

Using the internet to support our clients in managing their mental health symptoms



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How can the Internet increase our effectiveness?


- We can access information that is:
 - Evidence-based
 - Free
 - Accessible
 - In a user-friendly format
 - Developed by someone else
 - One component of effective treatment

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Online treatments can provide professionals with:

- Up-to-date knowledge about our practice areas
- Information about a treatment or condition outside your scope of service
- Handouts or tools that can be integrated into existing therapy
- Tools that we can use to support our own mental health


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Online treatments can provide clients with:

- A course of treatment for a specific condition
- Tools and information to supplement or replace face-to-face therapy
- Resources for booster sessions or relapse prevention
- Information in other languages


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The clinician's role in using self-help material

- We need to present ourselves as knowledgeable about the diagnosis or symptoms the client is wanting to manage.
- Many of our clients are seeking their own information about their conditions, and we can help them find the best available sources.

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The clinician's role in using self-help material (cont.)

- The web gives us access to high-quality information that we can learn from and in turn "sell" to our clients as valid and effective.
- We can support, monitor, and evaluate our client's progress in working through a self-management program.


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Using the web as a tool in Supported Self-Management

- The client is given guidance and support in finding and using self-help material
- The therapist offers support by checking in with the client to encourage ongoing practice, offer troubleshooting, and provide accountability.
- The responsibility for using the material rests with the client.

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Helpful components of supported self-management

- Client and therapist work collaboratively to empower the client to work on his/her own recovery.
- Self-management is one component of *stepped care*, which involves providing the right intensity of intervention at the right time.

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Successfully Supporting Self-Management

- Therapist's role is to provide tools and model their use in order to increase client's skills.
- Regular and ongoing support has been associated with improved outcomes. Support can be in person or by phone.

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