

Colorado Behavioral Healthcare Council

2021 Training Conference: Celebrating Community Partnerships | Session #603

Presented by Wes Williams, PhD & Aires Almon, MA

Q.

How might we solve the access to care problem?

A.

With Human-Centered Design

Using human-centered design to develop a pathway to solving important problems.

DISCOVER: What are the issues and sentiments surrounding your problem?

- Individual user/client/staff interviews using tools such as Empathy Maps and/or Journey Maps.
- Focus interviews with staff and individuals who are adjacent to the question you are trying to answer.

EXPLORE: What are you doing to narrow down the problem?

- Rapid Prototyping – Create tangible prototypes to share with users – digital and hands on.
- Use the feedback to create your next prototype iteration. Repeat.
- Conduct Focus Groups to develop and discover themes and topics to apply.

PROBLEM DEFINITION: “Fall in love with the problem, not with the solution.”

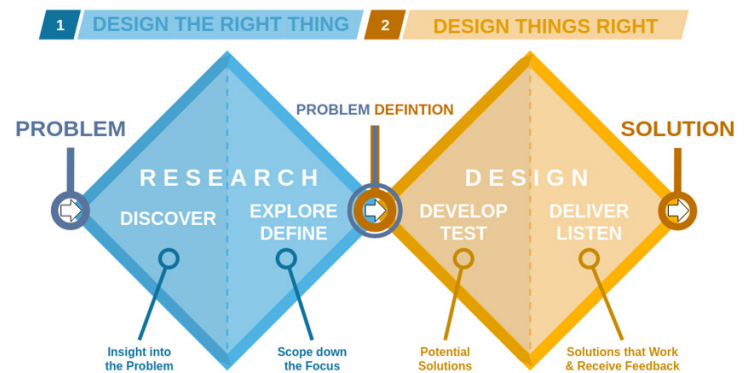
- Begin to refine the problem by using the information from your discovery sessions.
- Narrow the problem focus to solve one main issue. (Everything can't be solved with one solution!)

DEVELOP AND TEST

- What are the types of solutions that could meet address the problem as defined?
- Iterate the process used in rapid prototyping to develop and test those solutions in different pilot programs.

DELIVER AND LISTEN

- Provide final solution to all stakeholders.
- Continue to evolve the solution based on user feedback and experiences.



Reference: Democracy in Design: How data prioritizes what's important and helps suppress the loudest voice in the room. | UX Collective (uxdesign.cc)



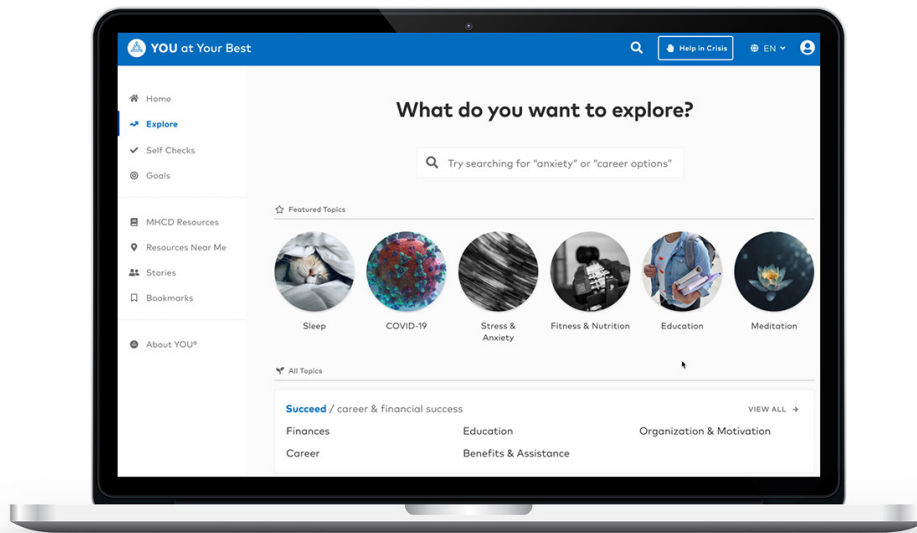


How might we reach over 60,000 people who sought out mental health assistance but were unable to obtain it?



Develop a free online resource platform available 24-7, which is personalized to individual needs and allows users to explore their mental health, seek out local community resources and access services when ready.

YOU@YourBest: www.youatyourbest.com



RESOURCES:

- Human-Centered Design Inspiration, Models and Case Studies: [Resources - Center for Care Innovations](#)
- Grit Digital Health: www.gritdigitalhealth.com
- Design Thinking Starter Kit: Stanford dSchool: [d.school Starter Kit — Stanford d.school](#)

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ABOUT THE MENTAL HEALTH CENTER OF DENVER: *The Mental Health Center of Denver is a place for recovery, resilience and well-being, known locally and nationally as a model for innovative and effective community behavioral health care. For more than 30 years, we have provided mental health and support services to enhance the well-being of children, families and adults in metro Denver.*

