The Internet and mediated communication technologies offer major opportunities in supporting mental healthcare, and evidence for their effectiveness is growing. However, their acceptance among clinical psychologists and use in clinical practice remain low.

The current study took a qualitative descriptive approach of in-depth interviews to gain structured insight into the experienced drivers and barriers to adoption of online treatment from the perspective of clinical psychologists. Multiple drivers and barriers emerged from the analysis of the data. Importantly, it was found that particular drivers and barriers are experienced differently by practitioners depending on the extent to which they have adopted online treatment. Based on these findings, I constructed the Levels of Adoption of eMental Health (LAMH) model, which distinguishes several categories of adoption of online treatment, and characterizes experienced drivers and barriers as a function of them. The model was then supported through a validation with experts.

The LAMH model provides a more structured understanding of the process of adopting online treatment, thereby facilitating future research on this topic, and informs targeted recommendations with respect to technology, training and clinical practice that take into account the individual level of adoption. In the end, this is likely to bring significant improvements to the quality and efficiency of mental health care practice, from which both professionals and clients will benefit.