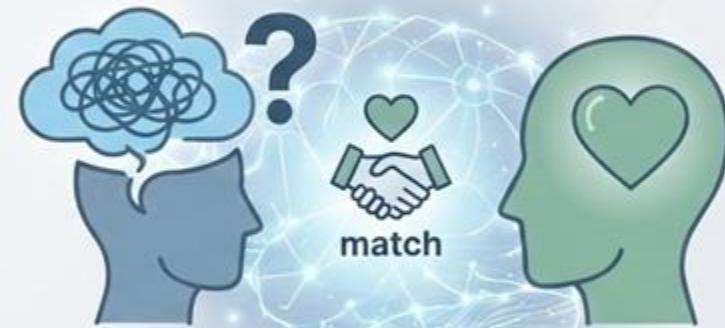


Therapist Matcher

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 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."

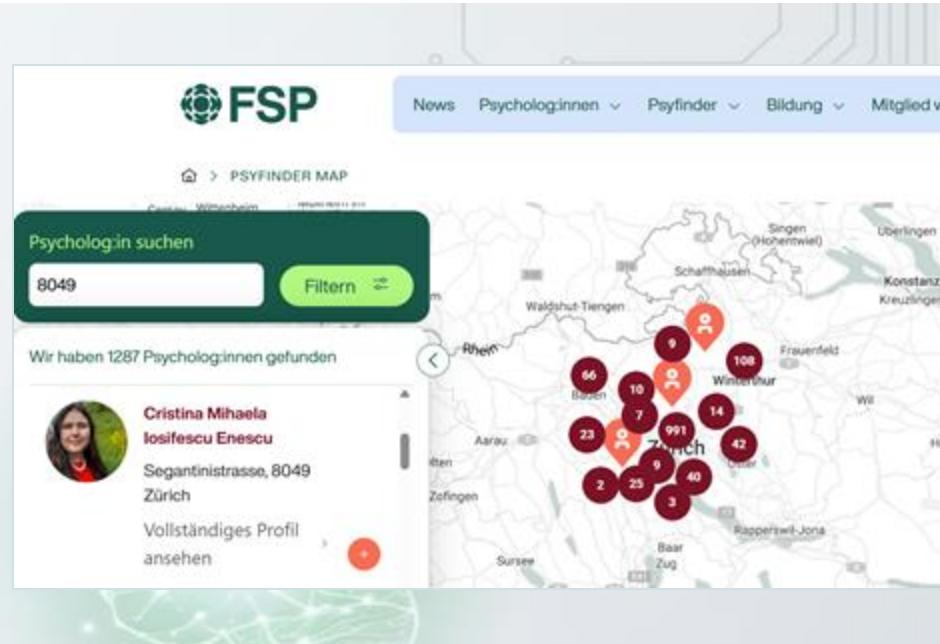


Timely intervention is critical for depression (and other mental health diseases), as the illness tends to worsen and become more difficult to treat the longer it goes unaddressed.

The Problem

Available Online Database:

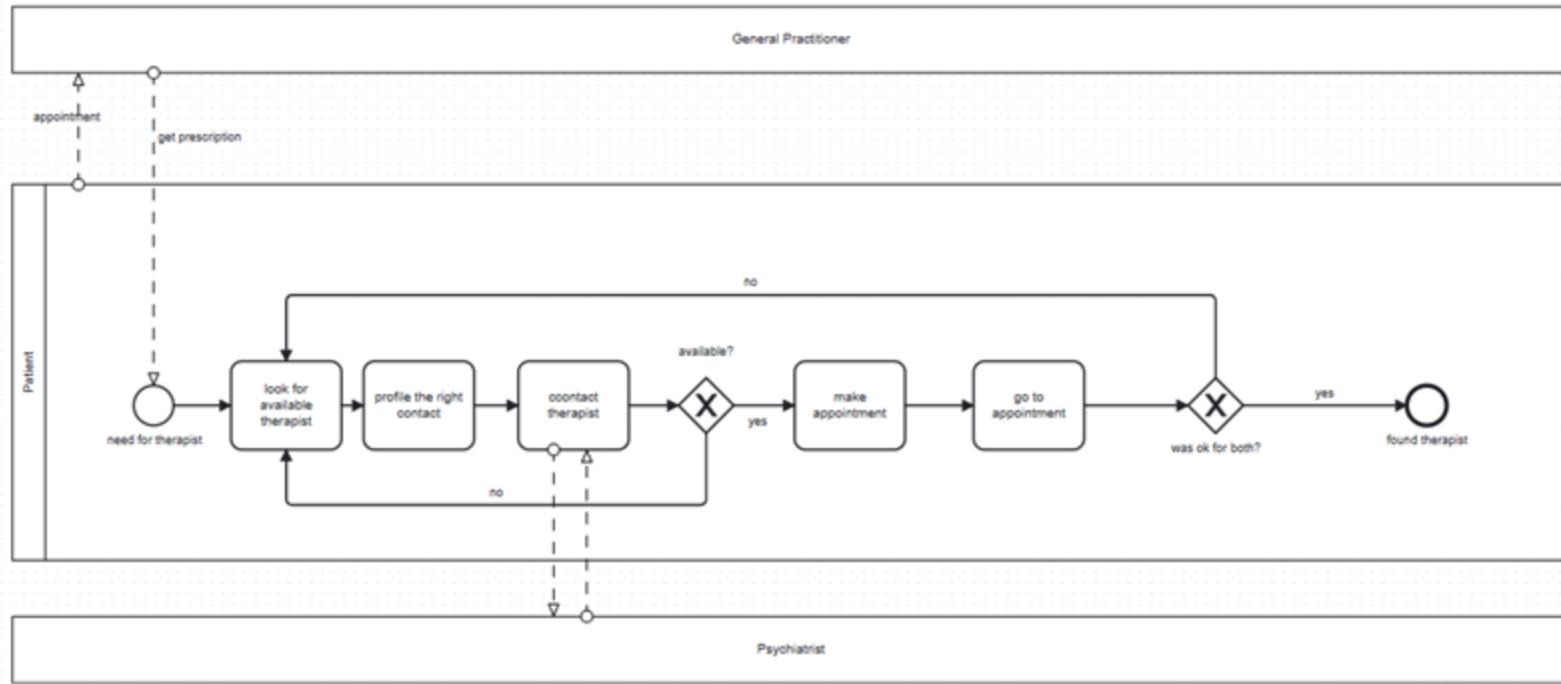
- Hard to navigate
- Requests by email or calls (often with no response)
- No triage system
- Offering ranges from leadership coaching to severe depression



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

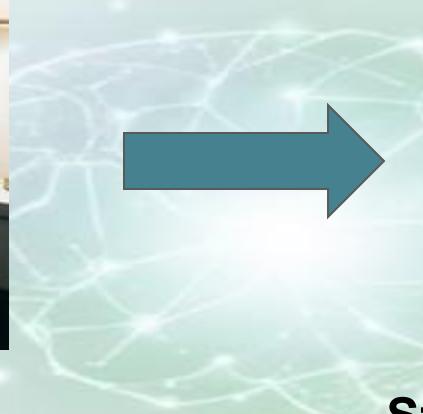
Current Status - Camunda Model



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

The screenshot shows the Camunda Tasklist interface. On the left, there's a sidebar with 'All Tasks (3)' selected, showing three tasks: 'fill out form' (finalVersion, created a few seconds ago), 'fill out form' (Process_Dovz591, created 2 hours ago), and 'fill out form' (test6, created 2 days ago). The main area displays the details for the first task.

Task Details:

- Name:** fill out form
- Owner:** mi25chocolat
- Category:** finalVersion
- Due Date:** Set due date
- Follow-up Date:** Set follow-up date
- Groups:** Add groups (Team Chocolat Express)

Form Fields:

- Patient Name: Mariah Carey
- Phone Number: (empty)
- Gender of Therapist: Female
- Therapy Setting: Individual
- Disease Category: Depression

At the bottom, it says "Date and Time displayed in local timezone: Europe/Zurich" and "Powered by Camunda Platform / v7.19.0".

Tools we used



CAMUNDA

Form to capture patient input

Decision table to match with therapist



Deepnote

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 !



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

