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# Program performance and effectiveness



July - December 2024

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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-guided 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](http://ecouch.com.au) [moodgym.com.au](http://moodgym.com.au) [bluepages.anu.edu.au](http://bluepages.anu.edu.au)

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# 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](#).

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# 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 2024 to December 31 2024**, 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

26.9%

72.1%

0.9%

Male

Female

Non-binary



e-couch

22.9%

75.0%

2.1%

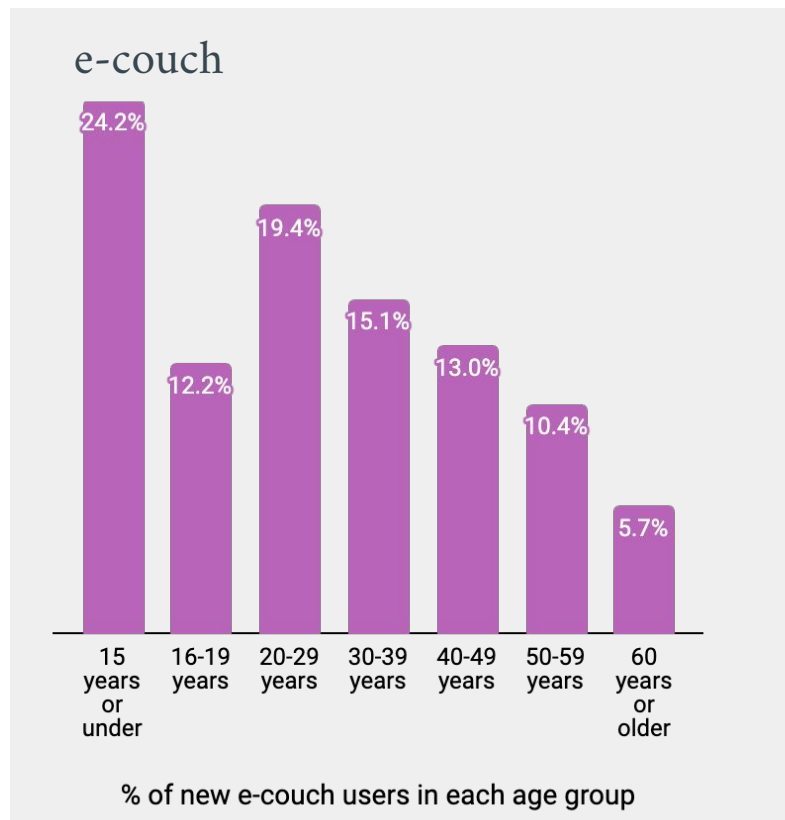
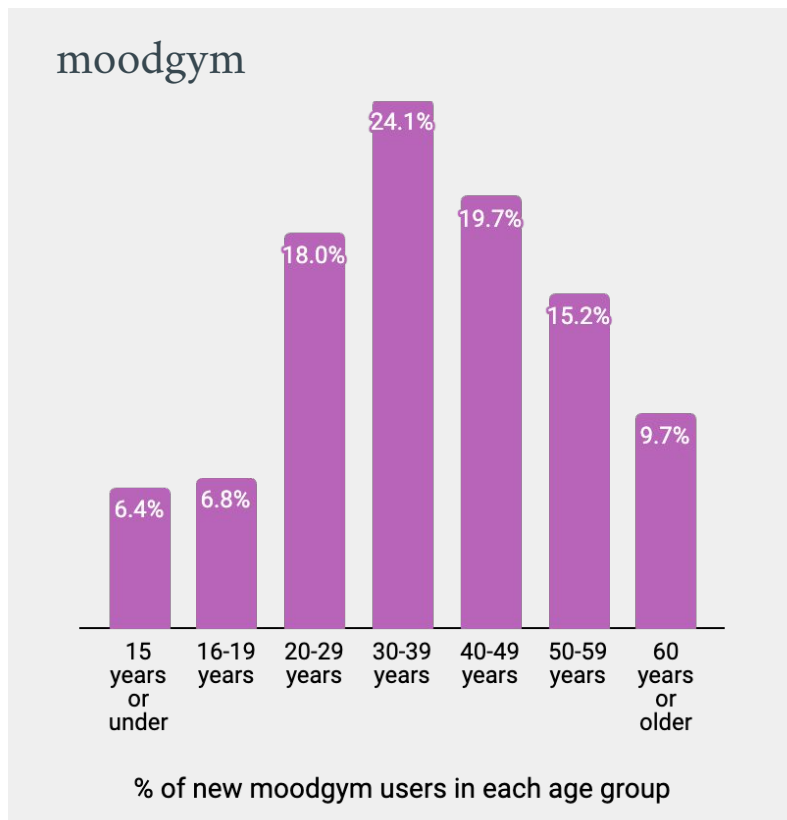
Male

Female

Non-binary



# Age group





# Aboriginal and Torres Strait Islander Users



moodgym

4.0% of new users



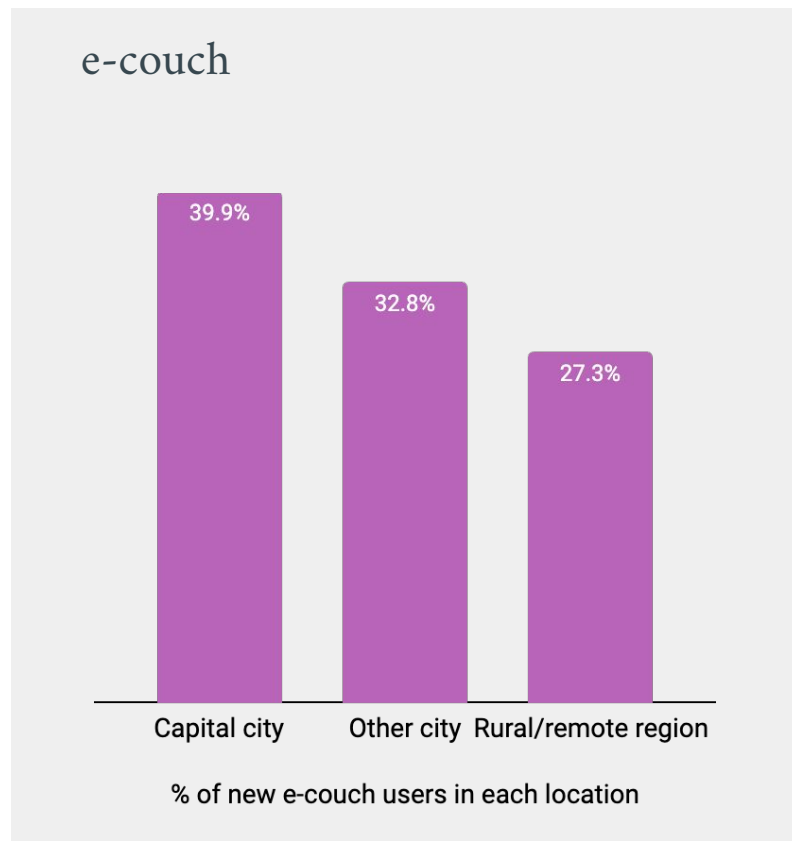
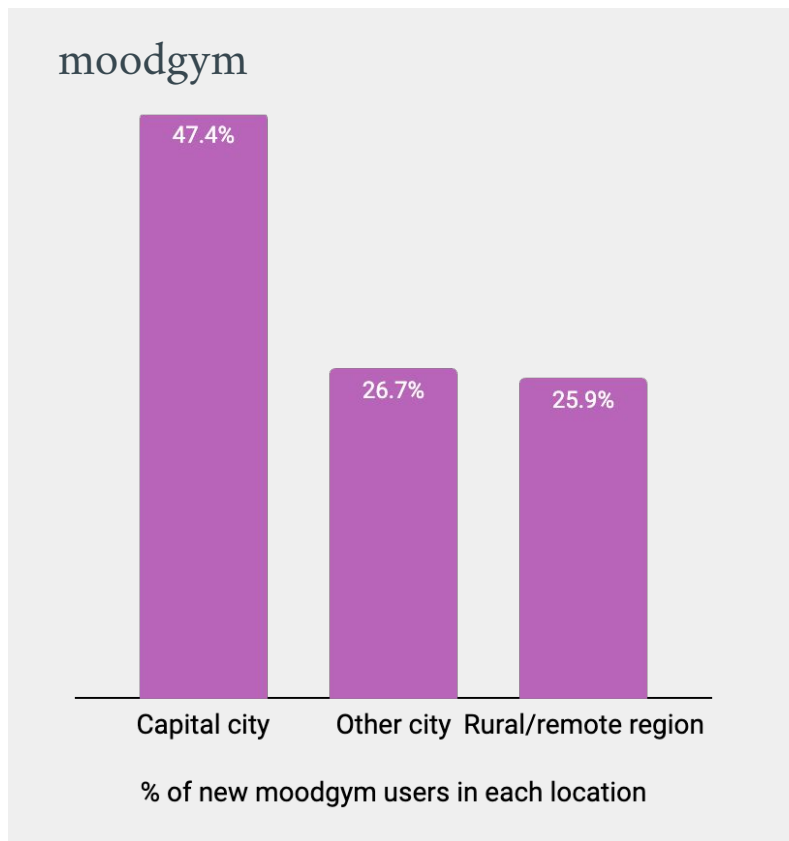
e-couch

9.4% 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

32.7% of new users



e-couch

14.1% 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:

78.4%

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

86.8%

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

75.6%

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

76.9%

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:

- Easily navigated and lots of useful resources all in one place.
- I like learning and doing the exercises at my own pace.
- Reevaluating my actions and thoughts.
- The cognitive behavior therapy program, I really understood it.

## What did not work well:

- I felt like some of the examples were the most intense experiences, and I found them hard to relate to.
- Some sections were irrelevant to me.
- There were a lot of links to click on in each page, not necessarily a bad thing but can be overwhelming.

## Best bits:

- Unwarping my warpy thoughts gave me a new perspective.
- Better than the 5 years of psychologists I've seen.
- It was easy to understand and gave things to think about and implement daily.
- I liked that it was simple and practical.
- Real life examples, interactive exercises, and quizzes.

Symptoms and  
effectiveness

# Depression and anxiety symptoms

New moodgym and e-couch users complete initial depression and anxiety symptom screening scales<sup>1</sup>.

## moodgym

**Mean depression score: 5.9**

(SD=2.1, N=6,428)

**Mean anxiety score: 6.2**

(SD=2.2, N=6,207)

## e-couch

**Mean depression score: 6.3**

(SD=2.0, N=1,990)

**Mean anxiety score: 6.8**

(SD=2.0, N=1,845)

**Mean social anxiety score: 8.1**

(SD=5.9, N=1,717)

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.

<sup>1</sup> 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 6.3 (SD=2.2)\*

### *Social anxiety program*

Mean **social anxiety score improved** from 11.8 (SD=5.1) to 10.7 (SD=5.5)\*



# 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



**5h 53m**

(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.

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# Program improvements

- Updates to program feedback surveys and FAQ were implemented.
  - Ongoing maintenance and back-end improvement work was undertaken as part of our ongoing commitment to consistent delivery and information security.
  - We continued to explore options for how to make the [e-couch landing page](#) more accessible (including feedback from our Consumer Advisory Group). See '[Get involved](#)' if you are interested in joining this group!
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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](http://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