



UNIVERSITY OF  
EASTERN FINLAND



# ChatPal-hanke: Mitä opimme?

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Itä-Suomen yliopisto, Hoitotieteen laitos





Northern Periphery and  
Arctic Programme  
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EUROPEAN UNION

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European Regional Development Fund

**ChatPal**   
Digital Wellbeing Conversations



# ChatPal-chatbotti mielenterveyden edistämiseen ja tukemiseen

- Kansainvälinen hanke
  - Pohjois-Irlanti, Irlanti, Ruotsi, Skotlanti ja Suomi
- Monikielinen chatbot (englanti, ruotsi, suomi ja gaeli)
- 1.10.2019-30.9.2022





# Harvaan asutut alueet ja niiden mielenterveyspalvelut







# Methods

- We have designed the content of ChatPal **in collaboration** with mental health professionals, mental health service users and university students and staff.
  - All development work is done in five different countries and with **four different language versions.**
  - The chatbot is based partly on the needs analysis workshops carried out in the project and is based on the **idea of positive psychology.**
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# Content in ChatPal

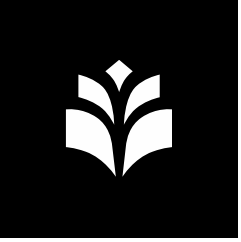


- ✓ Information about mental and physical health
  - ✓ Diaries
  - ✓ Mental health scale
  - ✓ Mood logging
  - ✓ Coaching, education & training
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# Kehitys on nopeaa...





# Digital Mental Health: New Possibilities

## Improved Access to Care

Digital tools provide mental health support to remote areas and reduce wait times for individuals with mobility limits.

## Early Detection and Intervention

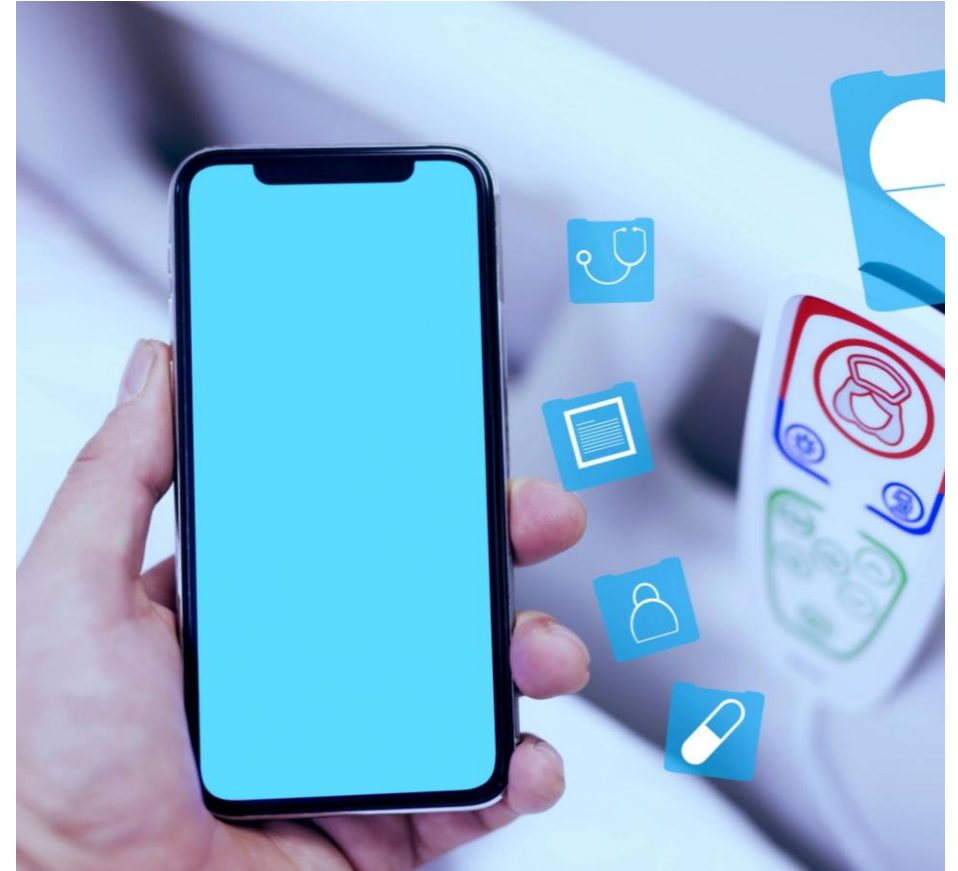
Continuous monitoring and screening help identify mental health issues early, enabling proactive care.

## Personalized Support

Customized tools tailor mental health care to individual needs and preferences.

## Scalability and Cost-Effectiveness

Digital solutions allow broad distribution of evidence-based interventions without straining clinical resources.



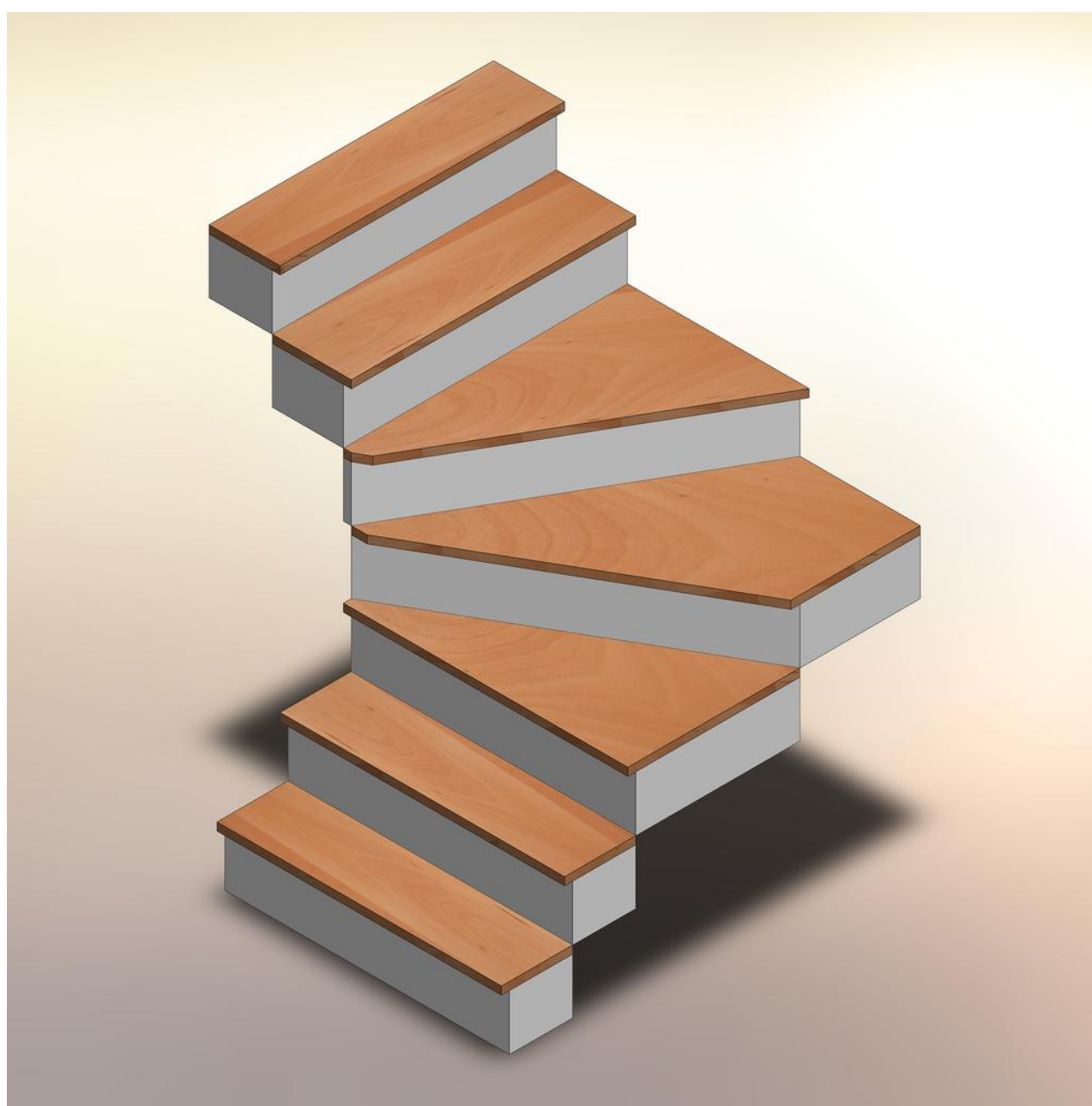


- Keskustelevien viestintäsovellusten avulla voidaan helposti tarjota näyttöön perustuvaa tietoa mielenterveydestä
  - Eniten sovelluksia on kehitetty stressin sekä ahdistus- ja masennusoireiden helpottamiseen
  - Käyttäjien suhtautuminen sovelluksiin myönteistä, mutta myös heikkouksia ja kehityskohteita raportoitiin – **INTO LOPAHTAA**
  - Tekoälyä käytettiin rajoitetusti (käsikirjoitetut keskustelupolut) – **ENTÄ NYT?**
  - Tutkimus aiheen parissa alustavaa, ja käytössä oli paljon eri menetelmiä ja mittareita
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## Digitalisation and mental health - threat/problem or opportunity?







# When developing digital mental health systems...

Understand the cultural differences

Translation of the language is not enough

Try to get the best possible technical platform

Specify the user group

Secure the continuity

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# Ethical Considerations

- Artificial intelligence (AI) will have (a massive) effect on (mental) health care – do we understand how?
  - Privacy and data protection
  - Who is in charge if something goes wrong?
  - Compassion simulation vs. real compassion
  - AI is a tool, not a replacement
  - Can AI ever offer tailored and individual support? There is magic in face-to-face moments
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**Kiitos!**

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