

Digital Health Innovations to Improve Access to Mental Health Services

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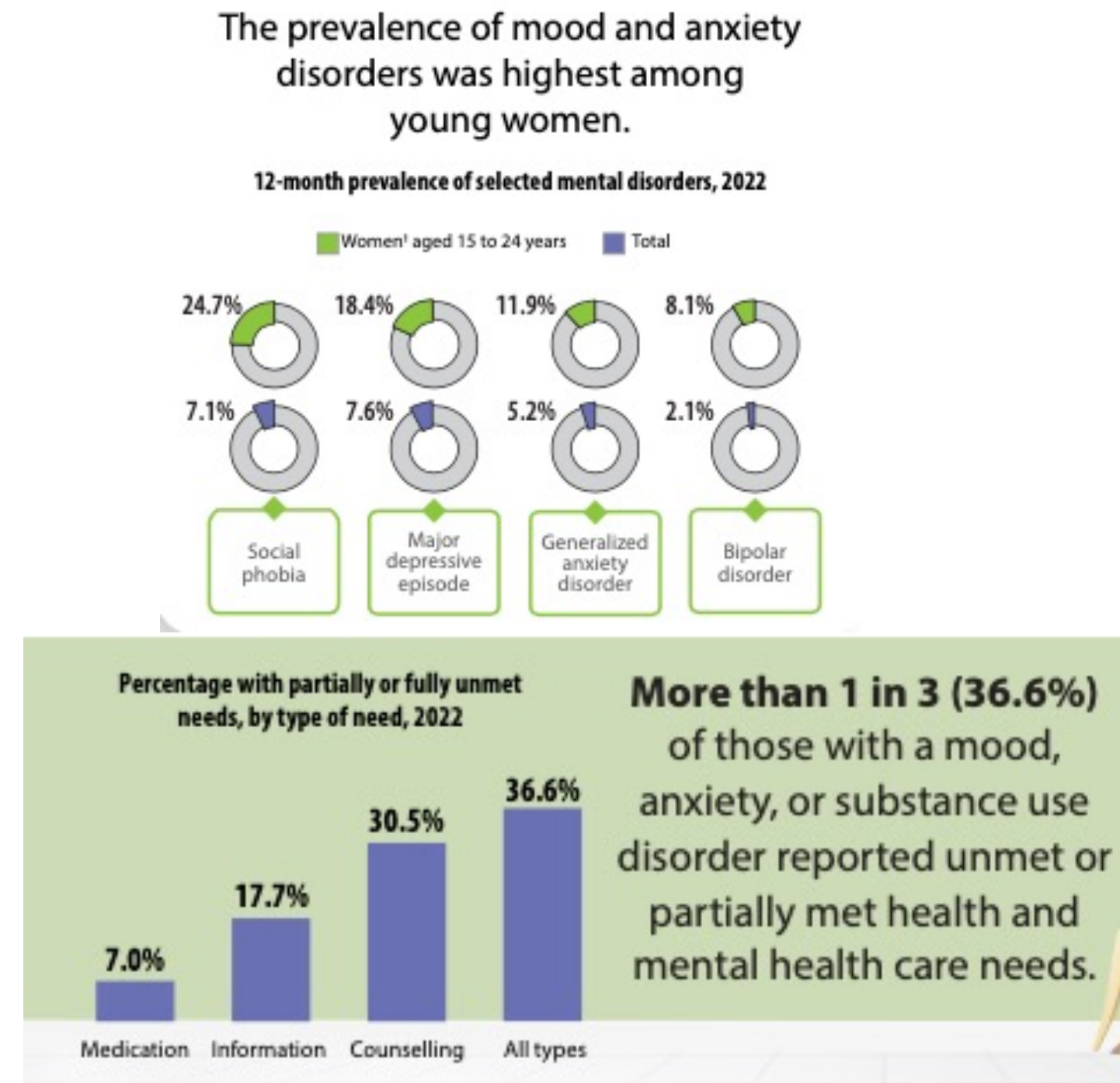
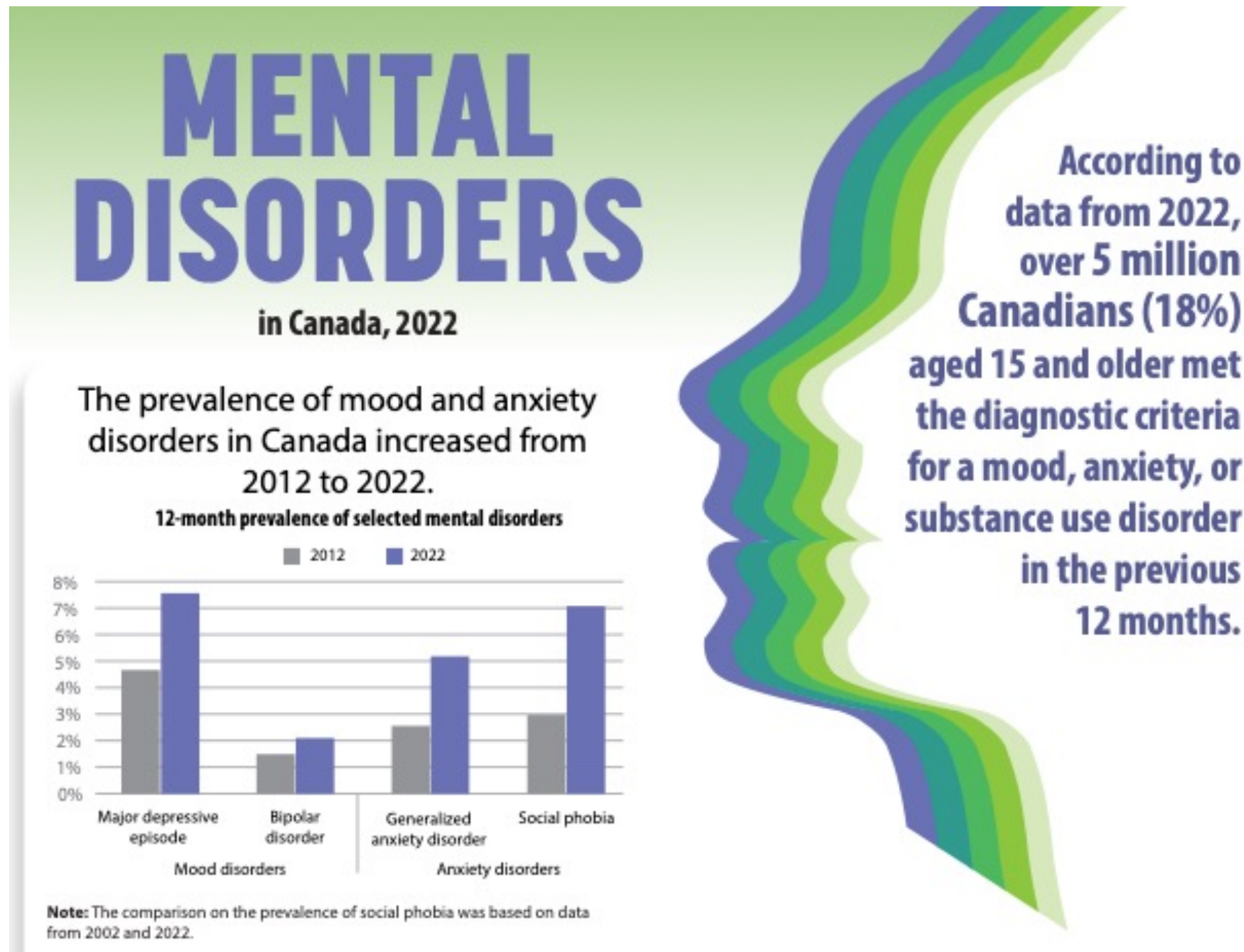
Plan

1. Purpose
2. Product / Solution (Pathway)
3. Process
4. Potential
5. Prospects

1. PURPOSE

Reduce Barriers to Accessing
Youth Mental Health Services

Mental Disorders are Common, Especially in Young People, & Many Do Not Receive Care



Stephenson, E. (2023). Mental disorders and access to mental health care. Insights on Canadian Society. Statistics Canada Catalogue no. 75-006-X. ISSN 2291-0840. (Open Access)

Barriers to Care



Bridging the Treatment Gap through Digital Mental Health

- Use of the Internet and related technologies to provide mental health services, information, and supports
 - Purposes
 - Technologies
 - Points of care

Lal, S. (2019). E-mental health: Promising advancements in policy, research, and practice. Health Care Management Forum. doi: 10.1177/0840470418818583 <https://pubmed.ncbi.nlm.nih.gov/30739487/> (Open Access).

Lal, S. & Adair, C. (2014). E-mental health: A rapid review of the literature. Psychiatric Services, 65(1), 24-32. doi: 10.1176/appi.ps.201300009. <https://pubmed.ncbi.nlm.nih.gov/24081188/> (Open Access)

At which point in care?



access to any of these points in care: **(self)-referral process**

Lal, S. (2019). E-mental health: Promising advancements in policy, research, and practice. Health Care Management Forum. <https://pubmed.ncbi.nlm.nih.gov/30739487/> (Open Access).

Lal, S. & Adair, C. (2014). E-mental health: A rapid review of the literature. Psychiatric Services, 65(1), 24-32. <https://pubmed.ncbi.nlm.nih.gov/24081188/> (Open Access)

2. PRODUCT - SOLUTION

PRISM: Pathway for Rapid Internet-Based

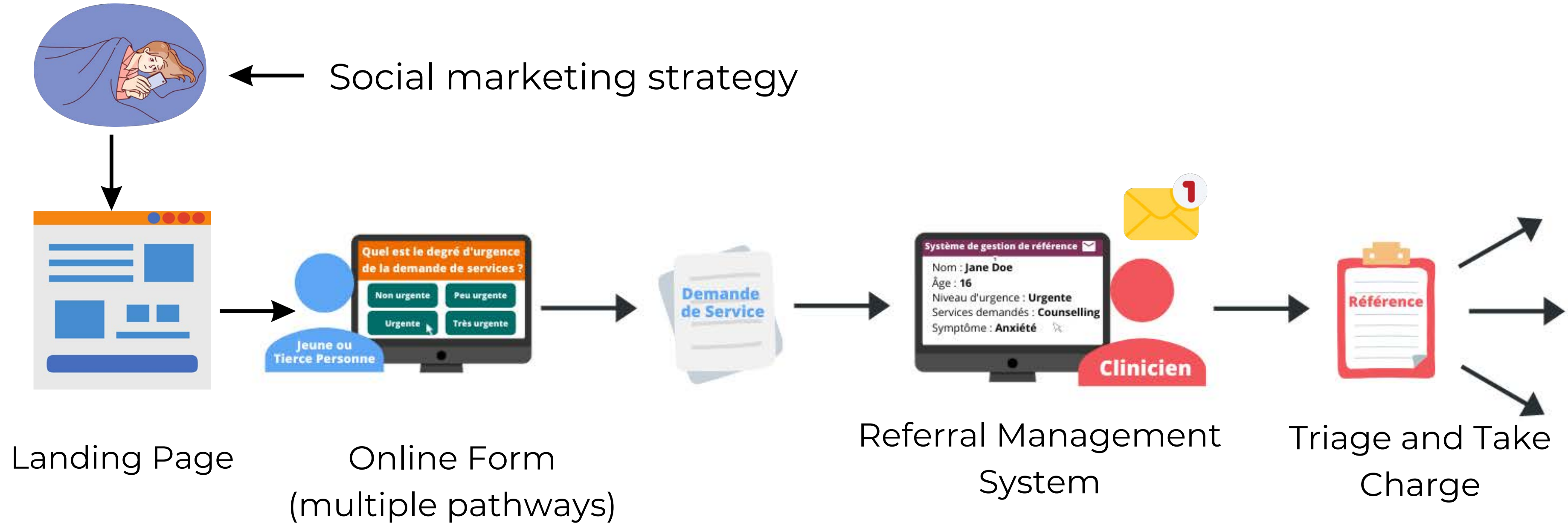
Self-Referral to Mental Health Services



Partners & Collaborators



KEY COMPONENTS



<https://ciusss-centresudmtl.gouv.qc.ca/aire-ouverte#paragraph-72741>

3. PROCESS

Context, Stakeholder

Engagement,

Development, Pilots

CONTEXT

- Services Innovation Research Project
 - Academic Context –Youth Mental Health Services Transformation Research
 - Funding: Canadian Institutes of Health Research and GBF
 - Develop and pilot-test an online referral pathway to facilitate rapid and direct access to youth mental health services

DEVELOPMENT

- 3 Iterative Phases
 - Stakeholder engagement and understanding user needs (young people, third parties, site users)
 - designing, developing, and refining the prototype with iterative feedback
 - piloting
 - figuring out workflow (site-level)
 - training
 - social marketing strategy

4. POTENTIAL Preliminary Results (Online Referral Form)

Insights

- If you build it, they will come, but...
- Youth are quick to use/adopt, however...
- Referral practices and processes diverse
- Change management easier with newer teams
- Service providers benefit from highly personalized training, support, feedback on outcomes
 - Low threshold for bugs
 - Resource consideration in development projects

5. PROSPECTS

Next steps

- Completing data collection, analysis, reporting
 - e.g., Interviews with youth
- Sustaining use at the main pilot
- Expanding to other sites
 - Funding and role considerations
- Potential to adapt to other contexts
- Further innovation

For more information, feel free to
contact me!

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