

Working in the HelloSelf Way

HelloSelf Clinical Team



HelloSelf

Overview

- HelloSelf Mission
- Introducing core features of the platform:
 - *Outcome Measures*
 - *Goals*
 - *Messages*
 - *Screen share*
- What is it?
- Why is it important?
- How to use it?
- Your questions, experiences, and feedback

HelloSelf's Mission: *Your Self Better, Every Self Better*

- **HelloSelf's Mission:**

- To be the most recommended place for receiving personalised psychological advice
- Designed and led by psychologists in order to give members and clinicians the best experiences and the best outcomes
- Embracing the benefits of technology to enhance the therapeutic experience
- HelloSelf's App and tools gives members a better experience with a little bit of psychology each day

- **More Community:**

- At HelloSelf everyone is a member of a psychological team. We offer CPD, peer supervision, specialist supervision and Clinical Director support...as well as a great group of like minded professionals to share ideas about how therapy can be improved each day

Outcome Measures

Key Features:

- Member has the ability to measure anxiety, depression, general wellbeing/distress using GAD-7, PHQ-9, CORE-10
- Can be completed using the HelloSelf App, dashboard on web, and during a therapy session
- The platform provides a response to the member based on their score
- A risk alert message shown if members indicate suicidal ideation signposting to help
- Therapist is asked to acknowledge risk when they next login
- Procedure in place for members booked for a first session who indicate risk before the appointment

Why Use Outcome Measures?

Please see blog here: <https://www.helloself.com/advice/at-helloself-its-all-about-outcomes-that-matter>

Goals

Key Features:

Clinicians and members set the goals together

Members add goals to the platform to give them ownership

Reviewed during the session or when a member chooses, score tracked

Maximum of 3 goals set at one time

Members can choose when they 'Complete' or 'Close' a goal

Be creative with goal setting

Never go through therapy without Goals...

- Goal setting is a fundamental aspect of psychological therapy
- Goals provide the opportunity to identify outcomes that matter to the member
- Provide anchors for monitoring progress and success in therapy
- Signify clinically meaningful change
- Goal setting increases goal achievement which in turn has been associated with better therapy outcomes as well as improved wellbeing and functioning (Wiese, 2007; Jansson, Tham, & Ramnerö, 2015)
- Systematic review by Harkin et al. (2016) demonstrated importance of monitoring goal progress to ensure goals are translated into action
- Frequency of progress monitoring mediated the impact of interventions on goal attainment
- There were larger effects on goal attainment when goal outcomes were reported and physically recorded

Messages

Key features:

Set and explain homework assignments

Ability to send video/audio files, pdf worksheets, information leaflets

Shaping, reminding, motivating members to engage with therapeutic work between sessions

Benefits of using 'messages' feature vs email/text messages:

Can help us better understand therapist/member behaviours and help us improve platform experiences

We can start to understand the most useful worksheets/videos therapists are using with members to enable HelloSelf to develop own resource library within platform

Allowing digitally safe and secure communication between therapists and members

Why use Messages?

- Linehan (2015) DBT skills training highlights importance of setting clients skills homework assignments and reminding clients to engage in skills practice between sessions
- Lopez (2015) found that therapeutic relationships can be maintained and enhanced through many varieties of internet based communication that promote *social presence* between sessions
- Clients meaningful interactions with an interactive website including messaging/chat features were found to be a positive influence on the therapeutic alliance
- Alfonsson et al. (2019) found tailored text messages improved client adherence to homework
- Conklin et al. (2018) found CBT therapists specific emphasis of the homework assignment process via verbal and written rationale/instructions both within and outside of therapy sessions enhanced clients engagement with homework
- Homework adherence and skills training between sessions improves outcomes

Any Questions?



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