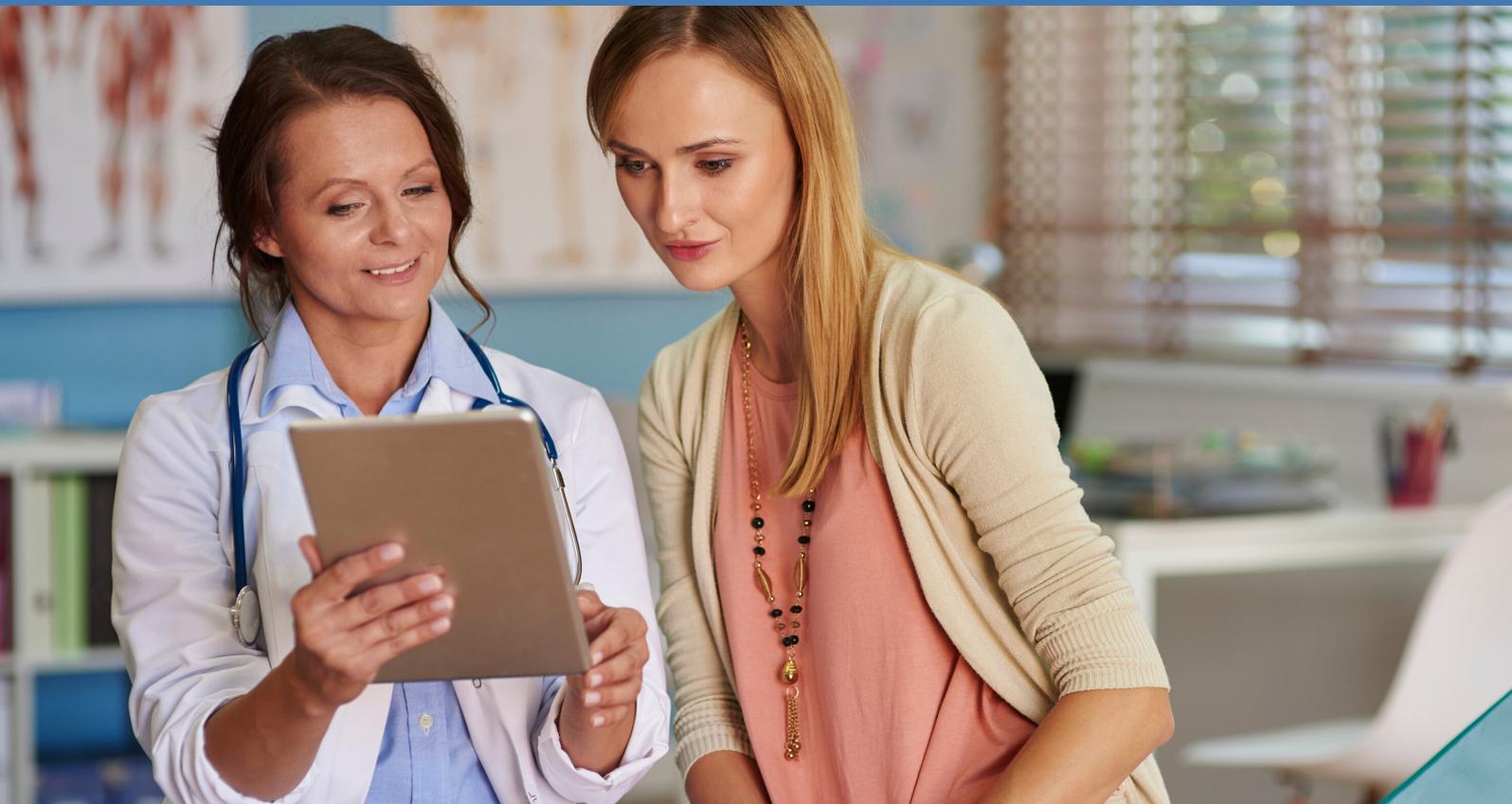


THIS WAY UP ↑↑

Internet-Delivered Cognitive Behavioural Programs
for Mental Health Disorders

Information for Clinicians



Our Partners:



Australian Government
Department of Health

Head to Health

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About THIS WAY UP

THIS WAY UP is a trusted Australian provider of evidence-based, internet-delivered Cognitive Behavioural Therapy (iCBT) programs.

Our secure, purpose-built online platform supports mental health professionals in using iCBT with their clients to improve outcomes.

THIS WAY UP was founded in 1998 as 'CLIMATE' (Clinicians' Mate) by Emeritus Professor Gavin Andrews and his team of psychiatrists and clinical psychologists, with the focus on developing, testing, and disseminating evidence-based online resources to assist with self-management of common psychological disorders.

As a non-profit initiative, THIS WAY UP is sponsored by the Australian Government and supported by a team of academic and clinical staff at the Clinical Research Unit for Anxiety and Depression (CRUfAD) at St Vincent's Hospital, Sydney and University of New South Wales (UNSW) Faculty of Medicine.

For any question, please contact us at:

contact@thiswayupclinic.org





What is iCBT?

Internet-delivered Cognitive Behavioural Therapy (iCBT) is structured CBT that is delivered online, and is also known as online CBT, computerised CBT (cCBT) or eCBT.

THIS WAY UP's iCBT courses 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, relies on attendance
- 5-20 sessions on average
- Structured around the expectations and desires of the client (low fidelity)
- Considerable, varied out of pocket cost
- Ongoing clinical support
- Limited geographical availability
- May require a referral
- Potential for long waiting times

THIS WAY UP iCBT

- Delivered online, anytime
- 4-10 lessons on average
- Clinically proven structure to optimise treatment gains (high fidelity)
- Low, fixed cost
- Available with or without clinical support
- Available in all internet connected areas
- Does not require a referral
- Immediate access

Why use THIS WAY UP?

Supported by a wealth of clinical research, our evidence-based courses have been shown to be effective in the treatment of anxiety disorders and related conditions. For a list of all our published research, please click [here](#).

THIS WAY UP is also the only iCBT provider in Australia with a **purpose-build clinician portal**, which allows clinicians to prescribe iCBT and keep track of their patient's progress, using immediate feedback after the patient completes online questionnaires at the start of each lesson. What makes THIS WAY UP online courses 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 course will benefit substantially, 50% to the point of no longer being troubled by anxiety or depression. Only 20% will not respond and should be reassessed or referred for an alternative intervention.



Purpose-Built Clinician Portal

iCBT forms part of a stepped care approach to treatment of common mental disorders outlined in the latest Clinical Practice Guidelines* for anxiety and depression.

As a registered THIS WAY UP Clinician you can choose from our wide range of evidence-based iCBT programs to prescribe to your patients, either as a stand-alone intervention or as part of an integrated treatment plan.

The screenshot shows the THIS WAY UP Clinician Portal interface. At the top left is the THIS WAY UP logo. On the top right, there are links for 'Urgent Help', 'Update My Details', and 'Logout'. Below the header, a 'Welcome back!' message is displayed. A green notification bar states 'You have been successfully logged in'. The main content area features a 'Prescribe a Course' form with the following fields: 'Patient's First Name' (text input), 'Patient's Email' (text input), 'Course' (dropdown menu with 'Please select a course'), and 'Prepaid Voucher (optional)' (text input). A blue box contains the text: 'Please contact us if you would like to discuss vouchers for your patients.' Below this is a checkbox for 'Send a copy of the prescription email to me' and a 'Prescribe >' button. To the right of the form are five blue buttons: 'View patient's progress', 'Preview our courses', 'Print a single script', 'Clinicians resources', and 'Clinician user guide'. The footer contains the copyright notice '© 2019 THIS WAY UP. The THIS WAY UP logo is Trademark protected.' and a 'Contact Us' link.

* <https://www.ranzcp.org/practice-education/guidelines-and-resources-for-practice>

Comprehensive iCBT Programs

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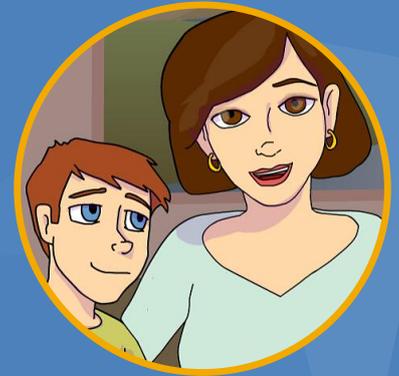
Transdiagnostic Courses

- Mixed Depression & Anxiety
- Mindfulness-Based CBT
- MUMentum Pregnancy
- MUMentum Postpartum
- TeenSTRONG



Disorder-Specific Courses

- Depression
- Generalised Anxiety
- Social Anxiety
- Health Anxiety
- Panic
- OCD
- Post-Traumatic Stress
- Chronic Pain



Well-Being Courses

- Coping with Stress
- Managing Insomnia
- Intro to Mindfulness
- Student Well-Being



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Automated Step-by-Step Learning

Each THIS WAY UP iCBT program is designed to mimic a course of Cognitive Behavioural Therapy for a specific clinical presentation and has been shown to achieve significant symptom reductions in our clinical trials*.

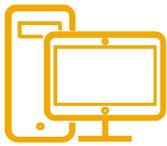
The programs are fully automated and designed to be completed within 12 to 16 weeks, with each lesson being released five days after the completion of the previous one.

Our disorder-focused courses cost AUD \$59 for 90 days of access and typically consist of 6-8 lessons. If the course is completed within this time frame, course access is extended for up to 12 months to enable skill revision.

Our well-being courses are free and typically consist of 4 lessons.

Each of our iCBT programs contains the following:

Lessons



Story-based online lessons that teach core CBT skills in an engaging, applicable, and convenient way.

E-Mail Reminders



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

Action Plans



Downloadable action plans and coping strategies to practice following each lesson.

SMS Reminders



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

Resources



Access to a library of resources to help your patients with difficulties related to their symptoms.

Progress Tracking



Psychometric questionnaires to help you and your clients evaluate progress and guide treatment planning.

* <https://thiswayup.org.au/about-us/research/> and <https://crufad.org/our-research/>



Option 1: Prescribe a THIS WAY UP Course

If you would like to provide guidance and keep an eye on your client's functioning throughout their online iCBT course, you can select and prescribe a particular iCBT program via the Clinician Portal.

Prescribing a course creates a patient record within the Clinician Dashboard which allows you to monitor and supervise your client throughout their chosen program.

Evidence suggests that clinician-guided iCBT programs tend to have higher adherence, which in turn improves outcomes.

All of our courses contain psychometric questionnaires designed to monitor psychological functioning and assist you with treatment planning.

If your client 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.

You will then be able to log-in to the Clinician Portal, review your client's scores and make a decision on the appropriate follow-up. Meanwhile your client will also receive an e-mail with national crisis support numbers and information advising them to seek additional support.

When you prescribe a THIS WAY UP course you retain clinical responsibility for your patient/client.

Typically, "supervision" throughout the iCBT course is focused on program adherence and may consist of phone, e-mail, or face-to-face contact depending on your client's needs. THIS WAY UP Clinicians also have access to our free iCBT Foundations Course to assist with supporting your clients through an iCBT program.

Prescribe & Monitor

STEP 1	Register
STEP 2	Log In
STEP 3	Prescribe
STEP 4	Monitor
STEP 5	Discharge

www.thiswayup.org.au/for-clinicians



Steps to Prescribing a THIS WAY UP Course

1. Identify the patient's suitability for a THIS WAY UP course

Our research suggests patients are suitable for a THIS WAY UP course 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 course** in conjunction with prescribed medication.

THIS WAY UP courses are not suitable for clients who: are suicidal; have chaotic life circumstances; cannot read; 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

When recommending a suitable course to a patient, you could say:

"There is an online course 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 course 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 course, it is likely that you will see improvements. I can email you a prescription with instructions for how to access the course."

3. Prescribe the course using the Clinician Dashboard

1. **Log in** to your THIS WAY UP **clinician account** at thiswayupclinic.org/users/login
2. Enter the patient's **first name** and **email address**.
3. Select the appropriate course to prescribe the patient and **click 'prescribe'!**

4. Instruct the patient on how to access their prescribed course, by asking them to:

1. Check their email inbox and **open an email** titled '*THIS WAY UP Program recommended by your Clinician*'
2. **Click** on the link and complete their registration.
3. Pay the course fee (if applicable) or use a course voucher (if applicable).
4. **Begin the course** by following the on-screen instructions.



How to Use THIS WAY UP: Part 1

Steps to Prescribing a THIS WAY UP Course

5. Provide supervision, encouragement, and support to your patient

When you prescribe a course to your patient, they remain in your clinical care.

Although our courses are fully automated and can be completed with minimal or no clinician involvement, our research suggests that **regular clinician contact improves course adherence**.

We find that, when prescribing a THIS WAY UP course as a stand-alone intervention, "supervising" your clients often comes down to assisting them with motivation, time management, as well as monitoring and managing risk if their scores are elevated.

We recommend scheduling a regular phone or e-mail check-in with your patient as they do they course, and an in-person post-intervention follow-up if prescribing THIS WAY UP as a stand-alone intervention.

When using THIS WAY UP as part of in-person or telehealth therapy, you can space out the often-limited face-to-face consultations and use the valuable in-session time to address more complex issues or focus on helping your patient consolidate their new skills.

Additionally, the following tips may be helpful to support your patient:

- **Provide encouragement** - positive expectations and reinforcement will help
- **Follow-up/check-in regularly**, even if briefly
- **Problem solve** around barriers to starting and continuing the course
- **Provide additional help** in tailoring learned skills to your patient
- **Work through examples together**
- **Troubleshoot difficulties** (e.g. exposure therapy)

Remember, we are here to support you in using THIS WAY UP courses in your practice, so if you'd like to speak with one of our experienced clinicians about how best to incorporate THIS WAY UP into your routine practice, please don't hesitate to get in touch.

You can e-mail us on contact@thiswayupclinic.org or call (02) 8382 1437.

Option 2: Recommend a THIS WAY UP Course

Suggest a Self-Help Option



Self-help programs available for:

- Depression
- Generalised Anxiety
- Social Anxiety
- Health Anxiety
- Panic
- OCD
- Mixed Depression & Anxiety
- Mindfulness-Based CBT
- Pregnancy MUMentum
- Postpartum MUMentum
- Coping with Stress
- Managing Insomnia
- Intro to Mindfulness
- Student Well-Being

www.thiswayup.org.au/courses

Majority of our courses can be used as "self-help", which means that your client does not require you to prescribe and monitor them throughout the course.

Recommending a THIS WAY UP course is a great option for health professionals who regularly encounter elevated anxiety and depression symptoms in their clients, but may not be able to provide appropriate clinical support themselves.

Some of our programs - e.g., the Post-Traumatic Stress Course and the Chronic Pain Course - can only be used with a prescription from a supervising clinician.

Our well-being courses can only be completed as "self-help" and cannot be prescribed.

If you do not wish to be informed of your client's scores and their progress through the Program you could simply recommend that they enrol in a THIS WAY UP course appropriate for their clinical presentation.

We also have a free Take a Test tool, which helps individuals select a course depending on how they are feeling.

<https://thiswayup.org.au/take-a-test/>

At the end of this resource we outline the structure of two of our most popular programs. You are able to view the entire Program once it is prescribed or contact us on contact@thiswayupclinic.org for a demo code to preview our programs.

Using THIS WAY UP within a Telehealth Framework

There are several different ways you can use THIS WAY UP courses as part of delivering telehealth services. Individual patient progress can be taken into consideration, combined with a collaborative discussion about what might suit you and your patient best.

As a means of continuing patient care



- Patients can continue their mental health care where face-to-face sessions aren't practical
- iCBT is a helpful way to carry on practising skills learnt in previous treatment sessions and to learn new skills

Combined with telehealth sessions



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

Within a preventive approach



- iCBT can be prescribed to patients who have completed face-to-face or telehealth treatment to ensure they continue to revise/practise CBT skills
- A useful way of reducing the risk of relapse and monitoring patients for a possible relapse

As a stand-alone intervention



- iCBT has been proven effective as a stand-alone intervention for anxiety and depressive disorders, especially for patients with mild-to-moderate symptoms. This will require minimal clinical input from you



Mixed Depression & Anxiety Course

Who is this course for?

This **transdiagnostic** program is for individuals who present with symptoms of both depression and anxiety, including:

- Excessive, uncontrollable worry
- Persistent low mood or sadness
- Irritability
- Feeling 'flat' or 'hopeless'
- Low self-esteem
- Difficulty concentrating
- Tiredness
- Tense muscles
- Excessive reassurance seeking
- Poor sleep

Clinical Tip

Anxiety and depression often occur together and can exacerbate each other. Excessive worrying can cause low mood, while low mood and hopelessness can trigger worrying. This course is designed to tackle both sets of symptoms.

What does this course involve?

Across **6 lessons**, patients will follow the illustrated stories of 'Liz' and 'Rob', as they learn how to manage their symptoms of anxiety and depression using cognitive behavioural strategies.

This course contains:

Psychoeducation about:

- The symptoms of anxiety and depression
- How anxiety and depression work
- Cognitive behaviour therapy
- The lethargy cycle
- The fight-or-flight response
- The psychological benefits of exercise
- Sleep hygiene
- Unhelpful thinking styles
- Rumination and worry
- Positive beliefs about worry
- Self-criticism and depression
- Avoidance and safety behaviours
- Lapses and relapses

Evidence-Based Skills & Strategies including:

- Controlled breathing
- Progressive muscle relaxation
- Behavioural activation
- Activity scheduling
- Thought monitoring and challenging
- Attention shifting
- Behavioural experiments
- Graded exposure
- Structured problem solving
- Worry stories
- Assertive communication skills
- Relapse prevention

Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **GAD-7** throughout this course.

Course Outline

Lesson 1 - About Anxiety and Depression

This lesson explains what depression and anxiety are and how to manage the physical symptoms of these disorders using exercise, breathing, and relaxation.

Skills: Controlled breathing, progressive muscle relaxation, and physical exercise

Resources: Handouts on Good Sleep, Medication, and Panic Attacks

Lesson 2 - Identifying Thoughts and Tackling Low Activity

Patients learn how to identify the unhelpful thoughts that maintain anxiety and depression, and how to improve their mood using behavioural activation.

Skills: Thought monitoring, behavioural activation, and activity scheduling

Resources: Handouts on Activity Scheduling, 100 Things To Do, and Boosting Motivation

Lesson 3 - Dealing with Thoughts

This lesson describes how to tackle unhelpful thinking styles and rumination using thought challenging, attention shifting, and behavioural experiments.

Skills: Thought challenging, attention shifting, behavioural experiments.

Resources: Worry Time, Thought Challenging, and Positives Hunt Worksheets

Lesson 4 - Tackling Avoidance

Patients learn about the role of avoidance in depression and anxiety, and how to overcome avoidance using graded exposure and structured problem solving.

Skills: Graded exposure and structured problem solving

Resources: Handouts on Assertiveness and Conversation Skills

Lesson 5 - Mastering Your Skills

In this lesson, patients learn how to troubleshoot exposure therapy and how to use exposure to overcome their fear of worry itself.

Skills: Graded exposure, worry stories, and assertive communication skills

Resources: Worry Stories Handout

Lesson 6 - Staying Well

Patients review the skills covered in this course and develop their own relapse prevention plan.

Skills: Relapse Prevention Planning

Effectiveness

Two randomised controlled trials and a large effectiveness study concluded that completion of this course leads to significant reductions in symptoms of clinical depression and anxiety.

References: **Newby J et al**, Internet-based cognitive behavioural therapy for mixed anxiety and depression: Results from a RCT and effectiveness in primary care settings, *Psychological Medicine*, 2013; **Newby J et al**, Effectiveness of transdiagnostic internet cognitive behavioural treatment for mixed anxiety and depression in primary care, *Journal of Affective Disorders*, 2014; **Newby J et al**, Reductions in negative repetitive thinking and metacognitive beliefs during transdiagnostic internet cognitive behavioural therapy (iCBT) for mixed anxiety and depression, *Behaviour Research and Therapy*, 2014.



Generalised Anxiety Disorder Course

Who is this course for?

This **disorder-specific** course is for individuals who are displaying symptoms of Generalised Anxiety Disorder (GAD), including:

- Excessive, persistent, and uncontrollable worry about numerous events or activities
- Physical symptoms of stress, like muscle tension, nausea, and poor sleep
- Psychological symptoms of stress, like irritability and difficulty concentrating

Clinical Tip

Individuals with Generalised Anxiety Disorder often worry about worrying, like to be in control of situations and their emotions, and feel uncomfortable when faced with uncertainty.

If your patient's anxiety is limited to a particular area, like their health or social situations, then they may benefit more from a specific anxiety course, like the Health Anxiety Course or the Social Anxiety Course.

What does this course involve?

Across **6 lessons**, patients will follow the illustrated story of 'Liz' as she learns how to manage her worry and tackle a range of maladaptive behaviours that serve to maintain her anxiety.

This course contains:

Psychoeducation about:

- Normal vs. abnormal anxiety
- The symptoms of generalised anxiety
- How generalised anxiety works
- The fight-or-flight response
- Cognitive behaviour therapy
- Unhelpful thinking styles
- Unhelpful beliefs about worry
- Avoidance and safety behaviours
- Core beliefs
- Intolerance of uncertainty
- Managing lapses and relapses

Evidence-Based Skills & Strategies including:

- Controlled breathing
- Progressive muscle relaxation
- Thought monitoring and challenging
- Behavioural experiments
- Attention shifting
- Structured problem solving
- Graded exposure
- Core belief challenging
- Accepting uncertainty
- Relapse prevention planning

Questionnaires

Patients complete the **K-10**, **PHQ-9**, and **GAD-7** throughout this course.

Course Outline

Lesson 1 - About the Diagnosis and Treatment

Patients learn how generalised anxiety works and how to manage the physical symptoms of anxiety using exercise, relaxation, and controlled breathing.

Skills: Controlled breathing, progressive muscle relaxation, and physical exercise

Resources: Progressive Muscle Relaxation, and Good Sleep Guide

Lesson 2 - Learning to Manage Thoughts

This lesson focuses on the role of cognitions in anxiety, especially catastrophizing, and introduces thought challenging.

Skills: Thought monitoring and challenging

Resources: Thought Monitoring Worksheet and Self-Esteem Handout

Lesson 3 - Challenging Beliefs about Worry

Patients learn how to challenge unhelpful beliefs about worry and how to use structured problem solving to reduce their anxiety.

Skills: Problem solving, thought challenging, behavioural experiments, and attention shifting

Resources: Structured Problem Solving and Worry Time Handouts

Lesson 4 - Facing your Fears

This lesson describes how avoidance maintains anxiety and explains how to overcome avoidance using graded exposure.

Skills: Graded exposure

Resources: Graded Exposure, Healthy Boundaries, and Assertiveness Handouts

Lesson 5 - Challenging Beliefs and Acting "As If"

In this lesson, patients learn how to troubleshoot exposure, challenge the core beliefs underlying GAD, and accept uncertainty.

Skills: Challenging core belief and managing uncertainty

Resources: Core Belief Challenging Handout

Lesson 6 - Preventing Relapse and Getting Even Better

Patients review the skills covered in this course and develop their own relapse prevention plan.

Skills: Relapse Prevention Planning

Effectiveness

Two randomised controlled trials and a large effectiveness study have concluded that completion of this course leads to a significant reduction in symptoms of clinical anxiety, with large effect sizes comparable to face-to-face therapy.

References: **Robinson et al**, Internet treatment for generalized anxiety disorder: a randomized controlled trial comparing clinician vs. technician assistance, PLoS One, 2010; **Mewton et al**, The effectiveness of internet cognitive behavioural therapy for generalised anxiety disorder in clinical practice, Depression and Anxiety, 2012; **Mahoney AE J**;Newby JM;Hobbs MJ;Williams AD;Andrews G, 2019, 'Reducing behavioral avoidance with internet-delivered cognitive behavior therapy for generalized anxiety disorder', Internet Interventions, vol. 15, pp. 105 - 109.



Frequently Asked Questions

FAQs about THIS WAY UP

Who is suitable for a THIS WAY UP Course?

Patients who have moderate to severe anxiety and depressive disorder are suitable for a THIS WAY UP course. Please note, certain patient groups are not suitable for a THIS WAY UP course 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.

Can I choose which course my patient will complete?

Yes. You are able to select an appropriate course for your patient when you prescribe it. Please note that the patient/client must also select this course during enrolment to be enrolled in this course.

Are there any costs involved?

Each THIS WAY UP course costs AUD\$59.00 for 90 days of access, with access extended up to 12 months if the patient completes all lessons within this timeframe. There are no costs to prescribing clinicians.

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.

Where can I get more information?

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

Become a **THIS WAY UP** Clinician Today

Register for free at
www.thiswayup.org.au/for-clinicians

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