



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

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Who we are

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prizewinning MSc dissertation on its use in prevention



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- Xanthis Online
- Case Studies
 - Cardiff University
 - Oxford University
 - Dyfed Powys Police Force
- Discussion
 - Lessons learnt
 - Core themes
 - Implementation and Commercialisation

Xanthis Online

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



Questionnaires

We want you to think about the last six months and answer the questions accordingly. There are no right or wrong answers, so please don't try to guess what you *should* say. There is no 'should'!

Don't think about your answer for too long, just select the option that feels right after a few seconds reflection. The whole thing should only take you about five minutes, and it's completely confidential.

When you have completed the questionnaire just click on the 'submit' button and the programme will tell you your score and give you some advice on the basis of that score. Advice offered is not a diagnosis, simply an attempt to point the way to some things that you might find useful.

Stressors

Over the last six months, on more days than not....

1 I have too much work to do in a given period of time					
<input type="radio"/> Very Strongly Agree	<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Very Strongly Disagree
2 I am clear about the full extent or the scope and responsibilities of my job					
<input type="radio"/> Very Strongly Agree	<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Very Strongly Disagree
3 I have difficulty in dealing with new technology or systems					
<input type="radio"/> Very Strongly Agree	<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Very Strongly Disagree

Skills for Life: Relaxation

Progressive Relaxation



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

Anxiety

Anxiety: the stress thermometer

The level of anxiety that people feel gradually increases with the level of stress.

In the same way that your body temperature rises with the severity of a disease such as an infection, so your emotional temperature rises with the severity of dis-ease that you feel.

the stress thermometer But if everyone's the same in this respect, why do some people get so troubled about things, even to the point of disruption of everyday life, whereas others don't seem at all upset?

The answer is that although everybody's anxiety level increases with stress, some people have much lower thresholds than others.

The **orange** triangle is the threshold at which we start to feel uncomfortable with things. As the emotional temperature rises we eventually come to the **red** triangle. This is where panic sets in and all we can think about is how to get out of the situation.

At this point we are probably very edgy indeed, breathing quickly, sweating and generally feeling very unwell. If we are in a very threatening situation, then this is our bodies preparing us for action - 'fight' or 'flight'.

Unfortunately, for many reasons, a lot of people when under pressure are prone to abnormal panic. Something triggers off the anxiety to such a point that they panic, even though there is nothing to panic about. **This is called a 'panic attack' and is very common.**

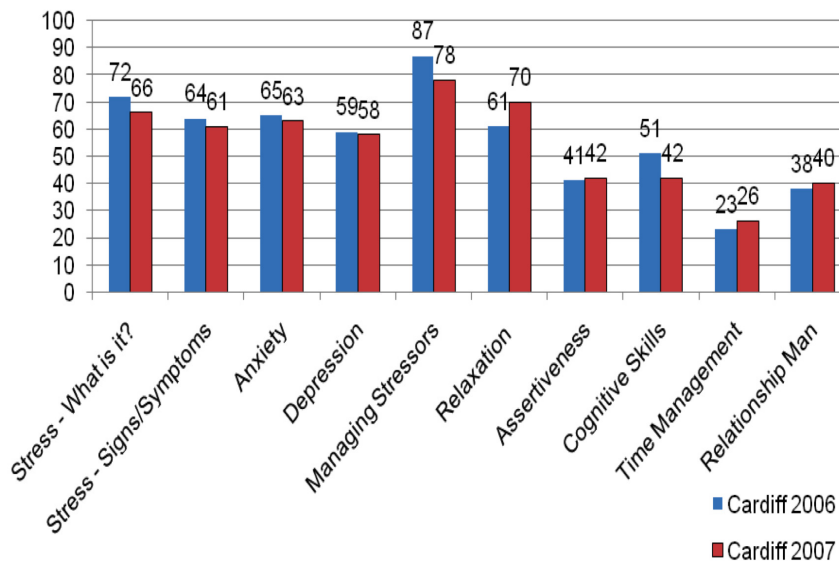
The area towards the bottom of the thermometer is our 'comfort zone' where all is calm and relaxed. When we are in that position it's hard to believe that the panic attack really happened.

- 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

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
prevention

- 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)

- 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 Xanthis as a first step to reach direct help'



Dyfed Powys Police Force

- **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

The poster features the Xanthis logo at the top left, with the text 'Interactive Stress Management Programme' below it. To the right is the Dyfed-Powys Police crest. The main title 'Operation Xanthis...' is in large blue letters. Below it is a bulleted list of features: 'Launching in the New Year', 'Available from your intranet home page', 'In-depth Information', 'Help-yourself skills', 'Self-assessment questionnaires', 'Geared to officers and staff at all levels', and 'A new initiative for 2007'. A section titled 'So what is 'Operation Xanthis'?' explains it as a stress management programme accessible via intranet, practical, backed by health experts, confidential, and free. It also mentions that information can be accessed through Occupational Health or other channels, and that it's entirely up to the user. A note states that information leaflets will be going out over the next few weeks. At the bottom, contact information for maria.vanderpas@dyfed-powys.pnn.police.uk is provided. The poster also includes logos for 'Healthy Minds at Work' (Welsh: Meddwl iach yn y Gwaith), the Dyfed-Powys Police logo, the European Union flag, and a logo for the Welsh Government. A photograph of a smiling woman is in the bottom right corner.

Operation Xanthis...

- Launching in the New Year
- Available from your intranet home page
- In-depth Information
- Help-yourself skills
- Self-assessment questionnaires
- Geared to officers and staff at all levels
- A new initiative for 2007

So what is 'Operation Xanthis'?

It's a Stress Management programme that you can access through the intranet. It's practical, backed up by health experts, confidential and free.

If you wish you can follow it up through Occupational Health. Or you can get further information from outside the force. Or simply use what you learn without consulting anyone. **It's entirely up to you.**

Information leaflets will be going out over the next few weeks.

If you want advance info contact: maria.vanderpas@dyfed-powys.pnn.police.uk

Healthy Minds at Work
Meddwl iach yn y Gwaith
CHALLIER REWYSTUD

DYFED-POWYS POLICE

EUROPEAN UNION
EUROPEAN COMMISSION
EUROPEAN PARLIAMENT

UCL

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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