

IIMHL Exchange 2022 - eMental Health Match Summary

Name of Match: **eMental Health: Learnings From Post-Pandemic Implementations**
Location of Match: **Virtual**

1. Describe the purpose of the match (500 words):

The purpose of the match was to learn about international developments in eMental health. Attendees described their purpose for joining as; to network and create connections for further work and guidance, learn about international e-health innovations happening around the world, and share lessons, challenges and wins.

Prior to the match attendees expressed wanting to learn more about what other countries were doing, and what is happening in the eMental health innovation space. Attendees were interested to hear about how eMental health had been used throughout the pandemic, what new technologies exist around the world, how to get clinicians on board with digital approaches, and any challenges or pitfalls others had experienced that could be avoided.

The agenda of the match was thus set with this in mind, and aimed to include adequate time to connect and get to know other attendees, as well as invite attendees and some special guests to present on topics that the group expressed interest in learning about.

The purpose of the match therefore eventuated in being primarily to connect with other people working in eMental health around the world in order to a) build a professional network that can facilitate future collaboration and relationships, and b) learn from one another about what is working well, and what lessons others' have learned that may be transferable to ones own work.

2. Describe the leaders who participated in the match (for example, were some of them peers, youth, family/caregivers, practitioners, policy makers, clinicians? Were they from community settings, government, NGOs, clinical settings?): (Maximum 500 words)

The leaders in the match were from a wide variety of backgrounds and industries within eMental health. This included people from all 8 different countries, including 4 different states in the US. Attendee leaders working at the Government and policy level, NGO leaders, clinical practitioners, product innovators, academic researchers, students, system and service managers. The feedback from the group indicated that attendees thought it was a "good mix of all these categories" and a very engaging and informative group.

3. What do you see as the game changer for this match topic? (Game changer is defined as: a newly introduced element or factor that changes an existing situation or activity in a significant way.) (Max 500 words)

Different countries have adopted the role of digital technologies in varying ways post-pandemic, and this was discussed at length in the match. What has worked in various jurisdictions was not universally known to all IIMHL members, and so exploring the approaches and solutions implemented by others was a gamechanger in terms of gaining a greater understanding of what exists in eMental health around the world.

The match provided a safe and trusted space for people to have conversations about what has worked and what has not, and attendee feedback highlighted the collaborative and sharing spirit as opposed to any competitiveness.

Practical case studies from various countries were another gamechanger that helped evolve the level of thinking to a bigger scale e.g. London metro eMental health strategy, and eMental health accreditation framework by Canada. Such presentations stimulated a very productive and engaging conversation.

4. How will the match support inclusion, resilience and growth for this match topic and for the leaders who attended: (Maximum 500 words)

The match supported inclusion by involving attendees from a wide variety of backgrounds including different cultures and ethnicities, professions (e.g. policy and strategy, management, clinicians, students), lived experience and ages. The match sessions were also opened and closed with karakia, and match attendees were encouraged to bring any traditional or cultural elements to their introductions and the match agenda (e.g. land or indigenous peoples acknowledgements).

There was palpable exciting energy amongst the participants to harness the newfound sense of community of interest and growth was achieved in terms of sharing, learning and collaborating. Attendees shared their own experiences and expertise, followed by in depth discussions to allow optimal learning by all attendees. This sharing of ideas and perspectives allows growth in attendees' knowledge of eMental health, and also growth in professional networks.

Two stand out conversations were held relating to inclusion; 1) How do we make eMental health accessible for the deaf/hard of hearing community? And 2) how do we integrate an Anti-Racism and Anti-Oppression (ARAO) lens in eMental Health? Both of these two topics have been taken forward as an ongoing extension of the match.

A discussion was held at the end of the match identifying the ways in which the momentum from the match can be sustained moving forward, and how as a group the leaders who attended can stay in touch, collaborate with each other, and continue to grow the eMental health domain.