

HealthyMinds

Week 2 - Ian M, Sonia V, Gustavo C





Ian M.

SymSys &
CSRE



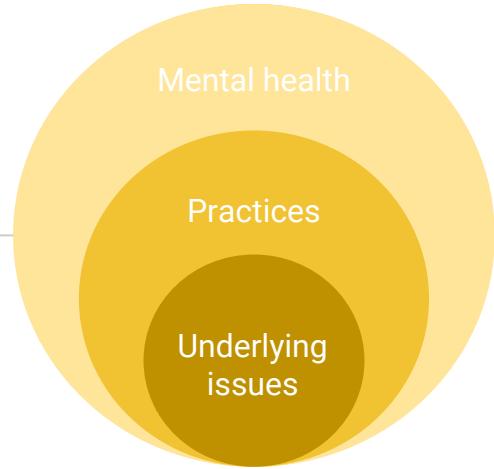
Gustavo C.

MD & BMI



Sonia V.

CS



Mental Health

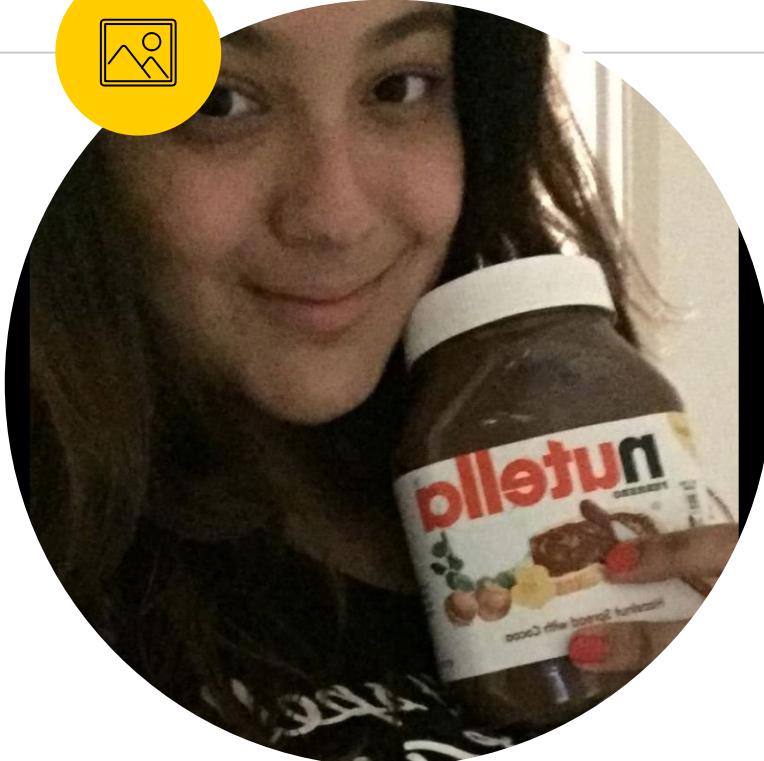
“what you do to be and stay healthy”

Initial POV:

We met a student, Kimiko who had non-urgent medical needs who wanted to participate in therapy to understand her mental health condition, but she became discouraged at finding out that there were no options available. We were amazed to realize that since she viewed herself as low priority she decided to forego therapy. It would be game changing to have an alternative option for people like her, who are not in critical need, but would benefit from mental health resources.

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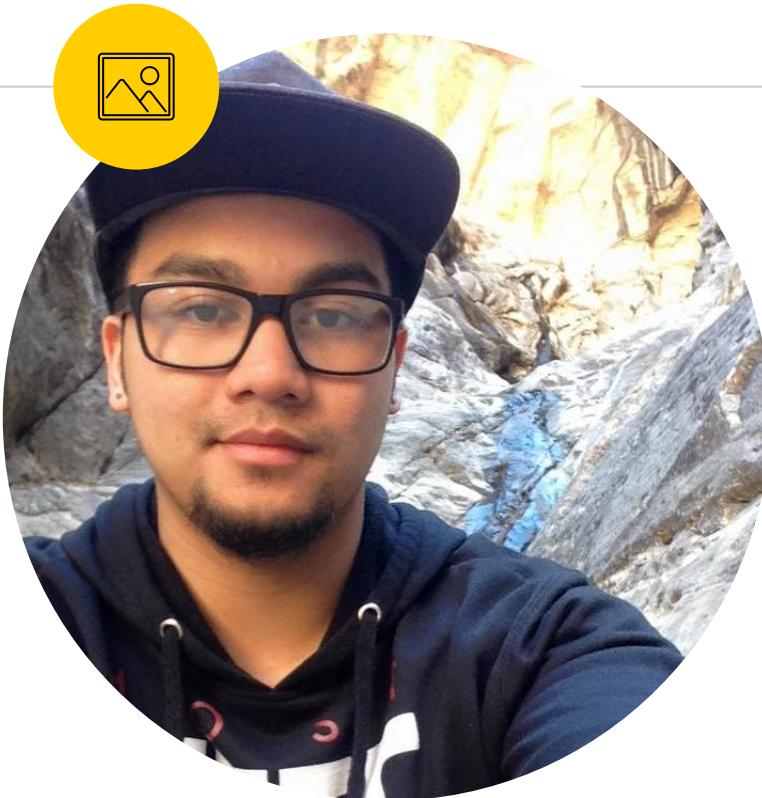




Interview 1: Paloma

“It has helped me work out some of my social relationships and understand what is going in my world”. “I have been able to re-focus my life and work on things I am most interested in.”

“Well, I felt that my friends and family all wanted me to go see someone. If I wasn't doing it for myself, I was going to do it for them.”



Interview 2: Paolo

When asked about what he does when he feels stressed, he mentions **he tends to just sleep or play video games**. Overall, he mentions that he's "still trying to figure out and **learn about what mental health means**."

POV #1:

We met a psychiatrist, who treats patients with psychotherapy.

We were amazed to realize that feedback can occur only after subsequent appointments.

It would be game-changing to keep track of symptoms, stories and status during inter-visit times.

“



How might we have a
secure way to keep track
of stories?

POV #2:

We met a health educator, who teaches skills and mindset about mental health and emotional health, and a student with non-urgent mental health need.

We were amazed to realize that people facing non-high need situations affecting their mental health do not have access to practices for them. It would be game changing to have personalized recommendations plans for mental health.



“

A photograph of a man and a woman sitting on a concrete ledge outdoors. The woman, with blonde hair and blue nail polish, is leaning her head against the man's shoulder. The man, with dark hair and a beard, has his arm around her. They are both wearing casual clothing. A yellow callout box is overlaid on the image, containing a question.

**How might we use their
individual characteristics to
provide personal info that is
accessible to people in mental
health situations?**

POV #3:

We met a stranger in downtown Palo Alto.

We were amazed to realize the misunderstandings of what mental health encompasses.

It would be game-changing to place an intervention to provide comprehensive exposure on mental health earlier.

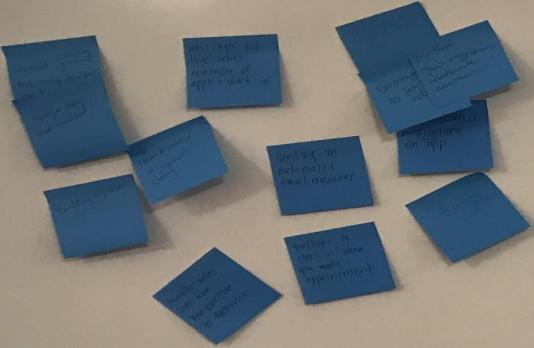


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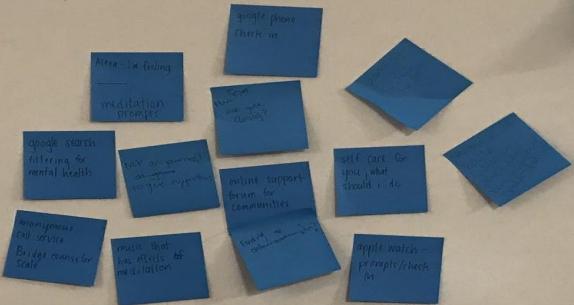
A photograph of two women in a close embrace. The woman in the foreground has dark hair and is looking towards the camera with a slight smile. The woman behind her has reddish-brown hair and is looking off to the side. They are outdoors in a natural setting with blurred greenery in the background.

How might we make mental health accessible to cultures that particularly stigmatize it?

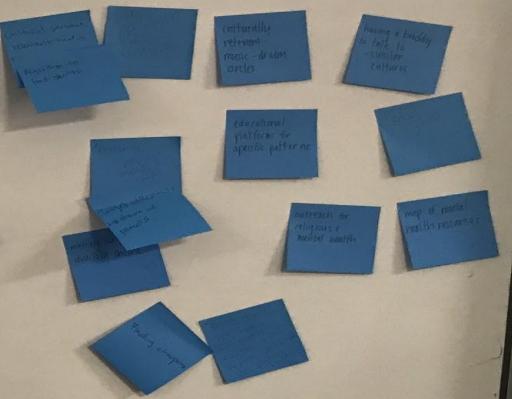
① HMW have a secure way to keep track of stories?



② HMW use indiv. characteristics to provide personalized info that's accessible to people in MH situations?



③ HMW make mental health accessible to cultures that particularly stigmatize it?





Could you tell me about a rose a bud and a thorn for today?

Tue 4:16 PM



M

Yea, would love to share! Honestly, the rose was getting lunch with you. The bud was scheduling a meeting with Nigam to talk about next steps for my project! And the thorn was feeling like I've fallen pretty far behind on GI studying, especially since our exam is on Monday :(

Tue 10:56 PM



G

Haha, not really :) thanks Mehr!

6:43 AM

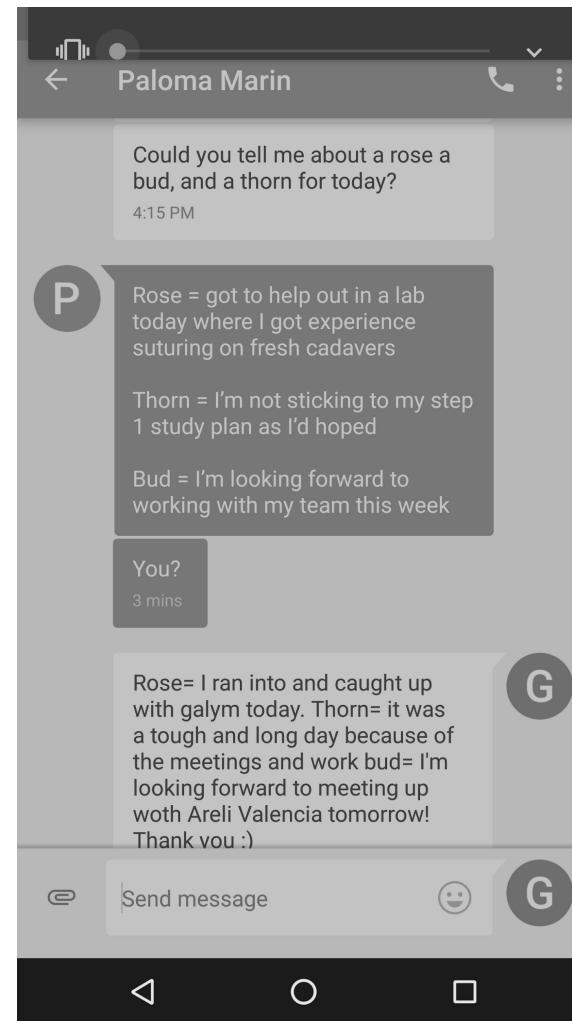
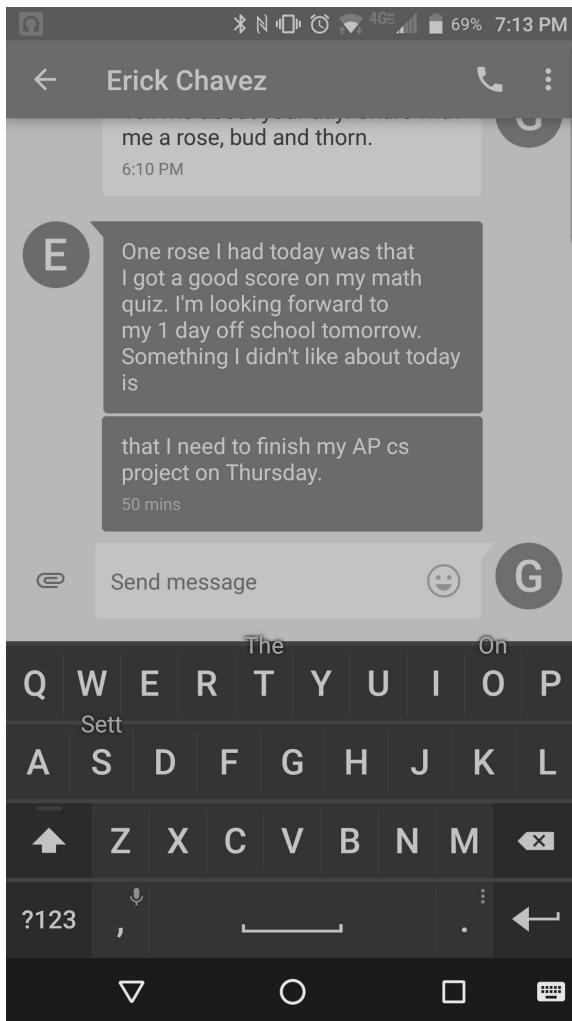
Automated Check Ins

Assumptions:

- Messaging can facilitate discussion
- Reflection is a good activity

Goals:

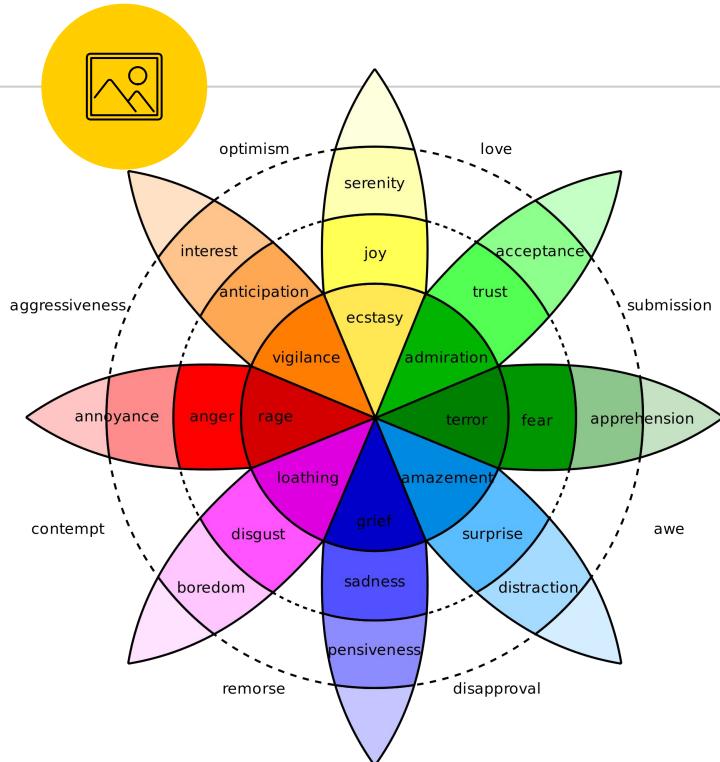
- Can we incite reflection?
- Will it be convenient?
- Will users text back?





Major Insights 1

- **Learning:** Interruption was a negative experience.
- **Learning:** It was nice to be asked about their day.
- **Surprise:** Paloma incited a response back asking Gustavo--is reciprocity important?



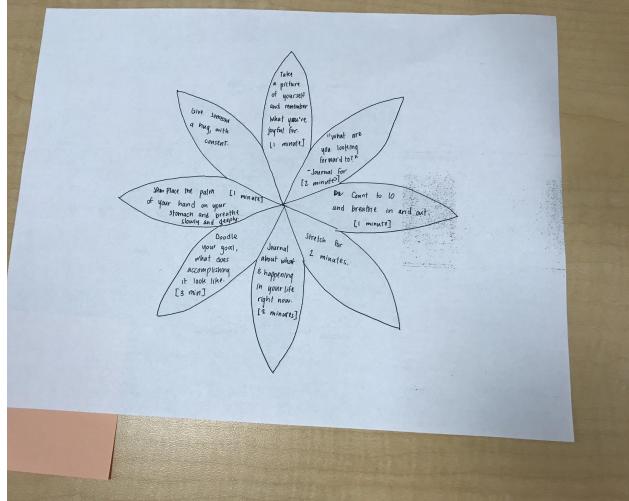
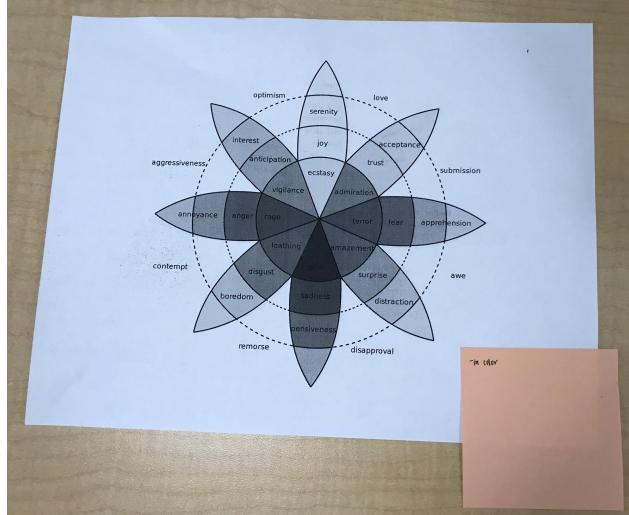
Feeling/Action Map

Assumptions:

- People want something to do when they have feelings
- People will share simple feelings

Goals:

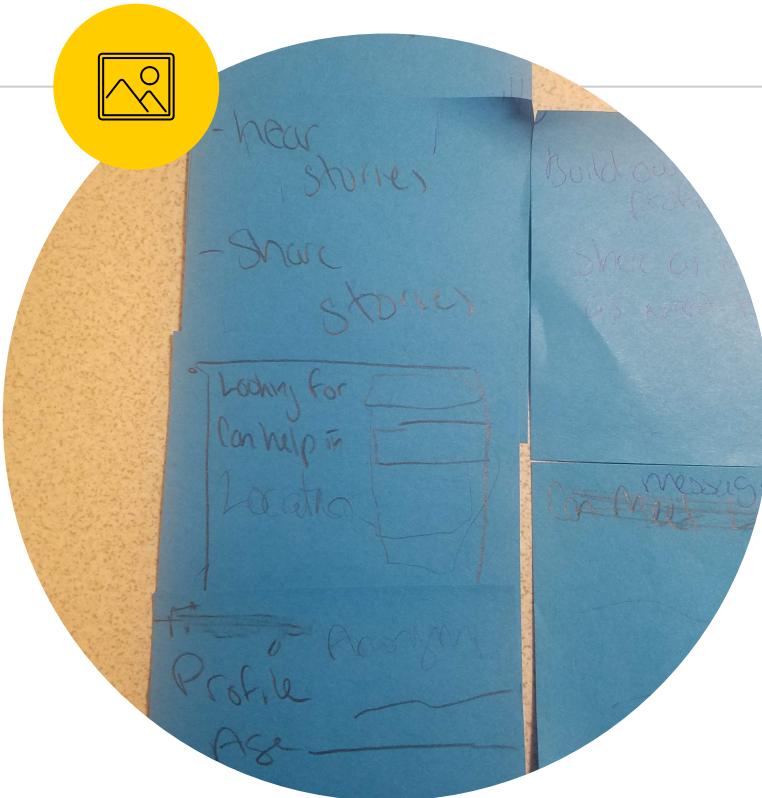
- Will people take action?
- Will people share stories/feelings?





Major Insights 2

- **Surprise:** Despite all the feelings listed, the feeling user #3 was thinking of was not present.
- **Learning:** 2 out of 3 users liked the action they did, the other did not have time.
- **Learning:** The users felt that the exercise did not amplify or change their feelings.



Buddy System

Assumptions:

- People like being supported and understood by others.
- People will continue a certain lifestyle if they are held accountable.

Goals:

- Will we unite people to reach out to others?
- Will we create a moment of making others aware of mental health?
- Will we reach diverse communities?



Major Insights 3

- **Learning:** One user did not want to share any information.
- **Surprise:** Users wondered if there could be predators, or people who would take advantage of people's weak mental state.

Summary:

- Interviews revealed that mental health is highly varied for individuals
- HMW keep track of stories, provide personalized info and destigmatize mental health within specific cultures?
- The experience prototypes showed that users were more reflective when given a chance



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Thanks!

Any *questions* ?

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