



Building better care connections:

Establishing  
trust networks in  
AI mental healthcare

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# Inkstergram



# Mental Health – Global Burden

- Depression is the leading worldwide cause of disability and ill health <sup>1</sup>
- By 2030 mental health is predicted to be the leading global disease burden <sup>1</sup>
- 50% of mental illness in adult life starts before age 15 and 75% by age 18 <sup>2</sup>
- children and young people in the poorest households three times more likely to have a mental health problem than those growing up in better-off homes. <sup>3</sup>
- Shortage of mental health professionals globally: for India's 1.3 billion population there are ~5000 psychiatrists. <sup>4</sup>
- lengthy waiting times, difficulty getting the right care.

# The Challenge

## Trust, Psychiatry & Mental Health

- The top ten pharmaceutical companies in the Fortune 500 make more money than the other 490 companies combined <sup>1</sup>; marketing packaged as science?
- Stigma; not related to neuropathology; medical specialties and public discredit psychiatry
- Healthcare system breaches, opportunistic malware/ransomware; poor security, data protection compliance in health apps
- Charities acting without consent: monitoring data for mental health or selling user data

(1) <https://www.psychologytoday.com/us/blog/the-roving-psychologist/201109/has-psychiatry-been-corrupted-beyond-repair>

# The Challenge

## AI brings new problems of trust...

- Hashing, manipulation and emotional contagion
- Discrimination / disadvantage
- Danger of using off the shelf app not anchored in clinical guidance/evidence base / failure to monitor critical information (in person examination)
- Generating false labels and questionable diagnostic accuracy

...along with tremendous potential for helping people





## The Solution

- To identify where trust has broken down and where it still exists.
- Create a paradigm shift in AI mental healthcare fundamentally built on trust, autonomy and transparency across sectors.

“You cannot solve a problem from the same consciousness that created it. You must learn to see the world anew.”



# Stage 1: “Trust Networks” Scoping Report

Digital Innovation in Mental Health Conference,  
London, UK (17 – 18<sup>th</sup> July 2018)

- Trust Hackathon
- Roundtable Meeting

The background of the slide is a complex network graph with numerous nodes and edges. The nodes are represented by small colored circles in various colors like green, blue, red, and purple. The edges are thin grey lines connecting these nodes. In the top right corner, there is a solid orange rectangular bar with a thin white vertical line on its left side.

## Stage 2: Scoping Survey & Analysis

- Contributors and survey developers will use the outcomes generated by the “Trust Networks” Scoping Report to help identify key questions centred around trust in AI mental healthcare from multiple perspectives, which will be used to inform a global Scoping Survey.
- Analysis and dissemination will follow.





## Stage 3: Paradigm Shift

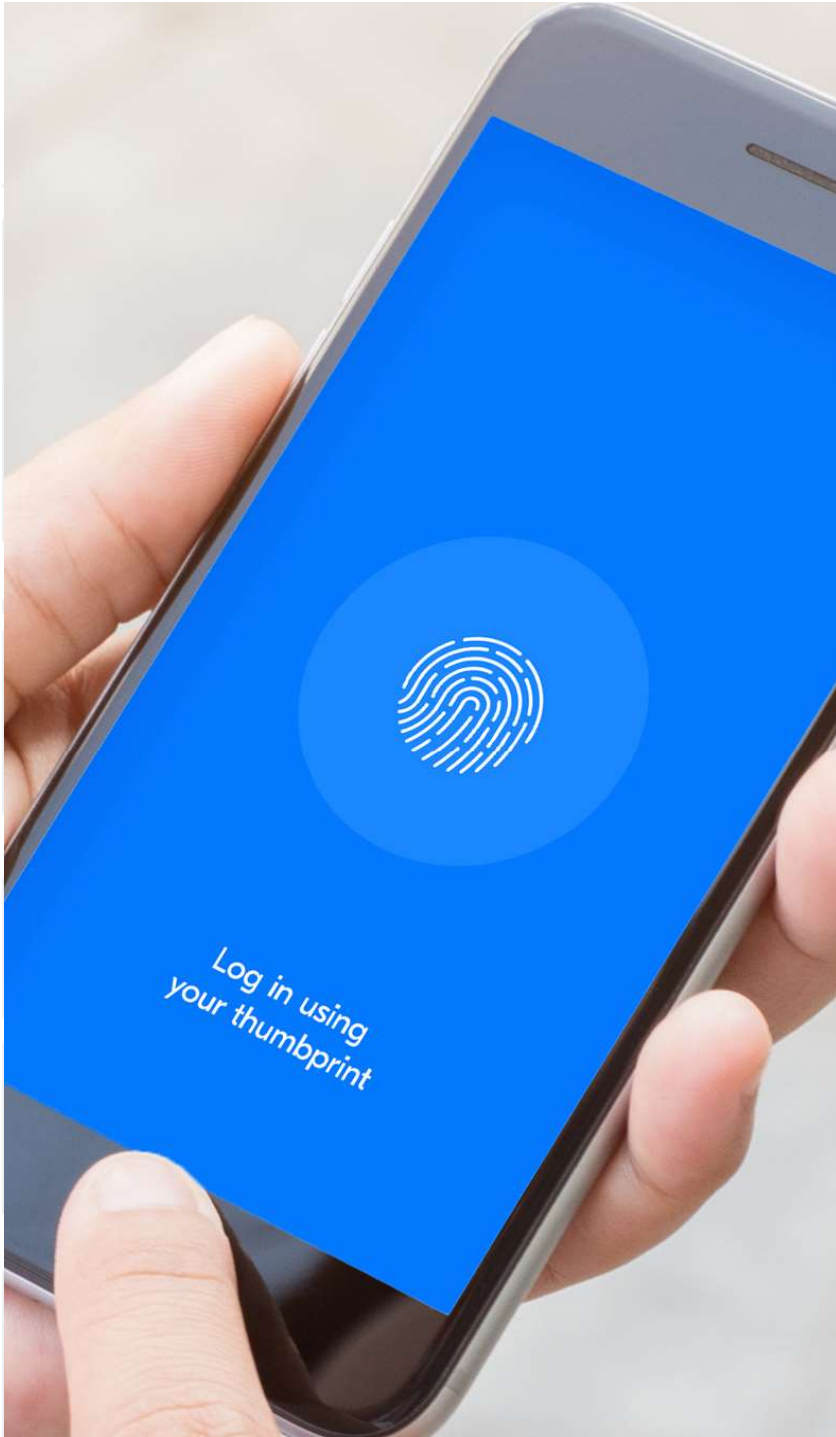
- The aim of the Stage 3 meeting is to establish a new practice model for AI mental healthcare centred around trust, which allows for maximising existing trust and repairing damaged relationships amongst different stakeholders across sectors
- Make evidence-based recommendations
- Emphasise the importance of bridging online-offline experiences, giving people the power to build their communities, combining AI, social media, technology and pioneering methods in social psychiatry...

# Digital Social Prescribing



Inkster  
2018

- Behaviour modification in **trusted environments**
- Using AI to help **match** existing social spaces with better community referrals
- Digitising **community resilience** strategies
- incorporating treatment capabilities in hospital settings and **social recovery** monitoring in the community



*"The most exciting breakthroughs of the 21st century will not occur because of technology but because of an expanding concept of what it means to be human."* John Naisbitt

## Confirmed Public Partners:

- *The Lancet Psychiatry*
- *AI & Society: Knowledge, Culture and Communication*
- It's OK To Talk, India
- Department of Global Health and Social Medicine, Harvard University, USA
- All-Party Parliamentary Group & The Royal Society of Public Health, UK
- Wellbeing Technologies Lab, The University of Sydney, Australia



# EQCLINIC AN ONLINE PLATFORM FOR IMPROVING MEDICAL COMMUNICATION

<http://eqclinic.poscomp.org>

- an online platform developed to provide medical students with greater access to simulated patients. The EQ Clinic enables students to practice their consultation skills and receive feedback from simulated patients and teaching staff. EQ Clinic provides feedback about students' non-verbal communication during their consultations.
- “A web-based telehealth training platform incorporating automated non-verbal behaviour feedback for teaching communication skills to medical students: a randomised crossover study”. Liu C, Lim R, McCabe K, Taylor S, Calvo RA. Journal Medical Internet Research. Vol 18, #9 (2016).