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How is Digitalization Facilitating Mental Health Services for Mental Health Practitioners ?

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A B S T R A C T

The purpose of this research was finding the capability of digitalization in health sector especially on mental health services. With the increasing use of information technology in various fields, Many mental health practitioners are also implementing digitalization process of diagnosing to their patients. During the research, We made questionnaire of some specific questions. We got 70 responses from questionnaire; the respondents who filled the questionnaire are psychologists, psychiatrists, counselors, researchers etc.. They all given their answers in which almost maximum number of respondents are using online platforms for assessing patients and they showed the easiness behind using those online platforms. Though the mental health professionals are using online platforms but during the study we found that, there is equal proportion in choosing the mode between online and offline. In today's digital era, there are number of ways to promote and transmit the information about mental health well being and health professionals are also indulging themselves in circulating the information and creating awareness about mental health to the maximum number of people by the help of digitalization in their working process.

Keywords: Digitalization, Mental health services, Mental Health Professionals, Awareness, and Online Platforms.

1. Introduction

Today every field and sector is transforming their working process by using information technology to get their work done in efficient and effective manner. In the same way, health professionals are also implementing digitalization in their working process to diagnosing and prescribing medicine to their patients. Mental health professional are using different online platforms such as Google meet, zoom, Skype, MS team and other online platforms for counseling and assessment of their patients. Digitalization not only helps in their diagnosing purpose but this also helps in creating awareness among large number of population. The effectiveness of using these apps can be seen in terms of comfort, privacy and easiness behind using these apps. The patients can reach out their health professional in easy manner and anytime by using online platforms and at the same time, mental health professional can also listen to their patient's problem and can provide solution to their patients.

2. Review Papers

Reza Ghanbarzadeh, AmirHossein Ghapanchi, Michael Blumenstein, Amir Talaei-Khoei(2014) researched about 3DVWS in easing the activities of healthcare sectors. Luxton, D. D., McCann, R. A., Bush(2011) has given importance to the Smartphone's carrying variety of apps for psycho education, symptom assessment and tracking of treatment progress in healthcare field. Ivan Moura, Ariel Teles, Francisco Silva, Davi Viana, Luciano Coutinho (2020) focused on the daily used devices which aid mental health professionals. In this their main objective is to watch the performances of these devices for analyze the social behavior. Megan Beattie(2021) showed the relation between the social media addiction and mental health related issues. Inmaculada Plaza,Paola Herrera-Mercadal, Javier García-Campayo(2013) studied about the MBMA's (Mindfulness Based Mobile Apps) usefulness in meditation practices, mindfulness training etc. They didn't found any evidence regarding the usefulness of these apps. Shalini Laland Carol E. Adair(2014) , They

concluded in the end that E-mental health is emerging in the field of mental health care. Ritu Agarwal, Catherine Des Roches, Ashish K. Jha(2010) studied about Information technology in healthcare system. They tried to show the importance of information technology as safer, more affordable and more accessible means. KatherinePetrie, JudyProudfoot, Janine Clarke, Mary-Rose Birch, Helen Christensen(2013) tried to find out efficacy of mobile phone application for mental health care and they found that these apps are still lacking scientific evidence about their efficacy. Rachel M.Brian, Dror Ben-Zeev(2014), in their research they focused on mHealth as interdisciplinary field where mobiles are used to study, diagnosis and treatment of mental disorder in the region. At the end, they concluded their research by identifying the limitations and barriers of mHealth for mental well being. Alex Roehrs, Cristiano André da Costa, Rodrigo da Rosa Righi, Kleinner Silva Farias de Oliveira (2017) discussed about ICT in healthcare field. They pointed out the aspect of EHR. For this they explored the literature review related to PHR. They got the result which contributed to achievement regarding PHR. Pouria Khosravi, AzadehRezvani, Anna Wiewiora(2016) studied about social loneliness and isolation, to tackle this situation some mobile applications play major role of intervention. They concluded that technology can be used to reduce social isolation among seniors. David Bakker, Nikolaos Kazantzis, Debra Rickwood, Nikki Rickard(2016) conducted a study about MHapps and future aspect related to the development related to MHapps. They found that MHapps are still lacking trial based evidence. Kalpana Srivastava, Kaushik Chatterjee (2016) focused on the usage of information technology for crowd sourcing to improve the awareness program of mental health. M. P. Sebastian (2017) researched on new health care technology and discussed about the challenges with the health care technologies. In the end, he made conclusion by showing the promises made by these technologies and its barrier in the implementation. Aleisha M. Clarke, TuuliKuosmanen, Margaret M. Barry (2014), they focused on the online mental health promotion and prevention interventions. They concluded that participant face to face/ web-based support was an important feature of program completion and outcome. John Goodwin, John Cummins, Laura Behan & Sinead M. O'Brien(2016) used qualitative descriptive approach. They made semi structured questionnaire for their research. They aim to produce an app which is easily accessible, highly personaliasable and include the functions highlighted as important (i.e contact information etc.). Richardson, Lisa K. Frueh, Leonard Elhai, Jon D.(2021) focused about tele-mental health services and its routine use by experts. Gerhard Andersson (2009) focused on e-mental health interventions. Elizabeth Murray (2012) focused on the potential advantage of using the internet to deliver self care and behavioral change programs are well recognized. T. S. Sathyanarayana Rao, Raveesh B. N (2004), their research was based on determining whether Computers aiding doctors will be beneficial and the human doctor should not be replaced. K. Latha, K.S Meena, M. S. Pravitha(2020), they used qualitative study to evaluate the effectiveness of social media to conduct mental health campaigns is an effective initiative as one can reach out to several people over a short time period. There is an increasing trend in the awareness of mental health with the effective use of digital media as a platform for disseminating information. Sueli Moro, CatariVilela Chaves(2009), two country typologies are investigated. The first typology uses the Grade of Membership approach to group 112 countries with similar policies, programs, legislation, treatment and mental health funding methods for 2001. The second is the hierarchical cluster approach, which uses scientific papers and patents from 118 countries as proxies for science and technology in 2001, the results indicate the presence of some countries in two extreme groups.   Lena Ashok, Sreekumaran Nair, Varalakshmi Chandra Sekaran(2016) used cross-sectional study among randomly selected 916 pre-university college students. Data were collected through questionnaires. Analysis and interpretation were carried out using Chi-square test. The percentage of mental health literacy among the respondents was very low, i.e., depression was identified by 29.04% and schizophrenia/psychosis was recognized by 1.31%.   David C Mohr, Gregory Clarke(2013) interviewed mental health professionals and determined that videoconferencing and standard telephone technologies to deliver psychotherapy have been well validated. Web-based interventions have shown efficacy across a broad range of mental health outcomes. Social media such as online support groups have produced disappointing outcomes when used alone. Mobile technologies have received limited attention for mental health outcomes. Virtual reality has shown good efficacy for anxiety and pediatric disorders. Serious gaming has received little work in mental health.

3. Research Methodology

Research Type: We have used descriptive research design and convenience sampling method for the collection of data from the intended respondents. Primary data is collected through structure questionnaire and secondary data through journals. We got 70 responses.

Objectives of the study: To study the impact of digitalization in mental health awareness among mental health professional, To study perception/insights of mental health professionals about online assessment and treatment platforms, To study most preferred application for mental health practices, To gather information on how to improve such applications and platform from mental health professionals' point of view, To know preferred mode for assessment and counselling/therapy from mental health professional, To know about the challenges and complications faced by using traditional/new method of counselling.
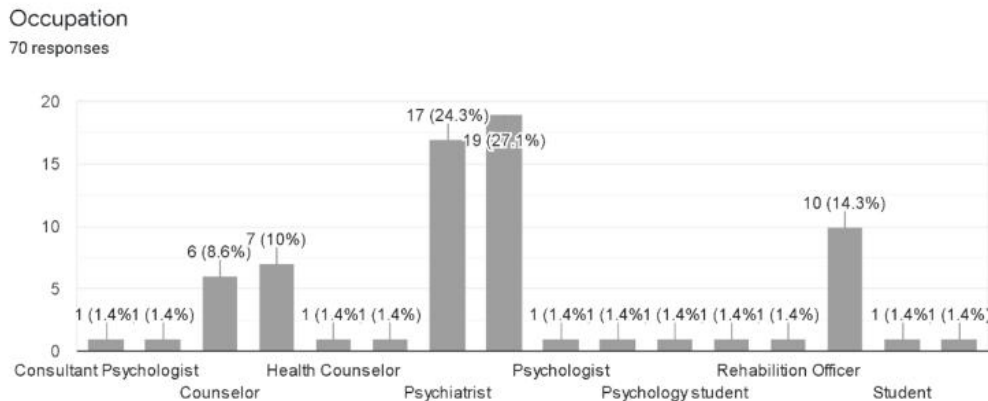
Analysis and Discussion:

Figure 1-Occupation of Responder

INTERPRETATION

It can be observed from Figure 1, that out of total respondents surveyed 32.1% respondents are psychologist followed by psychiatrist 24.3%, counselor 22%, and researcher 14.3%.
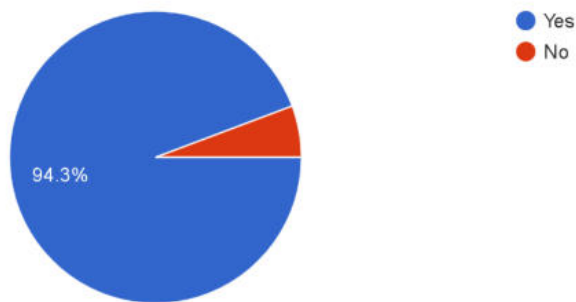

Figure 2-Online Platform Usage

INTERPRETATION

It can be observed from Figure 2 that out of total respondents surveyed 94.3% respondents belong to the category whohave used online platforms for assessment or counseling.

Which application have you used for therapy or counseling?
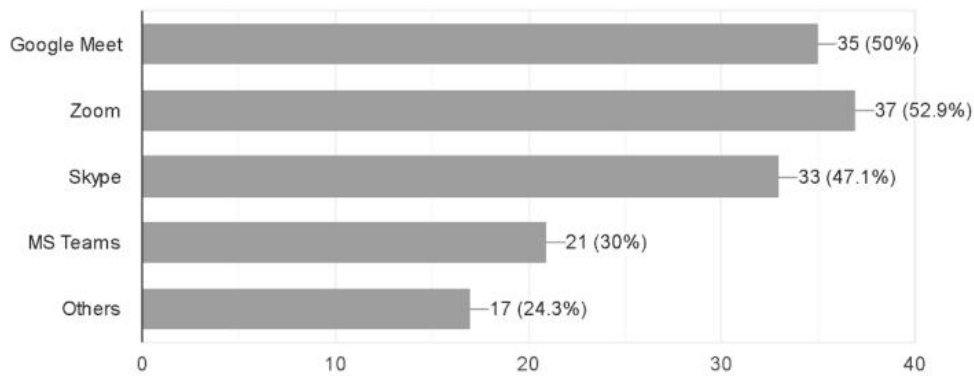70 responses

Figure 3-Preferred application for therapy/Counselling

INTERPRETATION

It can be observed from Figure 3, that out of total respondents surveyed 52.9% respondents belong to the category who prefer zoom platforms, 50% respondents belong to the category who prefer meet platforms, followed by Skype 47.1%, 30% respondents belong to the category who prefer Teams platforms and 24.3% respondents prefer other application collectively, for assessment or counseling.

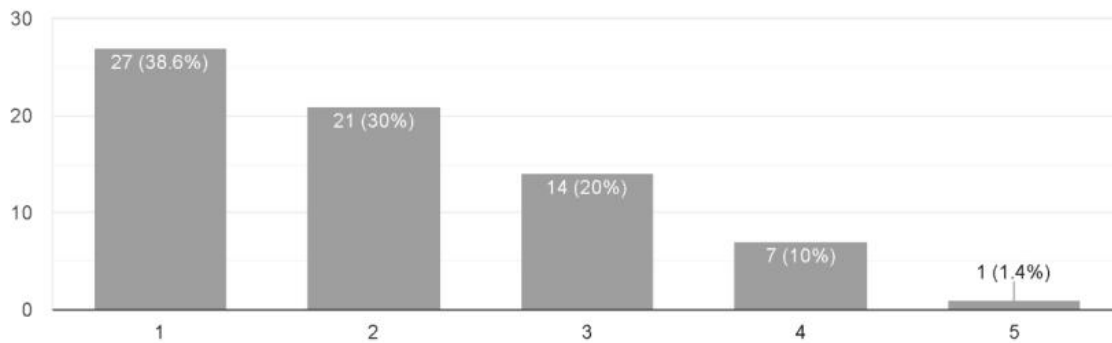## In you opinion, How easy are these apps in terms of usage?
70 responses

Figure 4-Easiness in using application

INTERPRETATION

It can be observed that from Figure 4, out of total number of respondents 38.6% have given 1(super easy), 30% have given 2(easy), 20% has rated 3(moderate), 10% has rated 4(little difficult) and remaining 1.4% has rated 5(extremely hard), in terms of using this application.

In your opinion, do you think that this online platforms helps you to manage time effectively?
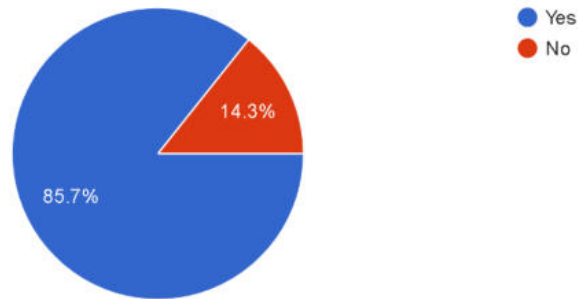70 responses

Figure 5-Online platforms helps in managing time

INTERPRETATION

It can be observed that from Figure 5, out of total number of respondents 85.7% comes under the category who thinks that these online platforms help in managing time effectively and14.3% comes under the category who thinks that these online platforms don't help in managing time effectively.

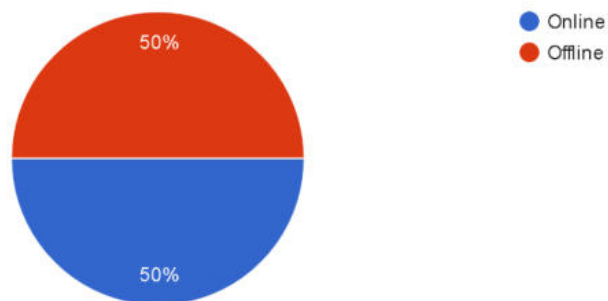Which mode do you prefer more for therapy/counseling ?
70 responses

Figure 6-Preferred mode for therapy/Counselling

INTERPRETATION

It can be observed that from Figure 6, out of total number of respondents 50% comes under the category who prefer online modes for therapy/ counseling and50% comes under the category prefer offline mode for therapy/counseling.

Do you think that digitization has helped you to reach out more people?
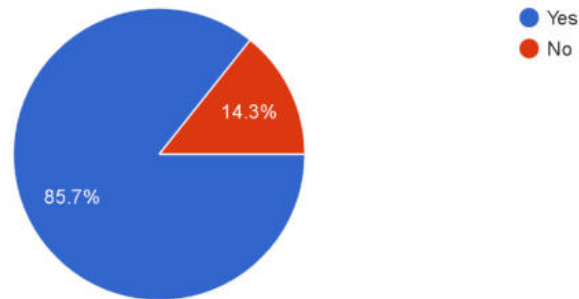70 responses

Figure 7-Digitalization help in reaching out people

INTERPRETATION

It can be observed that from Figure 7, out of total number of respondents 85.7% comes under the category who agree that digitalization has helped them in reaching out to more people and 14.3% comes under the category who don't agree that digitalization has helped them in reaching out to more people

how much effective are these apps in terms of interaction?
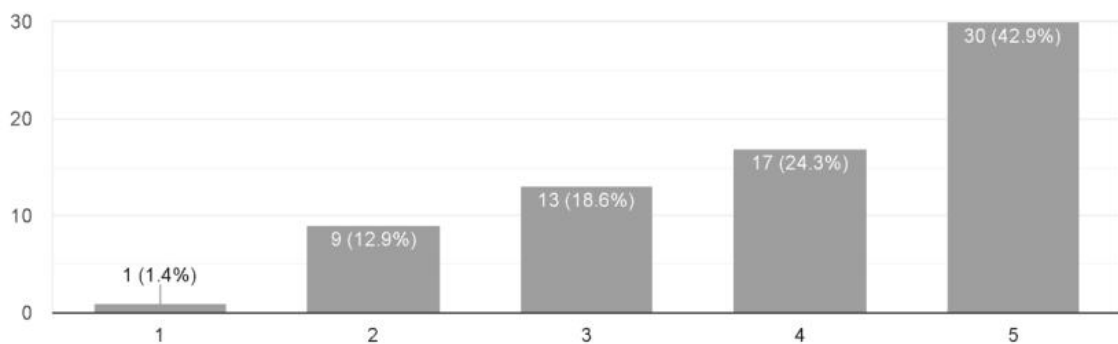70 responses

Figure 8-effectiveness in terms of interaction

INTERPRETATION

It can be observed that from Figure 8, out of total number of respondents 1% have given 1(not effective), 12.9% have given 2(less effective), 18.6% has rated 3(effective), 24.3% has rated 4(more effective) and remaining 42.9% has rated 5(most effective), in terms of effective interaction while using such application.

In your opinion, has social media helped in creating awareness about mental health?
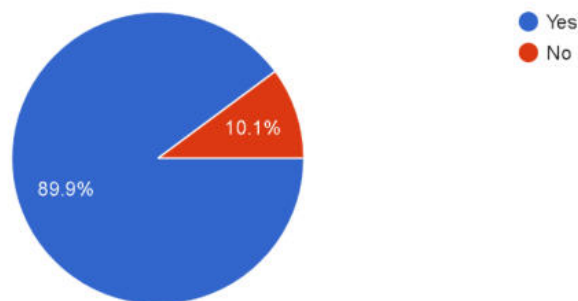69 responses

Figure 9 Help of social media in creating awareness

INTERPRETATION

It can be observed from Figure 9, that out of total number of respondents 10.1% comes under the category who don't agree that social media has helped in creating awareness about mental health and 89.9% are in category who agree that social media has helped in creating awareness and growth.

4. **Result and Conclusion**

Result:

- 52.9%, 50%, 47.1% are using Zoom, Google Meet, Skype online platforms for online assessment of patients respectively.
- Half of the respondents preferred online and rest half of respondents preferred offline mode.
- 85.7% agreed that digitalization helped them reaching out more people and they are effective at the time of interaction.
- Social Media also plays major role in creation of mental health awareness by 89.9%.

Conclusion:

- With increasing need of technology in solving our routine task, it is successfully helping in diagnosing of patients in various healthcare fields.
- Mental Health Professionals are using this online platform for reaching out more people and effective management of time by giving proper attention to their each and every patient.
- Mental health professional finds online platform useful and effective for their diagnostic purpose and for transmitting the mental health awareness among the population.
- Digitalization tools are well performing in helping mental health professional to reach their objective, but still there are some of the health professional prefer offline mode of diagnosing their patients.

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