
Program performance and effectiveness



July - December 2023

The logo for ecouch, featuring the word "ecouch" in white lowercase letters on a dark blue rectangular background. A small "TM" trademark symbol is located at the top right of the text.The logo for moodgym, featuring the word "moodgym" in white lowercase letters on a green rectangular background. A small "®" trademark symbol is located at the top right of the text.The logo for BluePages, featuring a stack of four colored pages (blue, purple, green, and white) on the left. To the right, the text "BluePages" is written in a bold, white, sans-serif font, with "Depression Information" in a smaller, white, sans-serif font below it.

e-hub self-help programs

e-hub Health delivers **self-directed online programs** which provide evidence-based information and skills training to prevent or manage the symptoms of common mental health problems.

The programs are based on the best available evidence and evaluated through high quality research.

They can be used **anonymously, at any time, from anywhere.**

All programs are provided **free of charge** to Australians thanks to funding by the Australian Commonwealth Department of Health.

Read more at [e-hub Health \(ehubhealth.com\)](http://ehubhealth.com).

ecouch.com.au moodgym.com.au bluepages.anu.edu.au

Acknowledgements

In the spirit of reconciliation e-hub Health acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We also acknowledge and respect the diversity of our service users, including diversity of ethnicity, gender, sexual orientation, religion, age and disability.

e-hub Health complies with and promotes [The Australian Charter of Healthcare Rights](#) and [The Charter of Young People's Healthcare Rights](#).

Program performance and effectiveness

e-hub Health collects quantitative and qualitative feedback from service users about their satisfaction with our services, program usability and accessibility, and user demographics and performance indicators.

The collected information is regularly reviewed to ensure the **safety and quality** of the programs meet the needs of consumers, and to inform quality improvement requirements.

This report is based the period from **July 1 2023 to December 31 2023**, and includes information collected from Australian users who have used the moodgym and e-couch programs.

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Service user
demographics

Gender

moodgym

24.9%

73.9%

1.3%

Male

Female

Non-binary



e-couch

22.7%

75.6%

1.7%

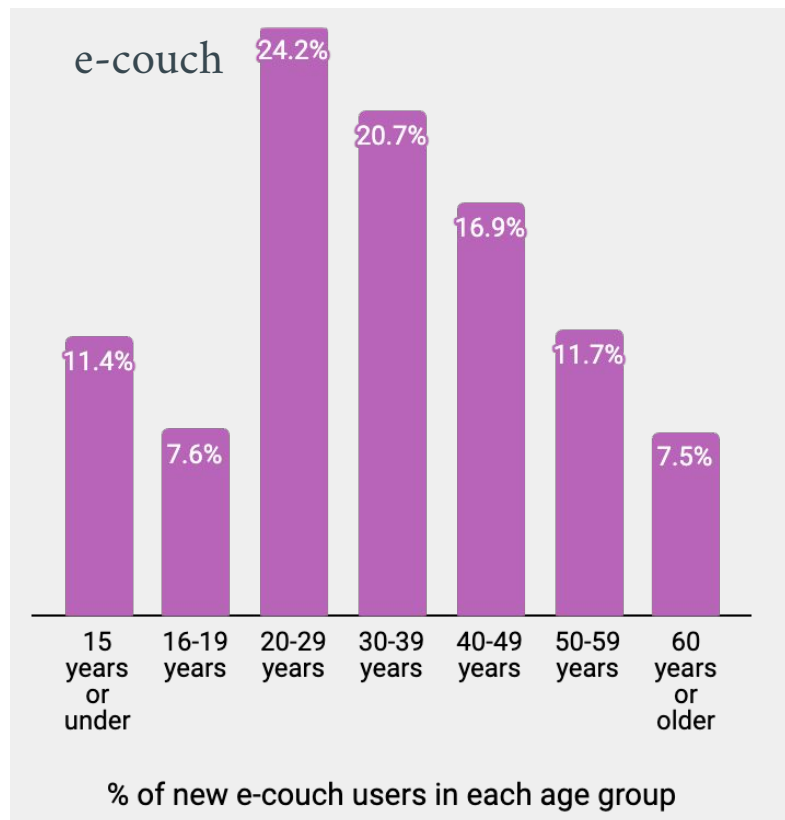
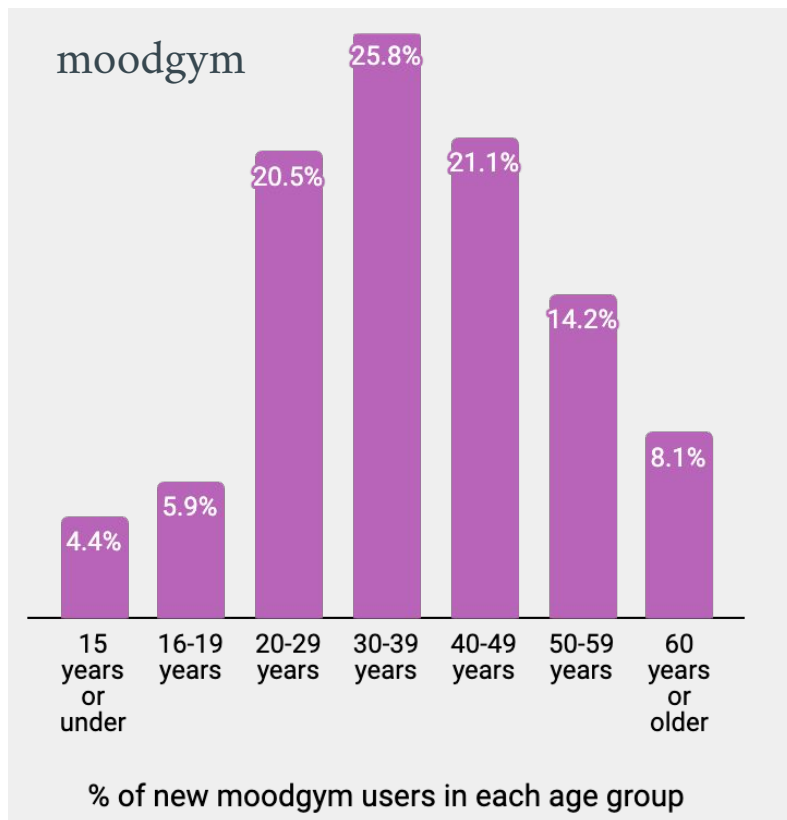
Male

Female

Non-binary



Age group



Aboriginal and Torres Strait Islander Users



moodgym

3.9% of new users



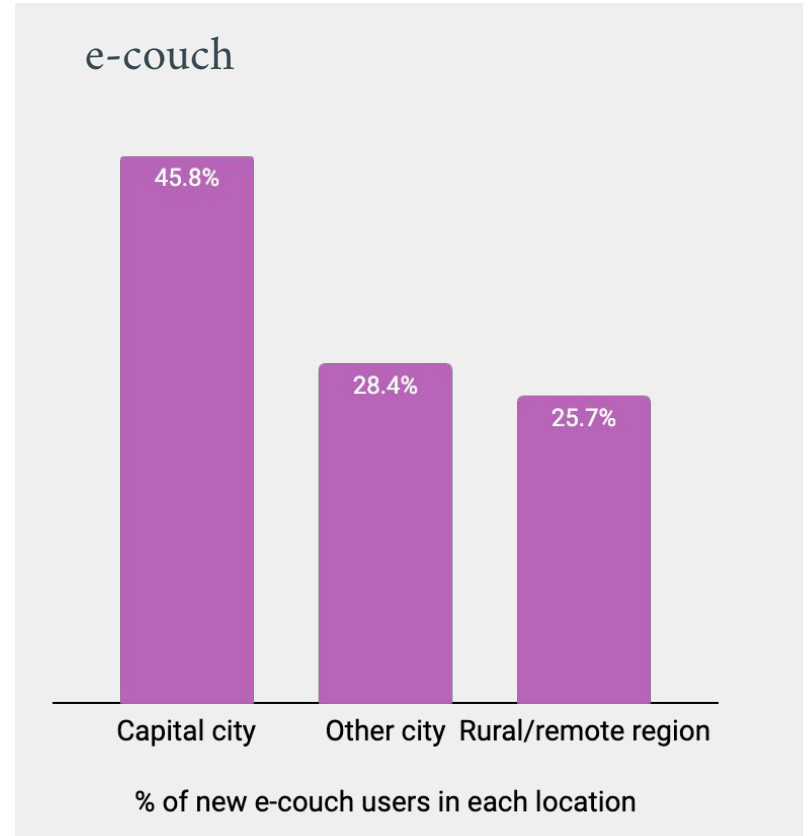
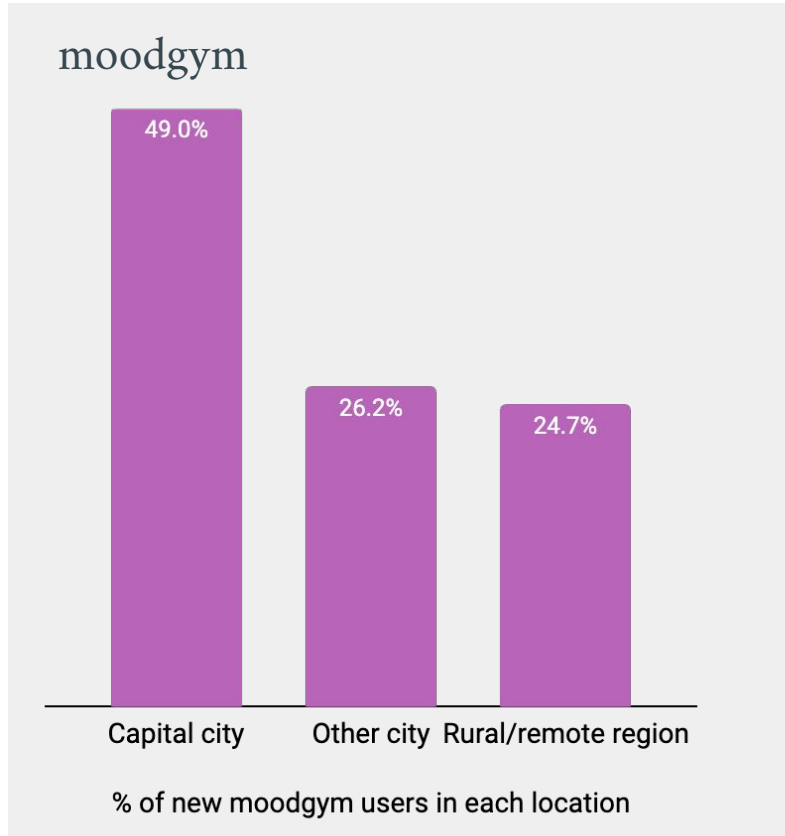
e-couch

6.4% of new users



This information is collected so that e-hub Health can monitor trends in access and outcomes for Aboriginal and Torres Strait Islander service users, and to inform improvement strategies for culturally safe digital mental health care.

Location



Referral by a health professional (e.g. GP, psychologist)

moodgym

28.4% of new users



e-couch

17.1% of new users



Service user feedback and satisfaction

Service user satisfaction

When we asked e-couch and moodgym users about how satisfied they were with the program:

80.8%

of service users agreed that the program provided them with new skills.

91.6%

of service users agreed that the program provided them with useful information.

75.1%

of service users agreed that they will suggest that others visit the program.

77.9%

of service users agreed that they enjoyed visiting the program website.

Service user feedback

We asked e-couch and moodgym users about **what worked**, **what did not work well**, and **the best bits** of the programs. Here is a summary of this feedback:

What worked:

- Assessing depression and anxiety
- Being able to work at my own pace
- Challenging negative thoughts in a structured way
- Easy to navigate and understand content
- Example characters
- Modules and quizzes

What did not work well:

- Relationship section wasn't relevant at this time
- Losing progress when answers weren't automatically saved
- Characters didn't feel relevant to me but would help others
- My mood was so low I struggled to complete the initial exercises

Best bits:

- Identifying warped thoughts and strategies to overcome them
- Learning relaxation exercises
- Great content and practical exercises
- Understanding the link between perfectionism and procrastination
- Useful when I have a mental health flare up

Symptoms and
effectiveness

Depression and anxiety symptoms

New moodgym and e-couch users complete initial depression and anxiety symptom screening scales¹.

moodgym

Mean depression score: 6.1

(SD=2.0, N=8,561)

Mean anxiety score: 6.3

(SD=2.1, N=8,360)

e-couch

Mean depression score: 6.2

(SD=2.1, N=2,074)

Mean anxiety score: 6.6

(SD=2.1, N=1,994)

Mean social anxiety score: 8.0

(SD=6.0, N=1,888)

The mean score for the general population on these scales is 2 (depression and anxiety) and 2-3 (social anxiety). This indicates that service users have elevated levels of depression and anxiety symptoms.

¹ Depression and anxiety measured using the Goldberg Depression and Anxiety scales - score range 0-9 (Goldberg, 1988). Social anxiety measured using the Social Phobia Screener (SOPHS) - score range 0-20 (Batterham, 2017).

Change in service users' symptoms

Service users may complete additional symptom quizzes throughout their use of the programs and we are able to report on the average symptom improvement experienced by these service users.



moodgym

For service users who completed 3 or more modules, both depression and anxiety symptom scores improved:

Mean **depression score improved** from 5.8 (SD=2.2) to 4.9 (SD=2.7)*

Mean **anxiety score improved** from 6.1 (SD=2.2) to 5.3 (SD=2.7)*

* $p < .001$ Which means that there is a high level of statistical significance for these changes.

Change in service users' symptoms (cont.)

e-couch

For service users who completed at least one toolkit module in the relevant program, symptom scores improved:

Depression program

Mean **depression score improved** from 6.4 (SD=2.0) to 6.3 (SD=2.2)*

Mean **anxiety score improved** from 6.2 (SD=2.3) to 6.0 (SD=2.4)*

Anxiety & worry program

Mean **depression score improved** from 5.4 (SD=2.3) to 5.2 (SD=2.5)*

Mean **anxiety score improved** from 6.7 (SD=2.0) to 6.2 (SD=2.2)*

Social anxiety program

Mean **social anxiety score improved** from 11.5 (SD=4.9) to 10.6 (SD=5.4)*



Program Effectiveness

e-hub Health programs have been evaluated in a large number of scientific trials undertaken by research groups around the world.

This research has established the effectiveness of the programs in a range of settings and with different population groups.

For more information about published, peer-reviewed research, visit [e-hub Health \(ehubhealth.com/evidence\)](http://ehubhealth.com/evidence).

Delivery performance and
program improvements

Email support response time

e-hub Health's program support team responds to service users' email enquiries.

The team aims to respond to all enquiries within three business days.

Average response time



6h 16m

(within business hours)

Enquiries that are clinical in nature or require referral to other services are attended to by e-hub Health's clinical psychologist.

Web service uptime



All programs were delivered securely during the reporting period. e-couch experienced one unplanned downtime and moodgym experienced one period of degraded performance.

Program improvements

- e-hub Health programs were added to the [Register of accredited service providers](#) (National Safety & Quality Digital Mental Health Standards).
 - New version of the e-hub Health Clinician Manual released (available from the [e-hub Assist Clinician Resource Centre](#)).
 - Content updated for the moodgym 'Bad Hair Day' exercise based on service user feedback and clinical review.
 - 56 depression treatment reviews were updated on BluePages (6 medical, 1 psychological, 49 lifestyle treatments).
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How can I get involved?

e-hub Health is committed to **engaging and partnering with consumers.**

We value insights from service users and the positive contribution this makes in improving the safety and quality of our programs.

Provide program feedback

e-couch and moodgym include feedback forms, and feedback about BluePages can be shared using BluePages 'contact us'.

Learn more, contribute and share

[e-hub Health Get Involved](http://ehubhealth.com) page (ehubhealth.com) provides additional information and ways to get involved:

- Provide feedback about all aspects of our services, including our program performance and evaluation criteria
- Join our customer advisory group
- Share your experience of our services
- Contact us