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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
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
38% Too depressed to function
95% Overwhelmed by what all they had to do
8% Intentionally self-injuring
73% Felt very lonely
9.5% Considered suicide
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

PRE-ARRIVAL → ARRIVAL → TRIAGE → COUNSELING SESSIONS → LEAVE OR TRANSFER → FOLLOW-UP
Current Service Workflow

1. **Pre-arrival**
2. **Arrival**
3. **Triage**
4. **Counseling Sessions**
5. **Leave or Transfer**
6. **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

Health & Wellness Centre
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

PRE-ARRIVAL → ARRIVAL → TRIAGE → COUNSELING SESSIONS → LEAVE OR TRANSFER → FOLLOW-UP
Barriers to help-seeking

- Society is fragmented on mental health
- Stigma
- Fear
- Lack of information
- The journey can be complex
Escalation
How might we design pre-arrival interventions to address the lack of awareness, uncertainty and isolation that characterize the student mental health experience?
Promotional Posters
#mentalhealth
HWC Pop-ups with supported materials

LACK OF AWARENESS
Current State
Proposed New Interventions

UNCERTAINTY

ISOLATION
Higher State of Anxiety
Reduced State of Anxiety

ACCESS TO SERVICES

Welcome to the HWC
Handshake designed by Sam Garner from thenounproject.com

Resources for Tips & Strategies
Mentorship Peer-to-Peer Program Group Workshops

AWARENESS
BUILD GREATER

UNDERSTANDING
FACILITATE BETTER

CONNECTION
CREATE INCREASED

ACCESS TO SERVICES
Madison’s journey

Current State

Proposed New Interventions

Promotional Posters
#mentalhealth
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BUILD GREATER

LACK OF AWARENESS

UNCERTAINTY

UNDERSTATEMENT

AWARENESS

UNDERTAKEN
Olivia’s journey

LACK OF AWARENESS
- Current State
- Proposed New Interventions
  - Promotional Posters
  - #mentalhealth
  - HWC Pop-ups with supported materials

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

ISOLATION
- Mentorship
- Peer-to-Peer Program
- Group Workshops

AWARENESS
- BUILD GREATER
- FACILITATE BETTER

UNDERSTANDING
- CREATE INCREASED

CONNECTION
- LACK OF AWARENESS
- UNCERTAINTY
- ISOLATION
- AWARENESS
- UNDERSTANDING
- CONNECTION
LACK OF AWARENESS

Current State

Proposed New Interventions

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BUILD GREATER

UNCERTAINTY

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

FACILITATE BETTER

ISOLATION

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CREATE INCREASED

PROPOSED NEW INTERVENTIONS

Mentorship
Peer-to-Peer Program
Group Workshops

ACCESS TO SERVICES

Welcome to the HWC

AWARENESS

UNDERSTANDING

CONNECTION

ACCESS TO SERVICES

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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.
Gaps & next steps
The male voice
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.

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