



THE AUSTRALIAN NATIONAL UNIVERSITY

# APHCRI Linkage & Exchange Fellowship Models of e-mental health delivery

Helen Christensen & Kathy Griffiths  
Australian Primary Health Care Research Institute  
Centre for Mental Health Research

## Background

- § Depression - leading cause of disability
  - leading risk factor for suicide
- § There are treatments that work - but only minority receive evidence-based treatment
- § E-health may be the answer – general practice, community
- § They are:
  - Effective/cost effective
  - Improve access
  - Anonymous (stigma)
  - Address workforce gap
  - En-masse

## Aims

To identify working models for the delivery of e- health services/therapies in UK and Netherlands

## Method

§ Structured interview with high profile research/ provider policy groups from:

- UK @ York, Sheffield, Oxford & Warrick Universities (Also NHS Choices)
- Netherlands @ Vrije and Amsterdam Universities; Trimbos Institute



## 5 models

1. General practice models
2. Virtual clinics
3. Integrated models
4. Self help models
5. Consumer directed models

## **NHS Choices (in progress)**

Systematically developed health information portal for consumers: Information, decision support & automated self help tools

## **NHS National Knowledge Service (NKS)**

Best knowledge about health care/ means to translate into practice ("Do once and share" (Sir Muir Gray))

## **National Institute for Innovation and Improvement**

Aims to improve healthcare through innovation

## Australia falling behind in providing:

§ Systematically compiled centralised knowledge repositories for clinicians, including decision support

§ Systematically compiled centralised evidence-based information for consumers

§ Capacity to systematically foster, develop and incorporate e-health tools in health care

# Suggestions/Policy implications

- § Expand self help models - direct access to mental health information and automated therapy
- § Develop virtual clinics – direct online treatment + telephone
- § Expand and refine fully integrated models
- § Introduce consumer-driven services using e-health models
- § Investigate the current use of e-health programs in general practice
- § Develop an online 'one-stop shop' for consumers and health professionals (systematically compiled information about mental health/other chronic health conditions)
- § Develop capacity to systematically incorporate innovation in health care