Stakeholder perspectives on internet-delivered cognitive behavioural therapy for public safety personnel: A qualitative analysis (2021)

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PSPNET offers **free**, **confidential**, **and convenient** internet-delivered cognitive behaviour therapy (ICBT) developed with and for Canadian first responders and other public safety personnel (PSP). Learn mental health information and skills in an online platform with optional therapist support via secure messaging or phone calls. **Learn more by visiting www.pspnet.ca!**



PURPOSE:

To understand PSP's perceptions of and feedback on tailored ICBT.

126 PSP in Québec and Saskatchewan



BARRIERS TO TREATMENT:

Stigma and fear of repercussions	76%
Distance from services	57%
Time constraints	38%
Providers lack PSP knowledge	38%
Cost	34%
Unaware of need for help	30%
Waiting times	28%
Confidentiality concerns	25%

USEFULNESS:

Need for tailored ICBT for PSP93	%	
PSP will use tailored ICBT62	%	

ADVANTAGES:

Confidential	.72%
Access at any time	. 67%
Access at any location	. 39%
Complements existing services	. 18%
Allow PSP to provide better services.	. 18%
Evidence-based	. 14%

CONTENT RECOMMENDATIONS:

Mental health disorders	.62%
Relationships	.54%
Sleep	. 43%
Emotion regulation	.41%
Substance abuse	. 24%
Case stories	. 19%
Work-life balance	.13%
Peer support	. 10%

DISADVANTAGES:

Providers reliance on verbal cues 43%	
Technology concerns25%	
Engagement concerns21%	
Time commitment8%	
Unable to continue support after8%	

DELIVERY RECOMMENDATIONS:

Flexible timeline65%	
Flexible mode of communication 55%	

CONCLUSIONS:

- 1. PSP face many barriers to mental health treatment.
- 2. ICBT is acceptable, appropriate, and likely to be used by PSP.

Note: This data was extracted from the PSPNET therapist-guided PSP Wellbeing Course routine practice database.

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