Using data in volume to enable therapists to be the best they can be

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Therapy via synchronous messaging in secure one-to-one therapy area (scheduled sessions)

Online access to homework tasks & outcome questionnaires

Secure asynchronous messaging between sessions

Review of verbatim transcripts

Complete record of therapy available to patient for review post discharge

Unique, clinically validated, written conversation, CBT method

Delivered using proprietary web-based platform optimised for online therapy
Research and Development Platform
Digitally-Enabled NHS Business Generates Unique and Valuable Dataset

**Full patient characterisation**
- Clinical diagnosis
- **Full clinical discourse transcripts from patient and therapist**
- Therapeutic model
- Asynchronous message content
- Clinical notes
- Demographics
- Medical History
- Medication status
- Location
- Ethnicity
- Quality of therapist
- **Future: Sensor / Biometric Data**

**Enables Learning and Prediction**

**Detailed measurement of clinical course and response to treatment**
- Clinical status measured objectively at each session incl. improvement, deterioration, recovery
- Validated diagnosis-specific outcome scales
- **Rate of recovery**
- Caseness
- Relapse
- **Costs of therapeutic results**

Data already yielding significant operational efficiency gains. Recorded transcripts enable mandatory therapist quality control 10x faster than face to face therapy. By 2018 this will be fully automated and instantaneous

Therapist transcripts provide full audit trail to limit therapist liability exposure in the event of client suicide.
Access to data enables accountability in care
We enable therapists and supervisors to visualise their performance

Ieso’s data analytics allow therapist performance data to be continually monitored

Personalised support and training based upon individual therapist data can be delivered

Drill down to show individual therapist performance
Use of Data: Milestones

1. **Therapist Variables**
   - Identification of variables that consistently lead to good clinical outcomes
   - Proven ability to deliver clinical outcomes

2. **Ieso Equation ©**
   - Development of a quantifiable method of measuring therapists' clinical skills using three aspects that are proven to lead to good clinical outcomes. Inter-rater reliability tested.

3. **8 stage model ©**
   - Identification of 8 areas where therapy may go wrong. Model is embedded in Ieso CPD programme

4. **Embedding in product**
   - AI established in product and delivering operational benefits
Scientific Practitioner

- Curious
- Humble
- Reflective
- Hungry to learn
Therapist
The 8 stage model

Full assessment and formulation leading to a provisional diagnosis

Use of appropriate measures: MDS and ADSM

Differential Diagnosis

Select appropriate disorder specific treatment protocol

Adhere to protocol

Collaborative review exploring key milestones

Collaborative blue print

Reflective process (scientist practitioner)

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Next steps: the Therapists’ Assistant

Our dataset, which includes recovery and improvement measurements, lets us model what good therapy looks like.

**Protocol adherence is key**:1

Provide links to key points before session starts

- Monitor every session, and provide just-in-time reminders and prompts

Support professional development by identifying correlations between actions and poor outcomes.

Risk monitoring.
