



Faculty of Design

2014

Human-Centring a Mental Health Service System

Oikonen, Karen, Starkman, Adam, Jones, Peter and Yip, Andrea

Suggested citation:

Oikonen, Karen, Starkman, Adam, Jones, Peter and Yip, Andrea (2014) Human-Centring a Mental Health Service System. In: Proceedings of RSD3, Third Symposium of Relating Systems Thinking to Design, 15-17 Oct 2014, Oslo, Norway. Available at <http://openresearch.ocadu.ca/id/eprint/2077/>

Open Research is a publicly accessible, curated repository for the preservation and dissemination of scholarly and creative output of the OCAD University community. Material in Open Research is open access and made available via the consent of the author and/or rights holder on a non-exclusive basis.

The OCAD University Library is committed to accessibility as outlined in the [Ontario Human Rights Code](#) and the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and is working to improve accessibility of the Open Research Repository collection. If you require an accessible version of a repository item contact us at repository@ocadu.ca.

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

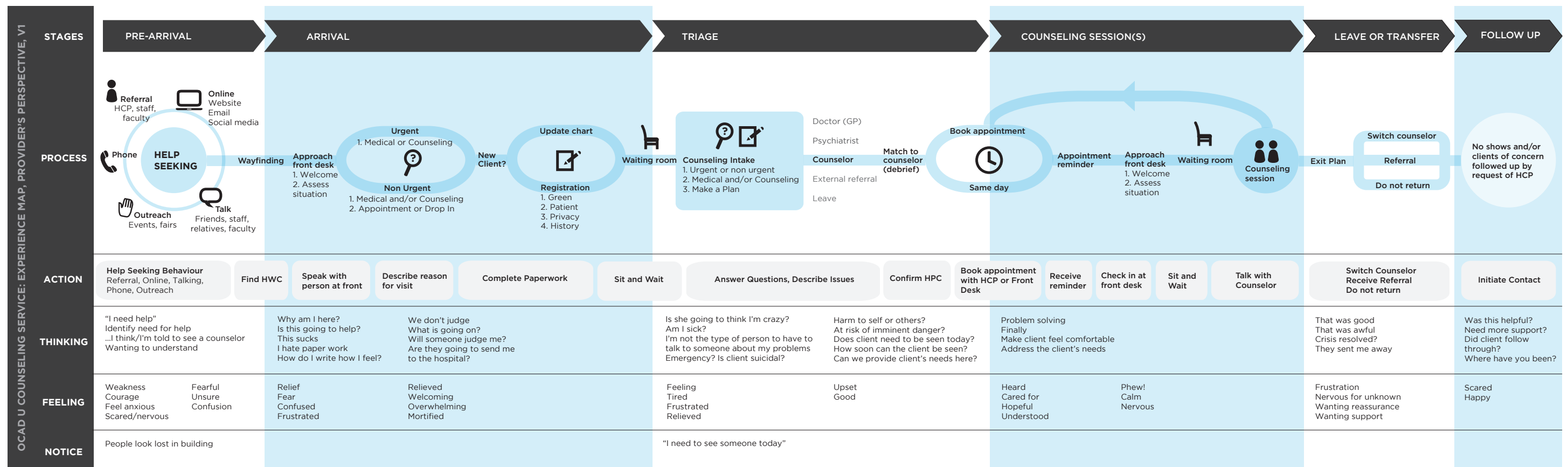
A Human-Centered Design Study

- 1. Discovery & Research**
- 2. Design & Mapping**
- 3. Prototyping & Implementation**

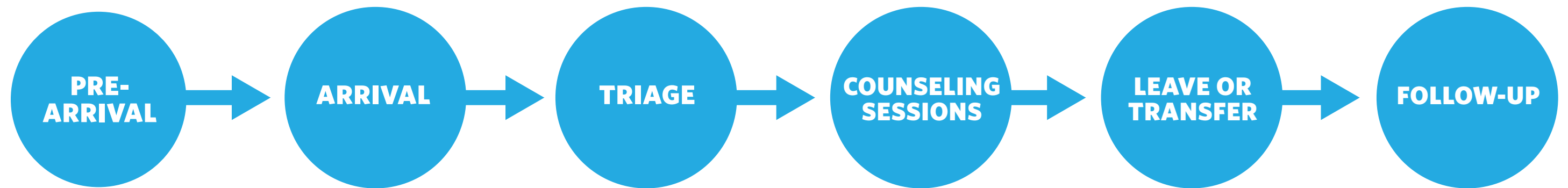
Problem finding

- **understand the student experience**
- **hear from students**
- **hear from staff in the HWC**
- **hear from external stakeholders**

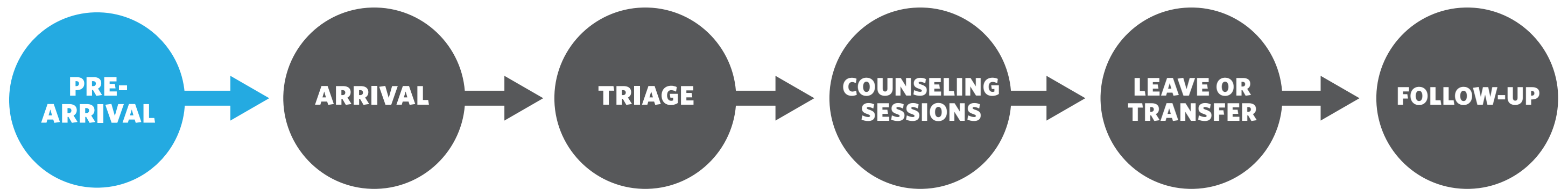
Current Service Workflow



Current Service Workflow



Current Service Workflow



Initial observations

51

OCAD
UNIVERSITY

51 McCAUL STREET

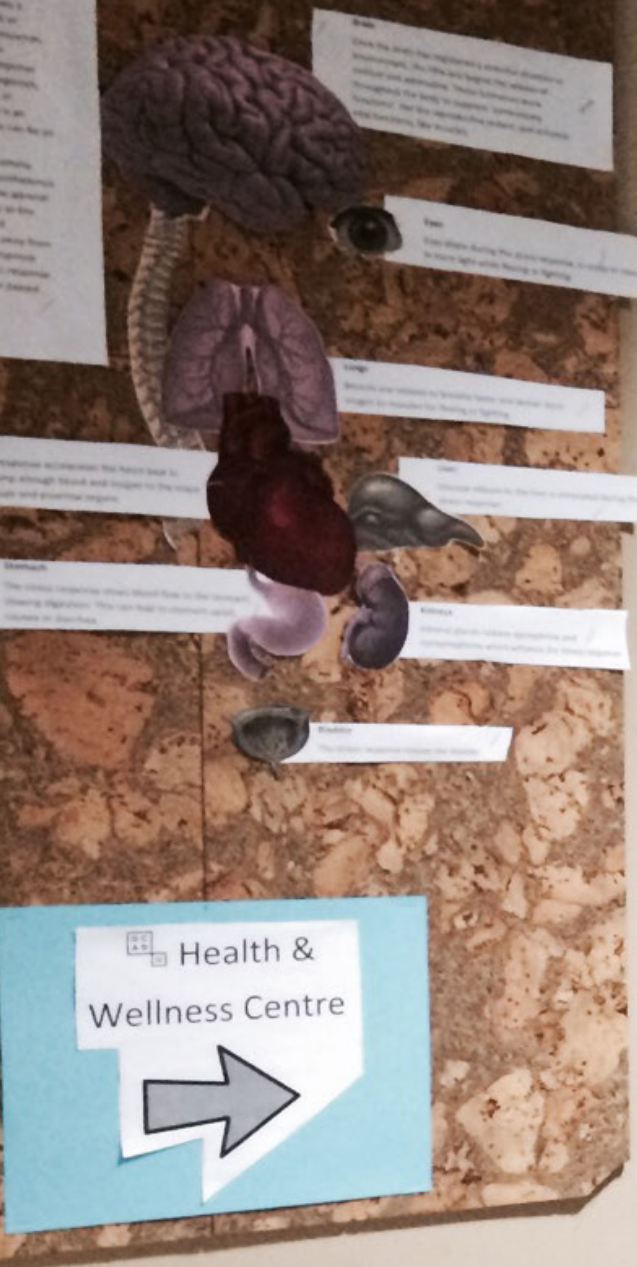
OCAD
UNIVERSITY
U

51

OCAD
UNIVERSITY
CAMPUS
BOOKSTORE

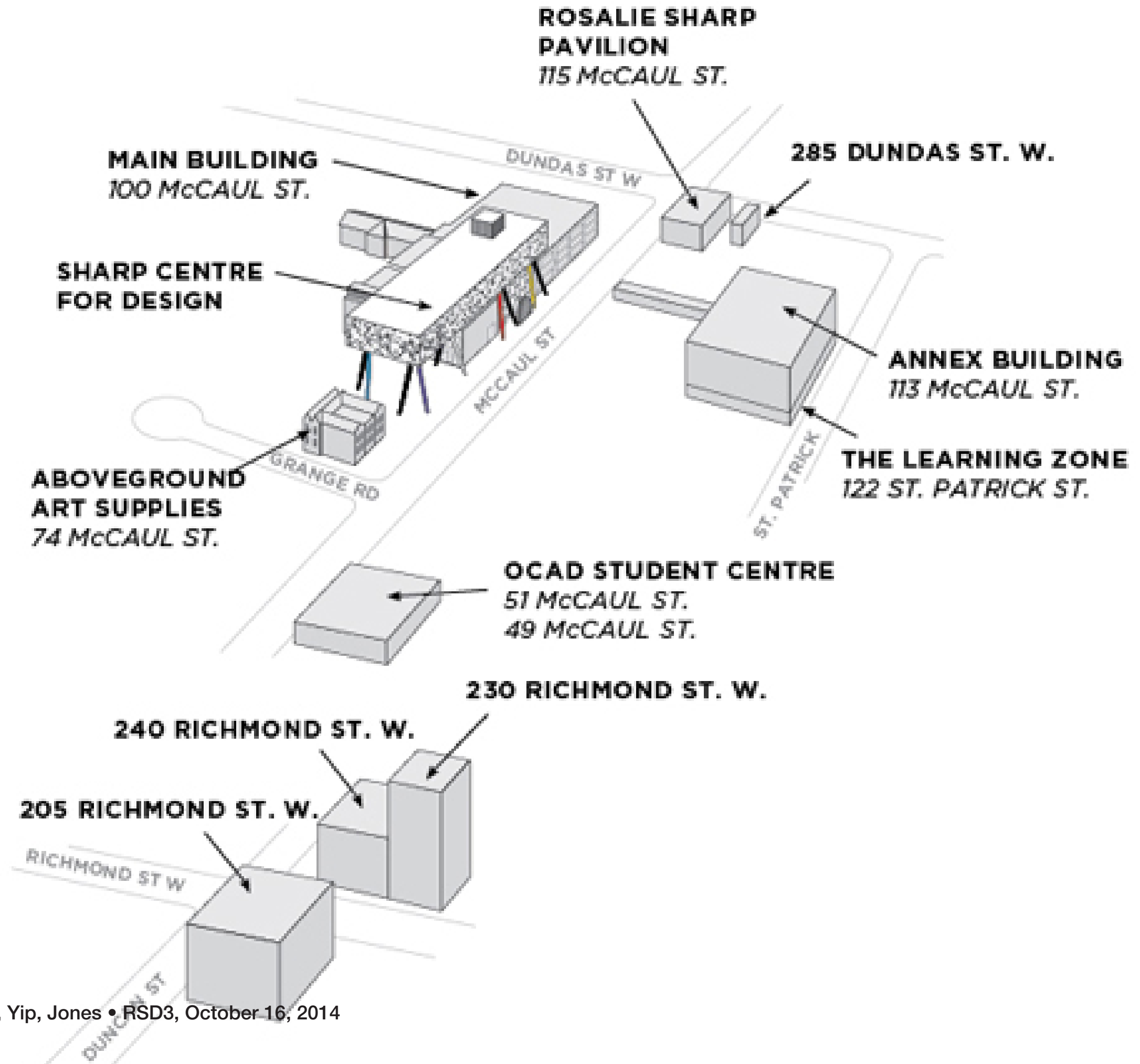




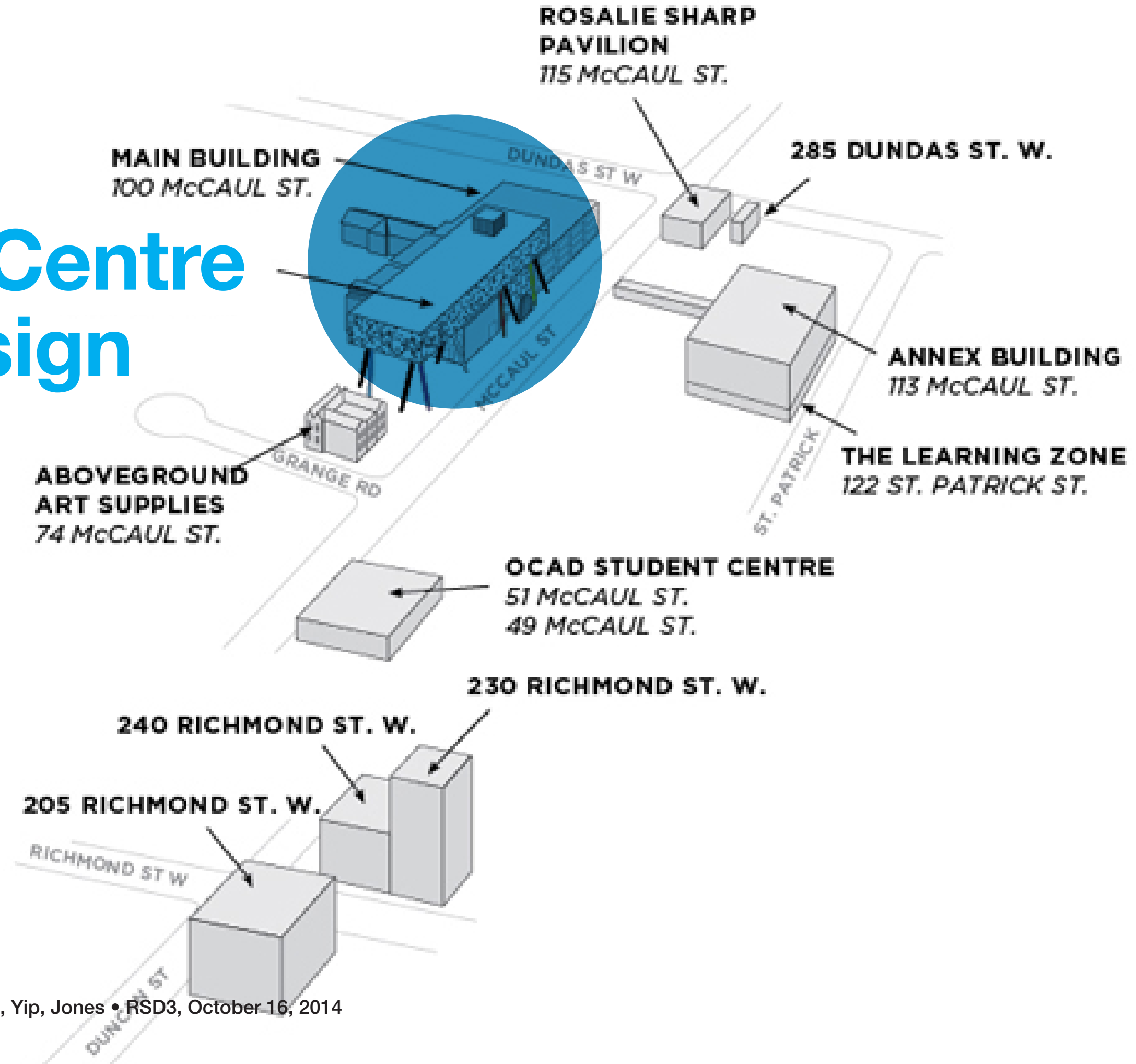


**Close your eyes and slowly
take five deep, breaths...
You just practiced a deep
breathing, self- care exercise!**

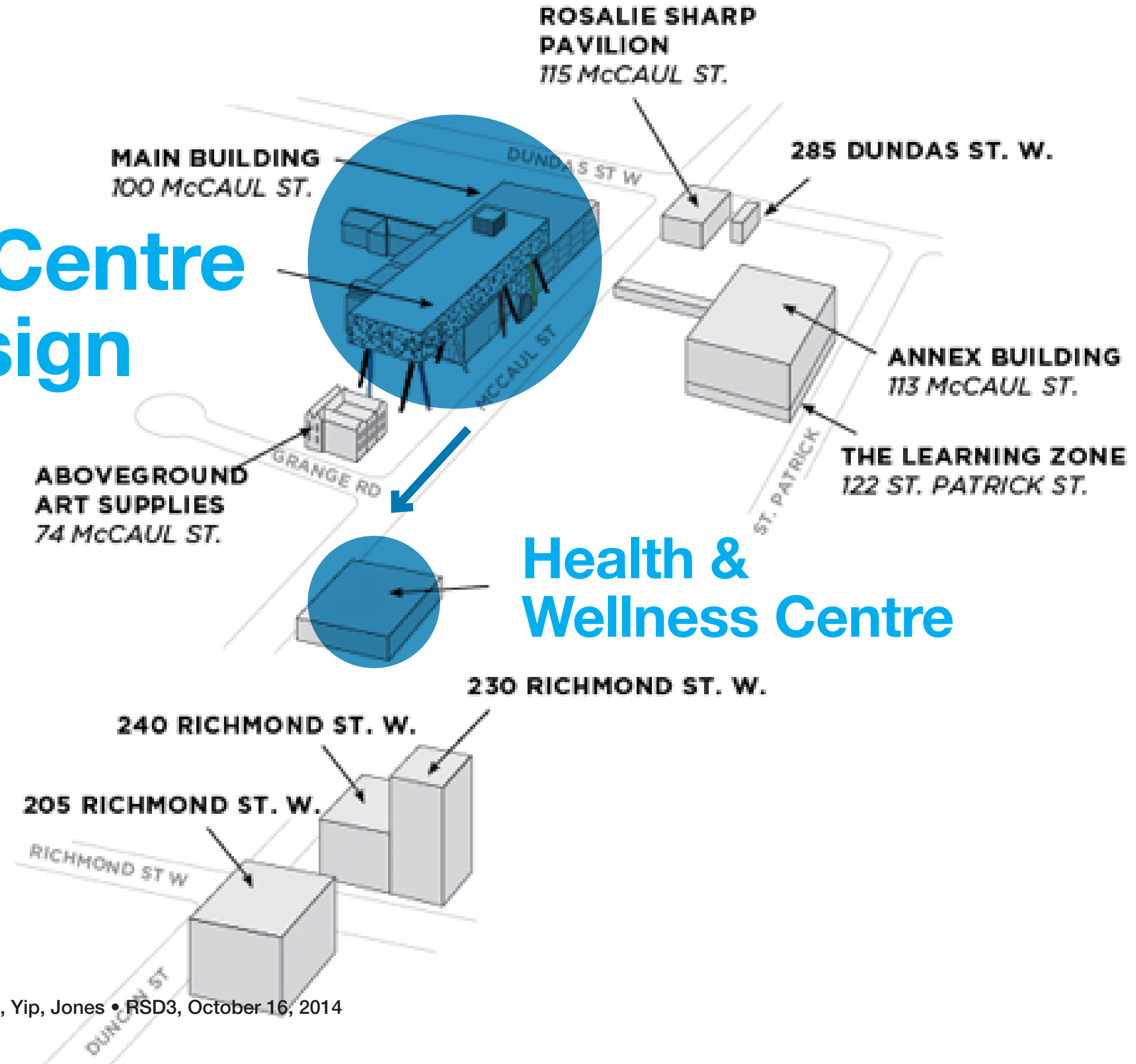




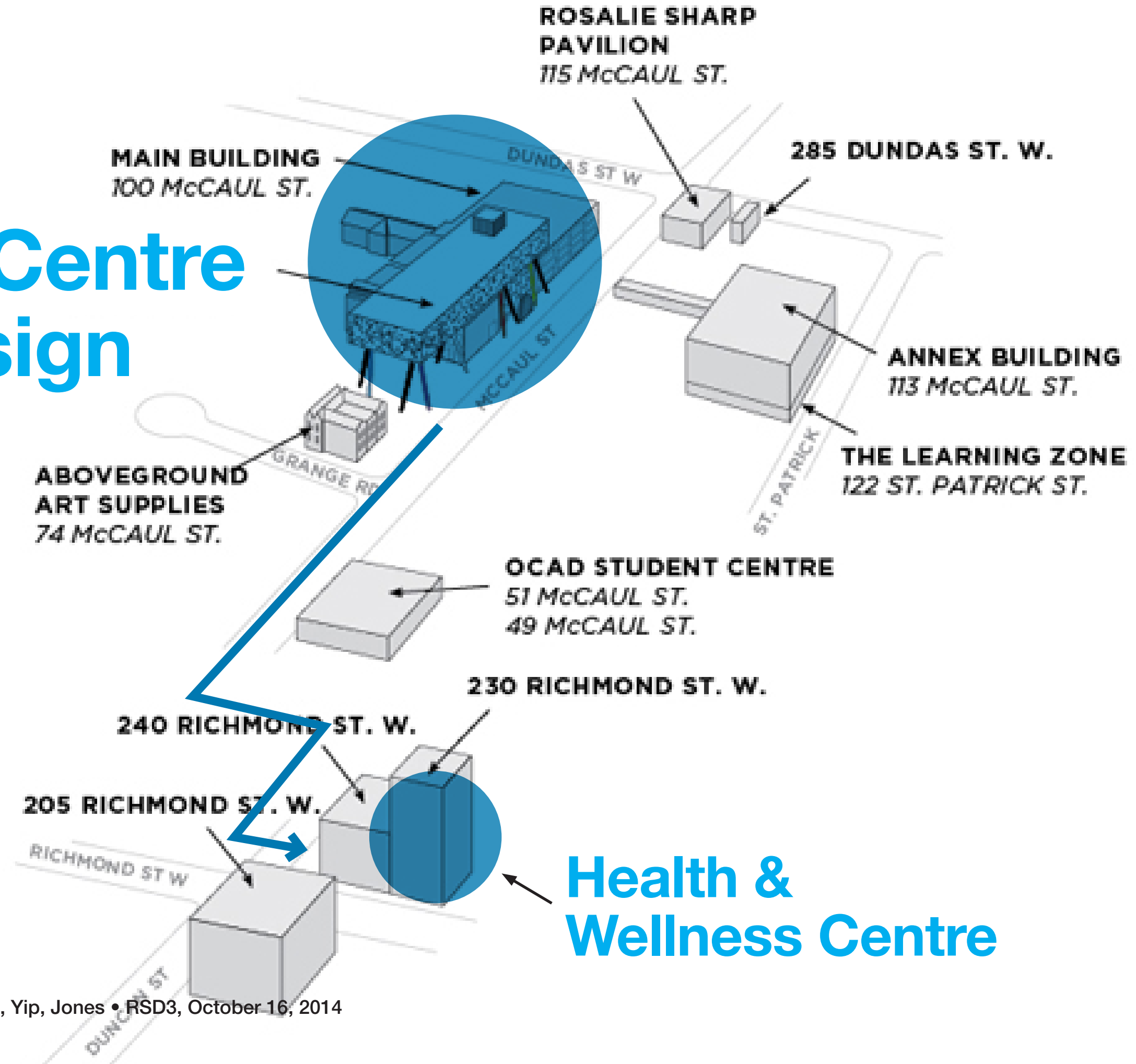
Sharp Centre for Design



Sharp Centre for Design



Sharp Centre for Design

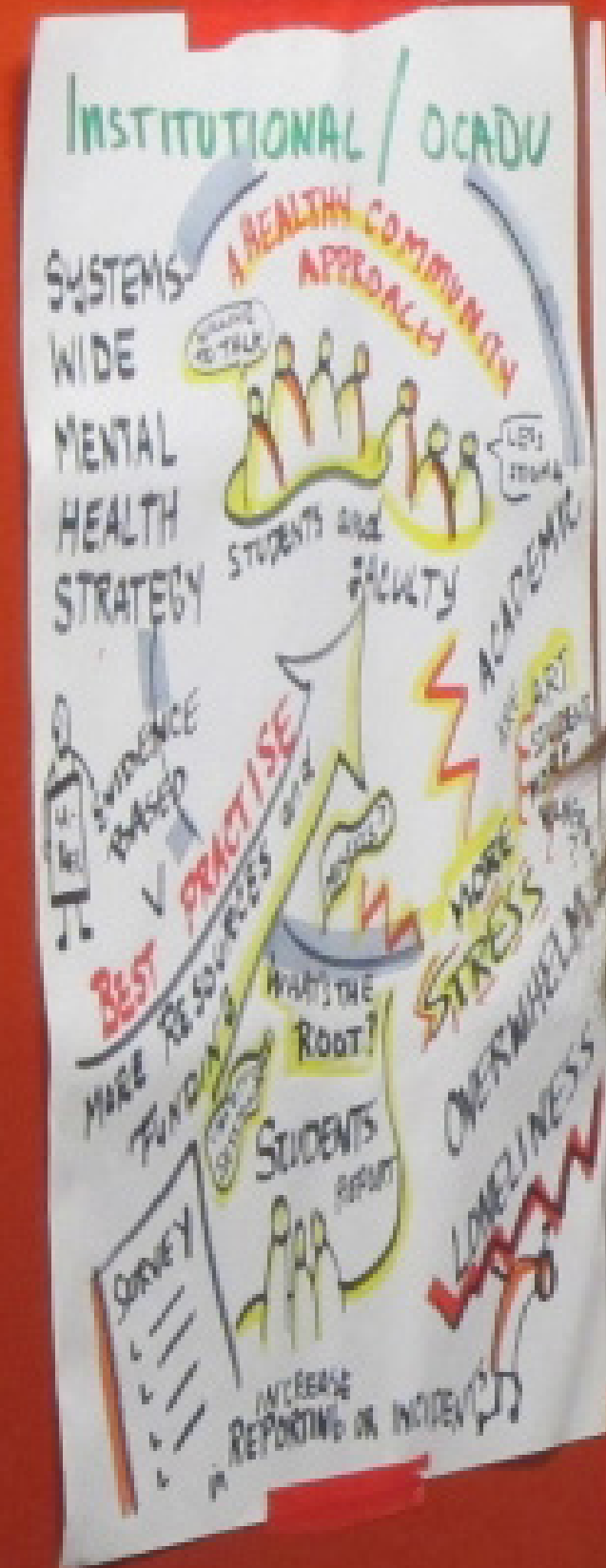


Creating opportunity for dialogue

The Innovation Town Hall

1. Societal
2. Institutional
3. Psychological
4. Individual

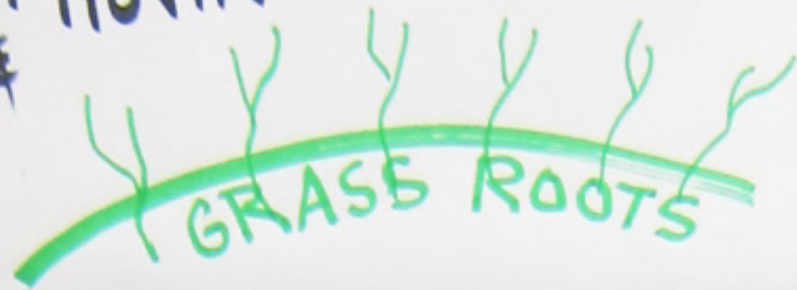




- governance → hardly ever questioned
 ↳ what role do students have?
 ↳ "structure creates culture!"
 ↳ happiness value to measure
 ↳ freshman transition to postsec
 ↳ symbolic safe coordinated efforts
 ↳ wellness focus (indu. phys. health)
 ↳ learning about empathy
 ↳ creating lexicon for expression (ex.?)

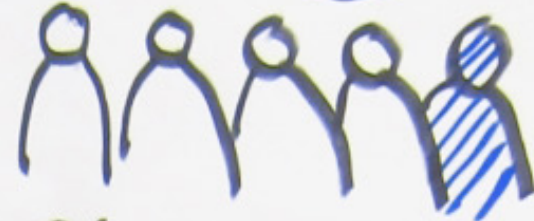
SOCIETAL / Canada

National
PROVINCIAL



GRASS ROOTS

1 in 5



at any time

ABORIGINAL &
YOUTH
SUICIDE

GREATER THAN CANCER



IMPACT

2.8%

ECONOMIC

of
GD

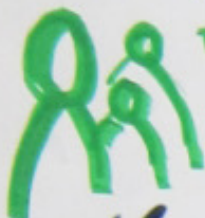
TOP 3

CONCERNS OF EMPLOYERS

"PRESENTEEISM"

THERE, BUT
NOT THERE

1/4 of DEATHS
NON ACCIDENT

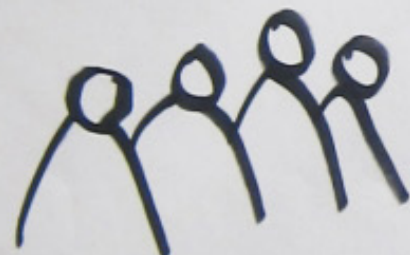


PRIVATE

AGEING

A CATALYST

for
Change



COMMISSION ⇒ STRATEGY

- a growing issue
- systemic
- has far ranging impact
- start somewhere

INSTITUTIONAL / OCADU

A HEALTHY COMMUNITY APPROACH

SYSTEMS-WIDE MENTAL HEALTH STRATEGY

WILLING TO TALK



LESS STIGMA

ACADEMIC ARE ART STUDEN MORE VULNER?



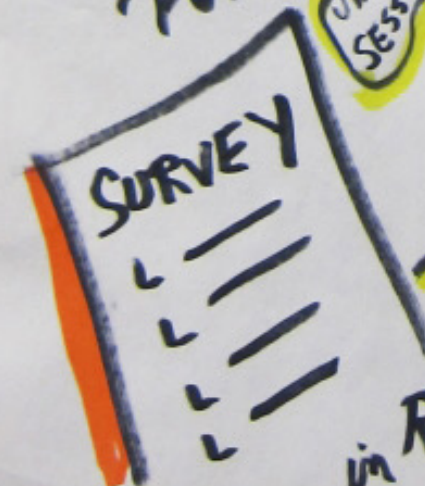
BEST PRACTISE and MORE RESOURCES and FUNDING

MISSETS?

WHAT'S THE ROOT?

MORE STRESS

OVERWHELM



UNSUPPORTED SESSIONS

STUDENTS REPORT



INCREASE REPORTING OR INCIDENTS

- need for a strategy
- acknowledge needs
- provide resources
- community approach

PSYCHOLOGICAL



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

STUDENT

MY STORY INSPIRES

HEARING THE STUDENTS

USING OUR VOICES

EMPOWER
STUDENTS

I AM
ENOUGH

BE HONEST
WITH MY
JOURNEY

SHARING THE
EXPERIENCE

SOCIAL MEDIA
HELPS

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

Listening to lived experiences

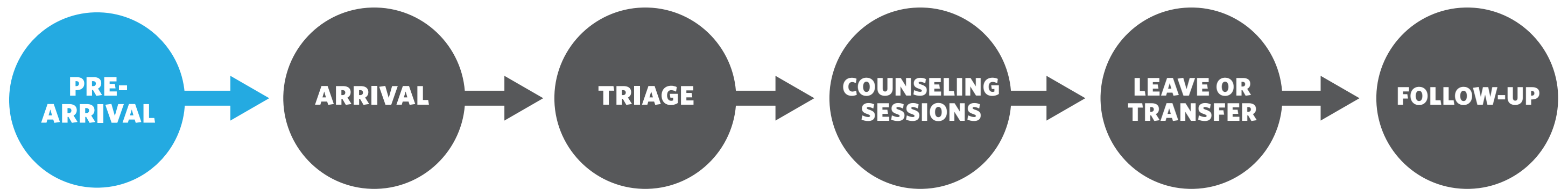
- **Open dialogues**
- **Anonymous survey**
- **Interviews with students**
- **Focus groups with staff**

Student Personas



What did we learn?

Current Service Workflow



STUDENT LIFE

"Pre-arrival" OCADU

Initial Contact & Contemplation ; Arrival / Triage

DIFF VALUE PROPOSITION?
 @ OCADU
 What can you do for me?
 What do I need to do?
 "This is about me"
 Helping me become a creative professional...

Pre OCADU
 In OCADU
 Social Media
 - FB + Twitter posts
 - Teasing
 PRE-ARRIVAL
 POSSIBLE LONG JOURNEY →
 - cultural impacts?
 - carrying family PRESSURES
 - community

Once in school

Workload
 Relationship change
 New env./ecosystem
 New resources avail

Related resources
 - P2P sharing
 - "Evermore has Brain"

Online Resource Center

ocadu.ca | remote @ home

Search & see:
 - Anxiety
 - Stress
 - Breakup
 - Death /
 - Insomnia

"Situation Motivator Event"

pre-self drag

WALK-IN

URGENT / NON-URGENT

Self-referred

Security CSD
 Student Admin

Admin referral

NEW CLIENT

INTAKE & REG.
 INFO GATE?

Self-service
 - FORMS
 - VIDEO CONTENT

FORMS + REVIEW

CONTINUING CLIENT

Year 1
 Y2
 Y3
 Y4

How do you now differentiate?

Creative impulse
 "Does or Self as Creative"
 e.g. FAST CO

Semester timing
 Peak periods
 ORIENTATION

First term
 Dean
 Faculty
 Ambassadors

Resources for finding MH

"CARE FINDER"

Friends
 Faculty
 Family

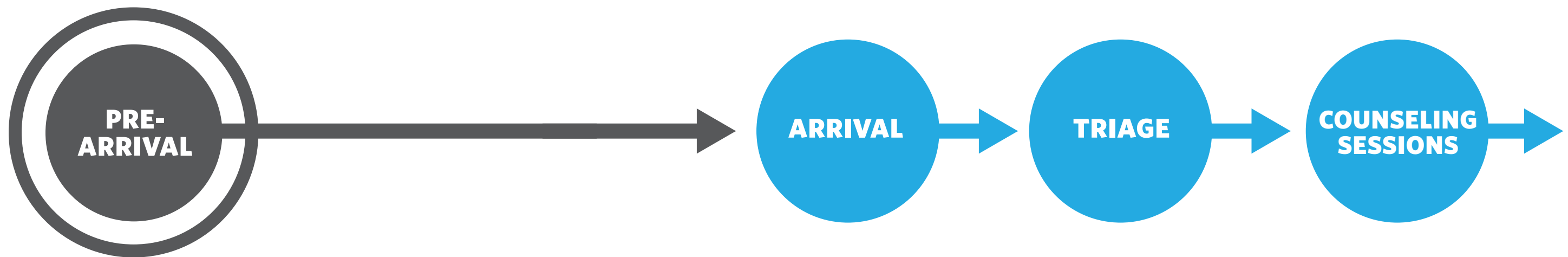
OUTREACH
 Pop up Listening Shops
 P2P promotion
 "Edge aside outreach"

FACULTY & STUDENT TRAINING

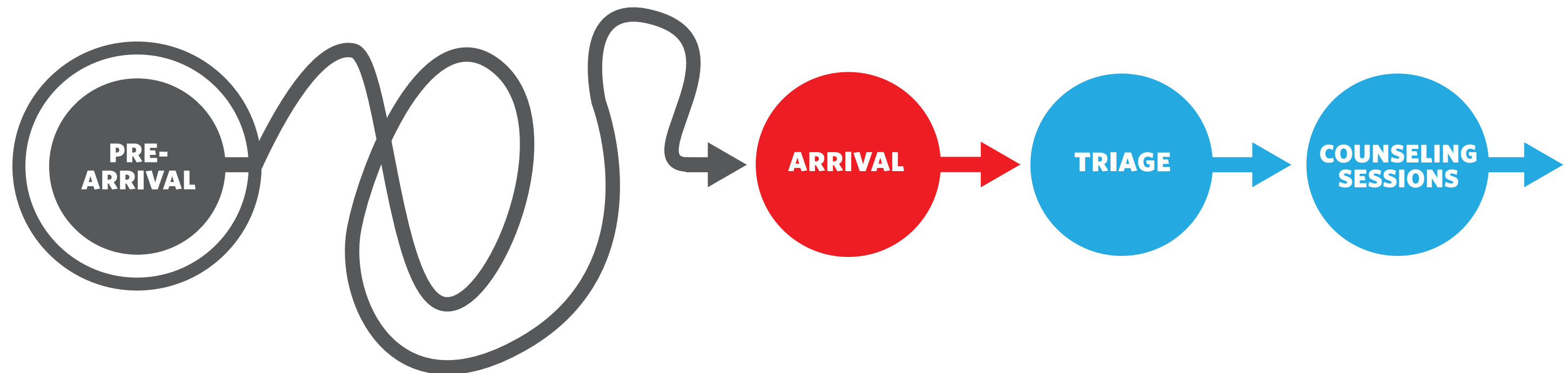
Barriers to help-seeking

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

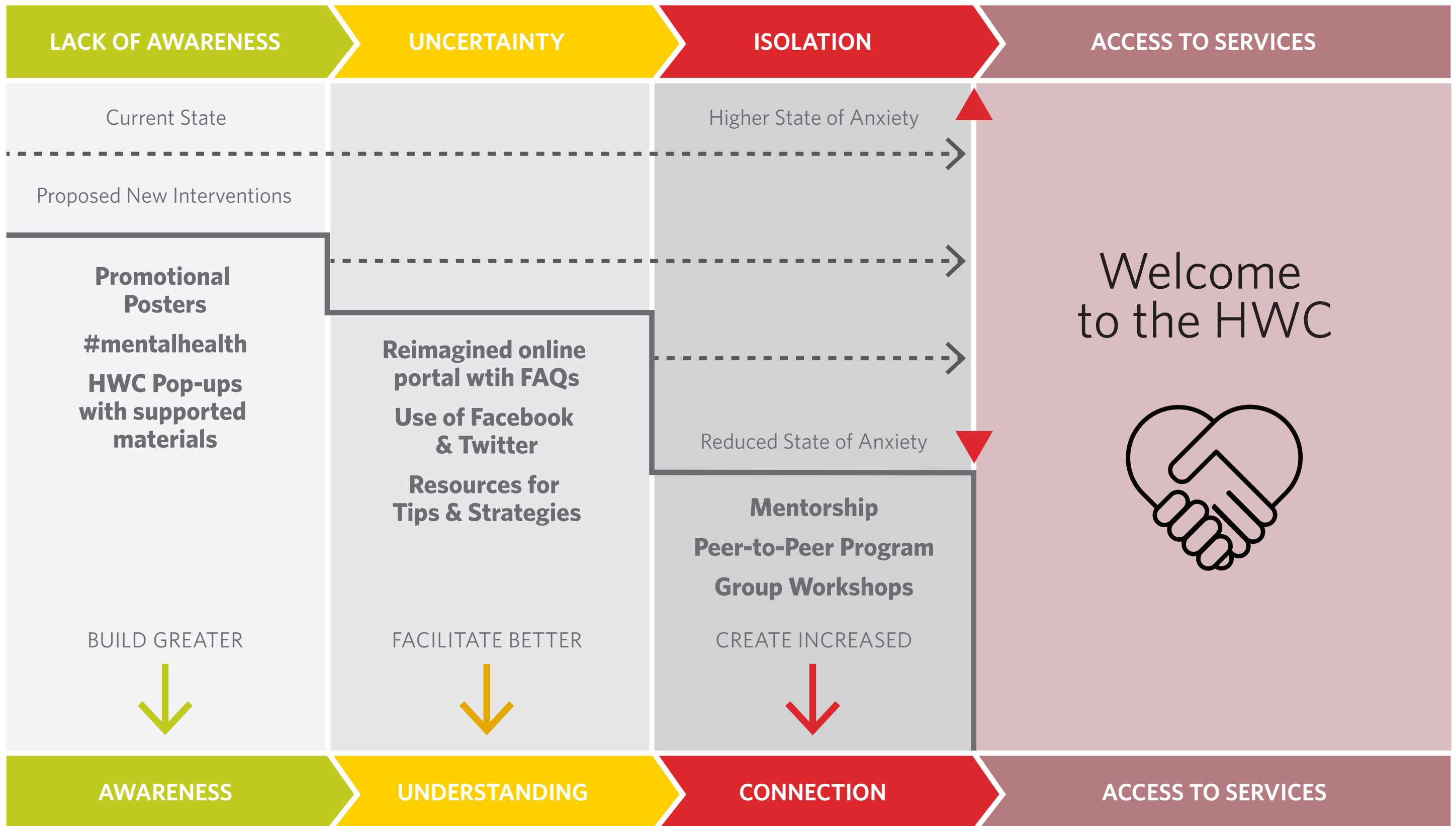
Lack of awareness. Uncertainty. Isolation.



Escalation

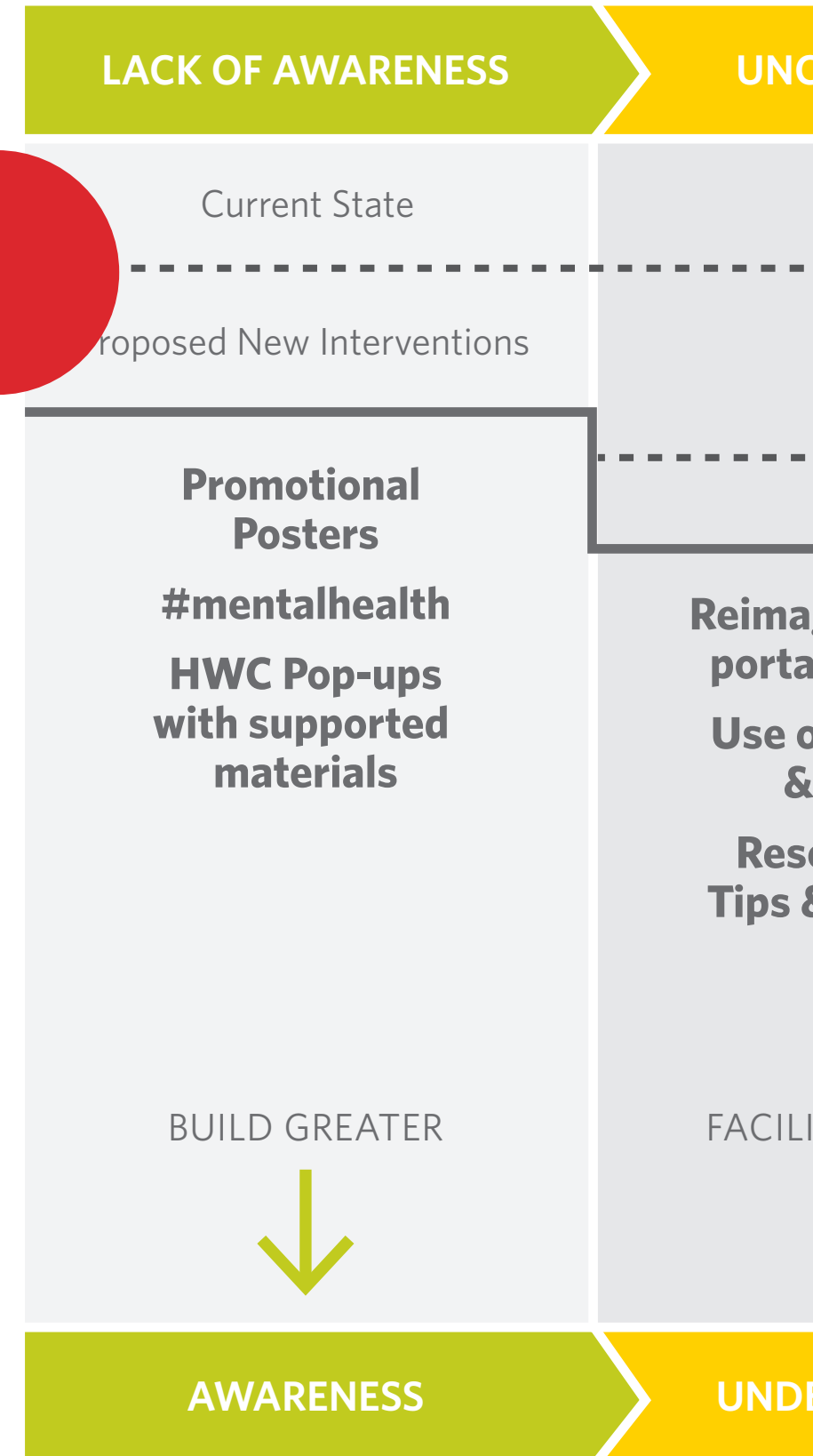
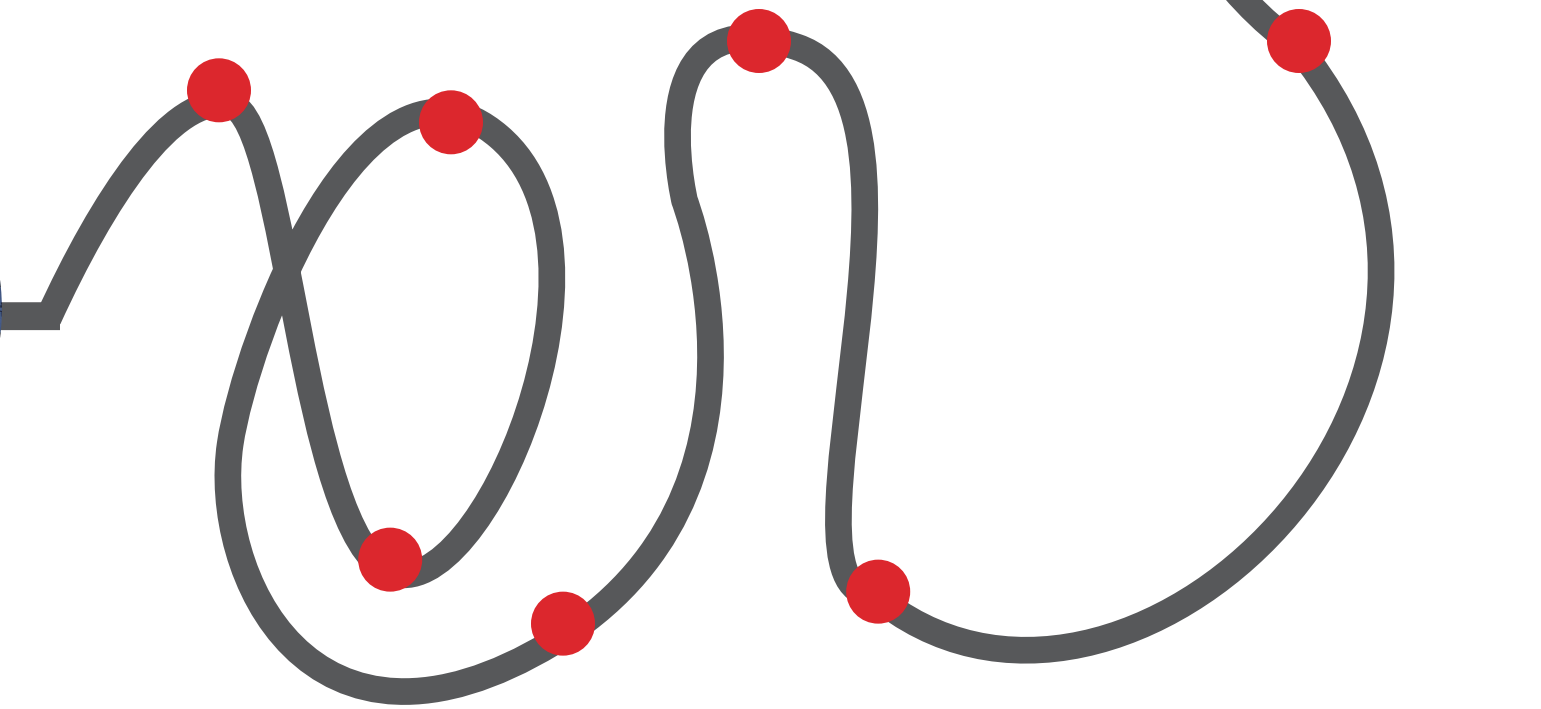


How might we design pre-arrival interventions to address the lack of awareness, uncertainty and isolation that characterize the student mental health experience?

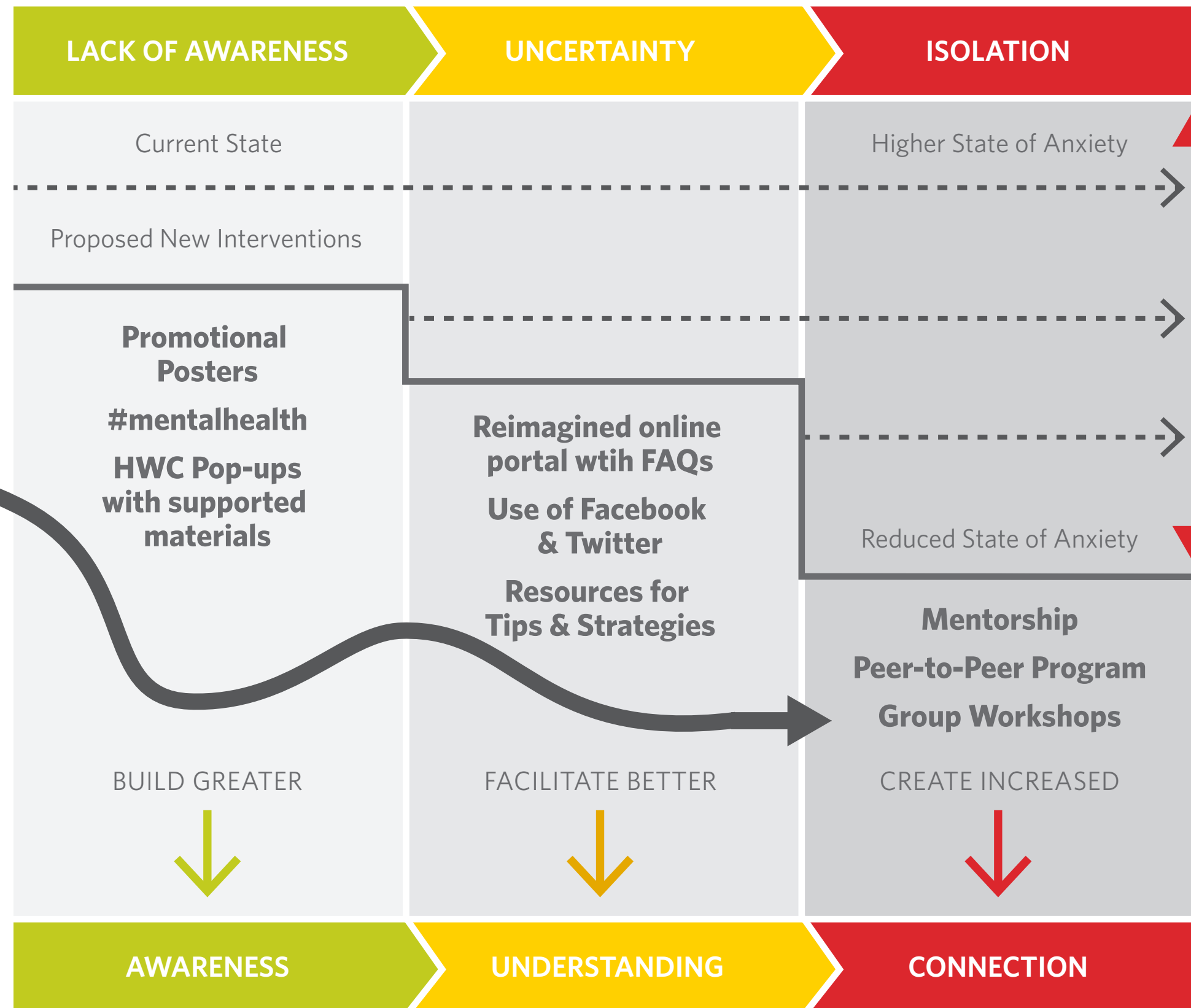


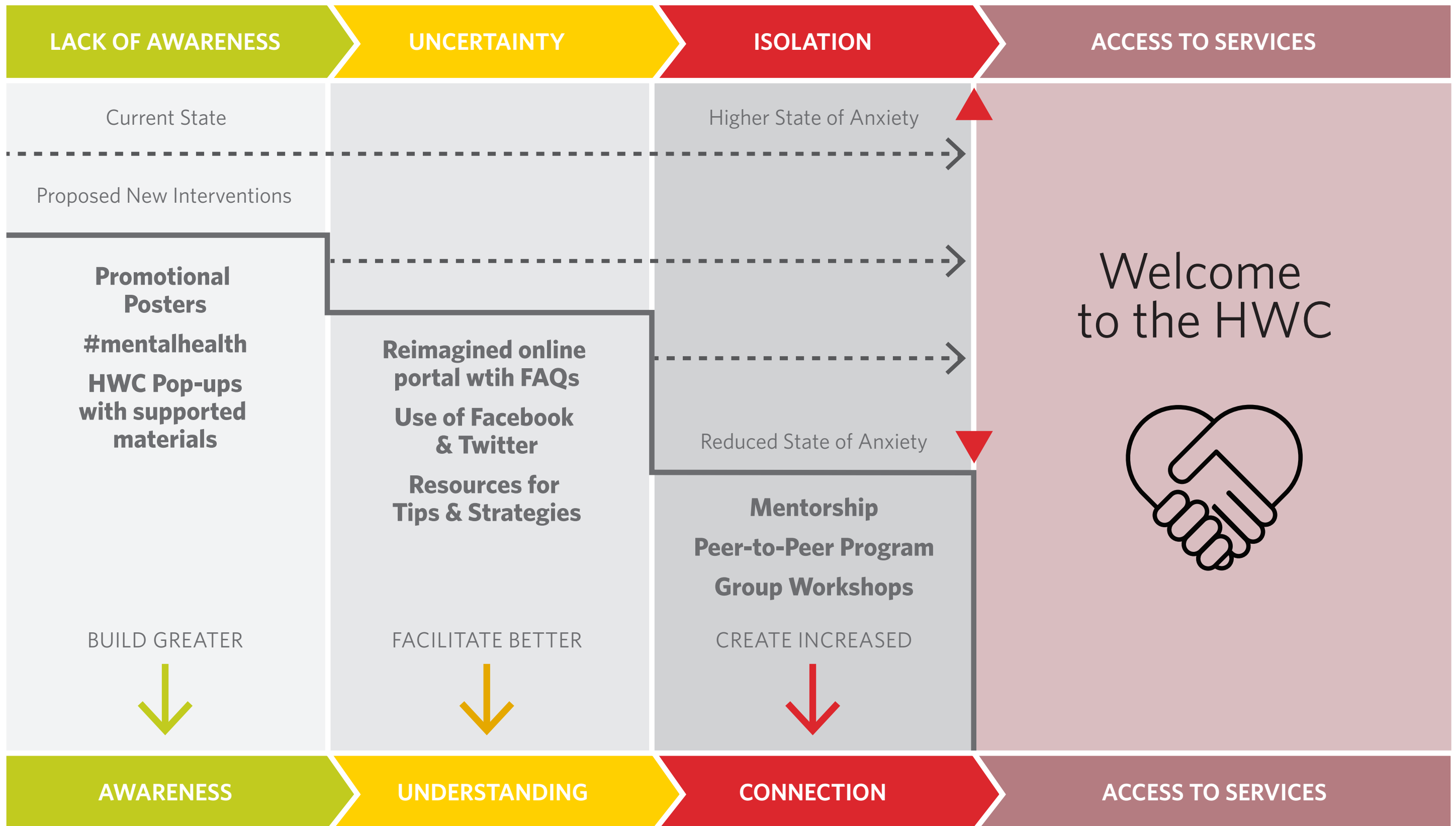
Handshake designed by Sam Garner from thenounproject.com

Madison's journey



Olivia's journey





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



Staff T-shirts

**CLOSE
YOUR EYES
AND
SLOWLY
TAKE FIVE
DEEP,
BREATHS.**

Free-standing banners

Scotiabank Nuit Blanche @ OCAD U

ABSOLUTELY FREE

GRÉGOIRE BLUNT & EMMY SKENSVED,
ARYEN HOEKSTRA, LILI HUSTON-HERT,
LORNA MILLS, MATTHEW WILLIAMSON
CURATED BY STEFAN HANCHEROW



Saturday, Oct. 4, 6:53 p.m.
to Sunday, Oct. 5, 7 a.m.

100 McCaul St.
(Butterfield Park)

scotiabank
nuit blanche

Gaps & next steps

The male voice

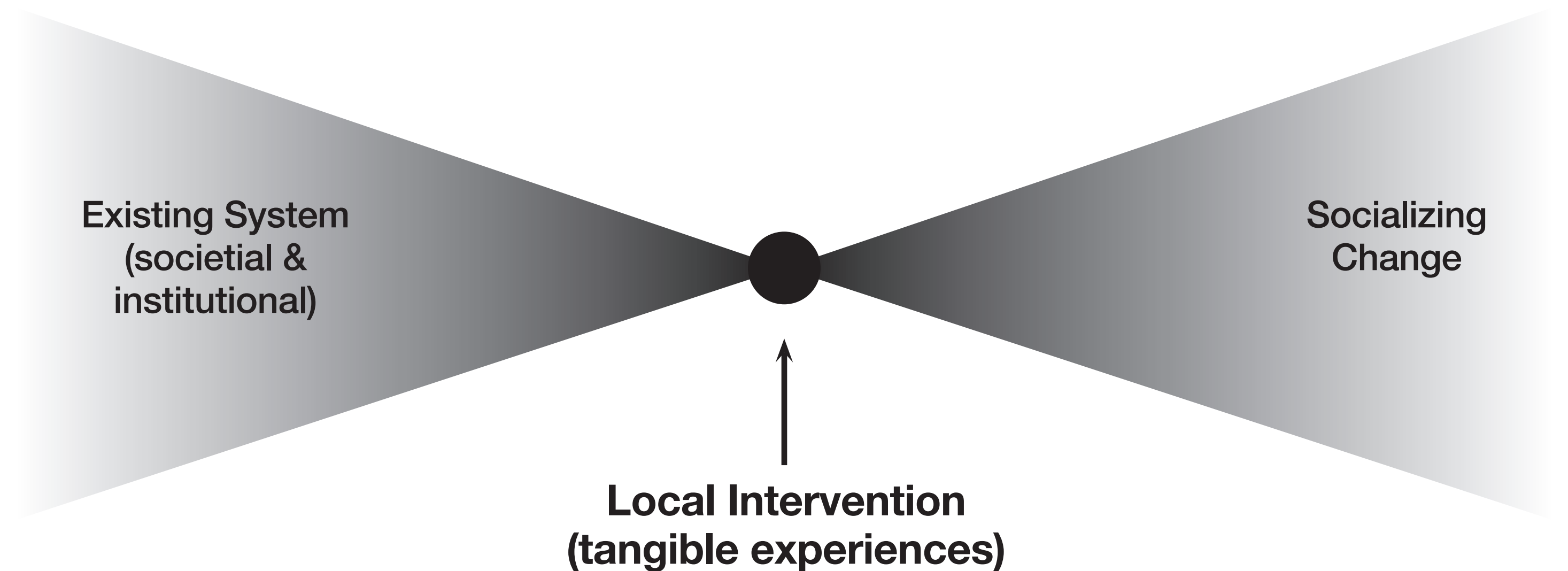
Cultural diversity



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



Thank you.

Karen Oikonen
karen@healthcaredialogues.com

Adam Starkman
adam@healthcaredialogues.com

Peter Jones
peter@redesignresearch.com

