Table 1. Demographic characteristics by trial periods, nontrial period, and overall for patients who started the Wellbeing Course

	Trial 1 (Nov 2013 - Jul 2015)	Trial 2 (Feb 2016 - Jul 2016)	Trial 3 (Dec 2016 - Jun 2017)	Trial 4 (Oct 2017 - Sep 2018)	Trial 5 (Sep 2018 - Mar 2019)	Trial 6 (May 2019 - Nov 2019)	Non-trial	TOTAL	Significance
Comparison	Cohort Comparison: once-weekly support by specialized therapists vs. non-specialized therapists	RCT: optional support vs. once-weekly support	Preference Trial: patients select preference for optional vs. once-weekly support	RCT: once-weekly vs. one-business-day support	RCT: once-weekly support with/without pre-treatment motivational interviewing	Factorial RCT: once-weekly vs. twice-weekly support & Homework reflection or Not	Standard Practice: once-weekly support		
Patients started course (n)	462	173	373	675	433	593	1294	4003	
Age									
Mean age (SD) [Age range]	39.07 (12.72) [18-74]	38.34 (12.94) [19-76]	37.38 (12.93) [18-86]	36.92 (13.02) [18-84]	37.72 (12.88) [18-76]	36.84 (13.04) [18-88]	37.11 (12.79) [18-81]	**37.42 (12.89) [18-88]**	$F_{(7,4000)} = 1.92$, $p = .08$
Gender									
Men	24.9% (115/461)	21.4% (37/173)	23.3% (87/373)	24.0% (162/675)	25.2% (109/433)	26.3% (156/593)	26.8% (347/1293)	**25.3% (1013/4001)**	
Women	74.6% (344/461)	78.6% (136/173)	75.9% (283/373)	76.0% (513/675)	74.8% (324/433)	71.8% (426/593)	72.8 % (941/1293)	**74.2% (2967/4001)**	$\chi^2_{(3, N = 4001)} = 52.23$, $p = .007$
Non-binary, two-spirit, not listed, or prefer not to disclose	0.4% (2/461)	0	0.8% (3/373)	0	0	1.9% (11/593)	3.9% (5/1293)	**0.4% (21/4001)**	
Location									

Large city (>200,000)	50.3% (232/461)	45.7% (79/173)	40.2% (150/373)	40.6% (274/675)	42.5% (184/433)	44.9% (266/592)	44.7% (579/1293)	**44.1% (1763/3999)**	
Small-medium city (10,000-200,000)	20.4% (94/461)	31.8% (55/173)	32.2% (120/373)	26.5% (179/675)	24.9% (108/433)	26.2% (155/592)	26.5% (343/1293)	**26.4% (1054/3999)**	$\chi^2_{(24, N = 3999)} =$ 42.55, $p = .01$
Town or village	21.0% (97/461)	16.2% (28/173)	22.3% (83/373)	23.9% (161/675)	21.9% (95/433)	20.4% (121/592)	20.0% (258/1293)	**21.1% (843/3999)**	
Farm	7.4% (37/461)	5.8% (10/173)	4.8% (18/373)	8.7% (59/675)	9.2% (40/433)	7.9% (47/592)	8.4% (108/1293)	**8.0% (319/3999)**	
Reserve	0.2% (1/461)	0.6% (1/173)	0.5% (2/373)	0.3% (2/675)	1.4% (6/433)	0.5% (3/592)	0.4% (5/1293)	**0.5% (20/3999)**	

Ethnicity

White/ Caucasian	92.5% (422/456)	88.4% (153/173)	88.7% (331/373)	91.3% (616/675)	89.8% (389/433)	90.7% (538/593)	89.4% (1153/1289)	**90.2% (3602/3992)**	$\chi^2_{(1, N = 3992)} = 6.27$, $p = .01$
Asian	1.3% (6/456)	1.2% (2/173)	2.1% (8/373)	1.3% (9/675)	2.1% (9/433)	2.2% (13/593)	3.5% (21/593)	**1.4% (54/3992)**	
First Nations/ Métis	2.6% (12/456)	3.5% (6/173)	3.5% (13/373)	5.3% (36/675)	5.5% (24/433)	5.2% (31/593)	4.5% (58/1289)	**4.5% (180/3992)**	
Other	3.5% (16/456)	6.9% (12/173)	5.6% (21/373)	2.1% (14/675)	2.5% (11/433)	1.9% (11/593)	4.4% (57/1289)	**3.9% (155/3992)**	

Employment (most applicable)

Paid employment	69.2% (319/461)	65.9% (114/173)	61.9% (231/373)	61.5% (415/675)	62.4% (270/433)	69.8% (414/593)	65.7% (850/1293)	**65.3% (2612/4000)**
Student	3.0% (14/461)	6.4% (11/173)	8.0% (30/373)	4.4% (30/675)	6.0% (26/433)	6.2% (37/593)	6.2% (80/1293)	**6.3% (251/4000)**

Unemployed	9.3% (43/461)	5.2% (9/173)	8.6% (32/373)	6.7% (45/675)	8.1% (35/433)	6.4% (38/593)	7.9% (102/1293)	**7.6% (304/4000)**	$\chi^2_{(1, N = 4000)}$ = 0.81, p = .37
Other (retired, home duties, disability)	18.4% (85/461)	22.5% (39/173)	21.4% (80/373)	27.4% (185/675)	23.6% (102/433)	17.5% (104/593)	20.2% (261/1293)	**21.5% (833/4000)**	
Education									
University degree	36.4% (168/461)	33.5% (58/173)	31.9% (119/373)	36.1% (244/675)	33.9% (147/433)	32.5% (193/593)	35.4% (459/1293)	**34.7% (1388/4001)**	$\chi^2_{(6, N = 4001)}$ = 46.09, p = .12
Relationship Status									
Married	45.1% (208/461)	45.3% (78/172)	46.2% (169/373)	44.4% (300/675)	46.0% (199/433)	46.5% (271/583)	46.3% (594/1284)	**45.6% (1819/3992)**	$\chi^2_{(6, N = 3992)}$ = 28.26 p = .57
Children									
(% yes)	60.1% (276/459)	59.9% (103/172)	59.8% (223/373)	57.6% (389/675)	57.5% (249/433)	50.3% (298/592)	55.4% (712/1284)	**56.4% (2250/3988)**	$\chi^2_{(6, N = 3988)}$ = 7.91 p = .02

Note. Bonferroni correction *p* significant at .006.

Table 2. Baseline symptom severity and current and lifetime mental health service use by trial periods, non-trial period and overall for patients who started the Wellbeing Course

	Trial 1 (Nov 2013 - Jul 2015)	Trial 2 (Feb 2016 - Jul 2016)	Trial 3 (Dec 2016 - Jun 2017)	Trial 4 (Oct 2017 - Sep 2018)	Trial 5 (Sep 2018 - Mar 2019)	Trial 6 (May 2019 - Nov 2019)	Non-trial (individuals between trial periods)	TOTAL	Significance
Comparison	Cohort Comparison: once-weekly support by specialized therapists vs. non-specialized therapists	RCT: optional support vs. once-weekly support	Preference Trial: patients select preference for optional vs. once-weekly support	RCT: once-weekly vs. one-business-day support	RCT: once-weekly support with/without pre-treatment motivational interviewing	Factorial RCT: once-weekly vs. twice-weekly support & Homework reflection or Not	Standard Practice: once-weekly support		
Baseline symptom scores									
Mean PHQ-9 (SD)	12.42 (5.62)	11.19 (6.00)	12.22 (6.14)	12.09 (5.75)	11.81 (5.79)	11.90 (5.53)	12.11 (5.76)	**12.05 (5.76)**	$F_{(6,3996)} = 1.24$, $p = .28$
Mean GAD-7 (SD)	11.66 (5.23)	10.97 (5.09)	12.02 (5.20)	12.14 (5.10)	11.46 (5.21)	11.59 (4.99)	12.06 (4.98)	**11.85 (5.09)**	$F_{(6,3996)} = 2.48$, $p = .02$
Mean K10 (SD)	27.39 (7.27)	26.70 (6.88)	28.03 (8.25)	28.29 (7.52)	27.67 (7.81)	27.59 (7.49)	28.02 (7.46)	**27.84 (7.55)**	$F_{(6, 3996)} = 1.65$, $p = .13$
Mean SDS (SD)	17.66 (7.88)	16.77 (7.48)	16.91 (7.92)	16.91 (7.78)	17.04 (8.37)	16.69 (7.76)	17.25 (7.64)	**17.09 (7.81)**	$F_{(6, 3996)} = 0.89$, $p = .50$
Mean PDSS-SR (SD)	7.54 (6.51)	7.00 (5.69)	7.23 (6.17)	7.56 (5.81)	7.51 (6.10)	6.69 (5.82)	7.59 (6.02)	**7.38 (6.03)**	$F_{(6,3996)} = 1.88$, $p = .08$
Mean SPS/SIAS-6 (SD)	13.2 (10.18)	14.7 (10.0)	14.8 (11.33)	14.9 (11.1)	15.3 (11.2)	14.6 (10.5)	16.0 (10.6)	**14.71 (10.73)**	$F_{(6,3996)} = 2.04$, $p = .06$
Symptoms in the clinical range									
PHQ-9 and or GAD-7 in clinical range	88.5% (409/462)	81.5% (141/173)	85.5% (319/373)	88.9% (600/675)	86.4% (374/433)	86.1% (511/593)	89.0% (1153/1294)	**83.7% (3352/4003)**	$\chi^2_{(6, N = 4003)} = 13.21$ $p = .04$
Mental health service use (last 3 months)									
Receiving other mental health treatment	48.7% (222/456)	39.3% (68/173)	37.6% (140/372)	49.2% (332/675)	47.1% (204/433)	49.7% (295/593)	46.2% (598/1293)	**46.5% (1858/3994)**	$\chi^2_{(6, N = 3995)} = 20.79$ $p = .002$
On wait-list for other services	--	9.2% (16/173)	11.3% (42/372)	13.2% (89/675)	10.2% (44/433)	11.0% (65/593)	12.8% (158/1232)	**11.9% (414/3478)**	$\chi^2_{(6, N = 3532)} = 5.24$ $p = .51$

Psychotropic medication	58.6% (270/461)	59.5% (103/173)	54.3% (202/372)	60.6% (372/614)	65.0% (253/389)	64.1% (337/526)	60.7% (753/1240)	**60.7% (2290/3775)**	$\chi^2_{(6, N = 3775)}$ = 12.77 $p = .05$
Mental health service use (lifetime)									
Family doctor/walk-in clinic	--	--	--	85.6% (578/675)	84.1% (364/433)	86.5% (513/593)	88.6% (380/429)	**86.1% (1834/2130)**	$\chi^2_{(3, N = 2130)}$ = 3.92 $p = .27$
Psychiatrist	--	--	--	31.7% (214/675)	28.9% (125/433)	31.2% (185/593)	35.0% (150/429)	**31.61% (673/2129)**	$\chi^2_{(3, N = 2129)}$ = 3.79 $p = .29$

Note. PHQ-9 = Patient Health Questionnaire 9-item; GAD-7 = Generalized Anxiety Disorder Questionnaire 7-item; K10 = Kessler Distress Scale; SDS = Sheehan Disability Scale; PDSS-SR = Panic Disorder Severity Scale Self-Report; SIAS-6/SPS-6 = Social Interaction Anxiety Scale and Social Phobia Scale (SIAS-6/SPS-6). Bonferroni correction *p* significant at .004.

Table 3. Reliable change, program engagement, working alliance and treatment ratings by trial periods, non-trial period and overall

	Trial 1 (Nov 2013 - Jul 2015)	Trial 2 (Feb 2016 - Jul 2016)	Trial 3 (Dec 2016 - Jun 2017)	Trial 4 (Oct 2017 - Sep 2018)	Trial 5 (Sep 2018 - Mar 2019)	Trial 6 (May 2019 - Nov 2019)	Non-trial	TOTAL	Significance
Comparison	Cohort Comparison: once-weekly support by specialized therapists vs. non-specialized therapists	RCT: optional support vs. once-weekly support	Preference Trial: patients select preference for optional vs. once-weekly support	RCT: once-weekly vs. one-business-day support	RCT: once-weekly support with/without pre-treatment motivational interviewing	Factorial RCT: once-weekly vs. twice-weekly support & Homework reflection or Not	Standard Practice: once-weekly support		
Reliable Change									
PHQ-9 post-treatment recovery	40.1%	32.7%	35.4%	35.4%	34.5%	35.9%	36.8%	**36.3%**	$F_{(6, 2650)} = 0.70, p = .65$
PHQ-9 post-treatment deterioration	1.4%	1.4%	1.5%	2.2%	1.3%	1.4%	1.7%	**1.7%**	$F_{(6,1308)} = 0.22, p = .97$
GAD-7 post-treatment recovery	43.2%	44.2%	45.5%	46.2%	43.7%	44.6%	45.3%	**45.0%**	$F_{(6, 2333)} = 1.09, p = .37$
GAD-7 post-treatment deterioration	1.9%	1.4%	1.3%	1.8%	1.6%	2.1%	2.4%	**2.0%**	$F_{(6,920)} = 0.30, p = .94$
Program Engagement									
Accessed ≥ 4 lessons	83.8% (387/462)	78.0% (135/173)	79.6% (297/373)	81.2% (548/675)	82.7% (358/433)	81.1% (481/593)	78.1% (1011/ 1294)	**80.4% (3217/4003)**	$\chi^2_{(6, N = 4003)} = 10.18$ $p = .12$
Accessed 5 lessons	75.1% (347/462)	69.9% (121/173)	67.8% (253/373)	70.5% (476/675)	70.0% (303/433)	73.7% (437/593)	69.1% (894/1294)	**70.7% (2831/4003)**	$\chi^2_{(6, N = 4003)} = 10.18$ $p = .12$
Mean number	9.08	5.86	7.65	10.40	8.78(1.50)	12.83	8.69	**9.43**	$F_{(6, 3996)} =$

of therapist emails to patient (SD)	(2.39)	(2.83)	(2.73)	(3.41)		(4.17)	(3.03)	**(3.52)**	208.26, $p < .001$[a]
Mean number of emails from patient to therapist (SD)	4.73 (3.94)	2.88 (3.09)	3.42 (3.04)	4.29 (4.00)	3.47 (2.83)	4.70 (3.97)	3.67 (3.39)	**3.97 (3.60)**	$F_{(6, 3996)} = 15.59$, $p < .001$[b]
Mean number of phone calls (SD)	0.88 (1.32)	0.54 (0.84)	0.62 (1.03)	0.91 (1.32)	0.93 (1.22)	0.95 (1.17)	0.80 (1.14)	**0.84 (1.19)**	$F_{(6, 3996)} = 18.00$, $p <.001$[c]

Working alliance

WAI-SR total score	--	42.63 (11.86)	45.16 (11.18)	46.19 (10.58)	47.30 (9.65)	47.55 (10.10)	45.61 (10.94)	**46.19 (10.62)**	$F_{(3, 1973)} = 5.24$, $p < .001$[d]
WAI-SR bond score	--	15.56 (4.89)	16.30 (4.10)	16.91 (3.82)	17.11 (3.22)	17.29 (3.56)	16.58 (3.97)	**16.80 (3.84)**	$F_{(3, 1966)} = 5.14$, $p < .001$[e]
WAI-SR task score	--	14.37 (3.65)	15.32 (3.37)	14.95 (3.61)	15.51 (3.39)	15.41 (3.43)	14.89 (3.67)	**15.11 (3.55)**	$F_{(3, 1966)} = 3.06$, $p = .009$
WAI-SR goal score	--	12.70 (4.93)	13.54 (5.22)	14.33 (4.58)	14.66 (4.38)	14.86 (4.39)	14.04 (4.83)	**14.25 (4.68)**	$F_{(63, 1966)} = 5.47$, $p < .001$[f]

Treatment ratings

Satisfied/very satisfied overall	85.1% (280/329)	78.4% (91/116)	89.7% (227/253)	86.3% (417/483)	85.9% (243/283)	89.3% (342/383)	82.3% (677/823)	**85.2% (2277/2674)**	$\chi^2_{(6, N = 2674)} = 19.69$ $p = .003$
Satisfied/very satisfied with materials	91.2% (300/329)	85.3% (99/116)	92.5% (234/253)	89.5% (437/488)	89.0% (252/283)	91.4% (349/382)	88.5% (728/823)	**89.7% (2399/2674)**	$\chi^2_{(6, N = 2674)} = 7.97$ $p = .24$
Satisfied/very satisfied with telephone calls	87.1% (277/318)	88.8% (103/116)	83.0% (210/253)	83.8% (409/488)	87.6% (248/283)	84.0% (321/382)	83.1% (683/822)	**73.2% (1125/1536)**	$\chi^2_{(6, N = 1536)} = 7.34$ $p = .29$
Satisfied/very satisfied with emails	82.7% (263/318)	72.4% (84/116)	77.1% (195/253)	82.4% (402/488)	86.2% (244/283)	87.4% (334/382)	76.4% (628/822)	**80.7% (2150/2662)**	$\chi^2_{(6, N = 2622)} = 35.46$ $p <.001$[g]
Increased/greatly increased confidence	90.6% (298/329)	88.8% (103/116)	93.7% (237/253)	90.0% (439/488)	93.6% (265/283)	94.5% (361/382)	88.7% (730/823)	**91.0% (2433/2674)**	$\chi^2_{(6, N = 2674)} = 17.04$ $p =.01$
Increased/greatl	78.7%	77.6%	82.6%	83.0%	84.5%	84.3%	78.4%	**81.1%**	$\chi^2_{(6, N = 2674)}$

y increased motivation for other treatment	(259/329)	(90/116)	(209/253)	(405/488)	(239/283)	(322/382)	(645/823)	**(2169/2674)**	= 12.28 $p = .06$
Course was worth the time (%)	97.3% (320/329)	97.4% (113/116)	97.2% (246/253)	95.5% (466/488)	97.5% (276/283)	97.1% (372/382)	95.0% (782/823)	**96.3% (2575/2674)**	$\chi^2_{(6, N = 2674)}$ = 9.02 $p = .17$
Would recommend course to a friend (%)	96.0% (316/329)	95.7% (111/116)	97.6% (247/253)	97.5% (476/488)	97.2% (275/283)	97.4% (372/382)	95.4% (785/823)	**96.6% (2582/2674)**	$\chi^2_{(6, N = 2674)}$ = 7.34 $p = .29$

Note. PHQ-9 = Patient Health Questionnaire-9-item; GAD-7 = Generalized Anxiety Disorder-7-item; WAI-SR = Working Alliance Inventory - Short Revised. Bonferroni correction p significant at .002.

[a] The mean number of emails therapists sent to patients in Trial 1 (once-weekly), Trial 5 (once-weekly with or without motivational interviewing), and to Non-trial patients (once-weekly) were not significantly different. All other differences in means were significant at $p < .001$.

[b] Patients in Trial 1 (once-weekly), Trial 4 (once-weekly vs. one-business-day), and Trial 6 (once- vs. twice-weekly) sent more emails to therapists than patients in Trial 2 (optional vs. once-weekly), Trial 3 (preference for optional vs. once-weekly), Trial 5 (once-weekly with or without motivational interviewing), and Non-trial patients (once-weekly).

[c] Patients in Trials 2 (optional vs. once-weekly) and Trial 3 (preference for optional vs. once-weekly) had fewer phone conservations than patients in Trials 4 (once-weekly vs. one-business-day), 5 (once-weekly with or without motivational interviewing), and 6 (once- vs. twice-weekly).

[d] Patients in Trial 2 (optional vs once-weekly support) had lower total scores on the WAI-SR than patients in Trial 5 (once-weekly with or without motivational interviewing) and Trial 6 (once-weekly vs. twice-weekly support).

[e] Patients in Trial 2 (optional vs. once-weekly) had lower scores on the WAI-SR Bond scale than patients in Trial 6 (once- vs. twice-weekly).

[f] Patients in Trial 2 (optional vs. once-weekly) had lower scores on the WAI-SR Goal scale than patients in Trial 5 (once-weekly with or without motivational interviewing) and Trial 6 (once- vs. twice-weekly).

[g] Patients in Trial 6 (once- vs. twice-weekly) had higher email satisfaction scores than patients in Trial 2 (optional vs. once-weekly), Trial 3 (preference for optional or once-weekly), or Non-trial patients (once-weekly) and patients in Trial 5 (once-weekly with or without motivational interviewing) had higher satisfaction rates than Non-trial patients (once-weekly).