



# Partner Policy: Computerised Cognitive Behavioural Therapy

## Introduction

Computerised Cognitive Behavioural Therapy (cCBT) is a self-help and case manager assisted programme designed to address mild/moderate depression, anxiety and stress. It is available over the internet and can be accessed by both Microsoft and Apple technology, on computers, laptops, iPads, iPhones or Android phones and tablets. The programme is very comprehensive. It educates and suggests techniques and tasks for the participant designed to progress them towards positive therapeutic outcomes. It is designed to be most suitable for addressing mild to moderate anxiety, depression and stress.

## Policy

cCBT should be offered to all English-speaking participants who present with mild to moderate anxiety, stress and/or depression during the telephonic/video clinical conversation as the recommended way forward; the possession of an email address is required. The programme should not be offered to participants who report risk, e.g. suicidal ideation or alcohol dependency, or to those reporting serious or complex mental health difficulties such as phobias, Obsessive Compulsive Disorder, post-partum depression, or severe and persistent anxiety/depression.

If the participant declines to participate in cCBT, short-term solution-focused EAP sessions delivered In-person or via Structured Telephone or Video counselling can be explored as appropriate and, if available under the participant's benefit, offered as a potential alternative. That the participant has been offered cCBT and declined to participate must be fully documented on the case management system.

When, during the telephonic/video conversation, a partner clinician identifies that cCBT may be the most beneficial way forward for a participant and the latter have agreed to engage in the programme, the case can be transferred to WPO for review and referral.

Participants engaging in cCBT have access to the programme for six months, and can complete the whole programme, or a subset of it, as many times as they chose within that period.

Participants can access a cCBT case manager at any time to discuss their progress.

cCBT is available to all participants accessing the EAP service, including those being served through First Serve.

cCBT cannot be utilised in conjunction with EAP sessions delivered in-person or via Structured Telephone or Video counselling.

## Clinical Practice

- The participant does need to be committed to engaging in the programme for it to be effective and must agree the overall goal they are aiming to achieve with the clinician during the telephonic/video clinical conversation. Examples of appropriate goals might be:
  - To address negativity, through recognition of negative behavioural patterns, and develop an acceptance that change is possible.
  - To understand stress and develop coping strategies to lessen the effects of stress and anxiety.
  - To understand the concept of core beliefs and to be able to identify these and challenge those which have a negative effect on current behaviours.
  - To assist with an understanding of anxiety, stress and depression and to act as a support in the participant's aim to return to work after a period of sickness absence.
  - To understand how poor self-esteem develops and use coping strategies and exercises from the cCBT programme to achieve a better self-image.
  - To assist in understanding how to make better use of time (i.e. to become a better time manager) by understanding how to build achievable schedules.
  - To improve job performance by understanding performance curves and to use workplace stress positively by utilising appropriate techniques.
  - To gain an understanding of human behaviour of self and others, to enable relationships to improve, and bring a more positive approach to life.

- To understand the nature of the cycle of low mood and to learn how to be able to break this cycle by testing positive strategies during day-to-day events.
- To be able to follow the programme to develop a way forward for the future in terms of life direction and attainable goals by using target setting tools within the cCBT programme.
- The participant will be provided with a unique log in to the cCBT system within 24 hours of being referred to cCBT.
- A cCBT case manager will follow up with participants to check how well the programme is addressing their needs, answer any queries and review progress against their agreed goal.

**CHANGE HISTORY:**

**Document Original Author:** Alison Brown; Vice President Global Clinical Quality

**Stakeholders:** Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

| <b>Change Date:</b> | <b>Approved by:</b> | <b>Subject Matter Expert(S) [SME] Utilized:</b>      | <b>Description/Details of Change [Why &amp; What]:</b> |
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