Study of Web Based Mental Health Applications

Arya Pawar[1], Sidharth Salian[2], Saad Shaikh[3], Sarib Siddiqui[4], Bharati Jadhav[5]
[1,2,3,4]UG Scholar, Dept. of AI&DS, Rajiv Gandhi Institute of Tech., Mumbai, Maharashtra, India.
[5]Assistant Professor, Dept. of AI&DS, Rajiv Gandhi Institute of Tech., Mumbai, Maharashtra, India.
Email ID: aryapawar92@gmail.com[1], sidharthsalian0801@gmail.com[2], saadshaikh1609@gmail.com[3], saribnaeemsiddiqui@gmail.com[4], bharati.jadhav@mctrgit.ac.in[5]

Abstract

This paper examines the role of artificial intelligence (AI) in mental health platforms, addressing the increasing demand for innovative solutions in mental healthcare. Traditional diagnostic methods are often subjective, and early detection of mental health disorders like depression, anxiety, and ADHD remains challenging. AI, through machine learning, natural language processing, and wearable sensor data, offers new opportunities for creating digital phenotypes and enhancing diagnostic accuracy. Studies show that AI-driven platforms can analyze large datasets from electronic health records and real-time monitoring tools, providing early warnings and personalized care. AI models have demonstrated promise in identifying patterns that predict mental health conditions, improving intervention timing and outcomes. While AI holds great potential for transforming mental healthcare, ethical considerations, such as data privacy, transparency, and the need for clinically validated tools, remain essential challenges. As AI continues to advance, integrating these technologies responsibly will be crucial for improving access, reliability, and personalization in mental health interventions.

Keywords: Artificial Intelligence, AI in Healthcare, Mental Health, Machine Learning, Natural Language Processing.

1. Introduction

The development and approval of mental health interventions for college students have, for decades, been based on conventional methods, including counselling sessions, manual assessments, and general support resources. These methods, while valuable, have been characterized by several limitations: low efficiency in addressing the varying needs of students, lack of personalization, and a system that often fails to provide timely, consistent, and transparent support. As the higher education sector undergoes digital transformation, universities and mental health professionals face increasing challenges in managing a growing volume of mental health concerns, especially in areas such as stress, anxiety, and depression. This remains the case today, as more complex mental health environments demand faster, more effective, and better-tailored support strategies for students. Traditional mental health systems rely on predetermined factors like student background, self-reported symptoms, and available counselling services. Additionally, the lack of transparency in these systems can leave students uncertain about why they are receiving specific forms of support, or why certain interventions are recommended. In recent years, advances in technology, particularly in machine learning and artificial intelligence, offer new data-driven methods to improve the speed, accuracy, and personalization of mental health support. These technologies can analyse large sets of student data, identify hidden patterns, and provide insights that are difficult for human evaluators to detect. As a result, key processes like mental health assessment, risk identification, and treatment recommendation are being automated to enhance decision-making in student mental health care. This research focuses on the gaps that current systems face and how interpretability and automation can be improved through the incorporation of machine learning models. Specifically, we will examine how an advanced mental health app, designed for college students, can leverage machine learning algorithms to provide efficient and fair

mental health support. This investigation will explore the challenges universities face in handling the influx of mental health cases and how sophisticated models—such as hybrid approaches and external data integration—can improve both the effectiveness and the transparency of mental health interventions.

2. Literature Survey

[1] The paper emphasizes the use of machine learning (ML) for the detection of mental health disorders such as anxiety, depression, and ADHD in children aged 4-8. The authors developed the ChAMP system, which uses wearable sensors to collect behavioral and vocal data during various tasks. Unsupervised learning (Kohonen Self-Organizing Maps) revealed latent clusters in child behaviors, which were associated with diagnostic status. Additionally, supervised learning models were trained to classify diagnoses based on features from the collected data. The results, though preliminary, indicate the potential for AI to detect mental health disorders earlier in childhood, suggesting that gender may play a more significant role than age in clustering behavioral patterns. This study highlights the potential for wearable technology and AI to improve the accuracy of mental health diagnoses in children, while also noting the need for larger sample sizes and further model refinement. This paper [2] explores the applications of AI in healthcare, focusing on improving clinical decision-making, diagnostics, and health data management. The study discusses how AI can support hospitals in transitioning from traditional paper-based records to electronic systems, enhancing the accuracy of medical diagnoses and reducing redundancies. The integration of AI into healthcare systems has demonstrated improvements in medication reliability, patient monitoring, and overall care quality. The paper also covers AI-enabled systems for predicting patient outcomes, particularly using machine learning algorithms like Support Vector Machines (SVM). AI-driven mobile healthcare applications are presented as potential tools for real-time monitoring and emergency management of patients through wearable body sensors. However, challenges such as real-time prediction accuracy, sensor limitations, and security are highlighted The paper [3] discusses the growing role of AI in mental health research and care. It examines 28 studies where AI models were applied to various mental health challenges, such as detecting depression, schizophrenia, and suicidal tendencies using electronic health records (EHRs), brain imaging, and social media data. Machine learning (ML) models showed promising results in identifying mental health conditions, although the studies were often preliminary, demonstrating proof-of-concept rather than fully validated clinical applications. AI has the potential to objectively redefine mental illness diagnoses and predict mental health conditions earlier, particularly through personalized care models. The paper also explores the ethical considerations of AI, such as data privacy and the need to ensure that AI models are interpretable to clinicians and patients alike. The findings suggest that while AI can significantly improve mental healthcare, careful integration into clinical settings is necessary The paper [4] revolves around mental health challenges faced by healthcare workers (HCWs) during the COVID-19 pandemic, highlighting their increased vulnerability to mental health disorders such as anxiety, depression, PTSD, and suicidal behaviors. The review connects findings from recent research on the psychological impact of pandemics, like COVID-19 and MERS, on healthcare workers, stressing the need for early prediction and intervention. Key studies reviewed suggest that mental health risks are exacerbated by stressors like high exposure to illness, low resilience, and other psychological vulnerabilities. Diagnosis of mental health conditions, especially in the early stages, is challenging due to the absence of objective biomarkers, leading to reliance on subjective self-reports and symptom-based diagnosis methods, such as the DSM-5. The paper integrates literature on the application of artificial intelligence (AI) and machine learning (ML) in psychiatry, emphasizing their potential for early detection of mental health deterioration. It mentions studies on various multimodal data sources—like psychometric scales, brain imaging, biomarkers, and behavioral data—that can be analyzed using AI to predict and prevent chronic mental health disorders among high-risk individuals. This paper [5] explores the advancements in AI and machine learning (ML) techniques applied to mental health platforms,

emphasizing digital therapy, emotional regulation, and predictive capabilities. AI-powered applications have demonstrated potential in predicting mental health conditions by analyzing text data from online discussions using algorithms like Support Vector Machines (SVM), n-gram, TF-IDF, and deep learning models such as BiGRU and convolutional neural networks (CNNs). Chatbots, including Woebot and Wysa, are highlighted for their role in psychoeducation and emotional regulation, offering mental health support through natural language processing (NLP) and conversational interactions. Additionally, studies have utilized word clustering and topic modeling to detect trends in mental health discussions on social media platforms like Reddit, helping track conditions like depression, anxiety, and suicidal ideation over time. The survey also emphasizes the role of virtual mental health assistants, which use NLP and neural networks to engage with users, understand emotions, and provide personalized mental health recommendations.

Table 1 Mental Health Treatment Option

Mental Health Treatment Option	Tech-based Solution	Stage of Innovation	Cost to Patient	Legal Liability	Self-Help	AI-based	Human-in-the-Loop
In-person consultation	No	Mature	Bulk billing / up-front fee	Yes	No	No	Yes
Remote consultation (via telephone)	Partially	Mature	Bulk billing / up-front fee	Yes	No	No	Yes
Remote consultation (via videoconferencing)	Partially	Emergent	Bulk billing / up-front fee	Yes	No	No	Yes
One stop mental health portal (e.g. meditation/ mindfulness apps)	Yes	Nascent	Free or subscription	No	Yes	No	Optional
Digital mental health app on smartphone^	Yes	Experimental, very few at clinical trial	Free or subscription	No	Yes	Possibly Rule or ML based	Optional
Short-Message Services Communications*	Yes	Nascent	Free / bundled with mental health services	No	Yes	Rule-based	No
Text-based chatbot#	Yes	Experimental	Free	No	Yes	Yes	No
Conversational AI chatbot+	Yes	Experimental	Free	No	Yes	Yes	No

These systems have been tested for their effectiveness in improving mood and engagement. Moreover, deep learning models like BiGRU have shown significant accuracy in predicting mental health conditions from chat conversations, contributing to early detection and intervention. Overall, the survey underscores AI's transformative role in mental health care, offering scalable, accessible, and personalized solutions that can enhance emotional well-being and facilitate early diagnosis of mental health conditions. The paper [6] discusses the role of Digital Mental Health Platforms (DMHPs) that incorporate virtual coaches to enhance access to mental health services, particularly for young people dealing with conditions like anxiety and depression. DMHPs serve as alternatives to traditional support systems, helping to reduce stigma and overcome barriers to therapy. Research indicates that these digital interventions can lead to improved mental health outcomes, such as diminished depressive symptoms. However, challenges persist regarding user engagement, with many users

abandoning apps shortly after installation. This lack of sustained engagement hampers the effectiveness of platforms designed for mental health support, often due to a perceived absence of interpersonal connection and difficulty in establishing therapeutic relationships with virtual agents.The survey also highlights the adaptation of Cognitive Behavioral Therapy (CBT) for digital platforms, specifically Low Intensity Cognitive Behavioral Therapy (LICBT), which has shown efficacy for mild-to-moderate mental health issues. Despite its promise, the transition to digital formats presents challenges, particularly in fostering user interaction and building rapport, crucial for traditional therapy success. Overall, while DMHPs hold potential, enhanced design, user engagement strategies, and further research are necessary to maximize their effectiveness. The paper [7] Researching Mental Health Disorders in the Era of Social Media: Systematic Review can be found in the Introduction and Methods sections of the paper. The authors reviewed various studies from 2010 to 2017, focusing on predictive analytics in mental health using social media data. They identified articles from databases like PubMed, IEEE Xplore, ACM Digital Library, Web of Science, and Scopus. The search terms centered on predicting mental health problems using machine learning applied to social media data. They examined several studies investigating mental health disorders such as depression, anxiety, PTSD, and suicide risk, using tools like text mining, image analysis, and social interaction graph analysis. They highlighted gaps in the literature, ethical concerns,

and limitations in the datasets used for machine learning models. The literature reviews also included methodologies from previous studies and summarized the algorithms applied to build predictive models. The main concerns raised involved biases in data collection, the challenges of managing consent, and the accuracy of prediction mode [8] The paper titled Analysis of Start-Up Digital Mental Health Platforms for Enterprise: Opportunities for Enhancing Communication between Managers and Employees" can be found in the Introduction section, specifically under the Literature Review subsection. The review discusses how the COVID-19 pandemic has increased interest in corporate mental health solutions, particularly digital platforms. It highlights the rise of commercial start-ups providing mental health services to employees, focusing on mental health apps and platforms. The literature points out the absence of communication strategies between management and employees in most digital platforms and stresses the importance of leadership engagement in promoting mental health awareness and trust within organizations. The review also mentions existing theoretical frameworks for digital health ecosystems but notes the lack of emphasis on management communication and the sustainability of mental health solutions. Furthermore, it touches on the growing need for employee mental health support during the pandemic, especially in remote working environments where communication is more challenging. Table 1 shows Mental Health Treatment Option.
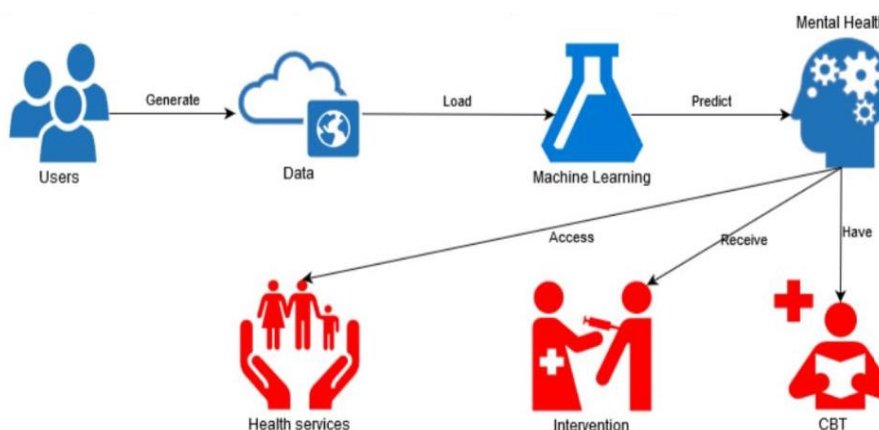

Figure 1 **Conceptual View of Social Networks (CBT)**

2.1. Tables

Table 1. [4]. Treatment options available for people with mental disorders Table 1 [4], The table compares eight mental health treatment options based on technology use, innovation stage, cost, legal liability, self-help, AI integration, and human involvement. In-person and remote consultations (phone or video) are mature but involve fees and legal liability, with no AI or self-help. Digital tools, including mental health apps, chatbots, and SMS services, are experimental or nascent, often free or subscription-based, providing self-help features and varying degrees of AI. Human involvement is optional in some digital solutions, while AI-driven services like chatbots operate without direct human oversight. Figure 1 Shows Mental Health Layout. Table 2 The table summarizes responses to a set of questions regarding health and mental well-being. It explores various physical and emotional symptoms, such as headaches, feelings of unhappiness, poor digestion, difficulty thinking clearly, and problems with sleep. Other questions focus on issues like difficulty enjoying daily activities, poor appetite, nervousness, and trouble making decisions. The table also examines the impact of these symptoms on daily life, including work performance, interest in activities, and feelings of exhaustion. While many respondents report experiencing some of these issues, a majority indicate that they do not face these challenges regularly. The overall data highlight a mixture of physical and mental health concerns, but also show that most respondents are not significantly affected by these problems. 2.2 Figures Figure 1 This conceptual diagram illustrates the process of social network-based mental health research using cognitive behavioral therapy (CBT). Users generate data, which is collected and loaded into machine learning models. These models are used to predict aspects of mental health. Based on these predictions, individuals can access health services and interventions. Those receiving interventions are provided access to health professionals, which leads to receiving treatment, such as CBT. Ultimately, these efforts aim to improve mental health outcomes by combining machine learning predictions with health services and personalized interventions like CBT.

Table 2 Set of Questions Regarding Health and Mental Well-Being

Items	F(Yes)	%	F(No)	%	Total	%
Do you often have headaches?	232	38.3	373	61.7	605	100
Do you feel un happy?	228	37.7	377	62.3	605	100
Is your digestion poor?	227	37.5	378	62.5	605	100
Do you have trouble thinking clearly?	224	37	381	63	605	100
Do you find it difficult to enjoy your daily activities?	222	36.7	383	63.3	605	100
Is your appetite poor?	217	35.9	388	64.1	605	100
Do you sleep badly?	200	33.1	405	66.9	605	100
Do you feel nervous, tense, or worried?	196	32.4	409	67.6	605	100
Do you have uncomfortable feelings in stomach?	196	32.4	409	67.6	605	100
Do you find it difficult to make decision?	194	32.1	411	66.9	605	100
Have you lost interest in things?	186	30.7	419	69.3	605	100
Is your daily work suffering?	178	29.4	427	70.6	605	10

3. Results and Discussion

3.1. Results

Artificial intelligence (AI) is transforming mental health care by improving early detection, diagnosis, and personalized treatment for disorders such as anxiety, depression, PTSD, and ADHD. Machine learning (ML) models can analyze large datasets, including behavioral data, health records, and imaging, to identify patterns that are difficult for traditional methods to detect. This allows for earlier, more accurate identification of mental health conditions, enabling timely interventions and better outcomes. AI systems leverage multiple data sources—such as speech, movement, and physiological signals—to provide a more objective diagnosis, minimizing the reliance on subjective patient self-reports. This objective approach is particularly beneficial in high-risk groups, like

healthcare workers experiencing pandemic-related stress. However, despite these advancements, challenges remain in ensuring ethical AI implementation. Issues like data privacy, transparency, and integration into clinical practice must be addressed to ensure that AI is used responsibly and effectively in mental health care, maximizing its potential for early intervention and improved patient care.

3.2.Discussions

The discussion on digital mental health platforms (DMHPs) reveals both opportunities and challenges in using AI, chatbots, and virtual coaches for mental health care. One study highlights the potential of AI and machine learning in detecting mental health deterioration, particularly among healthcare workers during the COVID-19 pandemic. While AI models show promise in diagnosing depression and anxiety, the absence of objective biomarkers remains a significant challenge, underscoring the need for scalable digital interventions for high-risk individuals [4]. Another exploration focuses on a mental health platform that integrates chatbots, journaling tools, and therapist access. While the platform increases accessibility, it faces issues with user engagement, particularly regarding the chatbot's emotion recognition capabilities. This points to the need for continuous improvement in AI accuracy and user experience to optimize engagement [5]. Additionally, a platform incorporating a Low-Intensity Cognitive Behavioral Therapy (LICBT) virtual coach found that users struggled to form therapeutic connections due to the lack of empathy in the virtual coach, despite appreciating the platform's accessibility and relevance to younger users. This highlights the importance of designing AI systems that prioritize empathy and therapeutic rapport [6].

Conclusion

AI-based mental health platforms are transforming psychological care and personal well-being management through advanced techniques like machine learning, natural language processing (NLP), sentiment analysis, and cognitive behavioral models. Applications like Woebot and Talkspace highlight the potential for scalable, personalized mental health support, though challenges remain in maintaining user engagement and ensuring effective therapeutic outcomes. Systems integrating real-time emotional assessments with personalized interventions offer promising solutions for both individual therapy and broader public health applications. These AI-driven tools have the potential to revolutionize mental health care, promoting early intervention, continuous support, and more accessible therapy options. Continuous innovation will be key to addressing current limitations, such as data privacy concerns and therapeutic efficacy, and unlocking the full potential of AI in mental health support.

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