




What drives meaningful and sustainable use of mobile health services for youth?



Did you know that most mental health apps last only 2 weeks? The Foundry BC platform has supported youth since 2020 through 100,000+ appointments, making interest-holder insights key to understanding its success and areas for growth.

Who was involved?

Interest-holders who experienced the Foundry BC platform, including:

-  12 young adults (ages 18-24)
-  6 service providers (ages 23-45)
-  5 nonclinical staff (ages 29-46)



What was done?

- Interviewed participants about their experiences and perspectives on mobile health (mHealth).
- Analyzed data to identify patterns related to value, challenges and ongoing use of the Foundry BC platform.

Key terms we use:

- mHealth = health services delivered through apps or online
- Foundry BC Platform = App & Foundry Virtual BC Services

What was found?

Mobile health works best when designed with users:

- The Foundry BC platform's "secret sauce" is co-design: listening to youth and offering targeted support strengthened the app.



Access expands, but other factors can affect usage:

- Factors such as privacy at home, comfort with technology and seeking support, and access to stable internet shape how many youth the Foundry BC platform can reach.

Effective care balances virtual and in-person support:

- mHealth services should complement, not replace, in-person care. Continued funding helps keep these tools free for youth and ensures a range of options to meet diverse needs.



What this means to youth and family:

"The Foundry BC platform isn't a project, it's a way of offering services."

It can continue to evolve as a meaningful tool for youth if Foundry:

- Regularly works with youth and staff to design services that meet real needs and experiences.
- Continues research on access, privacy, technology, and how youth of different ages use the platform.

What we're still learning:

Youth and family still wonder: "What features might younger youth add to future designs of mHealth programs?"



Source

Authors: Xiaoxu Ding, Kirsten Marchand, Liisa Holsti, Julia Schmidt, Natalie Parde, Brodie Sakakibara, Skye Barbic

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Co-created with the Findings for Foundry Committee, a group of youth and family advisors.

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