



If You Think of Suicide

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- Area below sea level
- Area above present sea level



The Netherlands



Als je denkt aan zelfmoord

- Climate: liberal, social, permissive.
- Well developed mental health care system.
- National health care insurance.
- E-health is growing and promoted
- Suicide used to be a non issue:
 - A free will tragedy on the personal level
 - Politically awkward on the policy level
- No national suicide prevention strategy.

The problem



- 1600 suicides per year
- > 100.000 attempts registered
- > 500.000 individuals with death wish or suicidal ideation
- How to reach out in time, effectively, on that scale?
- How to lower help seeking barriers?

(Pagura et al 2009, Bruffaerts et al 2011, Gould et al 2012)

Online help may contribute to suicide prevention



- Evidence shows effectivity of online therapy
- Anonymity, distance and privacy alleviate inhibited help seeking of suicidal people; online disinhibition effect
- Low cost, large scale, highly transparent
- Practical, easily blended into daily life wherever you are
- Digital lifestyle, digital world

113 Online Mission: Prevention of suicide by modern media



- Provision of online treatment and support to suicidal people, their relatives and to bereaved
- Improving their access to (regular/offline) care
- Making suicide discussable in society, health care, and politics alleviating stigma and taboo.
- Research & development, dissemination of knowledge and expertise.

Organization



Als je denkt aan zelfmoord

- 113Online Foundation
 - Independent new health care institute cooperating with existent helplines and professional crisis services
 - Founders: volunteer organizations, mental health care, university, advocacy
- Staff:
 - 10 psychologists, 2 psychiatristst, webmaster, manager
- Funding: Government grant € 830.000 annually

Philosophy



- **We take a stand**
 - Suicide can really be prevented
 - We are on hope's side
- **We are open and we listen:**
 - Non judgmental understanding and validation
- **We do what works:**
 - Evidence based
 - Focused at what can be done here & now
 - Strengthen resilience and empowerment
- **We work together**
 - Professionals and volunteers
 - Online and offline
 - Partnerships, affiliations; crosslinks

Language



Als je denkt aan zelfmoord

- We speak of “Zelfmoord”
- Site: to the point, short sentences, no drama
- Solution Focused dialogue
 - Validation of pain and problems
 - Praise and compliments for coping efforts/effects
 - Genuinely curious of possible adaptation
 - Endorsing and empowering solutions found

Typical SFT questions



Als je denkt aan zelfmoord

- In this painful situation you've described, what worked well?
- How did you cope to get this far in spite of all your troubles and pain?
 - Of what worked well, what would you want to carry forward?
- If your problems would be solved enough,
 - how would things be better?
 - what would you do differently?
 - how would others tell, what would they see/hear?
 - what small step could you take to get things just a little bit in that direction?
- What helped in the thinking we just did?

Innovations



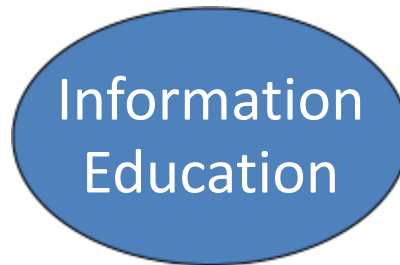
- Volunteer operated hotlines (chat and telephone) with 24/7 available second line of professionals
- Online psychotherapy offered to (severely) suicidal individuals anonymously and free
- Evidence based guided self help and moderated peer support

www.113online.nl



Als je denkt aan zelfmoord

A screenshot of the 113Online website. The header includes the 113 Online logo, the tagline 'Als je denkt aan zelfmoord', and navigation links: Home, Diensten, Over 113, Werk en stage, Help-o-theek, and Agenda. A 'Local help' button and a 'Mijn 113Online' user link are in the top right. A red box displays the phone number '0900-1130113' with 'bel' (call) above it, and a red 'Chat nu' button is below. The main content area starts with 'Je bent hier: Home' and a heading 'Zelfmoord, zelfdoding, niet meer willen leven of suicide: hulp en preventie'. Below this is a paragraph about the service being anonymous and available 24/7. Two orange status messages follow: 'Melding chat bezet/gesloten' and 'Afsplitsing forum voor nabestaanden van algemene forum 113Online'. At the bottom, there are four grey buttons with white text: 'I'm thinking of suicide', 'I'm concerned about someone', 'I'm a surviving relative', and 'I'm looking for information'.



Information and education: clients



Als je denkt aan zelfmoord

- Explanation and validation of suicidal thoughts and feelings (stress/entrapment model).
- Subtly framed as a non adaptive strategy
- Practical adaptive self help strategies are suggested
- Help seeking is advised and encouraged
- Access to direct telephone/ online help is offered
- Safety measures are promoted

Information and education: carers



Als je denkt aan zelfmoord

- Explanation
- Signals
- Practical do's and don't's
- Getting help for someone
- Getting help yourself



Als je denkt aan zelfmoord

Self
Assessment

Consultation
Advice



If You Think of Suicide

Selftests & Autoreplies



Als je denkt aan zelfmoord

Selftest	Young SIQ J (0-72)	Adult BSI (0-39)
Average tests per day	6	10
Age	19,2 (sd 6,7)	36,6 (sd 11,8)
% Female	72%	60 %
Average Score	40,7 (sd 20,7)	20,5 (sd 8,5)
Autoreply Advice	Young	Adult
Absent-Low	10 %	5 %
Mild	5 %	2 %
Suicidal	8 %	38 %
Severely Suicidal	78 %	55 %



Content analysis bulletin board

(Huisman en van Ballegooijen)



- Initiator Topics
 - 81% Negative feelings & psychiatric complaints
 - 33% Experiences and problems with care.
- Replies: 40% empathetic, 25% advice
- Reaction to advice:
 - 52 % none, 18% not helpfull; 25% positive

Main function of bulletin board is sharing, ventilating and acquiring support and understanding.



Self Help
Course

Self Help Course

(Spijker, van Straten, Kerkhof,

2011<http://www.trialsjournal.com/content/11/1/25>)



Als je denkt aan zelfmoord

- Six lessons to be downloaded weekly
- Minimal support and guidance by mail and/or telephone
- CBT-based
- Aimed at:
 - Handling negative affect
 - Attenuation of worrying and suicidal rumination
 - Fostering adaptive cognitive patterns
 - Lifting mood.



Als je denkt aan zelfmoord



If You Think of Suicide

Acute chat

Hotline

Acute chat calls: use and satisfaction



- On average 21,5 crisis calls per day answered
- Average duration: 61 min (sd 39 min).
- Average age 25,6 48% female, 15 % male, 37% ?
- 63 % of callers thanked the helper spontaneously
- 15 % dissatisfied

Content analysis

Acute chats (N= 396)

A. Huisman, B. van Spijker, S. Huijboom



Als je denkt aan zelfmoord

- Nature of Problems
 - 41% Psychiatric symptoms and treatment
 - 26% Family
 - 13% School and work
 - 13% Loneliness
 - 12 % Relationship
- 46% in some form of mental health treatment

Acute chat:

Direction of change



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N=396	Worse		No change		Better	
Apprehensive/ Confident	27	6%	204	52%	165	42%
Sad / Happy	20	5%	202	51%	174	44%
Helpless / Resourcefull	60	15%	175	44%	161	41%
Hopeless / Hopefull	32	8%	180	46%	184	46%
Confused/Decided	30	8%	125	54%	154	39%
Depressive mood	30	8%	222	56%	144	36%
Desperate	27	7%	219	55%	150	38%
Sustain thoughts	30	8%	220	56%	146	37%
Suicide ambivalence n=121	10	8%	83	69%	28	23%

Comparison Mishara study

Suicide and Life-Threatening Behavior 37(3) June 2007



Als je denkt aan zelfmoord

1-800: n=1431 tel. calls 113: n=396 chats	Worse		No change		Better	
	1-800	113	1-800	113	1-800	113
Apprehensive/ Confident	11%	7%	49%	52%	38%	43%
Sad / Happy	9%	5%	67%	51%	22%	44%
Helpless / Resourcefull	10%	15%	41%	44%	49%	41%
Hopeless / Hopefull	11%	8%	47%	46%	40%	46%
Confused/Decided	10%	8%	36%	54%	52%	39%
Depressive mood	7%	8%	74%	56%	18%	36%
Desperate	6%	7%	77%	55%	16%	38%
Sustain thoughts		8%		56%		37%
Suicide ambivalence (n=121)	2%	8%	84%	69%	14%	23%

Comparison Mishara silent monitoring study

Suicide and Life-Threatening Behavior 37(3) June 2007



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1-800: n=1431 tel. calls 113: n=396 chats	Worse		No change		Better	
	1-800	113	1-800	113	1-800	113
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Helpless / Resourcefull	10%	15%	41%	44%	49%	41%
Hopeless / Hopefull	11%	8%	47%	46%	40%	46%
Confused/Decided	10%	8%	36%	54%	52%	39%
Depressive mood	7%	8%	74%	56%	18%	36%
Desperate	6%	7%	77%	55%	16%	38%
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Als je denkt aan zelfmoord

Referral
Warm
Transfer

Brief Online
Therapy



If You Think of Suicide

Online Psychotherapy by chat or e-mail



- Anonymous, free
- Solution Focused; CBT/DBT/ACT elements
- Treatment manual
- Trained/supervised psychologists
- Brief: max 8 sessions/exchanges
- Average number sessions = 5
- Av. number of completed therapies = 25/week

Experiences

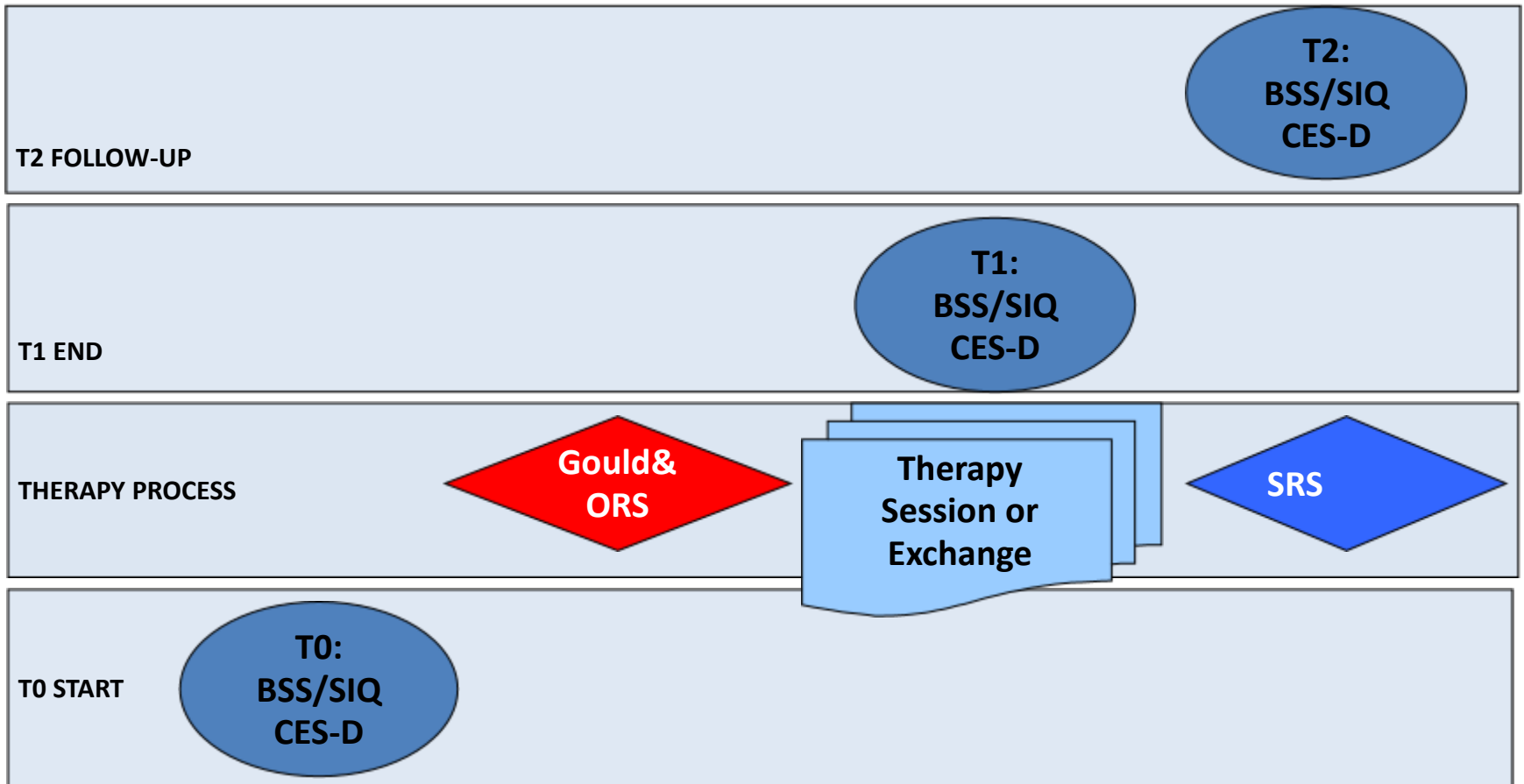


- Clients tend to be more open online.
- Anonymity allows clients to share shameful stories and ambivalence about life.
- Online therapeutic relations are therapeutic relations requiring professional management.
- Online solution focused therapy seems well suited and effective.

Routine Outcome Monitor



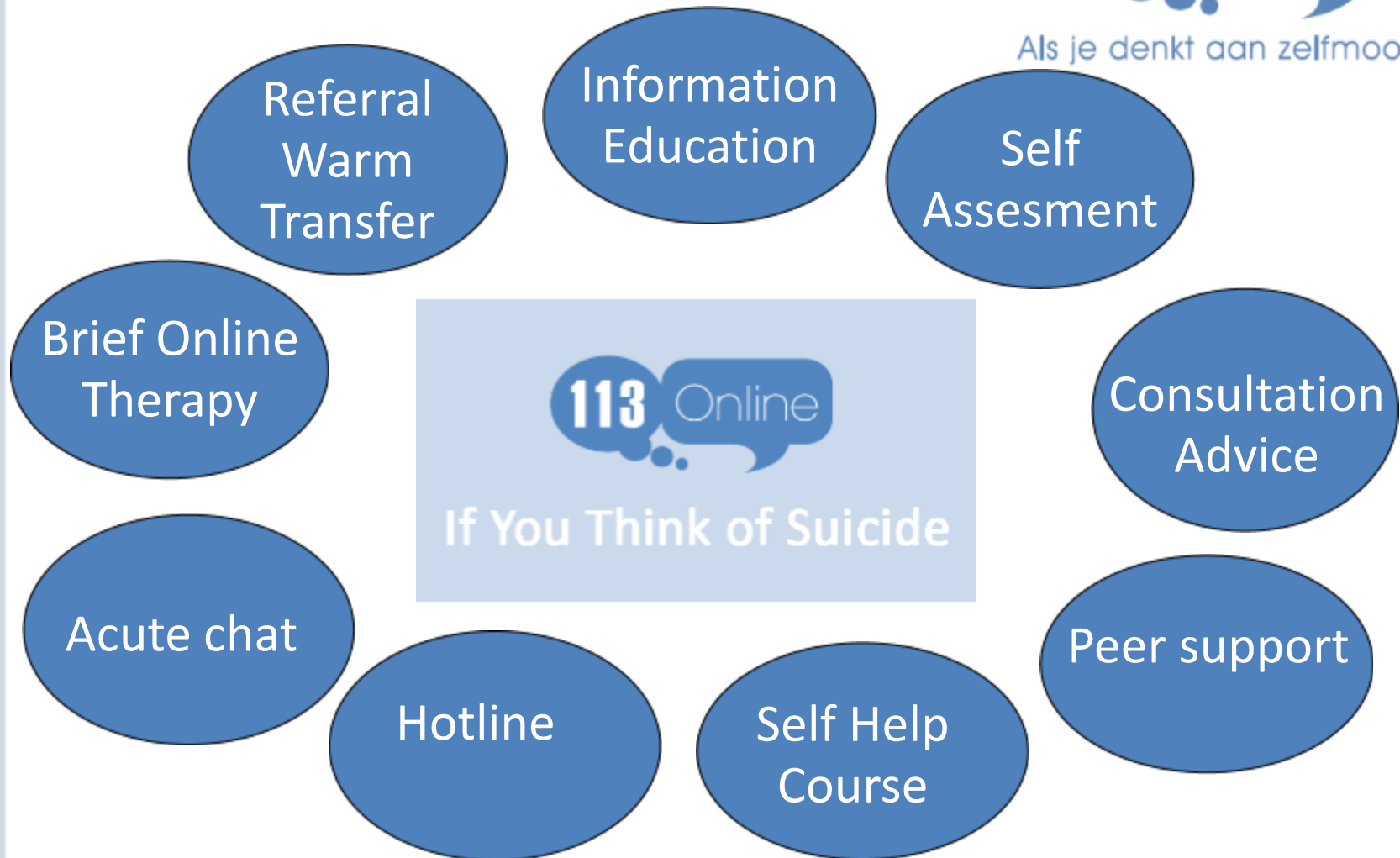
Als je denkt aan zelfmoord



Platform



Als je denkt aan zelfmoord



Site stats



Site usage 5/10/09-20/03/12	Average per day
Sitevisit	730
Unique visitors	367
Pageviews	6,2
Duration	00:03:053

Visitors	Young< 18 Yr	Adult> 17 Yr	Total
I am suicidal	14,8 %	53,8 %	68,6 %
I am worried about someone	5,8 %	17,6 %	23,4%
I am a survivor	1,4 %	6,7 %	8,0 %
Total	21,9	78,1 %	100%

STEVEN

I discovered a new world through sharing things I never thought I could. What makes this possible is probably that your services are anonymous. Very approachable and easily accessible. At certain moments the chats helped to pull me out of my downward spiral, and helped me focus my attention elsewhere.

Claire 21

*Being able to express what was bursting inside of me: I can't live like this and I want to put an end to it! The fact that someone is there in the midst of all my fear and anguish via chat, mail and a forum. I find that wonderful, even though it doesn't make the feeling of wanting to die go away, it still allowed me to vent. Now things are better, I am able to really **FEEL**.*

Starfish

I shall never forget that time in my life when I really felt I didn't want to go on. That was an intense time for me. 113 offered me a place to express this and lay it to rest. Now things are better I look back on this time including 113 and it gives me something to hold on to. And I see it as something that no one else needs to know, due to the anonymity. This way I don't need to be reminded of it by something or someone later on in the future and it prevents me being branded for life.

Adverse events



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- We know of 3 suicides, in 2 cases the client was in regular treatment as well.
- Suicide attempts occur during calls or sessions and have been dealt with by emergency services if caller/client revealed location.
- Management received 3 formal complaints regarding unmet expectations.
- Bulletin board can become overheated: malignant online disinhibition effect?

Impact on society



Als je denkt aan zelfmoord

- Suicide= 113 = help & expertise
- Suicide seems to be more discussable on policy levels: structural funding
- Influence on media coverage in general and after celebrity suicide.
- Growing network of partner organizations



ProRail
Verboden toegang
voor onbevoegden
wettelijk beschermd gebied
Aanrijd- en
elektrocutiegevaar !

ik luister...

Lijkt je leven uitzichtloos?
Wat je verhaal ook is, ik luister graag.
Bel 0900 113 0 113 (5 ct p/m).



ik ben van rijprijn.nl
anoniem & vertrouwelijk



Als je denkt aan zelfmoord

Railway related content acute chats

260 of 2443 unique acute chat callers (10,6%) refer to the railways as a means of suicide. In 16 cases this related to someone else. There were 3 direct and positive references tot the “ I Listen” signs

Situation	Number	% of 260
On the railway now	10	3,8%
Today-yesterday	19	7,3%
This week	10	3,8%
Ever	27	10,3%
Urge or a plan now	64	24,6%
Decided against rail suicide	32	12,3%
Ambivalent on rail suicide	23	8,8%

Conclusions



- Online help touches upon a vast unmet need among suicidal people, their relatives and bereaved. Internet allows for large scale dissemination of effective interventions.
- Anonymity and autonomy are key ingredients in lowering the help seeking threshold of suicidal people.
- Experiences with online help and care are promising but effects remain to be proven.



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Thank You

www.113online.nl

