



# Results Report

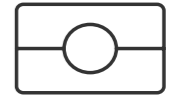
January – December 2023



# Contents

<b>Our Users</b> .....	<b>3</b>
<b>Clinical Outcomes</b> .....	<b>5</b>
<b>Research and Evidence</b> .....	<b>7</b>
<b>New Resources</b> .....	<b>9</b>
<b>User Experience</b> .....	<b>10</b>
<b>Consumer Engagement Network</b> .....	<b>13</b>
<b>Partnerships</b> .....	<b>14</b>
<b>Our People</b> .....	<b>15</b>

## Acknowledgement of Country



### **MindSpot acknowledges the traditional owners of the lands on which we work.**

Currently we have offices on the traditional lands of the Wattamattagal clan of the Darug nation (Macquarie University, NSW) as well as the traditional lands of the Whadjuk Nyoongar people of the Boorloo nation (Perth, WA). However, we have employees working remotely from all over the country supporting our consumers, so we would like to extend this acknowledgement to country across this great nation.

We acknowledge and pay our respects to the traditional custodians of the land whose cultures and customs have nurtured and continue to nurture this land, since the Dreamtime. We pay our respects to Elders past, present and future. We support the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander people. We look forward to a future in which health and social inequalities are resolved for all peoples.



# Our Users

## Assessments started\*

27,100



\* excludes MindSpot GP

## Born outside of Australia

26%



## Aboriginal or Torres Strait Islander

4.5%



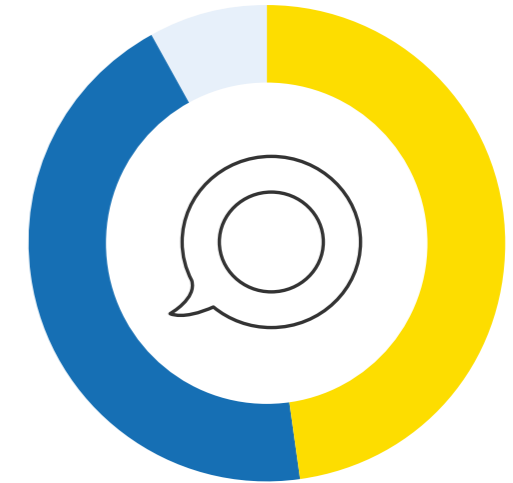
## Age range (years)

16-100



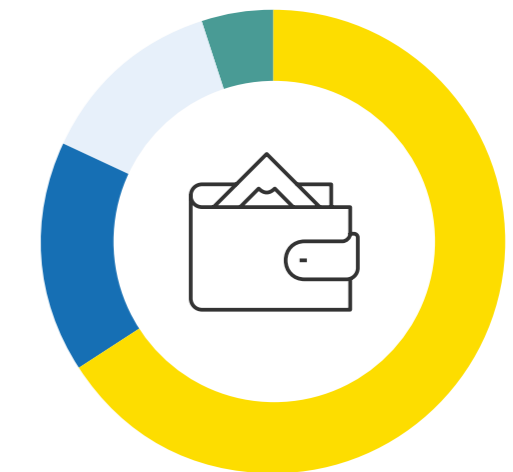
## Reasons for using MindSpot

- 48% Seeking assessment
- 44% Seeking treatment
- 8% Other



## Assessments by income

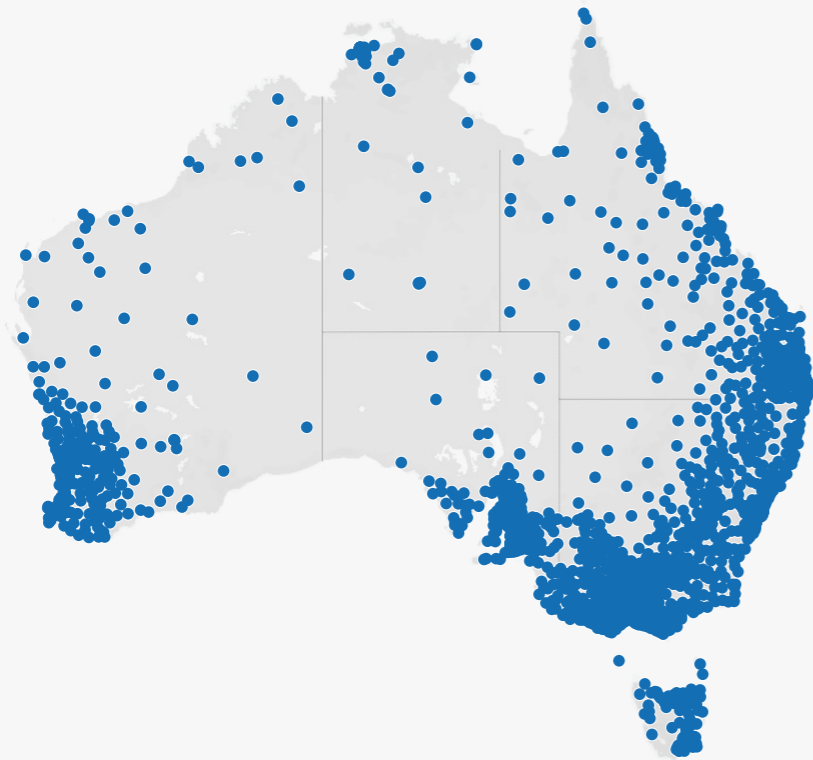
- 66% Employed
- 16% Pension or benefit
- 13% Unemployed
- 5% Other



# Our Users

## Location of MindSpot users\*\*

\*\* Self-reported location

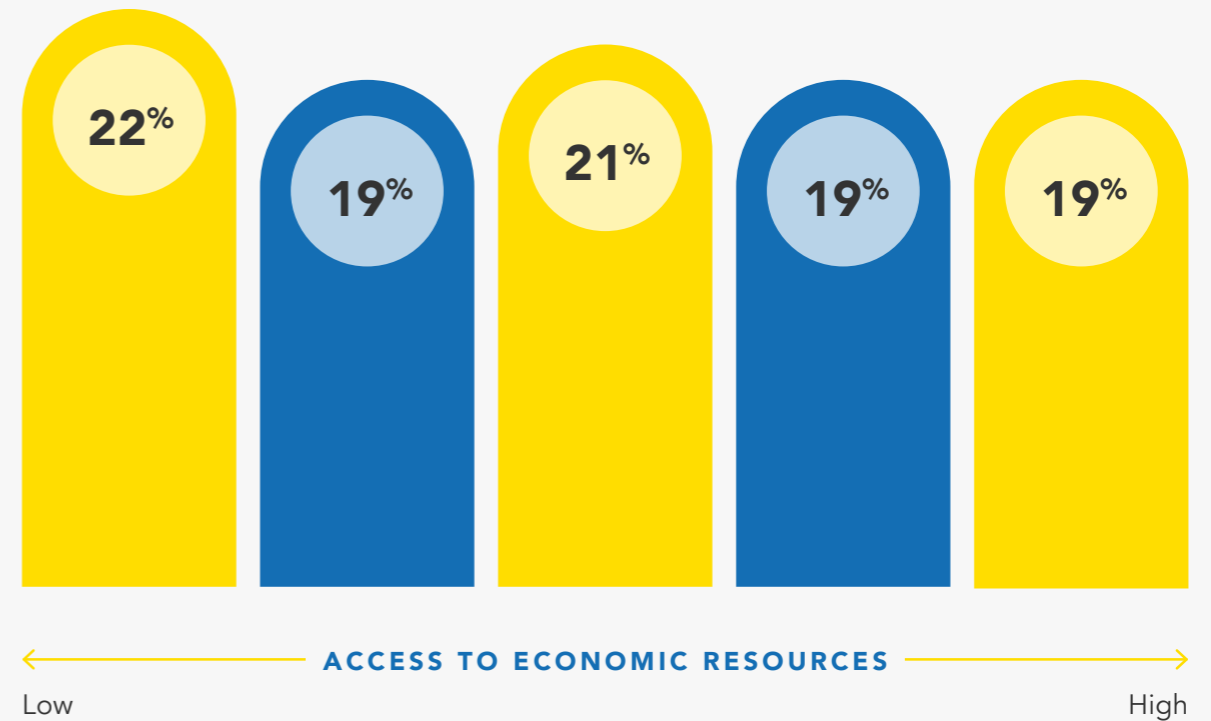


- 73% Living in capital city or surrounding suburbs
- 27% Living in rural or remote region

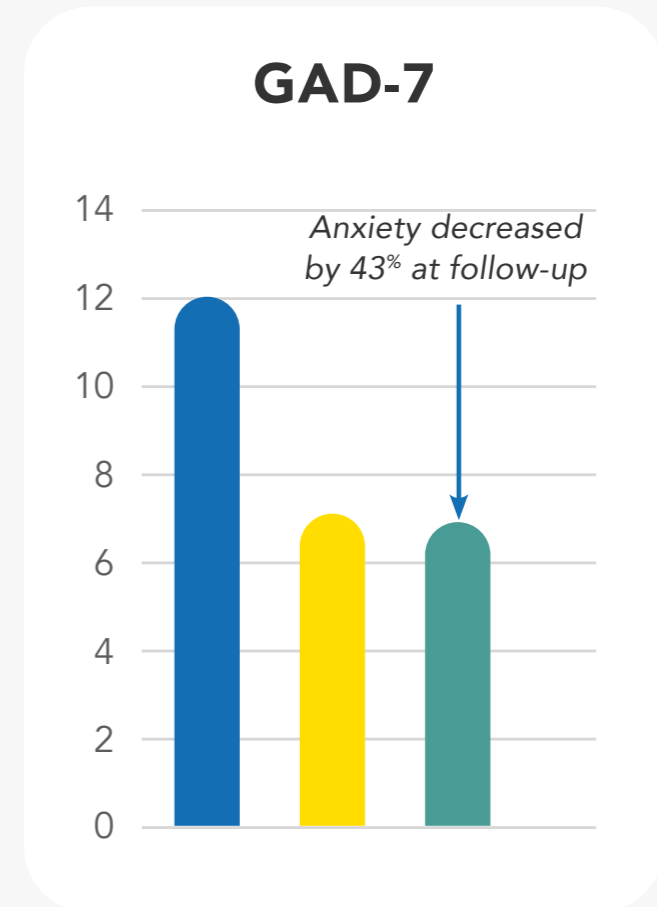
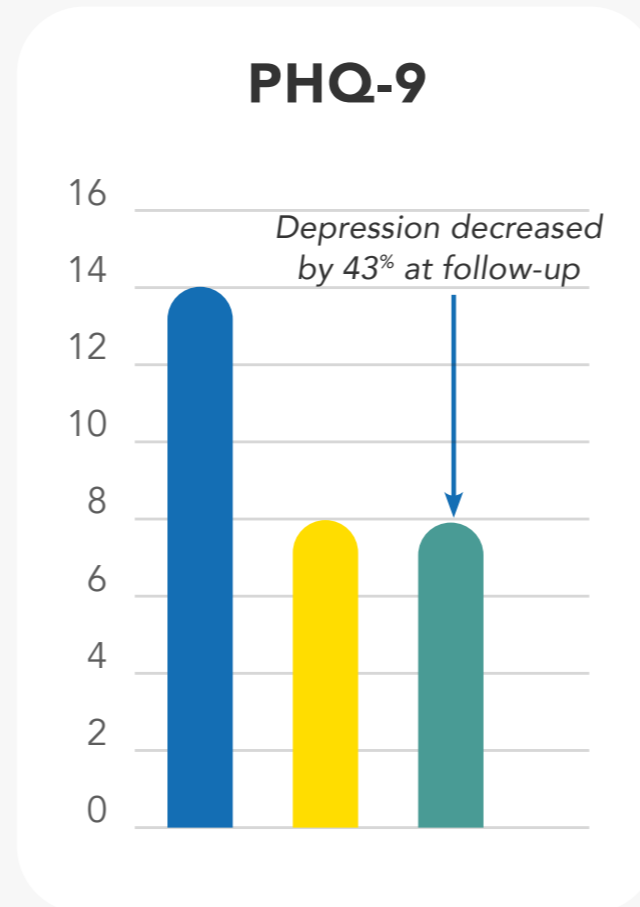
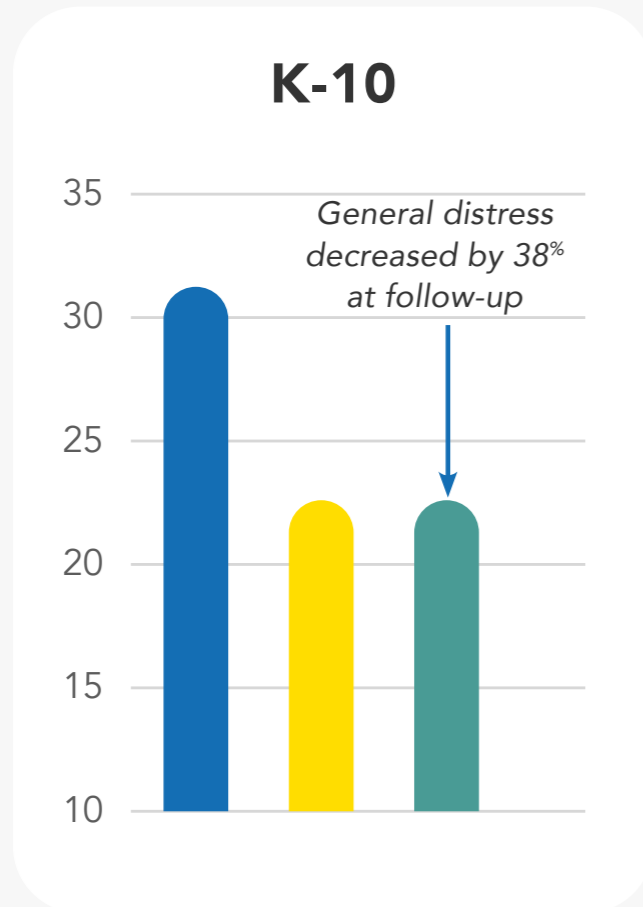


## MindSpot Users by Level of Socio-Economic Advantage

Index of Economic Resources: IER



# Clinical Outcomes



**Key:** ● At assessment ● Post-treatment ● Three month follow-up

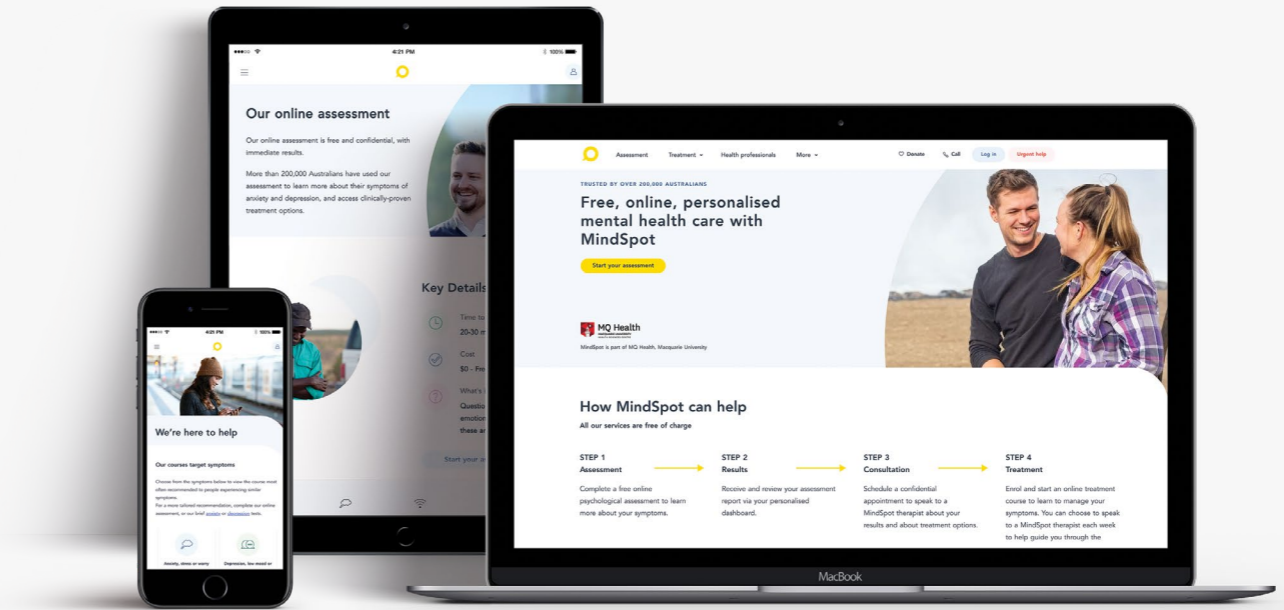
# Clinical Outcomes

## Counts of clinical contact

~151,366 

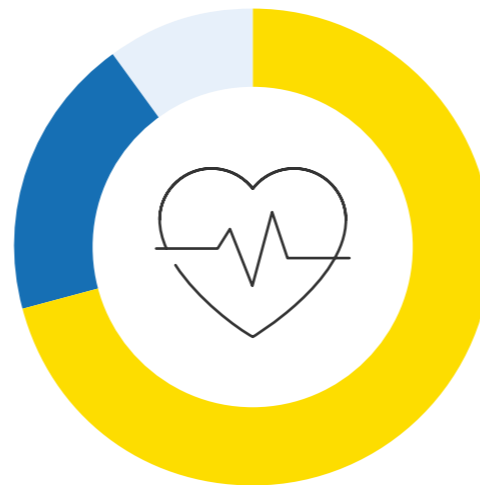
## Website (unique) visits

248K 



## Type of clinical service provided

- 71% Therapist-Guided Course
- 19% Self-Directed Course
- 10% Teletherapy




# Research and Evidence

**We have >100 published papers relating to MindSpot work.  
The following are new publications published in 2023:**


- Cross SP, Karin E, Asrianti L, Walker J, Staples LG, Bisby MA, Nielssen O, Kayrouz R, Fisher A, Dear BF, Titov N. (2023). *Predictors of functional impairment at assessment and functional improvement after treatment at a national digital mental health service*. *Internet Interventions*, 31, 100603.

 <https://doi.org/10.1016/j.invent.2023.100603>

- Staples LG, Nielssen O, Dear BF, Bisby MA, Fisher A, Kayrouz R, Titov N. (2023). *Prevalence and Predictors of Long COVID in Patients Accessing a National Digital Mental Health Service*. *International Journal of Environmental Research and Public Health*, 20, 6756.

 <https://doi.org/10.3390/ijerph20186756>

- Fisher A, Corrigan E, Cross S, Ryan K, Staples L, Tan R, Webb N, Titov N, Dear BF. (2023). *Decision-making about uptake and engagement among digital mental health service users: a qualitative exploration of therapist perspectives*. *Clinical Psychologist*, 27, 171-185.

 <https://doi.org/10.1080/13284207.2022.2163157>

- Dear BF, Walker J, Karin E, Asrianti L, England J, Feliciano I, Bisby MA, Nielssen O, Kayrouz R, Cross S, Staples LG, Hadjistavropoulos HD, Titov N. (2023). *Evaluation of a therapist-guided virtual psychological pain management program when provided as routine care: a prospective pragmatic cohort study*. *Pain Medicine*, 24, 1372-1385.

 <https://doi.org/10.1093/pm/pnad102>

- Nielssen O, Staples L, Karin E, Ryan K, Kayrouz R, Dear B, Cross S, Titov N. (2023). *Circumstances of suicide after registration with a national digital mental health service: an analysis of coroners' reports*. *BJPsych Open*, 9, e88.

 <https://doi.org/10.1192/bjo.2023.60>

- Nielssen O, Staples L, Karin E, Kayrouz R, Dear B, Titov N. (2023). *Effectiveness of internet delivered cognitive behaviour therapy provided as routine care for people in the depressed phase of bipolar disorder treated with Lithium*. *PLOS Digital Health*, 2, e0000194.

 <https://doi.org/10.1371/journal.pdig.0000194>

# Research and Evidence

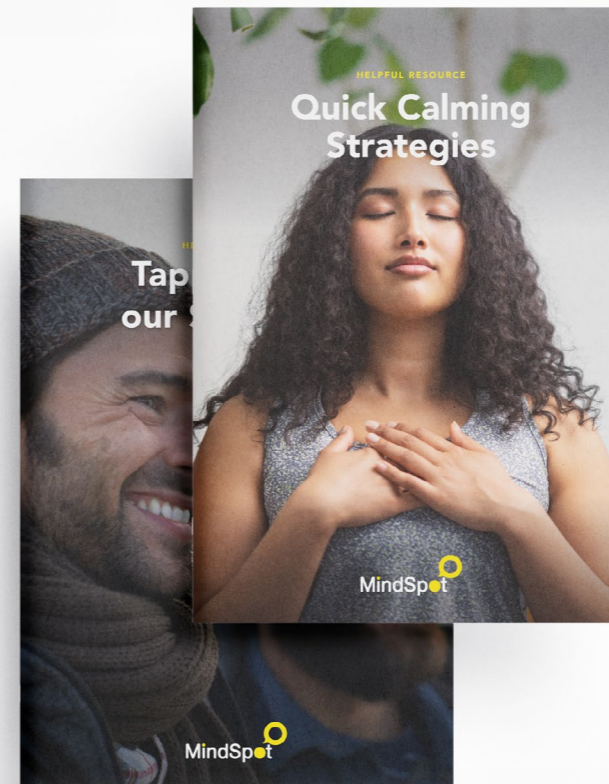
## The following are publications relating to MindSpot that were being completed during 2023:

- Bisby, M. A., Jones, M. P., Staples, L., Dear, B., & Titov, N. (2024). *Measurement of Daily Actions Associated With Mental Health Using the Things You Do Questionnaire–15-Item: Questionnaire Development and Validation Study*. JMIR Formative Research, 8, e57804.
- Bisby, M. A., Dear, B. F., Karin, E., Fogliati, R., Dudeney, J., Ryan, K., & Titov, N. (2023). *An open trial of the things you do questionnaire: Changes in daily actions during internet-delivered treatment for depressive and anxiety symptoms*. Journal of Affective Disorders, 329, 483-492.
- Bisby, M., Staples, L., Dear, B., & Titov, N. (2024). *Changes in the Frequency of Actions Associated With Mental Health During Online Treatment: Analysis of Demographic and Clinical Factors*. JMIR Formative Research, 8, e57938.
- Bisby, M. A., Barrett, V., Staples, L. G., Nielssen, O., Dear, B. F., & Titov, N. (2024). *Things You Do: a randomized controlled trial of an unguided ultra-brief intervention to reduce symptoms of depression and anxiety*. Journal of Anxiety Disorders, 102882.
- Titov, N., Dear, B. F., Nielssen, O., Barrett, V., Kayrouz, R., & Staples, L. G. (2024). *A pilot study examining whether restricting and resuming specific actions systematically changes symptoms of depression and anxiety. A series of N-of-1 trials*. Behaviour Research and Therapy, 104536.
- Scott, A. J., Hathway, T., Bisby, M. A., Titov, N., Dear, B. F. (2024). *The Sleep Course: An inclusive trial examining the feasibility, acceptability, and preliminary efficacy of a digital sleep intervention for adults with self-reported sleep difficulties*. Internet Interventions, 38, 100778.

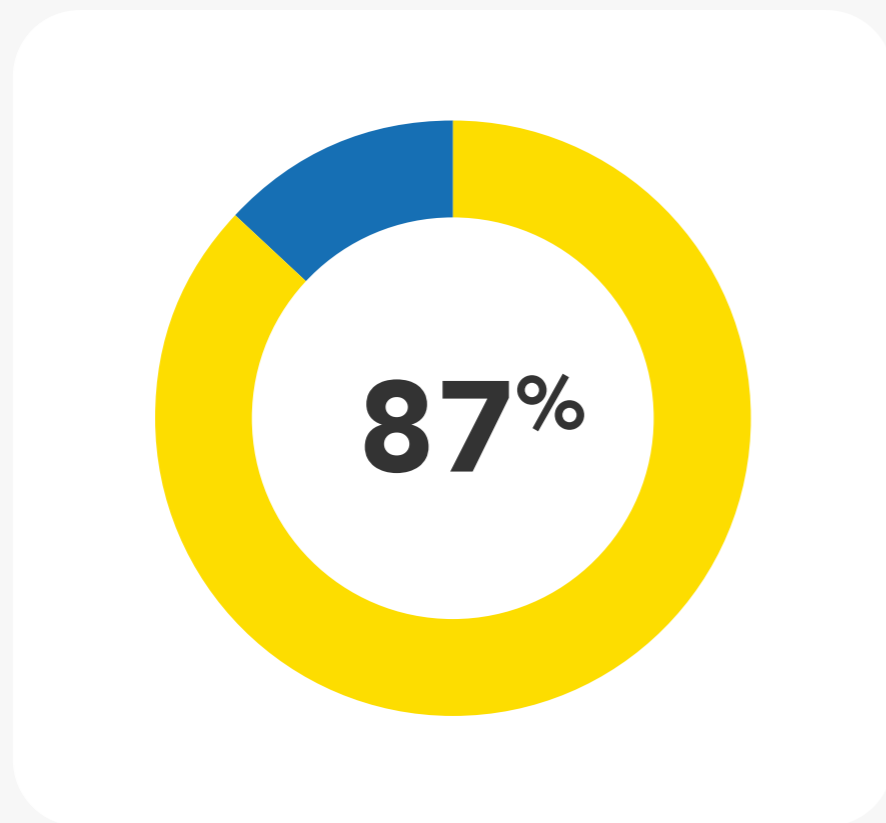


# New Resources

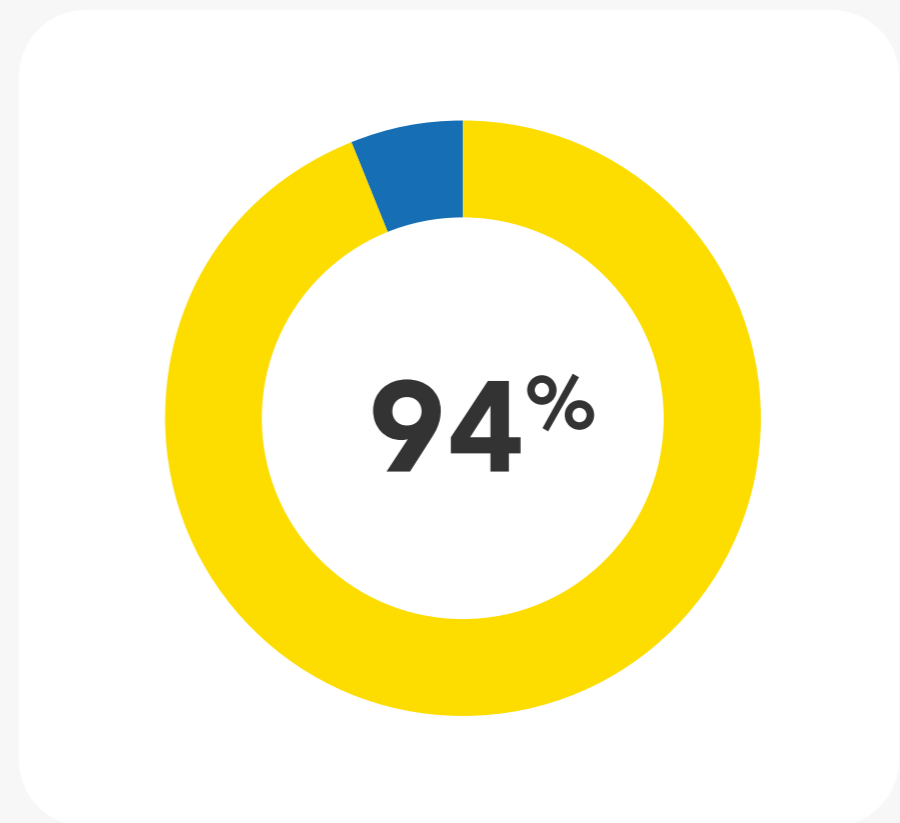
- Quick Calming Strategies
- Building a Support Network
- Thought Record (Teletherapy)
- Thought Challenging (Teletherapy)
- Rumination Log (Teletherapy)
- Cycle of Symptoms (Teletherapy)
- Anger long (Teletherapy)
- Understanding Emotions
- Managing Emotions
- Functional Analysis of Behaviour (Teletherapy)
- Pros and Cons (Teletherapy)
- Recovery Cheat Sheet (Teletherapy)
- Coping with Grief
- Tapping into our Strengths
- Mental Health and Resilience after a Disaster



# User Experience



% of users completing an assessment that would recommend MindSpot



% of users completing treatment that would recommend MindSpot

# User Experience

## What users say about their assessment and treatment with MindSpot:

### ✔ What worked well doing an assessment?

- Tool for better understanding and validating mental health symptoms
- Guidance on next steps, professional help, and treatment options
- User-friendly design with accessible language
- Access to supportive and empathetic therapists for follow-up consultations

### ? What could be improved in doing an assessment?

- Communicating the relevance of questions to different situations
- Suggestions to simplify website and dashboard navigation
- Streamlining therapist follow-up, minimising missed appointments and delayed support
- Boosting awareness of measures to protect privacy and data security
- Ideas to expand tailored resources and support to include other conditions or groups

### ✔ What worked well doing treatment?

- Access to a therapist for support and guidance
- Relatable stories from other patients to reduce feelings of isolation
- Helpful “Do-It-Yourself” guides for practical application of skills
- Flexibility to work through the course at one’s own pace

### ? What could be improved in doing treatment?

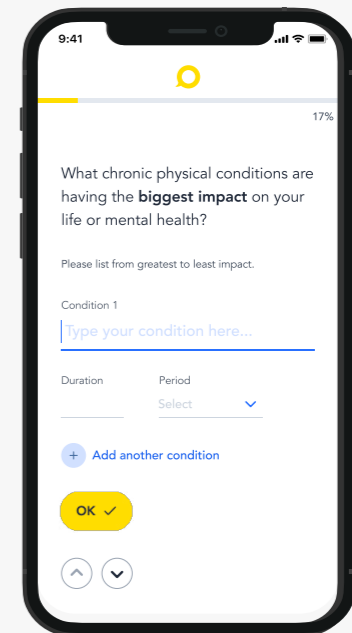
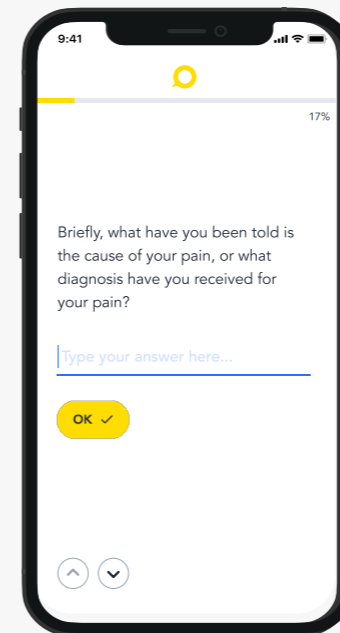
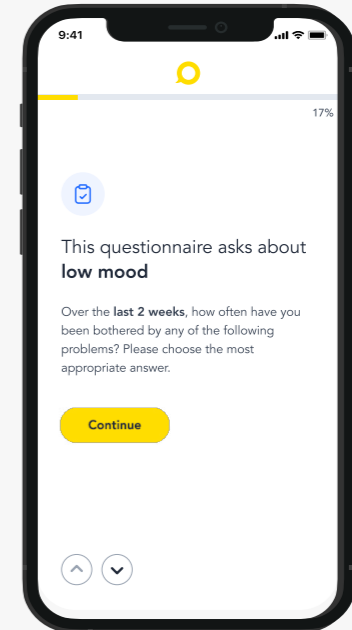
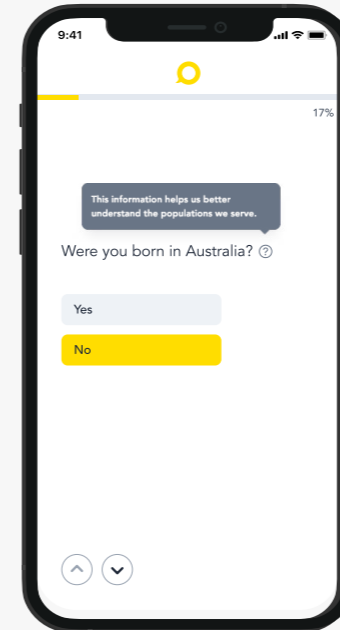
- Suggestions to simplify website and dashboard navigation
- Ideas to expand tailored resources and support to include other conditions or groups
- Suggestions around lesson length, pacing, and release dates
- Possibility to extend options for longer or more regular therapist contact



# User Experience

## Service improvements actioned in 2023:

- A new treatment dashboard to patients
- Updates to our clinical platform to help therapists to better support their patients through monitoring progress and outcomes, improved communication
- Patients can now access assessment results and recommendations immediately after completing their assessment
- New look treatment questionnaires
- Upgraded the Wellbeing, Mood Mechanic and Wellbeing Plus Courses
- Launched our Consumer Engagement Framework
- Upgrades to our appointment scheduling system



# Consumer Engagement Network

Our Consumer Network provide valued advice on our services:

Total members\*

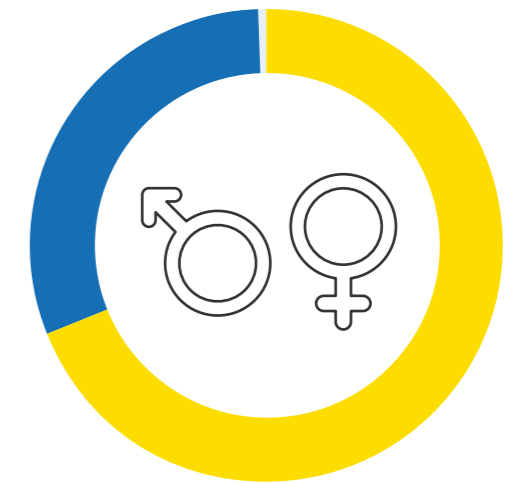
928

\* since March 2022



Number of males/females

- 69% Female
- 30% Male
- 1% Other



New Consumer members joined

512



Location of network members



Age range (years)

18-87



# Partnerships

## New partnerships for 2023:



Partnered with eFriend to trial peer support as a supplement to clinical treatment



Partnered with Vision Australia to trial a new referral pathway including brief assessment and teletherapy for people with profound vision loss



# Our People

MindSpot is part of MQ Health. MQ Health is the Macquarie University Health Sciences Centre, an innovative patient-focused health system. It combines Macquarie University Hospital, the MQ Health Clinics and the Macquarie University Faculty of Medicine, Health and Human Sciences to deliver integrated clinical care, research and learning.

## Total number of staff

>90



## Clinical vs. non-clinical



69% Clinical Staff

31% Non-clinical Staff

## % staff satisfaction/engagement

93%



## Staff distribution



83% NSW

1% SA

10% WA

1% VIC

5% QLD

# Our People

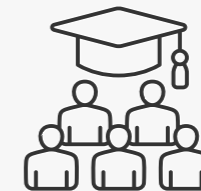
## MindSpot Academy

- **6** provisional psychologists trained
- **1** clinical registrars completed registrar program
- **7** students:



## MindSpot Academy Interns

- The Australian National University
- La Trobe University
- Australian College of Applied Professionals
- University of Technology Sydney
- Macquarie University
- The University of Sydney
- Curtin University
- Western Sydney University



# MindSpot

[mindspot.org.au](https://mindspot.org.au)



MindSpot is funded by the Australian Government



Australian Government  
Department of Health  
and Aged Care



MQ Health  
MACQUARIE UNIVERSITY  
HEALTH SCIENCES CENTRE