

Better Technology. Healthier Washington.

How tech infrastructure updates will improve individual health care delivery.

Skye is a young adult whose first language is not English.

They are experiencing anxiety and suicidal ideation and dial the 988 Suicide & Crisis Lifeline for help.



Current obstacles navigating health and wellness.



Future improvements from ongoing health infrastructure updates.

✘ Skye may need to make multiple phone calls to several organizations, which can cause behavioral health symptoms to increase due to the anxiety of repeating personal information.

✘ Operators receiving those calls may not be able to link Skye to culturally specific providers, and referrals between organizations can easily get lost in translation.

✘ Being bounced around can cause a person to feel frustration and worthlessness in a moment when they're already feeling vulnerable — and in this case, suicidal.

✚ Skye is instantly connected to the appropriate services, which could be a mobile crisis team or a behavioral health provider that can direct them to the right resources.

✚ They will also have access to behavioral health providers who can speak their first language and are trained to address any specific social or cultural needs.

✚ Instead of getting to the point of attempting suicide, Skye's mental health crisis is addressed earlier. Their information is seamlessly transmitted between the person who picks up the phone and the provider they see.