2. Bernd "The paramedic teacher"

Bernd "The paramedic teacher"

"A young person needs a lot of care and patience to grow beyond themselves"

Job Description

- Teacher in a rescue service school
- Mentoring of trainees and interns
- Practical guidance of measures in a mission
- Theoretical training and examination of rescue personnel

Needs & Expectations

- As realistic as possible simulation of missions with the real equipment from the emergency medical service
- Accurate analysis of performance, if possible during the current practical exercise
- Easy to use and low training costs

Persona

Name: Bernd

Age: 43

Hobbies: midget boats

Job: LRA

Motivation & Goals

- My pupils should be trained with the most modern technology to be prepared for the future in the rescue service
- I would like to give even the best students tips on how to improve

Pain Points

- Devices or software that can be seriously damaged incase of minor incorrect operation
- Unrealistic simulations

User Group

qualitymanagement

3. Hartmuth "The seasoned paramedic"

Hartmuth "The seasoned paramedic"

"The biggest and most wonderful is the simpliest"

Job Description

- Performinglifesavingand possiblyextendedmeasures until arrivalof the physician
- Preparing patients for transport
- Monitoring andmaintenance ofvitalsignsduring transport

Needs & Expectations

- A device has to be easy and fast to use
- I want to be informed about changes and complications of the patient state
- A device which costs more than I earn, must not make mistakes

Persona

Name: Hartmuth

Age: 58

Hobbies: Hunting, Dogs

Job: Paramedic

User Group

EMS - emergency medical services personnel

Motivation & Goals

- It's one of my responsibilities to monitor patients (says my guard house manager)
- Easy and simple information retrieval of the state of health of a patient
- Automatisms are supporting me on my tasks and therefore I can do other things

Pain Points

- No intuitive usage, due to too many knobs and functions
- Too heavy for my back
- Too many notifications and alarms for less important events

4. Jörn "The reanimation researcher"

Jörn "The reanimation researcher"

"Today there are far too much studies for which it has been studied far too less"

Job Description

- Medical basic research
- Medical application research
- Improvement of medical quality of supply
- Transfer of research result to clinical or rather medical practice

Needs & Expectations

- High data quality
- Diverse variety of parameters and evaluations
- Integration to databases and registers
- Evidence-based medicine and medical engineering
- Technical possibility for individual medicine

Persona

Name: Jörn

Age: 39

Hobbies: Whiskey, Sailing

Job: Researcher

Motivation & Goals

- I want to record and evaluate patient- and system data
- I want to improve medical supply
- I want to compare my result with other researchers

Pain Points

- Fragmented data
- Too high regulatory requirements
- Little flexibility
- Complex and cumbersome data analysis
- Proprietary data formats and missing interfaces

User Group

Medical research

5. Juliane "Miss Quality"

Juliane "Miss Quality"

"Only those who work steadily on themselves can achieve really good performances"

Job Description

- quality management in a rescue service
- Analysis of mission data for quality of care and compliance
- Training of emergency medical service personnel
- Statistical evaluation of the quality of care of all ambulance stations of the operator

Needs & Expectations

- Easy and automatic collection of detailed mission data
- Detailed analysis of all mission relevant events and measures
- Clear user interface, which nevertheless contains all important information in a compact format

Persona

Name: Juliane

Age: 32

Hobbies: Swimming

Job: QMB

Motivation & Goals

- I would like to receive detailed mission data in order to be able to understand and analyze the operation as accurately as possible
- I would like to create central meta-analyzes about the performance development of our employees

Pain Points

- Complicated user interfaces where you can not find what you are looking for
- Frequent clicks and alerts for repetitive tasks
- Collect data manually from all ambulance stations

User Group

quality management