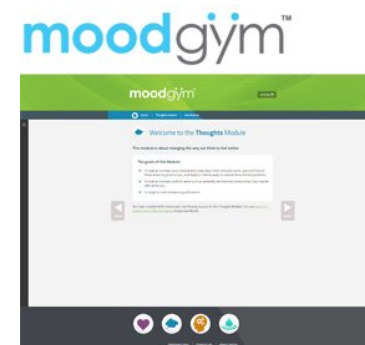

eMental Health: Opportunities for Ireland?

Kevin Cullen

What is eMental Health?

“Technology-supported provision of mental health services and supports”



What's all the fuss about?

☐ Is eMental health a potential game-changer?

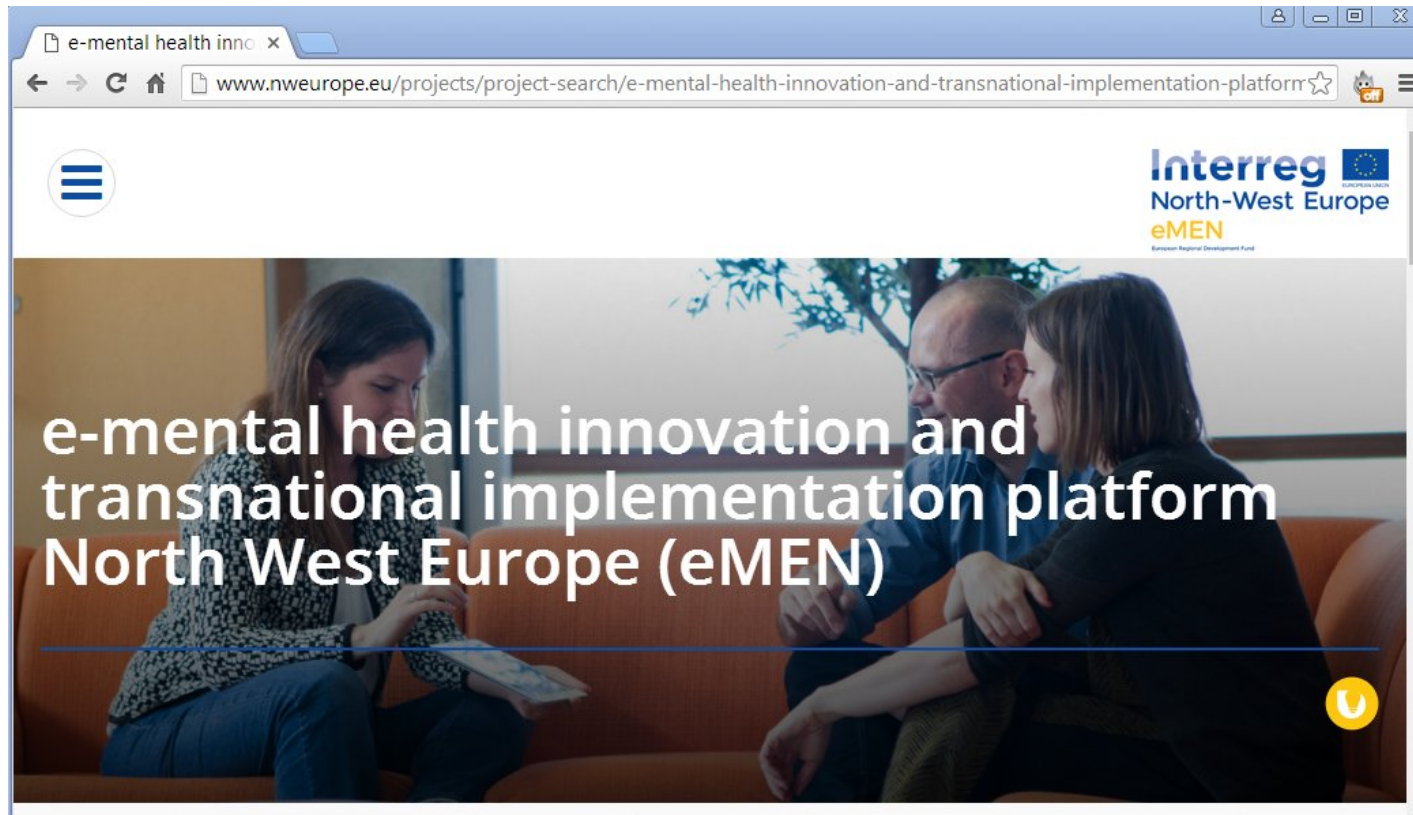
- dramatically increase access to mental health services/supports?
- reduce the 'treatment gap'?
- help address manpower shortages?

☐ Extensively applied in countries such as Australia

☐ Increasing activity in Ireland

- growing development and deployment of eMental health
- various initiatives working to progress the field:
eMEN Interreg project; Mental Health Reform; eHealth Strategy...

eMEN project



Spectrum of eMental health applications and products

- ☐ **Remote delivery of sessions/consultations** (telemental health)
- ☐ **Technology-supported therapy** (online/computerised CBT, mobile apps,...)
- ☐ **New innovations** (additions to the therapeutic toolkit – VR, EIMs, etc)
- ☐ **Self-help & Peer Support** (individual/group, social media,...)
- ☐ **Prevention/promotion** (psycho-education, crisis support,...)

1. Telemental Health

☐ Telepsychiatry

- Making scarce specialist consultation more easily/widely available



☐ Telecounselling

- Phone
- Video
- Text/Chat



Evidence

☐ Acceptably effective for a variety of purposes/settings

- Systematic reviews; RCTs; Large-scale implementations

☐ Value/contribution:

- Help meet the volume of demand / shortage of clinicians
- Making services more accessible; wider reach (remote areas, particular groups)
- Out-of-hours / crisis / provision of care in A&E
- Primary care liaison/consultation (e.g. psycho-pharmacotherapy)

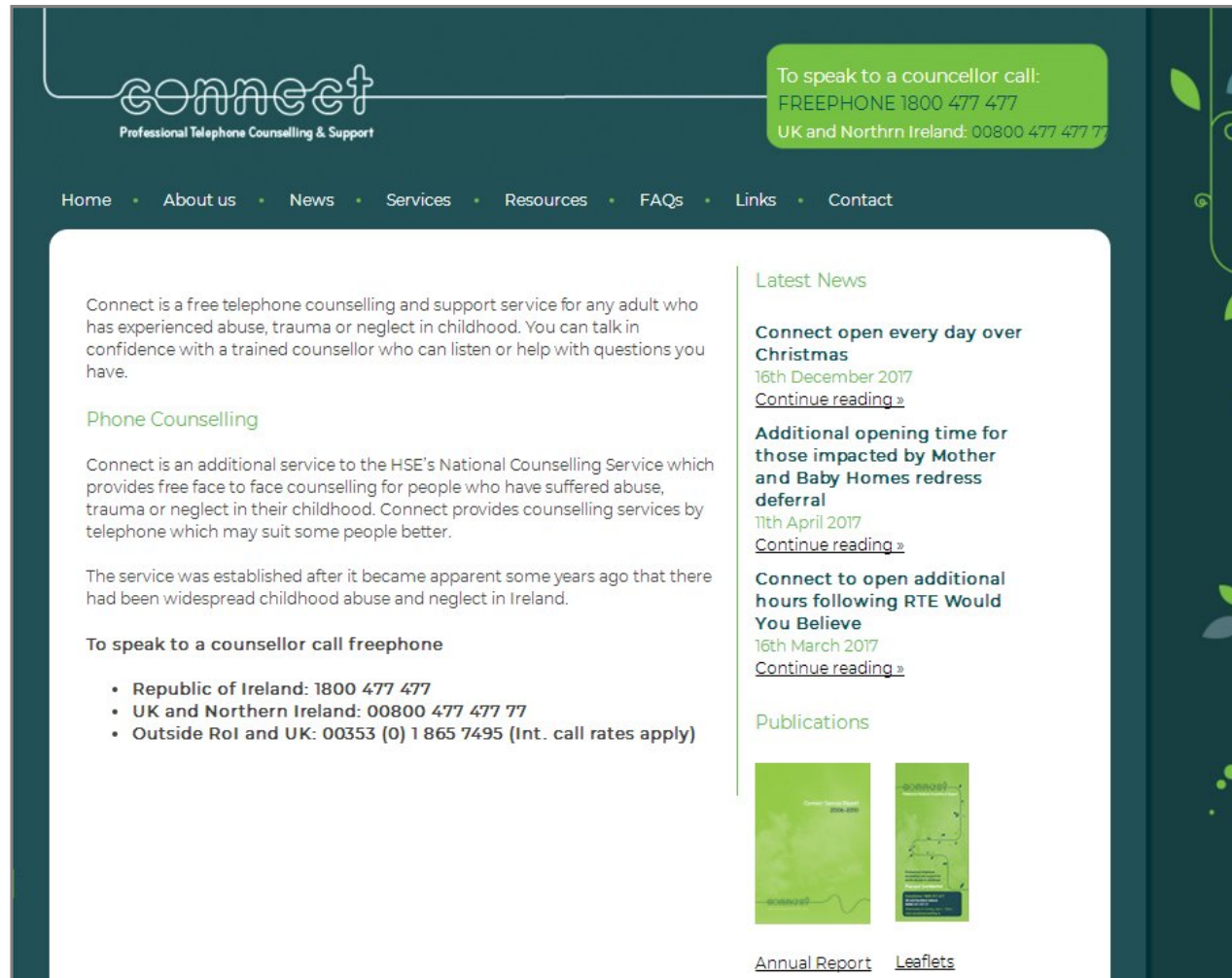
☐ Issues:

- Who/what it is most suitable for?
- What settings?
- Contraindications?

Telemental health in Ireland



Telephone Counselling



The screenshot shows the homepage of the 'connect' website, which is a professional telephone counselling and support service. The header features the 'connect' logo and a green box with contact information: 'To speak to a counsellor call: FREEPHONE 1800 477 477' and 'UK and Northern Ireland: 00800 477 477 77'. A navigation menu includes links for Home, About us, News, Services, Resources, FAQs, Links, and Contact. The main content area is divided into two columns. The left column contains a paragraph about the service, a section titled 'Phone Counselling' with more details, and a list of contact numbers for the Republic of Ireland, UK and Northern Ireland, and outside the ROI and UK. The right column features a 'Latest News' section with three articles: 'Connect open every day over Christmas' (16th December 2017), 'Additional opening time for those impacted by Mother and Baby Homes redress deferral' (11th April 2017), and 'Connect to open additional hours following RTE Would You Believe' (16th March 2017). Below the news section is a 'Publications' section with two book covers and links to the 'Annual Report' and 'Leaflets'.

connect
Professional Telephone Counselling & Support

To speak to a counsellor call:
FREEPHONE 1800 477 477
UK and Northern Ireland: 00800 477 477 77

Home • About us • News • Services • Resources • FAQs • Links • Contact

Connect is a free telephone counselling and support service for any adult who has experienced abuse, trauma or neglect in childhood. You can talk in confidence with a trained counsellor who can listen or help with questions you have.

Phone Counselling

Connect is an additional service to the HSE's National Counselling Service which provides free face to face counselling for people who have suffered abuse, trauma or neglect in their childhood. Connect provides counselling services by telephone which may suit some people better.

The service was established after it became apparent some years ago that there had been widespread childhood abuse and neglect in Ireland.

To speak to a counsellor call freephone

- Republic of Ireland: 1800 477 477
- UK and Northern Ireland: 00800 477 477 77
- Outside ROI and UK: 00353 (0) 1 865 7495 (Int. call rates apply)

Latest News

Connect open every day over Christmas
16th December 2017
[Continue reading »](#)

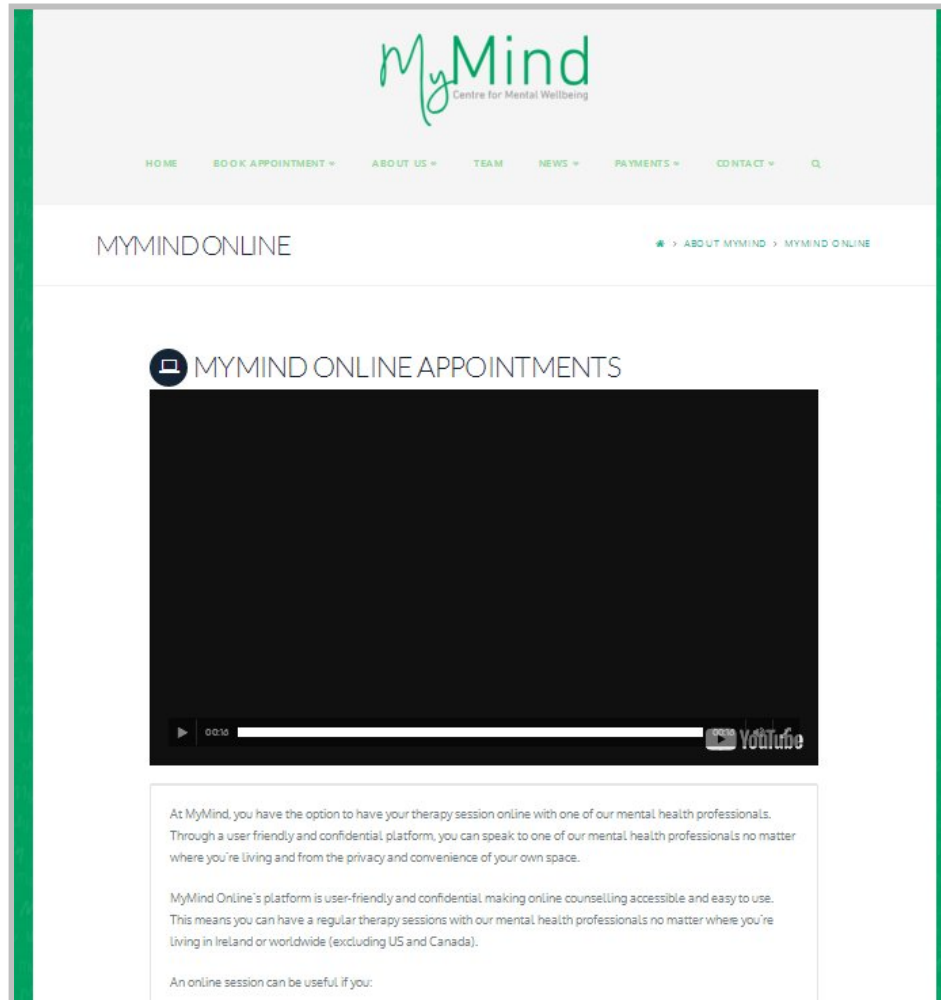
Additional opening time for those impacted by Mother and Baby Homes redress deferral
11th April 2017
[Continue reading »](#)

Connect to open additional hours following RTE Would You Believe
16th March 2017
[Continue reading »](#)

Publications

[Annual Report](#) [Leaflets](#)

Video Counselling



MyMind
Centre for Mental Wellbeing

HOME BOOK APPOINTMENT + ABOUT US + TEAM NEWS + PAYMENTS + CONTACT + Q

MYMINDONLINE [★ > ABOUT MYMIND > MYMIND ONLINE](#)

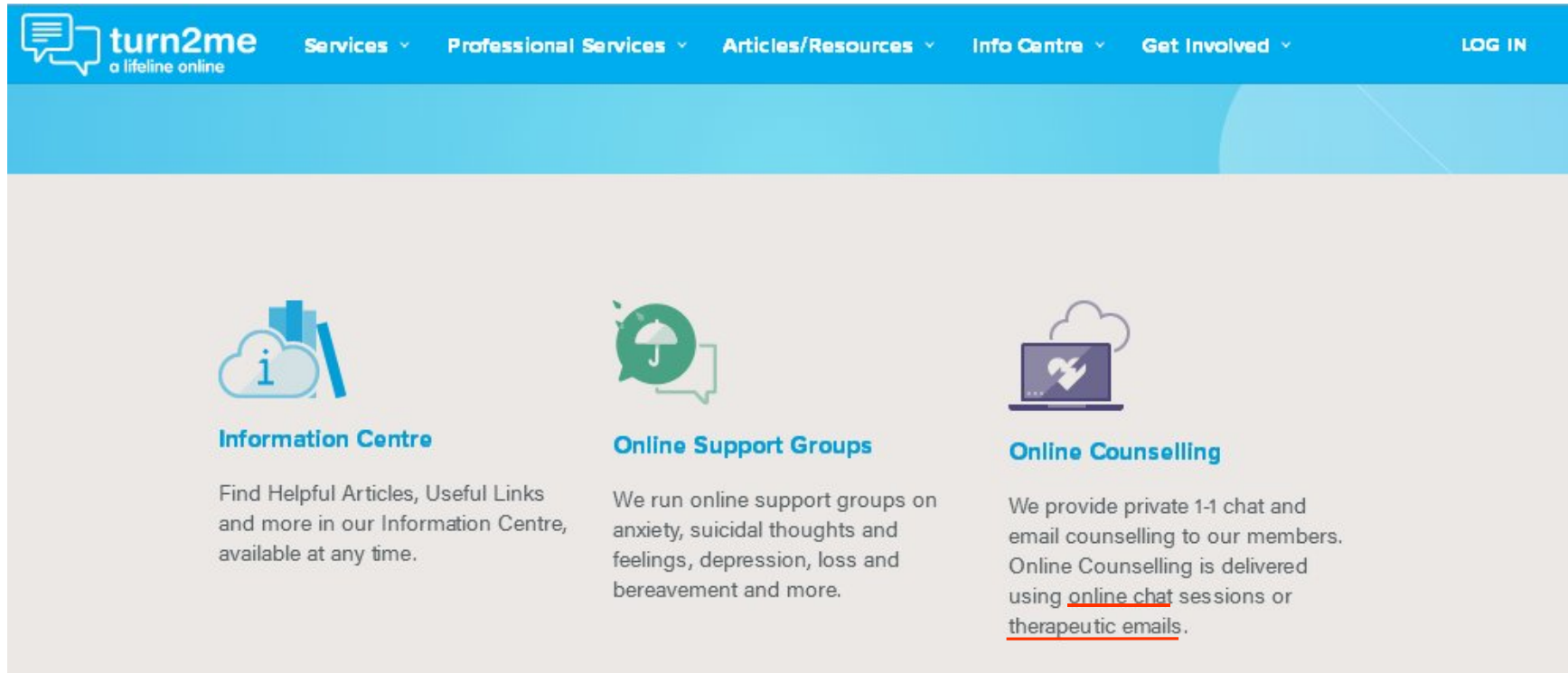
MYMIND ONLINE APPOINTMENTS

At MyMind, you have the option to have your therapy session online with one of our mental health professionals. Through a user friendly and confidential platform, you can speak to one of our mental health professionals no matter where you're living and from the privacy and convenience of your own space.

MyMind Online's platform is user-friendly and confidential, making online counselling accessible and easy to use. This means you can have a regular therapy sessions with our mental health professionals no matter where you're living in Ireland or worldwide (excluding US and Canada).

An online session can be useful if you:

Chat (text-based)



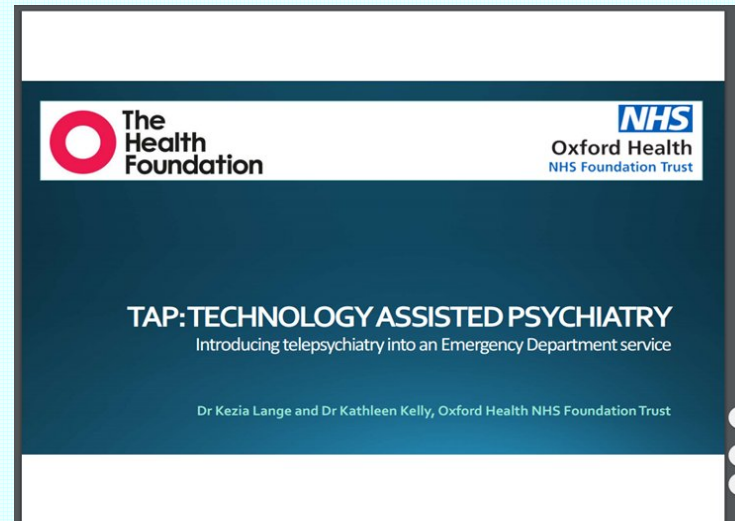
The screenshot shows the turn2me website with a blue header. The header includes the turn2me logo (a speech bubble with a checkmark) and the text "a lifeline online". Navigation links include "Services", "Professional Services", "Articles/Resources", "Info Centre", "Get Involved", and "LOG IN". The main content area has a light blue background and features three service cards:

- Information Centre**: Find Helpful Articles, Useful Links and more in our Information Centre, available at any time.
- Online Support Groups**: We run online support groups on anxiety, suicidal thoughts and feelings, depression, loss and bereavement and more.
- Online Counselling**: We provide private 1-1 chat and email counselling to our members. Online Counselling is delivered using online chat sessions or therapeutic emails.



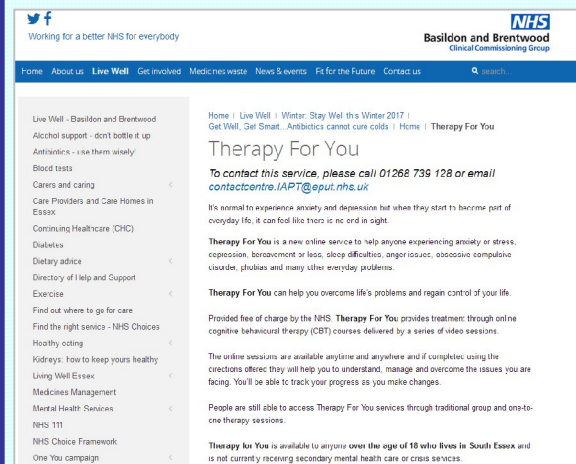
NHS

Telepsychiatry

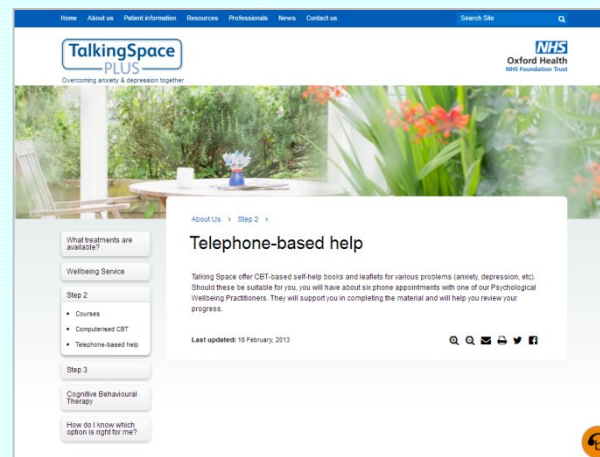


IAPT (Improving Access to Psychological Therapies)

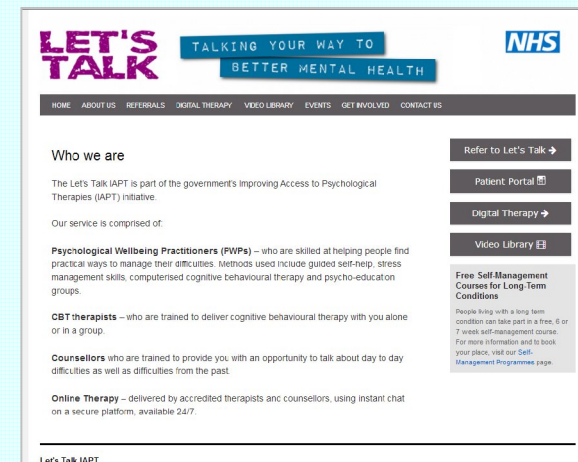
Telephone



Video



Instant Chat



2. Technology-supported Therapy

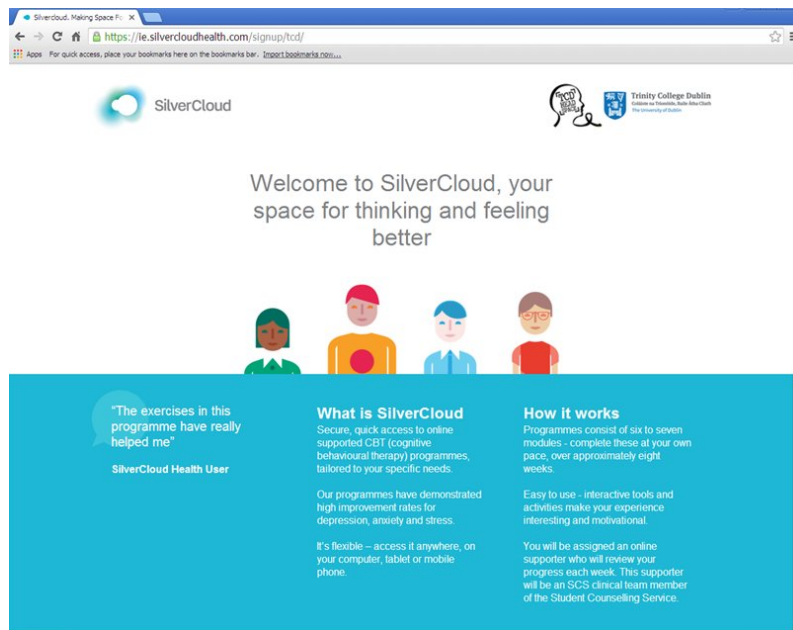
Varying levels of therapist involvement...

- ☐ Blended (mix of clinician support + technology-delivered)
- ☐ Guided/Supported (not necessarily by a clinician)
- ☐ Technology-delivered (unsupported)

Evidence

- ❑ Growing usage (AU, NZ, UK, IE...)
- ❑ Acceptably effective for a range of purposes/clients
- ❑ Value/contribution:
 - help meet the volume of demand (one clinician can support more clients)
 - making support more accessible/flexible
 - preferred by some (young people...)
 - can support new therapeutic innovations
- ❑ Issues:
 - who it is most suitable for; contraindications?
 - how much and what form of human/therapist involvement
 - what elements are important etc.

Online Therapy

Trinity College Dublin
The University of Dublin

Welcome to SilverCloud, your space for thinking and feeling better

"The exercises in this programme have really helped me"
SilverCloud Health User

What is SilverCloud
Secure, quick access to online supported CBT (cognitive behavioural therapy) programmes, tailored to your specific needs.

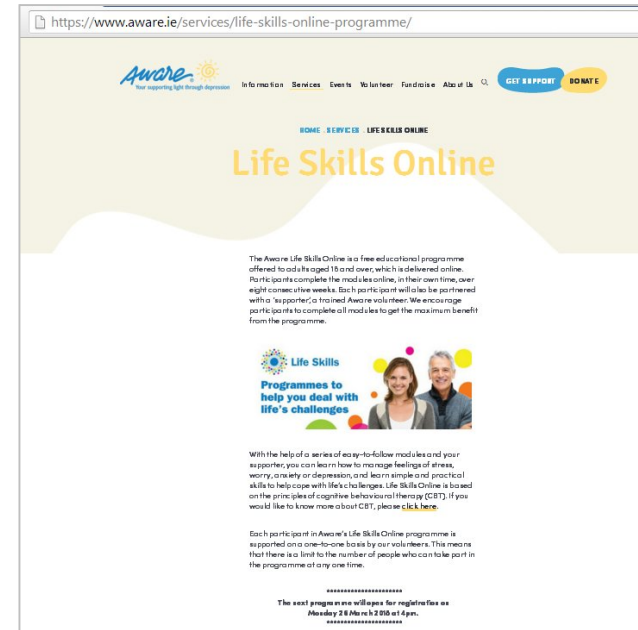
Our programmes have demonstrated high improvement rates for depression, anxiety and stress.

It's flexible – access it anywhere, on your computer, tablet or mobile phone.

How it works
Programmes consist of six to seven modules - complete these at your own pace, over approximately eight weeks.

Easy to use - interactive tools and activities make your experience interesting and motivational.

You will be assigned an online supporter who will review your progress each week. This supporter will be an SCS clinical team member of the Student Counselling Service.



Aware
Your support. Right through depression.

Information Services Events Volunteer Fundraise About Us GET SUPPORT DONATE

Life Skills Online

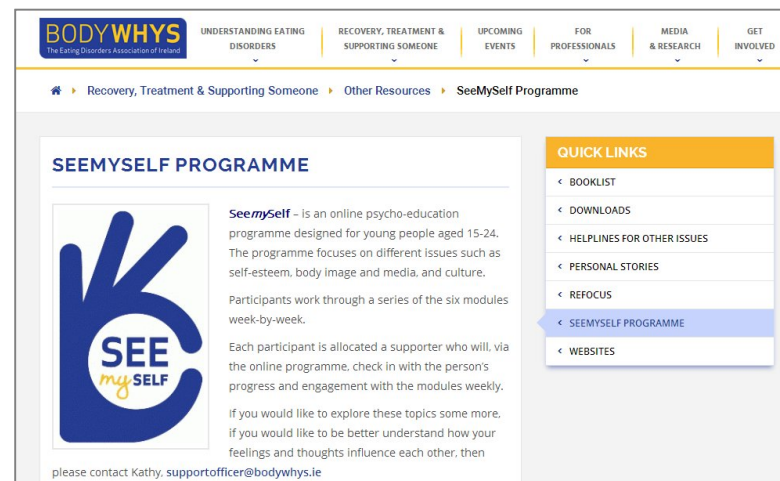
The Aware Life Skills Online is a free educational programme offered to adults aged 18 and over, which is delivered online. Participants complete the modules online, in their own time, over eight consecutive weeks. Each participant will also be partnered with a 'supporter' (a trained Aware volunteer). We encourage participants to complete all modules to get the maximum benefit from the programme.

Life Skills
Programmes to help you deal with life's challenges

With the help of a series of easy-to-follow modules and your supporter, you can learn how to manage feelings of stress, worry, anxiety or depression, and learn simple and practical skills to help cope with life's challenges. Life Skills Online is based on the principles of cognitive behavioural therapy (CBT). If you would like to know more about CBT, please [click here](#).

Each participant in Aware's Life Skills Online programme is supported on a one-to-one basis by our volunteers. This means that there is a limit to the number of people who can take part in the programme at any one time.

The next programme will open for registration on
Monday 28 March 2017 at 4pm.



BODYWHYS
The Eating Disorders Association of Ireland

UNDERSTANDING EATING DISORDERS RECOVERY, TREATMENT & SUPPORTING SOMEONE UPCOMING EVENTS FOR PROFESSIONALS MEDIA & RESEARCH GET INVOLVED

Recovery, Treatment & Supporting Someone Other Resources **SeeMySelf Programme**

SEEMYSELF PROGRAMME

SeeMySelf - is an online psycho-education programme designed for young people aged 15-24. The programme focuses on different issues such as self-esteem, body image and media, and culture.

Participants work through a series of the six modules week-by-week.

Each participant is allocated a supporter who will, via the online programme, check in with the person's progress and engagement with the modules weekly.

If you would like to explore these topics some more, if you would like to be better understand how your feelings and thoughts influence each other, then please contact Kathy, supportofficer@bodywhys.ie

QUICK LINKS

- BOOKLIST
- DOWNLOADS
- HELPLINES FOR OTHER ISSUES
- PERSONAL STORIES
- REFOCUS
- SEEMYSELF PROGRAMME**
- WEBSITES

Computerised CBT (Developed within HSE)



MINDWISE
 computerised Cognitive Behavioural Therapy (cCBT)

User security is assured by state of the art encryption

MindWise is a cCBT intervention in the treatment of anxiety & depression

How does my Psychology Department get to use this program?

Step One

Send a brief email to the addresses given below to let us know that you would like to use the program.

Step Two

We will set up the online profiles of the Mental Health Professionals supporting the service users while on the program.

Step Three

We will provide support for any queries that may arise & we will also provide technical support.

Step Four

Finally, we'll confirm registration and where and how to logon, then you are ready to go!

Access to
Psychological
Services Ireland

If you would like more information about the 3rd version of MindWise, then please contact us at:
 James.Hawe@hse.ie & Michael.J.Byrne@hse.ie



Game-based tool Child and adolescent therapy

The Pesky gNATs game and mobile app

Imagine you are 9-17 years of age and experiencing clinical anxiety or low mood. You go to a mental health clinic and your therapist offers to help by playing a computer game with you week by week...

The **Pesky gNATs** software is designed for use by mental health professionals who work with young people with anxiety or low mood.

It consists of two parts:

1. a computer game,
2. a mobile app.

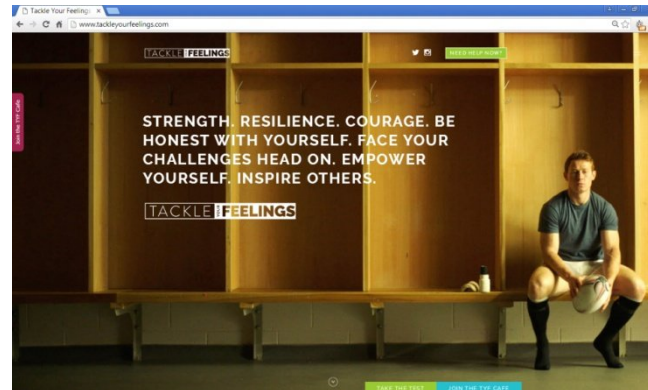
Pesky gNATs is available to appropriately qualified mental health professionals



Available for Apple (iOS) and Android devices:



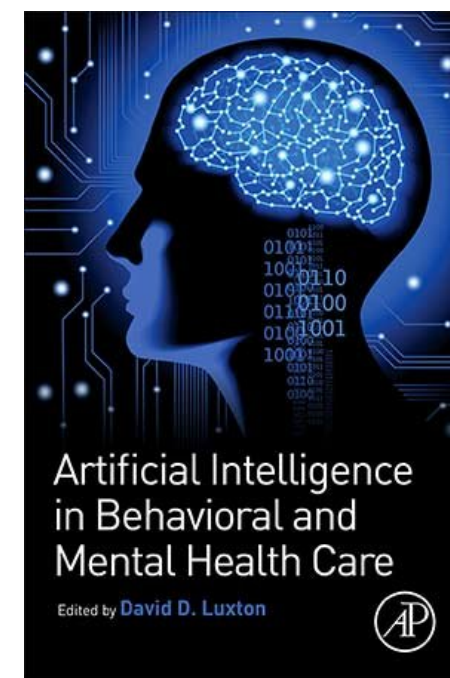
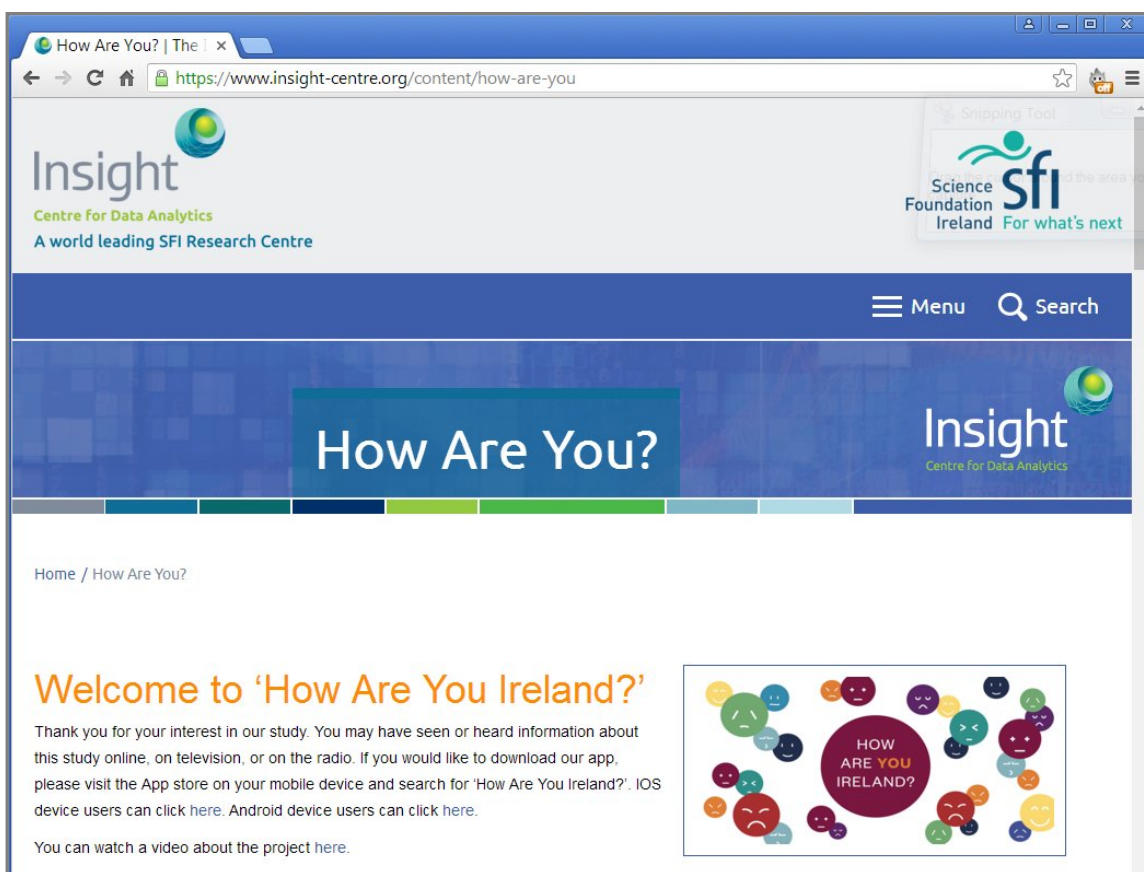
Apps



Suicide-Risk monitoring

A screenshot of a web browser showing the Twitter 'Report self harm' form. The browser address bar shows 'https://help.twitter.com/forms/suicide'. The page title is 'Report self harm'. The form includes instructions: 'Please use this form only to report possible threats of suicide or any other form of self harm you notice on Twitter. For further information on Twitter's policy regarding self-harm, please visit our Help Center article on Trusted Resources.' The form has sections for 'Reported account' (with a field for 'Reported Twitter username' starting with '@') and 'Description of problem' (with a text area and a security reminder: 'Security reminder: don't disclose private information (e.g. your address or phone number)'). At the bottom, there is a section for 'Reported Tweet'.

Big data & AI



Conclusions

Does it work? How does it (can it) contribute?

- Growing evidence for efficacy/effectiveness
- Innovative enhancements to the mental healthcare toolkit
- Enhancing reach of and access to mental healthcare and support
- Changing user expectations / preferences for online services and supports
- Helping to solve manpower shortages
- User empowerment

...but

- ☐ Technology not a panacea
- ☐ Think logistics ...not replacement of the human element
- ☐ Who to target (and not to target), and how (to identify, triage...)?
- ☐ Where to deploy – what levels of intervention, where in care pathways...
- ☐ Choice of therapies / pluralistic approaches
- ☐ How to fit in stepped care models
- ☐ Measure outcomes (and therapeutic experiences)....!

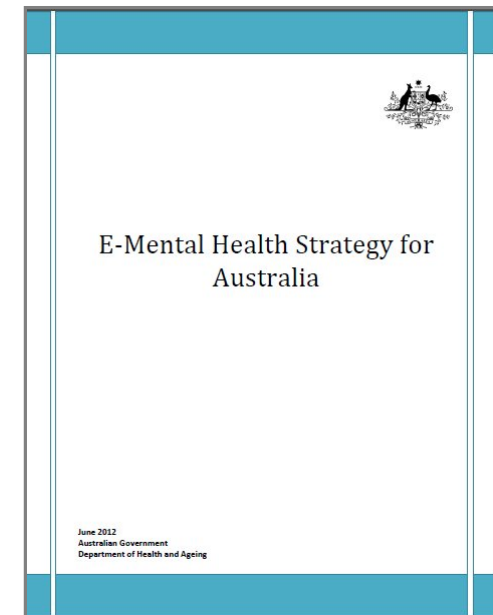
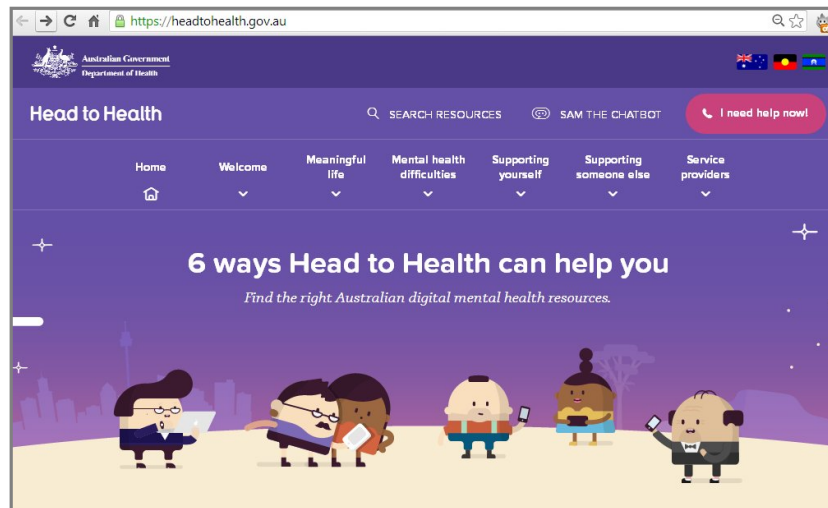
What next?



- ☐ eMental Health Strategy
- ☐ Consultation with mental health service providers/professionals
- ☐ Promoting eMental Health:
 - Development
 - Deployment
- ☐ Irish evidence base - research, evaluation, trials....

Models for Ireland?

Australia



Discover 4 types of digital resources

Online resources can be convenient, private and effective — and many are completely free! Not only can you find websites with solid information and advice, but you can also use apps and programs to build skills and track progress, share stories in online forums, and get confidential support through phone, email, and chat services.

 Websites →

 Apps & Programs →

 Forums →

 Phone, Chat & Email →

Thank You!

k.cullen@wrc-research.ie