

# Real world case studies of a preventative computerised cognitive behavioural (cCBT) package being used to support employees within large UK organisations

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**Theme:** *Implementation: from evidence-based research to evidence-based implementation*

**Objective:** Computerised CBT promises a way of bringing an effective intervention to a large population. However, there are challenges to achieving this within a viable business model. One approach may be through Occupational Health departments.

**Methodology:** Case study of the introduction of the Xanthis system, a cCBT package, in three large, public sector organisations in the UK: Dyfed-Powys Police, Cardiff University and Oxford University.

Xanthis was made confidentially available to all employees, accessible over the Internet. Its use was tied into Occupational Health/Human Resources policies. Different research methods were conducted to investigate use. User numbers were monitored; results now cover three years. Interviews were conducted with purchasers of the package. At Dyfed-Powys Police, a before/after questionnaire was conducted on users.

**Conclusions:** User numbers peaked after launch in all organisations before settling at 5-10% staff. Users find the tool a useful support and like that it is confidential, accessible, increases knowledge and understanding about problems, and links to sources of help. The best testimonial was from a suicidal individual who used Xanthis to gain understanding of their situation and then seek help. The experience shows that technology has a role within organisations for the support of employees and in early intervention for mental health problems.

There were many problems associated with the implementation and launch of the tool. Different organisations wanted to use Xanthis in different ways and in conjunction with other activity. How the tool was promoted internally was critical. Commercialisation was constrained by the resources devoted to Occupational Health.

[250 words]