
Social Paper: Gillian Cameron

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BIO

I am a Software Developer, who has recently completed a Knowledge Transfer Partnership with Inspire Workplaces and Ulster University. Before embarking on the Knowledge Transfer Partnership, I completed a BSc Hons in Computing (Web Systems Development) at Glasgow Caledonian University which sparked my interest in computing and healthcare, as I centered my research around developing a reminiscence application for people with dementia. Furthermore, in 2018 I completed a master's degree in Business Development and Innovation at Ulster University. My research interests are now around computing and mental health, and how chatbots can be utilised in this domain.

CURRENT RESEARCH PROJECT

The current research project I am working on is the Inspire Support Hub. This project has stemmed from a Knowledge Transfer Partnership with Inspire Workplaces and Ulster University. Inspire Workplaces are a social enterprise that provide employee assistance programmes and wellbeing solutions to private, public and third sector organisations in the UK and Ireland. Our industry and academic collaboration with Ulster University focused on the topic of mental health in the workplace. 15% of people at work have a mental health condition, and the annual cost to employers is between £33 and £42 billion [1]. The two-year project, combining computing and psychology, resulted in the development a chatbot called iHelpr[2-5], that guides the user through self-assessment questionnaires, and provides evidence-based recommendations depending on their score. Users are directed to resources in a self-help platform (Inspire Support Hub) or to Inspire Workplaces' face to face services. We aim to use the Inspire Support Hub to enhance the wellbeing solution, broadening access and encouraging prevention through online self-assessment, psychoeducation, digital intervention and escalation into appropriate services as required. Future work involves trialing this platform with Inspire Workplace's customer base, which has a reach of over 800,000 lives in the UK and Ireland.

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CHI'19 Extended Abstracts, May 4-9, 2019, Glasgow, Scotland, UK.

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ACM ISBN 978-1-4503-5971-9/19/05.

DOI: <https://doi.org/10.1145/3290607.XXXXXX>