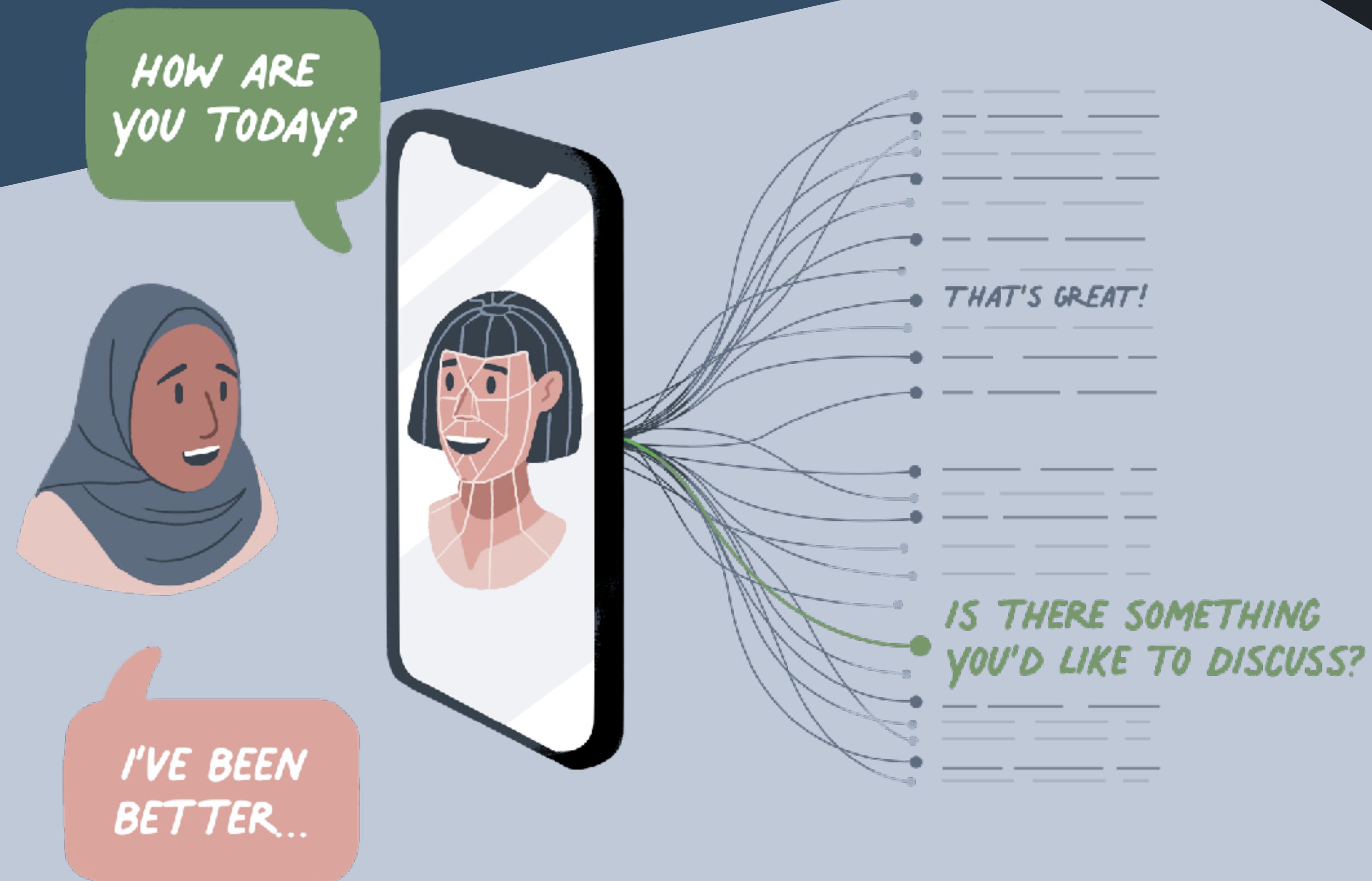
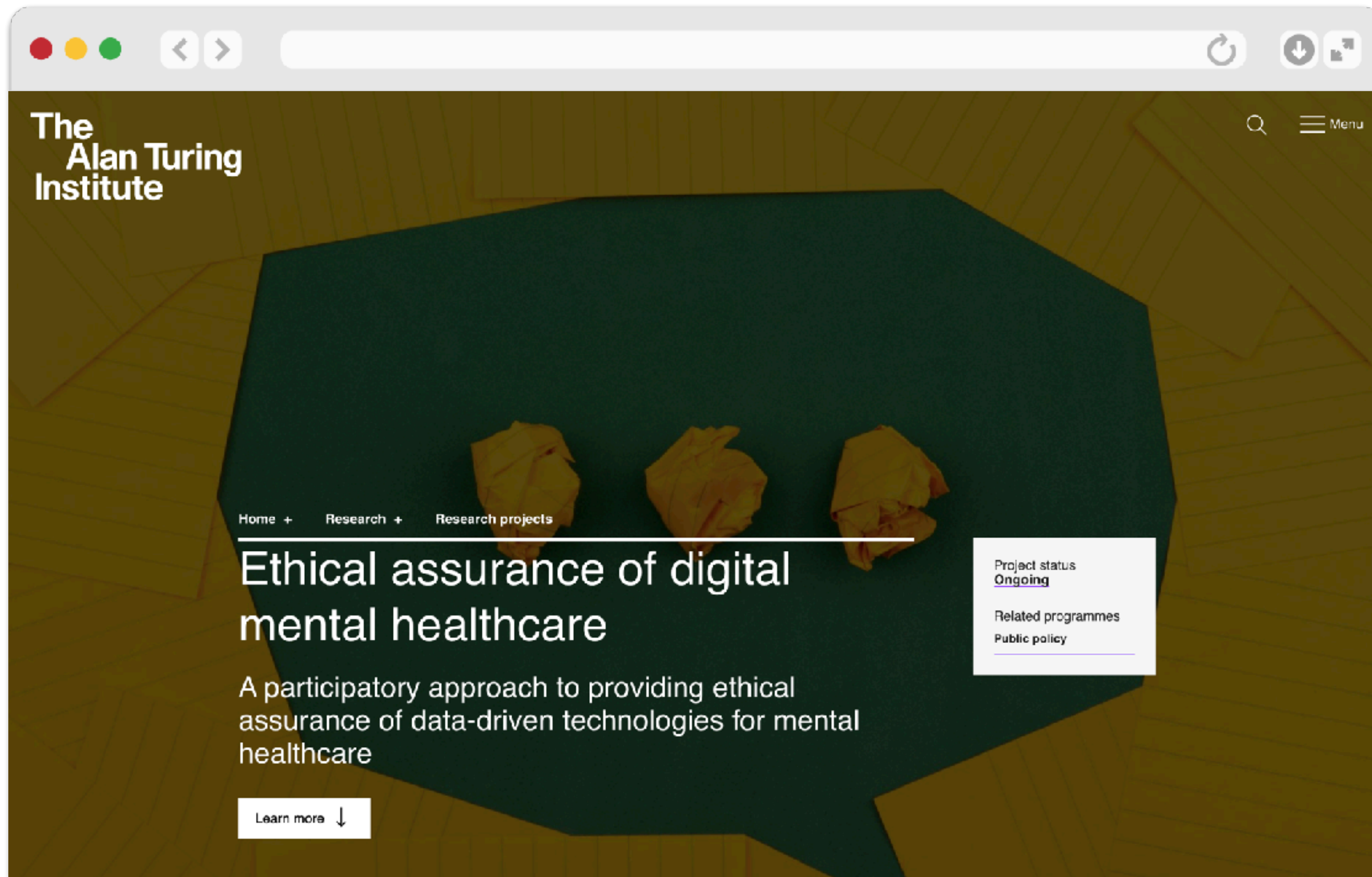


User Engagement

Ethics of Digital Mental Healthcare





Background

Project Aims

- Work with stakeholders to understand what ethical values matter most to the respective groups in relation to digital mental healthcare.
- Better understand how developers and organisations can provide and communicate assurance to other impacted users and stakeholders that these values and goals have been appropriately safeguarded.

Presentation A

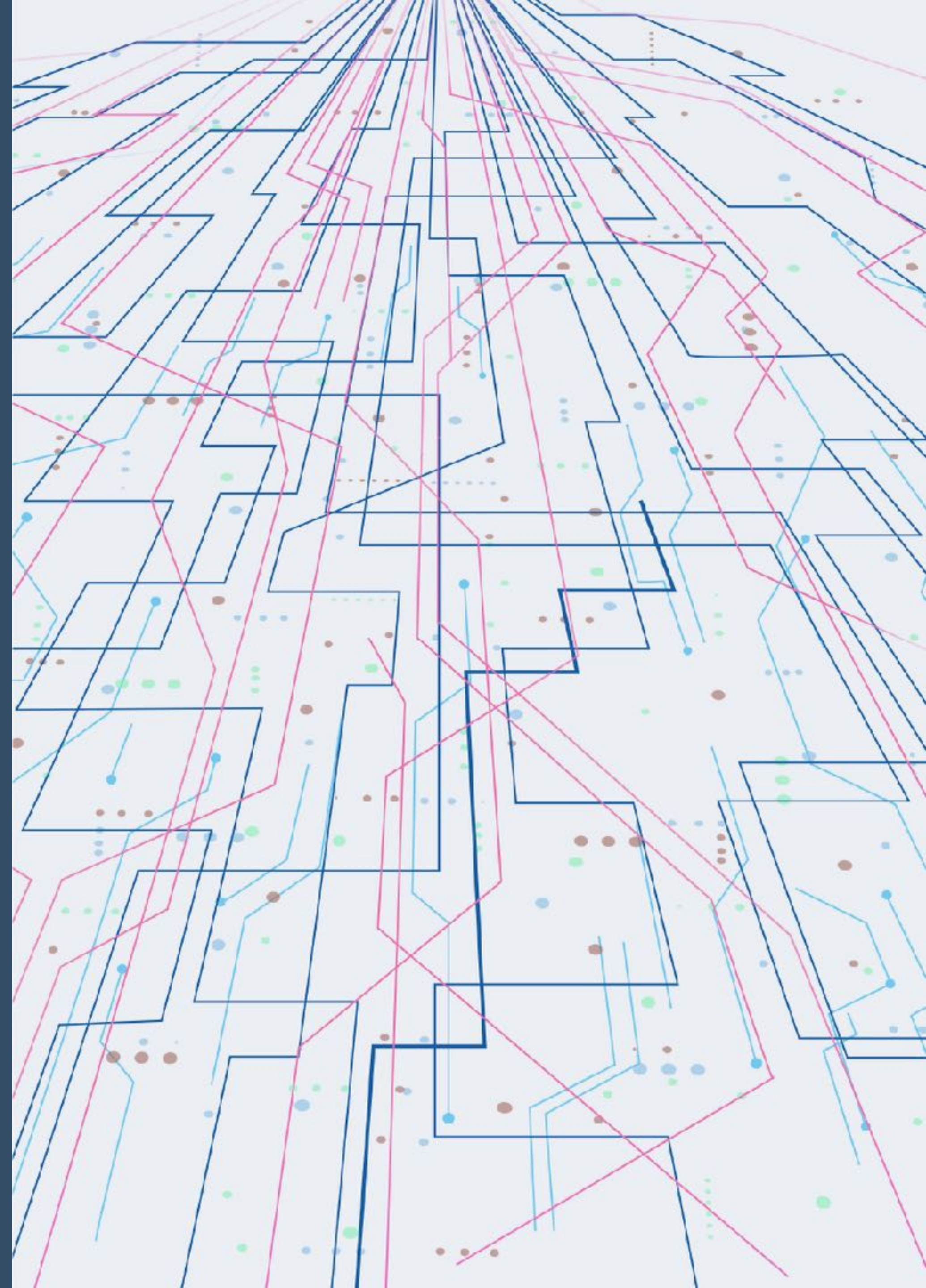
Overview

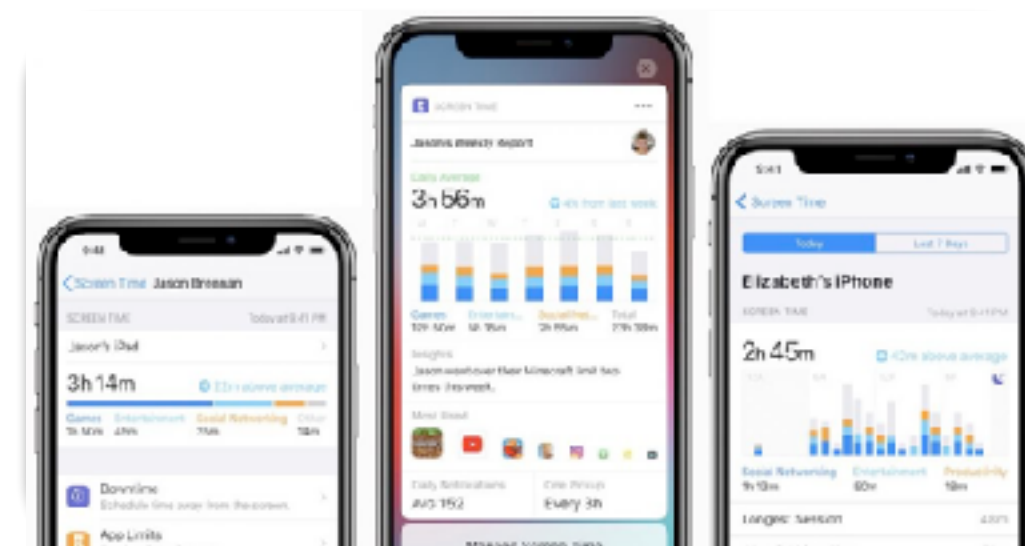
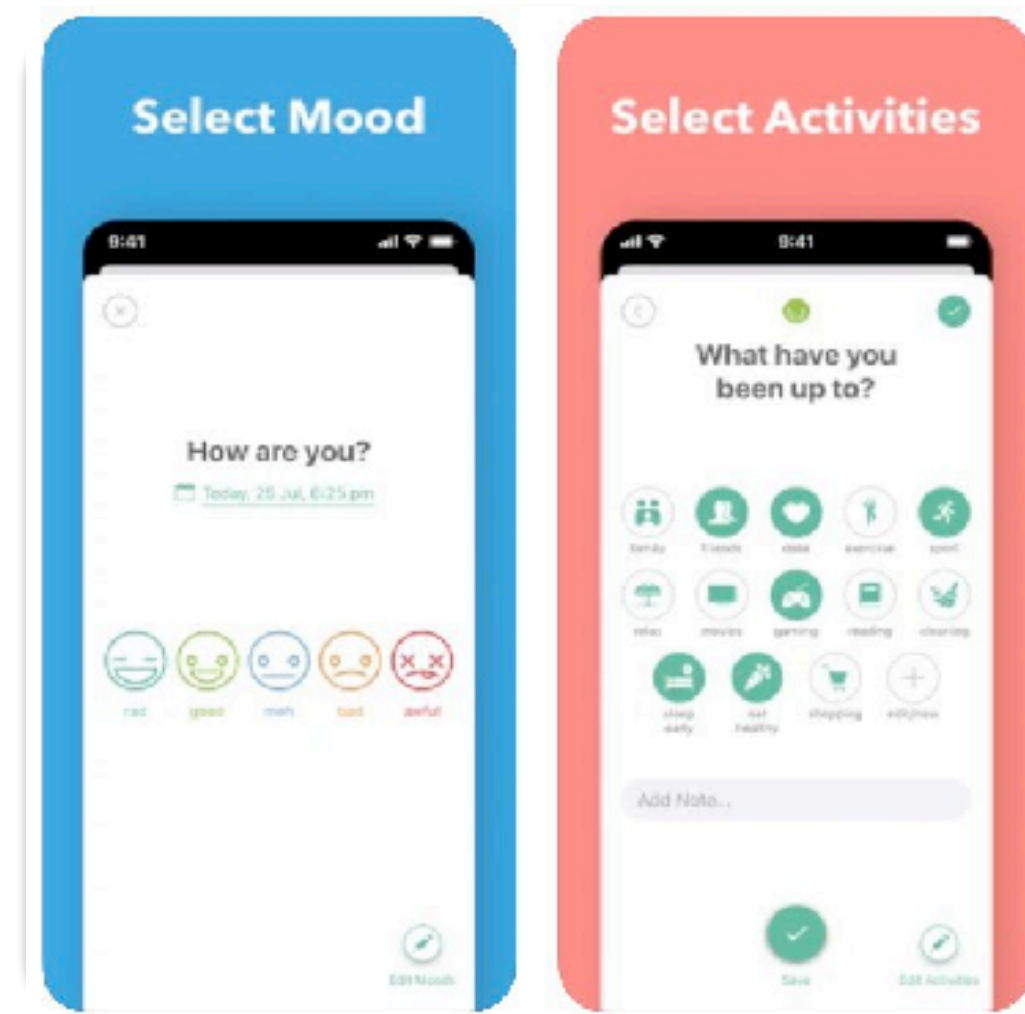
- ① What is digital mental healthcare?
- ② Understanding harms and benefits
- ③ Discussion: values and principles



Section 1

What is digital mental healthcare?





Apps

Digital Well-Being

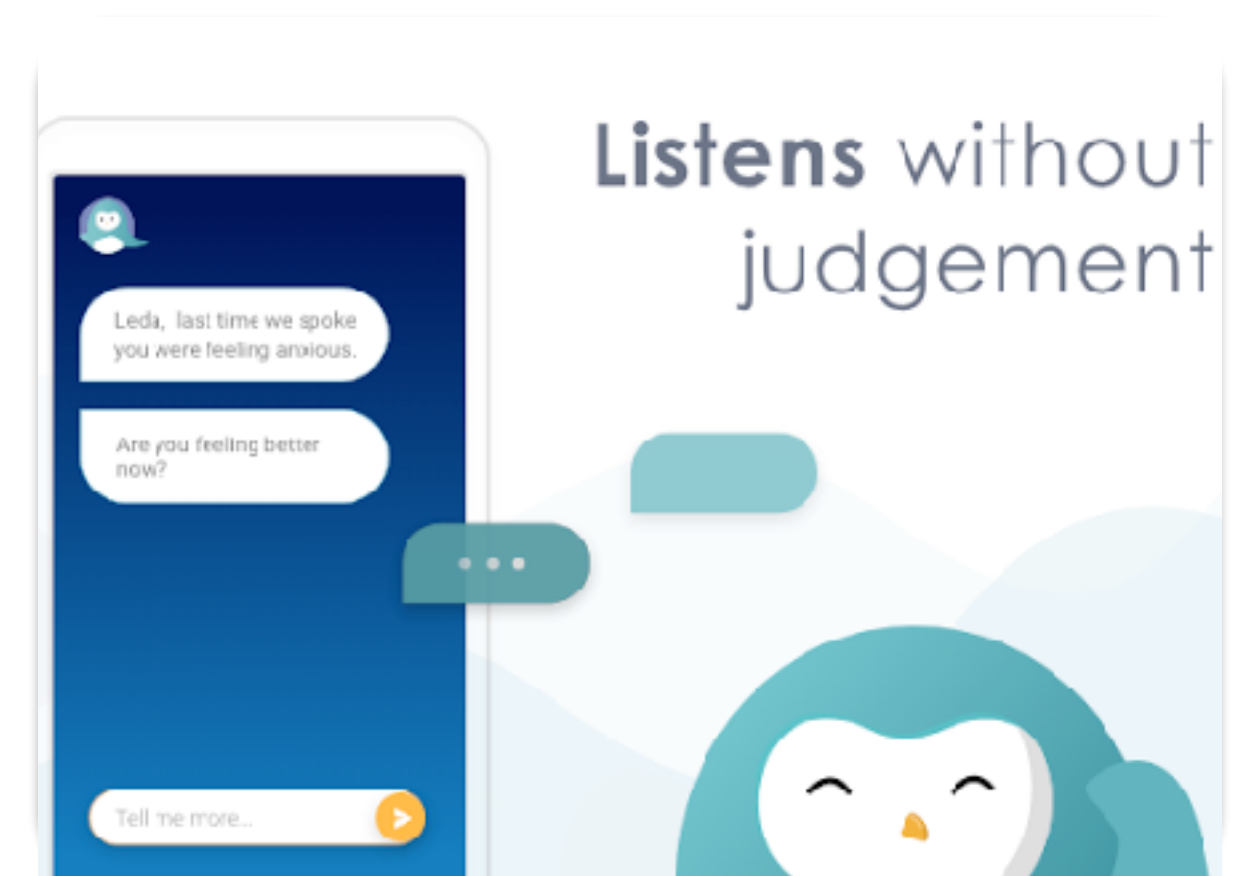
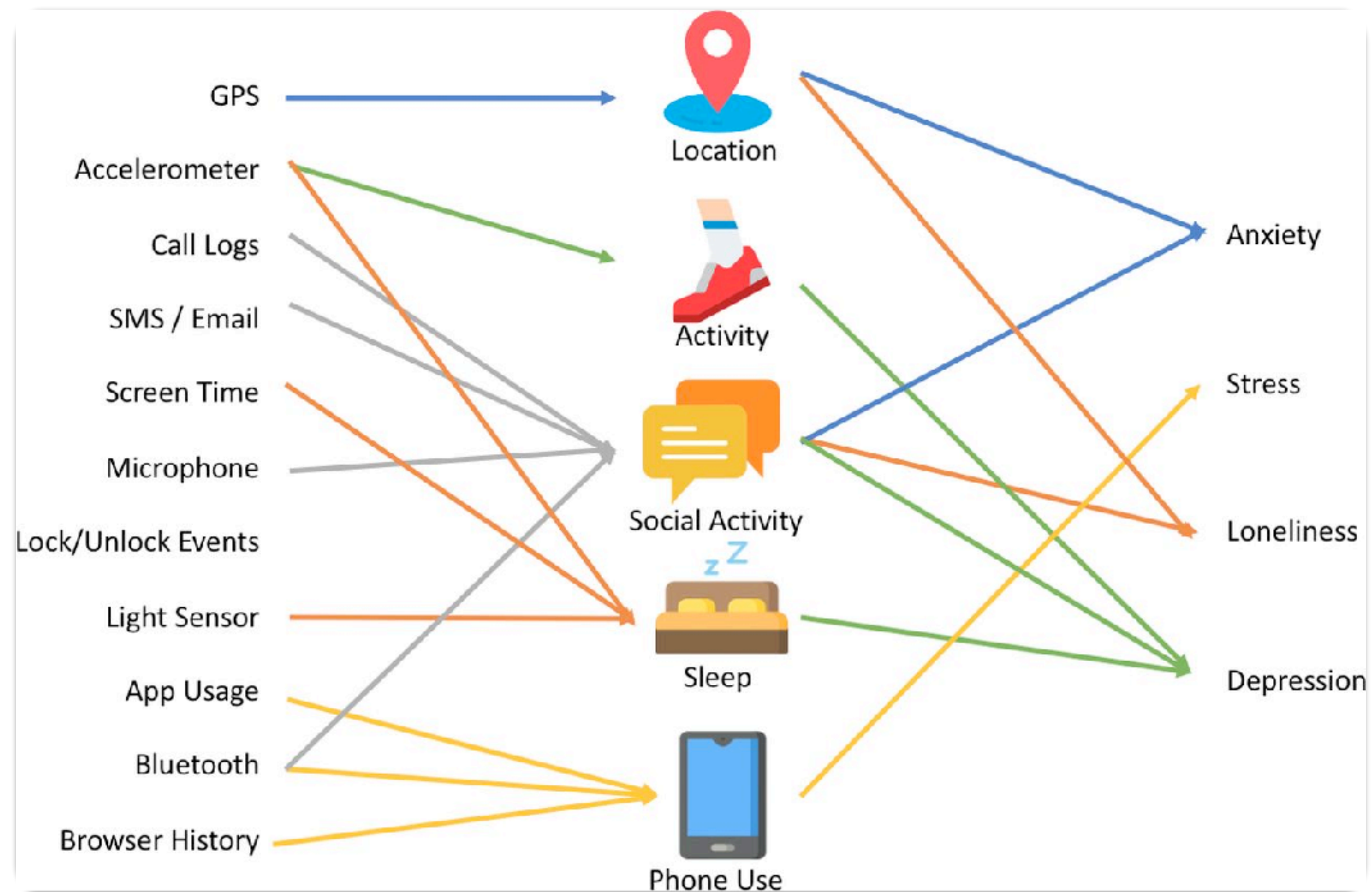
- Commercially-available apps
- Use of techniques from mindfulness, CBT, and other forms of therapy
- Anyone can download
- Often targeted as apps for well-being to avoid medical device regulation



Formal Healthcare

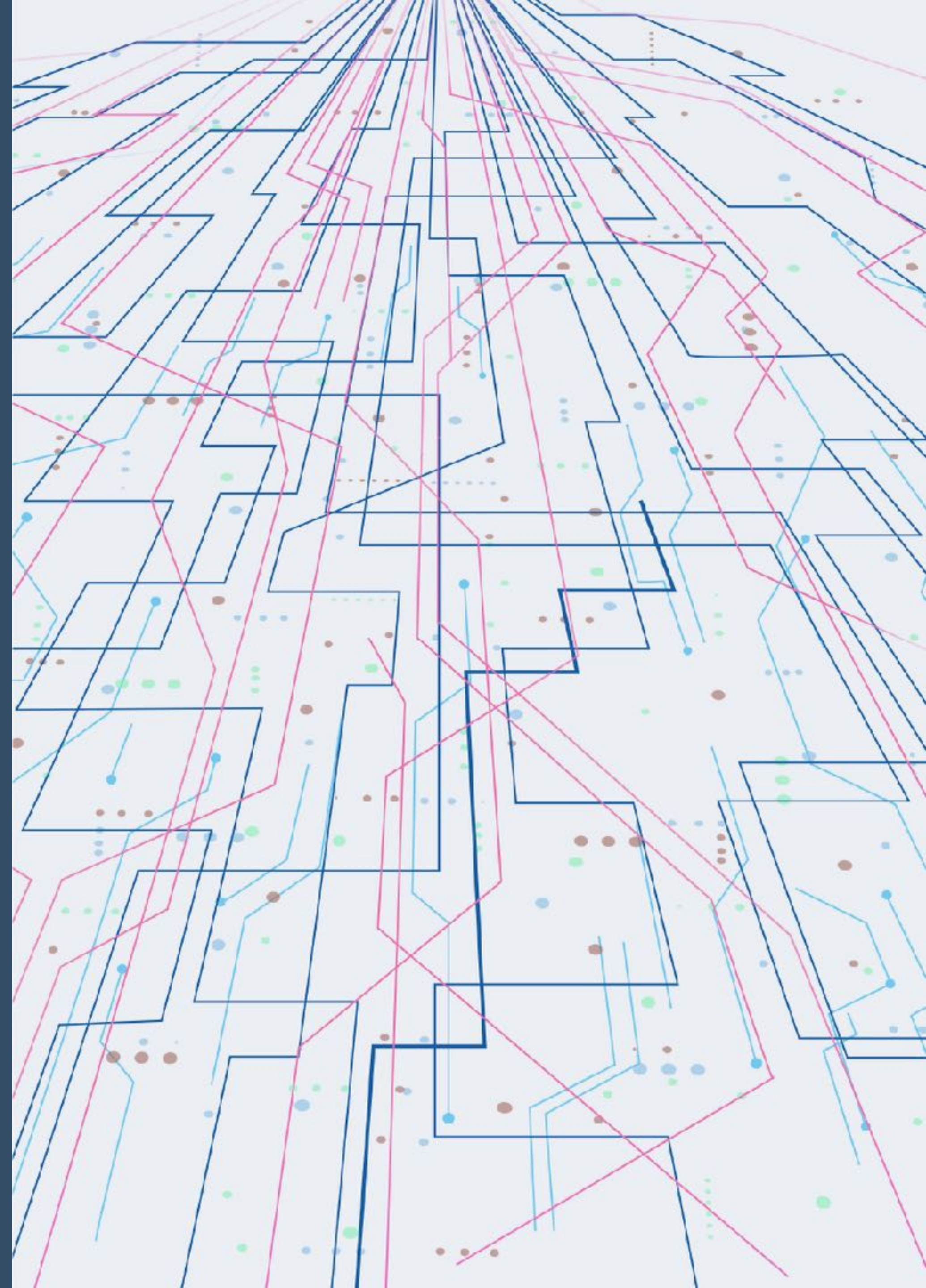
Online Support

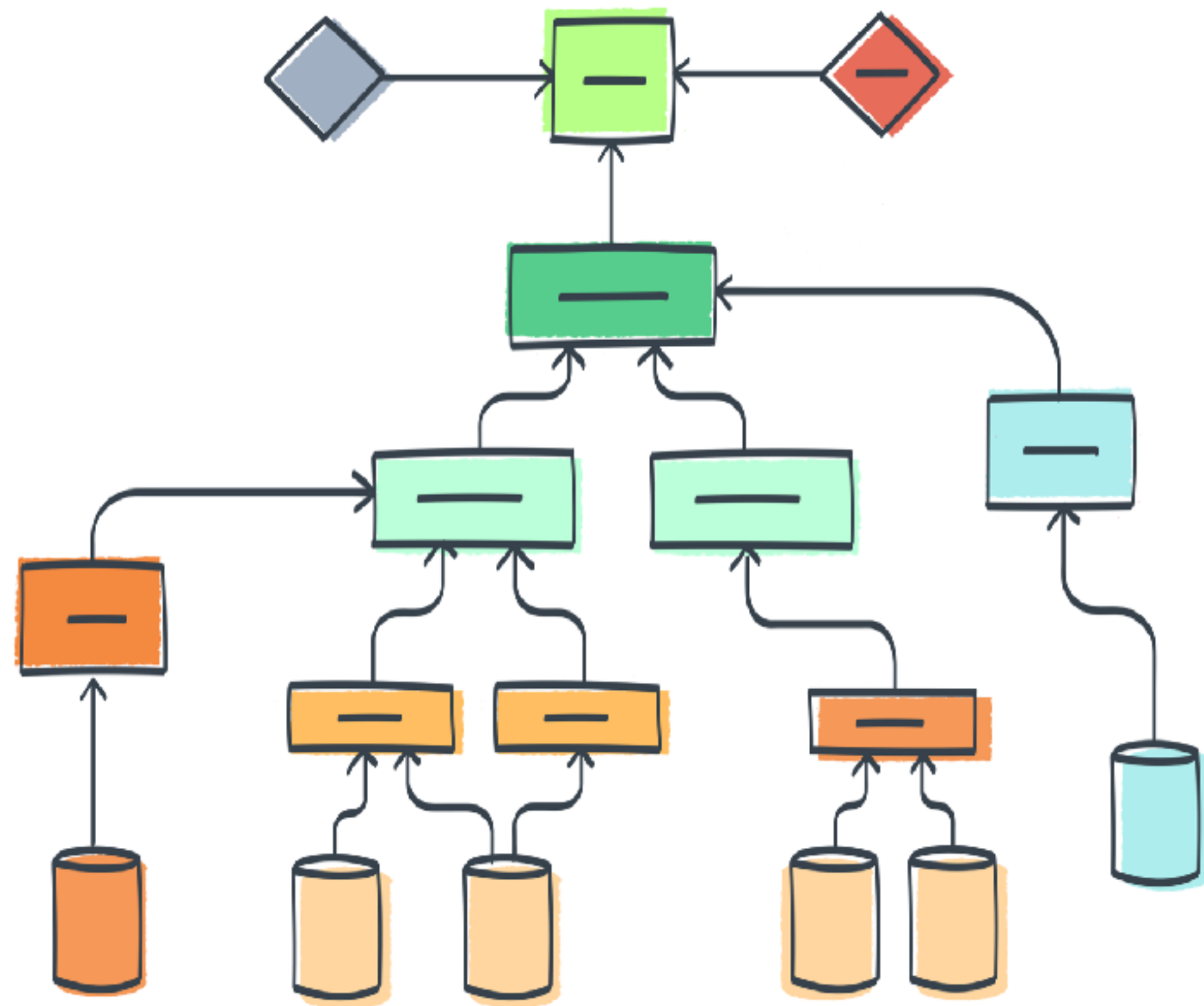
- Addressing growing need for mental healthcare
- Increased use of digital technologies during assessment or consultation
- Enables and facilitates additional data collection and analysis (e.g. predicting benefit of different treatment options)
- Traditional methods, such as cognitive behavioural therapy, can be delivered in a hybrid manner



Section 3

Understanding harms and benefits





Definition

What is ethics?

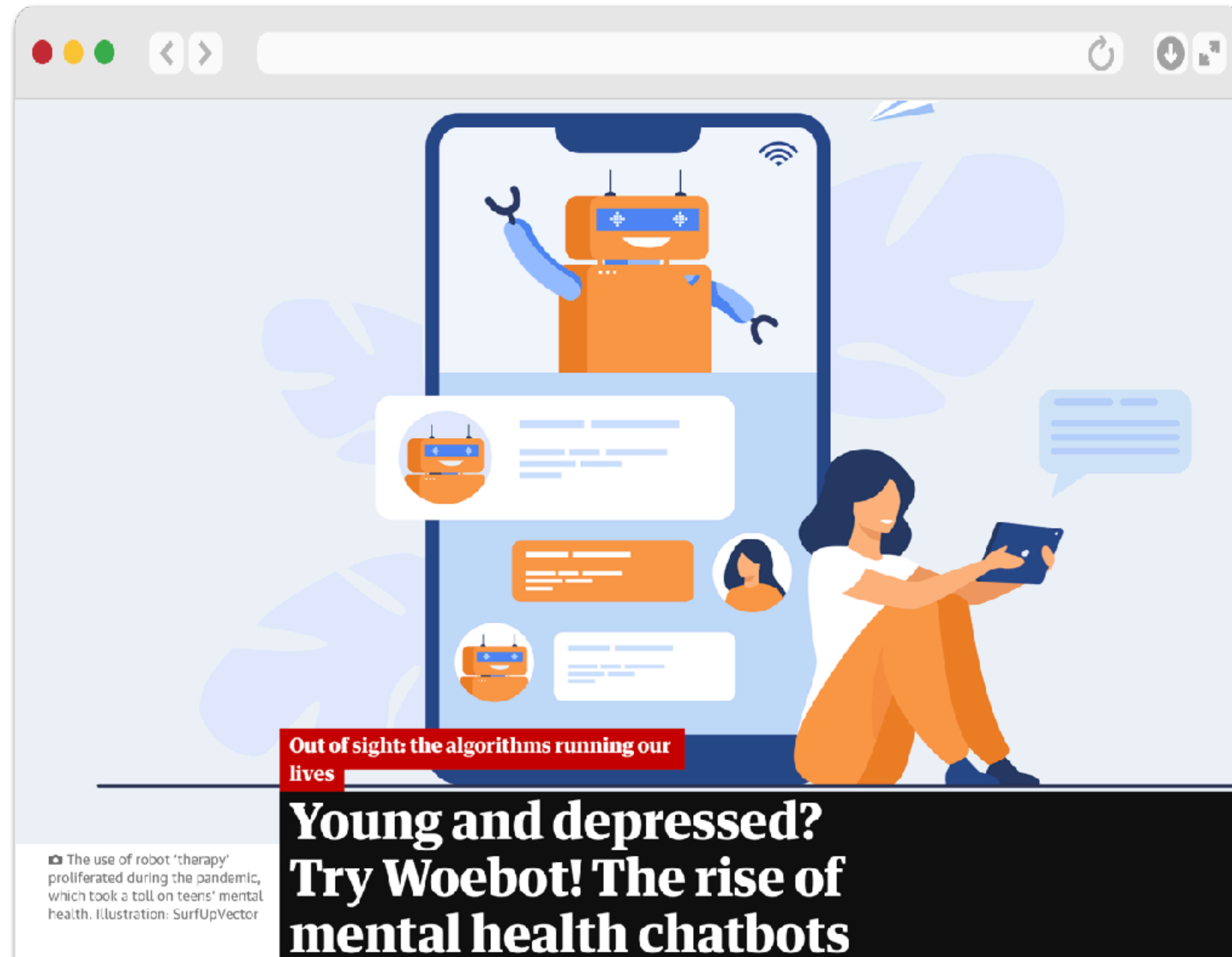
A systematic approach for understanding normative concepts and prescribing methods to govern behaviour and decision-making.



What is ethics?

Principles and Values

- Which rules or actions should we prescribe to ensure good conduct or right behaviour?
- Which concepts are useful for evaluating digital mental health technologies?



Automation

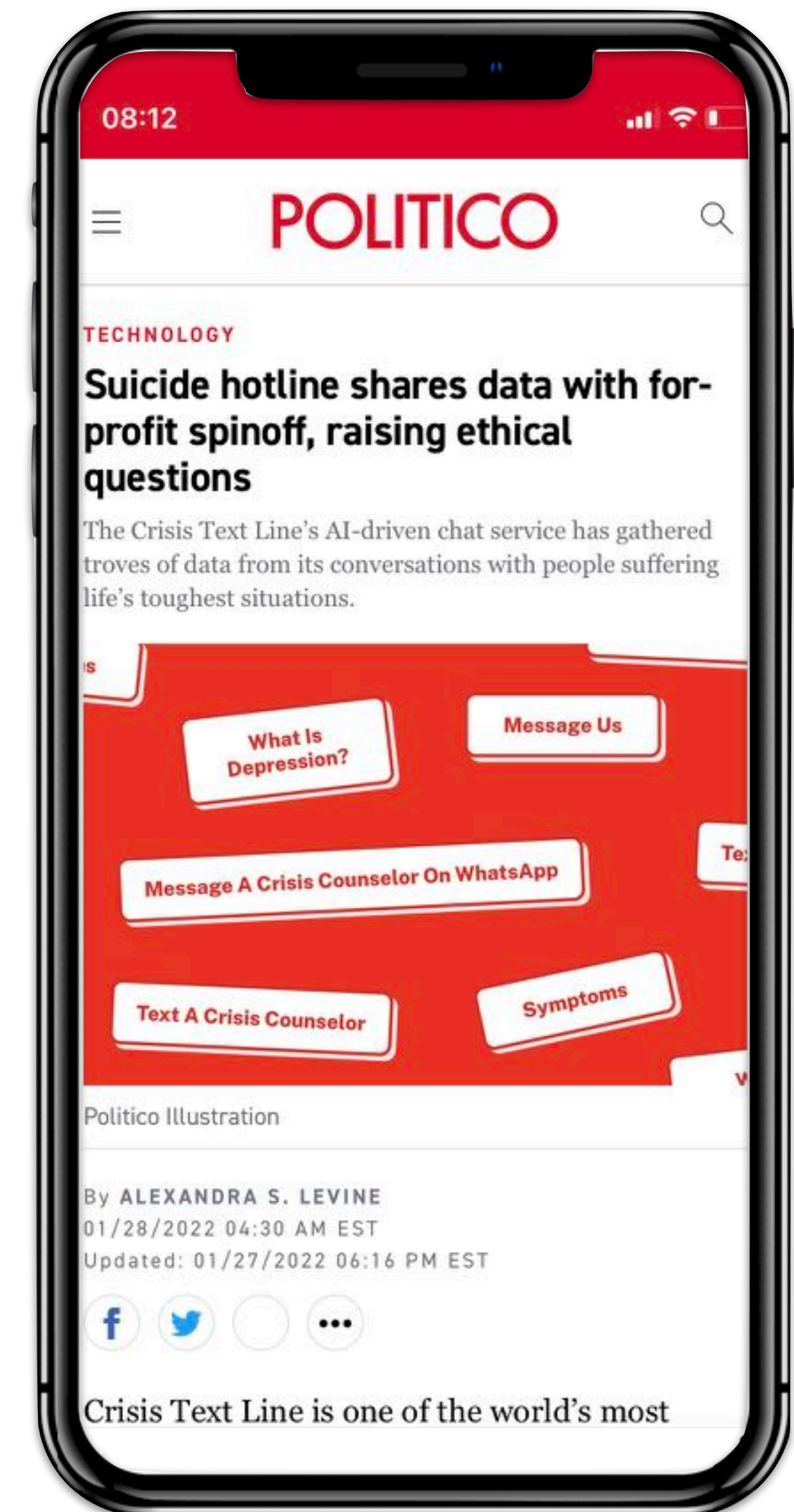
AI Chatbots

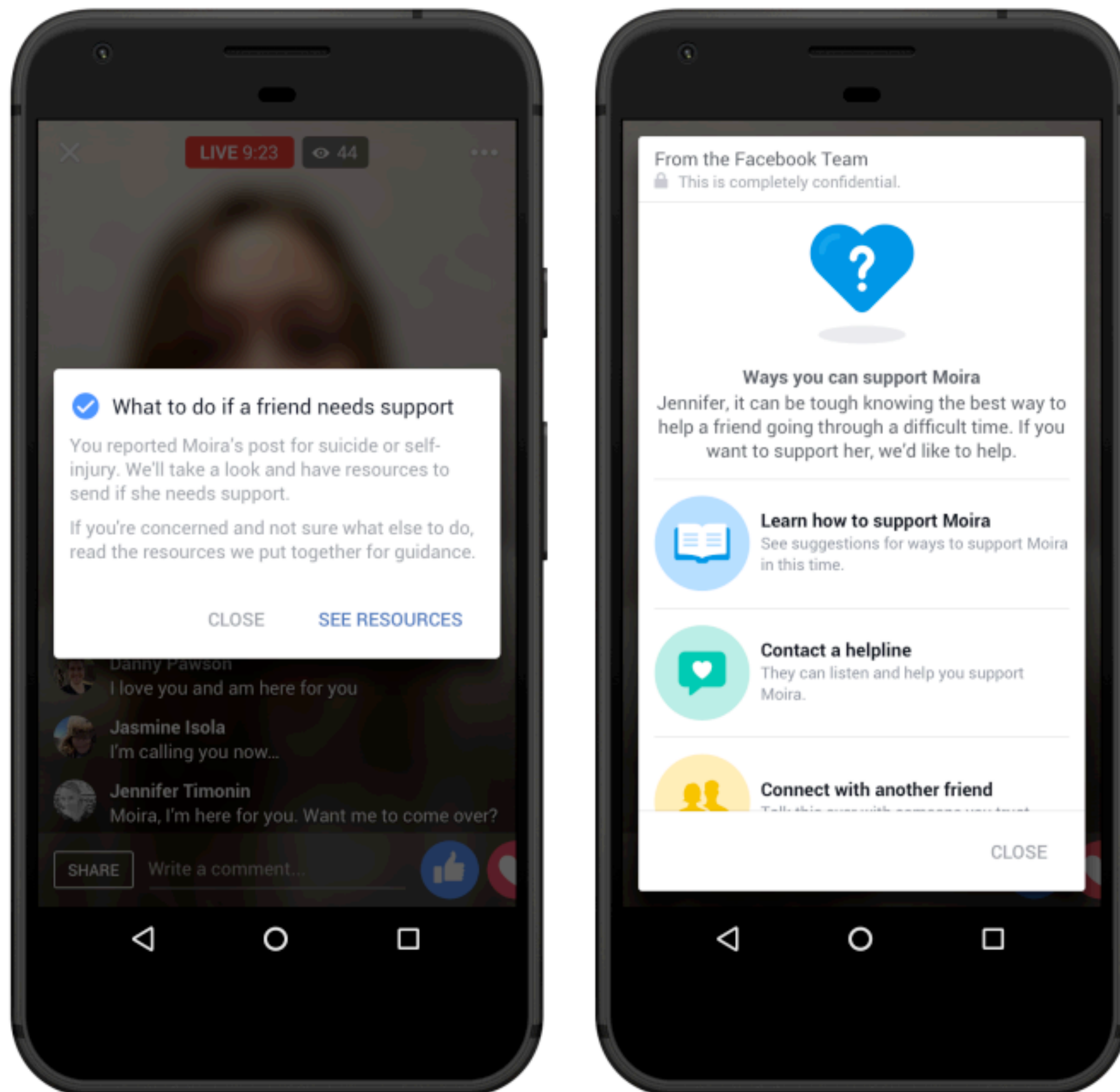
- Should AI chatbots be used more widely?
- Who could benefit from their increased use?
- What possible harms could arise?

Data Sharing

Crisis Text Line and Loris.ai

- When is it permissible to share sensitive data?
- Should trusted researchers be allowed access to anonymised data?
- Is it ethical for charities to commercialise data to help sustain their services?





Risk Assessment

Social Media

- Is it ethical for social media companies to identify users that are at risk of self-harm or suicide?
- What concerns are raised by the potential inaccuracies of machine learning algorithms to predict risk?
- How much responsibility do social media companies have to support vulnerable users?
- How should they exercise this responsibility?

Novel Technologies

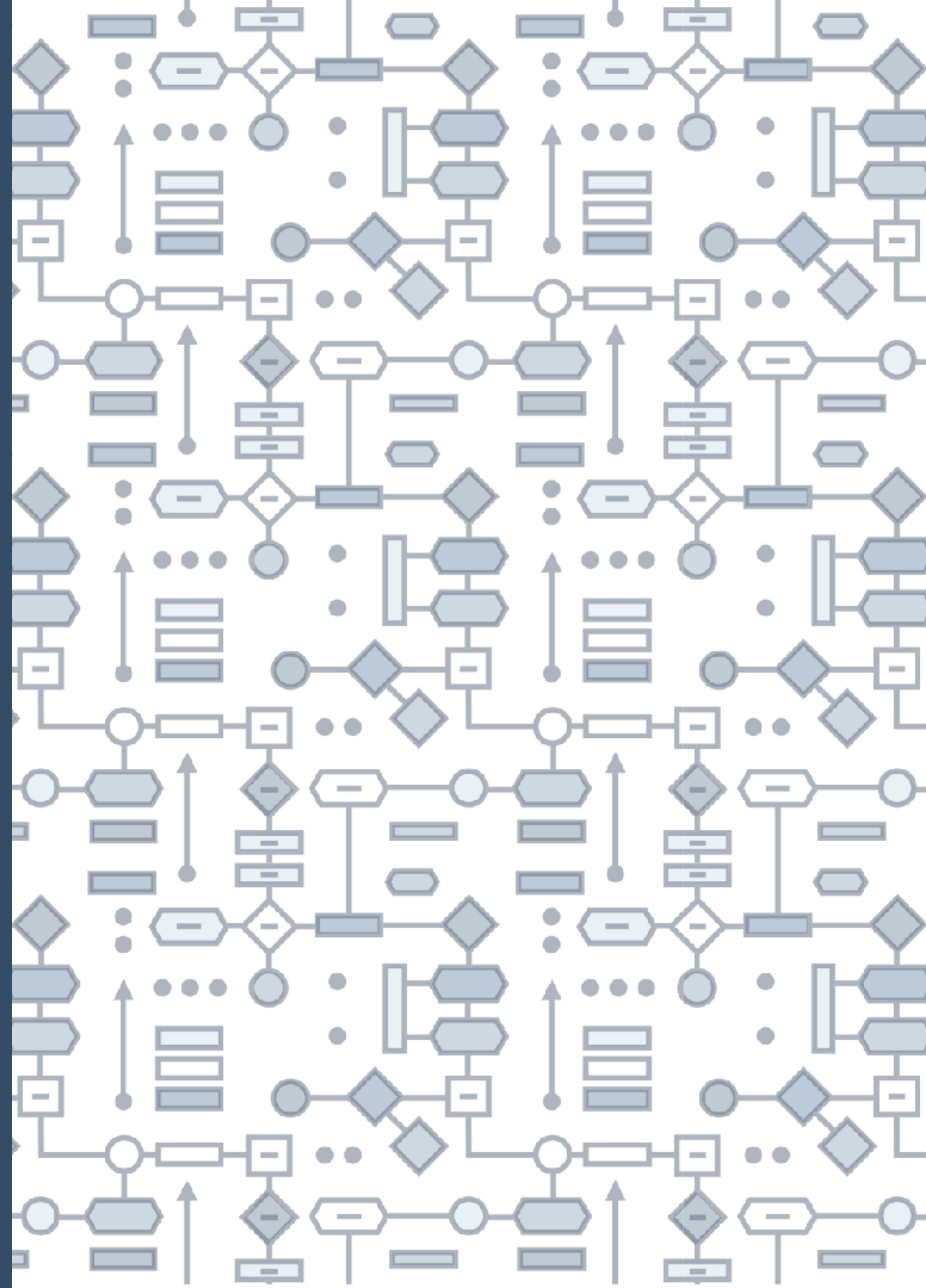
EEG Headbands

- How should research be conducted on new and emerging technologies in a responsible manner?
- Can children and adolescents meaningfully consent to participate in research studies?
- How should organisations determine who should benefit from a technology when resources are limited?



Section 3

Discussion: values and principles that matter to you





Activity 1

Discussion Topics

- ① Questions from slides
- ② List of ethical values and principles
- ③ Table of positive and negative uses

Presentation B

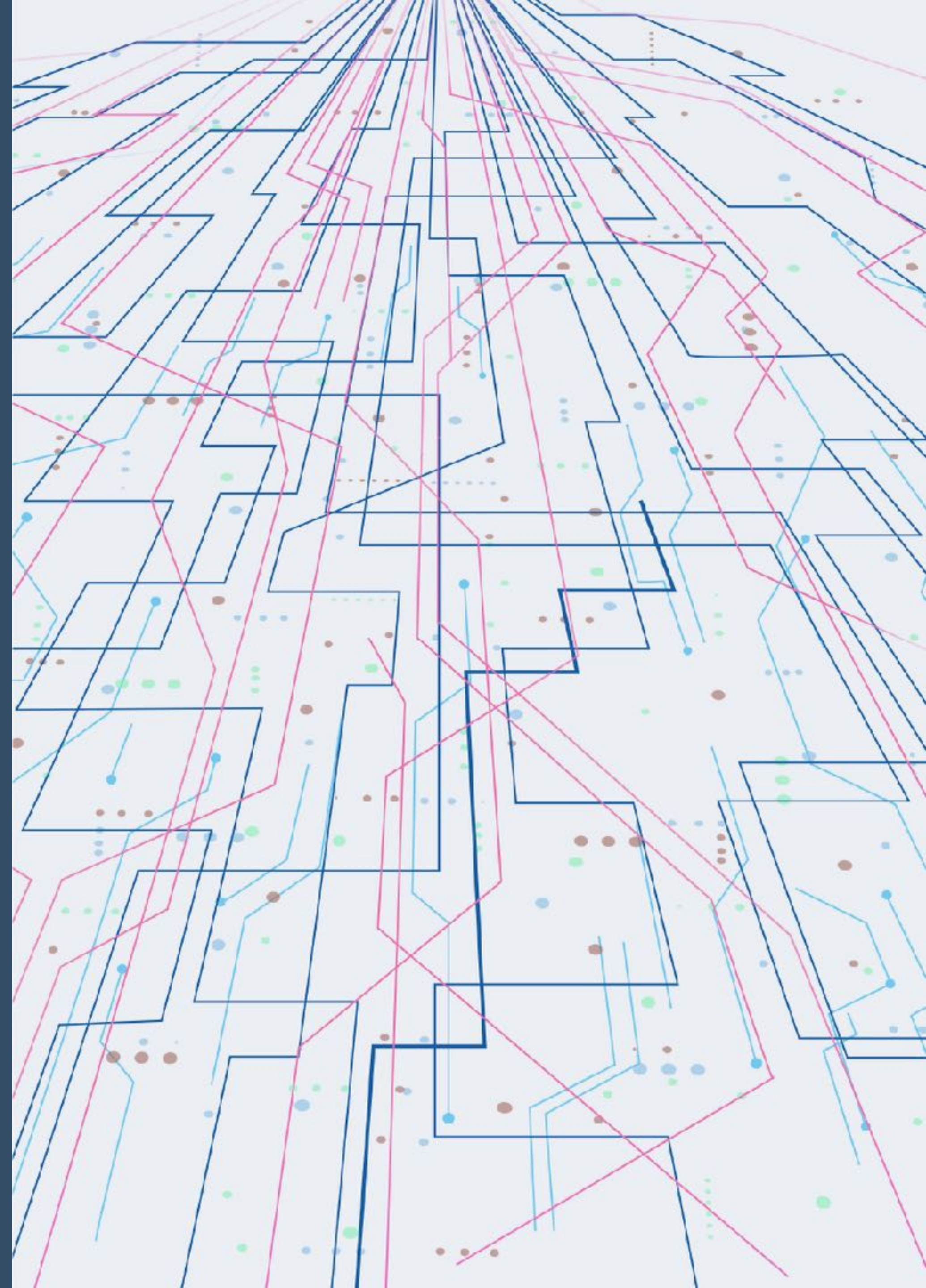
Overview

- ① Trust and Assurance
- ② Case Studies
- ③ Activity: evaluating claims



Section B1

Trustworthy Assurance

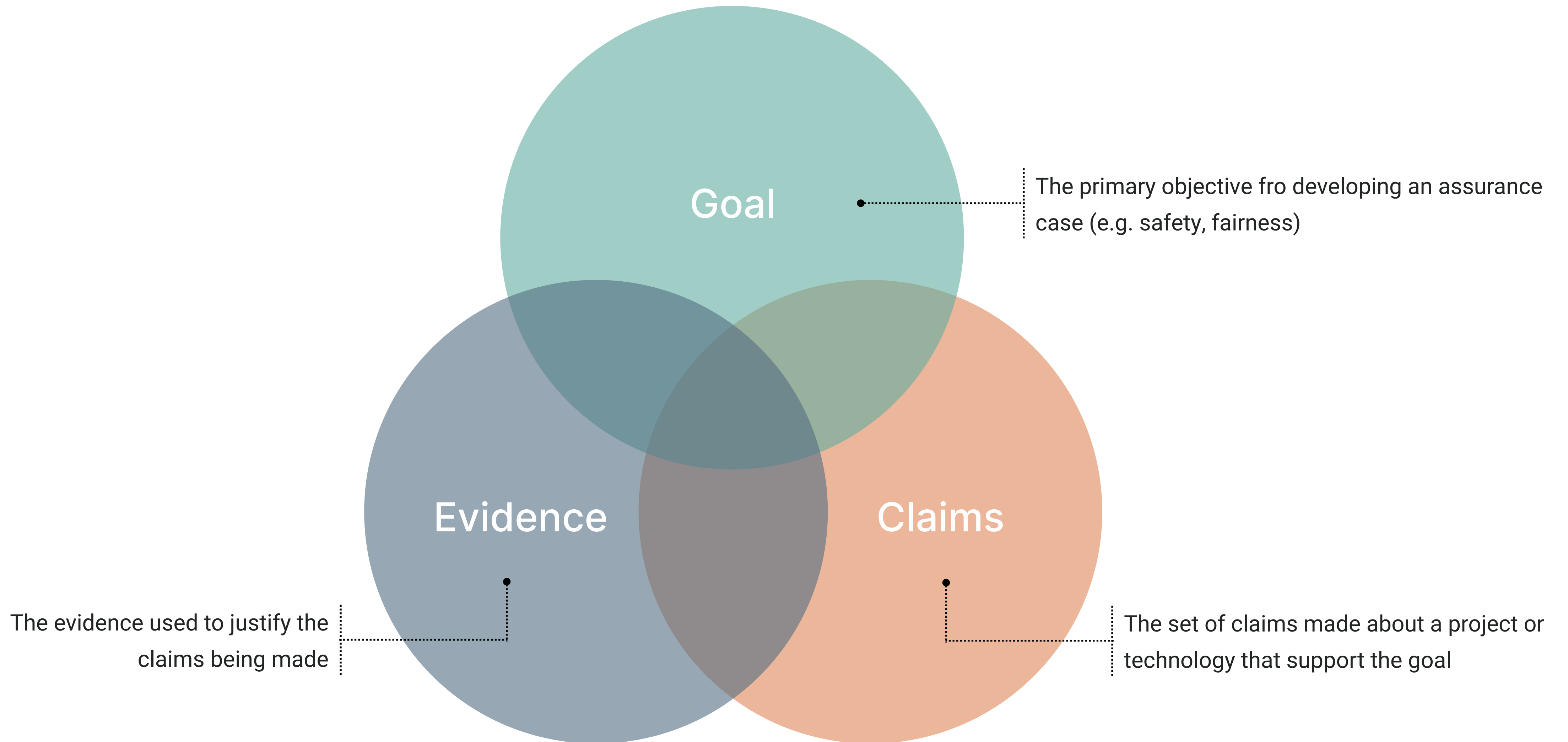


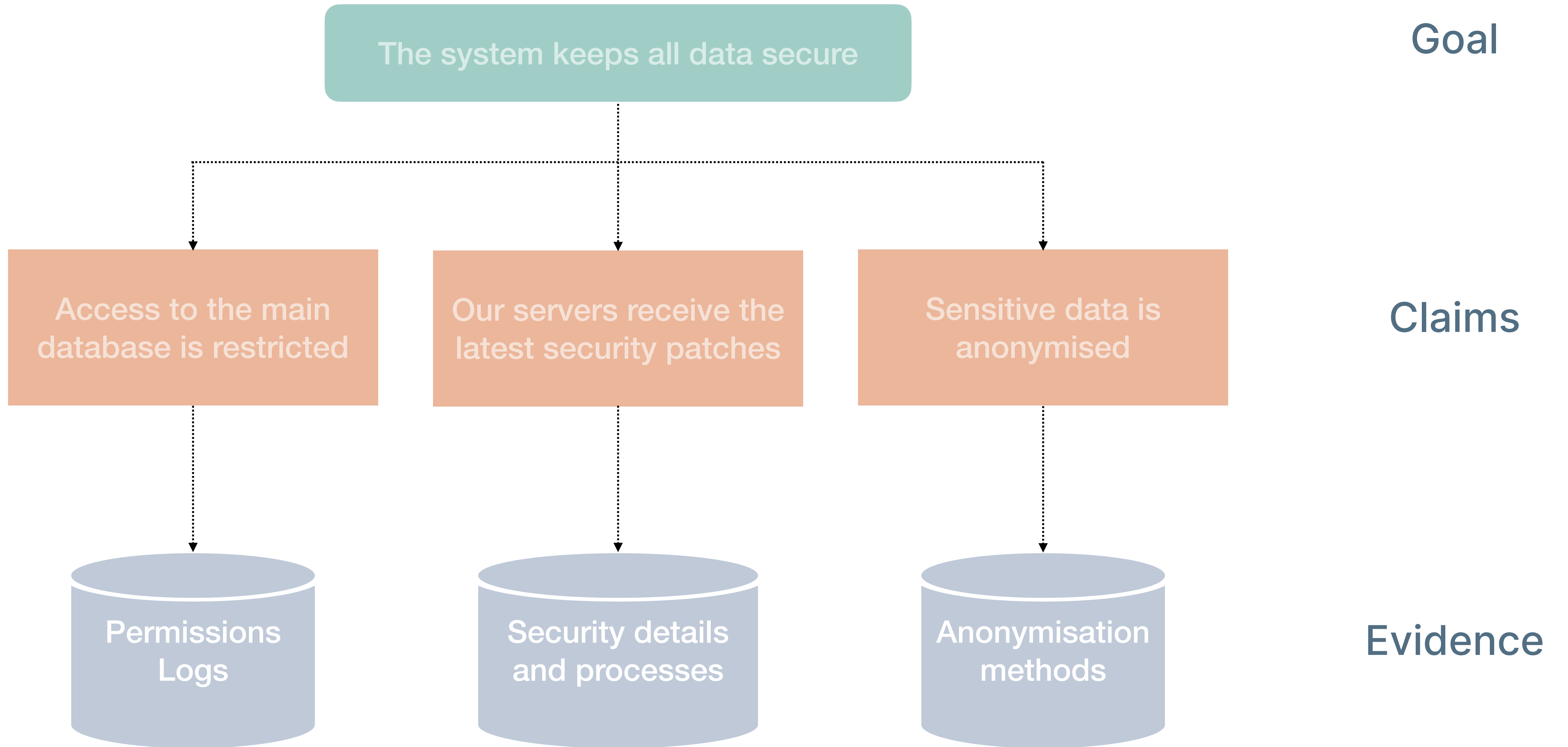


Methodology

Trustworthy Assurance

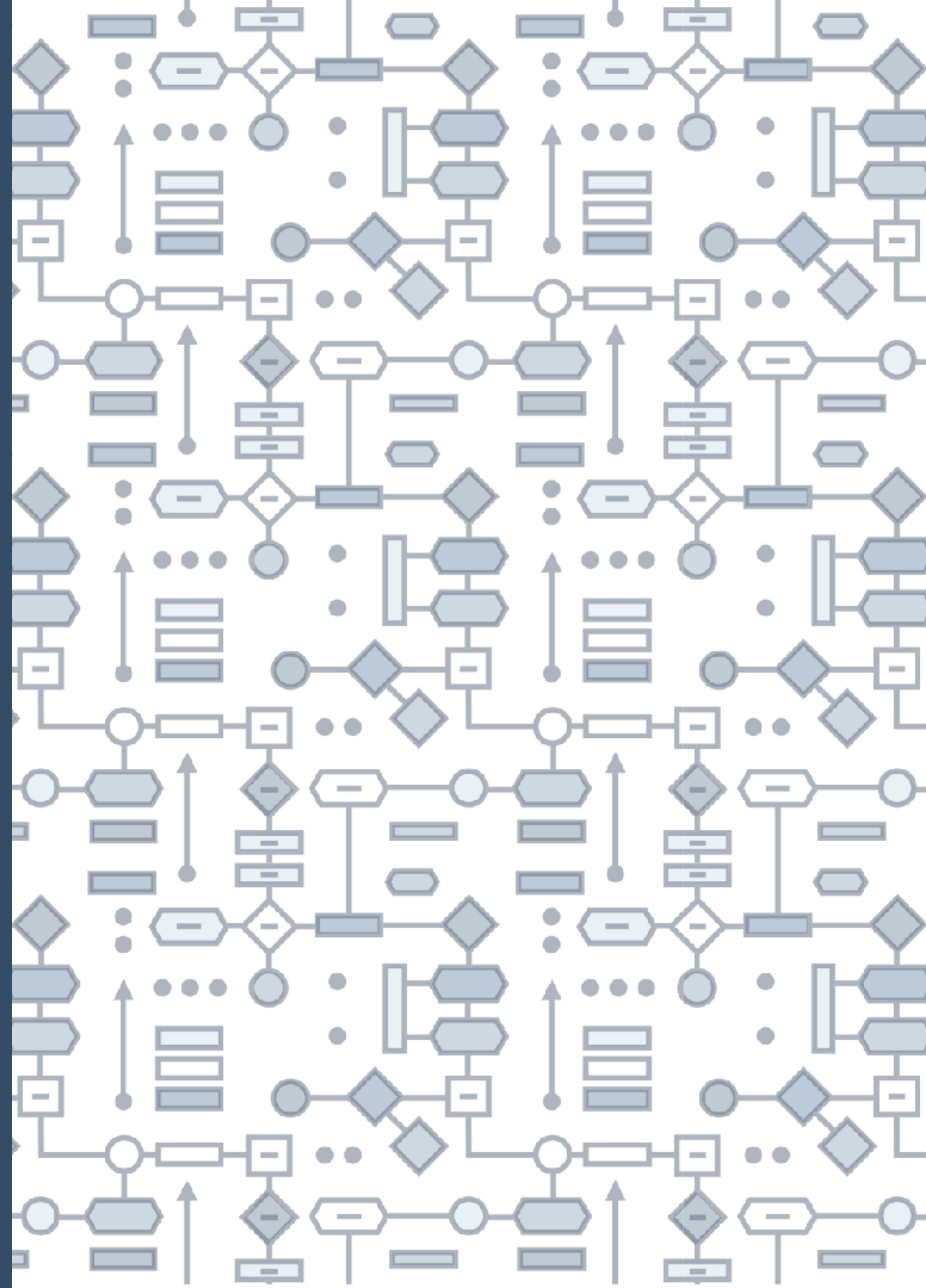
“Trustworthy assurance is a process of using structured argumentation to provide reviewable assurance that a particular set of claims about corresponding ethical properties of a system are warranted given the available evidence.”





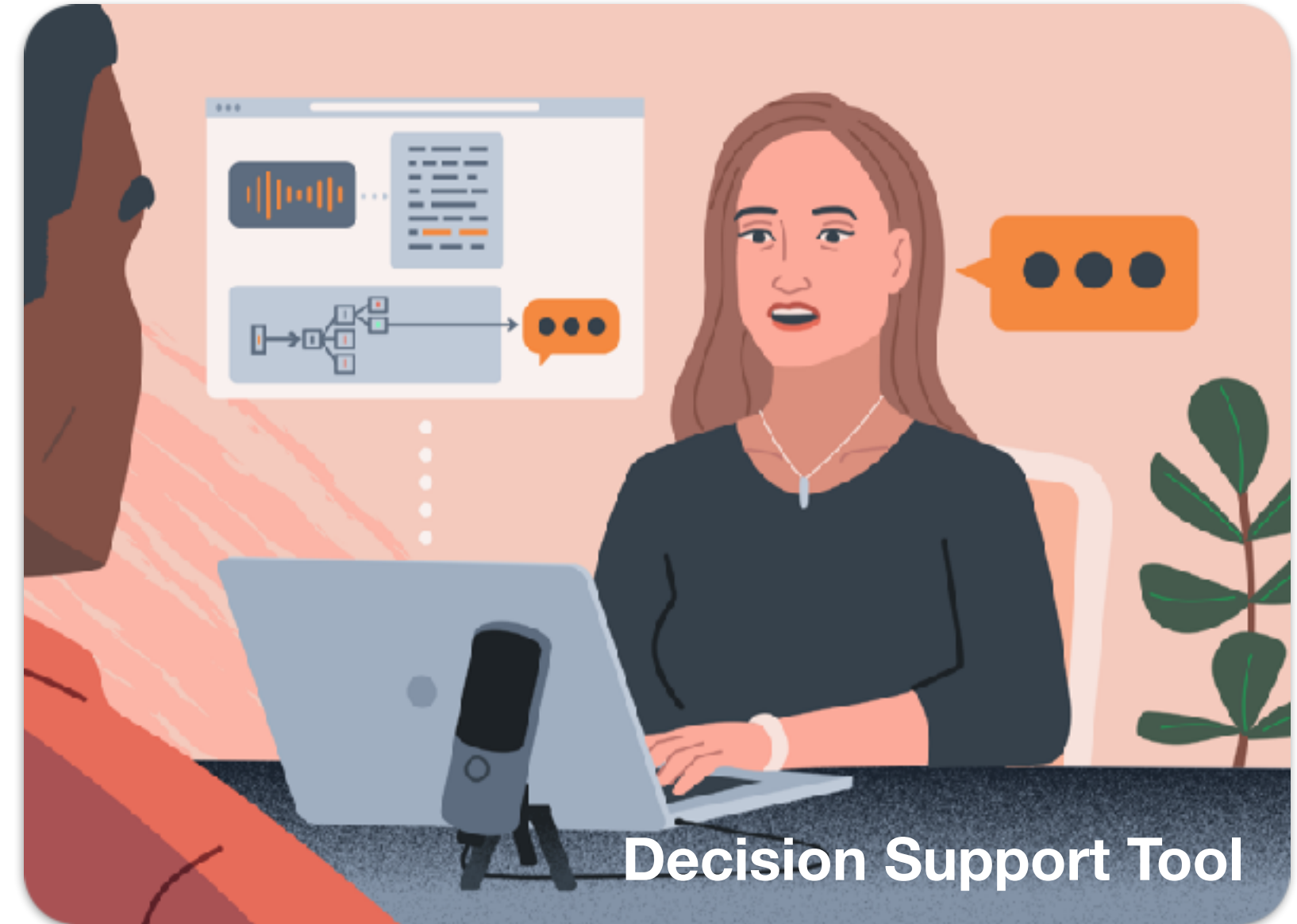
Section B2

Case Studies





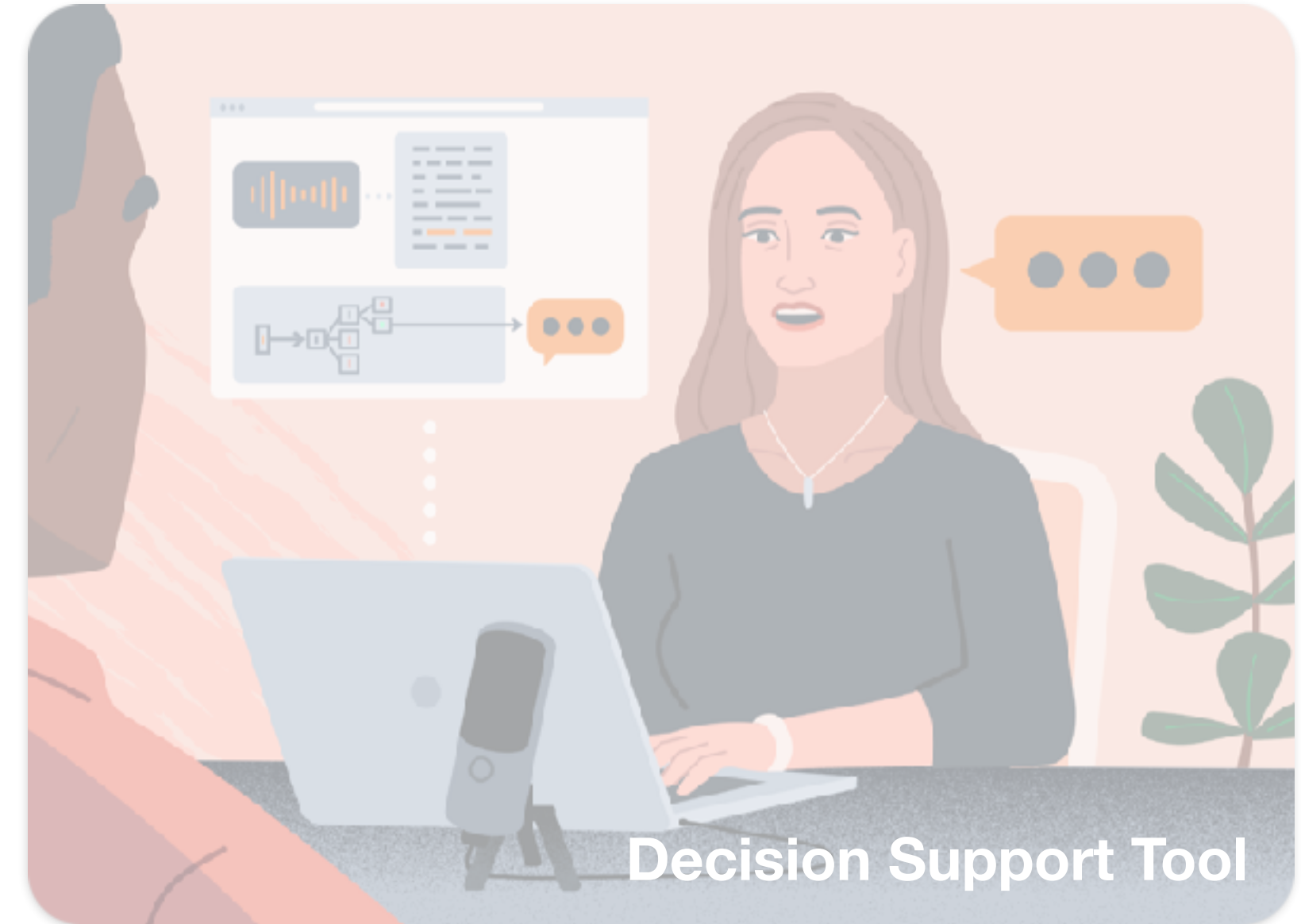
Peer Support



Decision Support Tool



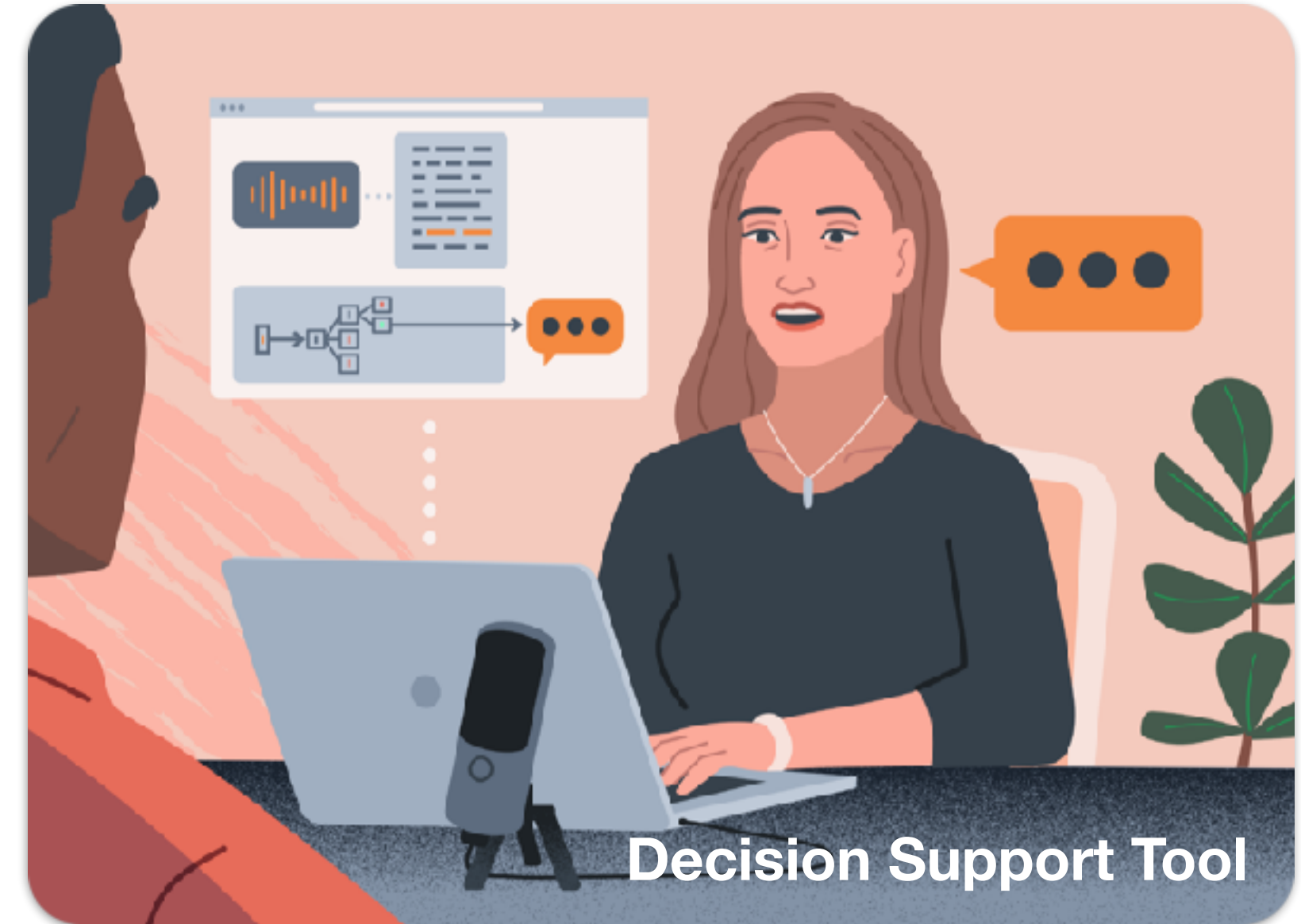
Peer Support



Decision Support Tool



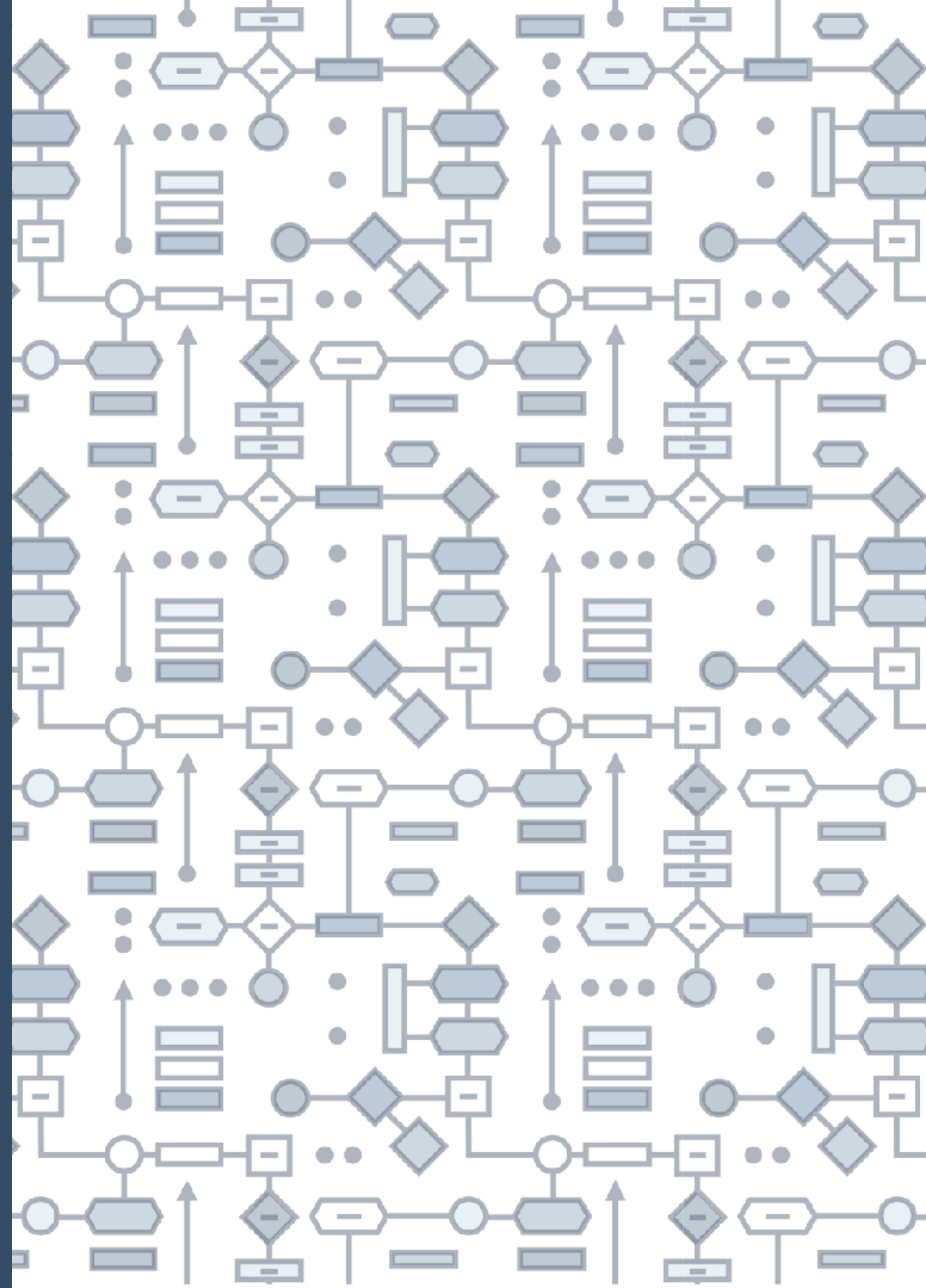
Peer Support



Decision Support Tool

Section B3

Activity: Evaluating Claims





Activity 2

Evaluating Claims

- ① Familiarise yourself with case study
- ② Review the claims being made
- ③ Answer the three questions

Thank you!