

# Mental Health Chatbots for People With Chronic Health Conditions

## Why is this project important?

- People with chronic health conditions often have higher levels of depression and anxiety than individuals living without chronic conditions.
- Mental health chatbots may be an accessible, cost-effective way to provide mental health support to people with chronic health conditions.
- Research has shown that mental health chatbots can reduce symptoms of depression and anxiety in nonclinical samples, but their effectiveness has not been tested in people with chronic health conditions.

## What are we doing?

- This study evaluated the usefulness of a mental health chatbot for people with chronic health conditions.
- We focused on two chronic health conditions that are known to negatively impact mental health: arthritis and diabetes.
- Half of the study participants used a mental health chatbot for 4 weeks (*chatbot group*). The remaining participants received no chatbot (*control group*).
- People in the chatbot group reported declines in depression and anxiety; no changes were found in the control group.
- People in the chatbot group enjoyed the design of the chatbot and the user experience, but they said that the conversational abilities of the chatbot could use improvement.

## How will this help?

- The results of this study suggest that mental health chatbots may be a useful tool for improving mental health among people with chronic health conditions.
- Mental health chatbots could be particularly beneficial for those individuals who face financial, geographical, or other barriers to conventional mental health services.

## Who can I contact?

### Project Leads:

Dr. Luke MacNeill  
UNB Saint John  
luke.macneill@unb.ca

Dr. Shelley Doucet  
UNB Saint John  
sdoucet@unb.ca

Dr. Alison Luke  
UNB Saint John  
aluke1@unb.ca



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