

Faculty of Design

### <sup>2014</sup> Human-Centring a Mental Health Service System

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## 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%

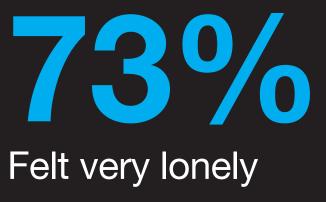
Overwhelmed by what all they had to do



Too depressed to function

8%

Intentionally self-injuring



### **9500** Considered suicide

## **Research Team**



Jennifer Robinson Clinical Director Health & Wellness Centre



Andrea Yip Research Coordinator Health & Wellness Centre





Adam Starkman Strategic Foresight & Innovation Grad Student Researcher

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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

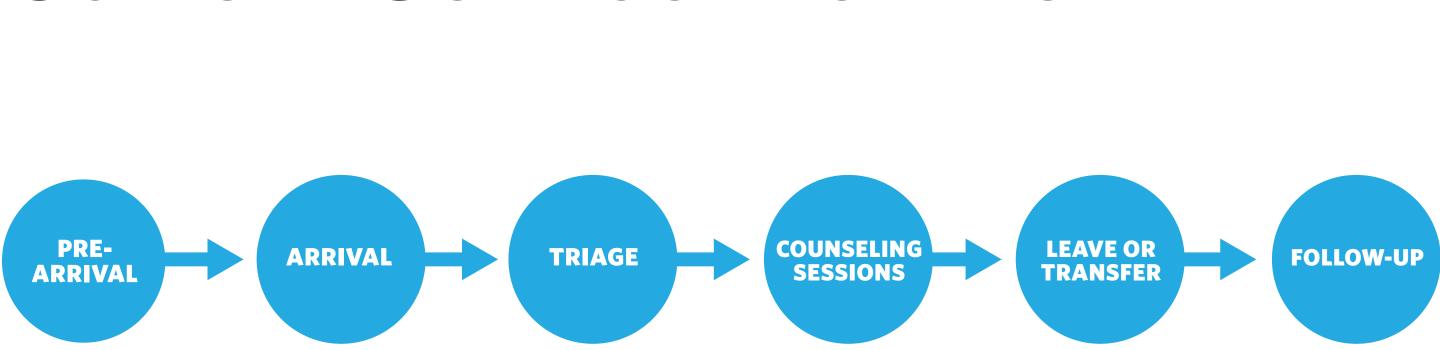
## **Current Service Workflow**

L∧ stages ≝ >L	PRE-ARRIVAL	ARRIVAL	TRIAGE	COUNSELING SESSION(S)
RIENCE MAP, PROVIDER'S PERSPECTIVE, budderss perspective,	Referral HCP, staff, faculty Phone HELP SEEKING Wayfir Voutreach Events, fairs HELP SEEKING Valine Wabsite Email Social media	Image: Wait front desk situation     Urgent     Update chart       1. Medical or Counseling     New Client?     Image: Client?       2. Assess situation     Non Urgent     New Client?       1. Medical and/or Counseling     1. Green       2. Appointment or Drop In     1. Green       3. Privacy     3. Privacy       4. History	Psychiatrist       Match to       Counseling Intake       1. Urgent or non urgent       2. Medical and/or Counseling   External referral	Pointment Appointment reminder Approach front desk 1. Welcome 2. Assess situation Maiting
SERVICE: EXPERIENCE	Help Seeking Behaviour Referral, Online, Talking, Find H Phone, Outreach	HWC Speak with Describe reason Complete Paperwork Sit and person at front for visit		appointment ICP or Front Receive Check in at Sit and reminder front desk Wait
COUNSELING SERV	"I need help" Identify need for help I think/I'm told to see a counselor Wanting to understand	Why am I here?We don't judgeIs this going to help?What is going on?This sucksWill someone judge me?I hate paper workAre they going to send meHow do I write how I feel?to the hospital?	Is she going to think I'm crazy? Am I sick? I'm not the type of person to have to talk to someone about my problems Emergency? Is client suicidal? Harm to self or others? At risk of imminent danger? Does client need to be seen today? How soon can the client be seen? Can we provide client's needs here?	Problem solving Finally Make client feel comfortable Address the client's needs
Ž NOO FEELING	Weakness Fearful Courage Unsure Feel anxious Confusion Scared/nervous	Relief Relieved Fear Welcoming Confused Overwhelming Frustrated Mortified	Feeling Upset Tired Good Frustrated Relieved	Heard Phew! Cared for Calm Hopeful Nervous Understood
	People look lost in building		"I need to see someone today"	

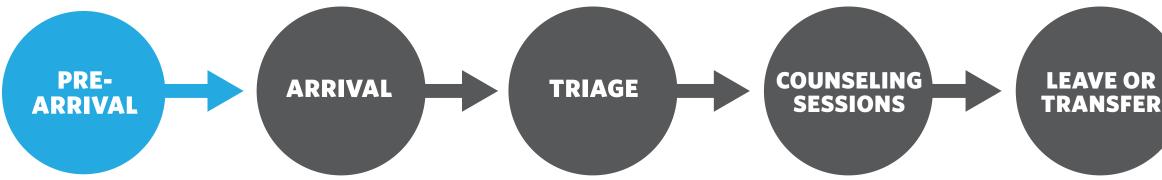


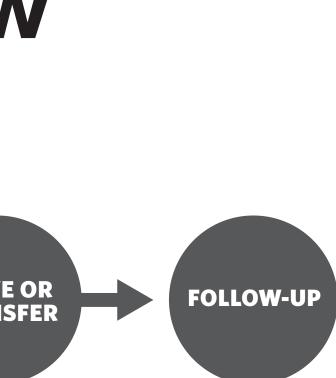
### FOLLOW UP LEAVE OR TRANSFER Switch counselor ng room No shows and/or clients of concern Exit Plan Referral followed up by request of HCP Do not return Switch Counselor Talk with Initiate Contact **Receive Referral** Counselor Do not return That was good Was this helpful? That was awful Crisis resolved? Need more support? Did client follow They sent me away through? Where have you been Frustration Nervous for unknown Scared Нарру Wanting reassurance Wanting support

## **Current Service Workflow**



## **Current Service Workflow**





### Initial observations











### Mercivation Tips

The most effective methentows for studying are positive and immediate rewards they work point for products that we very about line to

- while your totaled and paratani mail your and governet. Charles a first of tasks to account proje over the week or a
- "we self fait the size day and an index and 3. Province investing that an obviog busing goals are investig
- effective than demandements for the number of the to קווניון ומדרד זפועוודלא מיד חימרה באלעכרעים למנוז גניוון למינ semantic Remain disconnett for footbulg norma no sour The des Ast
- > Adapte such a structure and an a spree word the a place where more all metoned divisions and childrening
- Activities. 6. Shorty action voter Entigene is branched, they are the idea and which metering it band
- to duan unvestated throught on a pad of paper white analying to per them but of your mind and an paper. 8 Story with short which periods and gradually build by
- Annane parents

We feel fulfilled when we are challenged by our work, but still able to handle all the tasks that come our way. Motivation problems arise when we do not feet challenged enough and become hored. On the other hand having too much on our plate that we don't feel we can accomplish leads to stress and anxiety. It's important to take care of ourselves so we don't become indifferent or burnt out!

Self Care "The right and responsibility to take care of your physical, emotional and spiritual wellpeing" (Salvucci, 2001)

> Close your eyes and slowly take five deep, breaths .... You just practiced a deep breathing, self- care exercise!

> > Balerolaud

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> > NAMES OF SUPPORT

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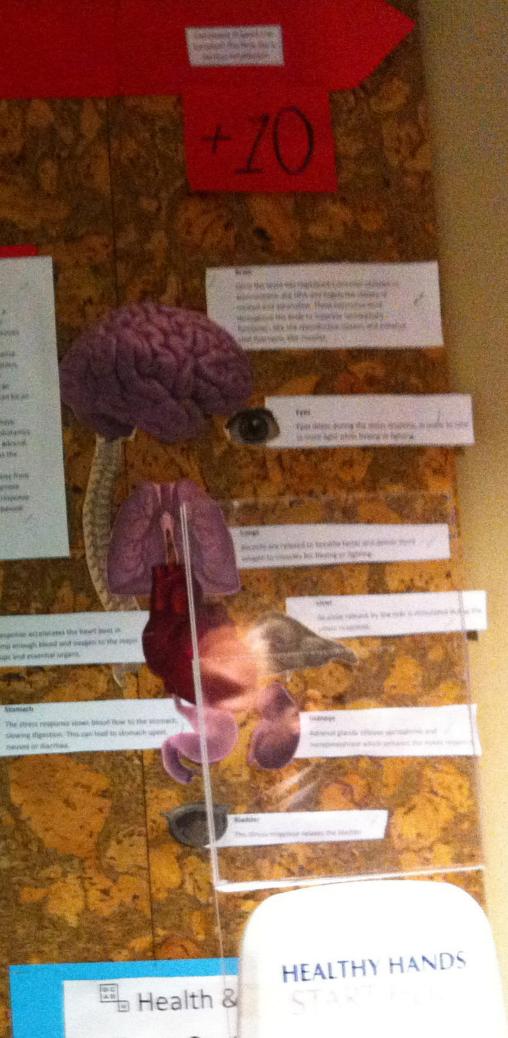
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> ion with Br. Christoph Mandful Self-Compass Germar Dewstoad meditation exercises at www.mindauladinompanion.exp

# siceshysicne

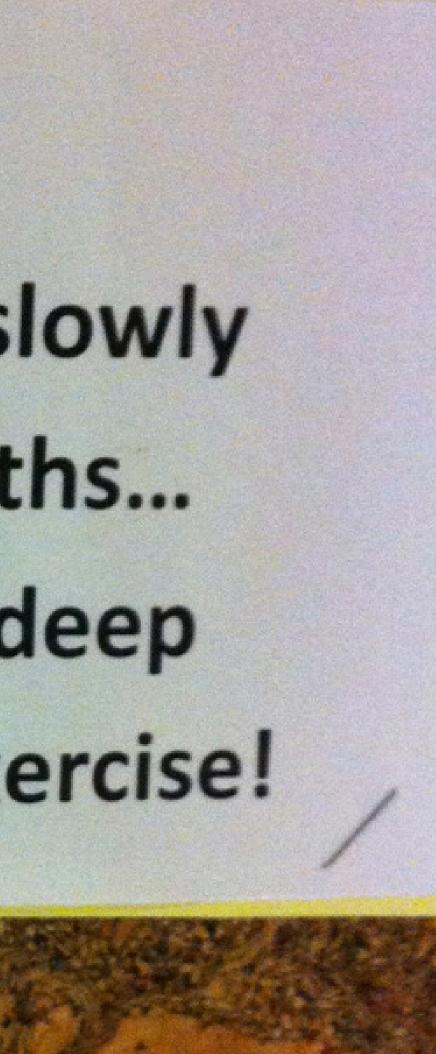
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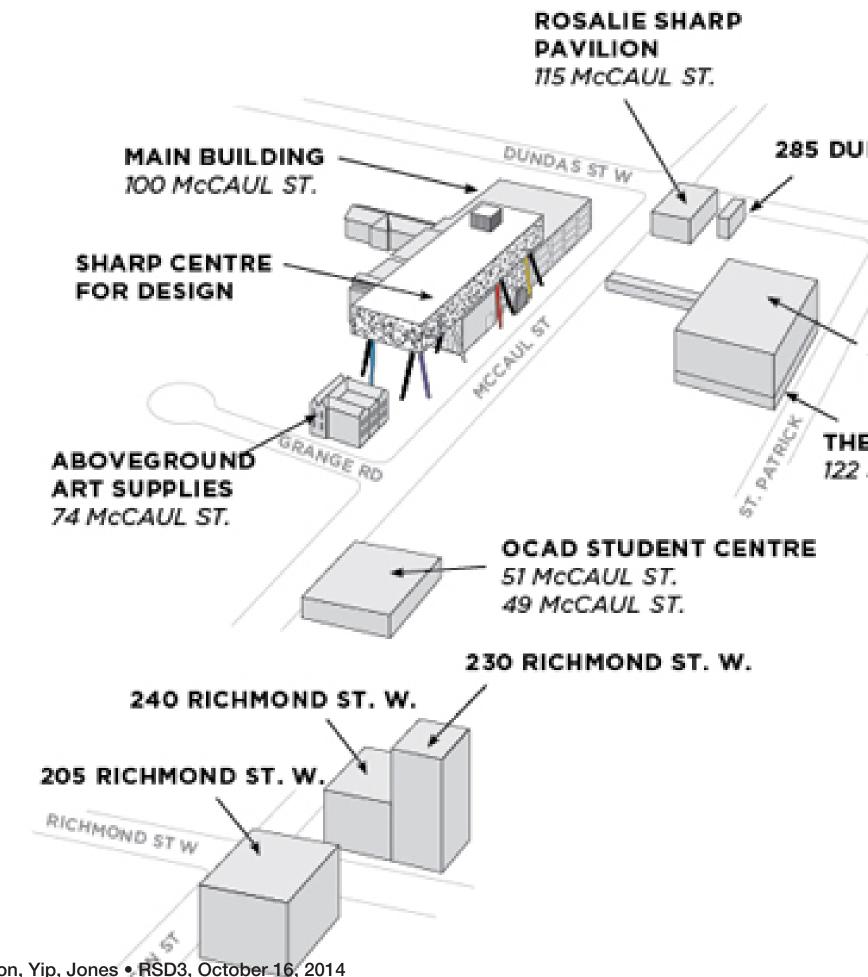


Wellness Cent

## Close your eyes and slowly take five deep, breaths... You just practiced a deep breathing, self- care exercise!





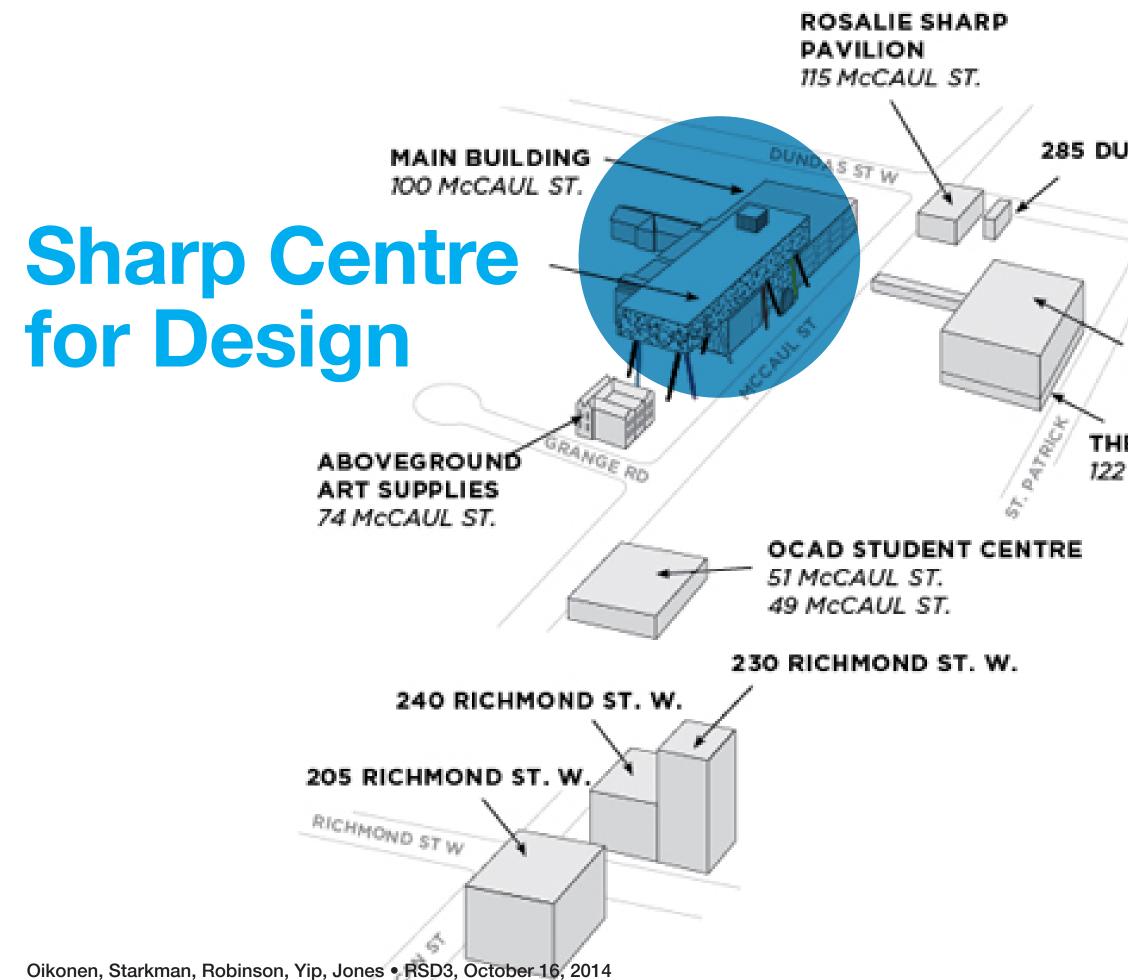


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### 285 DUNDAS ST. W.

### ANNEX BUILDING

113 McCAUL ST.

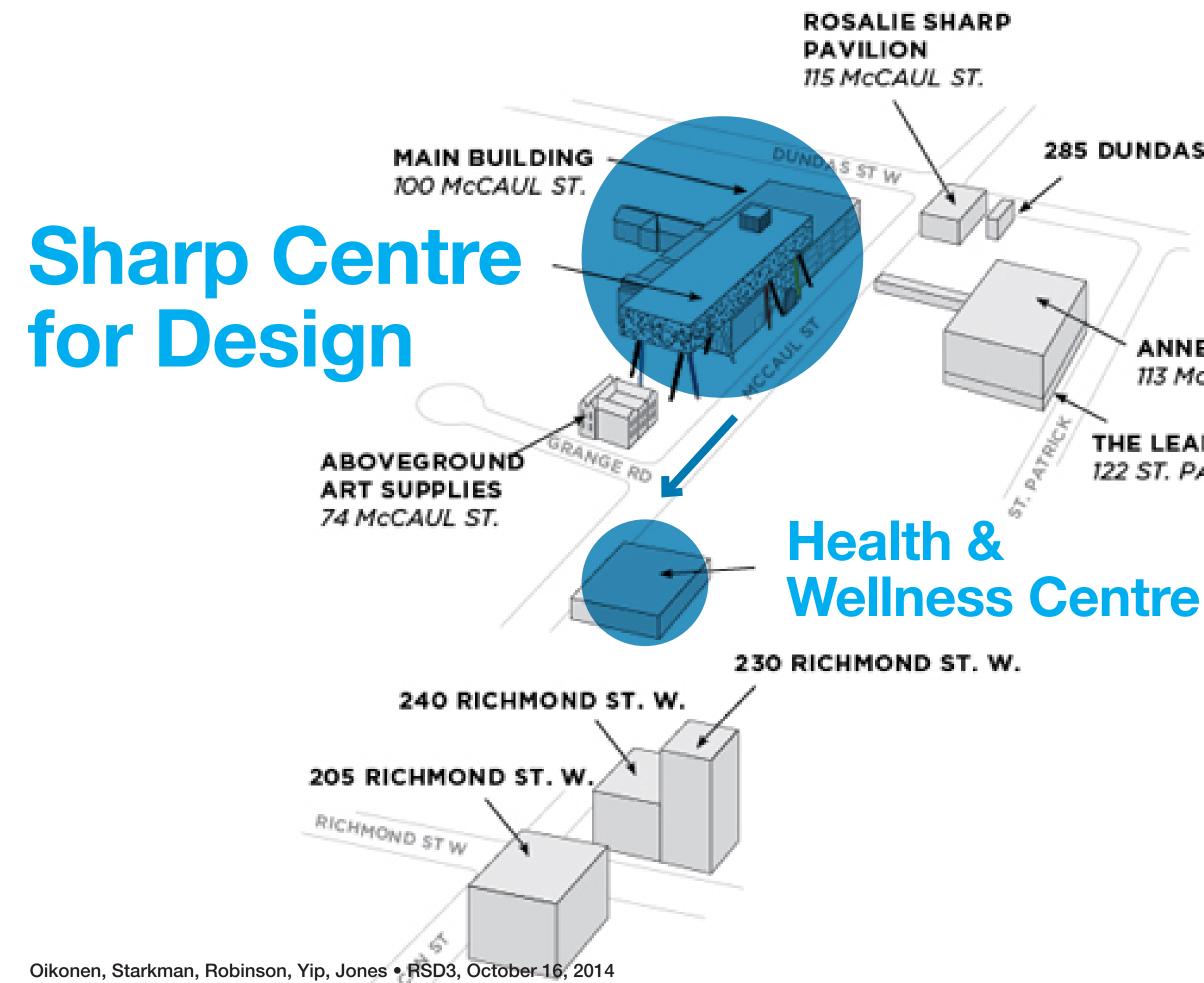


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### 285 DUNDAS ST. W.

### ANNEX BUILDING

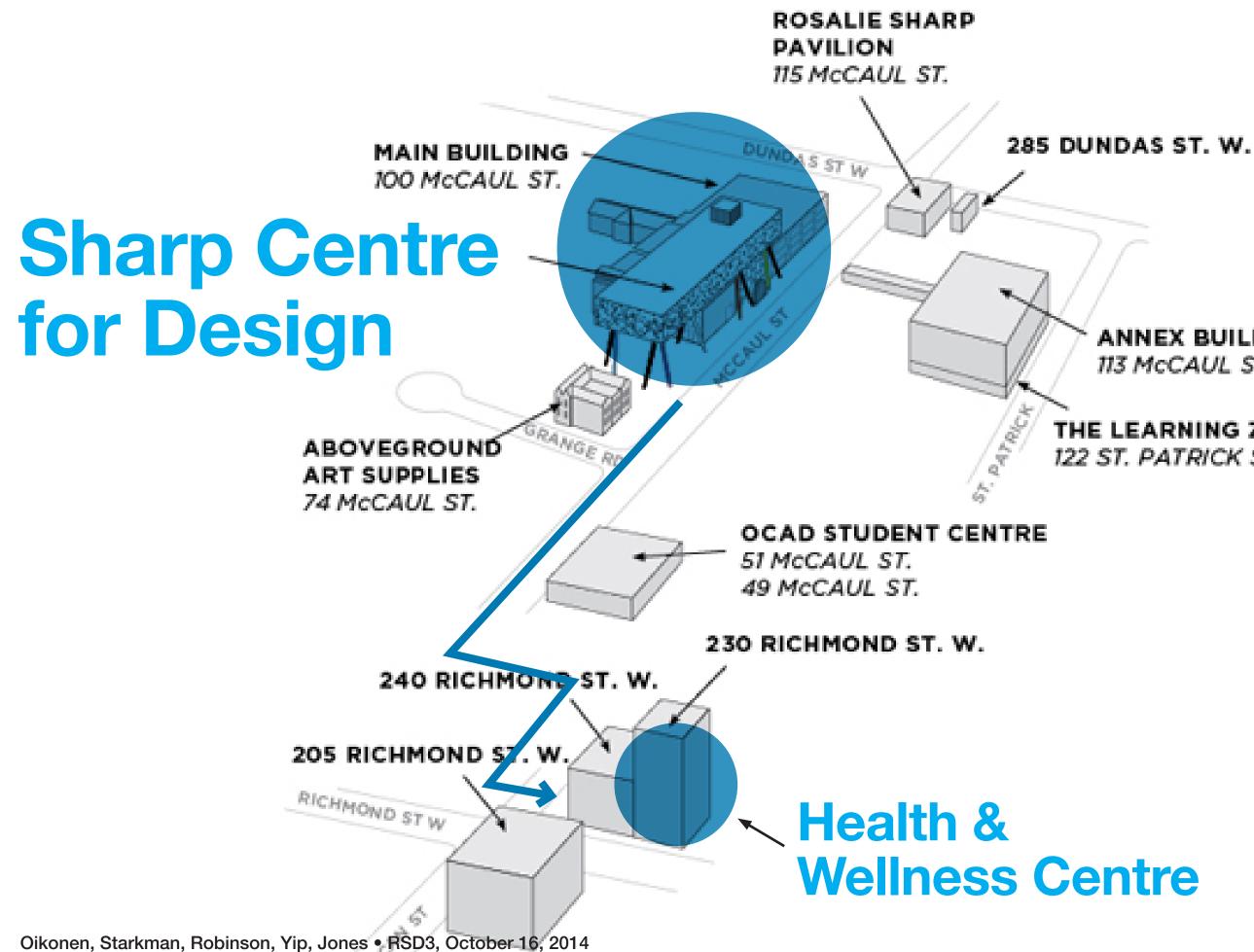
113 McCAUL ST.



### 285 DUNDAS ST. W.

### ANNEX BUILDING

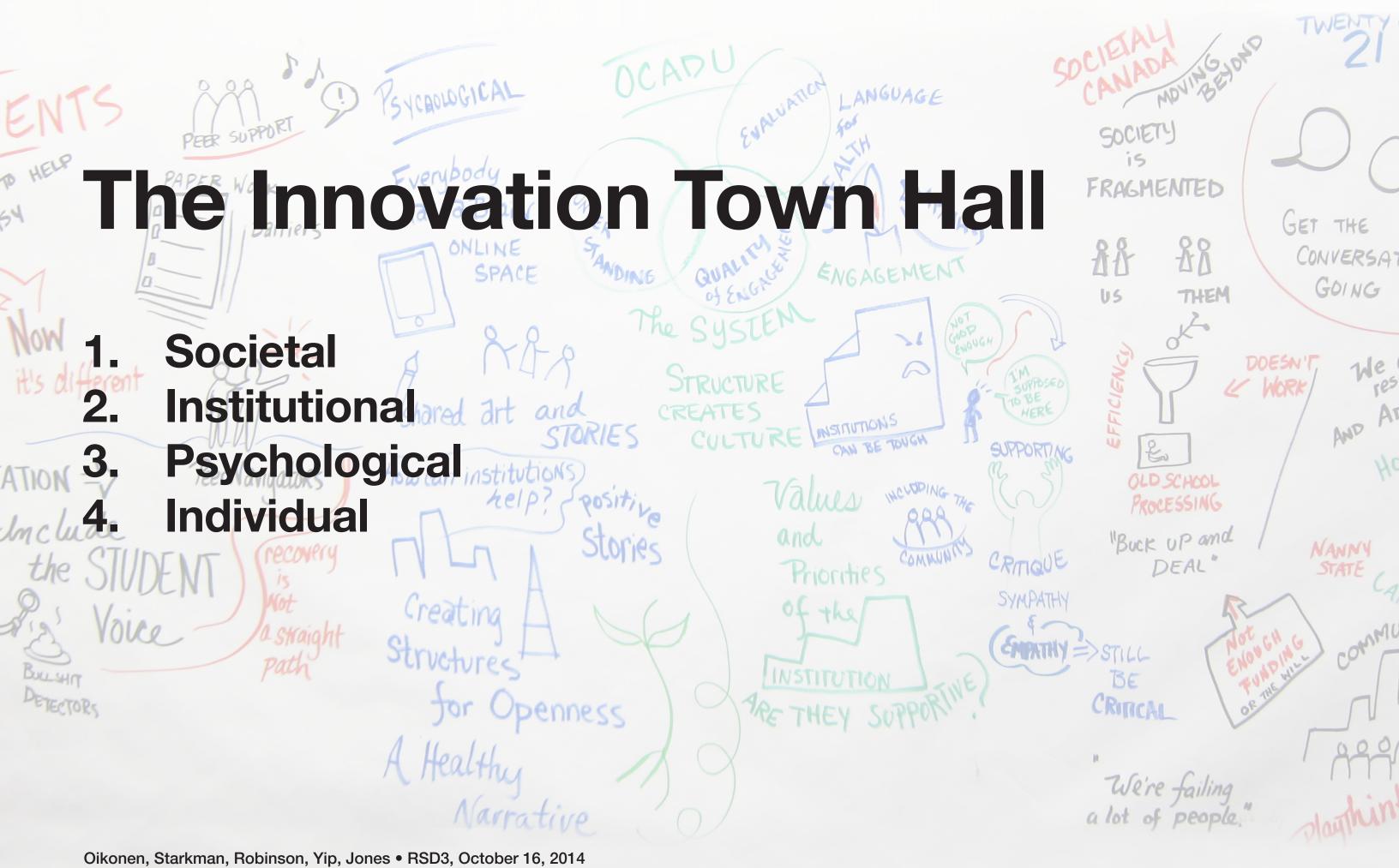
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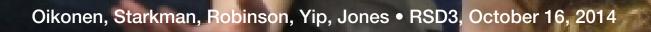


### ANNEX BUILDING

113 McCAUL ST.

# Creating opportunity for dialogue





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HELP PROPAGE THE SUPPORT NETWORK

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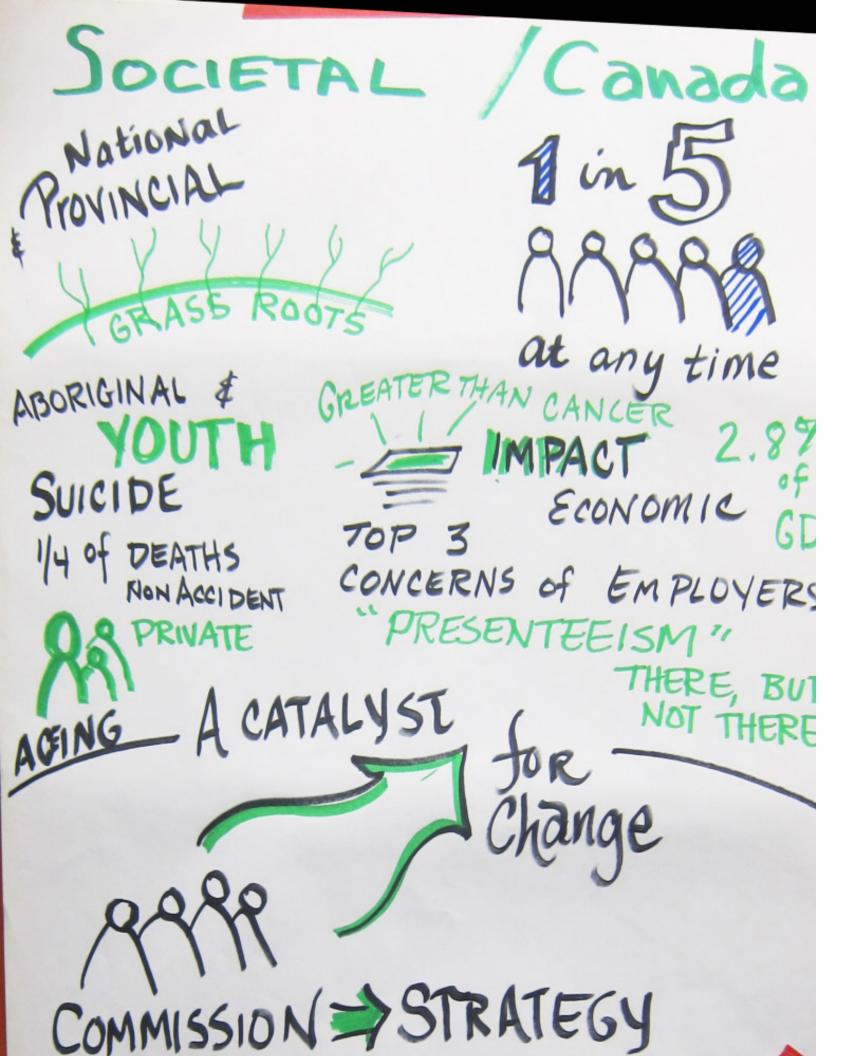
P WERTHER, BANK

& POST MANAGER





-governmance > mardly over questioned by the do students mues G'structure creates culture! Ghappiness value to measure Sfreshman transition to postsec Asymbolic safe coordinated > wellness focus (inclu. phys. > hearting about empoting Larring lexicon for mession



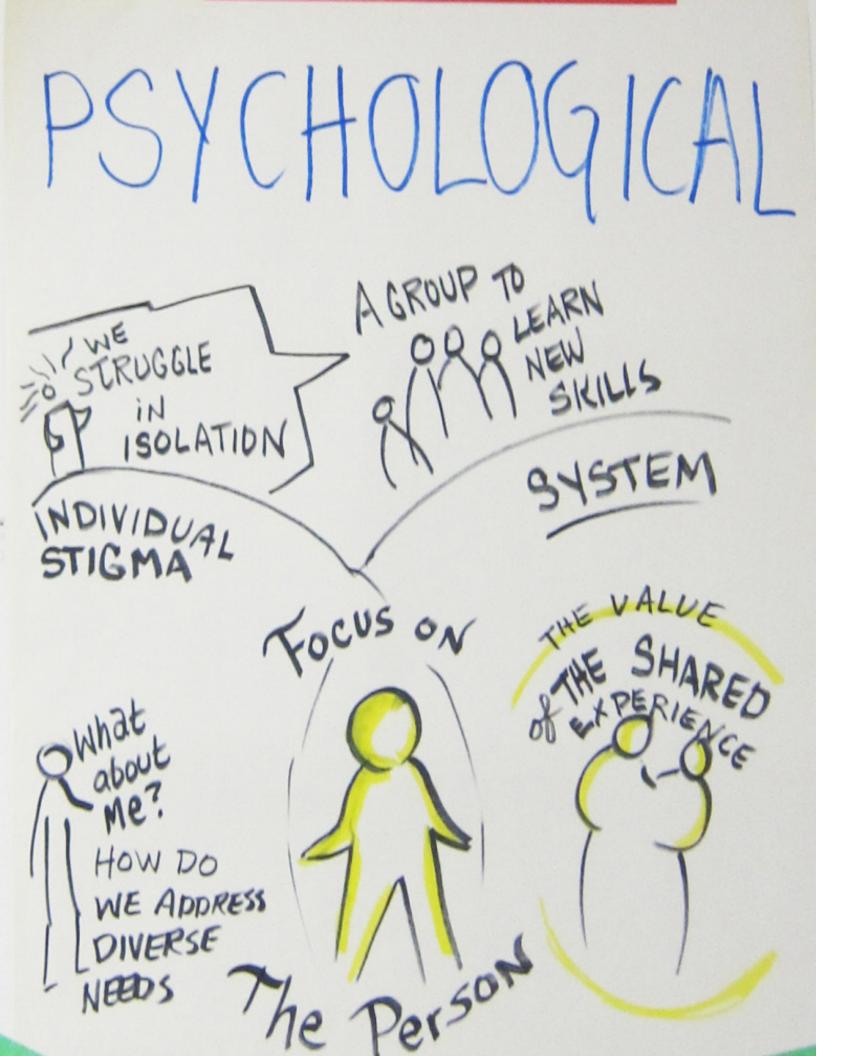
- a growing issue
- systemic
- start somewhere

## has far ranging impact

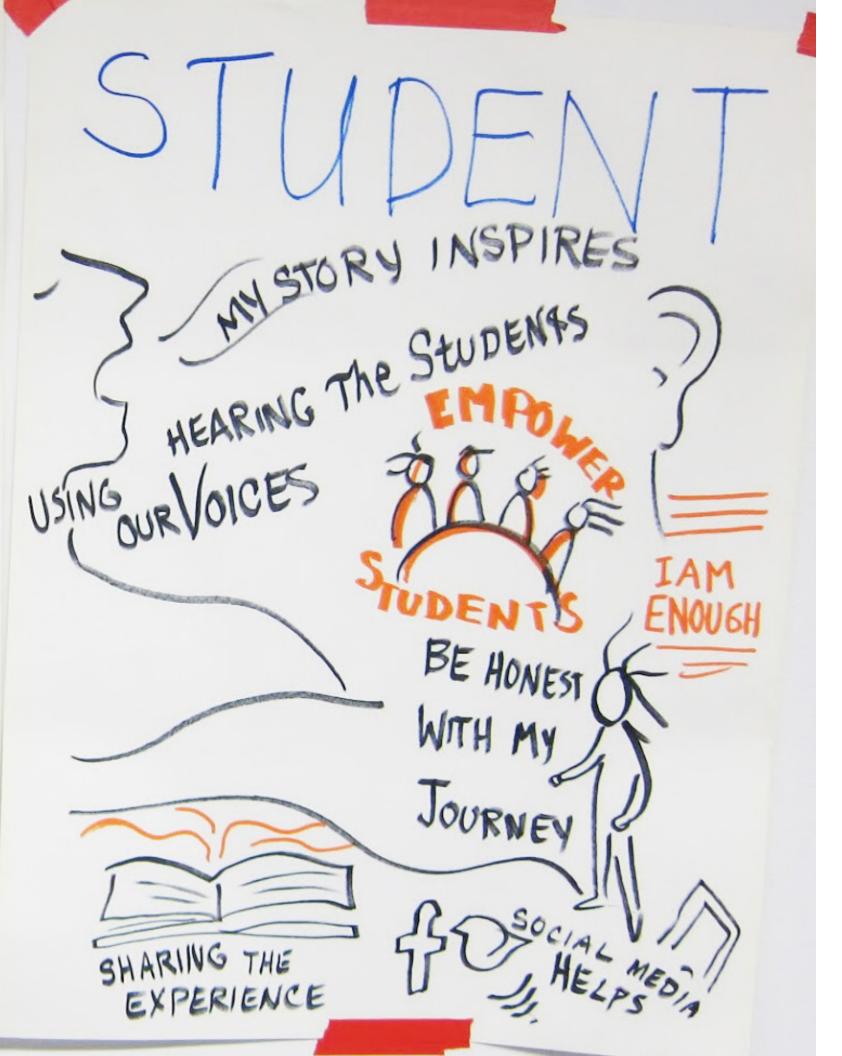


- need for a strategy
- acknowledge needs
- provide resources

# community approach



- isolation
- stigma still exists
- diverse needs
- focus on the person



- sharing is important
- empowerment
- story-telling
- community
   & social media

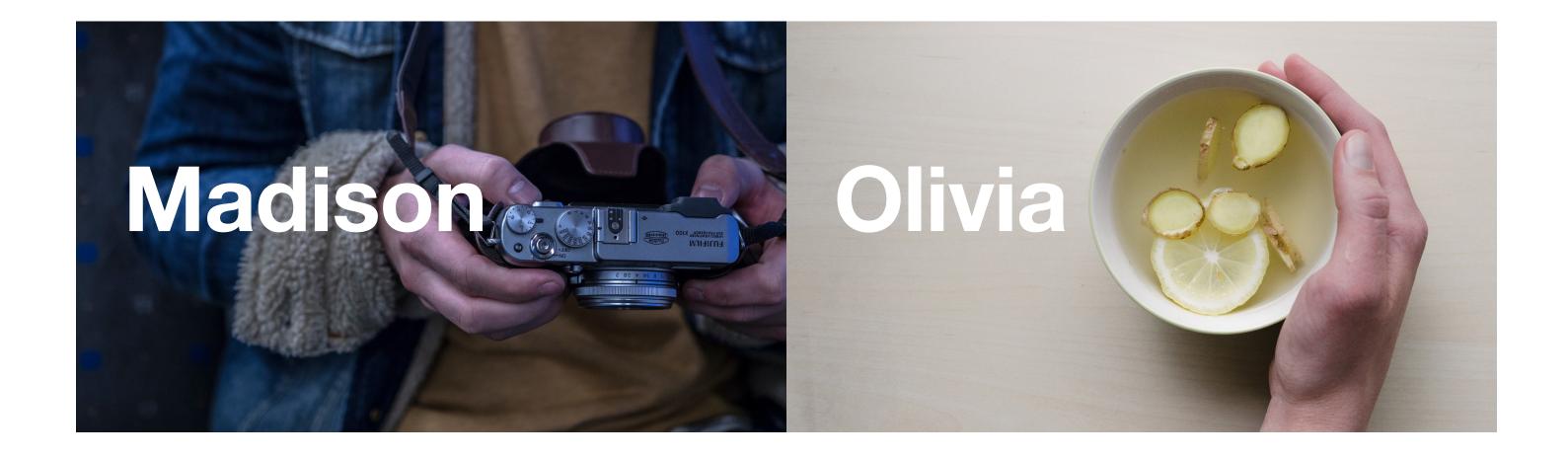
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### s important ment ing ity nedia

## Listening to lived experiences

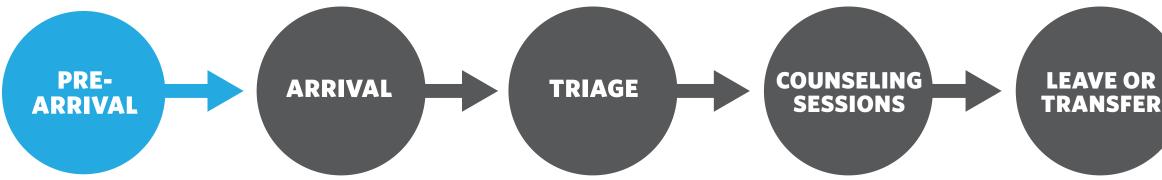
- Open dialogues
- Anonymous survey
- Interviews with students
- Focus groups with staff

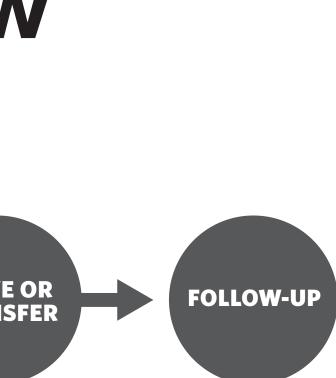
## **Student Personas**

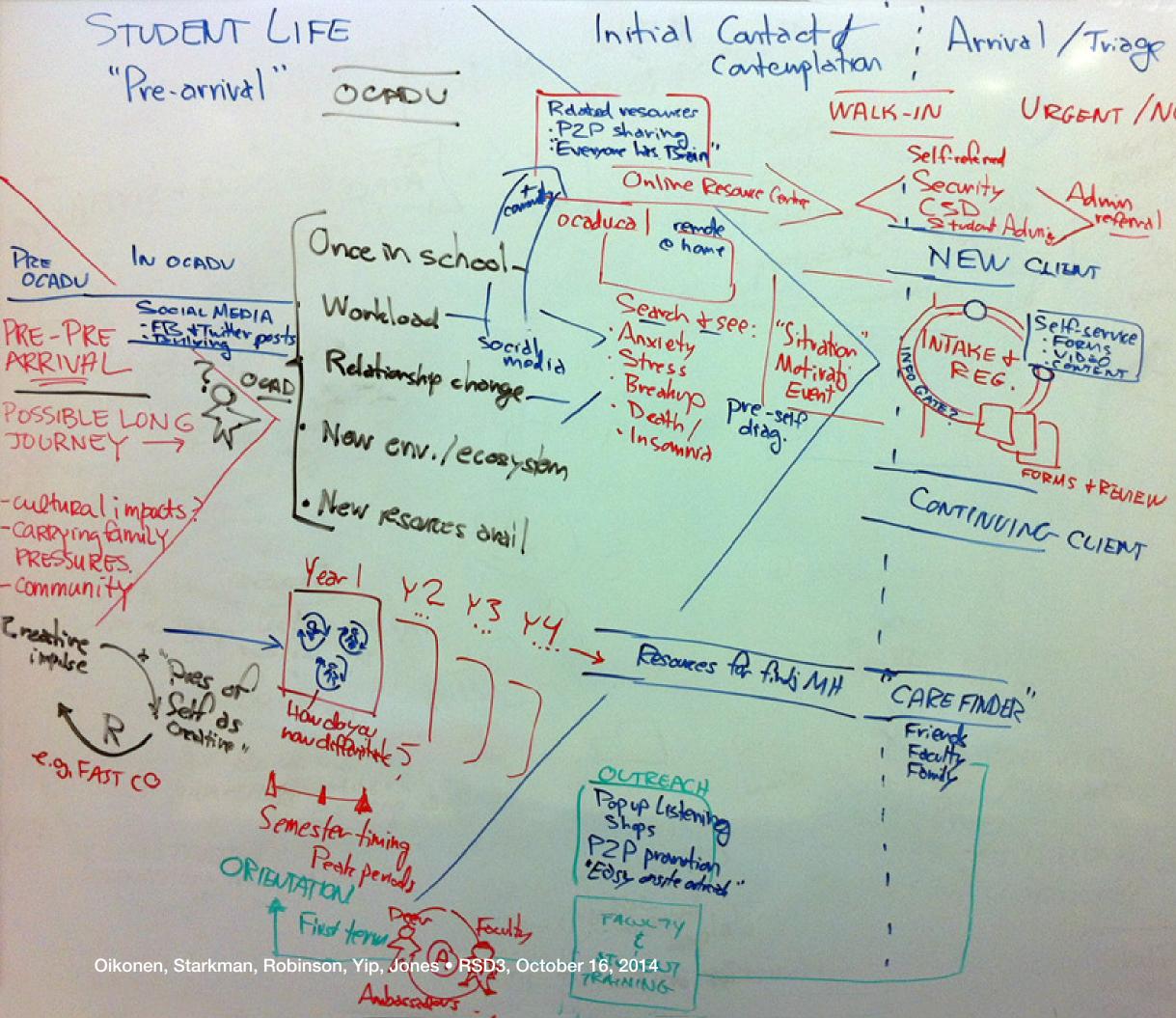


## What did we learn?

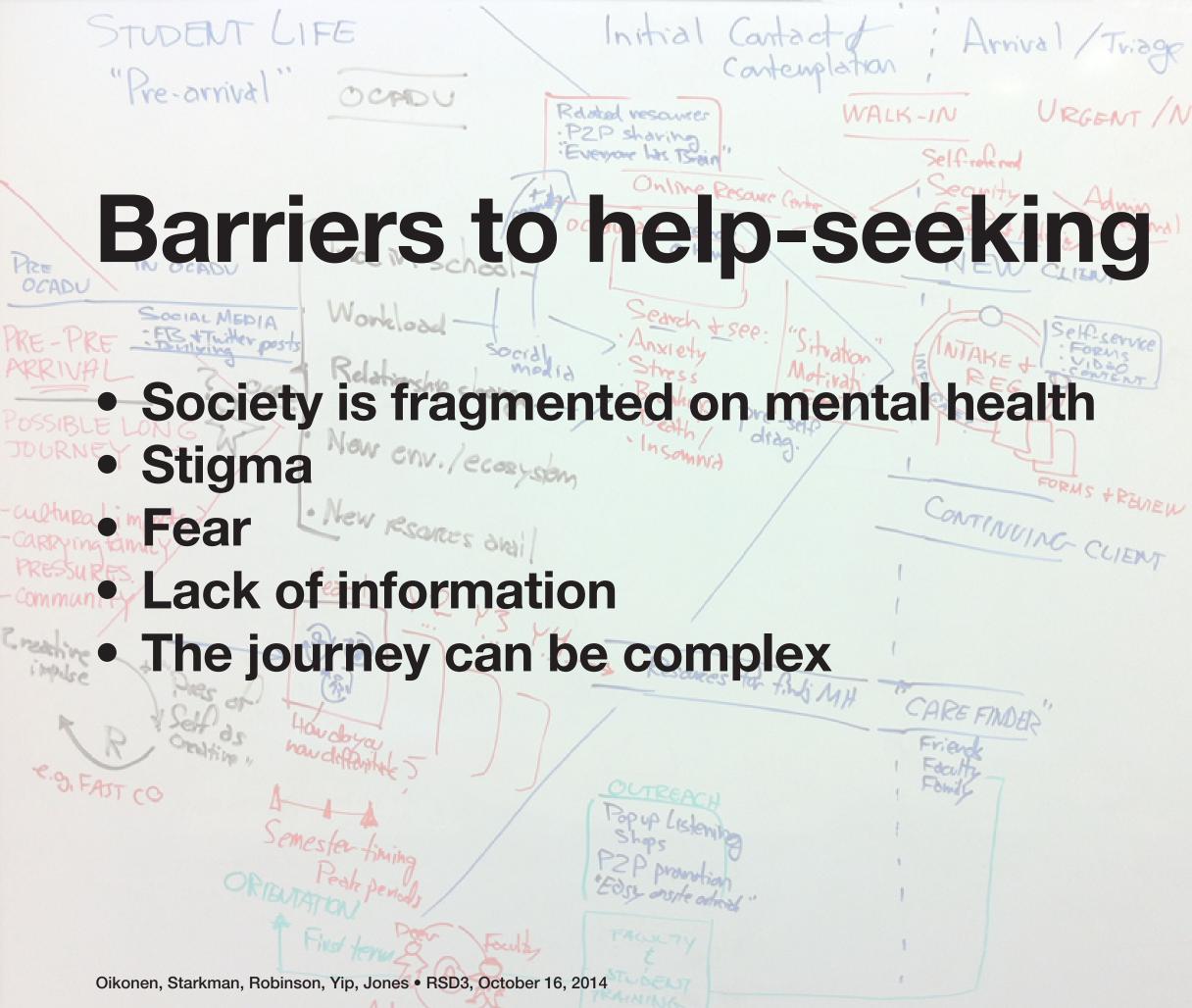
## **Current Service Workflow**





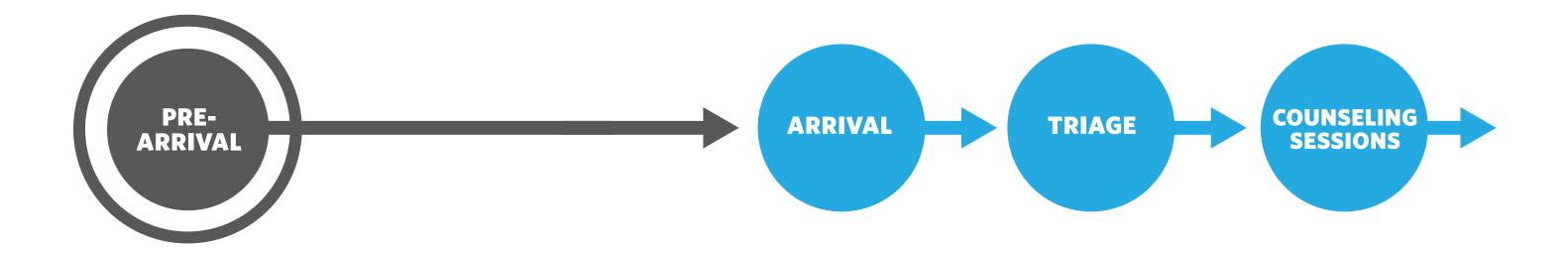


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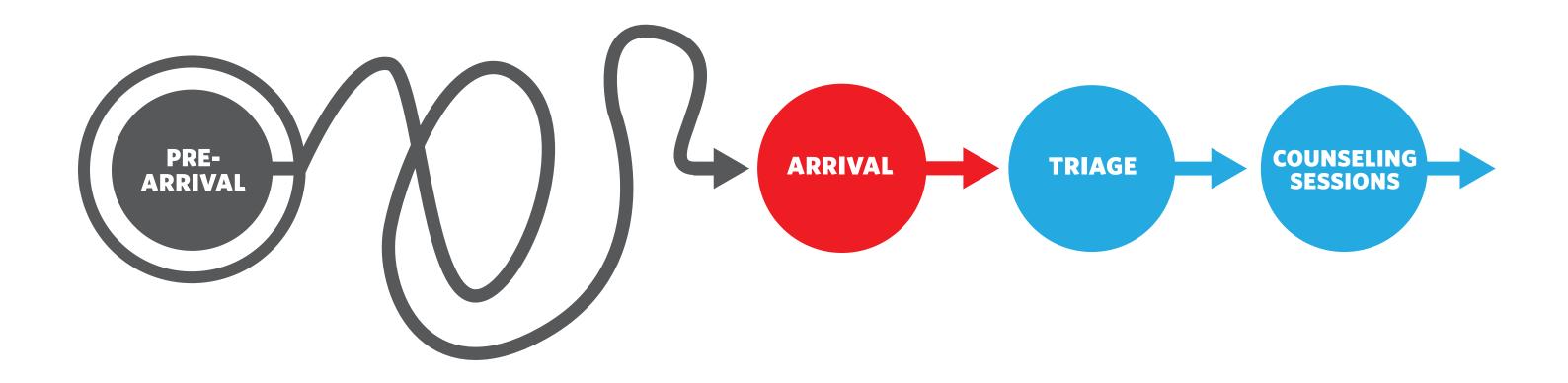


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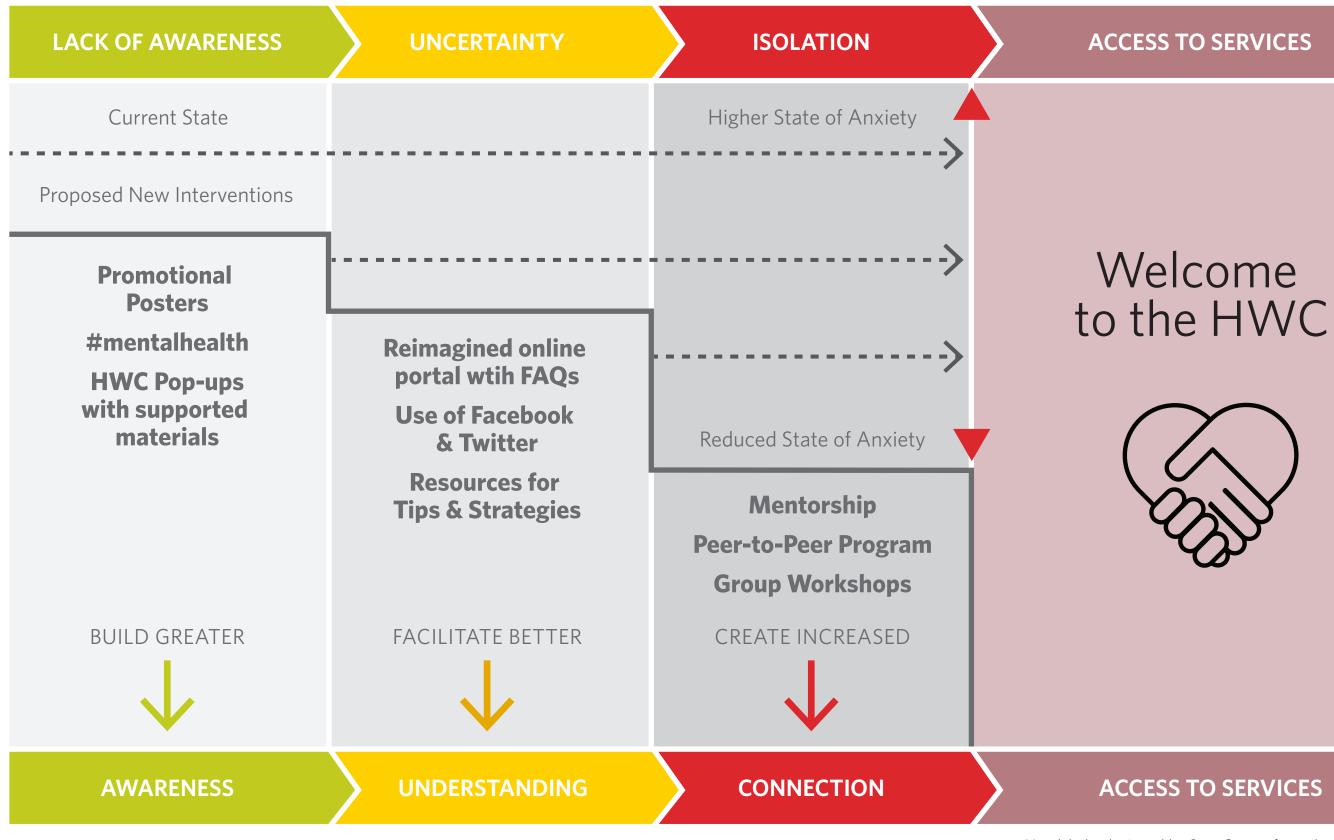
### Lack of awareness. Uncertainty. Isolation.







### How might we design pre-arrival interventions to address the lack of awareness, uncertainty and isolation that characterize the student mental health experience?



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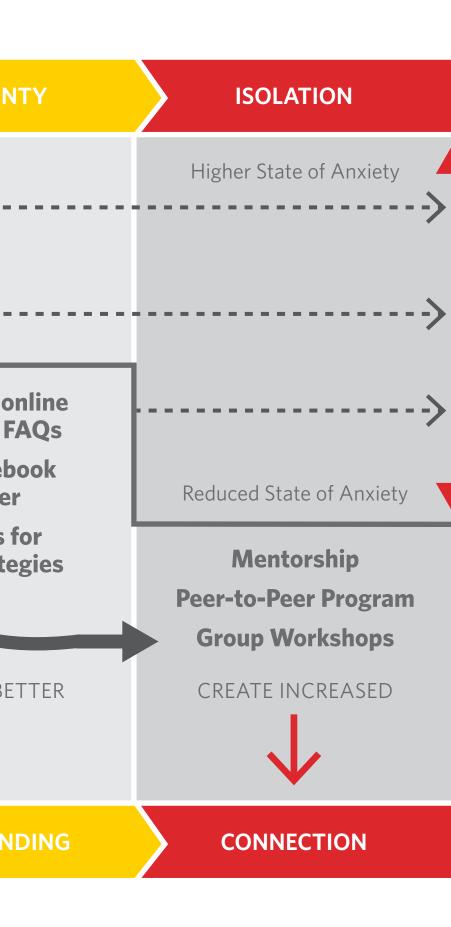
#### **ACCESS TO SERVICES**

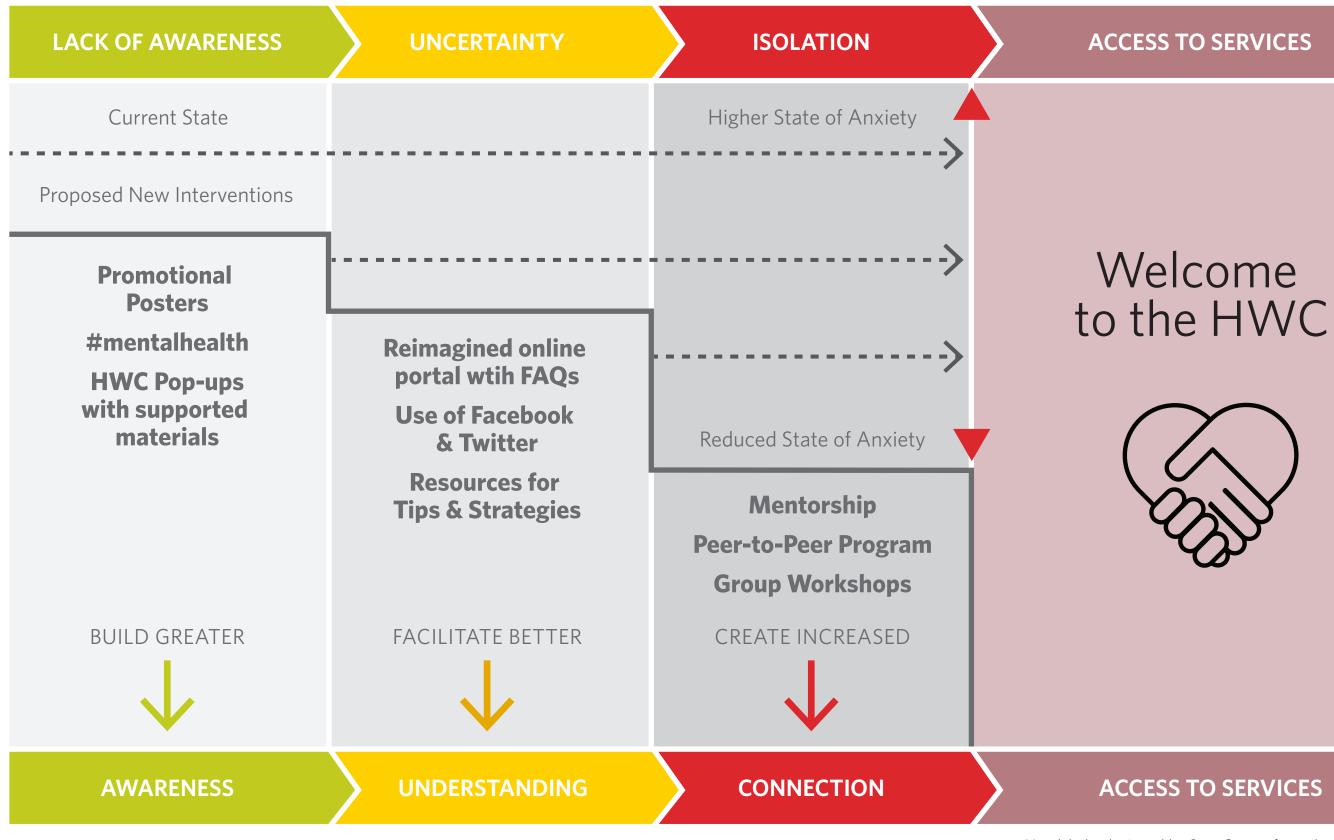
Handshake designed by Sam Garner from thenounproject.com





#### UNCERTAINTY LACK OF AWARENESS **Olivia's** Current State journey Proposed New Interventions **Promotional Posters** #mentalhealth **Reimagined online** portal wtih FAQs **HWC Pop-ups** with supported **Use of Facebook** materials **& Twitter Resources for Tips & Strategies BUILD GREATER** FACILITATE BETTER UNDERSTANDING **AWARENESS**





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#### **ACCESS TO SERVICES**

Handshake designed by Sam Garner from thenounproject.com

#### 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.

Event & Promotional Posters

Freestanding banners Staff T-shirts CLOSE YOUR EYES AND SLOWLY TAKE FIVE DEEP, BREATHS.





## 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 (societial & institutional)

#### Local Intervention (tangible experiences)

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#### Socializing Change

## Thank you.

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