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

October 2009
Who we are

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   prizewinning MSc dissertation on its use in prevention

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Overview

• Xanthis Online

• Case Studies
  – Cardiff University
  – Oxford University
  – Dyfed Powys Police Force

• Discussion
  – Lessons learnt
  – Core themes
  – Implementation and Commercialisation
Preventative cCBT tool
- Questionnaires
- Information
- Skills

- Preventative cCBT package covering stress, anxiety, depression
- Comprises diagnostic questionnaires, information and psychological skills
- 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
  - promoted by Occupational Health / HR
  - accessible 24/7
  - Confidential
Links into other organisational initiatives
Set of empirical data collected around use of Xanthis:

- user numbers monitored; results now cover 3 years
- interviews conducted with purchaser
- before / after questionnaire of users

Progressive Relaxation

Initial setting down
Tensing the face muscles
Tensing upper body
Bending foot & curling toes

Roll cursor over the small pictures to enlarge.

We can’t cover progressive relaxation in great detail here, but the pictures above show some typical exercises. There are many books and tapes on progressive relaxation.
Cardiff University

Occupational Health
5500 staff
launched 2005
prevention

- 3 years of user results
- consistent and regular use
- peaking at 10% staff use (2-5%)

- use everyday and at weekend
- use declines slightly each year

- ‘Managing Stressors’ used most
- increase in high risk users (1/4)
- skills most frequently accessed

- good feedback
- Site to be repackaged
Human resources
9000 staff
launched 2008
preventative tool

supports new stress policy
additional confidential resource
prevents a lot of conditions

• good levels of consistent and regular use
• peaking at 15% staff use (2-5%)
• use everyday and at weekend
• accessed all times of day
• use declines as site embedded
• ‘Depression’ ‘Stress’ used most
• highest scores for depression
• questionnaires most accessed
• renewal for year 2
Dyfed Powys Police Force

Occupational Health
2000 staff
wide geography
launched 2007

- positive feedback on site use
- considered good prevention and early treatment tool
- positive culture change
- force absenteeism reduced
- stress audit improvement

Occupational Health Lead Interview:
- good package
- best used as preventative tool

‘Suicidal individual, currently being supported, accessed Xanthesis as a first step to reach direct help’

- 2 years of user results
- initial peak reducing to small consistent and regular use base
- peaking at 5% staff use (2%)
- one of many force support services
- use everyday and at weekend
- use declines slightly each year
- ‘Stress’ ‘Depression’ ‘Relaxation’
- Questionnaires used most (1/4)
User Before After Questionnaire
• conducted on 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 (normalises)
• increases self reported knowledge
• increases understanding of own and others psychological issues
• considered more accessible than any other source of support
• use extended for another year
Lessons learnt

• Preventative cCBT used differently in every organisation
  – used for different purpose and in different way

• Use peaks and then stabilises at a lower level (high risk users)
  – how tool promoted internally was critical, especially launch
  – use might need to be made mandatory

• Type of modules accessed and most commonly accessed varies depending on organisation

• Links up different support services
  – directs some users to occupational health
  – used by some to avoid human contact
  – used as a treatment by support services

• Commercialisation constrained by Occupational Health resources
Preventative cCBT is an exciting new field….

- Large public health potential for preventative cCBT
  - international spontaneous web users
  - occupational health /community groups / schools
  - via primary care – use ‘therapeutic alliance’

- cCBT used in different ways in different populations (many conditions)

- Technology offers a new delivery platform
  - reach individuals at different illness stages, confidentially, accessibly

- Challenge in commercialising and disseminating
  - developing a sustainable funding model
  - many interventions fall down if reliant on NHS purchasing

Overcoming cultural and commercial barriers, including developing a financial model and encouraging individuals, organisations and health systems to use it will take time and more research
So, what are we doing now?...

- Article submitted
- Continuing our other work with Xanthis – real world use
- Investigating different models of use
  - using Xanthis real world case studies
  - extending from occupational use
  - undertaking feasibility study, interviewing different potential users
  - developing sustainable implementation models
- Developing RCTs trials on Xanthis
  - effect on symptoms
  - proper preventative study – prevalence rates
Thanks for listening and we look forward to meeting you soon.

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