

How do patients evaluate different ways of delivering the same tinnitus treatment?

- A comparison between group, Internet, and bibliotherapy with or without telephone support.

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Method

- Patients from two treatment studies with tinnitus patients:
 1. Internet (Inet) vs Group treatment (Group)
 2. Book only (Book) vs Book+Telephone (Tel+Book)
- Using the *same* treatment manual (6 weeks) and self-help texts.
- Filled out a questionnaire about their experience/satisfaction with treatment when finished.

Limitations & Strengths

☹️ Two *different* studies confounds the results!

For example:

- *Higher tinnitus distress in bibliotherapy study.*
- *Patients probably compare their own treatment to the other one in the same study.*

☹️ Only tinnitus patients.

☹️ Non-validated questionnaire.

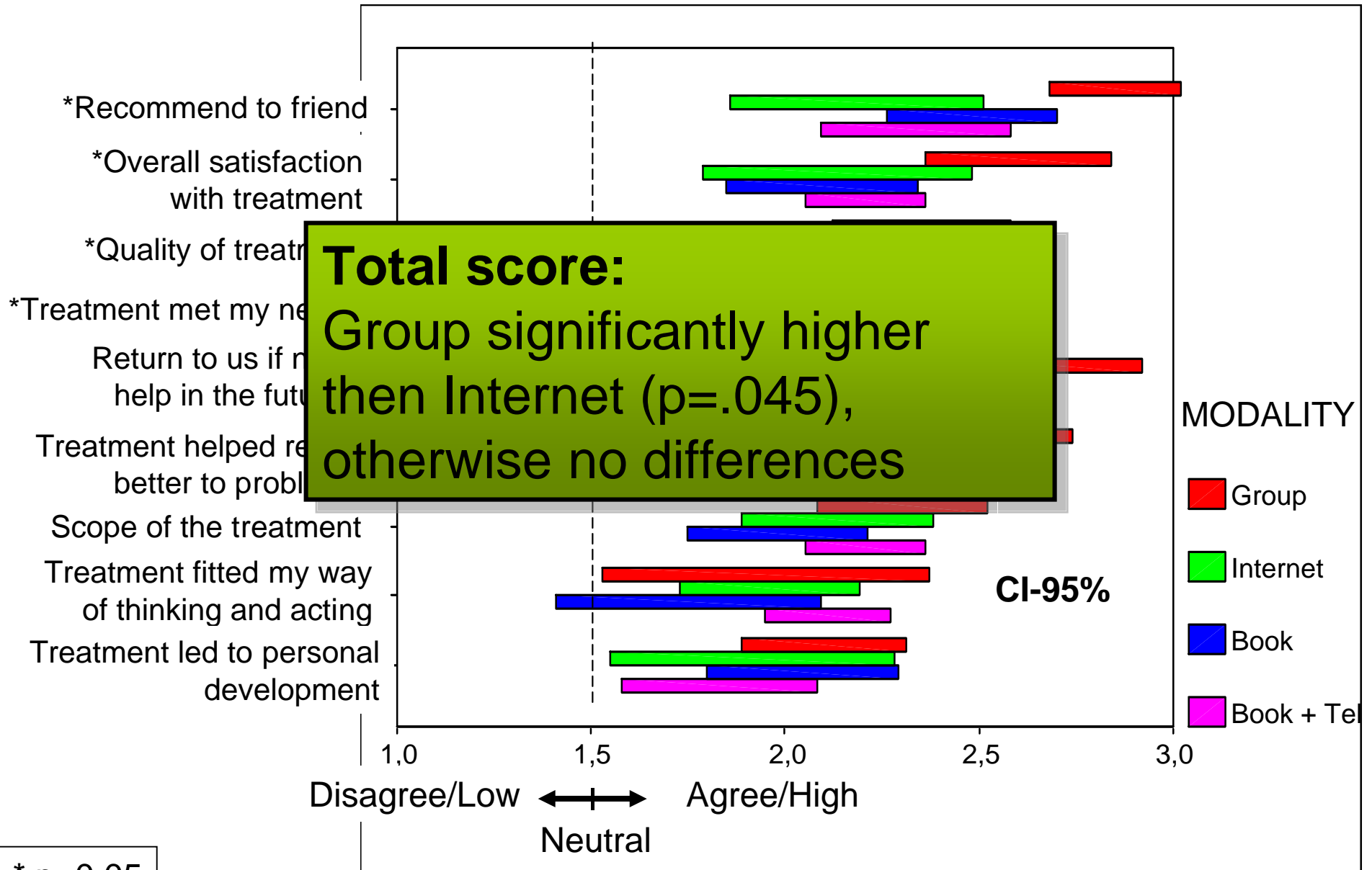
😊 Shows differences not apparent when just looking at outcome.

😊 Gives ideas on how to design better Internet treatments.

Results

- Presents significant *differences* between Inet, Group, Book and Tel+Book
- No absolute values presented.
- Also shows trends ($p < .10$), since it is important to find possible differences rather than 'hide' them.

Overall Satisfaction – 9 item scale



* p<0.05

About the text

Felt stressed that you should read all text?

Too much text?

No significant difference:

- Interesting/relevant?
- Easy to find information?
- How much you read
- Easy to understand

Differences

Trend:
I net & Book more stressed than Group & Tel+book

Trend:
'Too much' for I net compared to Tel+book

Easy or hard to...

...understand how to fill out the printed registration sheets?

Differences

Easier for
Tel+book than
Group & Book

...choose tools?

Easier for
Tel+book than
Inet

No significant difference:

- Planning the treatment
- Understanding the advice

Relation with the therapist

More help from meeting a therapist for 45 minutes each week?

More help from 20 min telephone contact with therapist?

Differences

More so for Book than for Inet & Tel+book than for Group

More so for Book than for Inet than for Group

Relation with the therapist

Differences

How often did you tell your therapist when you had a problem with the treatment?

More so for
Tel+book
than for
I net

No significant difference:

- Satisfied with the therapist answers?
- How much help from therapist?
- Relation personal or superficial?
- Therapist easy to understand?

Time and effort

Differences

Was the treatment worth the effort?

More so for Group than Book

How much effort did you put in the treatment?

Less effort for Tel+book than Book

No significant difference:

- Hours spent on treatment?
- Six weeks enough?

Some other questions...

Was it much effort to use the registration sheets?

Did registration sheets made the treatment better?

Was the treatment practical?

No significant difference:

- Effort to plan
- Problems with treatment
- Wanted more freedom of choice?

Differences

Less for I net
than Group & Book

I net found it
more useful than
Group & Tel+book

Trend:
Group more
practical than
I net

Credibility - Internet vs Group

No difference in *actual* treatment outcome...

... but credibility before and after treatment significantly higher for Group

Conclusions

- 35% (15/42) of all tests were significant at a .05-level, which is well above chance.
- But - often there is no significant difference between the four modalities!
- When differences:
 - Group and Tel+Book tends to get the best ratings.
 - Book alone tends to get the lowest ratings

Conclusions - Internet treatment

- Less overall satisfaction than Group.
- More stressed about the text and more inclined to say it was too much.
- More difficult to choose tools/modules.
- Registration sheets: Less effort to use and stronger belief in them improving treatment!

Conclusions - Internet treatment

- Wishing *more* for another kind of therapist contact than Group...
- ... but *less* so than Book and as much as Tel+Book.
- Not more problems with treatment, but told less often about them.
- Otherwise - no differences in quality of therapist contact.
- Less credible before and after treatment when compared to group.