Designing Peer-based Supportive Chat Tools for Mental Health

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Investigating the needs and values of peers with mental health issues. Peers sketched novel tools that would help them to enhance autonomy, safety, and accessibility while giving and receiving support.

Prototyping a supportive chat tool called Chatback. The tool is designed to facilitate safe and effective support using evidence-based cognitive, motivational, and empathy skills.

Evaluating Chatback versus open chat. A 2-week mini trial (82 chats) revealed that Chatback produces greater relief in troubling mood in half the time, compared to open chats. Six of 8 people who tried both preferred Chatback.