

WEBINAR



# Digital Mental Health and Psychosocial Support

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## DIGITAL MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

### CHALLENGES AND BEST PRACTICES IN THE RCRC MOVEMENT



## Before we start...

- Is it ok if we record the session for later use
- Please put your contact information into chat:
  - Name
  - Function / Role
  - Organization
  - E-Mail
- Please raise your hand or write to chat if you have questions
- Webinar in French (date tbd)

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## Agenda

1. The framework: MHPSS Roadmap & Digital MHPSS Pledge
2. Good practice in the RCRC Movement
3. Results from LSE report on Digital MHPSS in the RCRC Movement: Challenges with digital pathways
4. Panel discussion on challenges and ways to overcome them
5. Recommendations from LSE Consultancy team
6. Wrap up and next steps

9/5/2022

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# The framework: MHPSS Roadmap & Digital MHPSS Pledge

Croix-Rouge suisse  
Schweizerisches Rotes Kreuz  
Croce Rossa Svizzera 

## MHPSS Roadmap for Implementation 2020 - 2023

### PAA Workgroups

1. Guarantee a basic level of psychosocial support and integrate mental health and psychosocial support across sectors
2. Develop a holistic MHPSS approach between Movement components and in collaboration with other actors
3. Protect and promote the mental health and psychosocial well-being of staff and volunteers
4. **Demonstrate the impact of MHPSS interventions through research, evidence, monitoring and evaluation**
5. Strengthen resource mobilization for MHPSS in humanitarian response & mobilize political support for MHPSS – humanitarian diplomacy and advocacy



## Priority Action Area 4 - Workgroup

Demonstrate the impact of MHPSS interventions through research, evidence, monitoring and evaluation



Expected output  
by 2023



Innovative approaches **including digital interventions** have been developed, tested, documented and shared to inform learning and promote good practice

## Pledge

Digital MHPSS  
Pledge  
2019-2023

- Raise awareness and provide a readily available introduction to the spectrum of digital MHPSS and relevant use cases.
- Make efforts to assess and integrate the structural needs for the scalable integration of digital MHPSS within various existing structures of the RCRC Movement.
- Provide practice-oriented, accessible guidelines for the effective and efficient implementation of digital MHPSS initiatives at a local and global level.

**Open for signature for interested NS!**





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# Sharing from Australian Red Cross



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# Sharing from New Zealand Red Cross

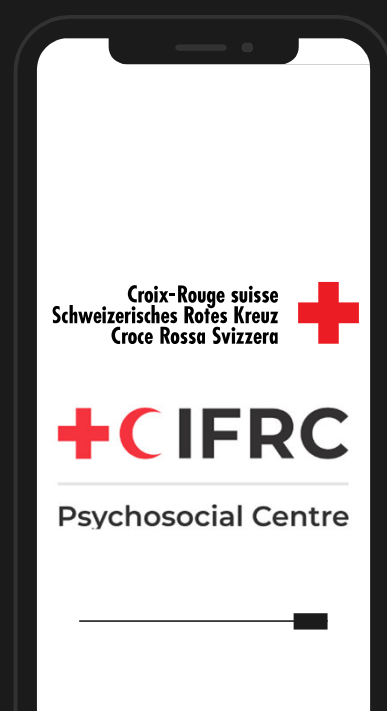


# Sharing from Boblberg



How can the IRCRCM effectively leverage  
**digital technology** to improve  
Mental Health and Psychosocial

Support?  
REVIEWING CHALLENGES  
& IDENTIFYING SOLUTIONS



# Methodology



ONLINE RESEARCH

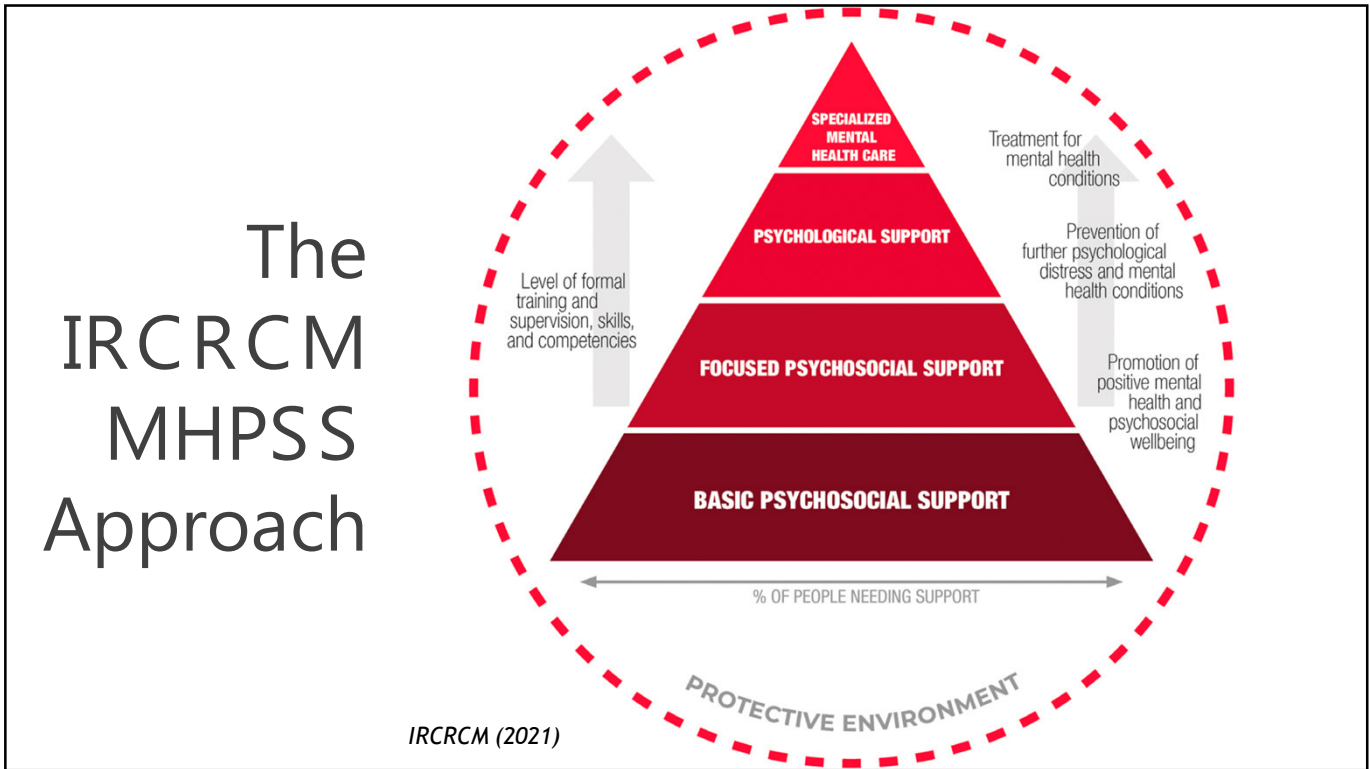
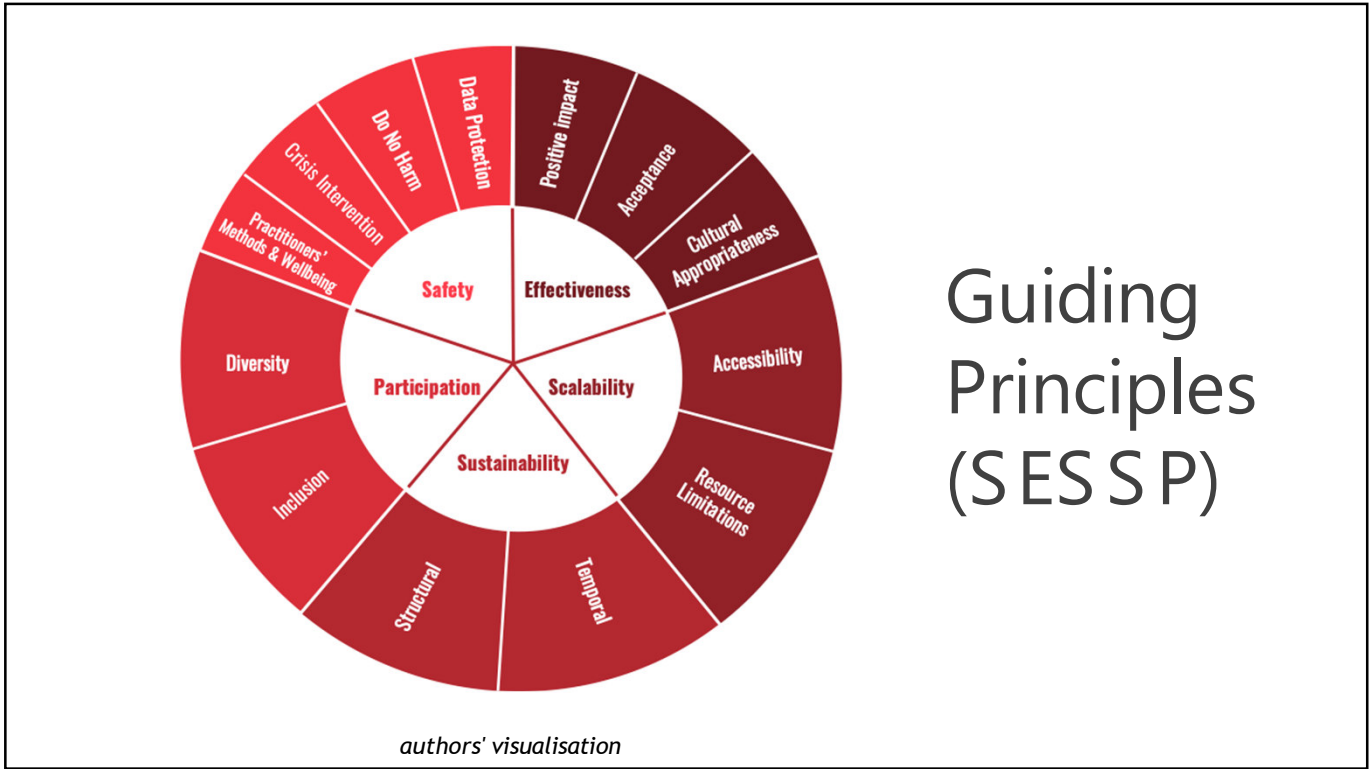


EXPERT INTERVIEWS



LITERATURE REVIEW









# Challenges



## Data Protection



- Confidentiality and Anonymity
- Commercialisation of Data

I.

## Safety Do No Harm



- Unintended Harm

## Crisis Intervention



- Ensuring sustained contact with service user



## II.

# Effectiveness

Positive impact

Acceptance

Cultural  
Appropriateness



- Evidence base



- User Engagement



- Adapting Codes
- Tailoring



## III.

# Scalability

Accessibility

Resource Limitations



- Structural Barriers
- Social Barriers
- Political Barriers
- Individual Barriers



- Funding
- Expertise
- Time



IV.

# Sustainability

Temporal Sustainability

Structural Sustainability



- Limited financial and human resources



- Limited embeddedness



V.

# Participation



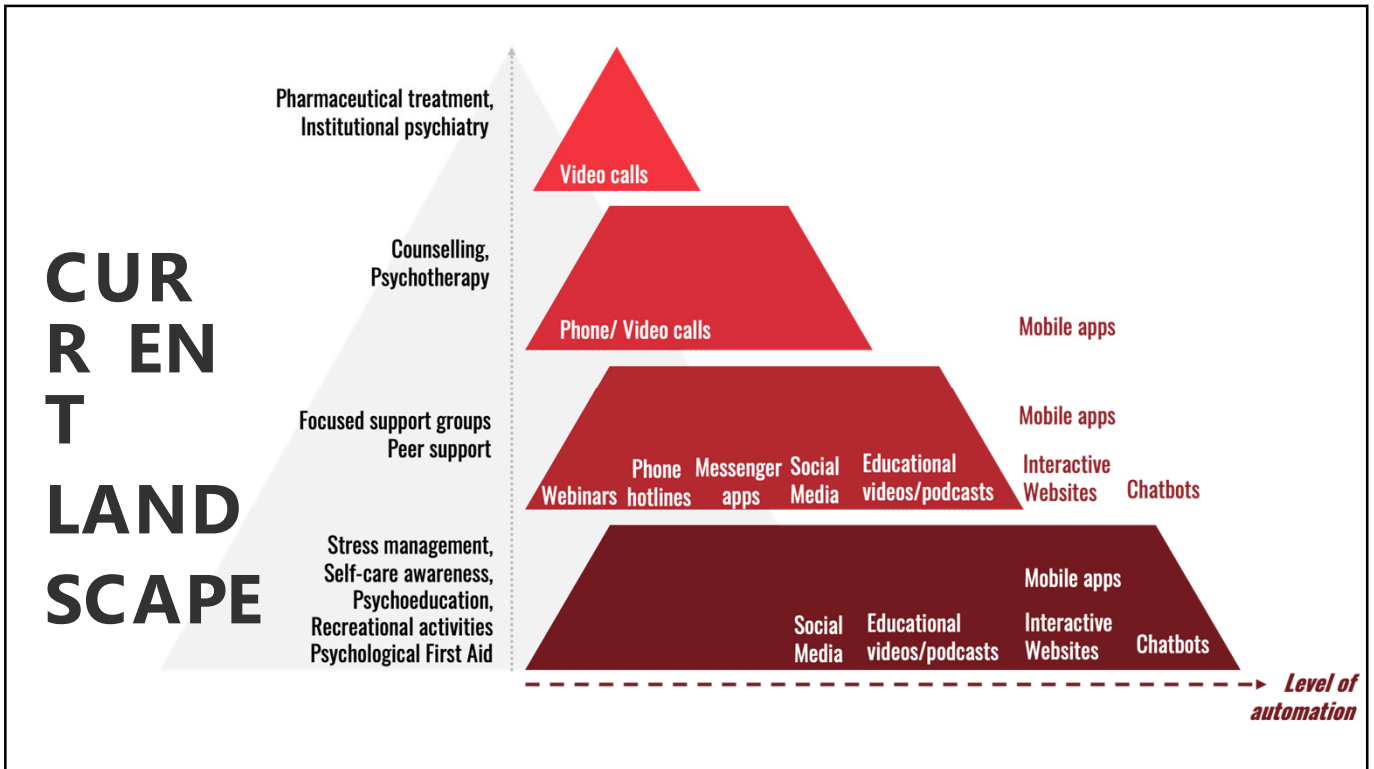
Retaining Users



# Panel Discussion - Challenges and Solutions



# Recommendations



# Recommendations

1

Collect & leverage data

2

Favour hybrid models

3

Adapt available digital tools

# Recommendations

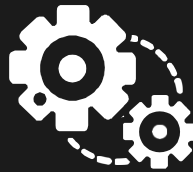
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**Engage** in principled partnerships



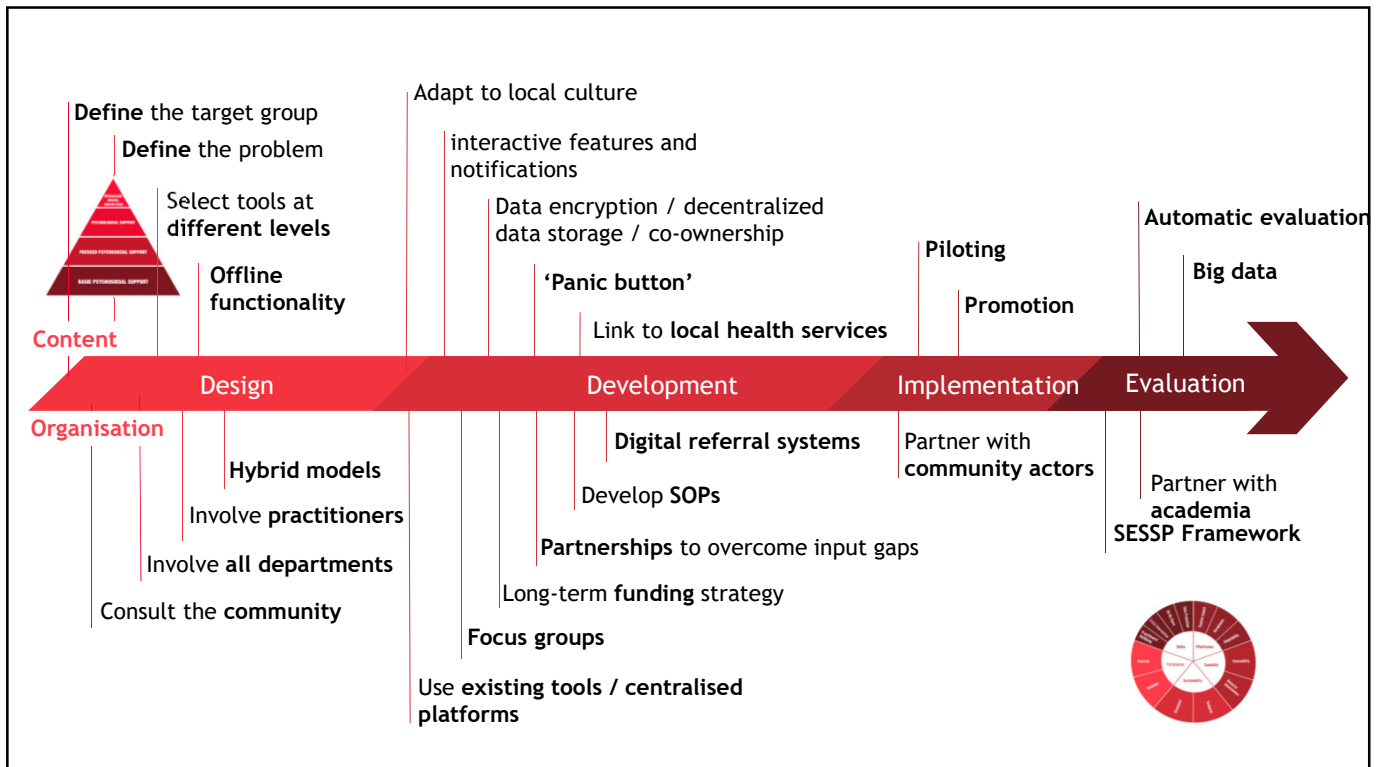
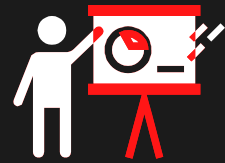
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**Build** synergies with local structures



6

**Increase** offers in digital training, SOPs, and supervision for practitioners



# Conclusion

- Digital tools can help overcome the MHPSS provision gap
- Hybrid models appear best for most uses
- Digital technologies can be used in the entire process
- In the long-run the best solution is increasing training of specialised staff
- Practitioners face important practical challenges

Thank you for  
your attention!



# Next steps

## Implementation of MHPSS Roadmap & Digital MHPSS Pledge

Digital MHPSS  
Workgroup



### Development of a common Strategy for sustainable MHPSS Tech products

- Business models (e.g. open source software)
- Integration of existing structures (e.g. MHPSS hub)

### Sounding Board for CoP

- Assessment of needs / requirements for MHPSS Tech products
- Models for successful services (good practice)
- Development of Framework for Guidelines (based on: LSE, Robin Mays, Australian RC Problem Solver's Toolkit, DRC Innovation Management Guide/Toolkit, American Red Cross)
- Coordination of CoP



## Implementation of MHPSS Roadmap & Digital MHPSS Pledge

### Digital MHPSS Workgroup



#### Capacity Building

- Based on guidelines and requirements
- Sensitise and empower RCRC NS

#### Facilitating

- Providing resources (e.g. software, content)
- Providing guidance (helpdesk?)

#### Communication

- Networking/Mobilization of participants for CoP
- Reporting

## Implementation of MHPSS Roadmap & Digital MHPSS Pledge

### Community of Practice

#### Network based approach to Digital Products and Services

- Collaborative development of guidelines/guidance for digital products and services
- Co-create, co-learn, skillshare & document digital MHPSS products and services
- Collect/Map good practices
- Maybe: Collaborative development of products and services (e.g. software)

#### Objectives:

- Create better digital MHPSS services
- Bring tech to vulnerable communities in different contexts and regions (translation to local needs)
- Help bridge the gap between tech-people & MHPSS-practitioners

## Next steps

### Form of Engagement

- Co-signing the Digital MHPSS Pledge: before 15.9.2022
- Signalise commitment to Digital MHPSS Workgroup: before 15.9.2022
- Kick-off Meeting English/Spanish/French: 6.9.2022, 15h30-17h00 CEST → please spread
- First Digital Work Group Meeting: 27.9., 13h30-15h00 CEST

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Schweizerisches Rotes Kreuz  
Abteilung Gesundheit und Entlastung

**Thank you!**