Serenity for Clinicians and Care Teams

Build better clinician-patient relationships

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Understanding the Challenges

The current mental health intervention delivery paradigm is ill-prepared to meet the demands of mental health support. This gap in the implementation of effective mental health interventions results in large scale human suffering and lost potential, spillover effects onto families and communities, high expenditure on healthcare services, and wasted resources.

Specifically, the current mental healthcare system:

- Lacks the ability to deliver care where, when, and to whom it is required.

- Lacks the resources and abilities to respond to and continuously monitor each individual patient's therapeutic needs and treatment progress because of resource limitations and expense.

- Is prone to delays which can result in a worsening of symptoms that would otherwise have been preventable.

Realising the potential for digitally-delivered and data-driven mental health treatment technologies in mental healthcare, Serenity protocol interventions and utilization analytics ensure patients follow a **structured therapeutic approach** that they can do on their own time, in their own way, with continuously collected analytics that offer clinicians and care teams real-time insight into patient outcomes and potential touch-points for improving treatment efficacy of the digital solution.

How it works

SERENITY OFFERS CLINICIANS ACCESS TO A SUITE OF ONLINE TREATMENT COURSES AND INTERACTIVE TOOLS.

The range of protocol interventions in Serenity Builder are designed to teach patients proven psychological skills. The tool simultaneously gives care providers the flexibility and confidence to focus on more advanced clinical interventions and maximise the impact of 1:1 in-session time.

Psychoeducational and psychotherapeutic materials are arranged into a clinically-standard series of sessions made available for a specific time period (e.g. 120 days). In the typical patient use-case scenario, patients log in to a secure mobile health delivery platform (e.g. mobile app) to access, read and interact in a conversational-style dialogue. Patients are required to complete homework assignments, which they are expected to complete before beginning the next session, some of which utilize interactive tools that guide the patient step-by-step through a therapeutic technique that helps patients apply learning in their real-world lives.
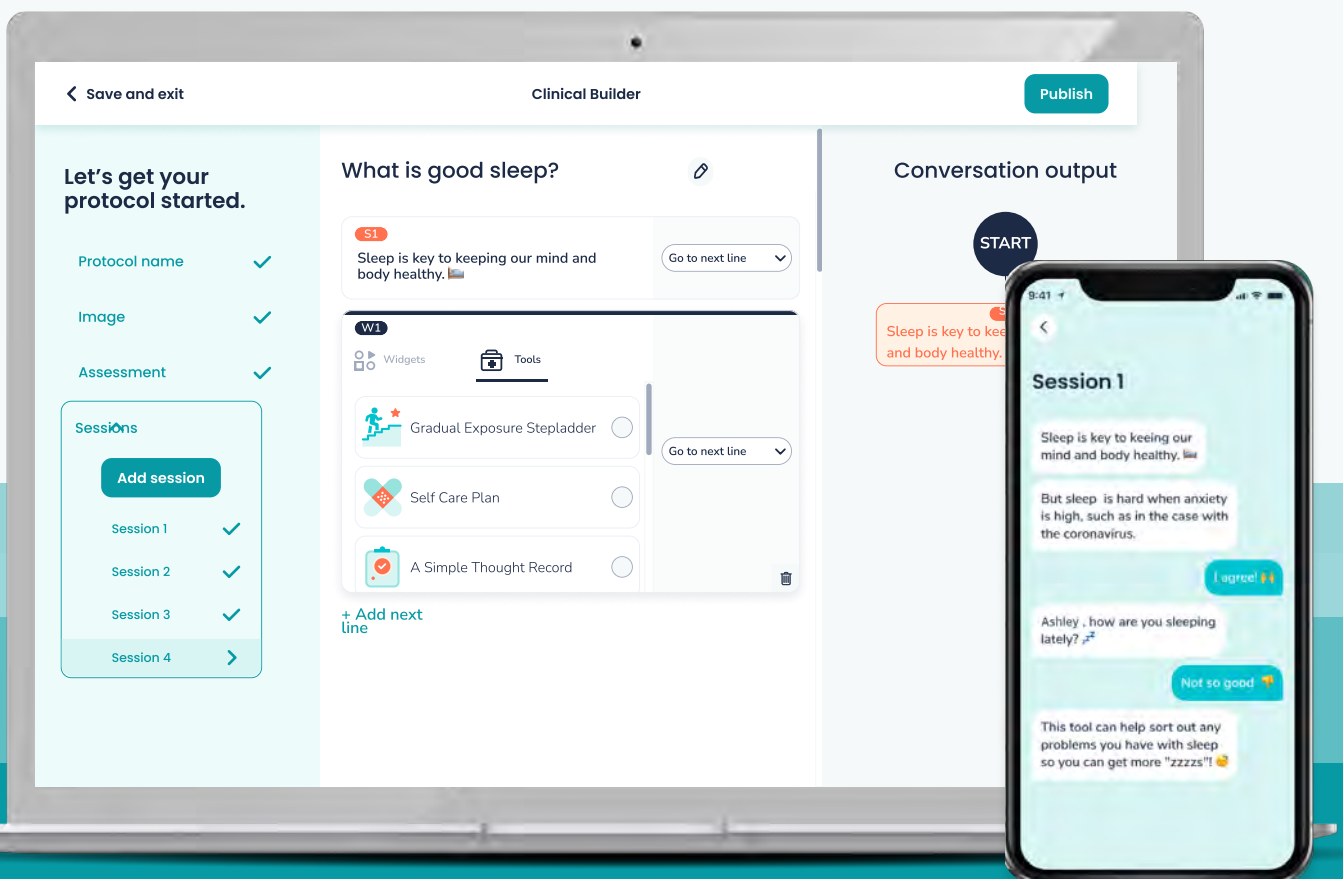
Increasing access to care

Serenity protocols are accessible and engaging to patients regardless of race, gender, sexual orientation, education, geographical location, income, technical knowledge, or symptom severity (except in cases of psychosis in which online therapies are typically inappropriate). In Serenity, protocols can be iterated upon by clinicians and care to meet the unique needs of specific user factors (e.g. reading level). Patients also present with a spectrum of experiences with previous mental health services. Some have previously received traditional face-to-face treatments or telehealth treatments while others have never sought treatment, despite years or decades of distressing symptoms.

Advantages for patients

FASTER START TO CARE

The time elapsed from screening/referral to the first protocol session can be a matter of minutes versus potentially weeks for initiation of face-to-face therapy.

NO SCHEDULING LAGS

While face-to-face and telehealth sessions need to be scheduled days or weeks in advance due to therapist availability, protocol sessions can be completed on-demand, when patients most want to and need to engage with a supportive therapeutic experience.

CORE SKILL-BUILDING

User-friendly materials guide and teach participants the core psychological and behavioral skills, which they can practice on their own time, creating more consistency between in-person sessions.

REDUCED BARRIERS

Barriers to seeking help for mental health conditions due to perceived or real stigma are significantly reduced when accessing digitally delivered treatments.

EQUITABLE AND UBIQUITOUS

Smartphone access is equitable and ubiquitous, so protocols can be readily accessed anytime, anywhere, by nearly anyone.

Advantages for clinical teams

BENEFITS OF SERENITY PROTOCOLS

Clinicians have the ability to provide patients with a complete pre-scripted doc.ai session-by-session protocol targeting a specific mental health issue, or by tailoring protocols to unique patient needs using Serenity Builder scripted session **templates and psychoeducational tools**.

Serenity protocols can be used for **prevention or early intervention, first-line treatment, adjunctive treatment, and as a tool for relapse prevention**. They offer convenience and flexibility by being accessed anytime and anywhere, and material can be reviewed as often as required by patients or as assigned by care providers.

The highly structured and conversationally-scripted nature of the protocol intervention **limits patient and therapist "drift"** due to variations in therapist experience, education, or experience, ensuring the psychotherapeutic experience is identical for all patients with the same presenting mental health issue taking the same protocol.

Protocols are **scalable, cost-effective** and can be **quickly disseminated** to a large population or potential users.

The deployment of Serenity protocols can be organized as **nationalized centralized health care (i.e., specialist centres),** which reduces the need for duplication of resources and facilitates training and supervision.

Staying Happy While Isolated

A Simple Thought Record

Add widgets

Gradual Exposure Stepladder

Self Care Plan

Changing Unhelpful Thinking Styles

Breathing exercise

Advantages for clinical teams

BENEFITS OF SERENITY DATA AND ANALYTICS

Through Serenity's Insights and analytics dashboards, clinicians **monitor patient progress and outcomes** to better enable delivery of preventive and personalised care.

Using the Insights dashboard, clinicians can **identify the moment a patient needs additional support** rather than wait for patient reports at weekly or scheduled visits.

Progress and outcome monitoring is achieved by **embedded assessment measures in Serenity Builder Protocols.** Additional assessment measures can be optionally added at any point in a protocol by protocol authors to assess progress temporally, assess for comorbid issues, and/or assess for newly emerged issues since the protocol was started.

Serenity Protocols enable the **better delivery of preventative and personalised care,** by opening up new types of data collection and analysis to enhance understandings of mental health.

COVID-19 Community Health Score

Source: xy.ai

69

✓ Baseline assessment (PHQ-9) ✓ In session assessment

Severe

Moderate

None

33

5,600	271	46%	75%
Visits	Enrolled	User engagement	Completion rate

Finished Session 3 of Reducing Social Anxiety
at Oct 21, 2020

Baseline   Session 1   Session 2   Session 3   Session 4   Session 5   Session 6   Session 7