Program performance and effectiveness

ehubHealth

by ♡ Dialogue

July - December 2021

e-hub self-help programs

e-hub Health delivers **self-directed online programs** which provide evidence-based information and skills training to prevent or manage the symptoms of common mental health problems.

The programs are based on the best available evidence and evaluated through high quality research.

They can be used **anonymously, at any time, from anywhere**.

All programs are provided **free of charge** to Australians thanks to funding by the Australian Commonwealth Department of Health.

Read more at e-hub Assist (assist.ehubhealth.com).

ecouch.com.au   moodgym.com.au   bluepages.anu.edu.au

Acknowledgements

In the spirit of reconciliation e-hub Health acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We also acknowledge and respect the diversity of our service users, including diversity of ethnicity, gender, sexual orientation, religion, age and disability.

e-hub Health complies with and promotes [The Australian Charter of Healthcare Rights](#) and [The Charter of Young People's Healthcare Rights](#).

Program performance and effectiveness

e-hub Health collects quantitative and qualitative feedback from service users about their satisfaction with our services, program usability and accessibility, and user demographics and performance indicators.

The collected information is regularly reviewed to ensure the **safety and quality** of the programs meet the needs of consumers, and to inform quality improvement requirements.
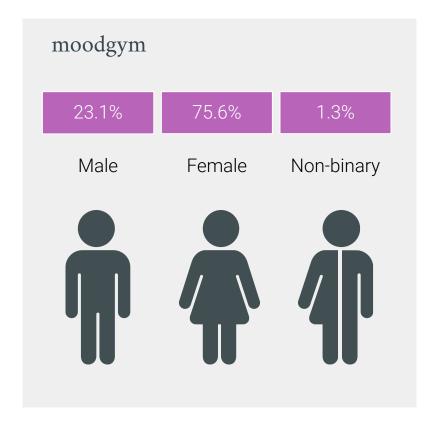
This report is based the period from **July 1 2021 to December 31 2021**, and includes information collected from Australian users who have used the moodgym and e-couch programs.
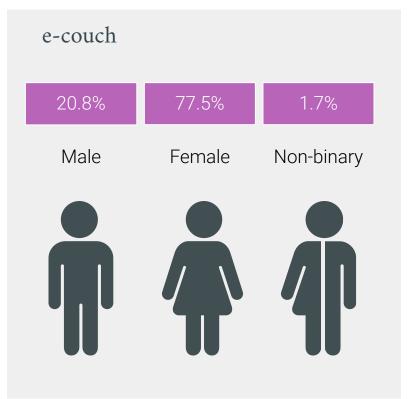
Contents

Service user demographics

Gender

Age group

moodgym

- 15 years or under: 6.3%
- 16-19 years: 10.6%
- 20-29 years: 27.2%
- 30-39 years: 23.5%
- 40-49 years: 17.1%
- 50-59 years: 10.3%
- 60 years or older: 5.1%

% of new moodgym users in each age group

e-couch

- 15 years or under: 6.0%
- 16-19 years: 6.4%
- 20-29 years: 30.1%
- 30-39 years: 23.8%
- 40-49 years: 17.9%
- 50-59 years: 10.7%
- 60 years or older: 5.3%

% of new e-couch users in each age group

Aboriginal and Torres Strait Islander Users

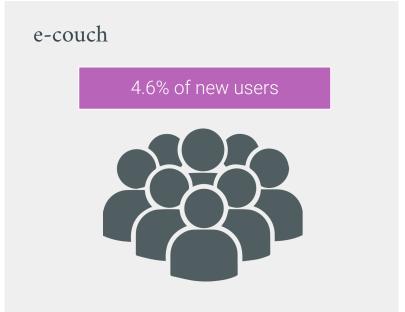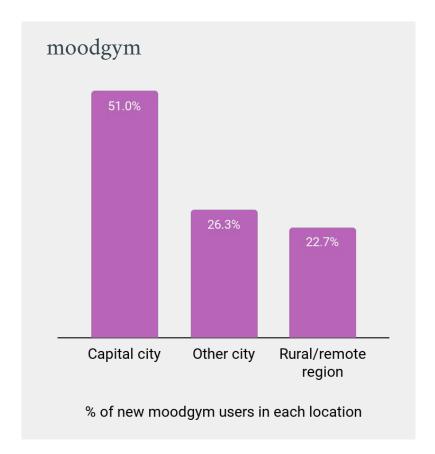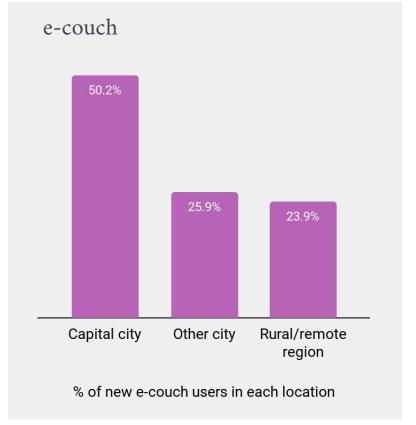| moodgym	e-couch
3.5% of new users	4.6% of new users

This information is collected so that e-hub Health can monitor trends in access and outcomes for Aboriginal and Torres Strait Islander service users, and to inform improvement strategies for culturally safe digital mental health care.

Location

moodgym

51.0% — Capital city
26.3% — Other city
22.7% — Rural/remote region

% of new moodgym users in each location

e-couch

50.2% — Capital city
25.9% — Other city
23.9% — Rural/remote region

% of new e-couch users in each location

Referral by a health professional (e.g. GP, psychologist)

moodgym

35.3% of new users

e-couch

25.5% of new users

Service user feedback and satisfaction

Service user satisfaction

When we asked e-couch and moodgym users about how satisfied they were with the program:

82.8%

of service users agreed that the program provided them with new skills.

90.5%

of service users agreed that the program provided them with useful information.

76.7%

of service users agreed that they will suggest that others visit the program.

81.9%

of service users agreed that they enjoyed visiting the program website.

Service user feedback

We asked e-couch and moodgym users about **what worked**, **what did not work well**, *and* **the best bits** of the programs. Here is a summary of this feedback:

What worked:	What did not work well:	Best bits:
• Learning about warpy thoughts and negative self-talk	• Not enough character examples	• Identifying warpy thoughts and how to unwarp them
• Use of characters to explain concepts and compare helpful/unhelpful thoughts	• Would be better if available as an app	• Clear explanations
• Interactivity, convenience, immediate start and go at your own pace	• Characters seemed too young and needed more grown up issues	• Being able to monitor mood
• Exercises and diaries	• Hard to identify different types of warpy thinking	• Colourful and lots of illustrations
• Practical advice easy to apply		• Accessible and available while waiting for an psychologist appointment
		• Being able to refer back to the content at any time

Symptoms and effectiveness

Depression and anxiety symptoms

New moodgym and e-couch users complete initial depression and anxiety symptom screening scales[1].

moodgym

Mean depression score: 6.0
(SD=2.1, N=11,666)

Mean anxiety score: 6.4
(SD=2.1, N=11,422)

e-couch

Mean depression score: 6.0
(SD=2.1, N=2,972)

Mean anxiety score: 6.6
(SD=2.1, N=2,908)

Mean social anxiety score: 7.7
(SD=6.0, N=2,847)

The mean score for the general population on these scales is 2 (depression and anxiety) and 2-3 (social anxiety). This indicates that service users have elevated levels of depression and anxiety symptoms.

[1] Depression and anxiety measured using the Goldberg Depression and Anxiety scales - score range 0-9 (Goldberg, 1988). Social anxiety measured using the Social Phobia Screener (SOPHS) - score range 0-20 (Batterham, 2017).

Change in service users' symptoms

Service users may complete additional symptom quizzes throughout their use of the programs and we are able to report on the average symptom improvement experienced by these service users.

moodgym

For service users who completed 3 or more modules, both depression and anxiety symptom scores improved:

Mean **depression score improved** from
5.8 (SD=2.2) to 4.9 (SD=2.7)*

Mean **anxiety score improved** from
6.1 (SD=2.2) to 5.3 (SD=2.7)*

* p<.001 Which means that there is a high level of statistical significance for these changes.

Change in service users' symptoms (cont.)

e-couch

For service users who completed at least one toolkit module in the relevant program, symptom scores improved:

Depression program
Mean **depression score improved** from 6.4 (SD=2.0) to 6.2 (SD=2.2)*
Mean **anxiety score improved** from 6.2 (SD=2.3) to 6.0 (SD=2.4)*

Anxiety & worry program
Mean **depression score improved** from 5.4 (SD=2.3) to 5.2 (SD=2.5)*
Mean **anxiety score improved** from 6.7 (SD=2.0) to 6.3 (SD=2.2)*

Social anxiety program
Mean **social anxiety score improved** from 11.5 (SD=5.0) to 10.4 (SD=5.6)*

Program Effectiveness

e-hub Health programs have been evaluated in a large number of scientific trials undertaken by research groups around the world.

This research has established the effectiveness of the programs in a range of settings and with different population groups.

For more information about published, peer-reviewed research, visit e-hub Assist (assist.ehubhealth.com/evidence).

Delivery performance and program improvements

Email support response time

e-hub Health's program support team responds to service users' email enquiries.

The team aims to respond to all enquiries within three business days.

Average response time

6h 24m
(within business hours)

Enquiries that are clinical in nature or require referral to other services are attended to by e-hub Health's clinical psychologist.

Web service uptime

moodgym

99.992%

e-couch

99.996%

BluePages

100%

All programs were delivered securely and continuously, with 4 planned downtimes for e-couch database upgrades (5m, 11m, 1m, 4m) and 3 planned downtimes for moodgym database upgrades (5m, 1m, 4m).

Program improvements

- Previous e-couch program website decommissioned and all users automatically redirected to the new program version.

- moodgym program frontpage redesigned to provide additional information as per service user feedback.

- moodgym and e-couch FAQs updated to include information about the established clinical practice guidelines that these programs follow. With this update, the programs meet the new Therapeutic Goods Administration regulations for software-based medical devices.

How can I get involved?

e-hub Health is committed to **engaging and partnering with consumers**.

We value insights from service users and the positive contribution this makes in improving the safety and quality of our programs.

Provide program feedback

e-couch and moodgym include feedback forms, and feedback about BluePages can be shared using BluePages 'contact us'.

Learn more, contribute and share

e-hub Assist (assist.ehubhealth.com) provides additional information and ways to get involved:

- Provide feedback about all aspects of our services, including our program performance and evaluation criteria

- Join our customer advisory group

- Share your experience of our services

- Contact us