MENTAL HEALTH in HEALTHCARE PROFESSIONALS

Group 3 Design Challenge

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- Initiated an Initial Problem Research
- Create a Research Objective
- Mapped out a competitor analysis.
- Conducted 7 user interviews and created a quantitative research survey
- Construct User Personas
- Design a User Journey
- Produce a POV and HMW Statements
- Build a high-fidelity prototype
- Generated a User Testing Plan and utilized a Report Card
- Synthesized our data for our next steps

INITIAL PROBLEM DISCOVERY

Many members in our group are very interested in learning about mental health problems, and working towards helping the community better manage their mental health.

The world has been sorely affected by the Covid-19 pandemic and the negative impact it has made to our mental health and daily lives has increased.

Frontline healthcare professionals have been some of the ones hit the hardest. We have friends and family that are part of this community, and we noticed that many have been struggling.

INITIAL PROBLEM DISCOVERY

Knowing that, it sparked a question for us.

How are healthcare professionals managing their mental health now and how can we create another (if they already have one) resource for them to better manage it?

THE WICKED PROBLEM

According to the CDC, mental health concerns among healthcare professionals include stress, depression, burnout, anxiety, substance use disorders, and suicidal behaviors.

Studies Shown..

Healthcare workers are feeling the weight of difficult work conditions that have been recently intensified by the pandemic. According to a survey conducted by the CDC,

- 45% of nurses reported that they were not getting enough emotional support
- 69% of physicians reported experiencing depression and 13% had thoughts of suicide

The Objective

Our goal is to prioritize the mental health challenges among health care workers and support their well-being by introducing resources that are relevant to them when needed.

Lacked understanding in healthcare professionals' current struggles and available resources, needs, expectations or goals.

As a group, we wanted to find out...

- Current frustrations and pain points
- What the users really want
- What the users really need
- What have they already done

COMPETITIVE ANALYSIS

The competition either is limited or doesn't have a mental health program for employees.

The competition are subscription services that are catered to everyone in the community.

They have high provider/therapist turnovers, but don't have specific mental health program or offer for healthcare workers.

USER INTERVIEWS

We wanted to hear from our target audiences' experiences to figure out how to create and cater a product towards their needs.

We asked many questions separated into themes, including…

- How much pressure, do you feel, is put on medical professionals to be perfect?
- Do you believe there is a stigma regarding the mental health of medical practitioners? If so, can you explain what the stigma is and how it has affected you?
- Have you reached out to seek mental health assistance previously? If so, what have you tried?
- What kind of support would you like to see that can impact your life?

USER INTERVIEWS

Taking a step back and analyzing the interviews and insights, our interviewees had a common theme that was causing the most detrimental impact on their mental health...

STRESS

QUANTITATIVE RESEARCH SURVEY

Even before Covid-19, healthcare professionals faced an increased toll on their mental health and often referred to this job-related stress as "burnout."

Many feel stressed and stretched out too thin with limited staffing, are emotionally and physically exhausted, and have turned to alcohol or drug use to help cope with these problems.

QUANTITATIVE RESEARCH SURVEY

1. How likely are healthcare professionals to experience mental health concerns due to the nature of their job? *

	1	2	3	4	5	
Not at all	○	○	○	○	○	Definitely

2. What area do mental health concerns have the highest impact on? *

○ Physical (ex: Stomachaches, loss of appetite, trouble falling asleep)

○ Cognitive (ex: Confusion, trouble making decisions, increased worry, difficulty thinking clearly)

○ Emotional (ex: anxiety, fear, overwhelming sadness, anger, guilt)

○ Behavioral (ex: angry outbursts, frequent crying, reduced stamina, risk-taking behaviors)

3. Are you able to recognize, the toll that work may have on your health? (physically, emotionally, mentally) *

○ Yes

○ No

○ Not sure

○ Depends

4. Which of the following scenarios may impact mental health? *
(Check all that applies)

☐ Emotionally heavy situations in caring for those who are sick (physically, mentally, etc)

☐ Relationships with the patient, family members, and employer

☐ Demanding physical work and risk of injuries

☐ All of the above

8. With the resources available today, what kind of resources do you find most useful (if any)? *
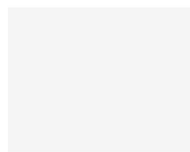

☐ Publications
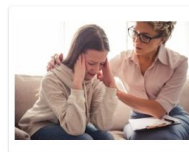
☐ In-Person Therapist

☐ Online Therapy

☐ Mobile Apps catered for mental health

☐ Other: _____

☐ None of the above

9. What is an important factor to take into consideration when considering options for mental health support? *

○ 24-hours Access Availability

○ Ease of Access (able to access everywhere)

○ Human Interaction (ex: group chat in a similar work field)

○ All of the Above

RESULTS SUMMARY

70.6 %
Responded Medical Professionals are likely to experience mental health concerns due to the nature of their job.

47.1 %
Responded mental health concerns have the highest impact on emotional well-being.

6.3%
Responded they were not able to recognize if they had mental health concerns

58.8%
Responded there was a need for more mental health resources for medical professionals
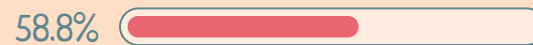
70.6%   47.1%   6.3%   58.8%

70.6%
47.1%
6.3%
58.8%

RESULTS SUMMARY

87.5 %
Responded Mental Health Concerns are often overlooked by employers

52.1 %
Responded, mobile apps catered towards mental health were effective.

56.3%
Responded they were somewhat satisfied with the mental health resources available today

64.7%
Responded important factors to take into consideration when selecting a resource are 24/7 access, ease of access, and human interaction
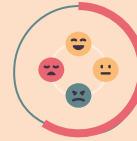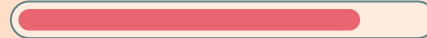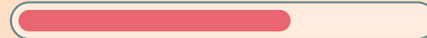
87.5%   52.1%   56.3%   64.7%

87.5%
52.1%
56.3%
64.7%

RESULTS SUMMARY

- The resources that are currently available today are somewhat satisfactory
- Users find it difficult to gain access to these resources due to affordability, time, and further develop self coping strategies
- Users find their work to have a massive impact on their mental well-being and is often overlooked

USER PERSONA

General Healthcare Providers (PCP, PA, NP) who are involved in medical care.

Healthcare providers who treat common medical conditions and perform routine exams which serves in primary care.

Healthcare provider Alex Dao, 38, is a Pharmacist working at Walgreens' pharmacy which consists of long hours. His role includes filling patient prescriptions, explaining how to use medications, administering vaccines, checking insurance and keeping track of inventory.

He feels as though there is a heavy amount of stress and anxiety at his workplace that follows him back home. This affects his relationship with his family and friends. Alex's only mental assistance is an in-person therapist but he doesn't have time to frequently visit. He wants to make sure that he feels supported and understood through his long process of medical care at his convenience.

GOALS

Wants to find a support system.
Find new ways to manage stress,
anxiety, and depression.
He wants to build a positive healthy
relationship at home.
Wants to find a mental health provider
if necessary.

NEEDS

Needs to find online support groups.
Needs to know where he can find
verified and trusted resources online.
Needs to have personalized space for
online journaling.

PAIN POINTS

Has a busy schedule.
Emotional stress at work.
Pain when needing to stand on feet for
long hours.
Needs a lot of caffeine.

BEHAVIORAL ARCHETYPE B

At the Frontline: Healthcare professionals (MD, RN) who work in ER or urgent medical situations (suicide hotline, etc.)

Scenario Descriptor

Caring for a patient coming in to the hospital with mental health complaints.

Narrative

A Emergency Dept Registered Nurse is caring for a patient coming into a hospital with mental health problems, and the process can be extensive and time-consuming. The nurse begins by bringing the patient to a room and figuring out the cause of their ideation and if there is a plan in place to harm themselves or others. They work with the doctors to place the patient on a "hold," while they wait for the psychiatric evaluator to see if the patient is well enough to send to a mental health facility for further care. During that time, the patient can be very uncooperative or unpredictable, posing a danger to the staff.

The registered nurse often goes home feeling drained of energy and are beginning to feel inadequate, causing them to start to dread going into work. In addition to feeling this way, they feel mentally, physically, and emotionally exhausted. They are interested in finding a solution that assists them in handling the mental/physical and emotional impact caused by work , but is unsure of a solution that tackles all three of these areas.

GOALS

Wants to find a certified therapist or a solution to begin speaking with to tackle their mental/physical/and emotional impact caused by work.
Hopes to work out own feelings of inadequacy to stop feeling dread going to work.

NEEDS

Needs to have a therapist or alternate solution that can work with their schedule.
Prefers to find a therapist or alternate solution versed in the healthcare field so they can relate more.
Create a healing environment at home.
To go on more vacations as a "delayed way to destress."
Needs a lot of patience at work.

PAIN POINTS

Unsure of resources that tackle all three areas (mental, emotional, and physical).
Unsure of what to expect.
Doesn't usually seek mental health help, has feelings of embarrassment.
Has an unpredictable schedule. "Work takes a toll on sleeping and eating schedule."
Not getting enough sleep.

The User Journey
Alex Dao

Alex goes home feeling stressed

The Problem

01

02

Discovery

He stumbles upon our app

He looks for reviews on the app

Registration

03

04

First Use

Personalized and easy to use

Alex recommends the app to his coworkers

Sharing

05

The User Journey – Opportunities
Alex Dao

Promote service on
social media sites

Discovery

01

Reduce steps needed

First Use

03

02

Registration

Display credentials from
trained medical
professionals

Incentives for sharing

Sharing

05

POV STATEMENT

Medical Professionals who work long exhausting hours in fast-paced work environments are exposed to many different situations that have a stressful impact on their mental health are in need of a solution that is effective, easily accessible, fits into their schedule, confidential and financially viable.

HMW STATEMENT

User A: How might we provide effective, reliable, and viable support to assist relieving stress and other mental health concerns for General Healthcare Providers in order to help them overcome the stress and pain and lead them to a healthier life, better performance at their workplace, and be a positive influence to their families and friends.

User B: How might we provide immediate and alternative solution for the physical, emotional and mental stress and pain for Frontline Healthcare Professionals in order to appropriately improve their well-being and positively affect their ability to fully serve their patients.
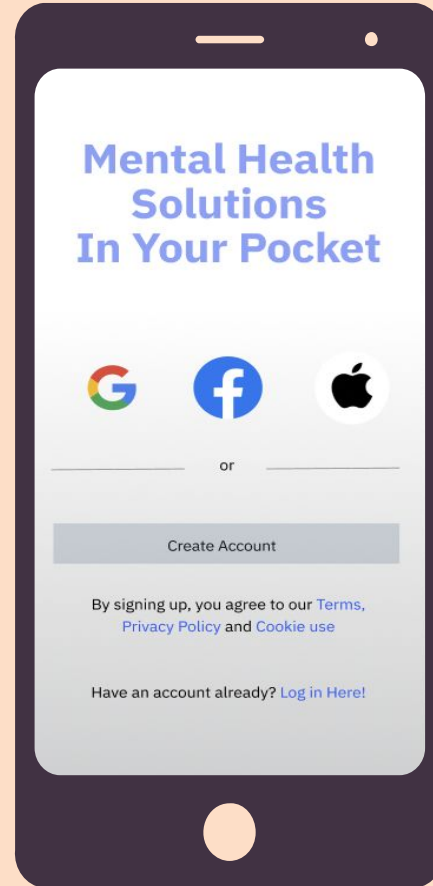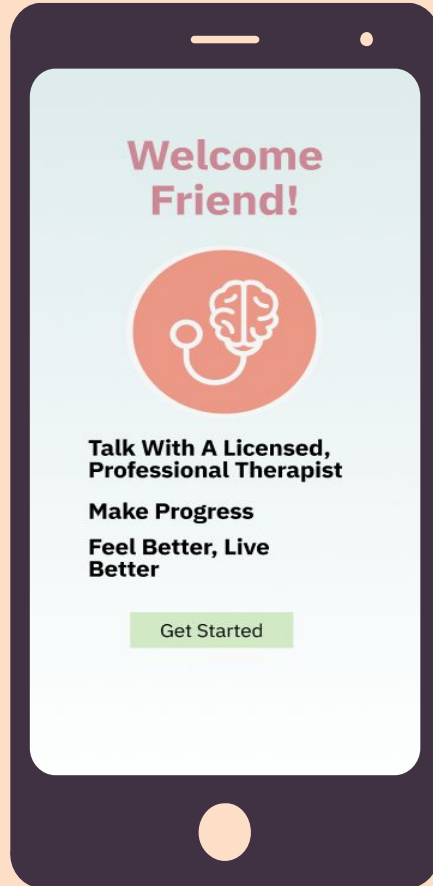
RECOMMENDATIONS AND NEXT STEPS

The value we want to provide is a 24/7, easy to access, solution to mental health concerns induced by work stress and the nature of healthcare work.
With our collected research, we want to pursue a solution that meets the needs of our users. Our research dictates finding a solution that tackles user concerns such as ease of access, time management, and a personalized solution to caring for mental health.

Some next steps we'd like to take is to take our mental health concern and story to the design team and begin prototyping possible solutions.

Medium Fidelity Wireframe

Welcome Friend!

Talk With A Licensed, Professional Therapist

Make Progress

Feel Better, Live Better

Get Started

Mental Health Solutions In Your Pocket

or

Create Account

By signing up, you agree to our Terms, Privacy Policy and Cookie use

Have an account already? Log in Here!

Create Your Account

Name

Email

Password

By creating an account you agree to our Terms of Service and Privacy Policy

← Create Account

Let's Get Personal!

Name

Date of Birth

Gender: Please Select ▼

← Create Profile

Let's Get MORE Personal!

Mental Health is impacted by several areas. Which of these areas would you like to focus on?

Physical	Emotional
Nutritional	Support
Near You	Not Sure

← Let's Get Healthy!

How Are You Feeling?

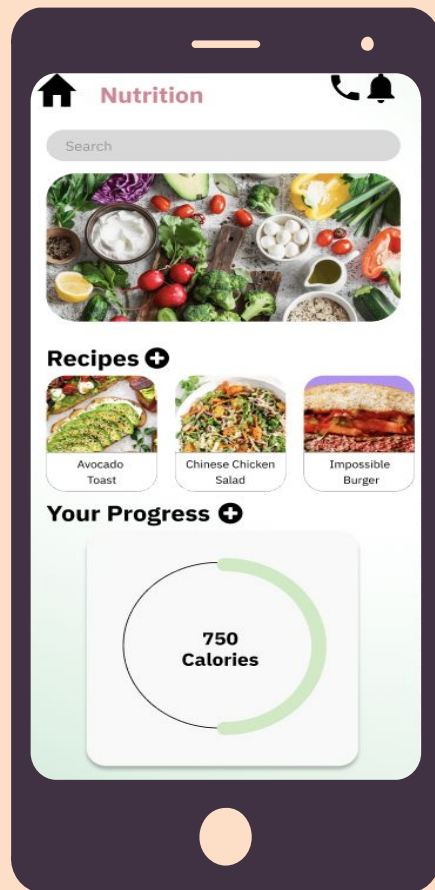Which of the following have you experienced Lately?
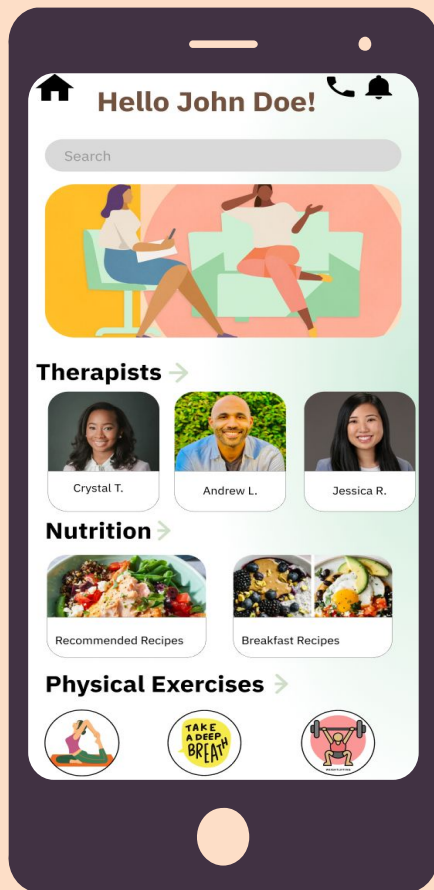
- Tired
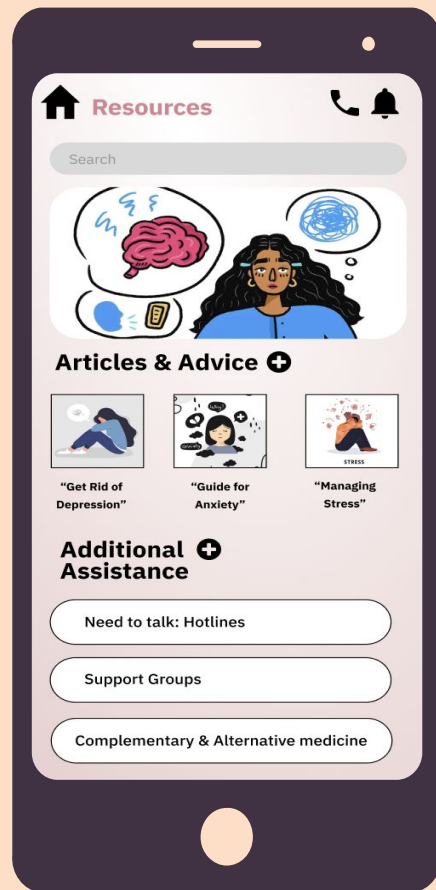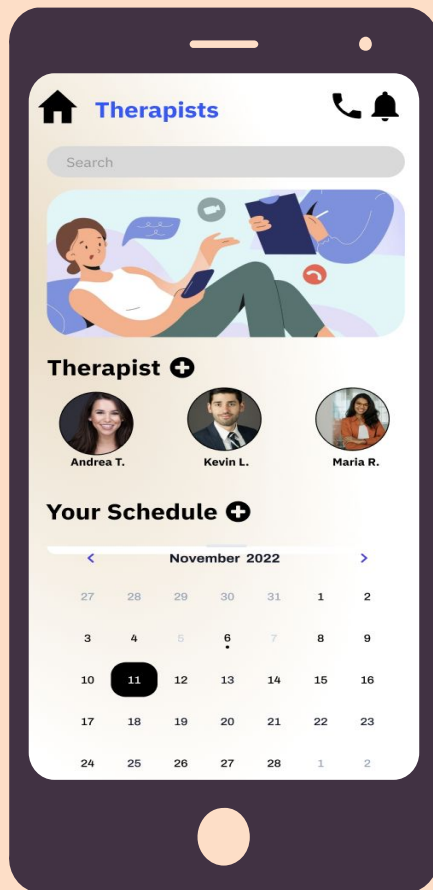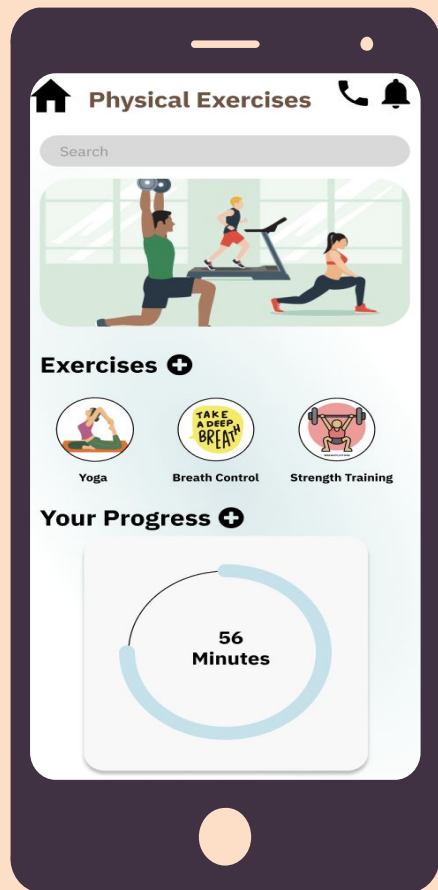- Anxious
- Frustrated
- Stress
- Lethargic

← Done

Prototype Report Card: Alex Dao, Wesley Treybal, & Jenee Van

3 Q's

Are all the buttons functional?
Yes, all the buttons are worked just fine

Does the user have difficulty navigating through the app?
Navigating the app is very easy and user friendly. It wasn't over-bearing and easy on the eyes

Do the services accurately portray their intended use?
Yes, I would use this app to help navigate my life in a better directions. What I found interesting was that this app basically sums my life well-being

KEY METRICS

If the user is able to access each service

If the user can complete account set up

If the user can flow through the app back and forth from each screen

WHAT WE LEARNED

- **Alex** mentioned that the app basically sums their life well-being, where this app is much more than just a therapy visit. But also how their physical health and their nutrition can also play a role in mental health
- **Wesley** mentions that he feels the app is more geared towards general health rather than mental health. .
- **Jenee** stated that the app looks like it's a general health app; may need to explain how health can affect mental health as well.

ITERATIONS

- Add an example of a page from one of the articles in nutrition, physical exercises, or resources
- Make a page for the call button at the top right corner since it's on several pages
- Include an introduction as to why nutrition is important to mental health.
- Emphasize that this app is geared towards mental health.
- Stick with one color for initial pages. A little distracting.
- Call function: include a different page to show how to use the urgent call.

"These mental health concerns are not new. Even before the pandemic, health workers faced challenging work conditions and suffered high rates of poor mental health outcomes." - CDC Website

Thank you from GROUP THREE!

Sung Joo Lim   Tysa Ngo   Lamia Sheikh   Cary Nabal   Melanie Pel   Samantha Tham   Sydney Cayas   Christian Tiet   Lin Yang   Nathan Cruz