

Biannual referrer news from BounceBack, a free self-directed CBT program from CMHA BC.

**APRIL 2019 | In this issue:**

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**REFERRER TESTIMONIES**

“You have done such a great job for so many of my patients. It’s a delight to hear all the great reviews and appreciation from patients. Thanks!”

– Kamloops psychiatrist

“As GPs we frequently see patients who present symptoms of anxiety and depression. [...] Patients] are pleased that they can try something other than medication, surprised that it is accessible from the confines of their own home and free.”

– Duncan physician

**EVALUATING BOUNCEBACK EFFECTIVENESS**

The BounceBack program is excited to share that a recent peer-reviewed article evaluating patient participation outcomes has been published in the January-February 2019 issue of the BC Medical Journal.

The study demonstrates the clinical effectiveness of the telephone-supported self-help program based on data collected from the first 6 years of operation (2008-2014). Participants who completed the program showed significant improvements in quality of

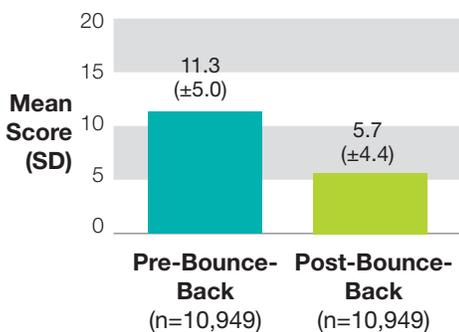
life, along with significant improvements in anxiety and depression symptoms, with a recovery rate of nearly 69%. These results are in line with results from other CBT effectiveness studies.

For more information, please see the BC Medical Journal (Vol. 61, No. 1, Pages 25-32) for ‘Evaluation of a Cognitive Behaviour Therapy Program for BC Primary Care Patients with Mild to Moderate Depression with or without Anxiety: Bounce Back, 2008-2014.’

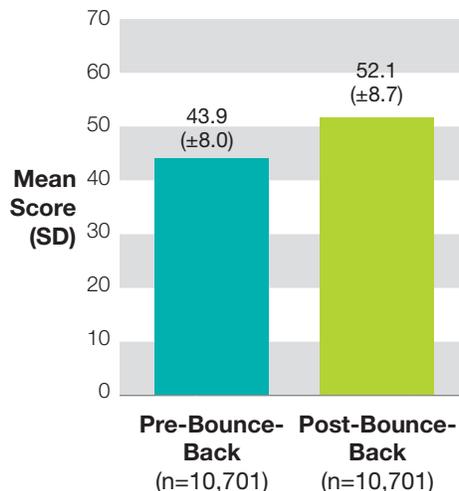
**BOUNCEBACK PROGRAM OUTCOMES (2008-2017)**

(N=10,602) (data from 2008-2017) Amongst individuals with pre and post scores

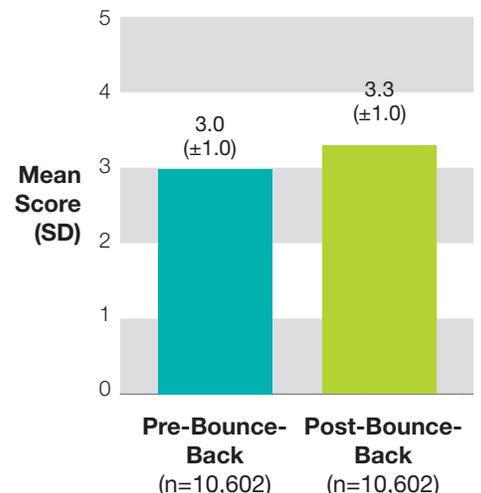
**Patient Health Questionnaire**  
(PHQ-9; Depressive Mood)



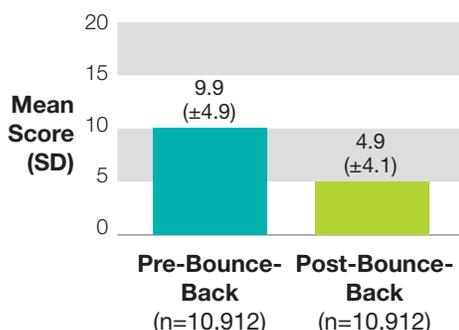
**Quality of Life Enjoyment and Satisfaction (QLES-Q)**



**Physical Health Self-Rating**  
(1-5 Likert Scale)



**General Anxiety Disorder**  
(GAD-7 Assessment Scale)



For more information about the BounceBack program, please visit [bouncebackbc.ca](http://bouncebackbc.ca)

## REFERRAL TIPS

### Referral Eligibility Criteria

- ▶ **Individuals aged 15+**
- ▶ PHQ-9 score up to 21
- ▶ Not at risk of harm to self or others
- ▶ Is not significantly misusing alcohol or drugs
- ▶ Adult patient (19+) does not have a personality disorder
- ▶ Has not had manic episodes or psychosis in the past 6 months
- ▶ Can engage with and concentrate on the materials
- ▶ **Adolescent patient has not self-harmed more than 3 times** in the last month

### Community Patient Conferencing Fee

- ▶ Family physicians who consult with a BounceBack® Coach for a patient with complex needs may bill the Community Patient Conferencing fee (Fee Code 14016).

## PROGRAM UPDATES: CURRENT PROGRAM LANGUAGES

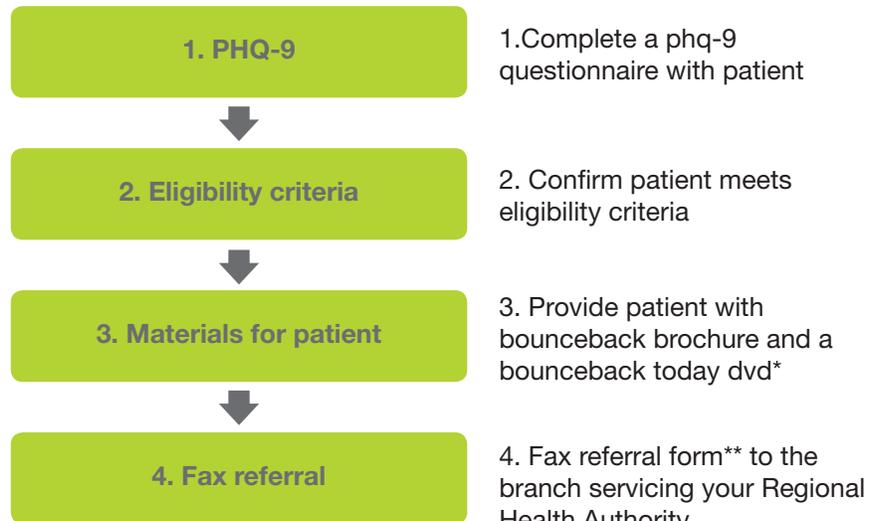
### Workbooks:

- ▶ English
- ▶ French
- ▶ Traditional Chinese
- ▶ Simplified Chinese

### Coaching:

- ▶ English
- ▶ French
- ▶ Punjabi
- ▶ Cantonese
- ▶ Mandarin

### BounceBack Referral Process



\*Need to replenish your brochure or dvd supply? Contact the BounceBack administrative support staff at your local branch.

\*\*Updated versions of the BounceBack referral form found at [bouncebackbc.ca](http://bouncebackbc.ca)

## BOUNCEBACK CONTACT INFO (BY REGIONAL HEALTH AUTHORITY)

### INTERIOR HEALTH

#### CMHA Vernon & District

103-3402 27th Ave. Vernon, BC  
V1T 1W3

Administrative Support: Tina Mairs  
Phone: 250-275-8062  
Fax: 250-549-8446

#### CMHA Kootenays

100-1000 21st Ave. N. Cranbrook, BC  
V1C 5L9

Administrative Support & Coach:  
Kevin Weaver  
Phone: 250-426-5222  
Fax: 250-426-2134

### NORTHERN HEALTH

#### CMHA Prince George

1152 3rd Ave. Prince George, BC  
V2L 3E5

Administrative Support: Tyler Leary  
Phone: 250-564-8644  
Fax: 250-562-3569

### VANCOUVER ISLAND HEALTH AUTHORITY

#### CMHA Cowichan Valley

201-5878 York Rd. Duncan, BC  
V9L 3S4

Administrative Support: Lucy Morton  
Phone: 250-709-2124  
Fax: 1-877-748-2606

### FRASER HEALTH & VANCOUVER COASTAL HEALTH

#### CMHA Vancouver-Fraser

233-610 Sixth St. New Westminster, BC  
V3L 3C2

Administrative Support:  
Sam Riesco & Matthew Curtin  
Phone: 604-874-7881  
Fax: 604-872-5934