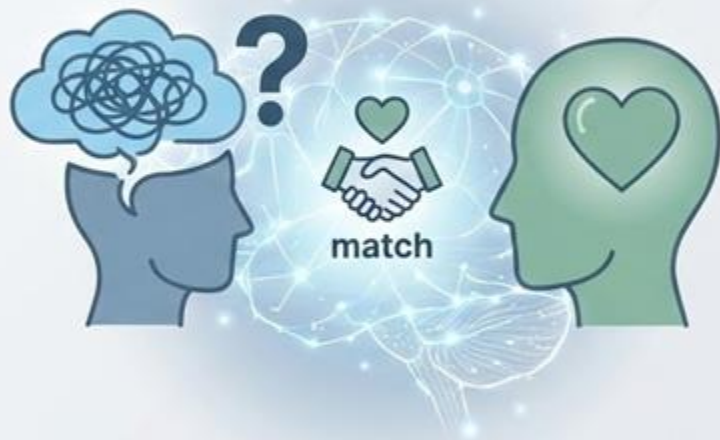


Therapist Matcher

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."

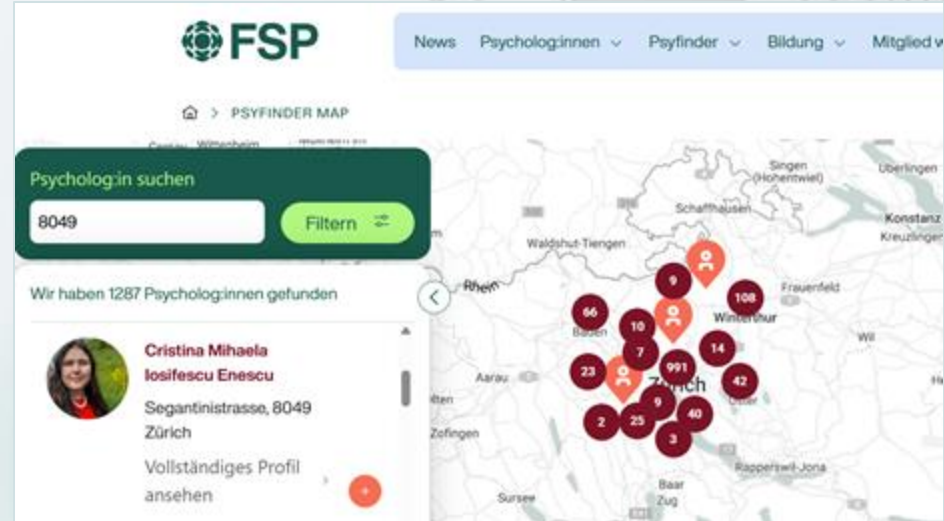


Timely intervention is critical for depression (and other mental health diseases), as the illness tends to worsen and become more difficult to treat the longer it goes unaddressed.

The Problem

Available Online Database:

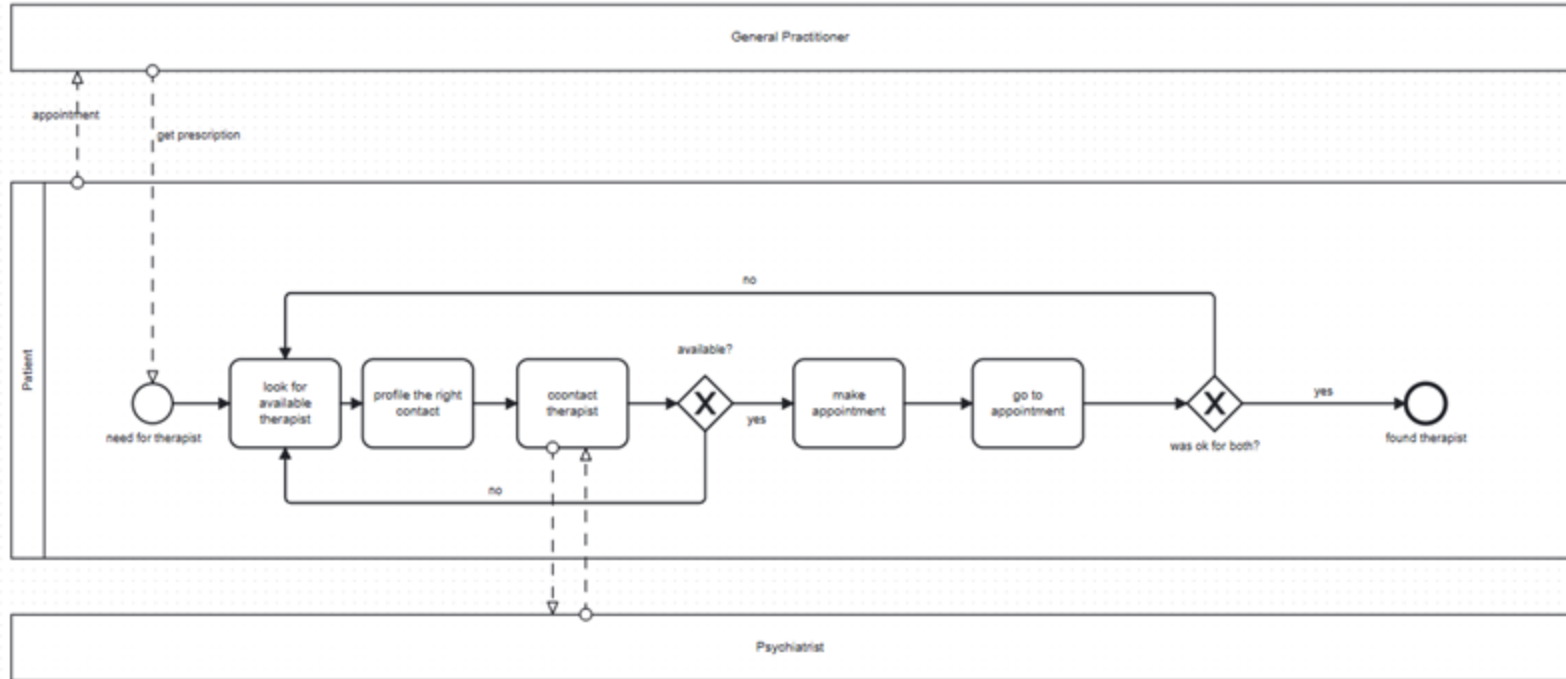
- Hard to navigate
- Requests by email or calls (often with no response)
- No triage system
- Offering ranges from leadership coaching to severe depression



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

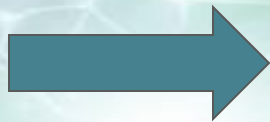
Current Status - Camunda Model



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 displays the Camunda Tasklist web application. The browser's address bar shows the URL: `digibp.engine.martinlab.science/camunda/app/tasklist/default/#/?searchQuery={}&filter=f0945b...`. The application header includes navigation links for 'Keyboard Shortcuts', 'Create task', 'Start process', and 'Team Chocolat Express'. The main interface is divided into a left sidebar and a central task view.

Left Sidebar:

- All Tasks (3):** A filter box labeled 'Filter Tasks' with 3 tasks listed.
- My Tasks:** A section for tasks assigned to the user.
- Group Tasks:** A section for tasks assigned to groups.

Task List:

Task Name	Assignee	Created	Duration
fill out form	Team Chocolat Express	Created a few seconds ago	50
fill out form		Process_0ovz591 Created 2 hours ago	50
fill out form		test6 Created 2 days ago	50

Task Detail View (Task: fill out form):

Task Information:

- finalVersion:** [View details](#)
- Actions:** Set follow-up date, Set due date, Add groups (Team Chocolat Express)
- Tabs:** Form (selected), History, Diagram, Description, Audit Log

Form Fields:

- Patient Name:**
- Phone Number:**
- Gender of Therapist:**
- Therapy Setting:**
- Disease Category:**

Date and Time displayed in local timezone: Europe/Zurich

Powered by Camunda Platform / v7.19.0

Tools we used



**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 !



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

