

Healthy Minds

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Our Team



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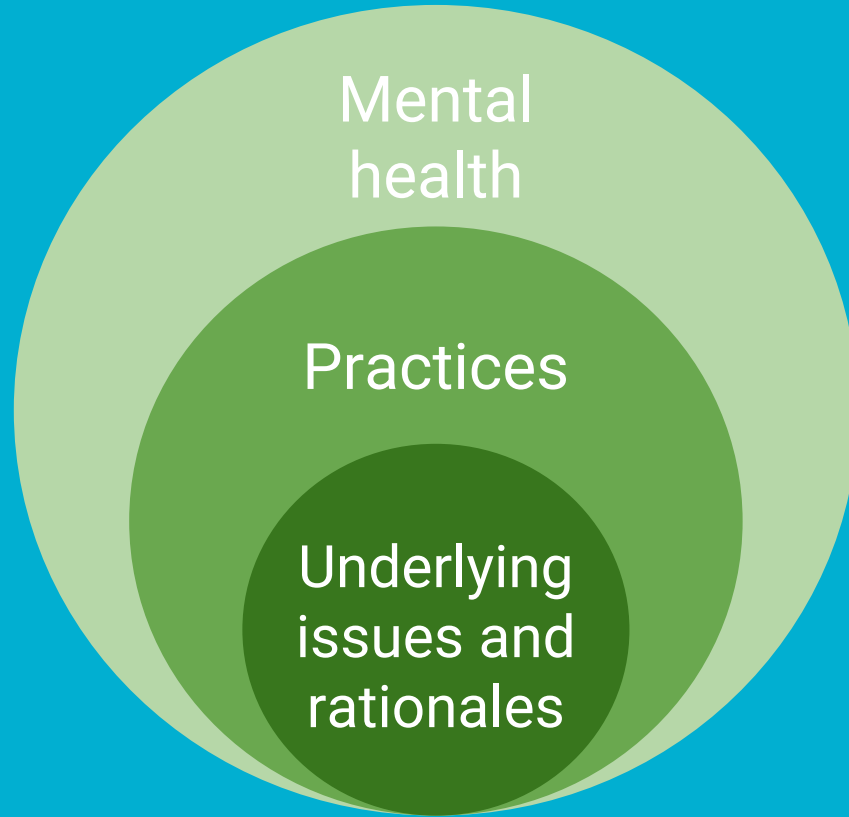


Gustavo Chavez
MD & BMI



Sonia Velasco
CS

Mental Health



Needfinding Methodology

Extreme users

- Psychiatrists/Psychologists
- Participated extensively

Average users

- Someone who occasionally interacts with mental health

Non-users

- “Not affected/interested”
- Avoid discussing or interacting



Questions asked

Mental health? Look like? How do you practice it? When's the last time you thought of it?

**Why was that frustrating?
Uplifting? Helpful? Hurtful?
What was going through your mind?**

Tell us a story... patient? Of your last visit? Of how you practice it? Received/gave advice? Succeeded or failed?

Logistics

Methods:

- Email
- Approaching individuals on street

Results:

- 9 interviews
- Psychiatrists, Clinical psychologist, MD students
- CAPS staff



Extreme Users

“I try to help find the cause of the problem and make a plan. Sometimes the plan works or it doesn’t”

“What I do is heavy work, and I try my best to leave it all at work”

- Yasmin Owusu MD



Extreme Users

“Society misuses the term ‘mental health’ as code for mental illness...mental health is what you do to be and stay healthy.”

“How to incentive people that it’s time to stretch, breathe, nap...”

- Donovan Yisreal



Extreme Users

“I’m tired of having to repeat everything over and over to communicate what’s wrong. I don’t know you’re the doctor. I feel like I have to advocate for myself when I’m just tired.”

- Clara Luu

Average Users

“I have this perception that I’m not that bad, I don’t really need services, which I know is not the right way to think about it.”

“I was just really overwhelmed...and it would be healthy to just check on my mental health. Then taking the action, and there not being any slots available, made me disinclined to go back again.”

- Kimiko Hirota (she/her)



Average Users

People who were well educated and high performing also presented a more difficult change since they were rationalizing their addiction.. This was frustrating to us.

- Keon Pearson

Average Users

She was progressing by identifying what was the cause of her sadness and identifying it well. I felt pretty good about it.

- Keon Pearson

Non-users

“I usually talk to my friends when I have something heavy going on.”

“In Mexico, people usually reprimand children for doing certain things that are mental health related instead of trying to be more supportive”

- Maria

Non-users

“I don’t do much, just talk to friends and pray”

“I helped my aunt who had alzheimer's by repeating things to her”

- Jessica

EMPATHY MAP - EXTREME USERS

"I want to take good care of my patients"

"People overschedule themselves"

"Please take good care"

"Boundaries are an issue"

Smiles when talking about self care

Takes time to explain practices self-compassion as ultimate self care

Talks at length about wellness programs

Excited to talk about work with students

What will help my patient?

Mental health code for mental illness

We need to treat underlying problem

Mental health is what you do to stay healthy

Heaviness of therapy

Happy when people stop comparing

Happy with success!

EMPATHY MAP - AVERAGE USERS

"I think helping people reflect helps!"

"I talk to close friends"

"Sometimes it is a trial and error process"

Looks reassured when discussing friends

Lights up when discusses sleep

Smiles when discussing reflection

Mental health should be more proactive

Expanded view of mental health since coming to stanford

Discourage to sign up for CAPS

Proud of making a difference

EMPATHY MAP - NON-USERS

"I don't really
do much

"I do think it is
important"

Struggles to
share stories

Avoid eye
contact.

Don't intensely
need it

Associate
mental health
with illness

Removed

Unsure,
stumped

Needs, insights and analysis

Insight: Mental health providers don't know how their patients are doing between visits.

Need: A seamless, effortless system that records symptoms and emotions and presents information to provider effortlessly.

"I do my best to care for my patients, but once outside the door. I don't know how my patients are doing"- Dr. Owusu

Needs, insights and analysis

Insight: Reflection can be a powerful tool if a person has a support system to encourage it.

Need: A system in which encourages reflection, and explores underlying problems.

“She was progressing by identifying what was the cause of her sadness and identifying it well. I felt pretty good about it.” - Keon Pearson

Needs, insights and analysis

Insight: When she was going to schedule an appointment at CAPS there were no slot available, so she felt disincentivized.

Need: Provide outlets for individuals who are not-high need cases to use clinical options.

“That’s a sign they’re already overcapacity.

It felt proactive, rather than absolutely necessary, which made me like I shouldn’t.”

-Kimiko

Needs, insights and analysis

Insight: People do not have accessible information on what to do that will help after a situation that affects their mental health.

Need: Find a way to get information like skills/perspectives for situations that affect mental health accessible to those who need it.

“I wish there was a way where people could look up a situation they’re dealing with (like a breakup or a rejection) and they would be recommended skills and perspectives to help them deal.” - Donovan Israel

Summary

- Mental health definitions vary widely
- Mental health practices vary widely
- Experts often have identified source of problems
- Individuals have difficulty accessing resources