

Guide for Affiliate High Intensity Therapists (HIT)





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About Ieso

The future of mental healthcare is changing. Be part of the revolution.

Ieso Digital Health has been delivering high-quality online cognitive behavioural therapy (CBT) for people experiencing common mental health issues since 2011.

HITs in our network deliver treatment directly to patients via typed or video during online therapy appointments. You can schedule your appointments at a time which best suits you and your patients, including evenings and weekends. Patients can attend sessions securely with any device that has access to the internet. However we do require our Therapists to use a laptop or desktop rather than a tablet or mobile phone. In between appointments patients can revisit the transcripts of their typed therapy sessions to remind themselves what they've learned. And they can keep you updated on their progress by messaging you via the Ieso platform.

[Click here to watch this video](#) to find out more about how we deliver therapy.



Ieso invests extensively in Research and Development and the science and clinical teams are dedicated to supporting clinicians to be the best they can be. Our teams work to understand the causes of mental illness and to find the most effective way to help our patients get better as quickly as possible.

Therapy transcript data is analysed using advanced statistical techniques – including deep learning – to find out what moves patients into recovery, what works for whom, and what keeps patients engaged in treatment. These insights are fed back into the training we provide to clinicians. You can learn more about some of Ieso's work [by clicking here](#).



Meet key members of the Ieso Team



Stephen Freer
Chief Clinical Officer

Stephen is accountable for clinical governance at Ieso. He works across Ieso to improve the quality of our service and safeguards high standards of care by creating an environment in which excellence in clinical care flourishes.



Sarah Bateup
Clinical Advisor

Sarah's passion is how we can use technology to improve the quality of mental healthcare. She oversees all clinical research at Ieso and ensures we are using our findings to improve how we deliver therapy.



Shazna Khanom
Clinical Director

Shazna oversees Ieso's clinical service, ensuring that patients receive the best care and that clinicians are supported and provided with the highest quality training.



Jack Southward
UK Service Lead

Jack oversees both our Step 2 and Step 3 services and is responsible for clinical supervision and case management. Jack helps us to provide the best clinical outcomes for our patients and the best clinical support to affiliate PWP's and HITs.

Why become an Affiliate HIT?

Imagine a world where we can show you precisely how the therapy you provide is working. Now imagine having the tools to make an accurate diagnosis before you've even had sight of a pre-assessment questionnaire. How about being able to accurately predict the likelihood of a patient's engagement in the therapy before they even start? These are just a few of the tools we're already using in our treatment – with many more exciting innovations still in the research and development stage.

Our supervisors can show you, almost sentence by sentence, what works well and what works less well. We can give you insight into your own practice that will help you to become the very best therapist you can be and make the biggest overall impact on your patients' recovery.

Ieso is looking for contemplative, scientist-practitioners who are curious about the use of technology in mental health. We work with clinicians who are driven to learn, and motivated by a passion for continuously improving the treatment they deliver as we uncover more and more insights in our Digital Future Lab.

An obvious advantage of online therapy is we're able to offer the flexibility to treat patients around your existing work and life commitments. Our main focus, however, will always be on improving patient outcomes as much as we can. A key benefit of the typed online model is we can do this by taking a close look at the therapy being delivered by our affiliates. To help with your development you'll be supported by a strong team including supervisors, dedicated triage and allocation clinicians, case managers, a senior clinical team, and data analysts, together with a Learning and Development lead and a Supervision lead.

With an abundance of cutting edge, AI-driven tools at your disposal, combined with a dedicated learning and development Hub to help you explore and develop your skills, you can make an incredible difference to thousands of lives, while we help you become the very best therapist you can be!

Our supervision model

Supervision is an integral part of what we all do. Our supportive case management and clinical skills supervision draws on the latest evidence, enabling both you and your patients to reap the deepest benefits from it.

Case Management

You'll be able to request case management at any time using our digital case management request tool. This will be done on a case by case basis. However, when we feel it is needed, we will also proactively allocate case management supervision.

The aim of this supervision is to support you in clinical decisions regarding non-urgent risk, suitability, stepping up, discharge or referring on to a specialist service. It is structured to enable efficient support and shared decision making between you and your supervisor.

Urgent Risk

You will get support to manage any urgent risk issues that may arise – be they during assessment, treatment session or in messages between sessions. During office hours your concerns will be dealt with on the day by a member of the clinical team.

You will also be able to request out-of-office-hours support using our on-call system, which is in operation 08:00–20:00. This number changes depending on the week and who is on call at the time, the details of which can be found on the hub.

Ieso Clinical Skills Supervision

Our enhanced CBT supervision model underpins the clinical skills supervision we offer at Step 3. We use a mixture of techniques to help you prepare: educational content, case discussions and self-practice/self-reflection. These ready you for individual and shared goals, help you work on any beliefs and behaviours that may be interfering with practice, and address any knowledge or confidence gaps you identify. We want our supervision to help you feel you are able to progress your clinical skills to the next level, and we want it to feel that it is benefiting you and your patient work in a profound way. Finally, the resilience techniques we build in are to help you to remember that helping others starts with your own wellbeing first.

The Hub and CPD

Our custom-built high intensity CBT resources Hub is an online platform available to all the clinicians in our network. The Hub has a wide range of CPD materials that you can access 24/7, including our induction program.

The CPD programs have been developed by our senior team with world-leading experts to ensure that our affiliates are receiving the best resources possible.

We want to support you to feel confident and competent in all your clinical work so that you can help your patients build hope and optimism and feel that change is truly possible.

The Hub contains workshops on assessment and diagnostic skills, as well as guidance on the high intensity CBT protocols we're using, and the differences between CBT protocols.



What it means to be part of Ieso's Affiliate Network

Here at Ieso Digital Health, everything we do is for the patient, and we want every therapist to strive to be the best they can be. We're wholeheartedly driven to continuously improve our patient experience and the clinical outcomes of our treatment, and we never rest on our laurels when it comes to making a difference to the people we treat.

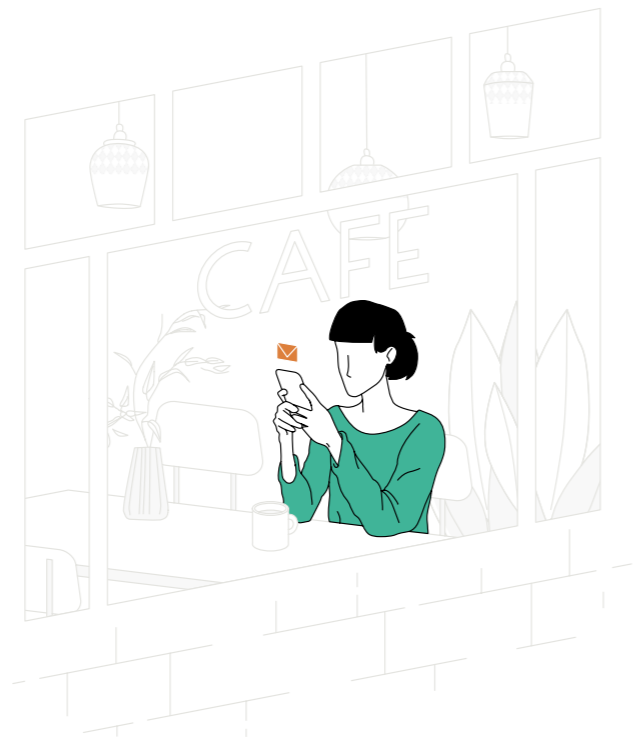
We expect to see the very best results from Affiliate Clinicians who take pride in:

- Taking responsibility for their own life-long learning
- Preparation for Supervision
- Reflecting on their therapy transcripts
- Using data to inform their practise
- Being Scientist Practitioners

Being a Scientist Practitioner

In our experience, the most effective HITs are scientist practitioners, who thrive using our therapy platform to gain meaningful insight into their own practise. We can identify knowledge and skills gaps for each clinician and provide the CPD to enable them to follow their own path to excellence.

There are many businesses you can work with who provide a flexible way to earn extra money, but here at Ieso we are about so much more than that as our affiliate clinicians are hungry to learn and to grow. If you love receiving feedback and exploring the data behind your outcomes, then you will deeply enjoy the journey to becoming the best clinician you can be.



How we use our data to improve outcomes

The Digital Futures Lab here at Ieso is a unique collaboration between clinical scientists and technicians exploring what works for whom, and discovering groundbreaking ways to amplify the effect of psychological therapy. We study every therapist's work in order to understand both their strengths and their areas for development, and we believe that every therapist, irrespective of experience, has areas they can build on and develop.

"When patients get better, we get better"

Our lab team is breaking new ground in the field of CBT and using the transcripts of the therapy from our Affiliate Therapists to better understand what works for whom. Not only are you making your own patients better, but by allowing our lab team to study your transcripts, you're helping pave the way to make hundreds of thousands more patients better, potentially all over the world.

At Ieso we never stop learning, and the day we think we know it all, will be the day we stop treating patients. Below are just a couple of examples of the sophisticated ways we use data to help you learn and grow as a therapist.

1. Therapist Effectiveness Rating - TER

Rather than use the basic recovery rate to establish clinical effectiveness, we use a complex statistical model to tell us how effective each affiliate clinician is. We call this our 'Therapist Effectiveness Rating' (TER). This model essentially controls for your case mix, and gives a more balanced view than recovery rate alone. For example, if therapist A has a recovery rate of 75% and therapist B has recovery rate of 40%, it is not fair or reasonable to assume that therapist A is 'better' than therapist B, as there are so many patient and service variables that could mean therapist A has randomly been allocated less complex patients.

Our TER takes all of these complex variables into account and can produce a much more accurate measure of effectiveness tailored to each practitioner. It is also able, in real time, to predict an expected recovery rate for you to be able to benchmark your work against. This is a sophisticated, data driven calculation which compares your patients to all other patients we have treated who have had similar demographics, severity and complexity.

"It's important to understand that the basic message is largely unchanged, engaging with patients and treating them to recovery will result in a higher TER rating"

The Clinical Team

Your TER cannot be calculated accurately until you have completed treatment with 10 patients, but we will begin our analysis from your very first session. This is why we recommend that you begin with a caseload of at least five patients, as to treat fewer from the outset will delay the calculation of this rating and therefore delay the point at which we can give you accurate feedback on your work. It is also far easier for you as a clinician to adapt your existing skills to work within our methodology if you treat a higher caseload from day one.

The more patients you treat, the more feedback and guidance you will receive. We believe that as therapists we should be learning from every patient that we treat.

2. Therapy Insight Model - TIM

The Digital Futures Lab have also developed an automated CTSR which we are calling the CTSRR. This is based on a model we call TIM, and our published research papers can be accessed from our [Data Science page here](#) (scroll down to view the individual papers). We use TIM in supervision and training to provide you with feedback on your work. Normally in CBT you might do a CTSR a couple of times a year, and whilst we believe that this is a useful exercise, it does not give you the most effective overview of your work in real time. Imagine if you could have a CTSR on every single therapy session you deliver, that's what we do with TIM.

How we allocate patients

It is our responsibility to support therapists to be the best that they can be, so that each and every patient is given the best chance of getting better. Because we care so much about our patients, we allocate patients to the most effective therapists - based on their TER (therapist effectiveness rating). This rating can only be calculated after completing treatment with 10 patients, and during this period we will be assessing your suitability to continue treating our patients.

We send out TER reports automatically every month. Should you discover that your TER has fallen below our minimum threshold, we will be only too happy to help you improve this rating by providing you with bespoke, expert CPD and mentoring. Our supervisors will work with those therapists who show potential and want to reflect and learn.

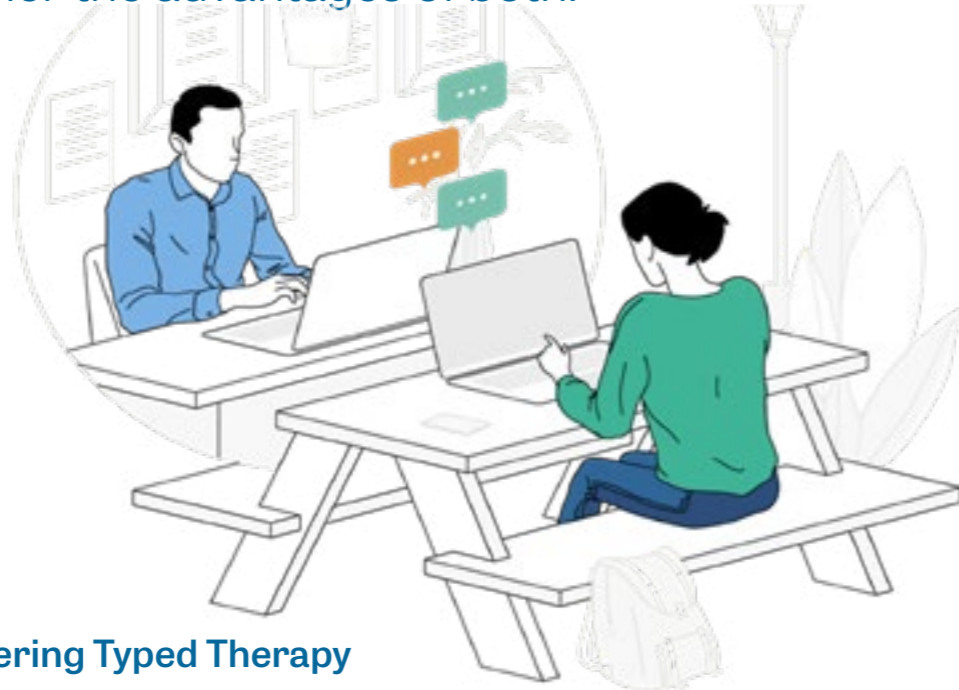
Don't worry if you're struggling, we're here to help you get your TER as high as possible, all you need to do is ask. We can see from our data that those therapists who actively engage with all the CPD and help provided have very high effectiveness scores.

Just as in therapy where we expect our patients to engage, complete homework tasks etc, we expect the same from our practitioners.

Further to this collaboration, we are always interested in learning from our therapists regarding new ideas, suggestions for new tools or improvements to our platform. Here at Ieso, we never stop learning. Interestingly, our data shows that our very best therapists are often those who are the most self-critical.



Ieso offers patients a choice between video and typed therapy. To help you find out which (or both) modality is suitable for you, we have put together the advantages of both.

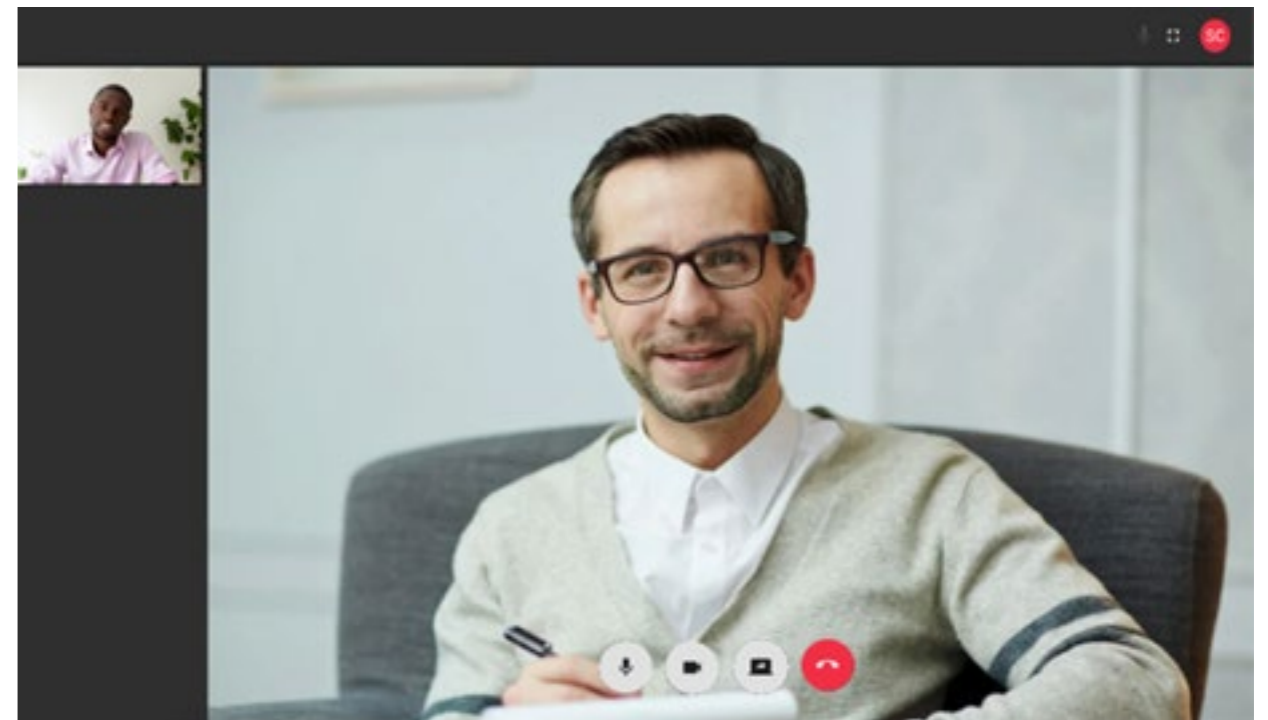


The Advantages of Offering Typed Therapy

- It's more flexible.
- Typed therapy allows you to have the space to reflect and give more accurate, more considered responses, which may suit your therapy style better.
- If you have any disabilities: for example dyslexia, typed therapy may be a better option for you than video.
- Better for slow internet connections.
- Easy and quick to read over past therapy sessions. You can access these transcripts at any time, allowing you to revisit and reflect on some of the important conversations you have had with your patients.
- Can be cheaper and require less equipment: besides a laptop and WiFi connection, you won't need any other specific equipment.
- You don't need to have a room you can use where you're free to chat out loud without being overheard or interrupted.
- 'Faster acting'. Since sessions are more likely to remain more focused (rather than going on tangents), the sessions may likely help your patients recover sooner.

The Advantages of Offering Video Therapy

- You can express yourself as a therapist physically and facially as well as verbally.
- You won't get distracted by the process of typing (typos, spelling, grammar etc.) at the expense of getting your thoughts out.
- Better if you don't enjoy typing or your therapist style relies on talking and mirco expressions.
- Worksheets and formulations can be shared during the session and worked on collaboratively.
- To aid your professional development, you will have access to your therapy session audio files as a record of your video therapy session.



HIT joining process

1) Complete the easy online application, providing your insurance, BABCP and DBS details.

2) You will receive a link to an online assessment to complete and you will receive your results via email.

3) Should you require a new DBS check, this will be completed for those successful in passing the assessment.

4) You will then be emailed your Affiliate Agreement which you will be able to sign digitally. A signed copy will then be emailed back to you for you to keep.

6) Next you will be granted access to the dedicated Ieso hub to complete your bespoke induction and training, and set your availability.

7) Once the induction training is completed and you have signed up to your supervision group, you can begin to assess and treat your first patients, gain insights into your practice, and work flexibly in a way that suits you best.

Frequently Asked Questions (FAQs)

1. What will my pay be per hour and how will I get paid?

The HIT shall be paid a rate per session to include the associated administration and supervision time as follows:

Typed therapy

- £40 per hour contracted rate inclusive of case administration
- DNAs will be paid for at half the normal session rate i.e. £20 for a one hour session (maximum of two DNAs will be paid for an episode of care)

Video therapy

- £44.61 per 50 minutes contracted rate inclusive of case administration
- DNAs will be paid for at half the normal session rate i.e. £20 for a one hour session (maximum of two DNAs will be paid for an episode of care)

Ieso's Therapy platform will record all hours worked and DNAs automatically so there is no need to submit a time sheet. Late cancellations will be paid if a session is cancelled by a patient within **24 hours** of the scheduled appointment time.

Our accounts team will prepare 'a statement of hours worked' for you and send it to you for checking. Payments will be made into your nominated bank account, one month in arrears. For example, towards end of October you would be sent the statement of hours worked back in September for you to check and confirm, but you would then receive the payment on the last working day of October. If you have any questions about your invoice, please get in touch with the team member who sent it to you.

Ieso does reserve the right to vary the rates payable to the HIT at any time by giving written notice to the HIT of the changes.

Modality	Rate per Session	Holiday Pay	Total inc
		12.07%	Holiday Pay
60 minutes text assessment	£40	£4.83	£44.83
60 minute text treatment	£40	£4.83	£44.83
45 minute text treatment	£30	£3.62	£33.62
30 minute text treatment	£20	£2.41	£22.41
50 minute video assessment	£44.61	£5.39	£50
50 minute video treatment	£44.61	£5.39	£50
30 minute video treatment	£26.77	£3.23	£30

2. Do I have a min/max caseload?

There is no enforced minimum caseload since you are self-employed. However we kindly request that you treat a minimum of 5 patients so that we can provide your TER as explained earlier in the guide. We cap case loads at 10 patients for all new HITs, to enable you to get used to the Ieso systems and complete the validation period. After this period, you will be able to select as high a caseload as you as you think is safe / ethical to work with. While Ieso will always endeavour to make full use of your available time, due to the flexible nature of our treatment, we cannot guarantee that this will always be possible. Patients who come to Ieso often have appointments at different times from face-to-face services – often during evenings or weekends. It will be incumbent upon you to arrange appointments at mutually suitable times for you and your patient.

3. How will I be allocated cases?

Once you've passed the validation period, you can indicate your desired caseload on the therapy site. You'll then be allocated patients who have requested appointments within the time frames you've indicated you'd like to work, until it reaches your desired cap. Please note that those with greater availability will be more likely to match with time slots requested by patients than those with only limited availability. If you only provide limited availability, this may lead to longer waits between new patient allocations.

4. What will the work look like?

Your first session will be an assessment session which will last 1 hour for typed therapy and 50 minutes for video therapy. You will then take the patient on for treatment if suitable for Step 3. If you think they should be stepped up or down then you raise a supervision ticket. If they are suitable for Step 3 work then your subsequent treatment sessions will be up to 60 minutes, on a phase out model of support towards discharge.

5. How many sessions can I see a patient for?

There is no session cap but in most protocols there are guidelines on how many sessions are usually required in each protocol, depending on the presenting problem and the patient's initial response to treatment.

You would usually see the patient for up to 4 sessions, further sessions would

depend on a case management review of response to the change methods, patient motivation and scores.

6. Will I have supervision?

Yes, if you are a new therapist, you will have a named clinical skills supervisor from our expert team, and will attend group supervision. You'll also have case management supervision and a named contact for any risk or clinical issues requiring case management outside of those times.

7. Will there be good CPD opportunities?

There will be a full programme of in house High Intensity CBT and HIT materials on our bespoke online Hub platform, which will count towards your CPD. You will also be able to attend webinars, our annual conference and our guest speaker programme as well as help to shape what you would like to see in these sessions.

8. Will my supervisor be able to provide me with a BABCP report for accreditation/re-accreditation purposes?

Yes, but this is unlikely in the first 6 months, as we only provide the report when the following criteria are met:

- You have completed treatment for 10 patients
- You have regularly attended supervision so that your supervisor has a clear understanding of your clinical work
- You have regularly attended CPD events
- 6 months after successful completion of Ieso validation period

9. Will I need to let my main employer know?

This depends on your current employer's policies and procedures, so best to check with them.

10. My DBS check has expired, do I need to apply for one myself?

If your DBS check has expired and needs to be renewed we will fill in the application for you, the cost of £51.34 will be charged back to you.

10. Will I be classed as self employed?

Yes. In order to work with us as an Affiliate HIT, you will need to register as self-employed with HMRC and complete your own self-assessment tax return each year. [Please click here for more information](#) on how to get started with Self-Employment.

If you operate as a therapist under a limited company please contact us separately.

If you would like to add you Ieso work to your LinkedIn profile, please do feel free to connect yourself to the 'Ieso Affiliate Network' page. Please do not link to the main 'Ieso Digital Health' page as this will misleadingly count you as one of our permanent employees.

11. What is the Ieso Digital Health validation process?

Once you have joined the Ieso therapist network, you will be able to set your caseload as detailed within our HIT guide. There is no enforced minimum caseload; however, we kindly request that you treat a minimum of 5 patients - you will be capped at a maximum of 10 throughout your validation period. Once you have treated 10 patients, we can then provide your TER score.

If you do not gain a TER score within 6 months of the date of your first allocation, due to your desired capacity being lower than 4, system access will be closed and you will be offered the opportunity to reapply when you have more availability.

12. Will I need to attend the Ieso office in Cambridge?

No, HITs work remotely through our online platform and even the induction is done online. Supervision is delivered via secure video facilities. You'd be very welcome to come and have a tour, meet our data science and research team and get involved in beta testing if you wanted to. We also host an annual conference in London or Cambridge and other events that you would be invited to.

13. How do you manage risk?

We work hard to triage and screen all patients prior to allocation to a HIT. We look to ensure that patients are within the clinical range of presentations that will be suitable for Step 3 online treatment with Ieso. You will book and complete your scheduled treatment sessions through the platform which are 60 minutes long for typed therapy and 50 minutes long for video therapy. In addition a patient can contact you at any time via the Ieso platform. You are required as part of the clinical guidelines to respond to a patient within 48 hours of receiving a message. The payrate includes all of the administration around the patient including messages and it takes very little time to reply.

In very extreme circumstances that would require you speaking to a G.P. or crisis service, however, we are able to agree a discretionary one-off payment if you have had to go over and beyond as part of safeguarding a patient. This situation is very rare. When a patient sends a message to you via the platform you will receive an alert (by email) to let you know a message is waiting for you. The messaging system is used primarily to send messages about setting up and arranging appointments as well as sending and returning homework tasks.

On very rare occasions patients may send a similar message to the one you have responded to in the assessment. You are often able to manage this the next working day and if you have serious concerns we have an on-call clinical supervisor 7 days per week who works until 8:00pm, as well as a clinical team in the office Monday to Friday.

14. How long will my treatment sessions last?

During an episode of care with your patient you will be able to create treatment appointments of either 60, 45 and 30 minutes in duration for typed therapy and either 50 or 30 minutes sessions for video therapy.

Towards the end of therapy and for those patients who are sub-clinical we will encourage you to titrate your therapy dose as they start to respond to treatment and make use of shorter, focussed sessions to fully embed and build on the skills developed during therapy.

15. Can I take an extended leave/sabbatical and reactivate my account at a later date?

You can stop treating new patients at any time; if all your certifications are still up to date, you can start taking patients again once you are ready to do so. Please let us know if you intend to take extended leave so we can discuss the safe ending of caseload, i.e. re-allocation or completion. We can hold inactive accounts open for a maximum of 6 months extended leave.

If you wish to return after 12 months following a longer extended leave, this is also flexible by a few weeks, providing you keep in touch/provide a start date, over the course of your leave.

It's important to note that your Ieso therapy account will be deleted if left inactive for over 12 months and we haven't heard from you in that time. You will have to re-apply and go through the onboarding and validation process, if you would like to start working for Ieso Digital Health again.

16. What happens if I need to take time off for holidays or sickness?

If you are planning to take holiday or are unwell and will not be able to access the system, where possible you need to inform your patients. If you are too unwell to do so or unable to get online please call the office and or email therapist@iesohealth.com with the case ref numbers.

If you are going on annual leave abroad (outside of UK), you will need to pause your work with your online patients. If you are working from abroad and continue to treat patients, you can only access the site from an approved country, we have a list available. Make sure you know the patient's local emergency contact details as well as inform the patient that you will be working abroad. Please note, you are not able to dial 999 from outside the UK.

If you cannot attend an appointment, let your patient know as soon as possible. If you cannot get online at all or you miss the appointment, please let us know by calling the office as soon as possible so that we can get in touch with the patient.

If you would like to take a break from working with Ieso but leave the possibility of returning at a later date you must inform your Clinical Supervisor and email therapist@iesohealth.com. Equally if you decide that working online is not for you, let us know so that we can ensure that patient care is not adversely affected.

A Helping Hand

All new adventures can be a little daunting, so we have covered everything we think you will need in this handy guide. However, if you have a question we have not already answered, please feel free to ask the recruitment team who will be in touch once you have applied.

Once you are up and running please send any enquiries to:

therapist@iesohealth.com

This handbook is intended to provide guidance to new and existing therapists on general practices when engaging with Ieso Digital Health. You should familiarise yourself with its contents. It should be read in conjunction with your contract. Although non contractual, any violations of the procedures set out in this booklet may result in us being unable to continue to engage with you.