2014

Human-Centring a Mental Health Service System
Oikonen, Karen and Starkman, Adam and Jones, Peter and Yip, Andrea

Suggested citation:

Human-Centering a Mental Health Service System

Karen Oikonen, Adam Starkman, Jennifer Robinson, Andrea Yip, Peter Jones
OCAD University, Strategic Foresight and Innovation
RSD3 Presentation, October 16, 2014
Madison
First-Year Undergrad Student
Bachelor of Fine Arts,
Drawing & Painting
Olivia

Second-Year Graduate Student
Master of Fine Arts, Criticism & Curatorial Practice
A local intervention for a systemic challenge
The challenge of student mental health

• mental health has become a significant concern campuses across Canada
• students have conflicting demands
66% Felt things were hopeless

95% Overwhelmed by what all they had to do

73% Felt very lonely

38% Too depressed to function

8% Intentionally self-injuring

9.5% Considered suicide
Research Team

Jennifer Robinson  
Clinical Director  
Health & Wellness Centre

Andrea Yip  
Research Coordinator  
Health & Wellness Centre

Peter Jones  
Strategic Foresight & Innovation  
Professor, Faculty Lead

Adam Starkman  
Strategic Foresight & Innovation  
Grad Student Researcher

Karen Oikonen  
Strategic Foresight & Innovation  
Grad Student Researcher
A Human-Centered Design Study

1. Discovery & Research
2. Design & Mapping
3. Prototyping & Implementation
Problem finding

• understand the student experience
• hear from students
• hear from staff in the HWC
• hear from external stakeholders
Current Service Workflow
Current Service Workflow

- Pre-Arrival
- Arrival
- Triage
- Counseling Sessions
- Leave or Transfer
- Follow-up
Initial observations
Close your eyes and slowly take five deep, breaths...
You just practiced a deep breathing, self-care exercise!
Sharp Centre for Design
Sharp Centre for Design

Health & Wellness Centre
Sharp Centre for Design

Oikonen, Starkman, Robinson, Yip, Jones • RSD3, October 16, 2014
Creating opportunity for dialogue
The Innovation Town Hall

1. Societal
2. Institutional
3. Psychological
4. Individual
- governance = hardly ever questioned
- what role do students have?
- structure creates culture!
- happiness value to measure
- freshman transition to postsec
- symbolic safe coordinated efforts
- wellness focus (incl. phys. health)
- learning about empathy
- creating lexicon for expression (ex. 2)
- a growing issue
- systemic
- has far ranging impact
- start somewhere
• need for a strategy
• acknowledge needs
• provide resources
• community approach
• isolation
• stigma still exists
• diverse needs
• focus on the person
• sharing is important
• empowerment
• story-telling
• community
& social media
Listening to lived experiences

• Open dialogues
• Anonymous survey
• Interviews with students
• Focus groups with staff
Student Personas

Madison

Olivia
What did we learn?
Current Service Workflow

1. PRE-ARRIVAL
2. ARRIVAL
3. TRIAGE
4. COUNSELING SESSIONS
5. LEAVE OR TRANSFER
6. FOLLOW-UP
Barriers to help-seeking

- Society is fragmented on mental health
- Stigma
- Fear
- Lack of information
- The journey can be complex
Escalation

PRE-ARRIVAL ➔ ARRIVAL ➔ TRIAGE ➔ COUNSELING SESSIONS
How might we design pre-arrival interventions to address the lack of awareness, uncertainty and isolation that characterize the student mental health experience?
Current State

Proposed New Interventions

Promotional Posters
#mentalhealth
HWC Pop-ups with supported materials

BUILD GREATER

LACK OF AWARENESS

UNCERTAINTY

HWC Pop-ups with supported materials

Promotional Posters
#mentalhealth

Build Greater Facilitate Better Create Increased

Reimagined online portal with FAQs
Use of Facebook & Twitter Resources for Tips & Strategies

Mentorship Peer-to-Peer Program Group Workshops

Access to Services

Reduced State of Anxiety

Access to Services

Higher State of Anxiety

Welcome to the HWC

Awareness

Understanding

Connection

Oikonen, Starkman, Robinson, Yip, Jones • RSD3, October 16, 2014

Handshake designed by Sam Garner from thenounproject.com
Madison’s journey

Promotional Posters
#mentalhealth
HWC Pop-ups with supported materials

Current State

Proposed New Interventions

LACK OF AWARENESS

BUILD GREATER

FACILIT

AWARENESS

UNDEL

Reimagined online portal
Use of F & T Resources
Tips &
Olivia’s journey

LACK OF AWARENESS

Current State

Proposed New Interventions

Promotional Posters
#mentalhealth
HWC Pop-ups with supported materials

UNCERTAINTY

Higher State of Anxiety

Reimagined online portal with FAQs
Use of Facebook & Twitter
Resources for Tips & Strategies

UNDERSTANDING

FACILITATE BETTER

Reduced State of Anxiety

Mentorship Peer-to-Peer Program
Group Workshops

CONNECTION

BUILD GREATER

CREATE INCREASED

AWARENESS

Olivia’s journey
Current State
Lack of Awareness
Uncertainty
Isolation
Access to Services

Proposed New Interventions

Building Greater
Facilitate Better
Create Increased

Awareness
Understanding
Connection
Access to Services

Promotional Posters
#mentalhealth
HWC Pop-ups with supported materials

Welcome to the HWC
CLOSE YOUR EYES AND SLOWLY TAKE FIVE DEEP, BREATHS.

You just practiced a deep breathing, self-care exercise!

#mentalhealth

Visit OCADU’s Health & Wellness Centre at our new location 240 Richmond St. West
Mental Health Pop-Up.

CLOSE YOUR EYES AND SLOWLY TAKE FIVE DEEP BREATHS.
Gaps & next steps
Cultural diversity
Next Steps

• Addressing research gaps
• Co-creating the new Health & Wellness space
• Funding the Mental Health Pop-UP
• Peer-to-peer network
• Website portal
• Integrate the gigamap
Systemic implications

Existing System (societal & institutional)

Local Intervention (tangible experiences)

Socializing Change
Thank you.

Karen Oikonon
karen@healthcaredialogues.com

Adam Starkman
adam@healthcaredialogues.com

Peter Jones
peter@redesignresearch.com