



Mindcare

for health workers



Team Members

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Problem statement: Health workers in Kenya face limited access to mental health services, which compromises their well-being, decision-making, and quality of patient care.

GCGO: HEALTHCARE

Why this matters: Without adequate mental health support, overworked health workers are at higher risk of burnout, medical errors, and reduced productivity, directly endangering patient safety and health outcomes.

User Persona:

A Nurse in the emergency department at a county referral hospital, Nairobi

Sarah Mwangi



Demographics:

Age: 29

Gender: Female

Location: Nairobi, Kenya

Income: Modest salary (~KES 50,000/month)

Education: Diploma in Nursing

Family: Married with children

Overall (N = 957)

Depression (PHQ)

N-Miss	75
Mild	599 (67.9%)
Moderate	147 (16.7%)
Moderately severe	93 (10.5%)
Severe	43 (4.9%)

Generalized Anxiety Disorder

N-Miss	150
None	516 (63.9%)
Mild	163 (20.2%)
Moderate	69 (8.6%)
Severe	59 (7.3%)

PC-PTSD (DSMV)

N-Miss	609
None	123 (35.3%)
Probable PTSD	225 (64.7%)

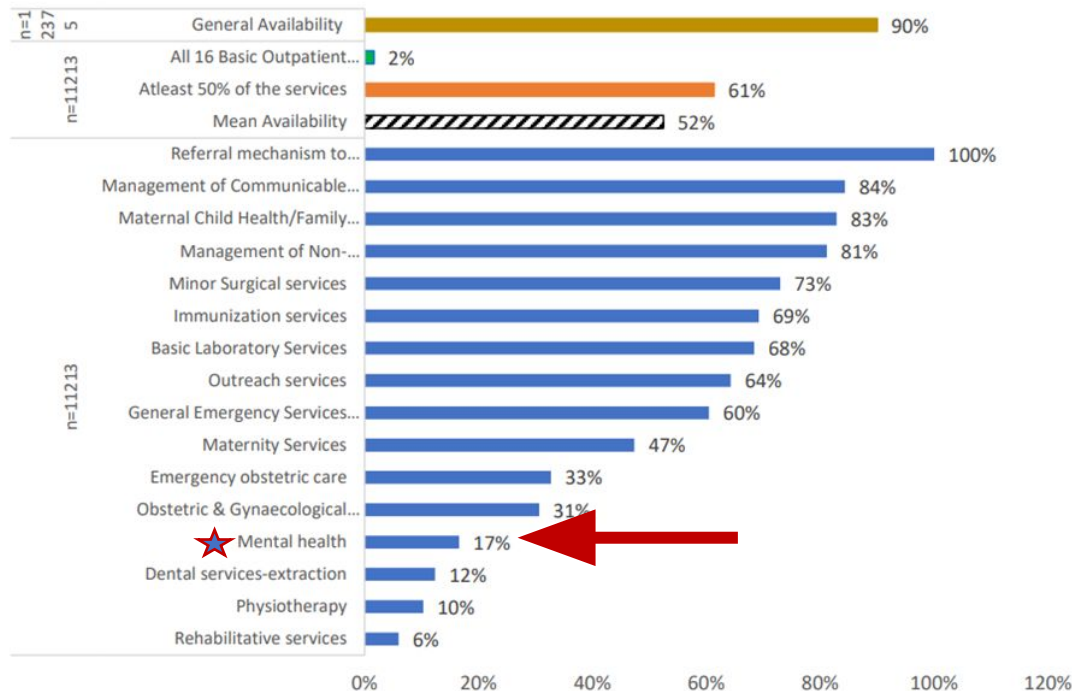
Pittsburg Sleep Quality Index

N-Miss	177
No Insomnia	591 (75.8%)
Clinically moderate Insomnia	15 (1.9%)
Subthreshold Insomnia	174 (22.3%)

Mental stress among health workers

In an online survey conducted in the early onset phase of COVID-19 in Kenya, health workers were found to suffer from various forms of mental disorders. “66% of the participants reported experiencing worry related to COVID-19. 32.1% had depression, 36% had generalized anxiety, 24.2% had insomnia and 64.7% scored positively for probable Post Traumatic Stress Disorder (PTSD)”

Lack of mental health support



- Despite providing life-saving care, health workers have limited access to mental health support.
- The severe shortage of professionals—just 1 psychiatrist per 1 million people outside Nairobi—makes it difficult for them to seek help when

- 
Inadequate mental health literacy
 Many health workers lack adequate knowledge of mental health, including how to recognize symptoms of common mental health conditions.
- This limits their ability to identify their own symptoms and seek appropriate professional**

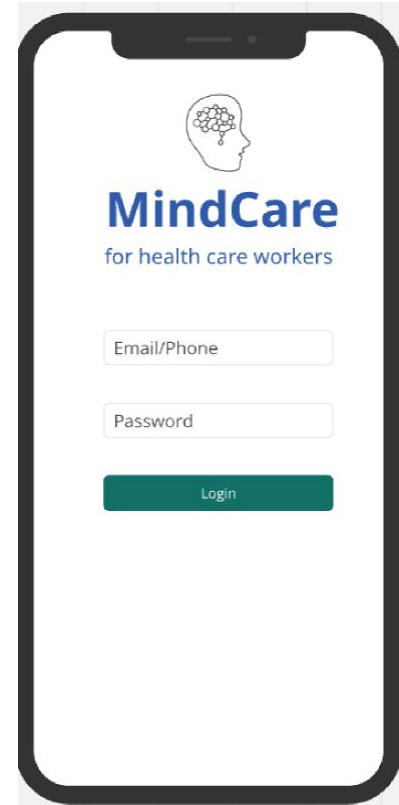
Variable	Accurate diagnosis		p-value
	Yes n (%)	No n (%)	
Education			
Diploma/certificate	59 (31.1)	131 (68.9)	1.000
Degree	6 (31.6)	13 (68.4)	
Profession			
Registered nurse	42 (34.1)	81 (65.9)	0.493
Enrolled nurse	12 (30.8)	27 (69.2)	
Clinical officer	8 (21.6)	29 (78.4)	
Formal mental health qualification			
Yes	9 (33.3)	18 (66.7)	0.978
No	56 (30.9)	125 (69.1)	
CPD ^a			
Yes	3 (16.7)	15 (83.3)	0.258
No	62 (32.6)	128 (67.4)	
Post-qualification experience			
≥ 5yrs	41 (34.2)	79 (65.8)	0.289
< 5yrs	22 (26.2)	62 (73.8)	

^aCPD (Continuing professional development in the previous 5 years)

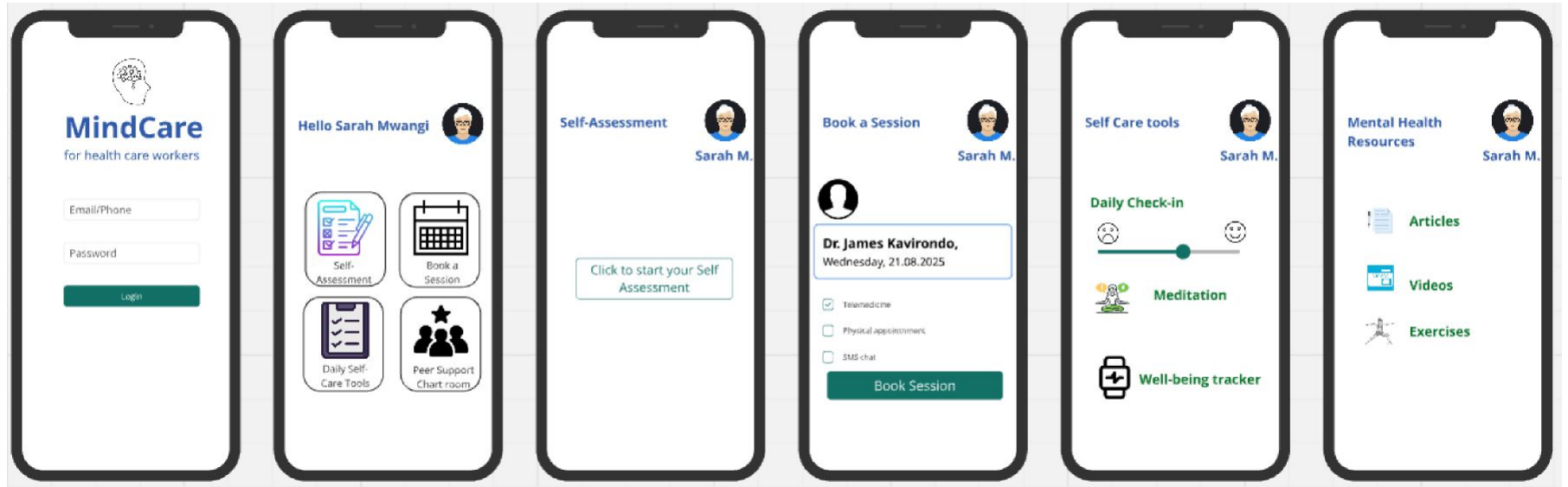
Our Solution

A mobile app that incorporates Telemedicine (consultation and treatment), mental health self-screening and mental health information and messaging capabilities.

Strengthening access to mental health services for health workers using the app is be essential for sustaining resilient health systems, especially in resource-limited settings.



Wireframe





Test user feedback

- **Ensure confidentiality and privacy for our users given that some sensitive personal information may be collected through the App**
- **Which tools will be used for self assessment and, what will be the acceptable scale of measurement**
- **How would the telemedicine section link patients (health workers) to the mental health experts?**



Incorporating Test user feedback

- **Provide a page with a statement about confidentiality and abide by the data protection act. Additionally, we will have a hyperlink that leads to our privacy policy statement**
- **Identify specific standardized tools to be used for self assessment and provide acceptable scale of measurement**
- **Partner with psychologists and other service providers to join the platform, and explore possibilities of having the services paid for by the Social Health Insurance Fund (SHIF)**



What next

- **We plan to partner with county health departments and mental health professionals to offer services to health workers**
- **Collaborate with Social Health Authority for billing and payment for services**
- **Partner with psychologists and other service providers to join the platform, and explore possibilities of having the services paid for by the Social Health Insurance Fund (SHIF)**

Impact Goals



We believe our Solution will increase mental health support for health workers:

- **Reduce burnout rates and absenteeism among health workers**
- **Improve patient outcomes and satisfaction through better provider mental health**
- **Integrate mental health conversations within medical institutions**
- **Strengthen retention and motivation of skilled health workers**

Link: <https://www.youtube.com/watch?v=n7gJVLEOYAw>