Mind Health Network App
Team Kalolo | ESRI 2018 ECCE App Challenge

Mission Statement

Mental illness is exceptionally common in Canada, with 1 in 5 Canadians experiencing a mental issue every year.[1] Such illnesses predominantly affect adolescents between 15-24, with about a quarter of such individuals taking their own lives.[2] In the majority of such cases, assistance from health professionals and community-based services can have profound benefits on those suffering from mental health conditions. Yet roughly 75% of the individuals affected have not visited such services.[3] This is principally due to the confusing nature of the mental health services available to individuals in Ontario, with many unsure where to begin searching for help, where to go for a particular type of problem, and what types of services are available to them.

It is of paramount importance to simplify the process of seeking and receiving mental health support in Canada's most populated city. A free and open service that informs members of the public, especially vulnerable youths, of local mental health services in an accessible and intuitive manner will build effective support networks for those in need. However, as it stands, there is no centralized platform that provides such information. Furthermore, there are no services that categorize a given facility by urgency of the demand (e.g simply seeking information or requiring urgent care) or provide valuable and consistent feedback on the performance of facilities, facility staff, and overall patient satisfaction of the treatments received.

Our application seeks to satisfy these needs by alleviating the burdens of untreated mental illnesses. Mind Health Network provides the public a centralized means of locating mental health services in close proximity to the downtown Toronto core, as well as organizing such locations by urgency. Furthermore, we allow users to rate the quality of their experiences with a service utilizing a short, 12 question Survey123 form embedded in our application. We hope that this application can be scaled to the provincial level, and even the national level in the future, to extend our platform and mission for a more integrated system of mental health support.

Application Characteristics

Stated Goals

The Mind Health Network app gives you the best quality, top-rated mental health support by displaying information on all emergency services, urgent care centers, crisis lines, walk-in clinics, professional offices, community centers, and pharmacies in the central Toronto region. Servicing Torontonians from all demographics and walks of life, the *Mind Health Network* acts as one streamlined solution to the fragmented collection of mental healthcare services in the city's core.

With this app, we hope to bring an easy, clear, and intuitive navigation system and community-building enterprise with calming visual aesthetics. Users can easily find the services they are looking for alongside all relevant information by the selected urgency of their mental health needs. We designed the Mind Mental Network in such a way as to require very little time for any user to master, especially with our extensive About and How To Widget documentation and user-friendly tools embedded in the application.

Urgency Level Parameters

The Mind Health Network assesses the right mental health service for you by the urgency level of your visit. The level of urgency, or personal need, is associated with a different type of medical service that will hopefully resolve your issues. The urgency levels are:

Need Information

If you want to find out more about mental health facilities in your neighbourhood and how you can maintain your mental health or refer a loved one to a community-level institution for mental support, you are deemed to be in the "Need Information" category.

Need Support

If you are experiencing some common mental health issues such as insomnia, irritability, anxiety and depression that require the attention of a professional and/or a community centre, or go beyond self-help treatments by purchasing medical supplies from pharmacies, you are assigned to the "Need Support" group.

Need Help

Having disturbing thoughts? Experiencing severe anxiety or depressive episodes? Considering suicide? Are your thoughts overwhelming you? For illnesses or serious health conditions such as these which require immediate treatment from an urgent care facility or crisis line, your needs are assigned the highest urgency level of "Need Help". For potentially fatal or life-threatening health risks, such as suicidal ideation, call 911 or go to your nearest emergency department immediately.

Widgets

The main objective of the Mind Mental Network app is to connect the citizens of central Toronto to the medical and mental health establishments they need, when they need it. The app's functional interface allows users to use their location to find mental health facilities and services near them depending on the criteria and type of help they need. The Mind Mental Network app utilizes the Web App Builder platform, and consists of the following widgets:

The How-To Documentation, which is symbolized by the **About** and **How-To Widget** icons, also includes two links that directs the user to Survey 123. One helps to gauge community comments on the quality of mental health services used. The other links to the completely confidential and anonymous results of the community-collected information on said mental health services to provide future reference for interested patients or medical providers.

Find Health Services allows you to locate the services according to your need. First, click on the category that best fits your current situation: "Need Help", "Need Support" or "Need Information." Then select the type of service that you think applies, and the days of the week you wish to pay a visit.

Services Near Me finds the services within a selected distance of the chosen location. You have the option of changing distance range between 1 to 5 kilometres, or leaving it at the default of 1 kilometre. You can pick your location by either (1) using the search bar to find your address, or (2) locate directly by clicking on the map.

Where To finds the route and the time it takes to get from one location to another, using different modes of transportation. You can pick and drag the location from the map directly, or by inputting your address in the search bar. By clicking on the 'Reverse Directions' button it reorders the two locations. Optionally, intermediate addresses can added by clicking on the 'Add' button.   Please note that when there are more than two destinations, the 'Reverse Direction' button won't appear.
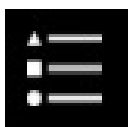
The ***legend*** helps to distinguish the different health services provided in central Toronto.
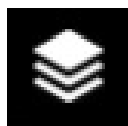
The ***layer list*** allows for the user to toggle between the four potential operational layers to learn more information about the mental health services in central Toronto. The Mental Health Services layer shows the different types of mental health services located across the central Toronto region. The other three show the resultant service location(s) from the *Find Mental Health Service* widget, which contains information about the services according to your needs.

Share this app via Email, Facebook, Twitter, Google+ or embed it in a website.

References

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