

# Equalizing Mental Health

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# Initial POV's

- X It would be game-changing if... Jennifer and Lourdes knew all students were being helped, or were able to help those who were not being helped
- X It would be game-changing to... connect people with similar experiences to facilitate vulnerable conversations
- X It would be game-changing to... enable him to experience and understand what his brothers are going through

A white rectangular sticky note is affixed to a light-colored wooden surface. The note has a small, clear adhesive strip at the top center. The word "Interviews" is printed in a dark blue, sans-serif font in the center of the note. The bottom-left corner of the note is curled up.

Interviews

John, student with bipolar disorder

- x Found his current psychiatrist through a contact, feels like he got lucky by having a provider he works well with



Fran, a student with anxiety

- x Can relate well to others with mental illness "the feeling that you can't control yourself or your mind is common throughout all mental illness"



Rosemary, first-gen low-income student with depression

- X Rosemary mentioned having bad experiences with scheduling appointments and being referred to places that had no openings



Christy, student with depression and anxiety

- X Aimed to understand her boyfriend in high school by “listening and asking a lot of questions”



Justin, Princeton senior

- x Ex-girlfriend "cuts herself but I don't know exactly why. I think it's that she feels like she's in so much pain emotionally that the physical pain will not compare"





Revised POV's

It would be game-changing  
to... provide validation for  
friends and family who are  
noticing unusual behaviours  
in a loved one



It would be game-changing  
if... people who don't  
normally have access to  
care would be able to find  
help



It would be game-changing  
to... enable people to learn  
about mental health on a  
personal level

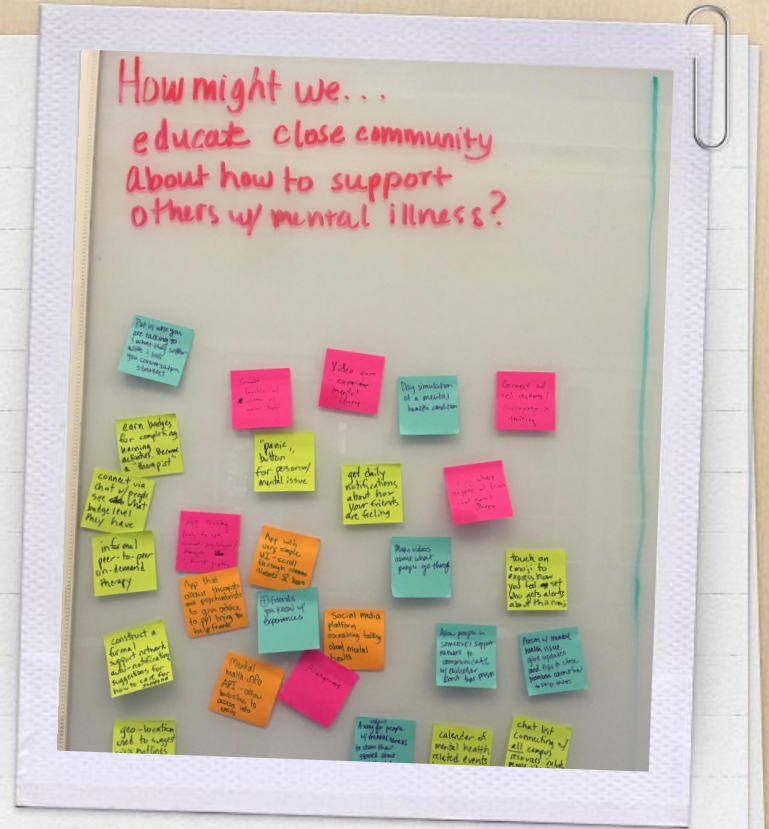


Three HMW's



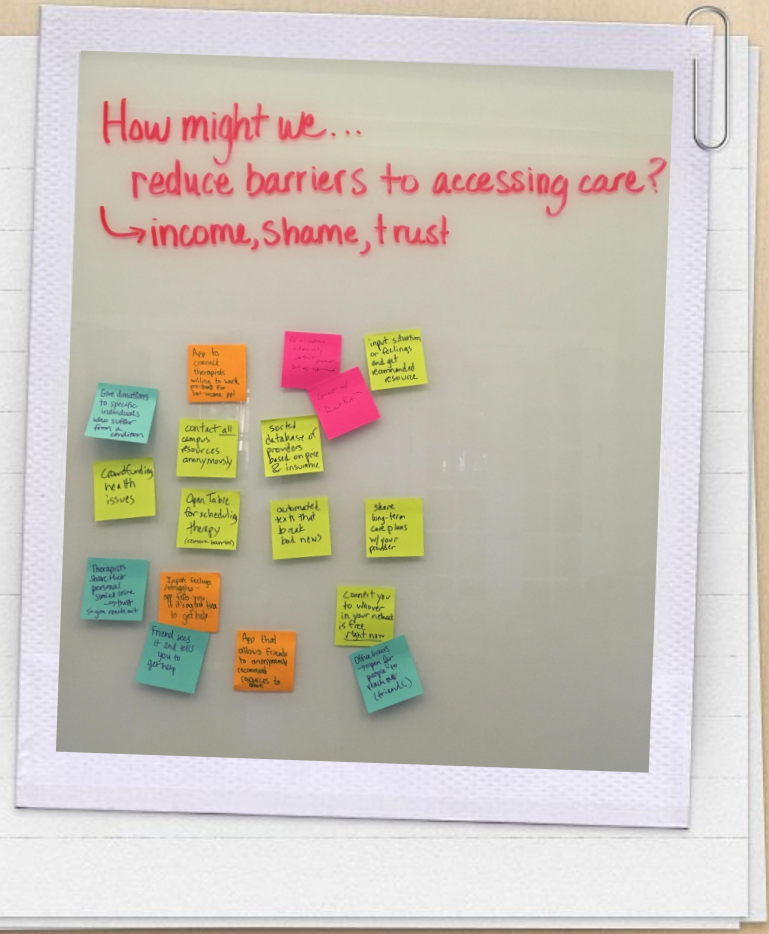
# HMW . . .

## Educate close community about how to support those with mental illness?



# HMW . . .

## Reduce barriers to accessing care?



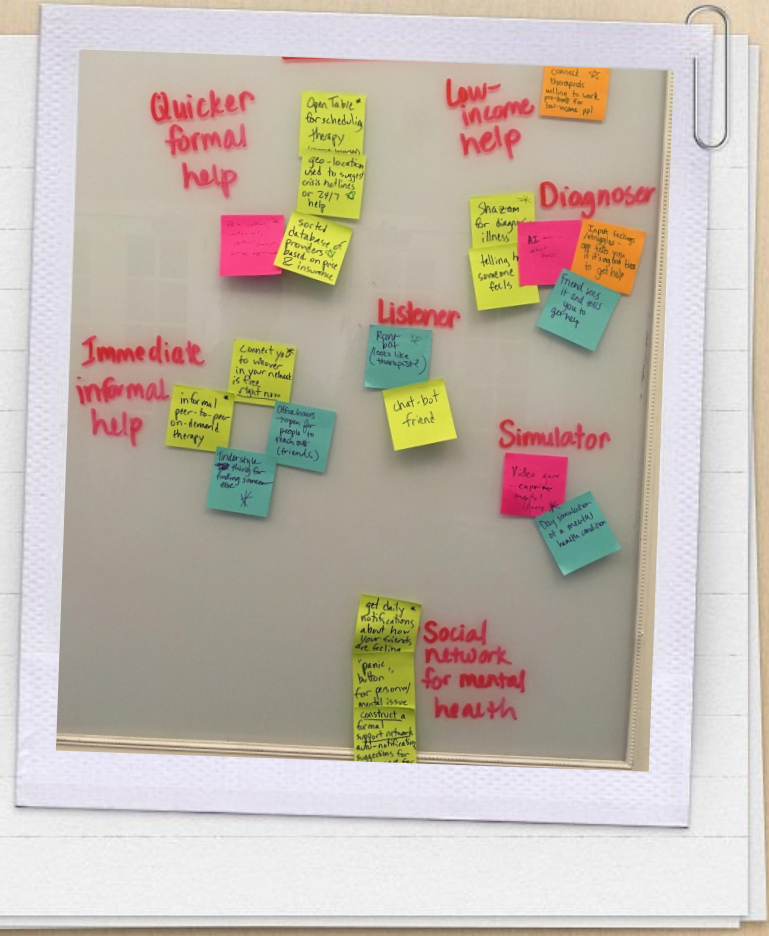




Solution  
Brainstorming

# Potential Solutions

- X Automated listener and care recommender
- X Experience simulation for those without mental health challenges
- X Streamlined speedy access to low-cost care providers





Revisit  
Assumptions

## Refined Potential Solutions

- X Way for people to input and go through their friends' symptoms to determine a course of action and seek help faster
- X People with mental health conditions sharing stories with those without, so they can better relate to loved ones
- X Matching students to therapists/ psychiatrists based on their needs

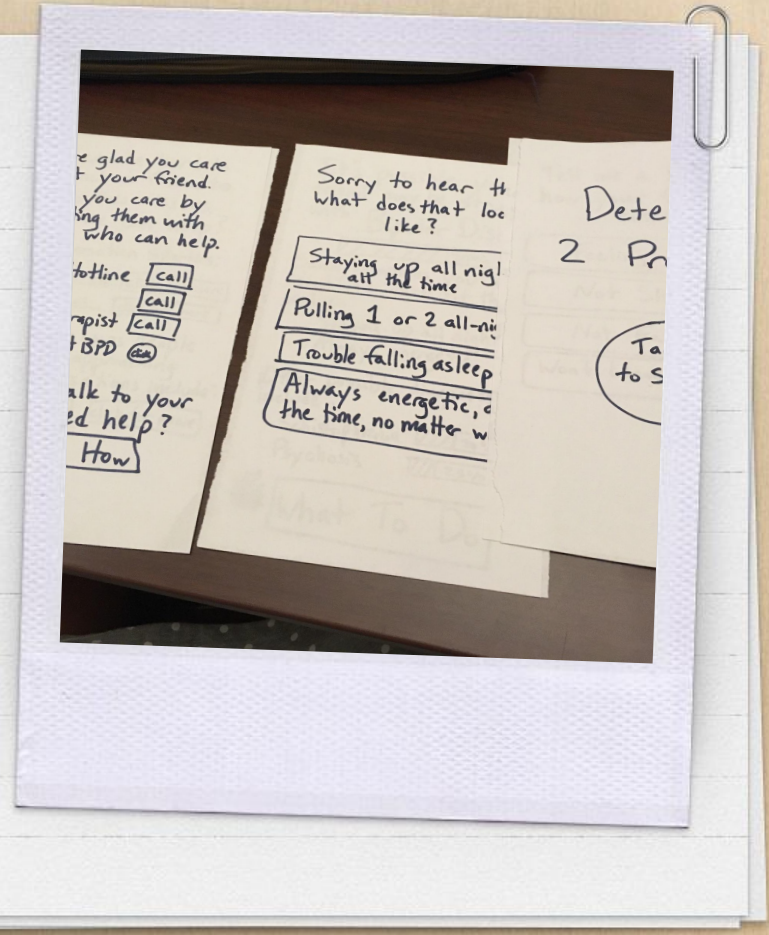




Experience  
Prototypes

# Prototype #1

Testing the assumption  
that people don't know  
what to do when others  
exhibit potentially  
worrisome symptoms



# Suggest resources for symptoms

## Results:

- x User was surprised to see the suggested diagnosis and thought it was a strong or scary statement
- x Worried about who would get the information they disclosed about friend

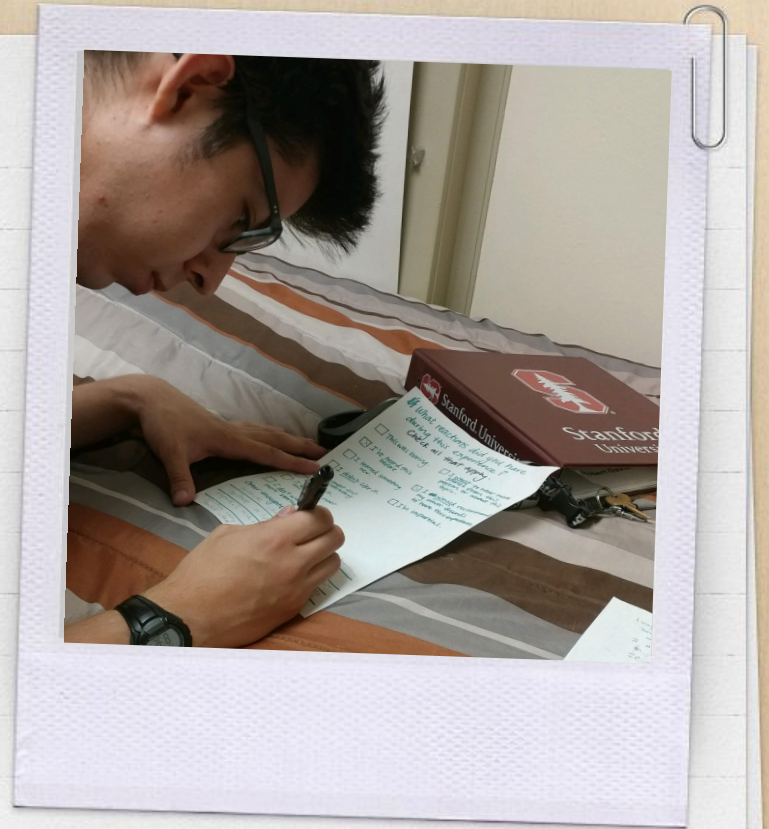
## Validity:

- x We should rethink our assumption that people want to see this information
- x New assumption: people want a gentler way to get the information



# Prototype #2

Testing the assumption that people are willing to share stories, and that hearing stories will be a positive experience





Living w/ Depression

This morning I woke up + was saddened that I was alive.

I didn't - no I couldn't - get up. There's a weight on me. It feels like 50 pounds.

If I stay here I won't have to face the world. So I'll stay in bed. I feel sleepy anyway.

~~#~~ What reactions did you have during this experience?  
Check all that apply.

This was boring.

I've heard this before.

I learned something new.

I want to hear more stories from this person or about this topic.

I ~~am~~ would recommend my other friends to have this experience.

this person.

I don't want to hear more stories like this

Other thoughts? I thought it was interesting  
because what the person posted I

believe a lot of people feel but don't

express. I think this experience or idea can lead to

something very important particularly at an institution at  
Stanford where the "Duck" syndrome is a thing.

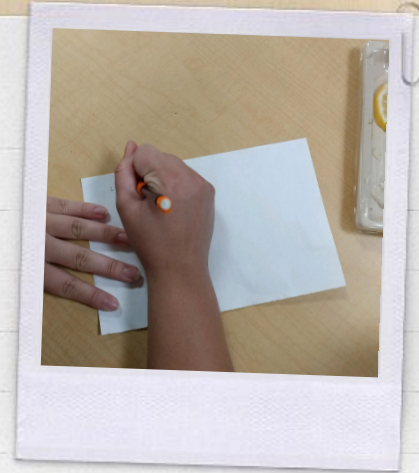
# Share and listen to stories

## Results:

- x Student with depression was willing to share her story on a piece of paper
- x Another friend who wanted to learn about mental illness enjoyed the experience

## Validity:

- x Confirmed assumption that people are willing to share anonymously
- x Confirmed assumption that people got something from reading the experience



# Prototype #3

Testing the assumption that people will be more satisfied if they can easily access and filter their therapist options



**Ronald C. Albucher, MD\***

Director, Counseling and Psychological Services

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**Julia Anable, PhD**

Staff Psychologist



**Laurel Zappert Banks, PsyD\***

Staff Psychologist

[View profile >](#)



# Pick your therapist

## Results:

- x Filtered by degree/credentials, expertise, position, years in practice, location, time availability, gender, and age
- x Confused about where they would view information

## Validity:

- x Two of the three users suggested other factors before mentioning availability
- x New assumption: Time is not the top concern and it varies among users



Thank you!

Any questions/feedback?