

Let's tackle mental health together: a Design Thinking workshop

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Overview:

One quarter of the patients you see in your clinics are living with loneliness, isolation, anxiety or depression, and less than half of them have sought treatment. You, their audiologist, have the potential to assist with the detection and referral of these emotional and mental health symptoms. However, our recent surveys with Australian audiologists suggest that while you want to provide adequate mental health support, that the majority are prohibited by lack of knowledge, skill, time, finance, support, scope or motivation.

This workshop will use a creative problem solving approach, Design Thinking, to assist you in developing innovative and solution-based approaches to improve the way you deliver emotional and mental health support in your clinical practice.

Design Thinking allows you to immerse yourself in the problem, better understand the unmet needs of your clients, and create creative solutions that are human-centric in design and effective in implementation. It encourages you to dig deeper, ask the difficult questions, and go beyond the obvious to understand the real challenges to be solved. The process includes immersion and empathy, ideation, rapid and low fidelity prototyping and testing to develop and implement ideas that create meaningful impact.

This workshop will start with a hands on overview of the design thinking process, and discussion on the lived experiences of older adults with hearing loss and co-morbid mental health challenges. Delegates will be provided with a range of tools and mind-opening approaches helping them to develop a range of ways to view, approach and provide solutions to the clinical problems clients present. Delegates will then learn to take the ideas, even wild ones, and prototype them to make something tangible based on the Design Thinking process.

Learning Objectives:

Upon completion of this session, the participant will be able to...

- Use the Design Thinking process to innovatively and empathetically problem solve;
- Demonstrate confidence and competence in the use of mind-opening games to expand creative thinking; and
- Define the barriers experienced by older adults with co-morbid mental health conditions and describe possible solutions that they might implement in their own clinical practice