Designing Human Services for an Information-Rich World: Core Components in Context

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I am a founder and co-owner of PracticeWise, LLC, which builds evidence resources and provides consultation in their use, an arrangement that has been reviewed and approved by the UCLA Chancellor.
“To tackle large social problems we cannot be intimidated into working at the fringes or allowing ourselves to feel satisfied with small steps forward. We need big leaps for humanity...

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Our Goal

- To transform lives
- To build healthier families, stronger communities
- To alleviate human suffering
- To enhance health and well-being through science
Our Current State

- Roughly 20% of the world has a mental health challenge at some point.
- Most people with mental health needs receive no services.
- The vast majority of care delivered is not evidence-based.
- About half of those who receive evidence-based treatment drop out.
- We have an insufficient workforce to meet the world’s mental health demands.
- Global cost is estimated to be $1.15 trillion.
“We are equipped with more information and material resources than ever before in history”
The design principle that attention is scarce and must be preserved is very different from a principle of ‘the more information the better.’”

Simon (1971).
What can we do?

- Discover
- Ignore Things
- Filter
- Go Slowly
- Chunk
- Accept Many Errors
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“Core Components,” Practice Elements
What can we do?

“Evidence-Based”
Problem/Disorder
Age
Gender
Ethnicity
What can we do?

Accessible Libraries of Information
A Missing Link in Our Knowledge Architecture
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In an information-rich world, progress does not lie in the direction of reading and writing faster or storing more of it. Progress lies in exploiting and extracting the patterns of the world.....

Simon (1971).
Imagine a World...
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Precision learning
Imagine a World...

Massive Multi-developer Collaboration
Imagine a World…

“Discoverability” within Interventions
We Don’t Have to Imagine
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• Sustained implementation in Los Angeles County for nearly a decade
• 100% Agency sustained use
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• 100% Agency sustained use
• Net benefits: $5,140 per participant
  • https://www.wsipp.wa.gov/
Common Reactions

• This is a simplification

• This is not my problem

• This is another interesting way to look at things
Preferred Reactions

• This is not a simplification
  – More complex architectures, simpler interfaces

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  – It may not be the scope of your institution, but we need to ask who will invest in this

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Preferred Reactions

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• This is a disruptive innovation
  – It affords transformational change in the way we use what we know, without giving up anything we already have


