

2010

Internet-based treatment options for problem gambling: a review of existing evidence and models

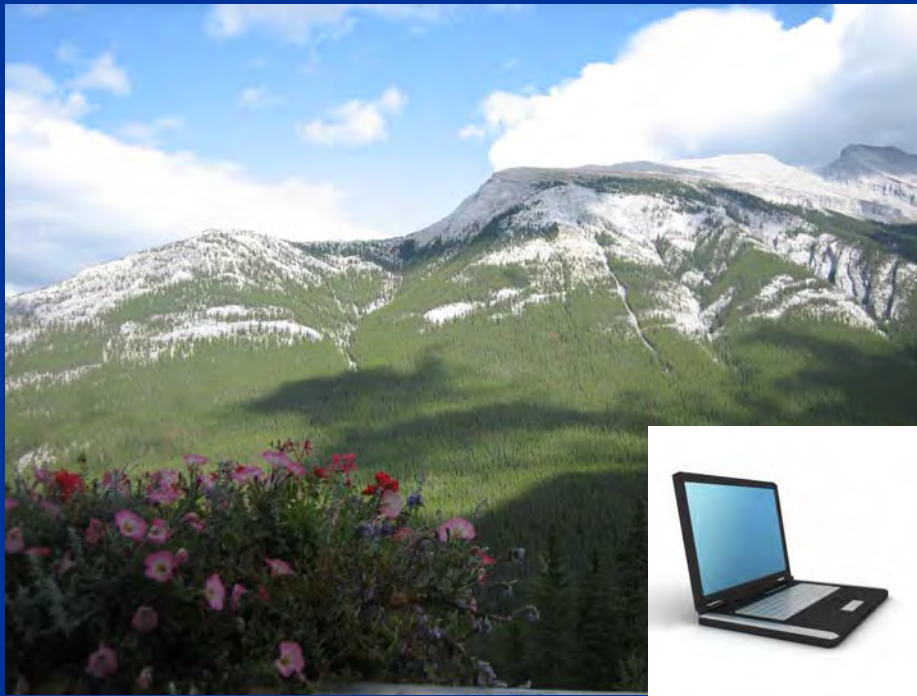
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Sally Gainsbury has also published under the name of Sally Monaghan

Internet-based treatment options for problem gambling: A review of existing evidence and models



Sally Gainsbury

(nee Monaghan)

April 9th, 2010

Alberta Gaming Research
Institute's 9th Annual
Conference

Banff, Alberta



Outline

- Why consider Internet-based treatments
- Internet therapy
- Online interventions
- Implementation issues

Why consider a new form of treatment?

- The majority of problem gamblers (90-97%) do not engage in treatment
- Annual cost of each pathological gambler = CAD\$20,000-\$56,000
- Many individuals with gambling problems may benefit from largely self-guided less-intensive treatment interventions

Advantages of online treatment

- User demand
- Increases treatment accessibility, availability and convenience
- Offers privacy and anonymity
- Relevant for at-risk population
- Adapted from existing treatment models
- Fits with stepped-care treatment model
- Cost-effective
- Empirical evaluations

Internet Therapy

- Online self-guided exercises
- Therapist support
- Empirically supported



Norway - www.spillbehandling.no

- 3-month program conducted online with telephone support
- Weekly assignments (CBT-based)
- Online discussion forum



Norway - www.spillbehandling.no

- 2007-2009: 90 clients (86% male, M age=36, M SOGS=11.6), 38 completions, 18 no starts, 11 drop-outs
- Positive changes for gambling thoughts and behaviour, depression, anxiety and concentration
- Positive client feedback



Finland: *Addiction Link*

- Self-help resources & assessments
- Professional support & counselling
- Peer-support & discussion
- Approximately 170 visitors per day, 40,000/month
- 12% of counselling for problem gambling



Germany – Check Your Gambling

www.spielen-mit-verantwortung.de

- Personalised counselling - 4 week program
- Automated self-test & relevant information
- Local help options

SPIEL NICHT BIS ZUR SUCHT

BZgA-Beratungstelefon zur Glücksspielsucht
0800 - 1 37 27 00
(kostenlos und anonym)

BZgA
Bundeszentrale für gesundheitliche Aufklärung

Schriftgröße: [] Kontrast: [] Suche: [] starten

Sie sind hier: [Startseite](#)

HERZLICH WILLKOMMEN BEI SPIELEN-MIT-VERANTWORTUNG.DE

EIN PORTAL ZUM THEMA GLÜCKSSPIELSUCHT

Die Seite der Bundeszentrale für gesundheitliche Aufklärung (BZgA) in Zusammenarbeit mit den Gesellschaften des Deutschen Lotto- und Totoblocks bietet Ihnen Informationen und Aufklärung über die Themen Glücksspiel und Glücksspielsucht. Hier informieren wir Sie sowohl über das **Gefahrenpotenzial einzelner Glücksspiele**, als auch über Fakten, die Entstehung und den Verlauf der **Krankheit Glücksspielsucht**. Wie gut sind Sie informiert und wissen über Glücksspiele und deren Hintergründe Bescheid? Testen Sie Ihr **Wissen!**

Außerdem können Sie **hier selbst testen**, ob Ihr Glücksspielverhalten in Ordnung ist oder ob vielleicht Handlungsbedarf besteht, etwas zu verändern.

Jeden Donnerstag in der Zeit zwischen 15 und 17 Uhr ist unsere **Chat-Sprechstunde** geöffnet (außer Feiertage). In dieser Zeit steht Ihnen unser Beratungsteam für Ihre Fragen zu Ihrem eigenen Spielverhalten und dem Ihnen nahe stehender Personen zur Verfügung.

Für diejenigen, die mit dem Glücksspiel aufräumen möchten, gibt es ein interaktives **Ratungsvorgehen**. In diesem Programm unterstützen Sie professionelle Berater*innen mit vielen Tipps und Infos zum Thema Glücksspielsucht. Dabei geht es um Ihre Motivation, um positive Alternativen, um Ihr Wohlbefinden und vieles mehr.

Unter **Hilfe und Unterstützung** können Sie als Betroffener, Angehöriger oder Interessierter erfahren, welche Hilfemöglichkeiten es bei Glücksspielsucht gibt und herausfinden, welche sich in Ihrer Wohnortnahe befinden.

Ihre BZgA

SELBSTTEST GLÜCKSSPIELSUCHT
Wollen Sie Klarheit über Ihr Glücksspielverhalten? Nutzen Sie unseren Selbsttest
[Zum Selbsttest](#)

ZUR CHAT-SPRECHSTUNDE
Sie haben Fragen zum Glücksspiel? Jeden Donnerstag 15 bis 17 Uhr stehen wir Ihnen Rede und Antwort rund ums Thema.
[Zur Chat-Sprechstunde](#)

ONLINE-BERATUNG
Nehmen Sie an unserem kostenlosen, anonymen Beratungsprogramm teil! Hier werden Sie vier Wochen lang professionell dabei begleitet, die Glücksspielsucht zu überwinden.
[Zur Online-Beratung](#)

Germany – *Check Your Gambling*

- 2007-2009:
 - 197 participants registered (12-15/month)
 - 87% male,
 - mean age=34,
 - 64% first help seeking,
 - 95% pathological gamblers
- 66% completed program
- Feedback: gambling diary, counsellor feedback and online chats sig. helpful

United Kingdom - GamAid

- Chat with online advisors (during service hours)
- Email advice
- Support, not treatment
- Online forums/discussion boards



Centre for Gambling Education

The screenshot shows the GamAid website homepage. At the top, the GamAid logo is on the left, and the tagline "support for the friends and families of problem gamblers" is on the right. Below the logo is a row of flags representing various countries. A dropdown menu is set to "Australia". The main content area asks "Do you have a friend or family member with a gambling problem?" and lists four bullet points: "Is your partner's gambling worrying you?", "Is a family member spending too much money or time gambling?", "Are you concerned about your own or a friend's gambling?", and "Are you struggling to manage as a result of someone's gambling problem?". To the right, it says "If you are having problems with your own gambling and want to speak to someone who can help, call Lifeline Australia and GA Tel. 13 11 14." Below this, it says "Here you'll find support if you are worried by your own or the gambling activities of a family member or friend. Choose from one of the options below, or wait a moment and someone will arrive here to help." There are four buttons: "Let me find local help", "Live online advice", "Personal advice by email", and "Live discussions and forum". At the bottom, there is a footer with the GamAid logo, the text "Help others! Pass the word about www.gamAid.com and put up a gamAid poster | Privacy and Terms & Conditions | Contact", and a "Make A Donation" button. A small note at the bottom right says "This site is powered by Online Confidential's patented confidentiality-assurance software."

Australia – Gambling Help Online

- Live counselling 24/7
- Email-based counselling

The screenshot displays the Gambling Help Online website. At the top, the logo reads "gambling help Online" with the tagline "Counselling, information and support, 24 hours a day, 7 days a week". Navigation links include Home, About Us, Emergency Help, Contact Us, and Login or Register. A search bar is located on the right. Below the navigation is a menu with categories: Gambling Issues, Regaining Control, Accessing Support, Helping Others, and Contact Us. The main heading is "Live Counselling and Email Support".

Accessing Support

- ▶ **Online Counselling**
 - What is live counselling?
 - What is email support?
 - Benefits of online
 - Benefits of registration
 - Anonymous access
- ▶ **Telephone Support**
- ▶ **Face-to-face Counselling**
- ▶ **Group Support**
- ▶ **Self-Exclusion**
- ▶ **Non-english Speakers**

Online Counselling

Home > Accessing Support > [Online Counselling](#)

Gambling Help Online provides live counselling and email support. It is available to anyone seeking support for a gambling concern in a confidential environment.

Interested in talking to someone?

Ever wanted to talk to someone about a gambling concern but didn't know where to start? Maybe you are already getting help and need a bit of extra support?

Gambling Help Online provides free live counselling and email support to anyone in Australia concerned about a gambling issue.

Live Counselling	Anonymous Counselling	Email Support
 <p>Live counselling is available 24 hours a day, 7 days a week. You can register your details for ongoing access.</p> <p>Register for live counselling</p>	 <p>If you do not wish to provide identifying information you can access live counselling anonymously.</p> <p>Start anonymous counselling</p>	 <p>Email support is great if you have a question and need an answer or would like some support through the change process.</p> <p>Start email support</p>

Australia – *Gambling Help Online*

- Since soft launch 31.8.09
 - 4,209 hits (3,083 unique hits)
 - 197 live counselling requests
 - 28 unique email requests
 - 64% anonymous access
 - 58% contacts outside traditional business hours
 - 47% males
 - 84% gamblers
 - 78% metropolitan

Online interventions

- Internet-based self-help treatment options
- No “gold standard”: structure, components, time-frame
- Evolve based on research & feedback

Components of online interventions

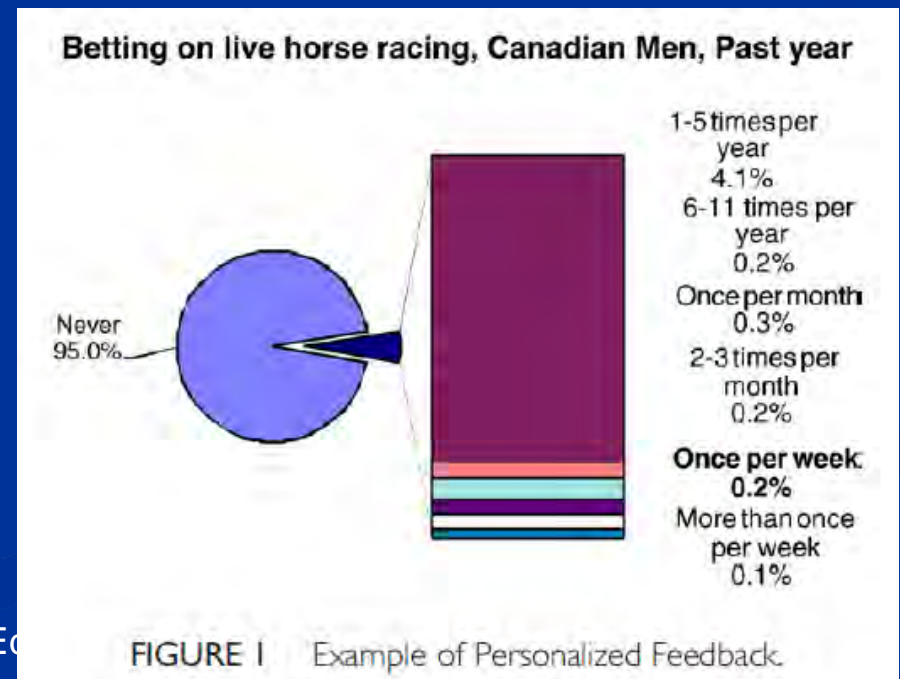
- Registration
 - Allows progress to be tracked
 - Users can be contacted
 - May be anonymous
 - Facilitates research



Components of online interventions

- Tailored normative feedback
 - Stand-alone intervention or first step
 - Increases relevance of information
 - May motivate behavioural change

Cunningham, J.A. et al. (2009)



Components of online interventions


- Tailored content
 - Personalised treatment
 - Tailoring based on age, gender, culture, form of gambling, stage of motivation & change, reasons for gambling



Components of online interventions

- Behavioural tools
 - Monitoring diaries
 - Analysis of behavioural patterns
 - Goal setting
 - Progress tracking

gambleaware



Time management diary

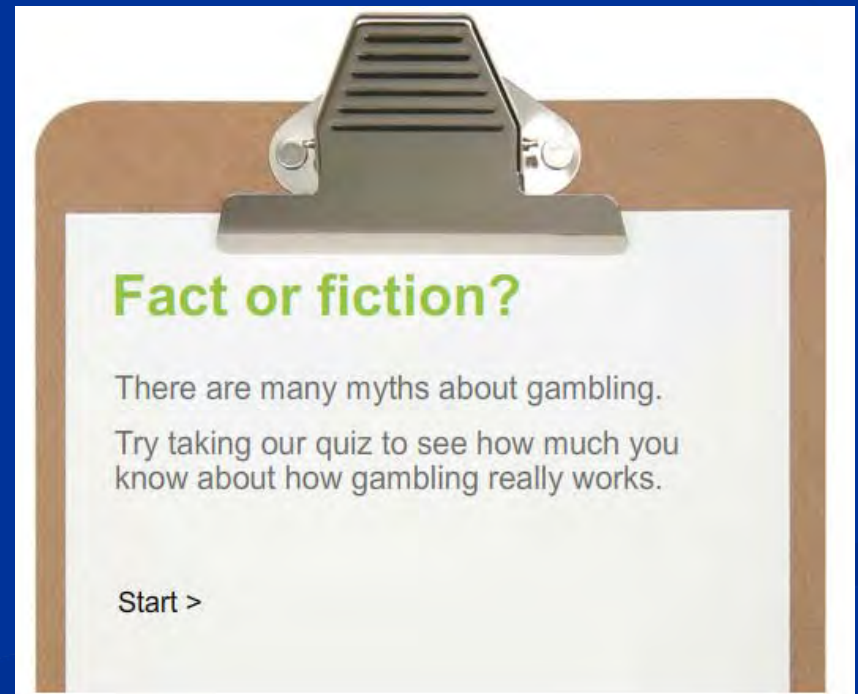
- Set a time limit before you gamble. When you reach it, stop.
- Balance gambling with other activities so that gambling doesn't take over your life.
- Gamble with other people who know how to gamble responsibly.
- Some people find keeping a diary helps them keep track of their time spent gambling. Try filling in the example below to check how much time and money you are spending on gambling.

Day	Date	Gambling type	Where	Total £ bet Initial amount you bet plus any winnings that you may spend	Total time spent	
					Hour (s)	Minutes
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
Weekly total						

Components of online interventions

- Interactive educational exercises
 - Educational information
 - Cognitive strategies
 - Quizzes
 - Automated feedback
 - Multi-media

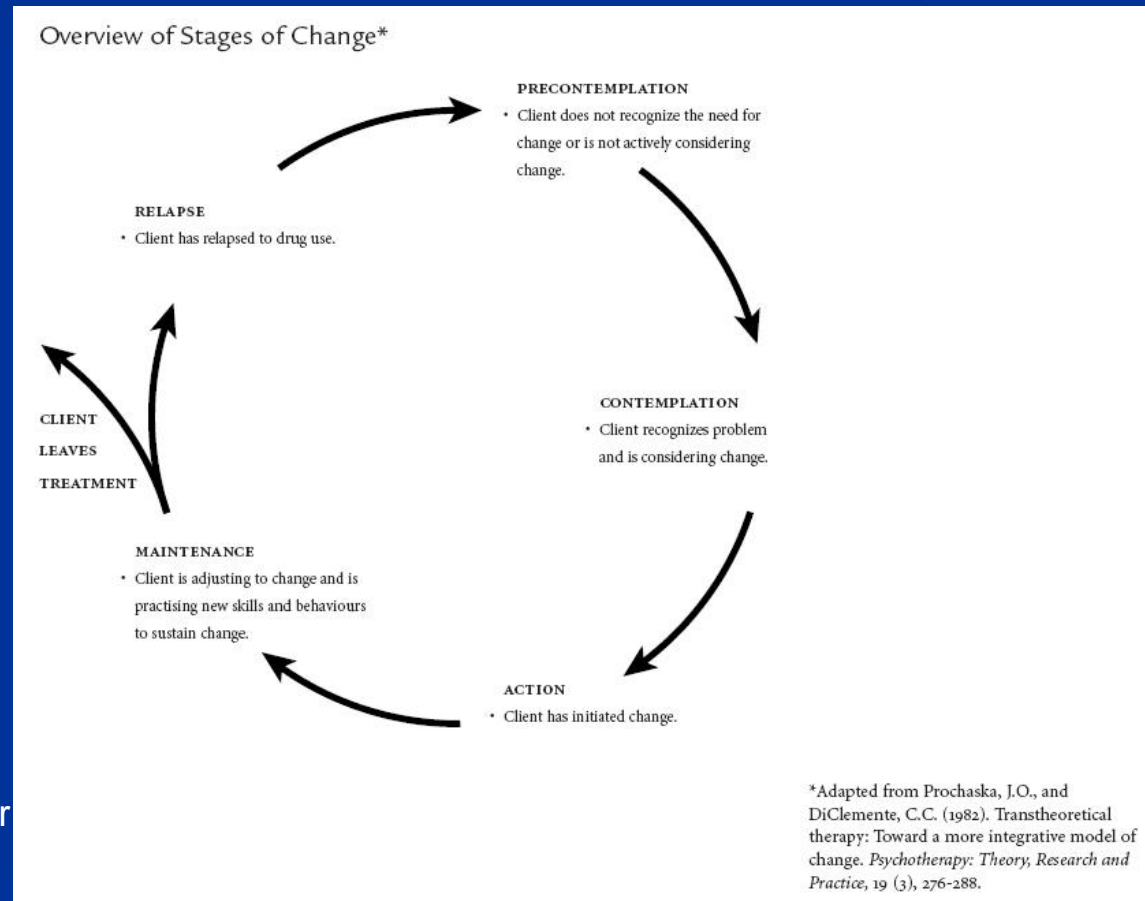
www.gambleaware.co.uk



Components of online interventions

■ Motivational phases

- Work with clients at various levels of readiness for change



Components of online interventions

- Online support groups and forums
 - Adjunct to treatment or maintenance
 - Monitored
 - High traffic flow and activity



You are not alone! Whether you have a problem you want to discuss, are concerned about a family member or a friend, or maybe you just want to ask some questions. GamTalk is the online community that shares thoughts, ideas, and experiences.

Know the Score

- Launched by Responsible Gambling Council
- 109 University & college campuses
- Interactive PG awareness program
 - On-campus staff
 - Website
 - Quiz
 - Facebook
 - Bluetooth texting
 - Blog



Centre for Gambling Educa



Check Your Gambling.Net

- Brief automated personalised feedback intervention
- Summary report



Centre for Gambling Research

CheckYourGambling.net

CHECK YOUR GAMBLING

English (US)

Check Your Gambling (CYG)

Page 1 of 5

This five page questionnaire is completely anonymous and has been designed to help you, your loved ones or your health care professional answer some questions you might have about gambling.

When we say gambling, we are talking about lotteries, bingo, horse racing, card playing, casino betting and all other games that involve betting money.

When you're finished you can print your Final Report or email your results directly to yourself or your health care professional. Start the CYG by filling in the following anonymous information:

Your First Name: (to protect your privacy please only use your first name or a nickname)

You are:

male

female

Your date of birth: Year Month Day

What country do you live in?

You are taking this test:

For yourself

For someone you know

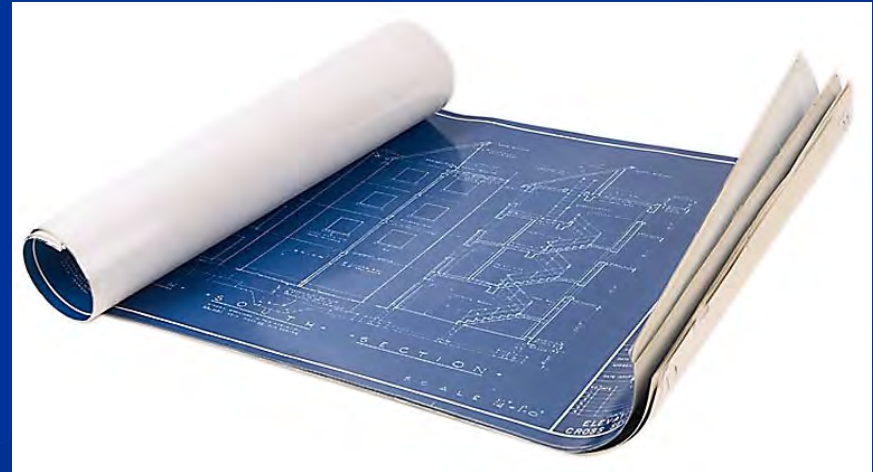
You are just checking out the test to see what the results look like

Please check this box to acknowledge that your anonymous information will be used for purposes of improving this questionnaire. Your use of this program is subject to your data being used for [research purposes](#). We do not collect or analyze individual statistics and no one will contact you at any time.

Next

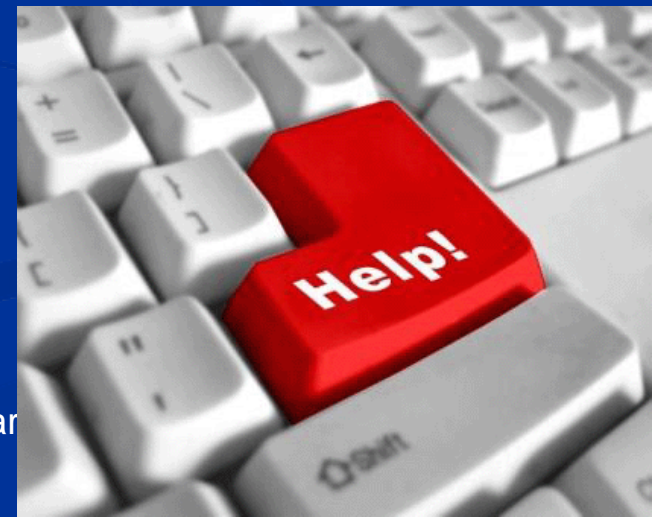
Implementation issues

- Internet access
- Client suitability
- Promotion & advertising
- Attrition
- Research



Conclusions

- Growing support for Internet-based treatment
- Successful, accessible, cost-effective
- Providing brief treatment & support for those who would not seek traditional services
- Empirically verifiable



Acknowledgments

The presenter would like to thank the Centre for Addiction and Mental Health (CAMH) and the Ontario Problem Gambling Research Centre (OPGRC) for their support of this research



Centre for Gambling Education & Research

Thank you

- Questions, comments?

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