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**Qualitätsstandards in der eBeratung - Internetumfrage zu  
Qualitätsstandards und detaillierte Beurteilung von Websites Definitiver  
Schlussbericht. Begleitforschung eSuchtportal**

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Accepted minimal quality standards for addiction counselling on the internet (S1-S13, P1, P7-P11, P13-P17, E1-E2). Additional best practise quality standards are marked in italic (P2, P12, E3-E4).

<b>Structural quality of addiction counselling on the internet</b>		
S 1	Low-threshold access	Low-threshold access is in place. Reasonable and predefined response times are ensured.
S 2	Minors	The e-consulting services adopt binding rules for dealing with minors seeking advice.
S 3	Crises	The addiction counselling service in the internet informs visitors that addiction counselling over the internet is no adequate mean to deal with acute crises and emergencies and alludes to intended use. Furthermore, if an emergency or crisis should emerge during the online counselling, contact information for further help (e.g. emergency numbers) is provided.
S 4	Accessibility	The addiction counselling service is accessible on the Internet via website, available and compatible with those communication devices for which the e-consulting service has been developed. A reference to this as well as for browser compatibility is provided on the website's home-page.
S 5	Transparency	The addiction counselling service on the Internet must be described transparently way and be comprehensible for lay people. Independency from health industry (pharmaceutical and medical device companies) must be assured with respect to finances, organization, staff and location. The underlying organization / counselling centre providing the addiction counselling service must be identifiable.
S 6	Multidisciplinarity	The team of addiction counsellors meet the interdisciplinary requirements with regard to their consulting engagement.
S 7	Human resources	The counselling centre ensures a sufficient number of staff for the addiction counselling engagement on the Internet.
S 8	Overhead	The counselling centre has human resources for the management and the technical support of addiction counselling on the Internet.
S 9	Qualifications	Basically, each member of the addiction counselling teams possesses additional qualifications in the field of therapy or consultancy or some other appropriate specialisation related to the job requirements. Furthermore, each member is well acquainted and trained with the particularities of text-based communication via Internet (chat, email, forum).
S 10	Cooperation	Cooperation with representatives of other disciplines are defined.
S 11	Cooperation / Network	The addiction counselling centre cooperates in a concerted fashion with other services and institutions especially in those cases for which it lacks an appropriate provision of help on its own.
S 12	Information about consulting fees	The online consulting service provides transparent information about consulting fees (free of charge or paid).

S 13	e-counselling space	The virtual space (Internet browser, chat interface, e-mail inboxes, connection speed to the Internet, etc.) of the agency / institution needs to be suitable for addiction counselling over the Internet. Special consideration should be given to data protection and privacy.
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<b>Process quality of addiction counselling on the internet</b>		
P 1	Ensuring professional competence	The responsible organisation / institution offering addiction counselling over the Internet ensures that the team of addiction counsellors is directing its professional work solely according to the acknowledged rules of professional competence.
P 2	<i>Assessment of demand for e-counselling</i>	<i>The demand for addiction counselling over the Internet and any possible further demand for counselling and treatment must be properly collected, assessed and prioritized.</i>
P 7	Consultation plan	A consultation plan is agreed upon with every person seeking the counselling service over the Internet, taking into account their cognitive and technical capabilities. This plan should be transparent, understandable, goal- and resource-oriented and will be reviewed on a regular basis and adapted to the individual situation in case of long-time counselling services.
P 8	Confidentiality	The protection of privacy is ensured by informing the person seeking counselling over Internet on conditions of work, confidentiality and data protection, as well as the commitment of all those involved in addiction counselling over the Internet on the relevant legal and various other regulations.
P 9	Documentation of addiction counselling	The basic documentation per counselling case is regulated. The records of the electronic consultation documentation must be kept at least for 10 years in accordance with cantonal and / or national guidelines. There must be regulations as to what happens to these electronic consultation documentation at the end of these 10 years.
P 10	Right of access to one's personal records	If a person seeking counselling over Internet requests access to or a copy of their collected data, this is done in accordance with the Federal Act on Data Protection and in a predefined procedure.
P 11	Case discussion	Regular discussions of cases take place in the multidisciplinary addiction counselling team at predefined intervals, especially for challenging cases. This intervision can take place online or offline.
P 12	<i>Contact frequency, pseudonym, various counselling modalities</i>	<i>The addiction counselling service has defined how to handle one-time and repeated consultations, requests from the same person with different identities (pseudonyms) and various counselling modalities.</i>
P 13	Training and further education	All online addiction counsellors take part in regular trainings and further education.

P 14	Supervision	External supervision for casework is regularly engaged in. This supervision can be carried out offline or online.
P 15	Background of counselling methods	All addiction counsellors active over the internet know theoretical models of the development of addiction, dependence and behavioural changes and follow evidence-based addiction counselling methods.
P 16	Technical methods	All addiction counsellors active over the internet know and use various methods of text-based psychosocial online counselling and online therapy.
P 17	Diversity	All addiction counsellors active in the Internet take aspects of diversity into account (gender, migration, age, comorbidity, etc. as well as counselling modalities and technical capabilities of the person seeking advice, etc.).

<b>Outcome quality of addiction counselling on the internet</b>		
E 1	Strategic focus of the addiction counselling on the internet	The addiction counselling on the Internet is focused on a clearly defined strategy, e.g. reduced risk behaviour, stabilization or improvement of health, social stabilization and / or reduction of substance use or non-substance-related addiction behaviour respectively.
E 2	Statistical evaluation of work	Individual casework and cross-case measures are presented annually according to predefined criteria and reflected with respect to the specific needs and goals of the addiction counselling centre operating in the Internet, e.g.: number of applications per position and year, duration of consultations in months, consultation contact frequencies, types of addiction counselling termination, referrals to other addiction counselling services (internal / external), etc., website traffic.
E 3	<i>Internal evaluation</i>	<i>The addiction counselling centre active in Internet regularly conducts its own measures for the evaluation of its activities, including: assessment of client satisfaction with the counselling service, assessment of employee satisfaction, assessment of goal attainment of provided services from the perspective of different stakeholders (clients, employees).</i>
E 4	<i>External evaluation</i>	<i>The addiction counselling centre active in Internet regularly conducts external evaluations of its activities or participates in relevant research projects, including: assessment and comparison with other institutions concerning the client satisfaction with addiction counselling on the Internet by external bodies; assessment of goal attainment of provided services from the view of third parties etc.</i>

Rejected quality standards for addiction counselling on the internet (P3-P6).

<b>Process quality of addiction counselling on the internet</b>		
P 3	Assessment of substance use	Current use of psychoactive substances or non-substance-related addiction behaviour must be assessed.
P 4	Assessment of substance use and treatment history	The history of substance use or of non-substance-related addiction behaviour (where prevalent) must be assessed.
P 5	Assessment of psyche	The mental state and any psychiatric disorders from the past must be determined.
P 6	Assessment of somatic complaints	Current somatic problems must be determined.