

Mental Health Services At a (Technological) Crossroads

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Chief Clinical Officer
“Making Therapy Better”

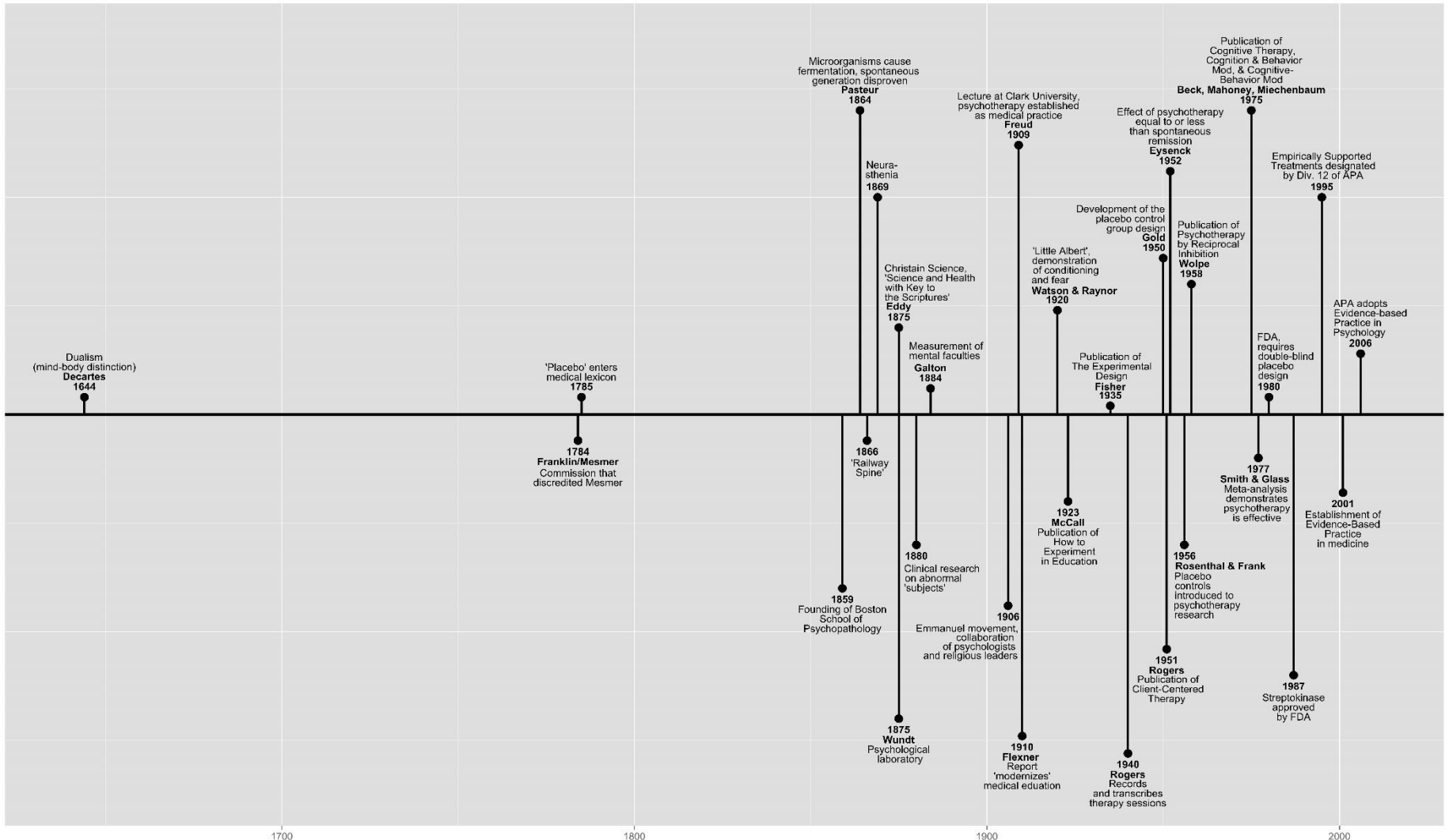
Co-founder
Chief Scientist

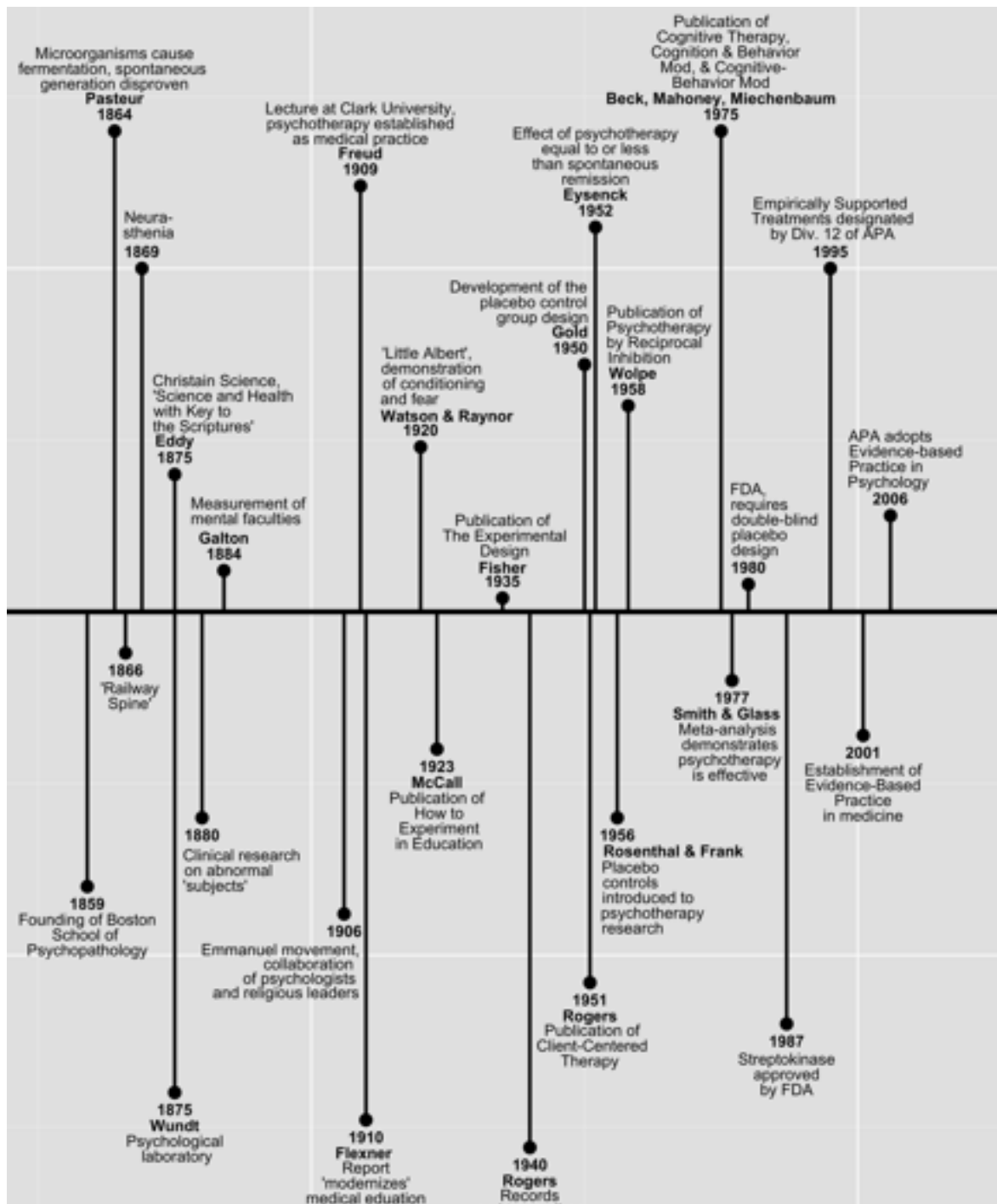


Timeline:

- 7 m years: Walked upright
- 1 million: Used language
- 125,000 years: Used fire
- 12,000 years: Agriculture
- 5,000 years: Written language
- 2000 years: Christianity
- 120 Years: Talking Therapy

Psychotherapy events





Psychotherapy: How can this possibly work?



What we know about psychotherapy

- Psychotherapy is effective
- Demonstrated in RCTs and in practice
- As effective as medications
- Longer lasting, fewer side effects, less resistant to additional courses
- NNT = 3 (compared to natural hx)
 - There is room for improvement!
 - Therapists are not aware of failures
- What makes psychotherapy work?
(Tomorrow's talk)

What do we know about mental disorders and treatment (USA specific, 2005)

- Between 30% and 40% of those with diagnosis receive treatment (increasing)
- Who treats patients?
 - Psychiatrists (primarily **meds**)— 12%
 - **Non psychiatrist mental health specialist—16%**
 - **.16 x .40 = .06 of mentally distressed patients get psychotherapy (Decreasing)**
 - Primary care physician (**meds**) – 23% (**Increasing**)
 - Human service provider (social work, nurse) 8%
 - Complementary & Alternative provider 7%

Trends in American Psychotherapy

- Stagnant payment and reimbursement
- Shorter treatments
- Less training: Professional counselors, mental health technicians
- Mandated treatments
- Shortage of therapists
- Consequences of medical model

Psychotherapy is not the only way people change

- Bibliotherapy
- iCBT (or iPD)
- Self-help groups
- Alternative methods (e.g., acupuncture)
- **Psychics**, religious figures, **traditional healing practices**, bar-tenders, friends, intrinsic methods
- Placebos!

Administration and Policy in Mental Health and Mental Health Services Research
<https://doi.org/10.1007/s10488-021-01166-y>

ORIGINAL ARTICLE



Use of Psychics for Stress and Emotional Problems: A Descriptive Survey Comparison with Conventional Providers and Informal Helpers

John Farhall^{1,2} · Christopher A. Pepping¹ · Ru Ying Cai^{3,4} · Marilyn L. Cugnetto^{1,2} · Scott D. Miller⁵

Accepted: 7 September 2021

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History of computing

- 1821 Babbage's steam driven calculating machine
- 1848 Ada Lovelace: first computer program
- 1931 Vannevar Bush Differential Analyzer
- 1936 Alan Turing: Turing Machine
- 1939 Hewlett Packard Inc founded
- 1945 U Penn: Electronic Numerical Integrator Machine (ENIAC)

History of computing ...

- 1946 UNIVAC
- 1953 Grace Hopper: COBOL
- 1958 Kilby and Noyce: Computer Chip
- 1973 Ethernet
- 1976 Jobs & Wozniak—Apple computers
- 1985 Bill Gates Microsoft for PCs
- 1996 Google
- 2004 Facebook
- 2004 Computer v Chess Master
- 2022 Most everything

At each transition... 1962

- **Carl** Bridenbaugh, president of American Historical Association
- Human existence → “Great Mutation”
- “We are now suffering something like historical amnesia”
- Decline of reading, distancing from nature
- “Ugly yellow Kodak boxes and transistor radio”



Psychotherapy via Video

- COVID necessity
- Like working at home, there is no going back
- Difficult to form **alliance**, read non-verbal, reduced human connection, etc...
- Different from other electronic social relations?
- Surprise. Video = face-to-face

Software solutions to the rescue?

TalkSpace BetterHelp

Affordable, private therapy
Talk with a licensed, professional therapist online

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The New York Times | WSJ | SELF | FOX 5 | Chicago Tribune | Entrepreneur



We'll match you to a therapist that can help with...

- Depression
- Stress
- Anxiety
- Self-Esteem
- ADHD
- Relationships
- Mental Health
- Borderline Personality Disorder

How we've helped:

“ I experienced tremendous growth in my 12 years with the service, and I would never trade health, if you are honest with your therapist, you can see great breakthroughs and tips to learn and grow as a person.”

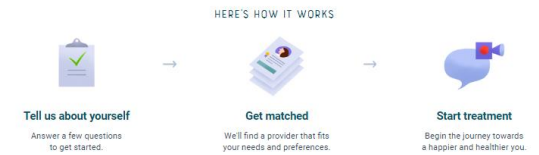

“ I had been stressed, anxious, and really a great option for any affordable help.”

talkspace

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PsychPros is seeking an independently licensed therapist for remote / telehealth counseling. This can be a part or full-time role where you craft your own schedule and work from the comfort of your own home. Further details, including an interactive **Salary Estimator**, are available at <https://hasofferstracking.betterhelp.com/SHo1>

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After you submit the application, a representative from BetterHelp will contact you with additional information, including next steps. BetterHelp provides a medical, dental, and vision **stipend** for providers that average 30 hours or more per week. Also, BetterHelp provides FREE weekly therapy through the platform for ALL providers (value \$250+ monthly benefit). <https://hasofferstracking.betterhelp.com/SHo1>

Best wishes & good luck!

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CELEBRATING 27 YEARS!
(1995 - 2022)

Summary

BetterHelp is part of Teladoc Health Inc.. They spent **over \$100 million** on advertising in **digital, print, and national TV** in the last year. **They invest in premium ad units** and advertised on over 250 different Media Properties in the last year across multiple Media formats. BetterHelp last advertised a new product in August, 2021.

Mental Health Apps....

- In 2017, > 10,000 apps
- In 2022, users > \$500 Million
- There is an app for everything that bothers you...
 - Diet, physical activity, mind training, sleep, ...
 - Why not mental health?
- No government approval or oversight.
- Data not governed by HIPAA (USA health record security act)

The New York Times

How to Find a Mental Health App That Works for You

There are thousands of apps that claim to promote mental well-being, but not all of them are safe or effective.

Give this article



Sophi Miyoko Gallibrants

Principles Psychoeducation/Information
Mindfulness Cognitive Training Gratitude
Therapy Chatbot/AI Connect to a Peer
Assessment/Screening Productivity Schizophrenia
Mood Disorders Obsessive Compulsive Disorder
Borderline Personality Disorder Chronic Pain Sleep
Substance Use or Addiction

As Cards Table

Beating the Blues



Credibility
5.00 out of 5
User Experience

MIND M-HEALTH INDEX & NAVIGATION DATABASE

Application Library

Framework

Community

Explore relevant apps and reviews

Search by name, company, feature or platform All Platforms

Not sure? Take this short quiz!

Search by Features

- + Track Mood
- + Track Medication
- + Track Sleep
- + Track Symptoms
- + Productivity
- + Physical Health
- + Psychoeducation
- + Journaling
- + Mindfulness
- + Deep Breathing
- + Picture Gallery/Hope Board
- + ICBT or Sleep Therapy
- + CBT
- + ACT
- + DBT
- + Peer Support
- + Coach/Therapist Connection
- + Biodata
- + Goal Setting/Habits
- + Physical Health Exercises
- + Bbot Interaction
- + Bio Feedback with Sense Data

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Search Filters

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Electronic solutions

- Face-to-face
 - Electronic scheduling, records, billing, email, chat....
 - Traditional model, supplemented
- Electronically delivered face-to-face
 - As effective, but
 - BetterHelp, Talkspace (ipo \$1.4 billion)
- Computer assisted therapy (iCBT)
 - Effective
 - **Alliance** (program and therapist)
- Apps with no therapist in the background

Precision mental health

- Match patient to the therapist
 - Based on diagnosis
 - Personality
- Match patient to treatment
 - Type of psychotherapy
 - Stepped care— to an app?

Administration and Policy in Mental Health and Mental Health Services Research (2020) 47:795–843
<https://doi.org/10.1007/s10488-020-01065-8>

ORIGINAL ARTICLE



Improving Mental Health Services: A 50-Year Journey from Randomized Experiments to Artificial Intelligence and Precision Mental Health

Leonard Bickman¹ 

Published online: 26 July 2020
© Springer Science+Business Media, LLC, part of Springer Nature 2020



Needs to be addressed

- Distress reduction (Tx of mental disorders, or at least distress)
- Increased access to treatment
- Therapist education, training, and improvement
 - Incl Measurement-based care
- Therapist assistance
 - EHR, scheduling, billing
- Are we progressing?

MIND

Science Plays the Long Game. But People Have Mental Health Issues Now.

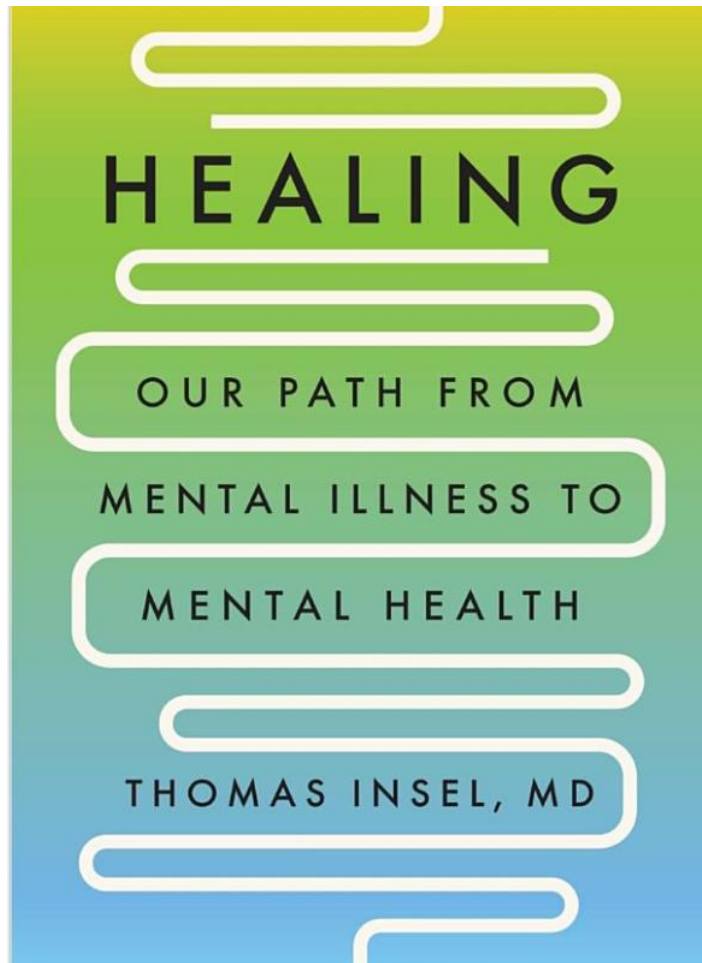
I've reported on behavior and mental health for 20 years. As I exit, I can't help but wonder why researchers have placed so little emphasis on helping people in distress today.



Benedict Carey

Like most science reporters, I had wanted to report on something big, to have a present-at-the-creation run that would shake up our understanding of mental health problems. At minimum, I expected research that would help people in distress improve their lives.

Almost every measure of our collective mental health — rates of suicide, anxiety, depression, addiction deaths, psychiatric prescription use — went the wrong direction, even as access to services expanded greatly.



Thomas Insel, MD
Former Director NIMH

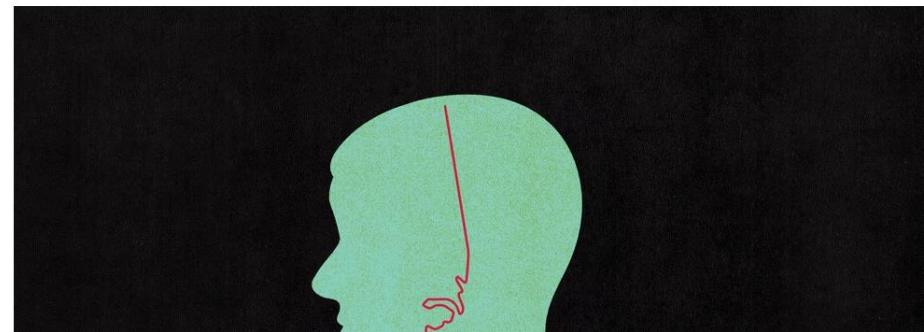
- Biomarkers
- Neuroscience
- Genetics
- Medication

IDEAS

What American Mental Health Care Is Missing

Scientific research alone cannot address the challenges that Americans with mental illness face.

By Thomas Insel



Helpful?

- Broadest level: NO
- Nearly all apps and electronic solutions untested
- Effectiveness unknown
- Promising examples (conflict of interest)
 - Based on current evidence
 - Address particular issues
 - Willingness to collect data and examine evidence

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Access to services

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Talk to exceptional, empathetic people with real experience supported by professionals.

LET'S GET STARTED

(Or scroll to find out more)



We won an award!

We are very proud to announce that we've been named "Best For Peer Support" in Verywell Mind's 2021 Online Therapy Awards! A huge thank you to all our amazing peer counselors and clients ❤️

LET'S START TALKING



Formulator.fi

case conceptualization/self understanding.



FORMULATOR
Your mental health story

CONTACT

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niklas.nordling@formulator.fi

+358 50 486 2560

Formulator is a solution for healthcare providers that improves the productivity and availability of mental health care by helping the individual formulate their situation and goals and share this with their clinician for optimal care.

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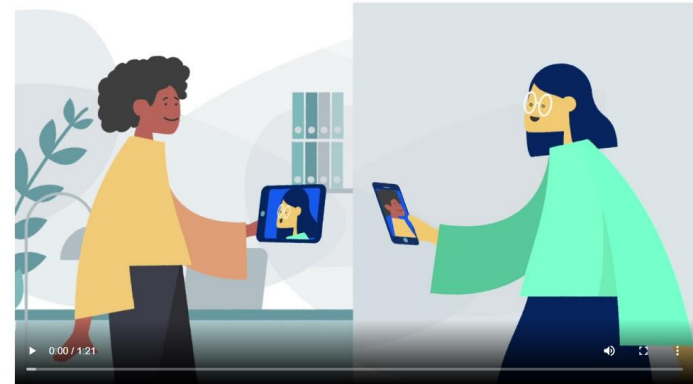
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Making Therapy Better

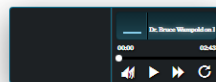
Carepaths Approach to Measurement Based Care

Making Therapy Better is CarePaths' initiative to create features that improve care.

Bruce Wampold PhD has agreed to lead the Making Therapy Better initiative as CarePaths Chief Clinical Officer

Dr Wampold, author of the classic text, *The Great Psychotherapy Debate*, has dedicated over 40 years to studying how therapy works.

First project will be to oversee the automated Measurement Based Care program.



Dr. Bruce Wampold PHD

Professor Emeritus of Counseling Psychology at the University of Wisconsin—M

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The best way to teach interpersonal skills online

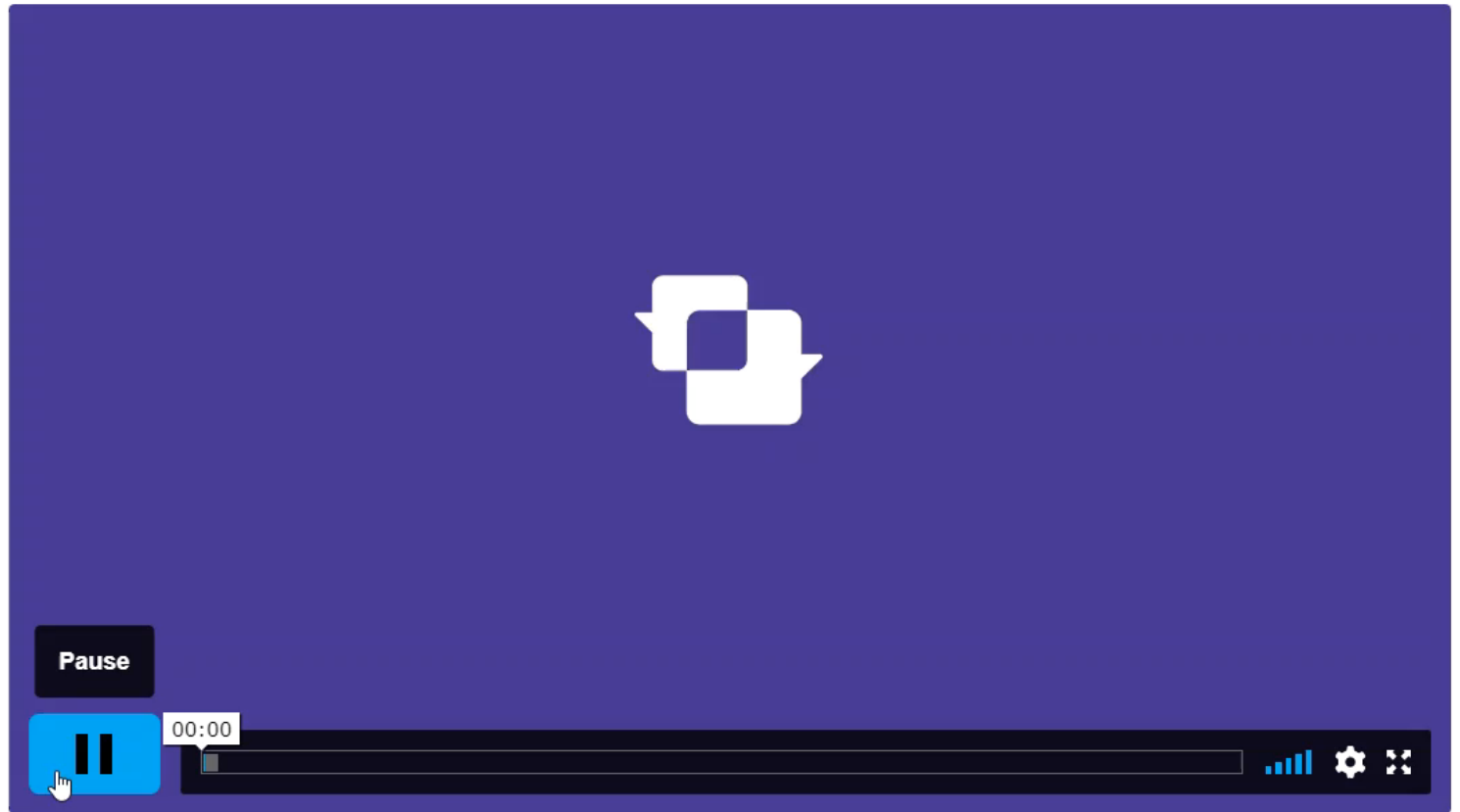
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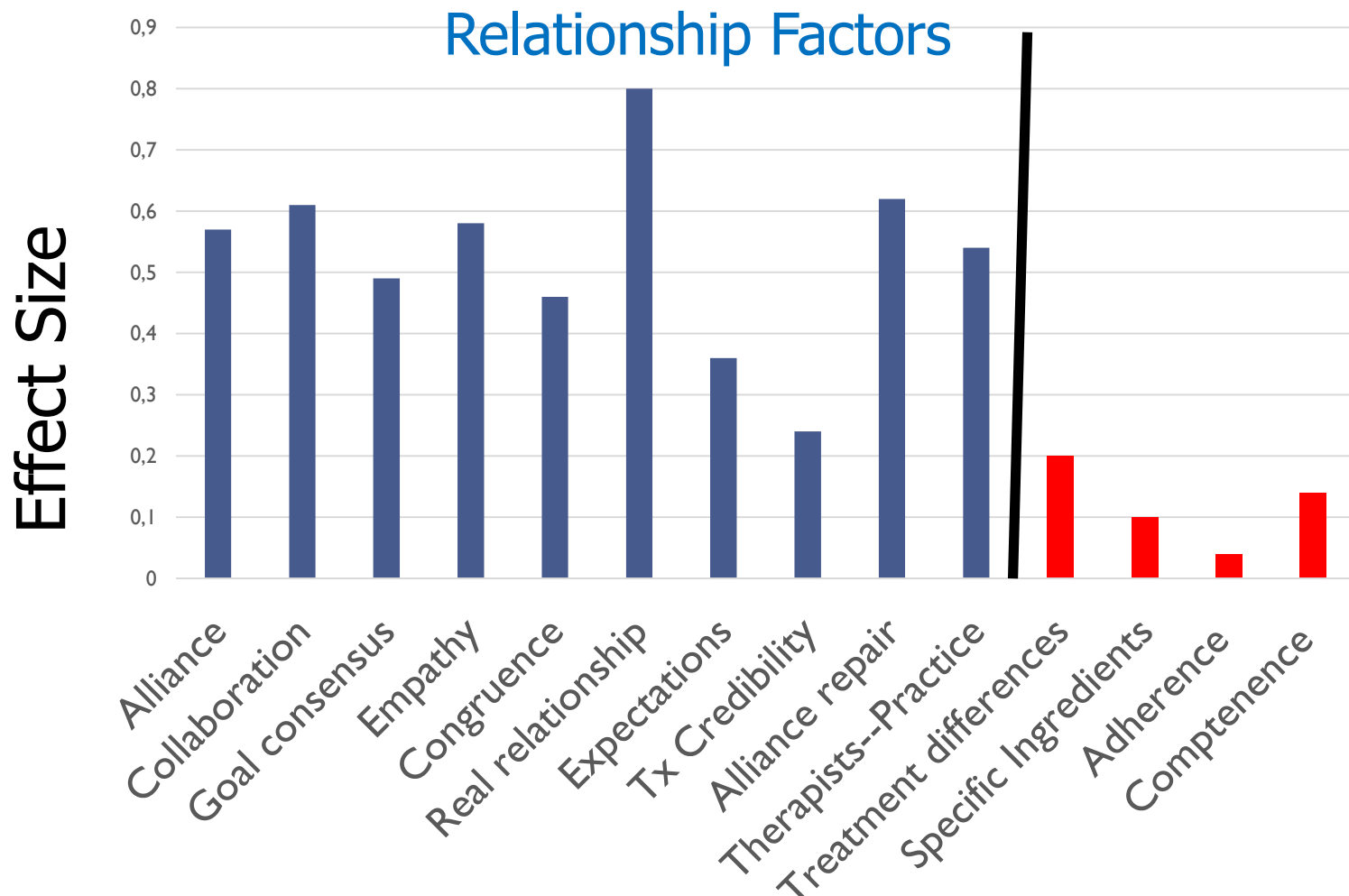
See how students practice therapy skills



Alliance—not a simple answer

(Norcross & Lambert, *Psychotherapy Relationships That Work*, 2018)

- Alliance ? = ? Relationship



Warmth and Competence



Review

TRENDS in Cognitive Sciences Vol.11 No.2

Full text provided by www.sciencedirect.com



Universal dimensions of social cognition: warmth and competence

Susan T. Fiske¹, Amy J.C. Cuddy² and Peter Glick³

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Warmth and Competence



When Your Doctor “Gets It” and “Gets You”: The Critical Role of Competence and Warmth in the Patient–Provider Interaction

Lauren C. Howe^{1}, Kari A. Leibowitz² and Alia J. Crum^{2*}*

¹ Department of Business Administration, University of Zurich, Zurich, Switzerland, ² Department of Psychology, Stanford University, Stanford, CA, United States

Warmth

Competence

Psychotherapy Research, 2022







Vol. 32, No. 2, 139–150, <https://doi.org/10.1080/10503307.2021.1916640>

 **Routledge**
Taylor & Francis Group

 Check for updates

EMPIRICAL PAPER

It's the therapist and the treatment: The structure of common therapeutic relationship factors

INGVILD FINSRUD ^{1,2}, HELENE A. NISSEN-LIE ², KARIANNE VRABEL ^{1,2},
ANDREAS HØSTMÆLINGEN ², BRUCE E. WAMPOLD ^{1,3}, & PÅL G. ULVENES ^{1,2}

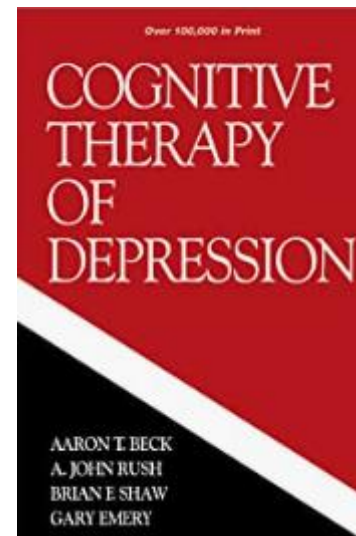
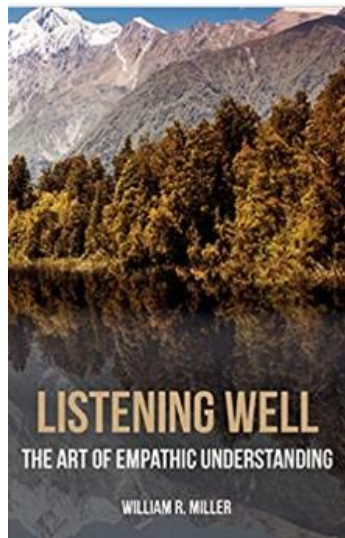
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(Received 26 November 2020; revised 30 March 2021; accepted 31 March 2021)

Warmth & Competence— Alliance has 2 factors

- Warmth & Caring
 - Carl Rogers & humanistic therapies
 - Motivation Interviewing
 - Warm caring person
- Competence
 - CBT
 - Surgeon
 - iCBT (alliance with therapist + alliance with program)



The Alliance in Adult Psychotherapy: A Meta-Analytic Synthesis

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VA Palo Alto Health Care System,
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Modum Bad Psychiatric Center, Modum Bad, Norway and
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Adam O. Horvath
Simon Fraser University

The Alliance in E-Mental Health

There is an increasing number of studies that assessed the alliance-outcome relation in e-mental health or Internet-based therapy, especially outside of North America (16 articles out of 18 articles). It has been repeatedly hypothesized that the alliance is probably less important in Internet-based therapy than in standard face-to-face therapies (Anderson, Paxling, et al., 2012). Table 3 summarizes the studies contained in our separate meta-analysis that offered therapy via Internet, e-mail, videoconferencing, or phone. Within this subset of studies, we included 18 articles that reported 58 alliance–outcome relations of 23 independent samples, representing 1,178 clients with a mean of 65 clients per study (Figure 1). Most of these studies used items adapted from the WAI.

The overall weighted average effect size was $r = .275$ (95% CI [.205, .344], $p < .0001$); equivalent of $d = .572$, (95% CI [.419, .733]), quite similar to that found for face-to-face psychotherapy. The alliance–outcome ESs from these Internet studies were more homogeneous than the larger data set ($Q_{(22)} = 32.6$, $p < .067$; $I^2 = 37.5$, 95%). There was no indication of a publication bias based on a funnel plot, and the fail-safe value was greater than 768.

Teaching alliance...

- Alliance is a dyadic construct
- There is no “alliant” therapist skill.
- But, therapists can improve...
 - Warmth
 - Competence

Conclusions

- There is no “going back”
 - The use of digital solutions in mental health has arrived (resist **Carl**)
- The questions is: Are various products solutions?
- We need to be involved in their development
- And involved in research

Thank You

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