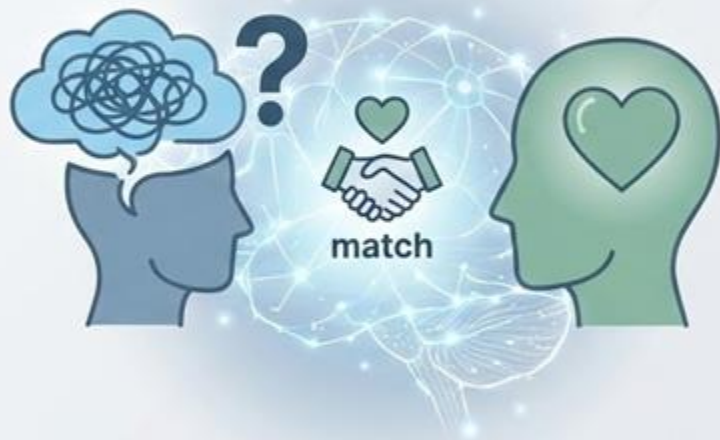# Therapist Matcher

Find your perfect mental health therapist

Digitalization of Business Processes in Healthcare
Jana Stojanovic, Daniel Fuhst, Christine Remy

A true patient story

"I went to my GP because I was was so exhausted that even getting to the doctor's office felt overwhelmingly difficult."....

"My doctor signed me off work due to a severe depression and told me to find a psychotherapist"...

"He gave me a link to a database called 'PsyFinder' and said, 'Good luck finding one`."....

"I was so overwhelmed by this process and after some unsuccessful attempts gave up. I was too sick to seek help."

Timely intervention is critical for depression (and other mental health diseases), as the illness tends to worsen and become more difficult to treat the longer it goes unaddressed.

# The Problem

Available Online Database:

- Hard to navigate
- Requests by email or calls (often with no response)
- No triage system
- Offering ranges from leadership coaching to severe depression
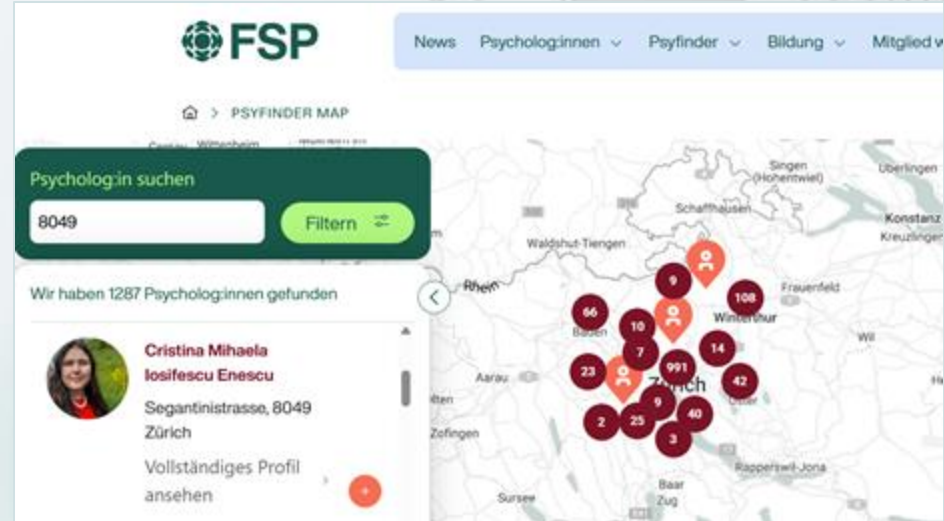
Psychotherapists have a burden of manual administrative tasks which can be simplified and digitized as a business process
Patients need an easy Therapist Matcher to access timely and appropriate care
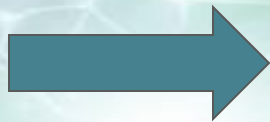
Current Status - Camunda Model
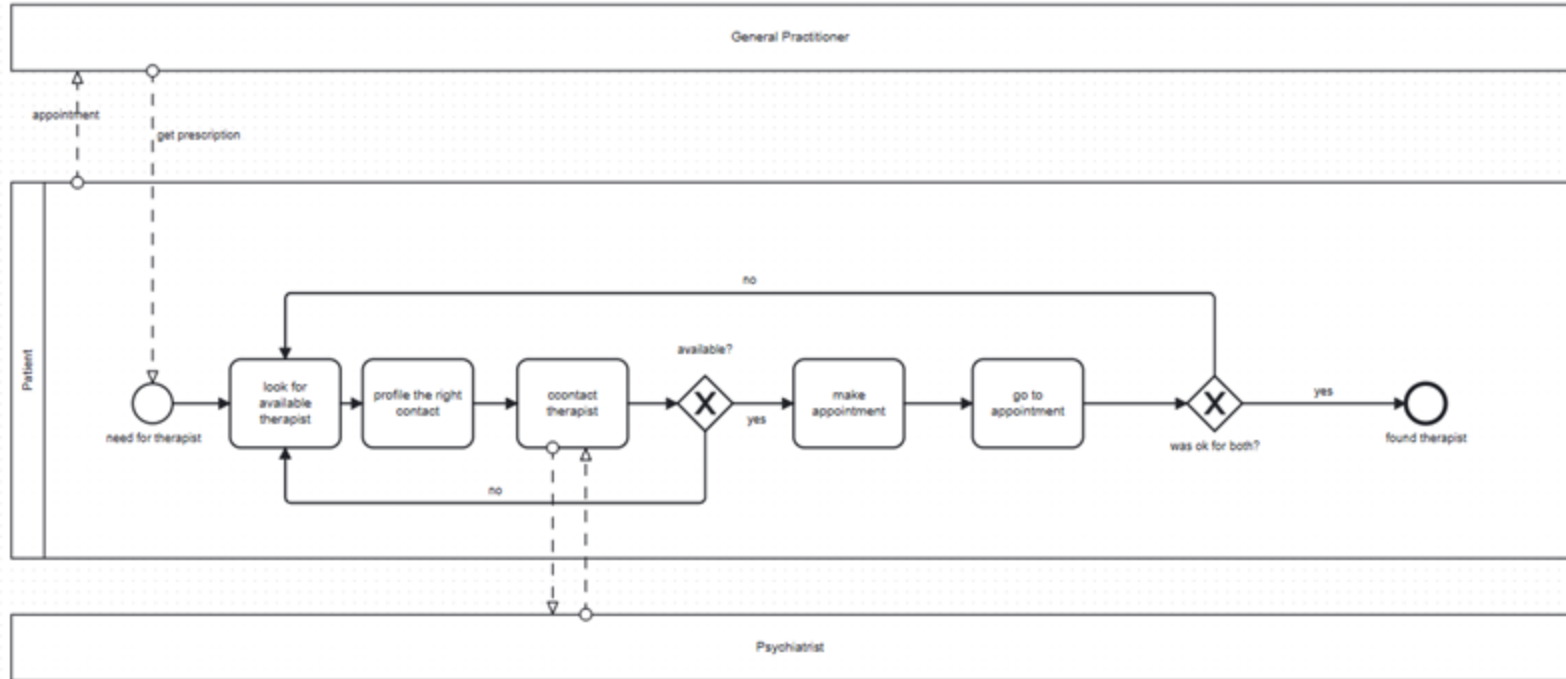
Future State - The Patient View

Step 1: Contact Therapy Matcher

Step 2: Appointment with a therapist matching your needs

Empathetic, Fast and Supportive

Future State - Camunda Model

Tools we used

CAMUNDA

Deepnote

Form to capture patient input	Decision table to match with therapist

APIs to facilitate communication flow	Machine Learning

Benefits of digitized process

Digitalize the ecosystem for patients with mental health diseases to:

- **Accelerate scheduling of appointments**
- **Match therapy form easily**
- **Select weekly therapy slot early**

Leading to faster and more accessible mental health care !

MY LIFE *is full of* **OUTTAKES**

Learnings
- We started with a huge process which was too complex **(make it shorter)**
- We had many fancy (but difficult) ideas to digitize **(make it simpler)**
- Aim for a MVP (running model), add more features when you achieved step 1 **(sleep better)**

BUT
We already have parts of a Therapist Matcher 2.0 (machine learning for even more complex therapy matching)

BACK UP SLIDES

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Future State - Camunda Model