

# **Chapter 6: Achievement of intermediate-level objectives relating to the website and web portal (Area C)**

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## **Objective C.1: Public website to provide information regarding the MHPN project and workshops developed and maintained**

The MHPN website was launched in February 2009 with the primary objectives of enabling facilitators to register an expression of interest to facilitate a workshop, enable mental health professionals to register for workshops, and provide information regarding workshops (e.g., dates and times, eligibility criteria). Its development has been an evolving process and it has undergone modifications in line with the activities of MHPN. It now has three main functions: to direct mental health professionals to local networks; to provide a gateway to MHPN Online; and to provide resources to support network meetings.

## **Objective C.2: Public MHPN website developed to allow registration and remuneration for workshops online**

Initially, paper-based forms were made available to participants via the facilitator kits in order to remunerate them for attending an initial workshop. Participants completed these forms and returned them by fax or mail to MHPN. This was labour-intensive for MHPN's finance team and other administrative staff, so, in December 2009, functionality was added to enable mental health professionals to register for initial workshops online. In February 2010, an online payment system was launched that allowed participants to register their details online in order to be paid for their attendance.

## **Objective C.3: Enablers and barriers to use of MHPN website identified and addressed**

The sustainability and website survey indicated that awareness of the website was sub-optimal, particularly among some professional groups. Overall, 20% of respondents did not know it existed; the figure was higher than average for psychiatrists (at 35%), general practitioners (at 25%) and 'other' professionals (at 30%). These findings were corroborated by the pre-workshop, post-workshop and follow-up surveys of mental health professionals which indicated that between 21% and 39% of mental health professionals had never accessed the website (possibly because their reception staff submitted online registrations on their behalf). Having said this, there are indications that these figures are declining over time.<sup>15</sup>

Those who did access the website, however, viewed it positively. According to the sustainability and website survey, those who used it tended to do so multiple times (43% did so between two and five times). They most commonly accessed it to find and register for a workshop, and were positive about features relating to this activity, like its online registration functionality.

Table 14 shows how respondents rated various aspects of the website, including its user friendliness, ease of navigation, flow of information, aesthetics and relevance, and the extent to which it fulfilled their expectations.

Each aspect had a mean rating of around 3 (on a scale of 1 to 5, where 1 was 'very poor' and 5 was 'excellent') indicating that, on average, respondents thought it was 'good'. These patterns were largely consistent across professional groups.

**Table 14: Mean ratings of selected aspects of the website**

	General practitioner	Psychologist	Psychiatrist	Social worker	Mental health nurse	Occupational therapist	Other	Total
How user friendly did you find the website?	n=135 3.1 (0.6)	n=530 3.2 (0.7)	n=18 3.1 (0.6)	n=126 3.2 (0.7)	n=93 3.5 (0.7)	n=29 3.2 (0.6)	n=163 3.3 (0.7)	n=1,094 3.2(0.7)
How easy was it to navigate through the site?	n=134 3.0 (0.6)	n=525 3.2 (0.8)	n=18 3.1 (0.8)	n=124 3.1 (0.7)	95 3.5 (0.8)	n=29 3.2 (0.7)	n=162 3.2 (0.7)	n=1,087 3.2 (0.7)
Was the information presented logically?	n=131 3.1 (0.6)	n=523 3.2 (0.7)	n=18 3.0 (0.8)	n=123 3.1 (0.7)	n=95 3.6 (0.7)	n=29 3.2 (0.7)	n=161 3.3 (0.7)	n=1,080 3.3 (0.7)
Was it aesthetically pleasing?	n=132 3.1 (0.5)	n=521 3.2 (0.7)	n=18 2.9 (0.7)	n=123 3.1 (0.7)	n=95 3.4 (0.7)	n=29 3.3 (0.6)	n=160 3.3 (0.7)	n=1,078 3.3 (0.7)
Did the website provide you with the information you were looking for?	n=134 3.1 (0.8)	n=526 3.3 (0.8)	n=18 2.9 (0.8)	n=124 3.2 (0.9)	n=95 3.5 (0.8)	n=29 3.5 (0.7)	n=161 3.4 (0.7)	n=1,087 3.3 (0.8)
How relevant was the content to you?	n=132 3.1 (0.6)	n=518 3.4 (0.8)	n=17 2.9 (0.7)	n=124 3.3 (0.8)	n=95 3.5 (0.8)	n=28 3.3 (0.5)	n=158 3.3 (0.7)	n=1,072 3.3 (0.7)

**Ratings of aspects of MHPN website  
(1 = 'very poor' ... 5 = 'excellent')**

*Source: Sustainability and website survey*

## Objective C.4: Members-only web portal developed to provide resources to members

In May 2010, the members-only web portal MHPN Online was launched. This was advertised in direct communications to workshop and network participants as well as in publications of professional groups such as the APS's *InPsych*. The members-only web portal has several different functions aimed at supporting ongoing networking and interdisciplinary collaboration. These include a members search function and networks search function, clinical and general discussion forums, a mailbox, event organisation tools, and help pages.

## Objective C.5: Enablers and barriers to use of the web portal identified and addressed

The MHPN web portal survey was designed to assess mental health professionals' uptake of the web portal, and to examine enablers and barriers to its use. According to the survey, 33% of those who had accessed the web portal had done so once, 53% had done so 2-5 times, 11% had done so 6-10 times, and 1% had done so more than 10 times. Two thirds (67%) had first learnt about the web portal through an email from MHPN, and a further 14% had done so through attending an MHPN workshop. Smaller proportions had learnt about the web portal from work colleagues (7%), network members (1%), a notice in a professional publication (3%), or some other source (7%).

Mental health professionals were asked to indicate the extent to which they liked the idea of networking online on a scale of 1-5, and, on average, gave it a rating of 3.9, indicating that they 'liked' the idea. Table 15 shows mental health professionals' expectations of the web portal, and demonstrates that, most commonly, they hoped that it would help them stay in contact with local mental health professionals. Other related expectations to do with identifying mental health professionals to consult with and refer to were also relatively common. When subsequently asked about the extent to which these expectations were met, web portal survey respondents indicated that, on average, their expectations were partially met.

**Table 15: Expectations for MHPN web portal (n=73)\***

	Freq	%
Stay in contact with local mental health professionals	54	74.0%
Be able to find mental health professionals to consult with	34	46.6%
Be able to find mental health professionals to make referrals to	26	35.6%
Promote your private practice	20	27.4%
Take part in online discussions with other mental health professionals	18	24.7%
To find networks to join	14	19.2%
To organise networking events	9	12.3%
Not sure	7	9.6%
Other	2	2.7%

Source: MHPN web portal survey

\* Multiple responses permitted

Mental health professionals who had used the web portal were asked to rate it in terms of key aspects such as ease of navigation and presentation of information, as well as sections of the web portal such as search functions and the mailbox tool (see Table 16). All responses were on a five-point scale where 1 was 'very poor' and 5 'excellent'. Overall, respondents rated each surveyed aspect and function at around 3.0, indicating that they viewed them as 'good'. It is worth noting that because the web portal was only launched relatively

recently, respondents may have found it difficult to assess sections like the clinical and general discussion forums, which will develop and grow with increased use over time.

**Table 16: Mean ratings of selected aspects and sections of the web portal (n=73)**

		Mean	SD
<b>Ratings of aspects of MHPN web portal</b> (1 = 'very poor' ... 5 = 'excellent')	Was it aesthetically pleasing?	3.2	0.7
	Was the information presented logically?	3.1	0.8
	How relevant was the content to you?	3.1	0.8
	How user friendly did you find MHPN Online?	3.0	0.9
	How easy was it to navigate through the site?	3.0	0.9
<b>Ratings of sections of MHPN web portal</b> (1 = 'very poor' ... 5 = 'excellent')	Members search function	3.0	0.9
	Event organisation tools	3.0	1.0
	Networks search function	2.9	0.9
	Group discussion forums	2.9	1.0
	Mailbox	2.9	0.9
	Help pages	2.9	1.0
	Clinical or general discussion forums	2.8	1.0

Source: MHPN web portal survey

## Objective C.6: Ongoing support provided to networks through the creation of virtual networks and forums

The MHPN web portal survey also explored the ways in which the web portal was assisting mental health professionals to participate in local interdisciplinary networks. Table 17 shows that the web portal had fostered participation in a variety of ways, most commonly by helping mental health professionals to learn about other professionals in their area (60%), but also by expanding their networks (53%). The web portal had assisted in practical ways too, by enabling participants to organise events and network meetings (40%), and enabling them to RSVP to such events (47%).

**Table 17: Use of the web portal to assist with local network participation (n=15)\***

	Freq	%
Learned more about professionals in your local area	9	60.0%
Expanded your network	8	53.3%
RSVPed to events/network meetings	7	46.7%
Organised events/network meetings	6	40.0%
Shared clinical information	4	26.7%
Contacted network members about referrals	2	13.3%
Communicated about non-clinical subjects	0	0.0%

Source: MHPN web portal survey

\* Multiple responses permitted