



PROVIDER GUIDE

Manage My Health

Beating the Blues is powered by Manage My Health.

If you need assistance with the programme,

please contact Manage My Health: btb.support@managemyhealth.co.nz

or visit the website: www.beatingtheblues.co.nz

CONFIDENTIALITY NOTICE: This document and its contents are confidential and intended solely for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, be advised that any unauthorized disclosure, copying, distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this document in error, please notify the sender immediately and delete this document from your system. Thank you for your cooperation.

Contents

Manage My Health.....	2
Contents	3
Introduction	4
Benefits for Delivery of Care	4
Benefits for Clients.....	4
Guide for clinicians	5
A few important points to consider as you prescribe Beating the Blues to your clients	5
Overview of the programme.....	6
Session 1: Getting Started	6
Session 2: Goal Setting and Automatic Thoughts	7
Session 3: Common Thinking Distortions in Depression and Anxiety.....	7
Session 4: Changing Unhelpful Thinking	7
Session 5: Inner Beliefs	8
Session 6: Inner Beliefs (cont.) and Attributional Style	8
Session 7: Attributional Style (cont.).....	8
Session 8: Conclusion and Coping with Setbacks	9
Managing the Suicidal Thoughts Notification	9
Suicide Risk Alert – Secondary Email Address.....	9
Administrative Functions	12
Getting Started – Register for Beating the Blues.....	12
1. MedTech 32 and MedTech Evolution Client Management System Clients	12
2. Non-MedTech Clients	12
3. Manage My Health Clients	12
Clinician’s Role	13
Client Management.....	14

Introduction

Welcome to Beating the Blues, a patient-centred approach to supporting individuals in improving and maintaining their well-being. This program offers healthcare providers registered access to an advanced tool for managing mild to moderate depression and anxiety.

It offers access to Cognitive Behavioural Therapy (CBT), thus providing an additional medication-free treatment option to the clinician.

Benefits for Delivery of Care

- Free for clients in New Zealand.
- Immediate access to cognitive behaviour therapy for clients with depression and/or anxiety.
- Evidence-based therapy with no known side-effects.
- Alternative to medication.
- Offers ability to confidentially track their symptoms and improvement.
- Administered with minimal clinical supervision to assist registered clinicians in maintaining full outcome management.
- Three ways to onboard the clients.

Benefits for Clients

- Free access in New Zealand.
- Easy to use.
- Teaches practical, life-long CBT skills.
- Available 24/7.
- Engaging, motivating, and empowering.
- Offers privacy and control.
- Broadens client options – can be used with or without medication.
- Can be used on desktop, laptop, mobile or tablets.

Guide for clinicians

Please read the following guide thoroughly to ensure that you understand all elements of the programme.

What is Beating the Blues?

Beating the Blues is a web-based, interactive programme for the treatment of mild to moderate depression and/or anxiety. It is based on Cognitive Behavioural Therapy (CBT), which helps clients identify and change unhelpful ways of thinking and learn more effective ways of solving problems. The programme consists of two interwoven strands: the cognitive (or 'thinking') strategies and the behavioural (or 'doing') strategies. Clients are helped to understand the causes and symptoms of depression and/or anxiety and to work on their specific problems.

A quick summary of the programme

The programme consists of eight computer-interactive sessions of approximately 50 minutes each in duration. Each session consists of a mix of cognitive and behavioural strategies, which are customised to the client's individual problems. The eight computer sessions are designed to be taken weekly, and each session builds on the previous one. A client can repeat sessions if they wish. The programme keeps track of which session they have reached.

If for any reason, a client does not complete a session of the programme, the system will remember how far in that session the client has reached. It can easily restart the client where they left off the next time, they login.

A few important points to consider as you prescribe Beating the Blues to your clients

Clinicians can prescribe Beating the Blues to their clients via the Beating the Blues website, or their Manage My Health Provider Portal.

1. Register the client and generate an activation code.
2. Inform the client that their username will be their email address and they will need to set up a password to activate their account. They will need to use this each time they log in.
3. Explain to the client that their password is encrypted into the database, and it is therefore not possible for anyone to gain access to their password and subsequently nobody will see any other data that they enter into Beating the Blues®.
4. Advise the client that each session they will be asked to rate how depressed and/or anxious they have been during the week, how distressing their problems have been and whether they have had any upsets, disappointments, and thoughts of suicide. They will get a Progress Report on these ratings each week. A copy will be made available for their clinician as well. At the end of the 8 sessions an Effectiveness Report will be printed

containing more information about the client.

5. Explain the evaluation questionnaires (PHQ-9, and/or GAD-7) and that they will be asked to complete them at session 1, 3, 5 and 8. These questionnaires are used as part of the assessment of client progress and their responses will be included in the Effectiveness Report.
6. Anonymized data may be used to provide an overall evaluation of Beating the Blues®.
7. Make it clear that all the rest of the information they input is completely confidential.
8. Advise them of how and when you can be contacted if they need assistance.

Overview of the programme

Here is a concise overview of the eight sessions, providing insights into various elements of Beating the Blues. Each session of Beating the Blues is approximately for 50 minutes, and clients have the flexibility to pause, log out, and resume the session from where they left off.

For all the sessions the approximate duration is 50 minutes and the common tasks for the clinician are as below:

1. Check the Live Progress Reports (via your Manage My Health Provider Dashboard) on a regular basis to check your client's progress.
2. If used in a surgery or other clinical environment, please draw to the clinician's attention any suicidal thoughts reported on the Progress Report before the client leaves, or implement appropriate alternative procedures as determined by the clinician or local guidelines.

Session 1: Getting Started

Outline

Session 1 outlines the structure of Beating the Blues and an introduction to CBT. A client will be asked to complete a registration questionnaire and a PHQ-9 and/or GAD-7 questionnaire. These questionnaires have been chosen to help measure the effectiveness of Beating the Blues.

- **Understanding CBT:** Session 1 outlines the structure of Beating the Blues and an introduction to Cognitive Behavioral Therapy (CBT).
- **Setting Goals:** In the session, a client identifies depression or anxiety symptoms and defines specific issues they want to address for Beating the Blues.
- **Tracking Progress:** The client learns to track weekly progress by rating mood and problems, concluding with an exploration of the link between mood, behavior, and interpretations, initiating efforts to enhance pleasurable events in their lives.

Session 2: Goal Setting and Automatic Thoughts

Outline

- **Goal Setting and Project Review:** Computer-assisted review of individual projects undertaken after the first session.
- **ABC Model and Automatic Thoughts:** Introduction to the ABC model (**A**ctivating events, **B**eliefs, **C**onsequences) demonstrating the influence of thinking on mood and behavior and recording of automatic thoughts for greater control.
- **Behavioral Techniques Selection:** Client concludes the session by choosing either Activity Scheduling or Problem Solving.

Session 3: Common Thinking Distortions in Depression and Anxiety

Outline

The 'homework' tasks are reviewed, and any necessary follow-up activities are undertaken. For example, if a client has not recorded some of their thoughts during the week, the computer will assist them to do this in the session. A client will be asked to complete a registration questionnaire and a PHQ-9 and/or GAD-7 questionnaire.

- **Cognitive Distortions and Self-Reflection:** Understanding common thinking distortions to identify predominant thinking errors, reflect on associated situations, and track occurrences throughout the week.
- **Emotional Coping Techniques and Behavioral Techniques Reinforcement:** Introduction and continued practice of simple techniques for managing distress, such as controlled breathing.

Session 4: Changing Unhelpful Thinking

Outline

The session commences with a review of the projects the client has carried out since the previous session, e.g., catching their thinking errors.

- **Project Review and Cognitive Techniques Introduction:** Introduction of four techniques to challenge distorted thoughts, demonstrated through case studies, and a client gradually practices these techniques on hypothetical examples and their own thoughts.
- **Additional Behavioral Technique for Problem-Solving:** A client is presented with a second behavioral technique to address a specific problem identified in session 1.

Session 5: Inner Beliefs

Outline A client will be asked to complete a registration questionnaire and a PHQ-9 and/or GAD-7 questionnaire.

- **Project Review and Thought Challenging:** Session starts with a review of weekly projects, emphasizing about thought challenging. A client is educated about common errors in thought challenging and are introduced to the concept of 'inner beliefs' with their characteristics and methods for accessing them.
- **Experimental Approach to Inner Beliefs and Recognizing Success:** A client practices a technique for exploring inner beliefs to experiment with one inner belief during the week leading to recognizing and taking credit for successes emphasized as the session concludes.

Session 6: Inner Beliefs (cont.) and Attributional Style

Outline

- **Inner Beliefs and Evidence Collection:** Continued focus on beliefs as the client further works on the inner belief identified in the previous session.
- **Attributional Style and Behavioral Technique Choice:** Introduction of attributional style and its impact on mood and well-being. The client is given a choice of three behavioral techniques—Sleep Management, Graded Exposure, and Task Breakdown—to work on in the final sessions of the program.

Session 7: Attributional Style (cont.)

Outline

- **Testing Inner Beliefs and Modifying Attributional Style:** Introduction of checking the impact of attributional style on depression and strategies for modification; a client practice new thinking strategies during the week.
- **Continuation of Behavioral Technique:** Ongoing work on the client's chosen behavioral technique from the previous session is included in the session.

Session 8: Conclusion and Coping with Setbacks

Outline

- **Review and Progress Assessment:** Final session involves reflecting on learned techniques in the Beating the Blues program. A client assesses progress on initially recorded goals and receives assistance in developing an action plan to build on changes made and address future challenges.
- **Forward Planning and Future Access:** An invitation is extended for the client to repeat any Beating the Blues sessions in the future if desired.

Managing the Suicidal Thoughts Notification

Each week, clients are asked if they have had any suicidal thoughts; and, if so, how often and how seriously they have planned to carry it out (0 to 8 rating scale).

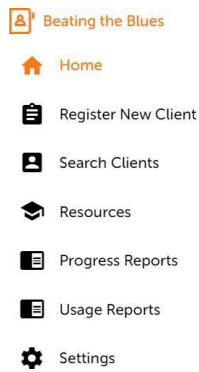
1. **Serious suicidal thoughts:** If clients indicate that they are very seriously considering suicide (scores 5 to 8), the programme urges them to seek help immediately from their doctor or someone else who can help. To help in managing suicidal ideation the System Administrator has set a function so that the health provider is emailed when a high level of risk is indicated.
2. **Low suicidal thoughts:** If clients are less serious in their intention (scores 0-4), they are advised that, if their plans get any more serious, they should stop using Beating the Blues, and see their doctor or someone else who can help them.
3. **Progress report:** The programme provides a weekly Progress Report to feed this information back to the clinician responsible for the client. It is important that if reports are reviewed by a clinician other than a GP, that any procedures to be followed in relation to a client's suicide risk have been specified by the clinician responsible for the client.
4. **Check on a regular basis:** You should check Live Progress Reports on a regular basis to check on each client's progress and whether they have had thoughts of suicide.

Suicide Risk Alert – Secondary Email Address

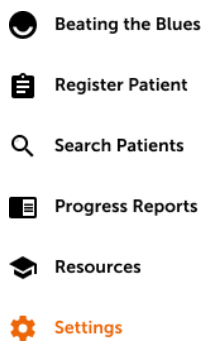
In circumstances where a clinician will not have access to email, or if there is another clinician supporting the client, practices and clinicians have the option to have a copy of this Client Alert Email to be sent to a secondary email address.

To set up a Secondary Email Address:

1. Login to Beating the Blues (or sign in to your Manage My Health Provider Portal)
2. From the navigation menu, select *Beating the Blues*




3. Select *Settings*



4. Enter the Secondary Email Address and click *Save Secondary Email Address*

(please proceed to next page...)



Settings - Patient Risk Alert

Beating the Blues® Suicide Risk Alert - Secondary Email Address

- The Beating the Blues® E-Therapy program asks patients if they have had any suicidal thoughts; and if so, how often and how seriously they have planned to carry it out.
- Patient responses are rated in a scale from 0 to 8, with eight been the highest risk alert level.
- If a patient indicates that they are very seriously considering suicide (reflected in a score between 5 to 8), then the program urges them to seek help immediately from their doctor or someone else who can help.
- The Beating the Blues® program can also send an alert email to the healthcare provider who registered the patient onto the Beating the Blues® program.
- A copy of this patient alert email can be sent to a nominated secondary email address (e.g. Practice Manager or senior clinician). To receive the risk alert, please enter a secondary email address below:

Suicide Risk Alert

(please proceed to next page...)

Administrative Functions

Getting Started – Register for Beating the Blues

To prescribe Beating the Blues to your clients, you will first need to sign up as a clinician to Beating the Blues.

There are three ways to register:

1. MedTech 32 and MedTech Evolution Client Management System Clients

If you are a clinician using MedTech 32 or MedTech Evolution, you can register for Beating the Blues as a Clinician via the PMS

1. Select the *Manage My Health* tab from the navigation bar.
2. From the menu, select *Register Staff for Beating the Blues*.
3. Enter the clinician details into the Registration Form.
4. Ensure mandatory fields are completed.
5. Select *Register*.

2. Non-MedTech Clients

If you do not use a MedTech PMS, you can register as a clinician to prescribe Beating the Blues via the Beating the Blues website:

1. Go to www.beatingtheblues.co.nz
2. Select *Sign Up*.
3. Complete the Registration Form.
4. Once you have signed up as a clinician for Beating the Blues, you will be able to login via the Beating the Blues or Manage My Health websites.

3. Manage My Health Clients

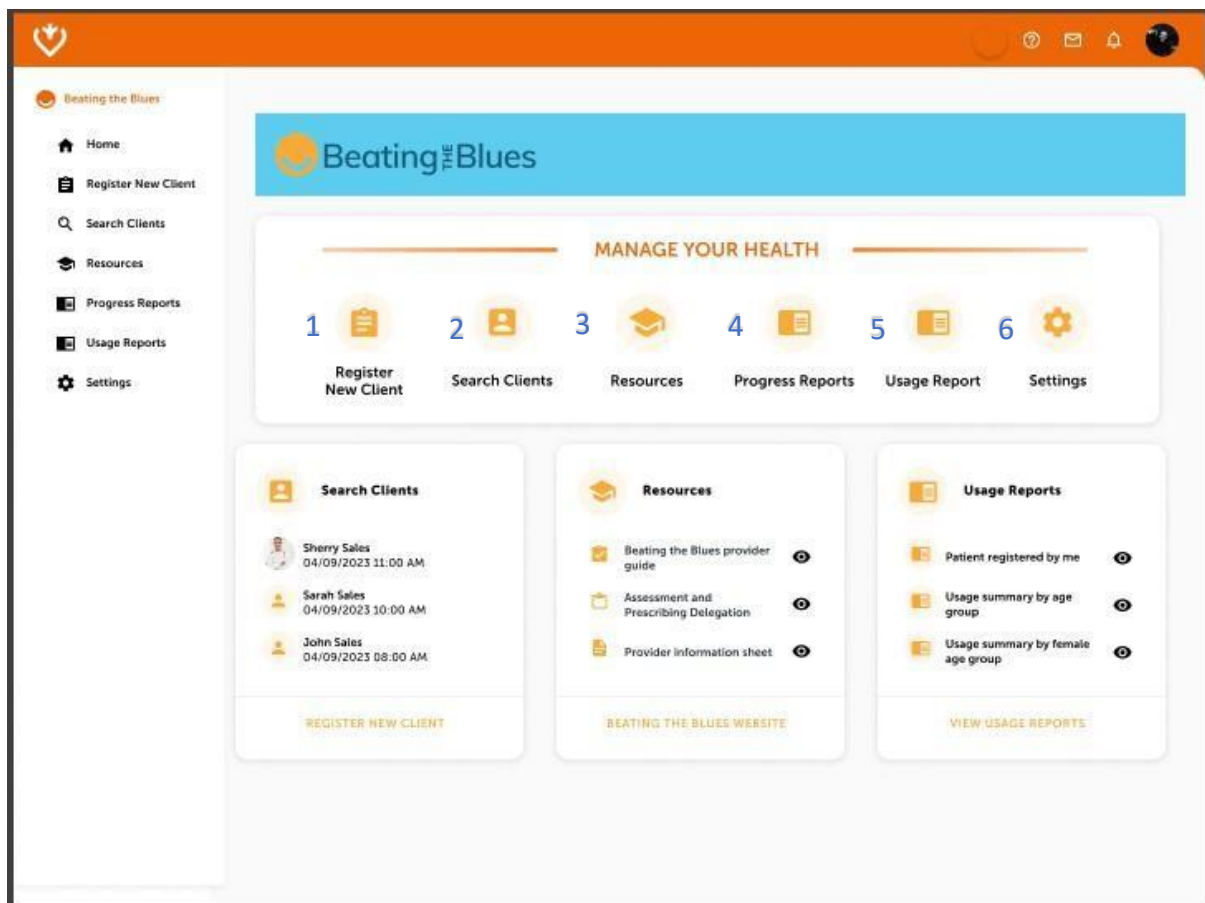
If you are a Manage My Health Provider, you can register to prescribe Beating the Blues via the Manage My Health Provider Portal:

1. Go to www.managemyhealth.co.nz

2. Login to your provider account.
3. Select *Beating the Blues* from the left-hand navigation menu.
4. Select *Start Prescribing Beating the Blues*.
5. Agree to the terms and conditions.

Clinician's Role

Once you have registered as a Clinician for Beating the Blues, you will have access to the Beating the Blues Dashboard, within the Manage My Health Provider Portal.



This is where you will be able to access the following functions within Beating the Blues

- Register new client [1](#)
- Search registered client [2](#)
- Resources [3](#)

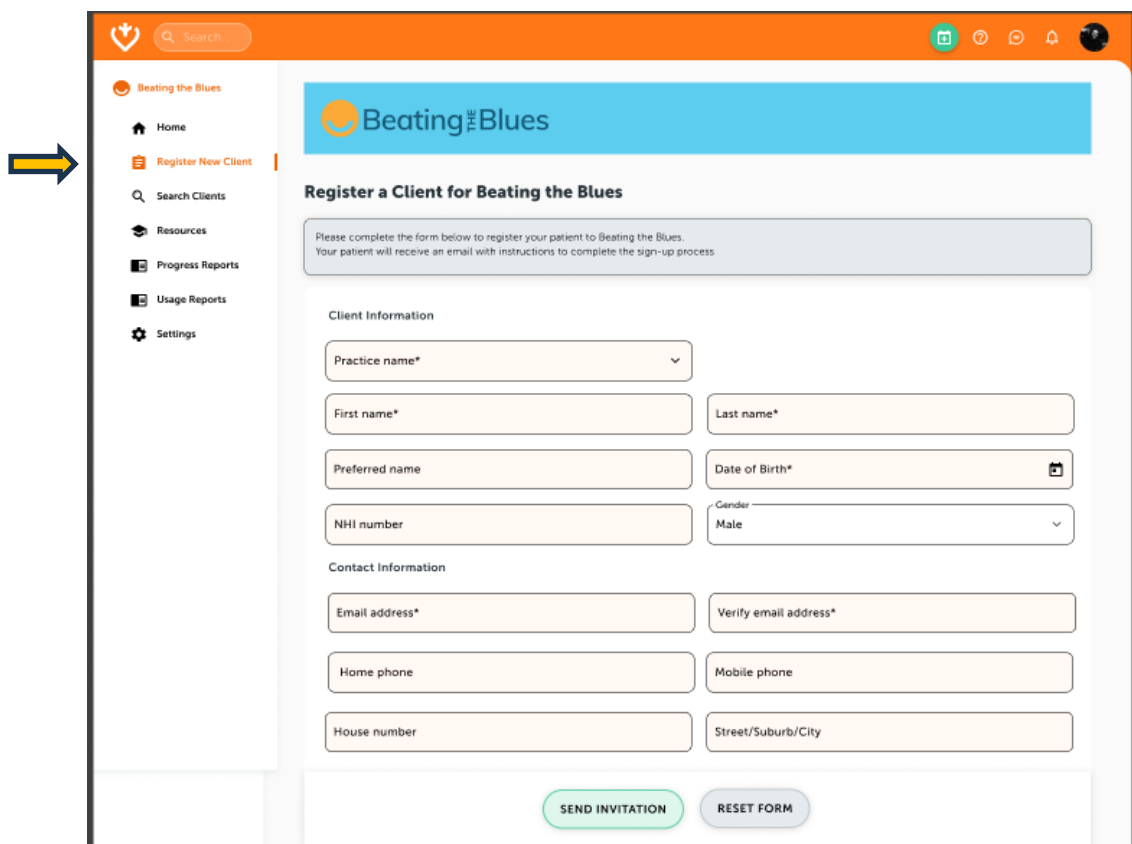
- View Progress Reports 4
- View Usage Reports 5
- Set up a secondary email address (click on settings) 6

Client Management

1. To Register / Prescribe New Clients

To register/prescribe Beating the Blues to a client in your care:

1. Select *Register New Client* from the navigation menu.
2. Enter the client's details in the registration form.
3. Check all details are correct before selecting *Send Invitation*.
4. The client you have registered with will receive an email inviting them to start the programme. Once they have completed the registration process, you will be able to monitor your client's progress.



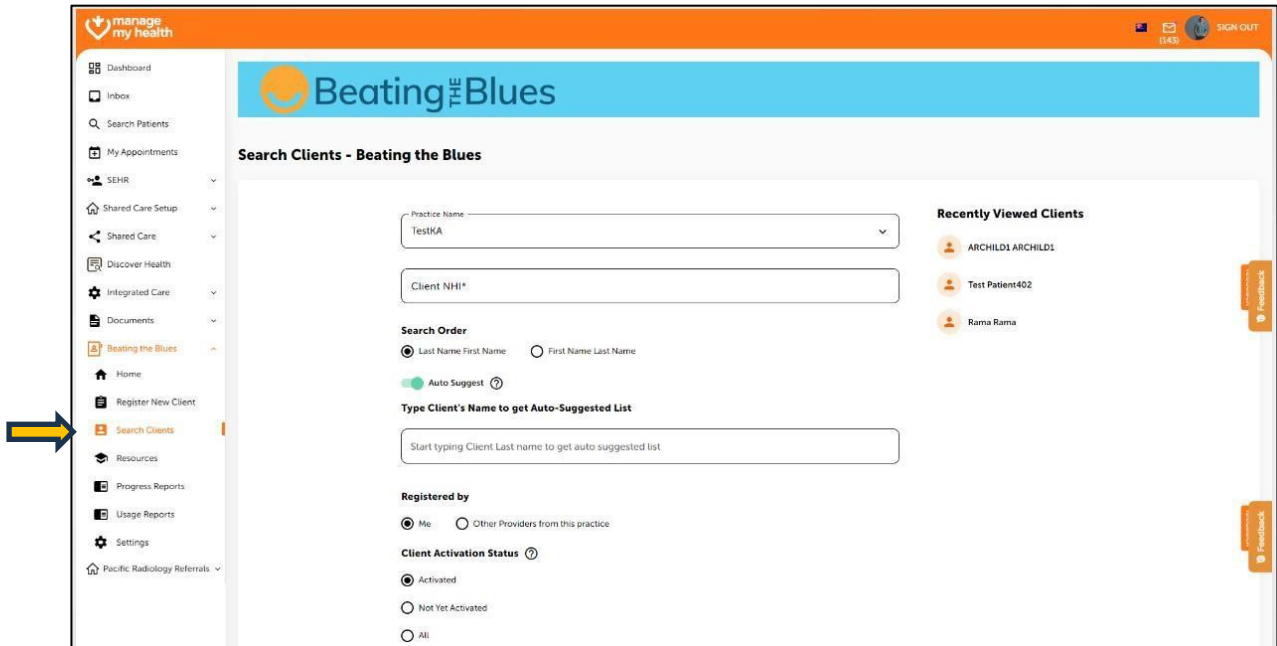
The screenshot displays the Beating the Blues web application interface. On the left, a navigation menu includes options for Home, Register New Client (highlighted with a yellow arrow), Search Clients, Resources, Progress Reports, Usage Reports, and Settings. The main content area is titled 'Register a Client for Beating the Blues' and contains a form with the following fields:

- Practice name* (dropdown menu)
- First name* (text input)
- Last name* (text input)
- Preferred name (text input)
- Date of Birth* (calendar icon)
- NHI number (text input)
- Gender (dropdown menu, currently set to Male)
- Contact Information section with sub-fields:
 - Email address* (text input)
 - Verify email address* (text input)
 - Home phone (text input)
 - Mobile phone (text input)
 - House number (text input)
 - Street/Suburb/City (text input)

At the bottom of the form, there are two buttons: 'SEND INVITATION' (in green) and 'RESET FORM' (in grey).

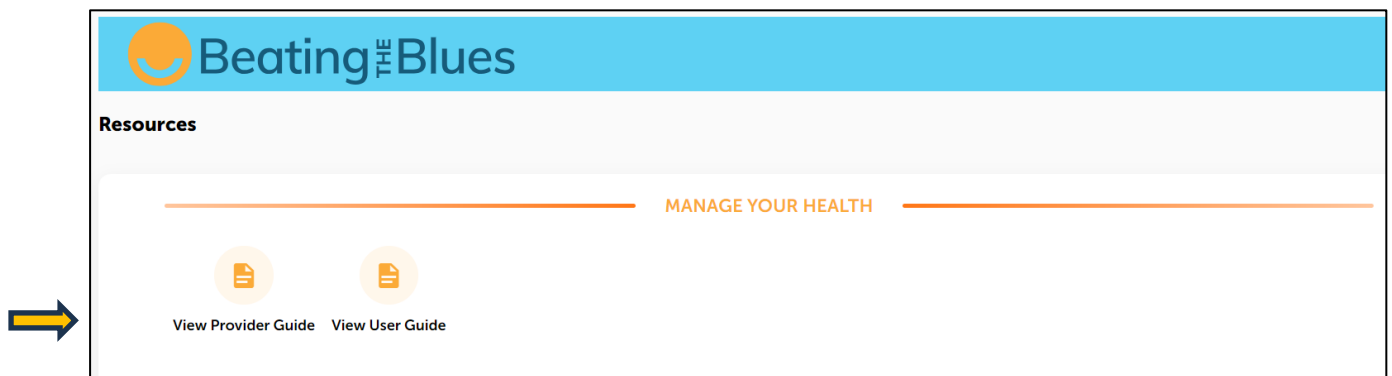
2. Search Registered Clients

To search for a client, click on Search Client with Auto-suggested list and a quick update on if the client is registered by you and client activation status.



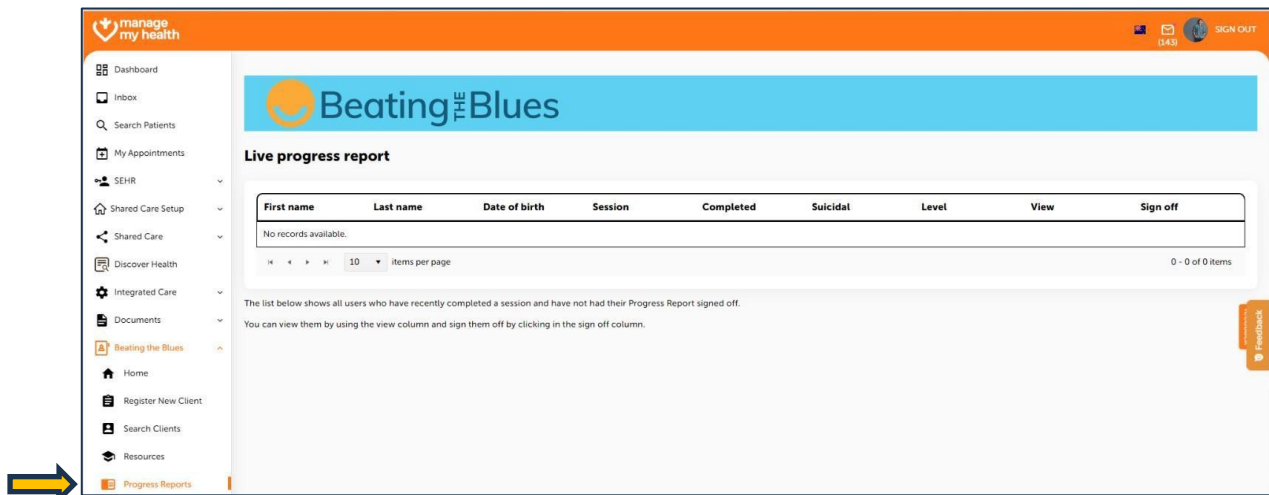
3. Resources

In the resource section both the client/user guide and the provider guide are available for quick reference. These guides are also available in the BTB website.



4. View Progress Reports

To monitor a client’s progress, click on the Progress Reports. The list below shows all clients who have recently completed a session and have not had their Progress Report signed off. You can view them by using the view column and sign them off by clicking in the sign off column.



5. View Usage Reports

Once you click on the View Usage Report it will show lists of – Clients registered by you; Usage summary by age group; Usage summary by male & female age group and Clients registered by all providers. You can also save the reports in the PDF or Excel file format for various purposes.

(please proceed to next page...)

manage my health
SIGN OUT

EXPORT TO PDF
EXPORT TO EXCEL

Beating the Blues Usage Reports

Client Name: Dr. Steve Max 11/12/2023 02:03 PM

Clients Registered by Me

Practice	#Prescribed	#Not Activated	#Activated	#Not Started	#Started S1	#S1	#S2	#S3	#S4	#S5	#S6	#S7	#S8	#Quit
VMDHPractice	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VMDHLocation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TestRA	6	5	1	1	0	0	0	0	0	0	0	0	0	0
Jani	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Feedback

Usage Summary by Age Group

Age Group	#Prescribed	#Not Activated	#Activated	#Not Started	#Started S1	#S1	#S2	#S3	#S4	#S5	#S6	#S7	#S8	#Quit
<18 Years	2	2	0	0	0	0	0	0	0	0	0	0	0	0
18-24 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25-34 Years	3	3	0	0	0	0	0	0	0	0	0	0	0	0
35-44 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
45-54 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
55-64 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
>64 Years	1	0	1	1	0	0	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Usage Summary by Female Age Group

Age Group	#Prescribed	#Not Activated	#Activated	#Not Started	#Started S1	#S1	#S2	#S3	#S4	#S5	#S6	#S7	#S8	#Quit
<18 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-24 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25-34 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35-44 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
45-54 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
55-64 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
>64 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Usage Summary by Male Age Group

Age Group	#Prescribed	#Not Activated	#Activated	#Not Started	#Started S1	#S1	#S2	#S3	#S4	#S5	#S6	#S7	#S8	#Quit
<18 Years	2	2	0	0	0	0	0	0	0	0	0	0	0	0
18-24 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25-34 Years	3	3	0	0	0	0	0	0	0	0	0	0	0	0
35-44 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
45-54 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
55-64 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
>64 Years	1	0	1	1	0	0	0	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Clients Registered by All Providers

Practice	#Prescribed	#Not Activated	#Activated	#Not Started	#Started S1	#S1	#S2	#S3	#S4	#S5	#S6	#S7	#S8	#Quit
VMDHPractice	126	21	105	90	1	13	4	1	1	1	1	1	1	0
VMDHLocation	90	5	85	75	0	9	2	1	0	0	0	0	0	0
TestRA	15	12	3	3	0	0	0	0	0	0	0	0	0	0
Jani	0	0	0	0	0	0	0	0	0	0	0	0	0	0

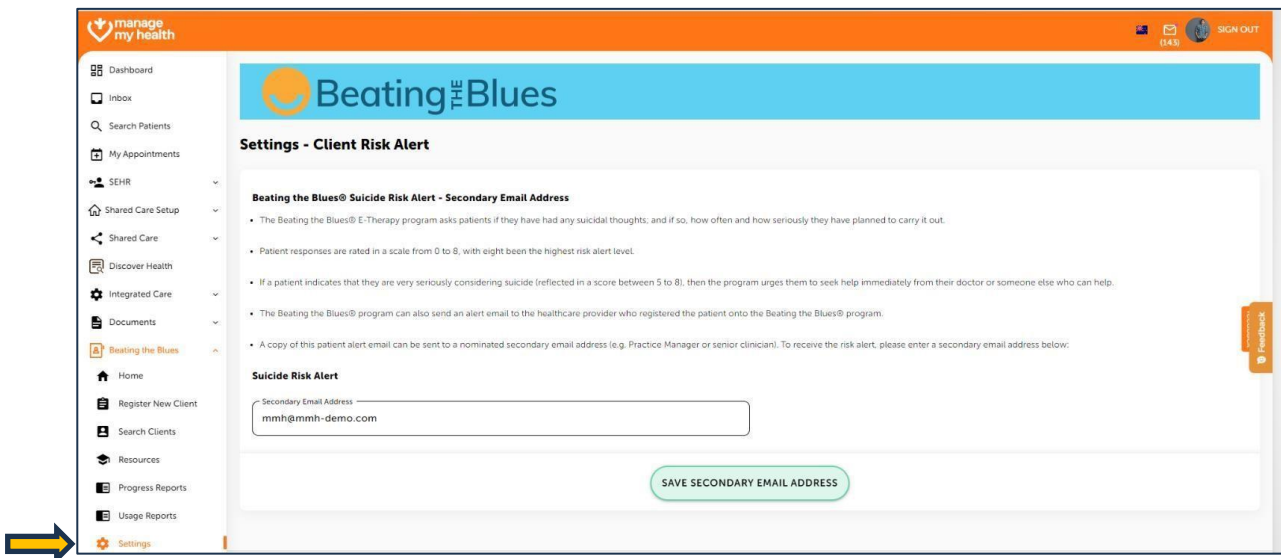
Page 16 of 18

PRIVATE AND CONFIDENTIAL

6. Set up a secondary email address (click on settings)

As discussed, in on page 8, The Beating the Blues Programme asks clients if they have had any suicidal thoughts; and if so, how often and how seriously they have planned to carry it out.

Client responses are rated on a scale from 0 to 8, with eight been the highest risk alert level. If a client indicates that they are very seriously considering suicide (reflected in a score between 5 to 8), then the program urges them to seek help immediately from their doctor or someone else who can help. The system can also send an alert email to the healthcare provider who registered the client onto this program. A copy of this client alert email can be sent to a nominated secondary email address (e.g. Practice Manager or Senior Clinician). To receive the risk alert, please enter a secondary email address in the provided space.



The screenshot shows the 'manage my health' interface. The left sidebar contains a navigation menu with 'Settings' highlighted by a blue arrow. The main content area is titled 'Settings - Client Risk Alert' and features the 'Beating the Blues' logo. Below the logo, there is a section titled 'Beating the Blues® Suicide Risk Alert - Secondary Email Address' with the following text: 'The Beating the Blues® E-Therapy program asks patients if they have had any suicidal thoughts, and if so, how often and how seriously they have planned to carry it out.' This is followed by three bullet points: 'Patient responses are rated in a scale from 0 to 8, with eight been the highest risk alert level.', 'If a patient indicates that they are very seriously considering suicide (reflected in a score between 5 to 8), then the program urges them to seek help immediately from their doctor or someone else who can help.', and 'The Beating the Blues® program can also send an alert email to the healthcare provider who registered the patient onto the Beating the Blues® program.' Below these points, it states: 'A copy of this patient alert email can be sent to a nominated secondary email address (e.g. Practice Manager or senior clinician). To receive the risk alert, please enter a secondary email address below:'. A text input field contains the email address 'mmh@mmh-demo.com'. At the bottom of the form is a green button labeled 'SAVE SECONDARY EMAIL ADDRESS'.

Thank you!