

# 21st Century Models of Care: participatory health and innovation in e-mental health

Professor Jane Burns



Veterans and Veterans Families Counselling Service  
A service founded by Vietnam veterans

**CALL 24 HOURS** 1800 011 046

*I need help now!* [f](#) [t](#) [in](#) [You](#)

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Veterans and Veterans Families Counselling Service

**VVCS** IS CHANGING TO

**OPEN ARMS** Veterans & Families Counselling

IN OCTOBER 2018

Find out more

**NEWS UPDATE**

- Tune in: Check out our latest community webinars
- Rapid Exposure Supporting Trauma Recovery (RESTORE) – join our trial
- Connect with us! You can find VVCS on Facebook, Twitter and LinkedIn
- Looking for local services? Visit Engage, the new online portal for current, transitioning and former ADF and their families







FORMER & CURRENT ADF RESERVISTS FAMILIES PEERS OUR COMMUNITY

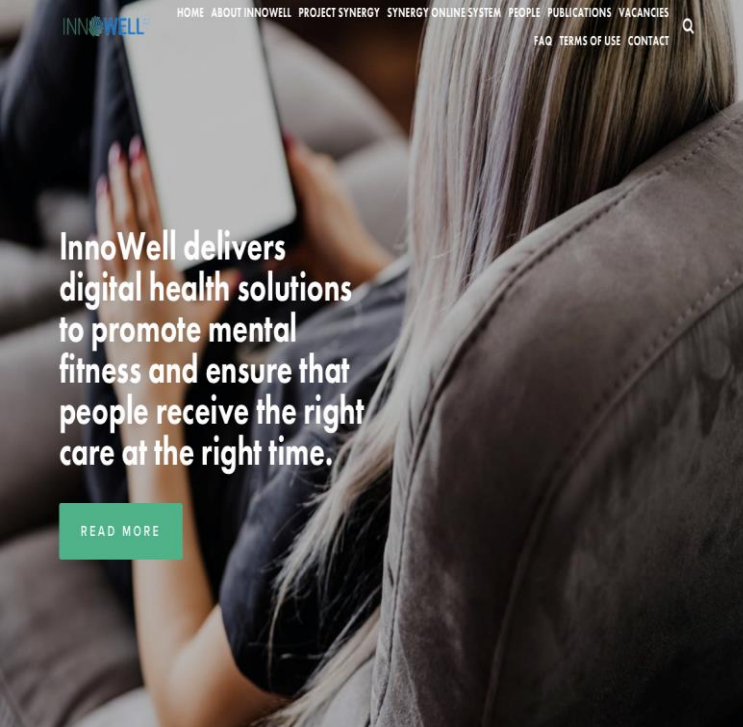


AUSTRALIAN  
POSITIVE PSYCHOLOGY  
LEARNING INSTITUTE

Applying the Science of Wellbeing



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**InnoWell delivers digital health solutions to promote mental fitness and ensure that people receive the right care at the right time.**

READ MORE

**STREAT**

ABOUT CAFES CATERING EVENTS COFFEE BAKERY SHOP YOUTH CONTACT DONATE



**STREET**





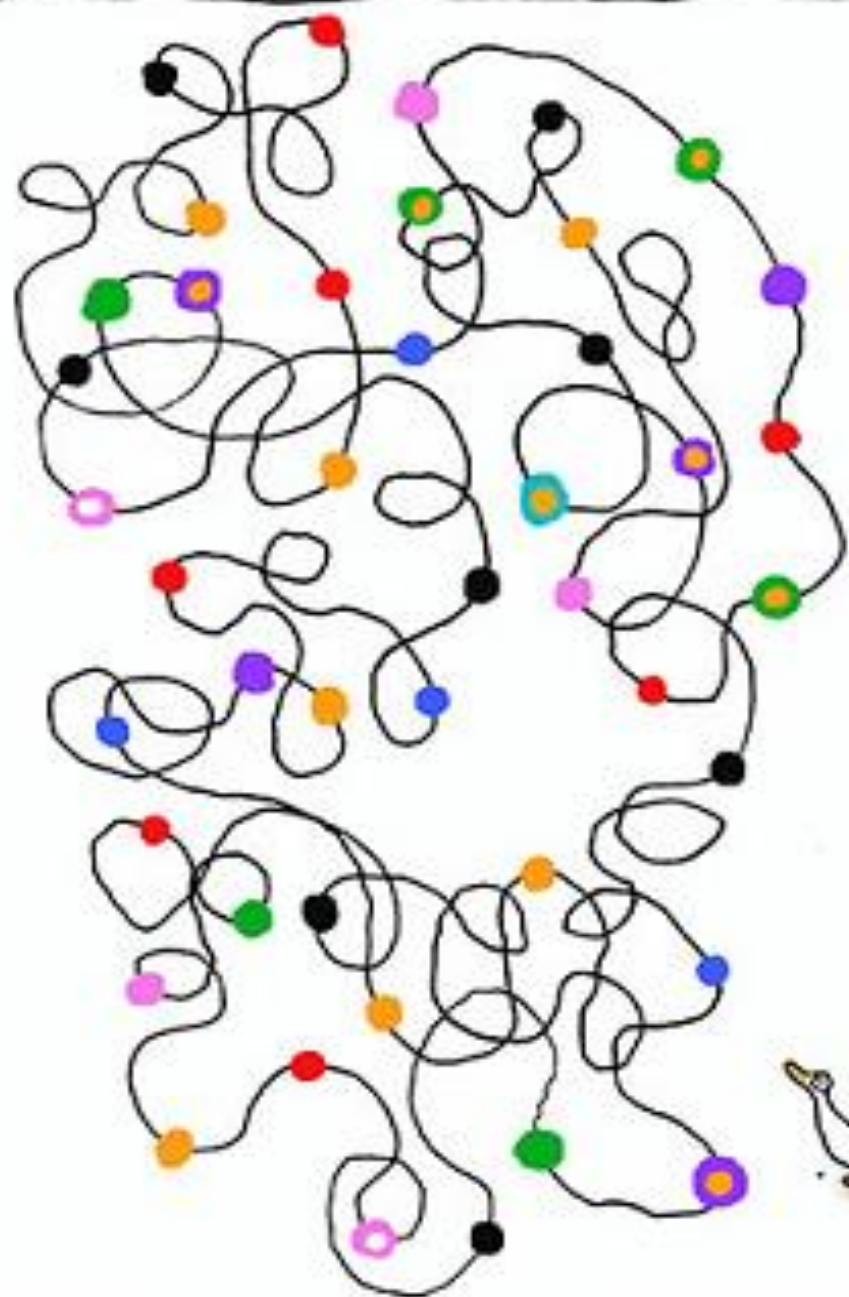


## MR Curly's Wandering Day Map.

The diagram (LEFT) depicts Mr. Curly's meandering journey through a single day (LAST THURSDAY); a journey of body and soul that began and ended in his bed at Curly Cottage. The various coloured dots show the points at which significant moments occurred in the course of the day; thoughts, feelings, predicaments changes, sensations and states of being. The black line indicates his insignificant wandering path (the pathway of contentment).

### KEY TO DIAGRAM

- |  |                          |
|--|--------------------------|
| ● THE ENERGY OF JOY                    | ■ MR. CURLY SINGS        |
| ● INTERESTING IDEA                     | ● MOMENTARILY CONFUSED   |
| ● MILD DISMAY                          | ● SPEAKS TO A DOG OR CAT |
| ● THINKS OF SOMETHING DELICIOUS TO EAT | ● FEELS WEARY            |
| ● SAD THOUGHTS                         | ● WONDERS ABOUT A CLOUD  |
| ● BED                                  |                          |



# WHAT WOULD I SAY TO MY 18 YEAR OLD SELF?

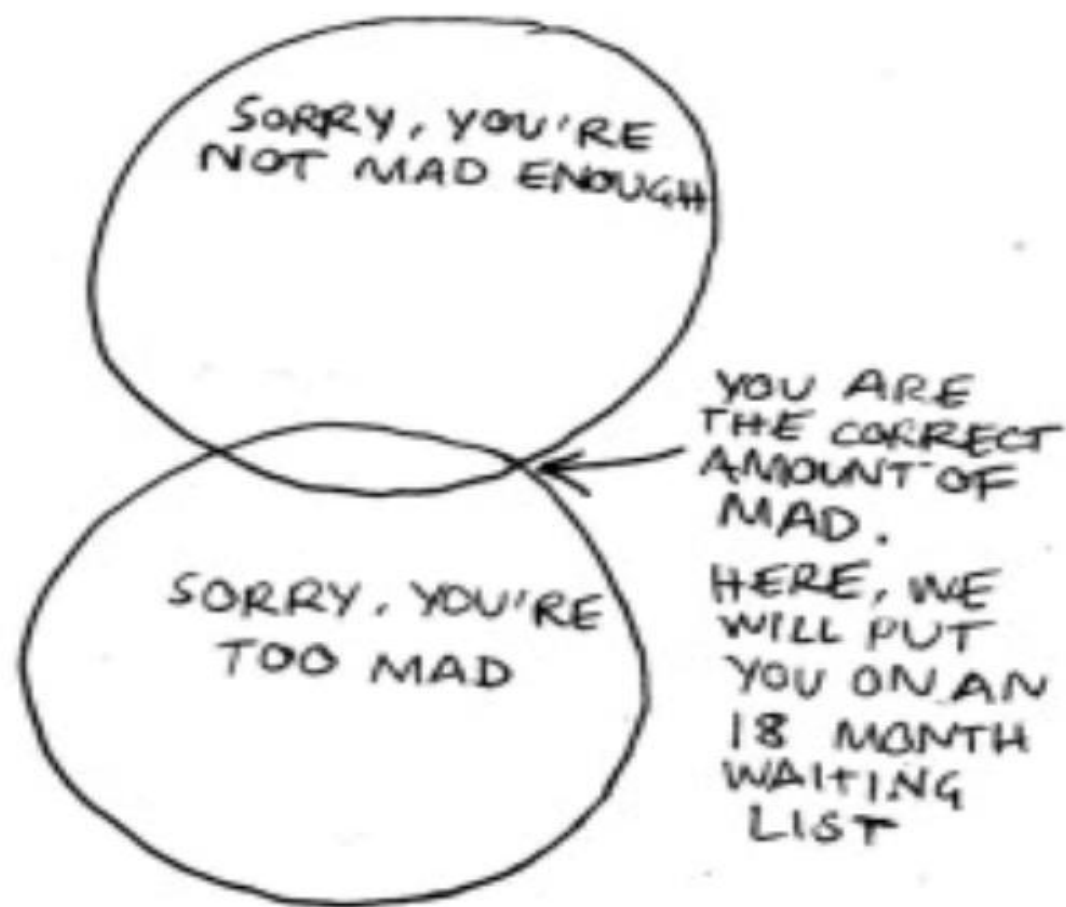






<https://youtu.be/cB3oJH80CTM>

GETTING HELP FROM  
MENTAL HEALTH SERVICES



RUBYETC

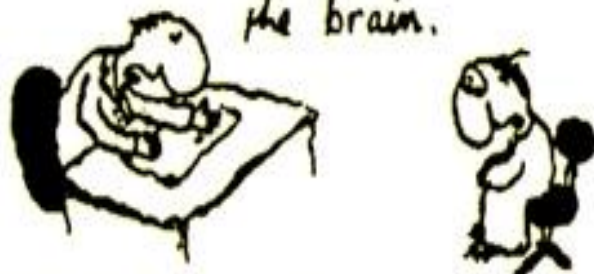
BE  
BRAVE



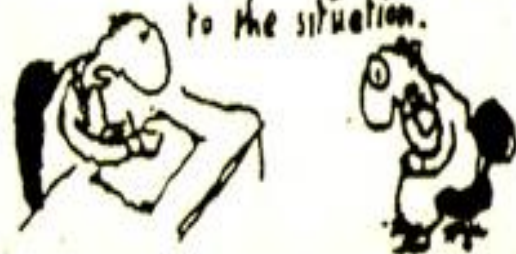


A major shift.... and what it  
means for integration

Depression is nothing  
more than a simple  
chemical imbalance in  
the brain.



I'll send you away with a prescription  
for these little pills and very  
soon a pleasant sense of confidence,  
control and normality will return  
to the situation.



Thankyou. I'm  
so grateful. You're  
so marvellous.

Thankyou.  
Goodbye.



Leung



“

“Wellbeing is the state where a child or young person feels loved and safe; has access to material basics; has their physical, mental and emotional health needs met; is learning and participating; and has a positive sense of culture and identity..”

”

—Tasmanian Child and Youth Wellbeing Framework

Technology is changing the way the world and  
its people connect







## Tough Times

Working out the hard stuff

## Wellbeing Apps & Tools

Improving your everyday life

## Get Involved

Pitch in to help others

## Forums

Join the conversation

Looking for something?

Search ReachOut.com

Search

# Welcome to ReachOut.com

The help you need, where and when you need it.

[Find out more](#)

## 7 myths about depression

Misconceptions about depression only make it harder to deal with. Here's 7 myths busted.

[Learn more](#)







Applied Positive Psychology  
Learning Institute

Appli Your Mind

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Teaching the skills to  
be fit for school and  
fit for life



Mental fitness is as important as physical



Stretch  
your mind



# Promoting Self- Management and Shared Management

Community connection  
Meaningful participation

Sleep

Food

Exercise

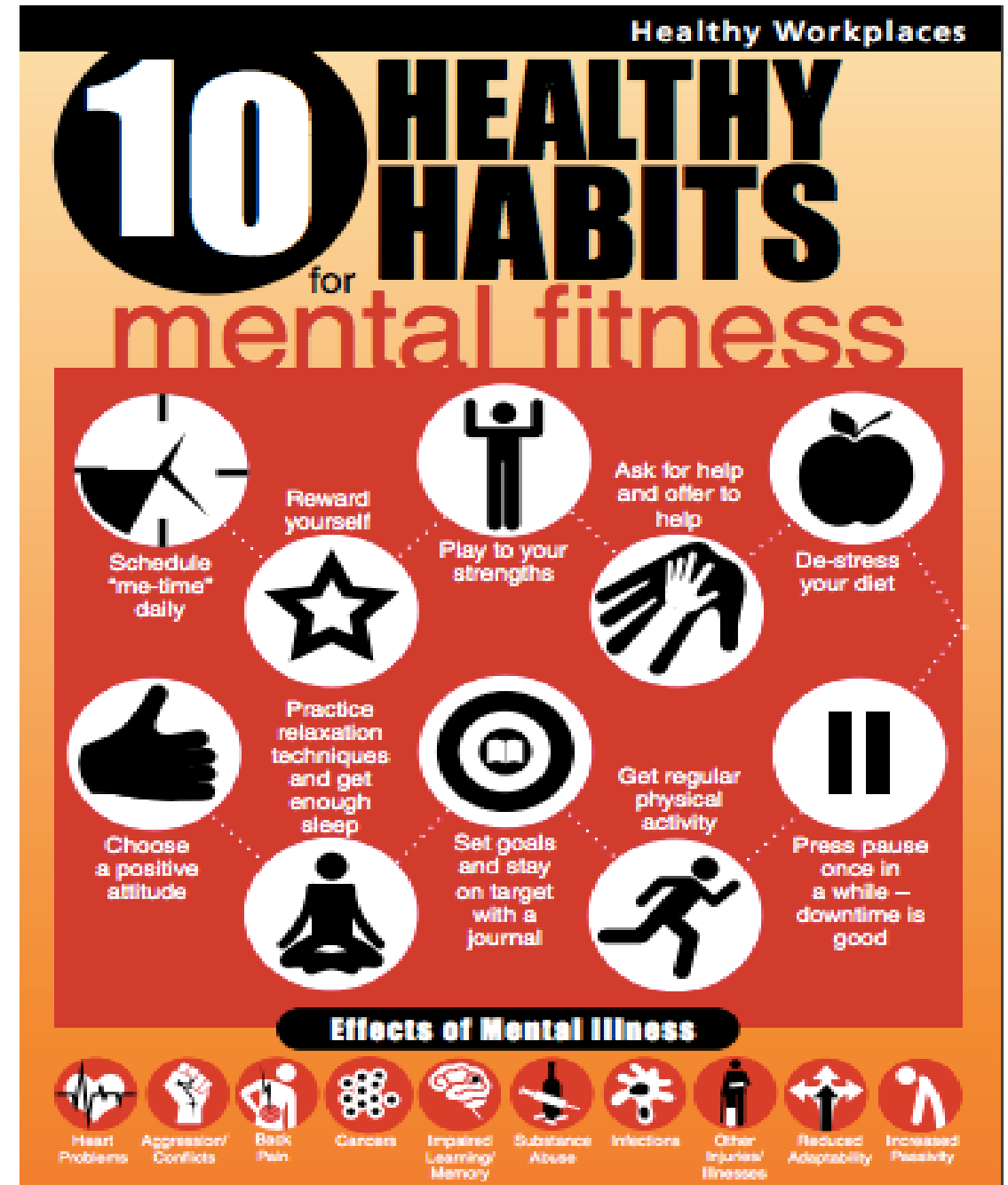
Mindfulness

Stress management

Relationships

Attitude - Gratitude

Alcohol reduction







# READINESS

**Readiness provides –**

- 1. A system for schools to easily profile the physical and emotional status of their students & teachers**
- 2. Encouragement for users to “check in” with themselves and become more aware of their own wellbeing**
- 3. Life-long strategies to deal with life’s stressors**
- 4. Insight into the custom factors impeding one's ability to perform**
- 5. Increased work productivity by aiming to improve both mental & physical health and motivation**

**READINESS aims to address and combat nation-wide issues in mental health, inactivity, stress, poor physical health and injury.**

**To perform at the top level elite athletes receive the best coaching, education, analysis, profiling and intervention to physically and psychologically prepare them. READINESS brings this elite level of understanding and support to your school, at an affordable price.**

# MindRazr



[Our Solution ▾](#)

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## Digital Health Solutions. Powered by Music.

MindRazr offers a comprehensive tool kit of exercises to help improve both mental and physical wellbeing.

[FIND OUT MORE](#)

How do we achieve an integrated mental health system....



CODESIGN, PEOPLE AS PARTNERS IN  
RESEARCH, PRACTICE AND POLICY....

# BRAINS TRUST OF LIVED EXPERIENCE



13/11/2019



# Participatory Design of evidence-based online youth mental health promotion, intervention and treatment

// A Young and Well Cooperative Research Centre  
innovative methodologies guide

September 2012

Young and Well CRC  
Unit 17, 71 Victoria Crescent  
Abbotsford VIC 3067 Australia  
[youngandwellcrc.org.au](http://youngandwellcrc.org.au)



An Australian Government Initiative



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Dr Philippa Collin<sup>2</sup>  
Atari Metcalf<sup>3</sup>  
Mariesa Nicholas<sup>4</sup>  
Kitty Rahilly<sup>5</sup>  
Nathalie Swainston<sup>6</sup>





Which of the following best describes how you think of yourself in terms of your sexual preference?



Heterosexual/straight

Lesbian

Gay

Bisexual

Questioning (not sure if you are straight, gay, lesbian or bisexual)

Other (please specify):

← Previous

1 / 16

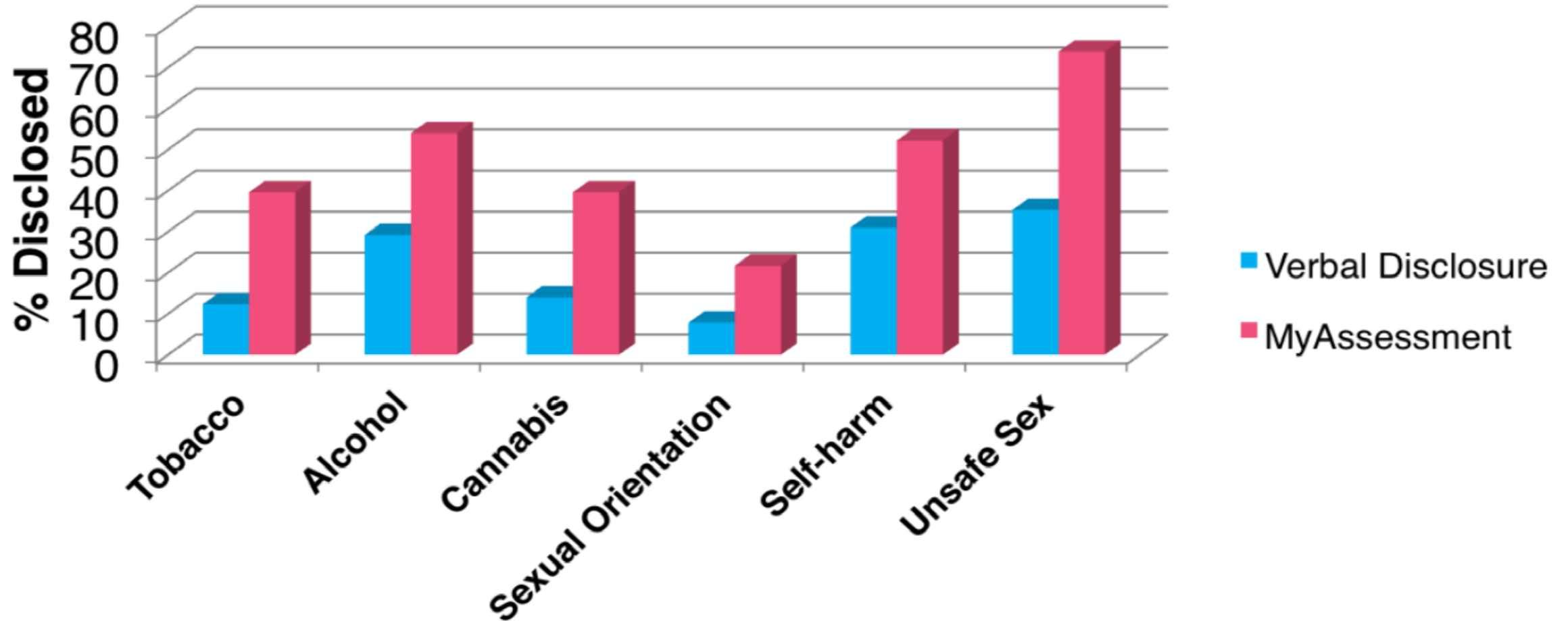
Don't want  
to answer

→ Next

0.5g

# MYASSESSMENT

// How Technology Can Help



## HIGH RES TOOLS

[Home](#) > [Tools](#)



### PHYSICAL REACTIONS



**Controlled Breathing**

132



**Quick Grounding**

105



**Isometrics**

102



**Guided Grounding**

110



**Progressive Muscle Relaxation**

108



### THOUGHTS



**Challenge Your Thoughts**

137



**Stop and Swap Thoughts**

101



**Problem Solving**

107



**Reassess Your Thoughts**

111



### BEHAVIOURS



**Social Connections**

102



**Enjoyable & Rewarding Activities**

103



**Healthy Sleeping**

102



**Physical Activities**

103



### EMOTIONS



**Managing Emotions**

106



**Distraction**

128




**Defusing Anger**

104





# Head to Health

 SEARCH RESOURCES

 SAM THE CHATBOT

 I need help now!

Home



Welcome



Meaningful life



Mental health  
difficulties



Supporting  
yourself



Supporting  
someone else



Service  
providers



Hello there,  
I'm **Sam**.  
Can I help you?

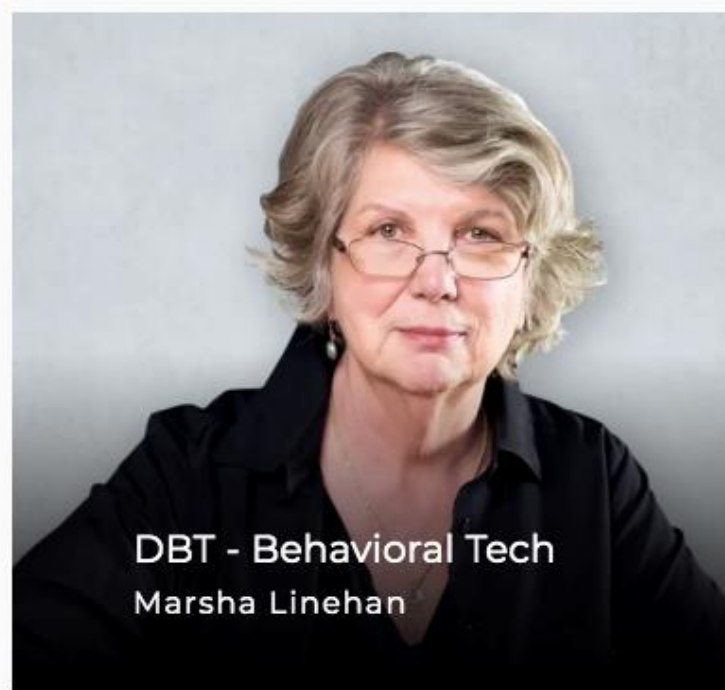
I'm a virtual assistant here to provide you with information and to tell you about available services.

Okay

Immediate gap filler



CBT - Beck Institute  
Judith Beck



DBT - Behavioral Tech  
Marsha Linehan



I'm Learning ACT  
Russ Harris



Emotionally Focused Therapy  
Sue Johnson



Motivational Interviewing  
William Miller & Stephen Rollnick



DIVORCE/SEPARATION



## Mental Health Foundations for Carers

Mental Health Foundations for Carers is an online eight module course from Carers Australia, providing mental health foundations for carers new to their role.

[www.foundationsforcarers.org.au/interactive/main.htm](http://www.foundationsforcarers.org.au/interactive/main.htm)

 CARERS ONLINE PROGRAM



## Mental Health Online

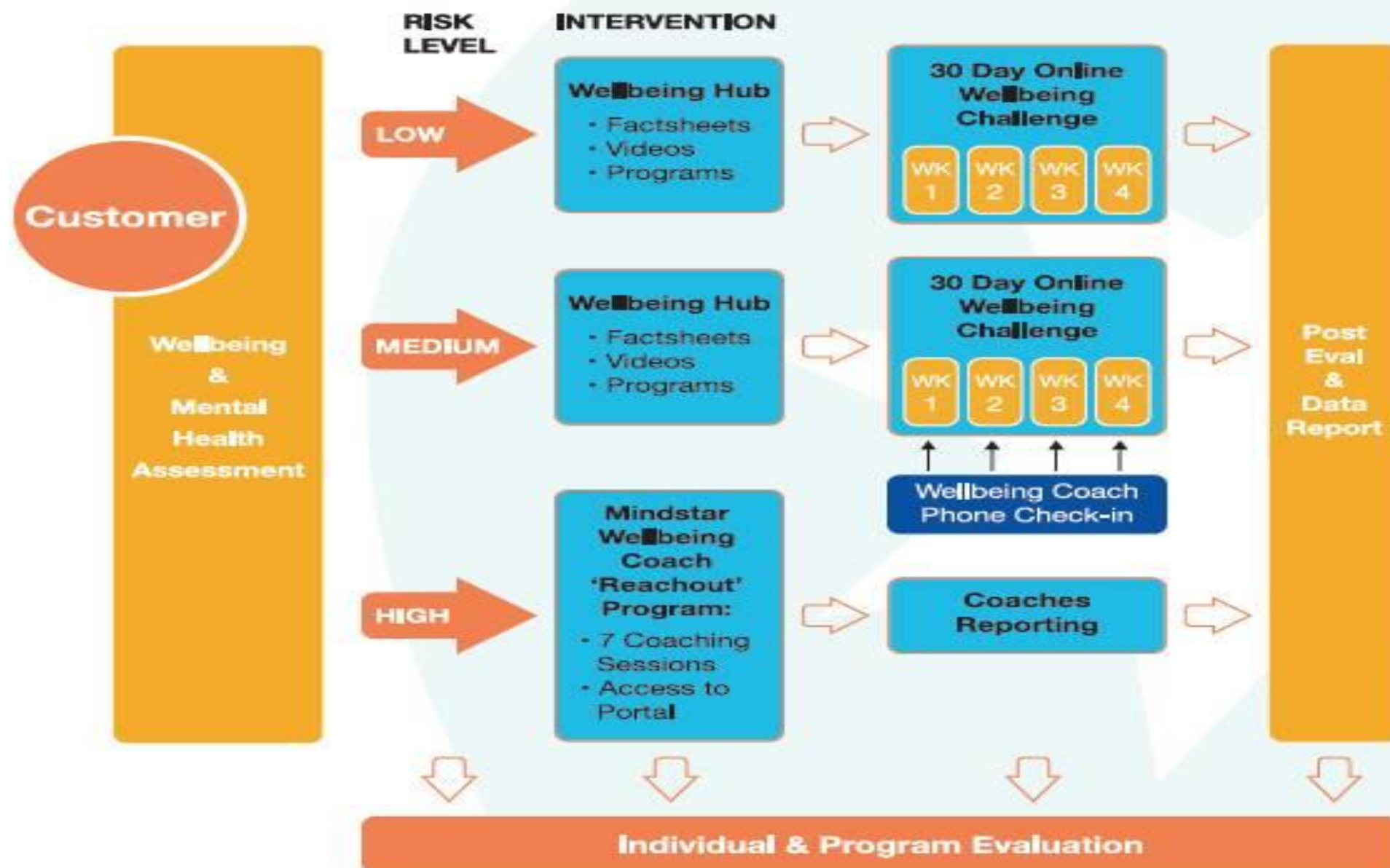
Mental Health Online offers an array of assessment and treatment programs for mental health disorders.

[www.mentalhealthonline.org.au/](http://www.mentalhealthonline.org.au/)

 DEPRESSION ANXIETY GAMBLING EATING DISORDER STRESS  
ONLINE PROGRAM THERAPIST-ASSISTED

Prevention and navigation – wellbeing  
stepped care....

# The Mindstar Solution



# Online Community Based Peer Support



# WHAT IF... YOU DON'T HAVE TO DO THIS ALONE?

Connect with fellow survivors  
Hear their stories AND  
Learn how to share your own

JOIN THE COMMUNITY!

Learn More



# SMILING MIND



[View in iTunes](#)

## Description

Smiling Mind is meditation made easy. A simple tool that helps put a smile on your mind anytime, anywhere and everyday.

[Smiling Mind Support](#) ▶

[...More](#)

## What's New in Version 2.0.1

Improved performance and various bug fixes

# Hello Sunday Morning has a mission to change the world's relationship with alcohol.

Whether that relationship means abstaining, taking a break, or simply understanding how to have a healthy relationship with alcohol, we're here to support you and your choice.

[I'D LIKE TO KNOW MORE](#)

[I'M READY TO CHANGE](#)

[I'D LIKE TO SUPPORT SOMEONE](#)

Sign up for weekly inspiration!

email

[Sign up](#)



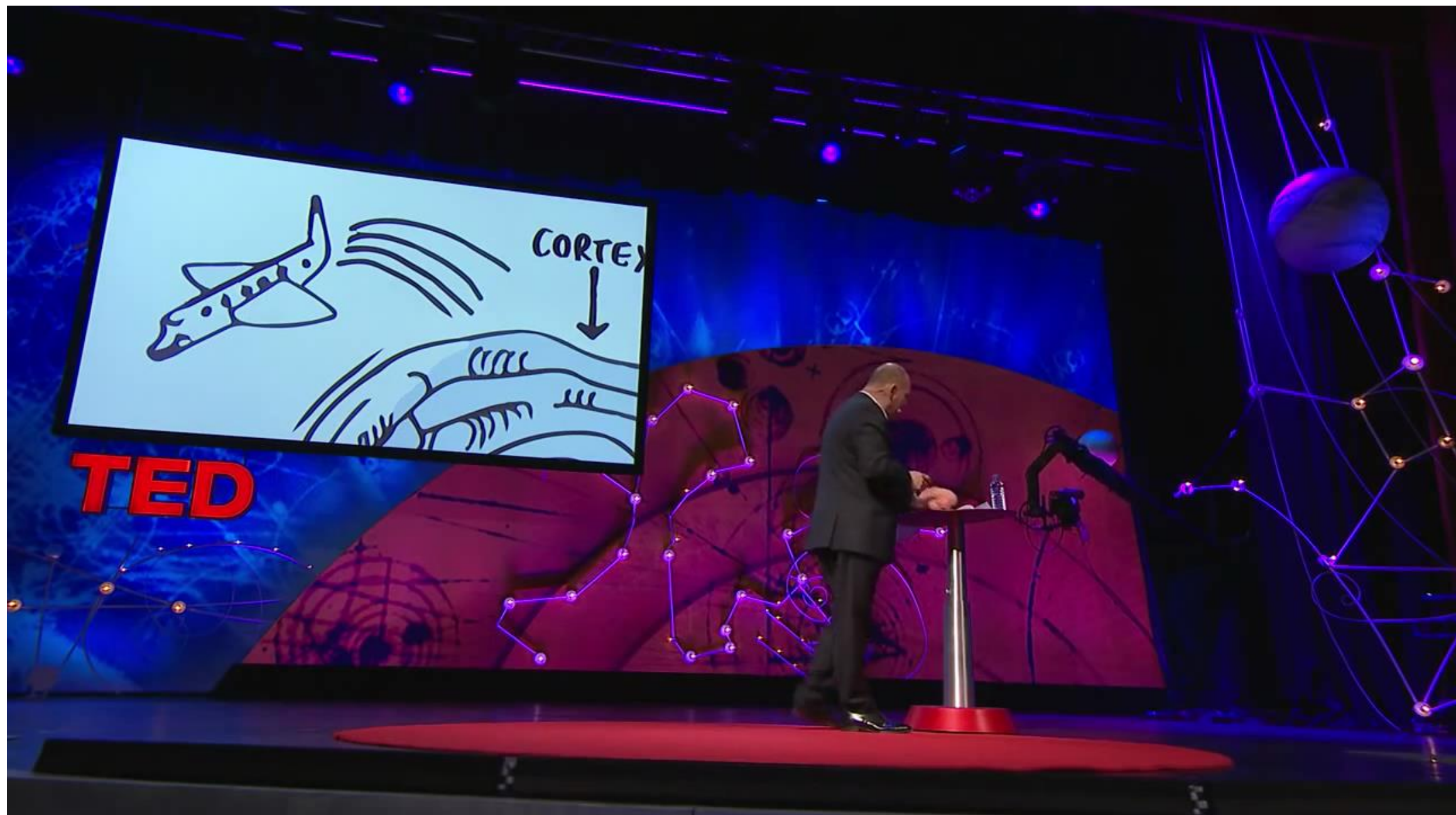
**MINDMAX**  
FIT MINDS KICK GOALS



Imagine if you  
trained your mind  
like you do your  
body

Download the App








# Participatory Health and precision medicine





How are connections defining the next wave  
of health and wellness?



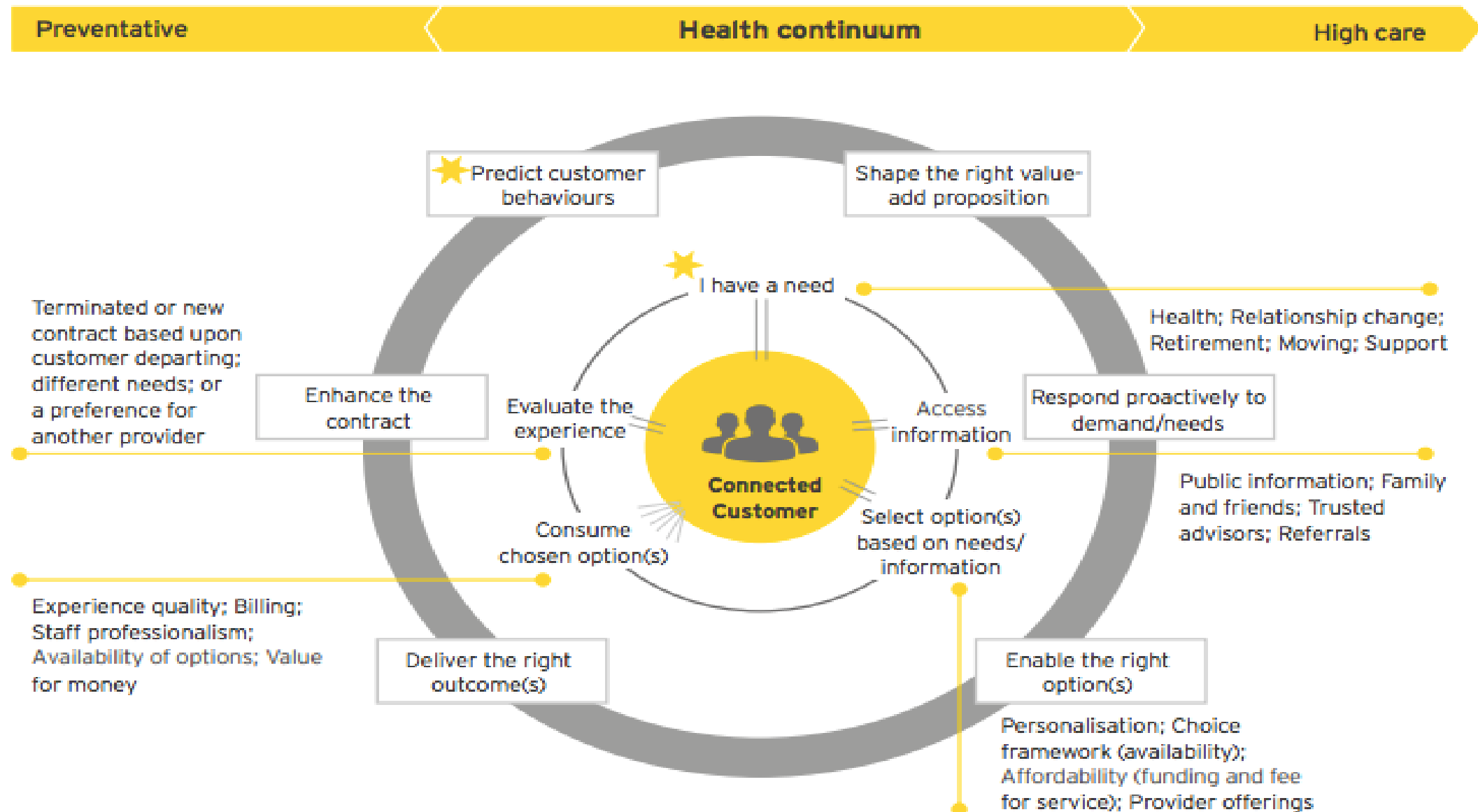
Play video 2:21



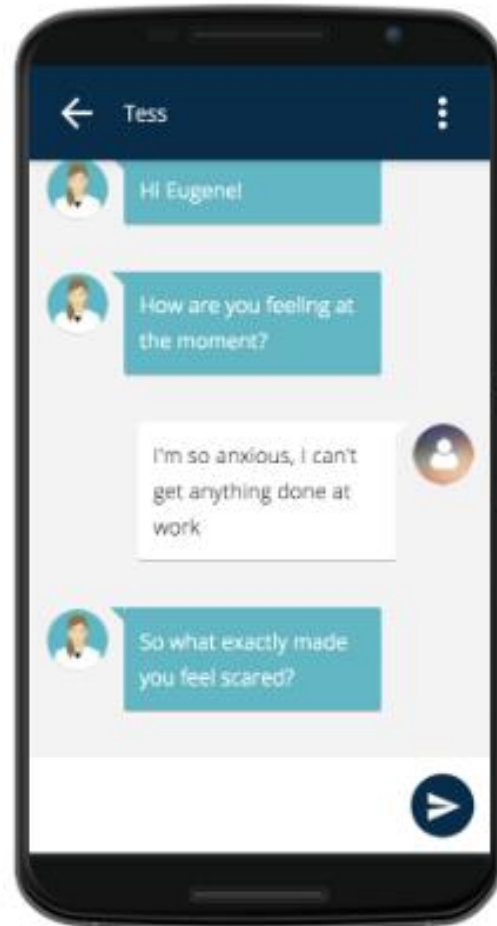
# HEALTH TODAY

1. **CONSUMER LED** – CO-DESIGN IN LOCAL COMMUNITIES, PEER TO PEER SUPPORT, SOCIAL NETWORKS – F2F AND ONLINE
2. **HOLISTIC HEALTH CARE** - SELF-MANAGEMENT AND SHARED MANAGEMENT
3. **MY DATA. MY DECISIONS** – FROM DIAGNOSIS TO TREATMENT AND RECOVERY – THE IPHONE AS THE EMPOWERED CONSUMER
4. **MODELS OF PUBLIC AND PRIVATE PARTNERSHIP** – I.E. VETERANS AFFAIRS WITH MICROSOFT AND STANFORD
5. **MEASURING IMPACT** – REAL DATA, REAL TIME IN DIGITAL DASHBOARDS
6. **PARTICIPATORY HEALTH** – THE OMICS MEET THE METRICS

Figure 5: The customer-patient experience is everything but linear



# Tess, a psychological AI that communicates via text



## USE CASES



COGNITIVE EMOTIONAL BEHAVIORAL THERAPY



PSYCHOLOGICAL COACHING



NATURAL EVALUATION OF EHEALTH COURSE



QUESTIONNAIRE AUTOMATION



IMPROVING THERAPY ADHERENCE



MENTAL SUPPORT WHILST WITHIN A MEDICAL SETTING



COPING WITH MENTAL ISSUES TIED TO MEDICATION



MAKING PSYCHOLOGICAL AID MORE APPROACHABLE



CAREGIVER BURNOUT PREVENTION

# Simply better therapeutic care

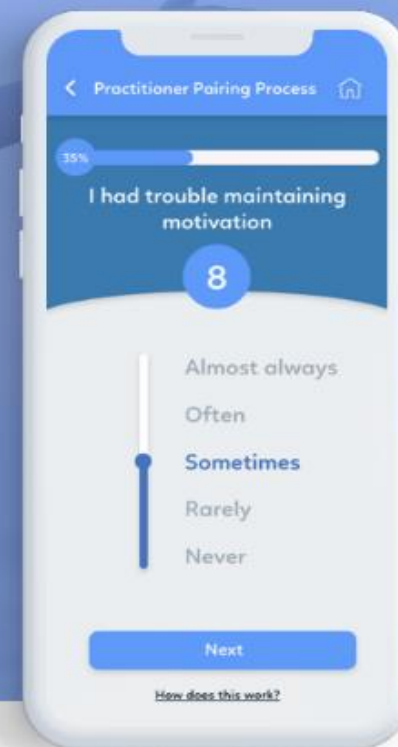
Cyber Clinic is an online mental health clinic providing face-to-face consultations. It uses a data driven algorithm to match you to the right mental health practitioner with the tap of a button and is the simplest, fastest and most convenient way to get the right professional help.



GET IT ON  
**Google Play**



Download on the  
**App Store**





milli

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# Amplis™ Report

Amplis™ is a best-in-class decision support tool that guides the treatment of medications across varying specialties, including behavioral health, primary care and geriatric medicine.

**I am a clinician interested in**

Offering Amplis in my clinic

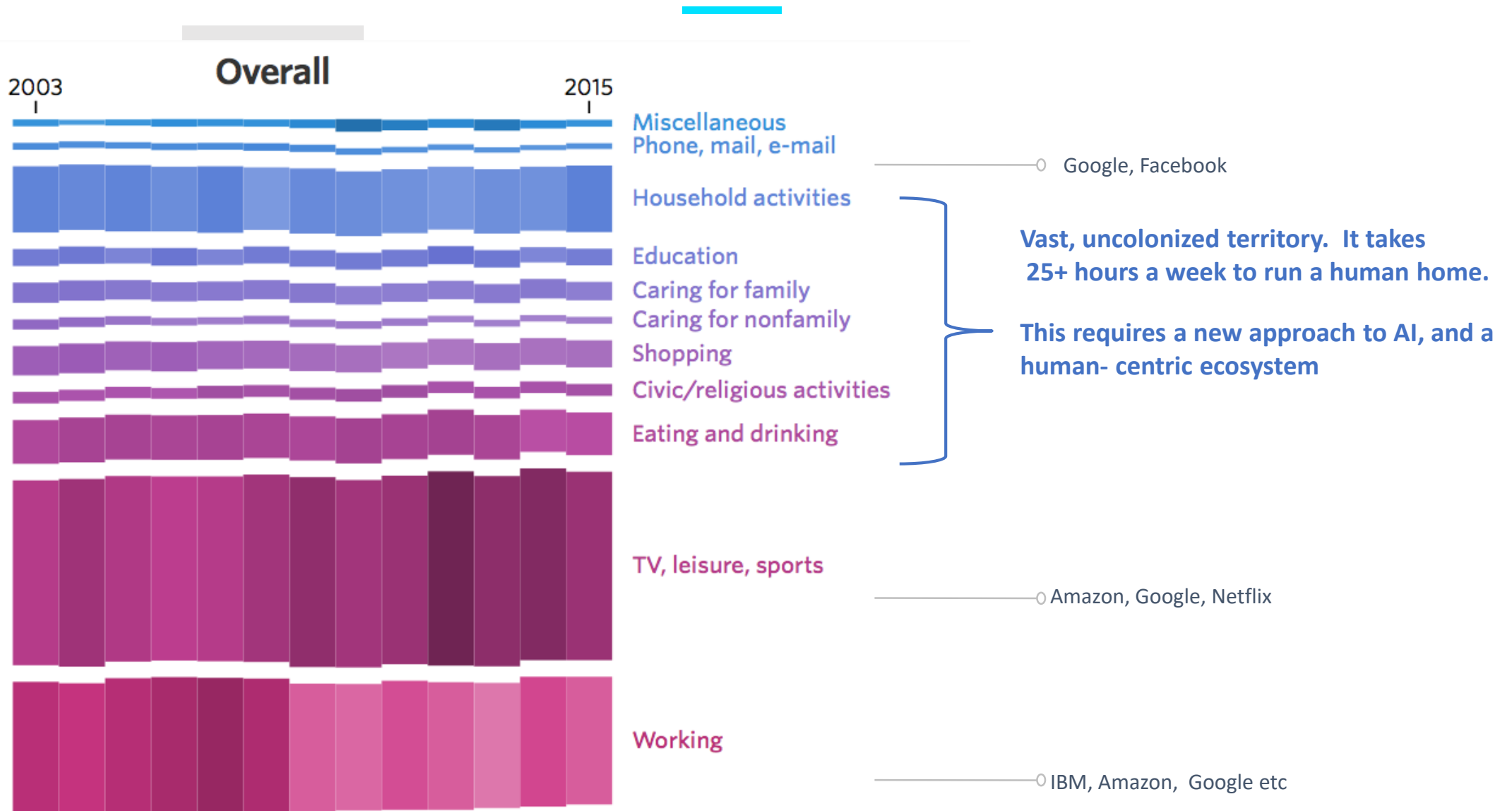
One smart system



To be like a human  
To be part of the family

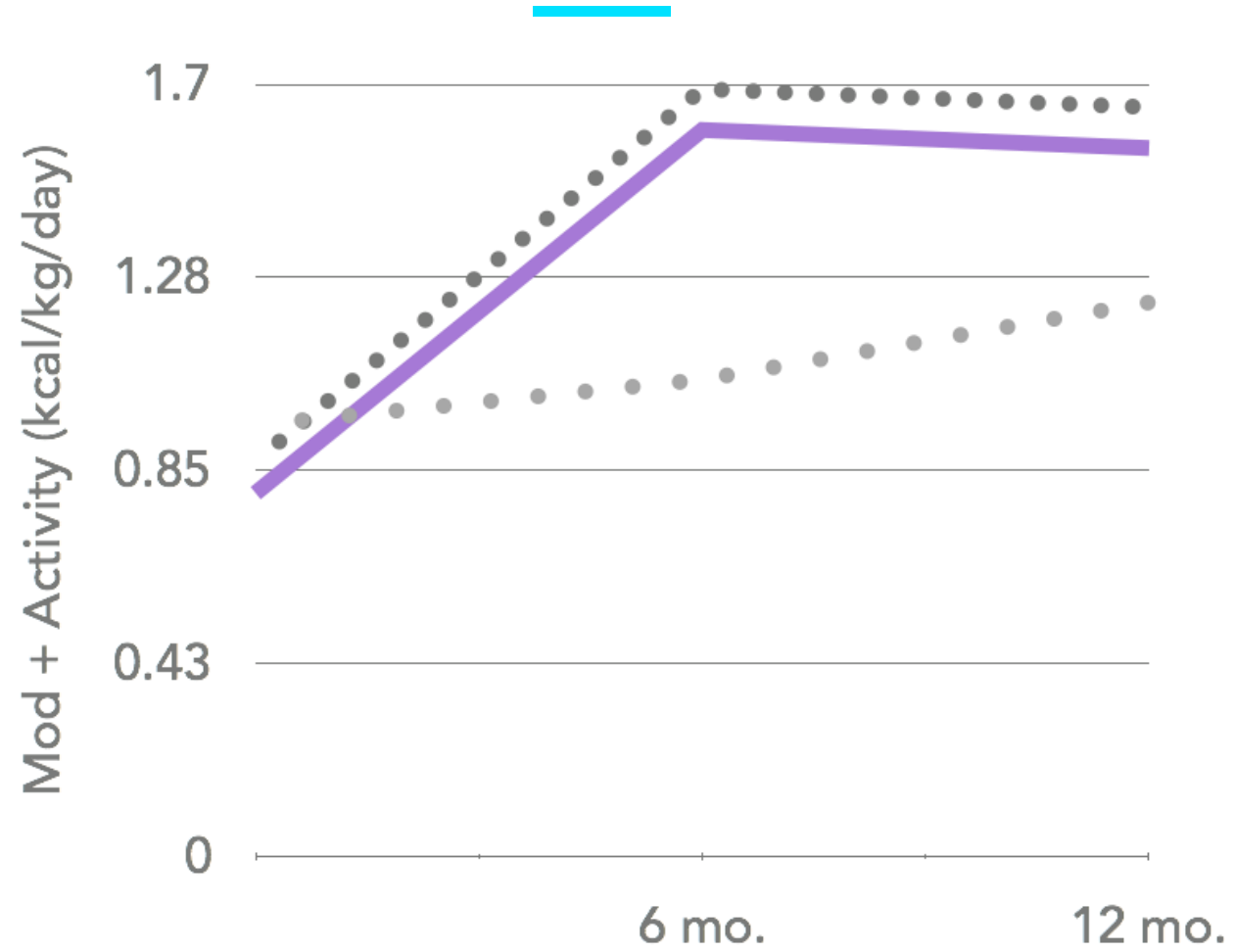


# Time spent running a home





# Health Coach





## **A personal AI for every home**

To organize your life,

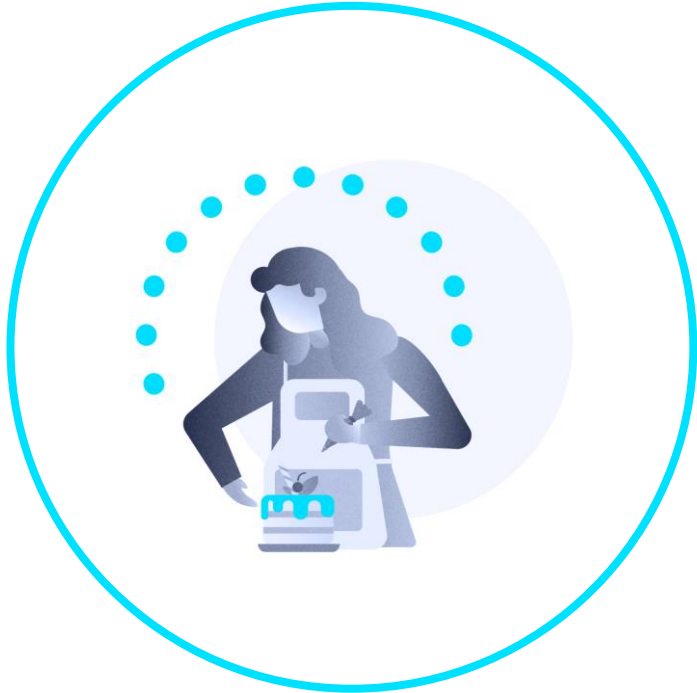
help you meet your goals,

and free up time for things you love

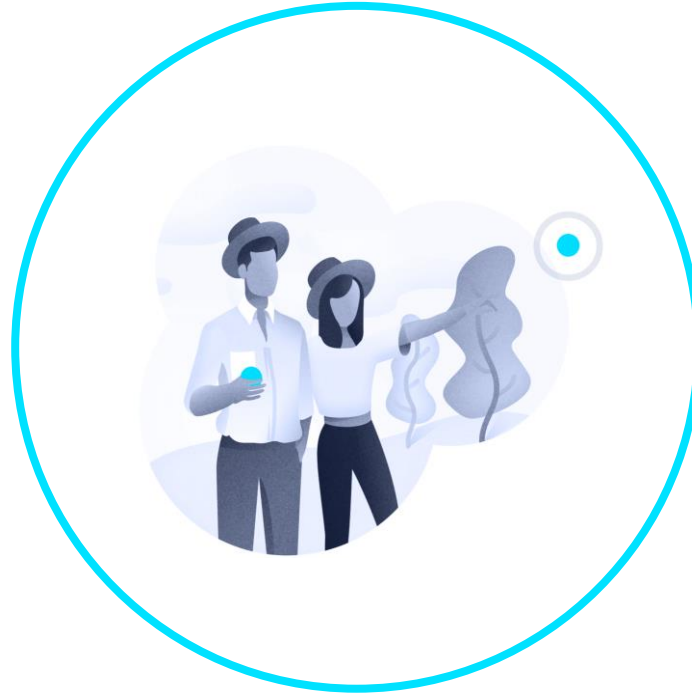


# Our AI will take multiple roles

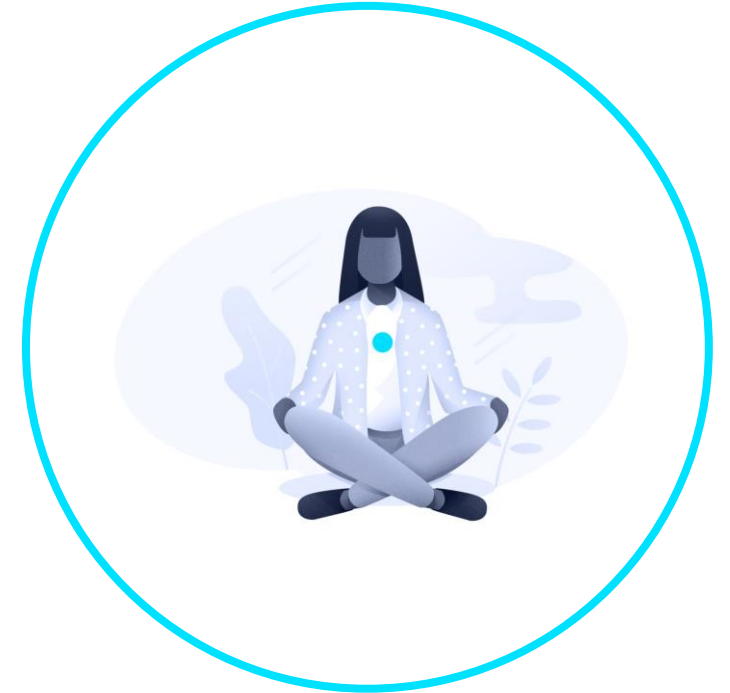
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**Helper**



**Companion**



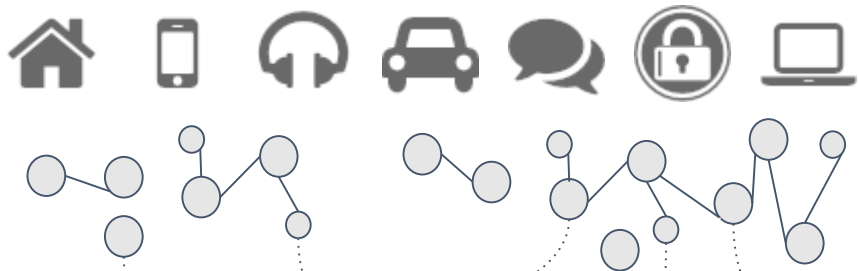
**Coach**

# AI to run the human home



# It needs a new kind of AI

**Existing AI**  
Q&A  
Transactions

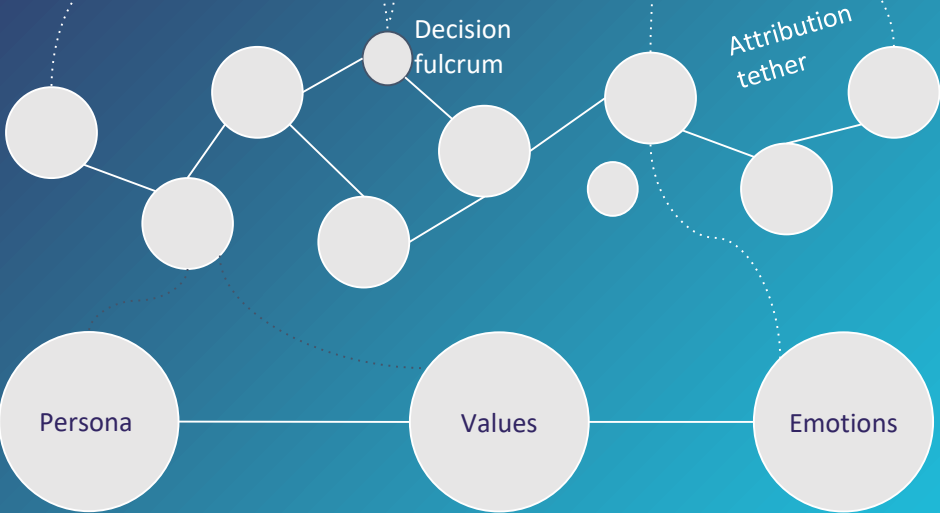


**Interaction Layer**  
Classic Machine Learning

Google, Amazon, IBM

“Get me what I want now”

**Personal AI**  
Goals  
Complex problems



**Mental Models**  
Abstract reasoning  
Neurosciences  
Epigenesis

“Let me take care of things”

**Core Human Drivers**

**Deep Human drivers**  
Human-centred,  
Emotional intelligence.

**Get in Touch!**

**Contact**

[janeburnsconsulting@gmail.com](mailto:janeburnsconsulting@gmail.com)

**0438 161 516**

**janeburnsconsulting@gmail.com**

**0438 161 516**



**A  
relationship,  
not a robot**





Mazda  
CX-9

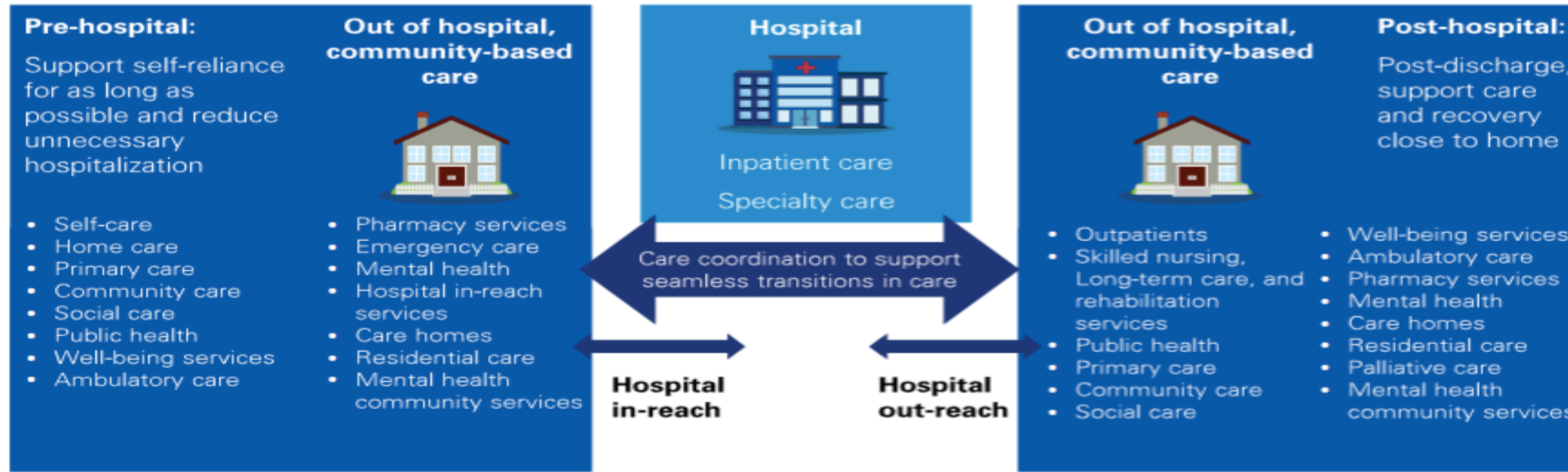


Wayne Schwass: A Silent War - <https://www.youtube.com/watch?v=e1WOt6QXvxg>



# Out of hospital, community-based care

Examples of services that fall under the definition of out of hospital, community-based care.



Enabler: Technology – integrated electronic patient records and clinical systems, digital front door, e-health, data and analytics, connected care

Enabler: Workforce, with a focus on multidisciplinary teams

Enabler: Estate

Care continuum: Focus on joined-up, coordinated care

While there are differences in the configuration of OOH services across the globe, there are common traits that lead to high-performing services. These are:

