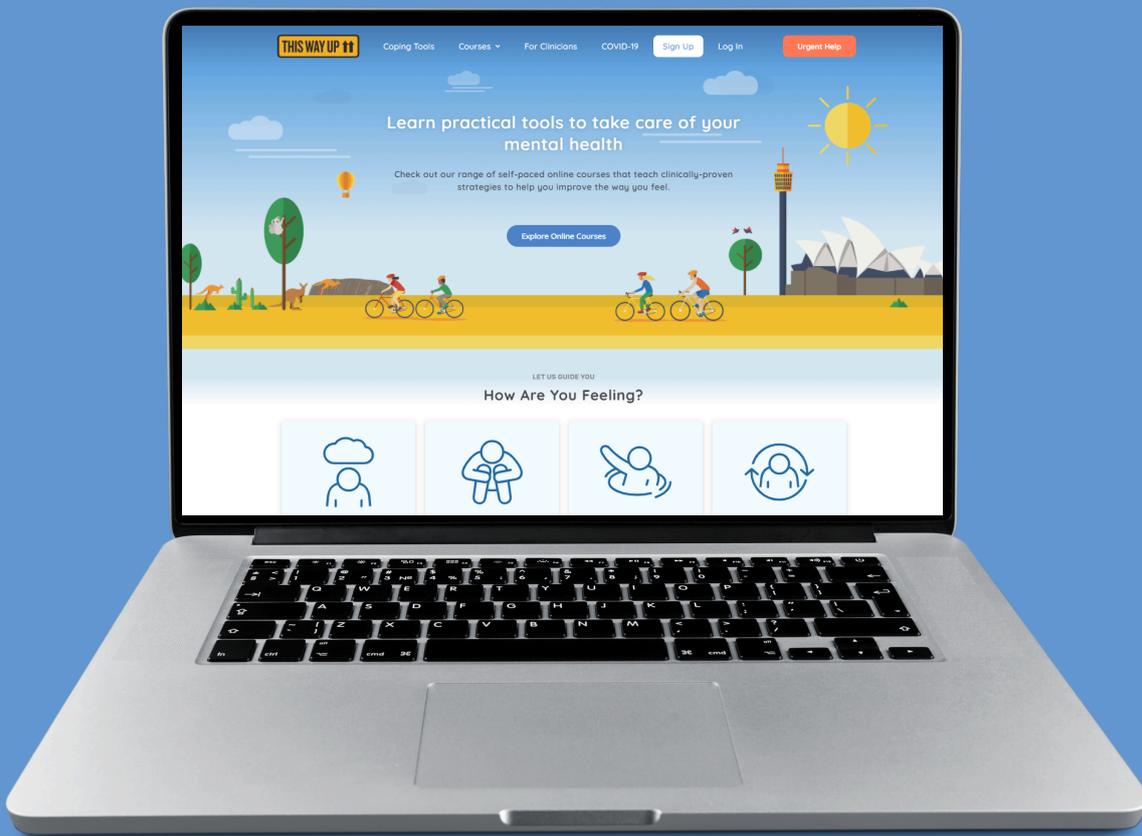


# THIS WAY UP ↑↑

## Clinician Starter Guide

Integrating digital mental health care into your clinical practice



### Our Partners:



Australian Government  
Department of Health

Head to Health

## What is online CBT?

Internet-delivered Cognitive Behavioural Therapy (iCBT) is structured CBT that is delivered online. THIS WAY UP's iCBT programs are designed to mimic a course of face-to-face CBT. However, there are some important differences between iCBT and its traditional counterpart.

### Face-to-Face CBT

- Delivered in-person
- 5-20 sessions on average
- Session costs
- Requires support from a clinician
- Limited geographical availability
- May require a referral
- Potential for long waiting times

### THIS WAY UP iCBT

- Delivered online, anytime
- 4-10 lessons on average
- Low cost or free
- Available with or without clinical support
- Available in all internet connected areas
- Does not require a referral
- Immediate access

## Why use THIS WAY UP?

THIS WAY UP iCBT programs are backed by scientific research and are designed to treat anxiety, depression, insomnia, and other mental health difficulties. What makes THIS WAY UP online programs unique is that they are:

- **Practical** - teach core cognitive-behavioural coping skills.
- **Convenient** - offer flexible, self-paced online access.
- **Comprehensive** - contain a full dose of evidence-based, step-by-step CBT treatment.
- **Accessible** - do not require a referral or an assessment, available as self-help.
- **Effective** - 80% of people who complete a program will benefit substantially.

It is **quick and easy** to start integrating THIS WAY UP programs into your routine care. We have designed our online treatment programs to make iCBT more accessible to patients, as well as reduce the demands placed on busy clinicians. Simply prescribe a program to your patient, and allow the online intervention to introduce the CBT skills to your patient.

## What does a THIS WAY UP Program contain?

Each program contains online lessons in the form of fictional characters who are experiencing symptoms of anxiety, depression, insomnia, or other mental health difficulties. Each lesson follows the characters' journey as they come to understand their symptoms, and learn CBT skills to manage and overcome them.

THIS WAY UP's online programs consists of 4 to 8 lessons, with each lesson taking approximately 20 minutes to read through. The programs are fully automated and designed to be completed within 12 to 16 weeks. Each lesson is released five days after the completion of the previous one, allowing time to practise the skills learnt before proceeding to the next lesson. **Practising CBT skills is a key part of treatment.**

Following each lesson, a Workbook is available for completion. The Workbook includes the core skills taught in the lesson, as well as reflection exercises and activities to practice CBT skills in daily life.

Each program includes:



### Lessons

Online lessons that teach core CBT skills.



### E-Mail Reminders

Our system notifies your client when their lessons become available, and keeps you informed of their progress.



### Workbooks

Downloadable workbooks including psychoeducation, practice activities and reflection tasks for patients.



### SMS Reminders

Your patients can select to receive text message reminders to help them stay on track.



### Resources

Access to downloadable worksheets and toolkits to help your patients with difficulties related to their symptoms.



### Progress Tracking

Psychometric questionnaires to help you and your patients evaluate progress and guide intervention.

<https://thiswayup.org.au/about-us/research/>

## How THIS WAY UP can be flexibly integrated into your practice

There are many ways to utilise THIS WAY UP programs to best meet the needs of your patients, and your own clinical practice. Some of the many ways THIS WAY UP programs can be integrated into your clinical practice are outlined below.

### For waitlist management or where in-person CBT isn't accessible



- You can prescribe iCBT programs to patients on a waitlist, so they can access treatment whilst they wait.
- Where in-person CBT isn't accessible, prescribing iCBT ensures your patient has access to evidence-based treatment.

### As a stand-alone intervention



- iCBT has been proven effective as a stand-alone intervention for anxiety and depressive disorders. Simply prescribe a program which will provide the intervention to your patient. This will require minimal clinical input from you, depending on your patient's symptom severity.

### Combine iCBT with telehealth or in-person sessions



- Patients can complete iCBT lessons before, immediately after, or in-between regular sessions to optimise session time.
- Telehealth or in-person sessions can focus on tailoring and applying learned CBT skills to the patient's unique symptoms.

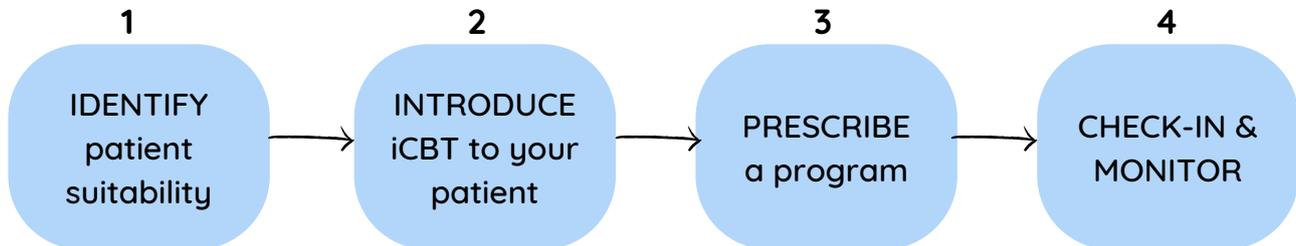
### Within a preventive approach



- iCBT can be prescribed to patients who have completed in-person or telehealth treatment to assist them with revising/practising CBT skills.
- iCBT can be recommended or prescribed at time of discharge, to reduce the risk of relapse.

## Four Simple Steps to using THIS WAY UP

Getting your patient started with a THIS WAY UP program is quick and simple with these 4 steps:



### 1. Identify the patient's suitability for a THIS WAY UP program:

Our research suggests patients are suitable for a THIS WAY UP program if they:

- Have a **mild, moderate or severe** anxiety or depressive disorder.
- Are looking for **convenient and accessible treatment**.
- Are **self-motivated** to learn skills and strategies to help manage their concerns.
- Are **able to undertake an online program** in conjunction with prescribed medication.

THIS WAY UP programs **may not be suitable** for patients who: are suicidal; are experiencing multiple life stressors that would prevent engagement with an online program; cannot read English; have psychosis, bipolar disorder, or substance dependence (because they have not been clinically evaluated in these populations).

### 2. Introduce THIS WAY UP to the patient:

"There is an online program offered by THIS WAY UP at St Vincent's Hospital, which teaches practical skills and strategies to manage [patient's symptoms] and improve how you're feeling. You can access the program on your computer or smartphone at anytime, anywhere (e.g. from home) as long as you have internet connection and an email address. It will require effort, but if you do stick to the program, it is likely that you will see improvements.

I can email you a prescription with instructions for how to access the program."

### 3. Prescribe a THIS WAY UP program:

Log-in to your Clinician dashboard, enter your patient's email address and name, and select the appropriate program. Your patient will then receive an email with instructions on how to get started. Let them know about this email, and encourage them to get started!

### 4. Check-in and monitor patient progress:

Check-in with your patient at your next appointment, or with a quick email/phone call, to see that they've started the program. If you've chosen to supervise your patient through the program, you can monitor their progress through your Clinician Dashboard for updates on their symptoms, and to see how they're tracking.

## Supervising your patient through a THIS WAY UP program

### Who can supervise THIS WAY UP program?

Any qualified health professional already supporting the mental health and wellbeing of a patient. Supervising is not limited to certain disciplines.

### How to provide supervision to your patient

When you provide your patient with a prescription for a 'supervised' program, the patient remains in your clinical care.

Your role as the supervising clinician is to provide general oversight and monitor your patient's progress throughout their program. You do not need to be trained in Cognitive Behavioural Therapy to supervise a patient throughout a program, as the intervention is automated, meaning the skills are taught directly by the program.

Supervision may look different depending on your patient's needs, though generally speaking, supervision is simple and involves providing encouragement and support.

For some patients, supervision may involve assisting them to tailor a skill in the program to their situation. For others, it may involve a brief e-mail to check that they've started the program and offer words of encouragement.

### Try these supervision tips to support your patient's progress:

- Provide encouragement
- Follow-up/check-in regularly, even if briefly
- Problem solve barriers to starting and continuing the program
- Provide support in tailoring skills to their individual situation
- Work through examples together



### Here to help

We are here to support you in using THIS WAY UP programs in your practice. If you'd like to speak with one of our clinicians about incorporating THIS WAY UP into your practice, please get in touch.

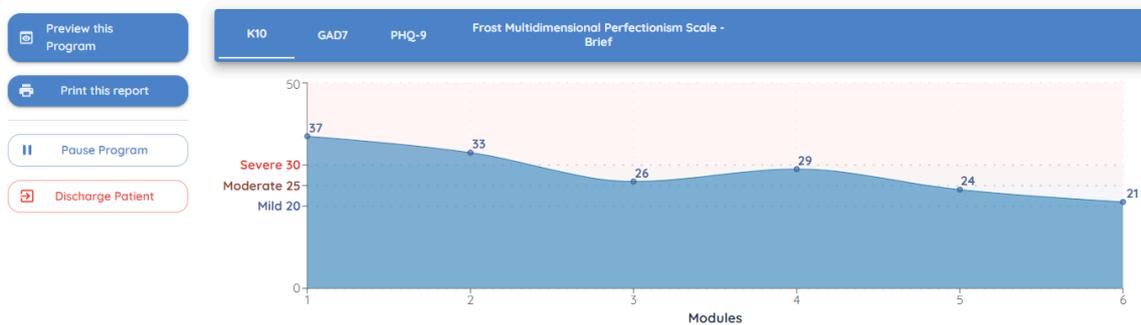
E: [contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org)  
Ph: (02) 8382 1437

## Monitoring patient progress

All THIS WAY UP programs have an automated in-built monitoring and risk management system, such that patients who self-report high levels of psychological distress will receive an e-mail providing them with crisis support numbers, and encouraging them to seek support if required.

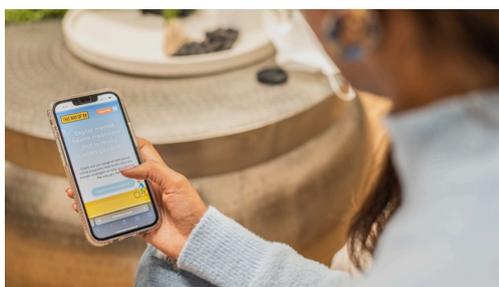
For clinicians who wish to closely monitor their patient's progress, this is easy to do through your Clinician Dashboard by simply selecting 'Patient Progress'. Here you can view when your patient has completed a lesson, and their scores on psychometric questionnaires they have completed.

If your patient scores in the "severe" range on measures of distress (Kessler-10/K-10) and/or depression (Patient Health Questionnaire-9/PHQ-9), you will receive an e-mail alert advising you of this, within business hours. You will then be able to log-in to the Clinician Dashboard, review your patient's scores and make a decision on the appropriate follow-up. Please be assured, your patient will also receive an automated e-mail with national crisis support numbers and information advising them to seek additional support.



### For technical support

You can reach out to our team for technical support by emailing us at [contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org) or call 02 8382 1437.



### Who is suitable for a THIS WAY UP Program?

Patients who have mild to severe anxiety and depressive disorder are suitable for a THIS WAY UP program. Please note, certain patient groups may not be suitable for a THIS WAY UP program as a stand-alone intervention, these are individuals who:

- Have been diagnosed with schizophrenia, bipolar disorder, or drug or alcohol dependence
- Are suicidal
- Are taking benzodiazepines and/or atypical antipsychotics.

### Are there any costs involved?

THIS WAY UP programs can be prescribed at no cost to the clinician or consumer. When prescribing, clinicians can choose to waive the usual AUD\$59.00 program fee.

The \$59.00 program fee is applied for consumers completing the programs via the self-help pathway, meaning they are not prescribed or supervised by a clinician.

### I can't provide supervision by prescribing a program, can my patient still use THIS WAY UP?

If you are not able to provide clinical oversight, or don't have an ongoing role in a patient's care, you can recommend they complete a THIS WAY UP program via the self-help pathway.

The patient can register a user account here

<https://thiswayupclinic.org/users/userRegistration>, select the appropriate program, and get started with their online treatment. If your patient is unsure which program would best suit their needs, our 'Take-a-Test' self-report online assessment tool can help to guide them towards a suitable program, and is found here: <https://thiswayup.org.au/take-a-test-tool/>

### How can I view my patient/client's progress?

You can access your patient's scores and view their progress at any time by logging into the Clinician Dashboard using your clinician log-in details.

### What are the technical requirements?

In order to use THIS WAY UP, you will need an up-to-date web browser. We recommend using the latest version of Google Chrome. THIS WAY UP programs can be accessed using a desktop or laptop computer, tablet, or mobile phone.

### Where can I get more information?

To find out more about THIS WAY UP and the programs we offer, please visit our website [www.thiswayup.org.au](http://www.thiswayup.org.au); e-mail us on [contact@thiswayupclinic.org](mailto:contact@thiswayupclinic.org) or contact our team on (02) 8382 1437.

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