

Demystifying Blended Care

How do I get my clients started with a THIS WAY UP online treatment program in session?

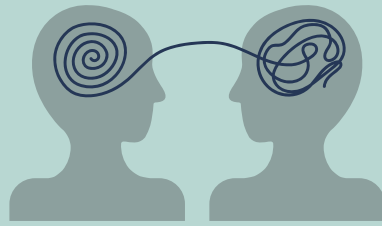
How this conversation looks in practice can look a little something like this:

Our sessions will involve learning new skills that are going to reduce how anxious you feel day-to-day. Practicing these skills regularly outside of our sessions is a key part of helping you to feel better sooner.

That's why I want to recommend this great online program called THIS WAY UP - it will help to reinforce the CBT skills we cover in sessions and make it easier to understand what we've talked about. The programs were developed at the Clinical Research Unit for Anxiety and Depression at St Vincent's Hospital and has a lot of research behind it, so we know that it really works. The program is made up of 6 online modules which each take about half an hour to get through. I've used this program with lots of people and find it really helps as a 'booster' to our usual sessions.

THIS WAY UP ↑↑

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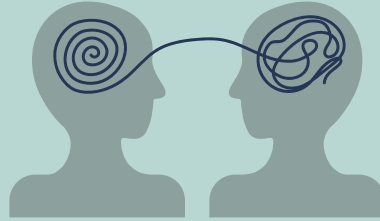


During the session:

I sit with my client, pull up the THIS WAY UP website on my computer and select the program I want them to complete. My go-to is the Mixed Anxiety and Depression Program, as most clients I work with are presenting with both anxiety and low mood. I spend about 1-2 minutes showing them the program outline, and then log-in to my clinician account and, with their consent, sign them up using their first name and email address.

We then schedule a time for them to complete their first THIS WAY UP module. In my experience, it's essential to have the client agree to commence a module by their next session with me. This accountability helps them to get started and stay motivated.

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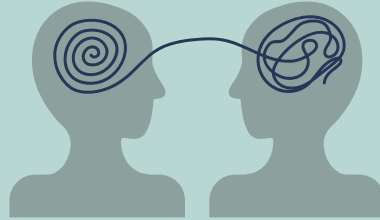
Once they have agreed it often sounds a bit like this:

The first online module is going to help you understand how anxiety and depression might be impacting you.

You'll also learn a few skills to reduce the physical symptoms of anxiety that have been bothering you. When would be a good time for you to complete the first module this week? We can talk about how you found it at our next appointment.

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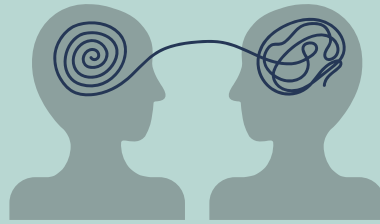
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The following session:

I remember to check in with my client towards the beginning to ask how they're progressing with the program. I find this conversation demonstrates that I value the program and am confident that it's useful for the client. It also allows us to troubleshoot any barriers they may have experienced. I can use their questions about the skills they're learning through THIS WAY UP in session, and then set a time for them to work through the second online module.

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A final word

Based on research and clinical experience, we know that clinicians are key to the onboarding process. Once my clients get started, they're usually off and away and THIS WAY UP's built-in emails and reminders support them to continue and stay motivated. This allows me to spend our valuable session time providing tailored intervention strategies, or discussing other clinical needs. Getting off to a good start can put clients on the right track towards lasting recovery.