

The background features abstract, overlapping green geometric shapes in various shades, including light lime green, medium green, and dark forest green, creating a modern and dynamic feel.

Using human centered design to drive innovation in complex systems

Pediatric Behavioral Health Urgent Care in Schools

Learning Collaborative

November 2023

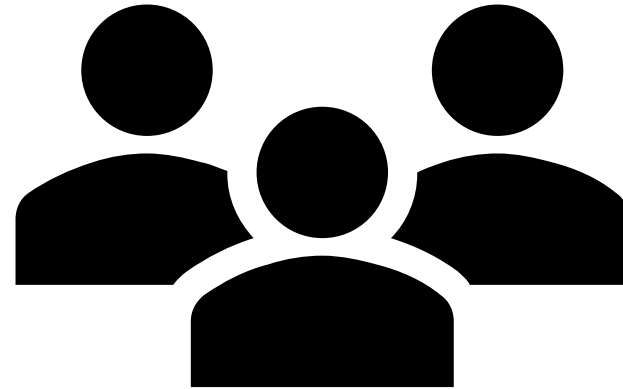
About me



- ▶ Chief Innovation Officer at MSPCC
- ▶ Worked in state government for 9.5 years
- ▶ Mom of two teens
- ▶ Novice piano player
- ▶ Provided mental health services in two Boston Public Schools
- ▶ Worked as a clinician in the emergency department at Boston Medical Center
- ▶ Hates roller coasters
- ▶ Use she/her pronouns
- ▶ Grew up in Iowa

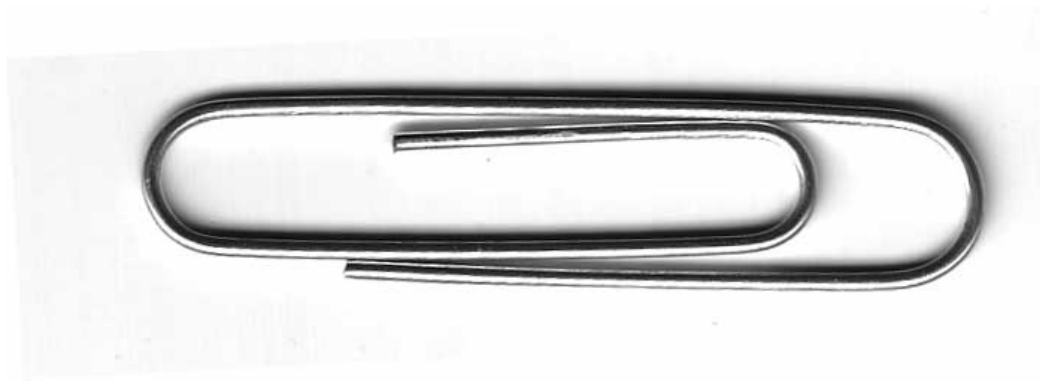
About you

- ▶ School employee
- ▶ Have a birthday in November
- ▶ Community mental health employee
- ▶ Been in the work for more than 10 years
- ▶ Been in the work for less than 5 years
- ▶ Have a pet
- ▶ Enjoy riding roller coasters
- ▶ Grew up somewhere other than Massachusetts
- ▶ Favorite subject in school = math
- ▶ Like to dance

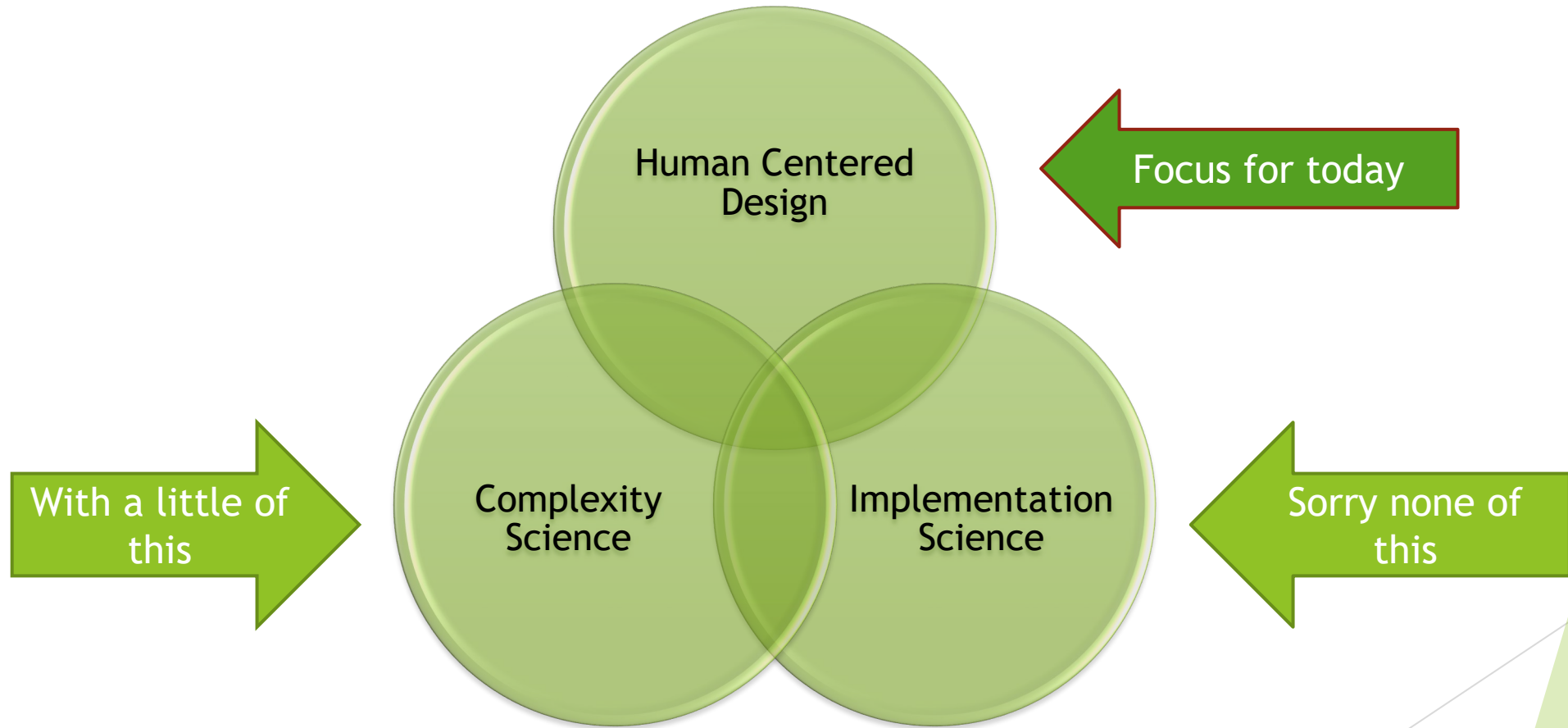


Creative burst - new uses for old things

- ▶ Old use - paper clip
- ▶ New use?
- ▶ Step 1 - brainstorm alone for 1 minute - use pad of paper to list as many ideas as you can
- ▶ Step 2 - select someone to be a notetaker
- ▶ Step 3 - take turns - lists out their ideas - if you had the same idea as someone before you cross it off your list. *Notetaker only add new ideas to the list*
- ▶ Step 4 - total up the list for your table



3 big ideas



What is the difference?

Complicated

- ▶ Process can be manualized / procedures developed / rules written
- ▶ There is an endpoint
- ▶ Clear cause and effect relationship

Complex

- ▶ Dynamic and evolving
- ▶ No stopping rule
- ▶ No one solution
- ▶ Problem is multifactorial
- ▶ Can be difficult to predict

Complex or complicated?

- ▶ Parenting
- ▶ Heart surgery
- ▶ Flying an airplane
- ▶ Running an elementary school
- ▶ Obesity
- ▶ Building a tunnel
- ▶ Computer coding
- ▶ Traffic
- ▶ Child abuse
- ▶ Building a car engine
- ▶ School based BH



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Complex or complicated?

- ▶ Parenting **complex**
- ▶ Heart surgery **complicated**
- ▶ Flying an airplane **complicated**
- ▶ Running an elementary school **complex**
- ▶ Obesity **complex**
- ▶ Building a tunnel **complicated**
- ▶ Computer coding **complicated**
- ▶ Traffic **complex**
- ▶ Child abuse **complex**
- ▶ Building a car engine **complicated**
- ▶ School based BH **complex**



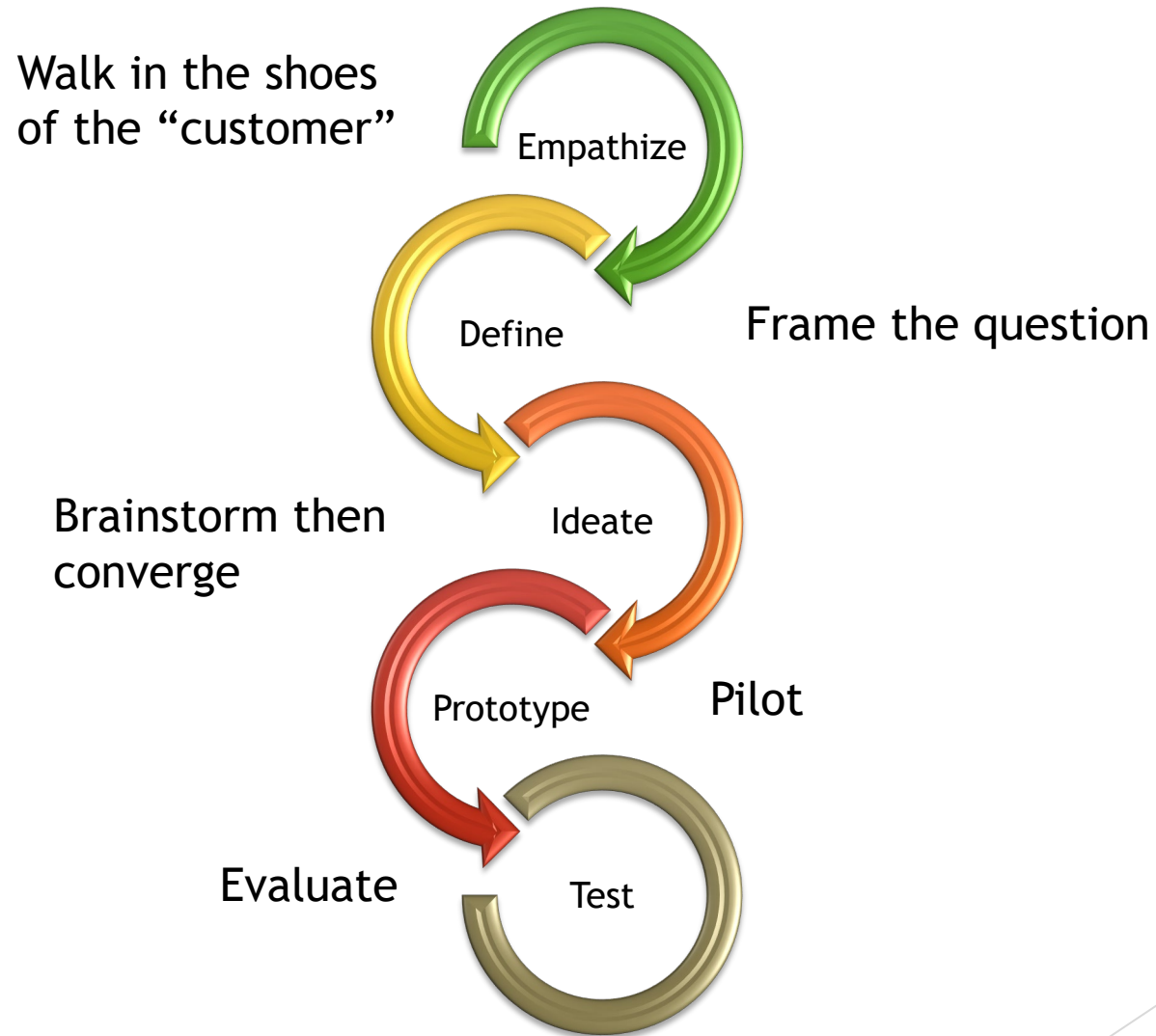
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Human centered design



Attribution: [Designkit.org](https://www.designkit.org/) and [IDEO.org](https://www.ideo.org/)

Human centered design



Empathize

CBHC

- ▶ What have you learned about **schools and school culture** that you didn't know before?

Schools

- ▶ What have you learned about the **mental health system** that you didn't know before?



Frame Your Design Challenge

What is the problem you're trying to solve?

1. Take a stab at framing this challenge as a question:

2. Now state the key outcome you're trying to achieve:

3. Write down important aspects of the context or constraints that you need to consider:

These could be shifts that we need to see in the ecosystem around the user, or factors that are technological, geographic or time-based.

4. What are some possible solutions to your design question?

Think broadly. It's fine to ... sentence is same as existing.

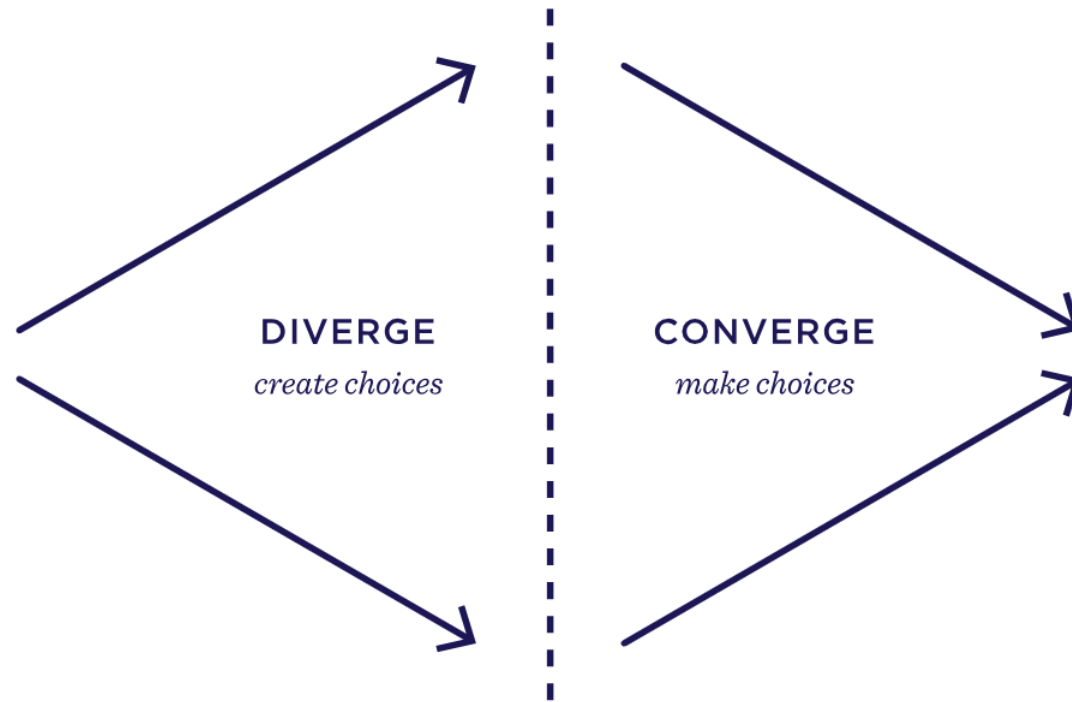
5. Does your original design question need a tweak? Try it again.

Define the question

Handout on framing the design challenge

Work as a team to design the question using the template

Ideate



Knowing what you know now, what if anything would you change or do differently about your project?



Prototype

Test & Evaluate

1. Formalized partnerships between CBHCs/MBHUCP and School Partners so that youth can access needed behavioral health services
2. Reduced ED utilization
3. Fewer hospitalizations
4. Reduced police involvement at the schools, especially fewer calls to 911
5. Fewer school suspensions
6. Student and family reports of helpfulness of services

M&E Framework

MONITOR AND EVALUATE
METHOD WORKSHEET

	Data Source <i>How will it be measured?</i>	Frequency <i>How often will it be measured?</i>	Baseline <i>What is the current value?</i>	Target <i>What is the target value?</i>	Action <i>Who will use this data? When and how?</i>
Outcomes					
Indicator 1					
Indicator 2					
Etc.					
Outputs					
Indicator 1					
Indicator 2					

School based behavioral health

Complex not complicated

Make the complex simple

- ▶ **Don't** overcomplicate it
- ▶ Create frameworks rather than rigid manuals or overly prescriptive standards
- ▶ Develop guardrails so that people know the boundaries of what is and is not acceptable
- ▶ Allow enough flexibility for those in the system to adapt and make decisions that make sense given the evolving context
- ▶ Provide structure but permit creativity and adaptation

What are the minimum necessary ingredients for successful SBBH?

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THANK YOU!

Kelly English

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