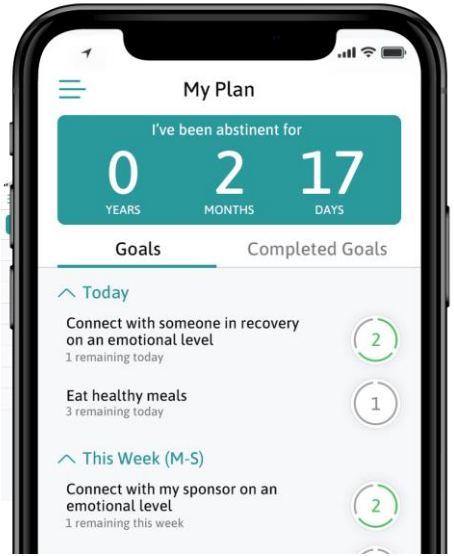
Video Counselling

Patient Mobile App



Clinical Dashboard

Video Counselling

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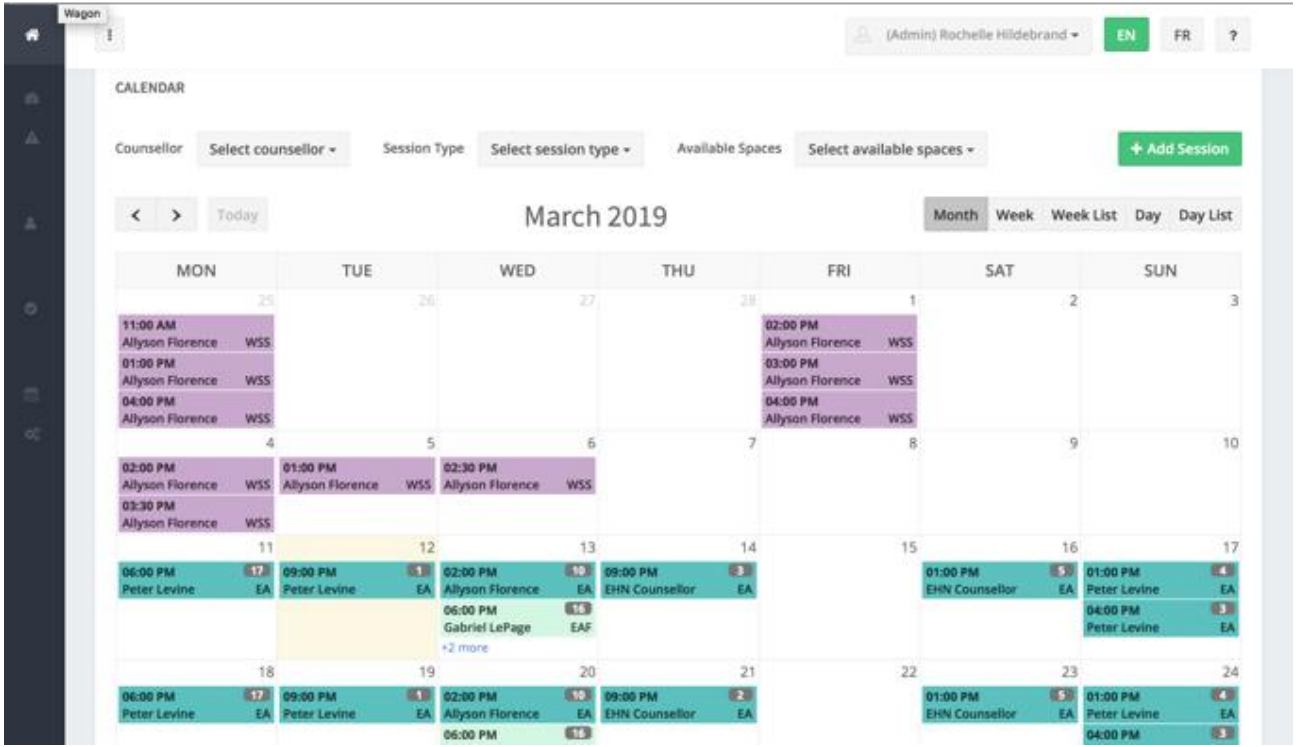
- HIPPA, PIPEDA and PHIPPA compliant
- Comprehensive dashboard
- Extra online security measures
- Ease of accessibility for clients



Wagon App

Provided to Clients in Aftercare and Online Programs

Goal-Setting

- Custom goal-setting for each client based on treatment programs
- Goals are displayed on the home screen and checked off as they are completed

Daily Check-In

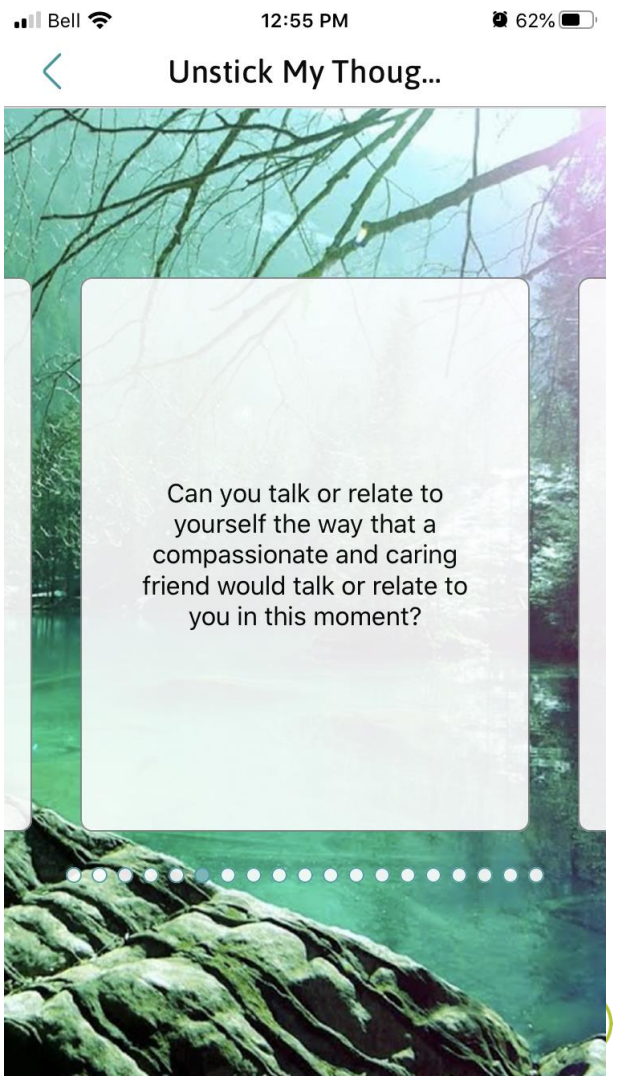
- Set of 5-10 questions clients answer each day that track mood, symptoms and use of learned skills
- Different Daily Check-In for each specialty program

Coping Tools

- Coping tools based on skills taught in treatment program
- Includes guided exercises, meditations and coping cards; CBT, DBT, Mindfulness, etc.

Progress

- Clients can view their progress in goal completion and from their daily check-in
- Allows them to see patterns and connect symptoms reduction with use of skills

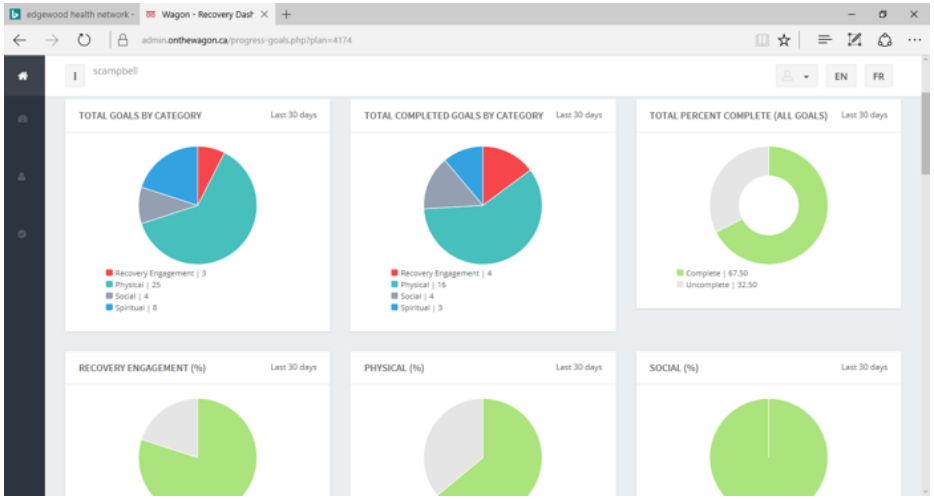


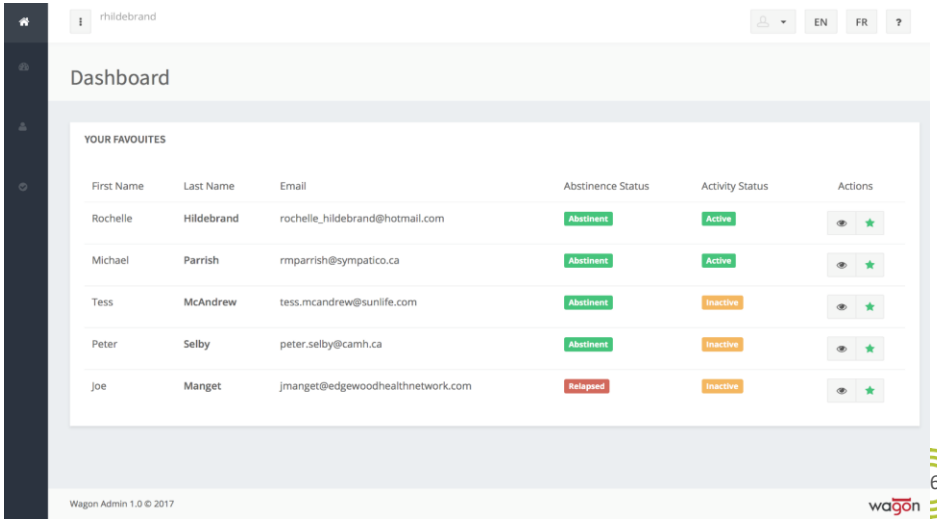
Clinical Dashboard

- In real-time, counsellors can view the progress of patient goals and a log of the Daily Check-In

- Goal progress or Daily Check-In can be viewed over various timeframes, including last week, month, 6 months ago, or between specified dates.

- Support counsellors check daily for red flags and reach out to clients to check in





Thank You!

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