

Headspace Case Study

Headspace, Australia's national youth mental health foundation, faced significant challenges in collecting and reporting data from services provided at its centers across the country. The need to measure and quantify the impact of these services on young people was paramount, requiring a flexible data collection application. This case study explores how Headspace addressed these challenges by implementing the Headspace API (hAPI) system, highlighting key metrics and outcomes.

Challenges

- Headspace encountered several challenges in effectively managing data collection and reporting
- **Complex Data Collection:** The organization needed a system capable of handling intricate data collection processes, including the ability to add, edit, and delete survey data with precision.
- **Program Diversity:** With various programs tailored to different demographics and needs of young people, Headspace required a solution that could accommodate diverse survey types for different programs.
- **Custom Development:** Avoiding complex custom development was crucial. Headspace sought a solution that would allow the creation of new programs without extensive technical intervention.

Solutions

- **Profile Management:** The system facilitated the management of young people's profiles, including demographic and work-related data collection.
- **Customisable Surveys:** Different surveys developed specifically for different services by creating different question types with conditional logic to hide or show based on various factors such as visit numbers
- **Fine-Grained Access Control:** Role-Based Access Control (RBAC) ensured that service providers could interact with the system based on their roles, enhancing data security.
- **Program Management:** hAPI allowed the creation and management of different programs across Headspace centers nationwide, enabling young people to enroll in various programs based on their needs.
- **Dashboards and Reporting:** Comprehensive dashboards and reporting metrics provided insights into surveys and services, enabling informed decision-making.

Solutions

- **Service and Session Management:** The system facilitated the creation and management of services and sessions between service providers and young people, streamlining appointment scheduling and management.
- **Survey Management:** Headspace could create and manage surveys related to young people and their families, ensuring timely data collection and analysis.
- **Data Integrity and Versioning:** Customizable validation rules and data versioning mechanisms ensured data integrity and allowed for the evolution of survey data models without affecting historical data.

Key Metrics



Headspace Centres

Approximately 155 centres across Australia implemented hAPI, ensuring nationwide coverage



Surveys Completed

Over 13.5 million surveys were completed, providing valuable insights into the effectiveness of Headspace's services.



Young People Served

More than 700,000 young people benefited from the services provided by Headspace, demonstrating the reach and impact of the organization

Extensions and Enhancements

- **Waitlist Features:** Providing visibility into wait times for young people and their families, enhancing service accessibility.
- **Azure AD Single Sign-On (SSO):** Integration with Azure AD streamlined authentication for thousands of Headspace staff and clinicians.
- **Headspace Account Online Integration:** Seamless integration with the Headspace website enabled easy access to hAPI through the Headspace online account.
- **Client My Journey:** Offering key service and survey information to young people through their online accounts, improving engagement and transparency.
- **Family Data Capture:** Introducing capabilities to capture data related to family members and friends attending young people's services, enriching the understanding of support networks.

