

Using e-mental health resources together:

A qualitative study of consumer and worker experiences in community mental health practice



Anne Williams^{1,2},
Dr Ellie Fossey^{1,3} Dr John Farhall^{1,4}

1 La Trobe University; 2 Swinburne University of Technology;
3 Monash University; 4 NorthWestern Mental Health

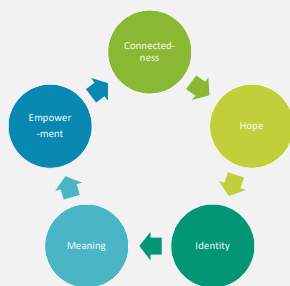


Living with severe mental illness

- Living with a “disabling and usually psychotic mental illness” (Kinter, 2017).
- Disrupts employment, relationships, physical and mental health, reducing quality of life (C. Morgan et al., 2014).
- People can experience SMI as: *“profoundly life altering, shattering, or turning life upside down”* (Bennet et al., 2012).
- Over 63,000 Australians engage with treatment services for SMI in a 12 month period (V. A. Morgan et al., 2012).

Personal Recovery

- Rebuilding and re forging life (McCarthy-Jones et al., 2013)
- An active and individual journey; reclaiming right to a meaningful life despite SMI (Davidson et al., 2009)
- Influenced by recovery processes (Leamy et al., 2011)



Mental health services in Australia



Supporting Personal Recovery



Self-management



Peer support



Recovery-oriented relationships



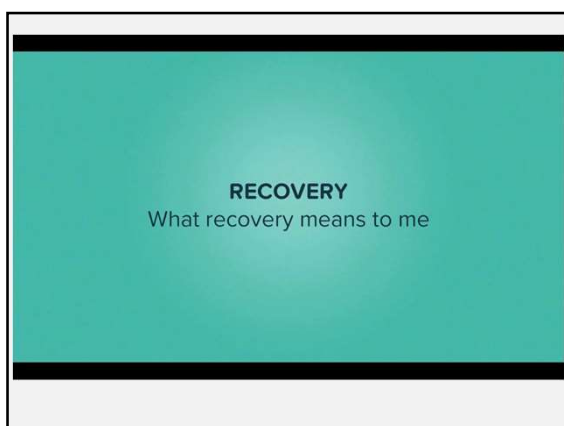
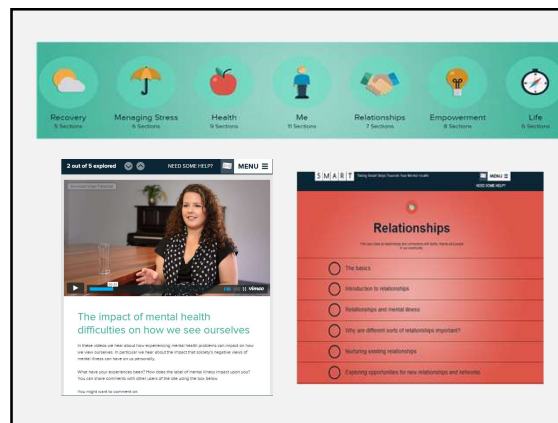
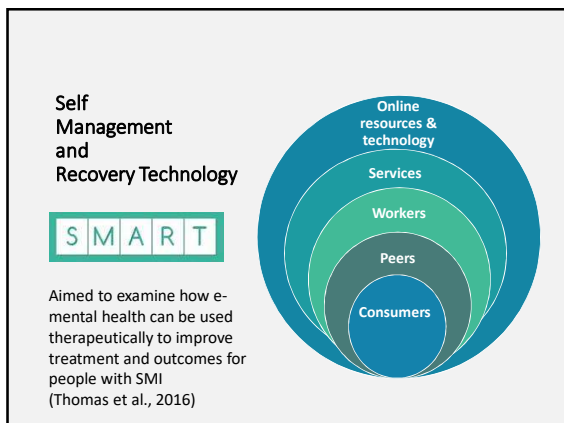
Recovery-oriented working practices

Another potential avenue: E- mental health



- **Web-based:** websites, discussion rooms, Internet diaries
- **Mobile device-based :** text messaging, smartphone apps
- These provide :
 - ✓ psychoeducation
 - ✓ self-management tools
 - ✓ peer support
 - ✓ shared decision making tools
 - ✓ health monitoring


Gaebel et al., 2016; Naslund et al., 2015



SMART-Experience

Aimed to:

1. Explore how consumers and mental health workers used the SMART website
2. Explore their experiences using the website
3. Explore the impact of using an e-mental health resource on working together



Scoping review

Internet-based interventions to support recovery and self-management

(Williams, Farhall, Fossey & Thomas, 2019)

Preliminary evidence that:

- They can **positively influence interactions** between service users and workers when they are well integrated into practice
- And can **promote recovery-oriented practice**


However....

- They may **negatively influence interactions**, leading to mistrust
- The quantity and quality of available evidence is low: more attention to the human support component of e-mental health interventions is needed

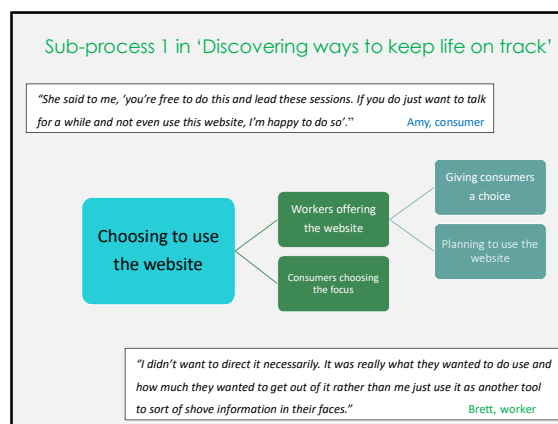
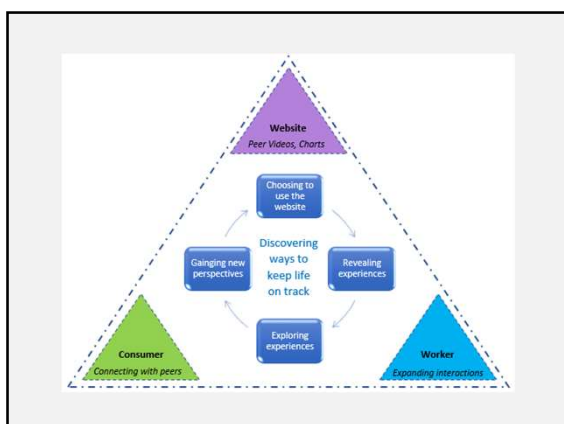
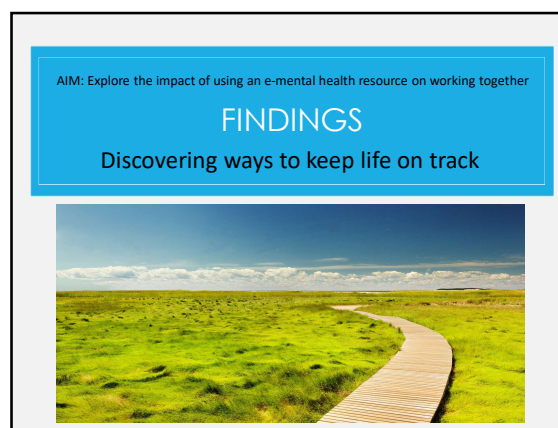
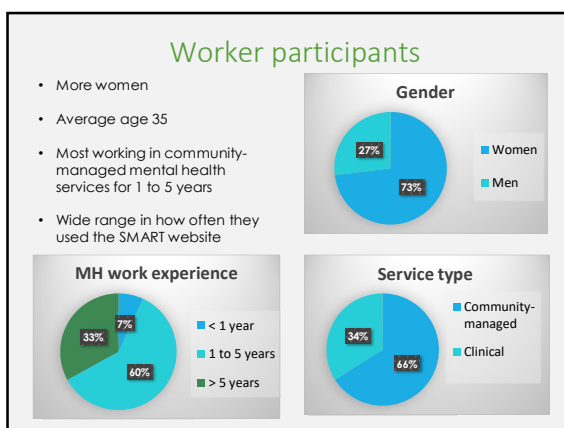
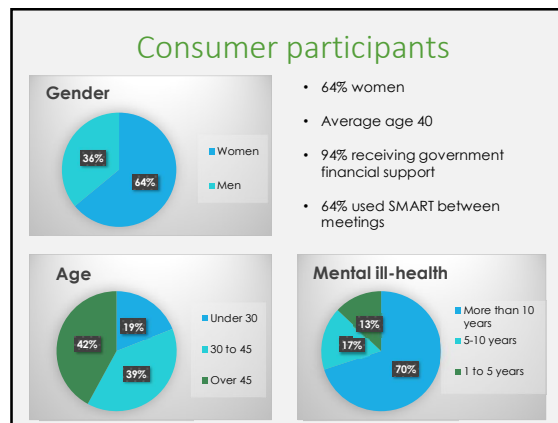
Research Method

Constructivist Grounded Theory (Charmaz, 2014)

- Focus on actions and social processes
- Purposeful and theoretical sampling
- Individual semi-structured interviews with people who used SMART
- Cycles of concurrent data collection and analysis
- Coding, memo writing, diagramming
- Consultation with people with lived experience and the research team



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Sub-process 2 in 'Discovering ways to keep life on track'

[watching the videos] "made me feel like I know I'm not the only person that's what's happened to me has happened to. It made me feel like I wasn't the only one."

Enigma, consumer



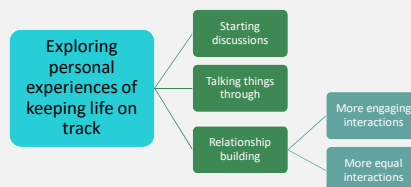
"Hearing those other stories, because for some people ...they'd never heard that stuff before, and really felt quite alone. So it was quite significant for them to hear that it wasn't just them."

Erin, worker

Sub-process 3 in 'Discovering ways to keep life on track'

"It's meant that rather than just going in and reading the material on the site, I actually had the option to discuss that and how it affected me and what it meant to me, and that's just as beneficial as the site itself."

Pam, consumer

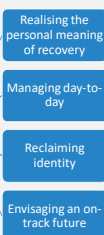


"It was also very natural, instead of kind of trying to do these activities where the client had to just straight away start talking, we were able to use peer support really beautifully to kind of say compare and contrast what was happening."

Donna, worker

Sub-process 4 in 'Discovering ways to keep life on track'

Gaining new perspectives on keeping life on track



"I do remember commenting ... 'So that's really what they mean by recovery' ...It's what matters to you. It's more like it's not so much that I have mental health issues, it's how happy or how content I am within that sphere."

Vlad, consumer

"...at the end to be able to see, oh, we've been answering all these questions, this is how they might fit in for me in a plan for the future."

Phoebe, worker

Facilitators and barriers to using the website together

• Technology factors

Facilitators

Website easy to use and access

Barriers

Technology not available in the moment

• Service factors

Worker and consumer can meet regularly

Crisis-driven work with high caseload

• Worker actions

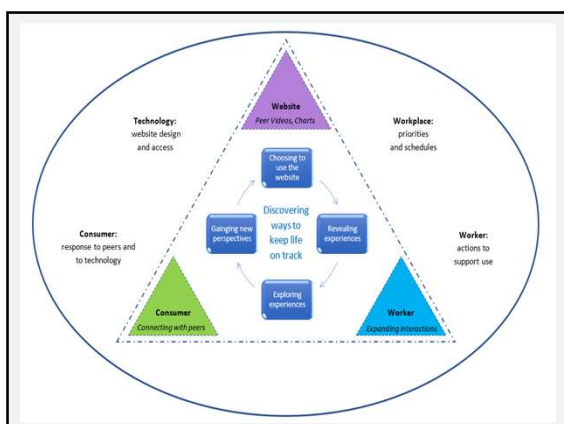
Worker plans to use website

Worker expects consumer to use independently

• Consumer response

Consumer values the peer content

Consumer wants to discuss other pressing issues



Findings in summary

From participants' perspectives

Jointly using an e-mental health resource elicited recovery-supportive interactions and processes

Lived experience videos were a key facilitator of recovery processes: creating connection and inspiring hope

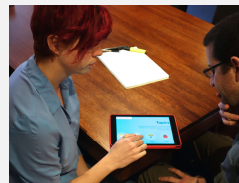
Jointly using an e-mental health resource enhanced the benefit of the resource for consumers

1. Jointly use an e-mental health resource can stimulate a focus on personal recovery and self-management in mental health
2. Lived experience resources, especially videos, should be included in future e-mental health resources
3. Workers and consumers are encouraged to use e-mental health resources collaboratively
4. Mental health services will need to make technology and resources available

E-mental health implications

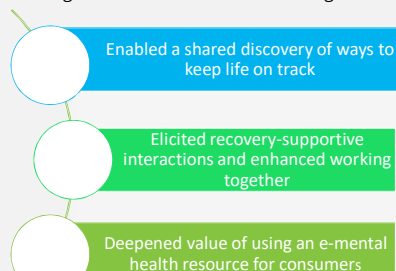
SMART-Experience limitations

- Using a methodology that involved consumers more actively as researchers might lead to a different perspective
- Interviewing a consumer and worker together would deepen knowledge about therapeutic relationships in context of e-mental health
- This study does not address the systemic and socio-cultural factors that impact people living with SMI



Conclusion

Using an e-mental health resource together



Study Publications

- Williams, A., Farhall, J., Fossey, E., & Thomas, N. (2019). Internet-based interventions to support recovery and self-management: A scoping review of their use by mental health service users and providers together. *BMC Psychiatry*, 19, 1-16. doi:10.1186/s12888-019-2153-0
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williams.ae@students.latrobe.edu.au

annewilliams@swin.edu.au

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