

# PACE YOURSELF

DESIGNING PAIN MANAGEMENT  
FOR PEOPLE EXPERIENCING  
CHRONIC PAIN

HCI DESIGN  
PROJECT  
2024

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Ireland

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UCD School of Information and Communication  
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Scoil an Leáinn Eolaí agus Cumarsáide UCD



Chronic  
Pain  
Ireland



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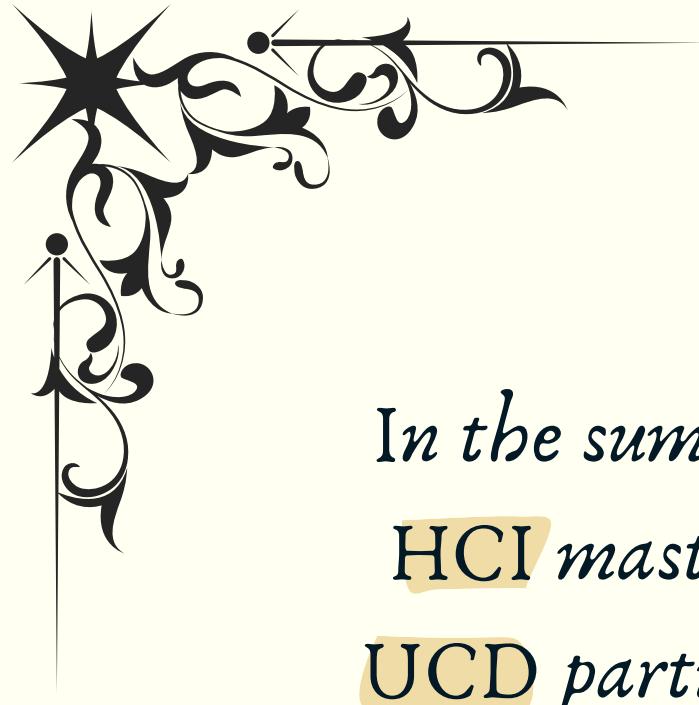


# THE START

1



2



*In the summer of 2024, four  
HCI masters students from  
UCD partnered with CPI to*

~~end pain~~

*support individuals who find  
themselves in a state of pain they  
feel they can't cope with.*



**HCI**  
HUMAN  
COMPUTER  
INTERACTION

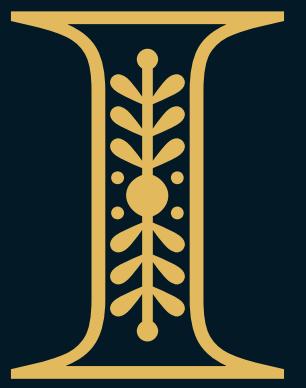


**UCD**  
UNIVERSITY  
COLLEGE  
DUBLIN



**CPI**  
CHRONIC  
PAIN  
IRELAND





## ABOUT US

We are





## CHRONIC CARE CREW

We, dubbed the Chronic Care Crew, are a design team of masters students who worked on this project during the summer trimester (Jun-Aug, 2024) of our course.

### Kanupriya Jamwal

*Project Lead*

A UX designer with an engineering degree. Experience in tech consulting, and product at early stage startup. Originally from India. Interested in emerging technology. Likes pop-culture, art and travel.



### Yilei Zhang

*Art Designer*

An art management graduate originally from Shanghai with two years of experience in marketing. An extremely enthusiastic movie and game lover.

### Chenwei Hsu

*UX Researcher & Designer*

An UX designer with solid research background. Experience in designing exploratory user research for local retail company with deployed design and academic research in human computer interaction. Originally from Taiwan. Interested in augment reality. Likes indie music, video games and badminton.



### Aaryan Shrivastava

*Interaction and Interface Designer*

A computer engineering graduate and current HCI master's student originally from India, with a particular interest in game design.



## Kanupriya Jamwal

*Project Lead*

- Facilitated meetings and conversations
- Conducted research, analysis, and design
- Shaped the design process
- Perfected portfolio language and tone
- Favourite part of the process - Ideation

*Here's my perspective*

We met twice every week, either offline or online. My job was to make sure that everyone was on the same page. I would facilitate conversations within our team, meetings with our partner, interviews, and workshops with research participants.

Every week, we would upload relevant content to a shared folder for everyone to access. We would then place content elements on the pages, and Yilei would perfect the design. We would review our aesthetic regularly, and over time, we built a design system. While I have an eye for art myself, I learned a lot from Yilei, who can execute the design ideas of the entire team quite effortlessly.

I am really grateful to have worked with such enthusiastic folks. No idea was too out there. For anything we wanted to research or create, Chenwei had flexible methodologies for us (seriously, anything). For any design that was hard to imagine in practice, Aaryan had multiple options for us, right down to micro-interactions. Together, we achieved more than the sum of our parts.

We'd be remiss not to mention

## Kevin Doherty

*Project Guide*

Our mentor, who taught us so much and supported us with invaluable feedback and endless inspiration.

*A rising tide lifts all boats*



## CHRONIC PAIN IRELAND

*Chronic Pain Ireland (CPI) is a registered charity in Ireland dedicated to supporting individuals living with chronic pain. The majority of their work includes raising awareness and advocating for the needs of people living in chronic pain.*

The CPI website helpfully explains chronic pain as:

“

Pain is your body's way of telling you that something is wrong and that it needs to be fixed. If you cut a finger or break a leg, your body's warning system is alerted and you will feel pain.

Acute pain is referred to as a useful pain and is defined as lasting less than 3 months. It is short-term and resolves with healing of the underlying injury.

Chronic pain is different – it persists, often disrupting normal living and sleep patterns. It serves no protective function.

Chronic pain is a complex, multifaceted, often life-altering condition. But it can be treated and sometimes resolved. Very early and accurate diagnosis is critical. A person with chronic pain may feel a range of emotions for the reduction or loss of many aspects in their quality of life. It also impacts family members, loved ones and society as a whole.

”



We connected with Christina Donnelly and Niamh Walsh, board members at CPI at the start of the summer and communicated expectations. In this initial meeting, we were recommended some avenues we could dive into.

- Helping people understand chronic pain
- Technology for a specific type of chronic pain
- Supporting people in coping with chronic pain
- Navigating people to seek help for chronic pain

Our partners at Chronic Pain Ireland supported us throughout the project. Thanks to them, we had access to the chronic pain community for interviews and workshops. We conducted regular meetings with Christina and Niamh to keep them posted on our progress.

## RETROSPECTIVE #1

We were keenly aware that even though pain may be easy to understand, for anyone who has not been through it themselves, chronic pain is hard to relate to.

Empathising with those we were designing for meant that we'd need to put ourselves in their shoes. We approached our design challenge with this in mind and conducted a literature review to build our knowledge.



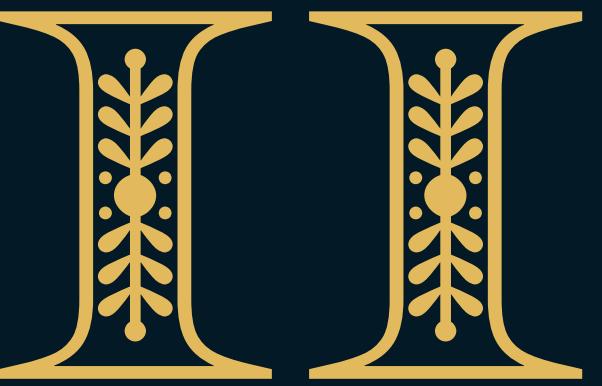
## DESIGN CHALLENGE



*This question was the starting point for our design process.*

**HOW MIGHT WE**  
*support those who find  
themselves in a state  
of pain they feel they  
can't cope with?*





# LITERATURE REVIEW



*knows everything*

*For the literature review, the Chronic Care Crew probed across different contexts, themes, and technologies associated with chronic pain. We went on separate paths of research and briefed each other on what we had found.*

## CHRONIC PAIN

---

Chronic pain is characterised as persistent pain that extends beyond the typical healing period and lacks a clear biological purpose. Unlike acute pain, which serves as a warning signal for potential injury, chronic pain persists for months or even years, often without an identifiable cause. It is not merely a prolonged sensation of pain but is also associated with various psychological and social dimensions that affect the patient's quality of life (Eccleston et al., 2013; Hylands-White et al., 2017; Sehgal et al., 2012)..



Chronic pain often leads to a host of additional side effects beyond the pain itself. These can include psychological conditions such as depression, anxiety, and

sleep disorders, as well as physical symptoms like fatigue and decreased mobility and even sociological issues such as relationship distress, social role loss, and isolation (Breivik et al., 2006; Hylands-White et al., 2017). The interplay between chronic pain and these comorbid conditions can exacerbate the overall burden on individuals, making management challenging (Lim et al., 2019). Patients frequently report a diminished ability engagement in daily activities and an overall decrease in life satisfaction due to the persistent and debilitating nature of chronic pain (Lim et al., 2019; Eccleston & Crombez, 2007; Andrews et al., 2012).

One of the primary challenges in managing chronic pain is its unpredictable nature, which is characterised by fluctuating intensities that lead to "good days" and "bad days"

(Robinson-Papp et al., 2015). This variability complicates the assessment and treatment of pain, as patients often struggle with inconsistent symptom patterns. The episodic nature of pain flare-ups can make it difficult for healthcare providers to gauge the effectiveness of treatments and to adjust care plans accordingly (Eccleston et al., 2013). This variability complicates treatment and management strategies, as patients may respond differently to the same treatments over time. The unpredictable nature of flare-ups adds an additional layer of psychological stress and can make it challenging for individuals to plan and maintain a stable routine.

The experience of chronic pain is not solely determined by physical factors; the surrounding environment and psychological state significantly influence pain perception and management. For instance, a lack of understanding or support from healthcare providers and carers can lead to feelings of isolation and frustration in patients. The stigmatisation of chronic pain, especially in the context of opioid use, can further complicate the relationship between patients and healthcare providers, often leading to a sense of distrust or misunderstanding (Smith et al., 2018). Additionally, social and environmental stressors can exacerbate pain perception, thereby influencing the patient's overall experience of their condition (Andrews et al., 2012).

## TECHNOLOGY USE IN PAIN MANAGEMENT

To support people with chronic pain in managing their pain and to help others understand chronic pain, several technological designs have been introduced. These innovations range from virtual reality (VR) and gamification to wearables and other novel technologies, each offering unique benefits in the realm of pain management. VR and gamification have emerged as effective tools for managing chronic pain by

providing distraction and education about pain. These technologies work by immersing patients in an alternative environment or engaging them in tasks that require their attention, thereby reducing the perception of pain and understanding more about pain (Charette, 2024; Wang et al., 2022). For instance, VR can transport users to calming landscapes, while gamified applications can challenge them with tasks that shift focus from pain to the game (Wang et al., 2022; Gromala et al., 2015). Moreover, the immersive environments created by VR can help educate caregivers by



simulating situations that individuals with chronic pain might encounter daily (Tong et al., 2017; Matsangidou et al., 2023). This approach is supported by research which suggests that immersive environments can significantly reduce pain intensity and improve mood, leading to better overall pain management outcomes. Technologies such as wearables and other different devices, also play a crucial role in pain management. Singh et al. (2017) discuss the use of movement sensing and feedback technology to enhance body awareness and self-management in chronic pain patients. Their prototype, which provides real-time sound feedback based on body movement, helps patients become more aware of their physical capabilities and encourages more movement despite pain. This method not only aids in managing



pain but also helps patients connect better with their bodies and, indirectly, with their families by enabling them to perform more activities. David et al. (2017) suggested another prototype to connect the elderly with chronic pain and their social network despite unpredictable pain conditions. To align with pain conditions and elders' difficulty using technologies, a digital picture frame was introduced to facilitate asynchronous communication, in which they could send email by clicking the face of the photo and receive audio or video messages back at their convenience. This approach not only avoids synchronous interaction at a bad time, when they are unable to properly interact with others while feeling unbearable pain, but also enables users (patients and others) to interact at their own pace while maintaining social connections.

# FEAR AVOIDANCE MODEL AND PACING

Chronic pain often leads to fear avoidance, where people with chronic pain avoid activities that they believe will exacerbate their pain. This behaviour can result in decreased physical activity, increased disability, and worsened pain (Andrews et al., 2012; Lethem et al., 1983; Vlaeyen & Linton, 2000). The fear avoidance model explains that fear of pain and injury significantly contributes to the functional limitations observed in people with chronic pain. Addressing these fears through education and cognitive-behavioural therapy (CBT)



is crucial for improving patient outcomes. For instance, Turk (2004) emphasises the importance of psychological factors in pain perception and the need for exposure-based treatments to reduce fear and encourage activity.

Pacing is another essential strategy for managing chronic pain and addressing fear of pain. It involves carefully planning the duration of activities to avoid pain flare-ups, helping people with chronic pain balance activity and rest to maintain daily function without overexertion (Andrews et al., 2012). Effective pacing requires them to recognise their limits, set realistic goals, and gradually increase their activity levels. This approach supports people with chronic pain in maintaining a consistent level of activity, thereby reducing the overall impact of pain on their lives (Andrews et al., 2012).

Implementing pacing involves several key steps: identifying activities that trigger pain flare-ups, setting a time baseline for these activities that do not provoke pain, alternating between activity and rest periods to prevent overexertion, and setting specific, achievable goals to provide motivation and a sense of accomplishment. By following these strategies, individuals with chronic pain can reduce flare-ups, gradually increase their activity levels, and ultimately enhance their quality of life (Lpcadmin, 2016b).

*Although everyone was involved in the research, the literature review was perfected by Chenwei*



## DESIGN CHALLENGE REVIEWED



**HOW MIGHT WE**  
*support those who find  
themselves in a state  
of pain they feel they  
can't cope with?*

Our literature review helped us recognise nuances in our design challenge and break down our 'how might we' question.



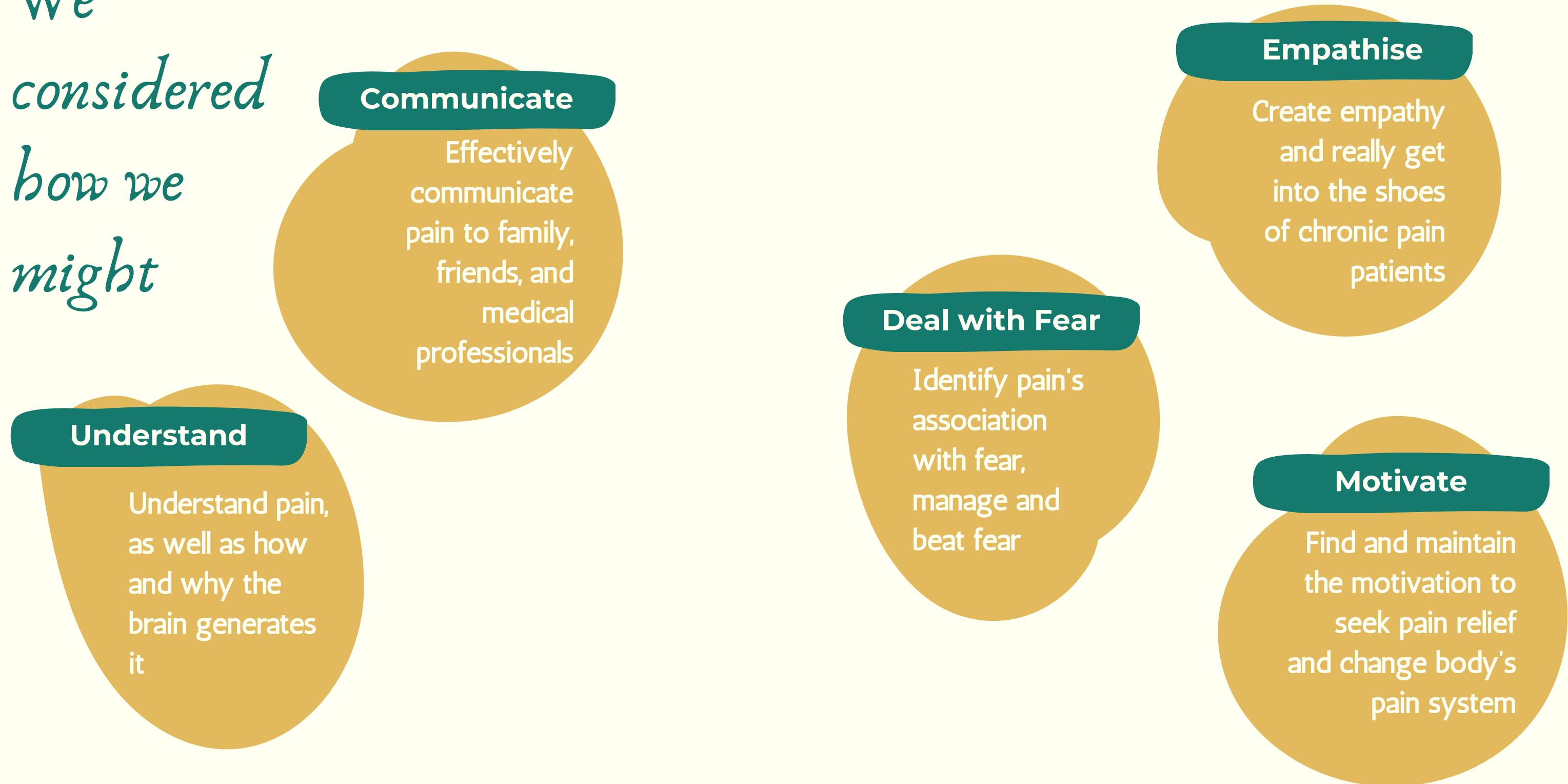


## KEY THEMES



*theme queen*

*We  
considered  
how we  
might*



We organised the key takeaways from our literature

review into technological and conceptual themes.

## TECHNOLOGIES

“ VR technology may distract from persistent pain, provide reliable body movement tracking, and create immersive environments for pain relief. VR can also educate people about chronic pain, enhancing understanding and management strategies.”

“ Wearables may monitor movement and provide real-time feedback using biometric data to recognize pain and fear. This could help people adjust their pain management strategies. Wearable technology can also offer customized alerts, aiding safe task performance.”

“ AI applications such as personalised tracking and feedback may aid in pain management. AI-driven platforms can also generate therapeutic content such as music and soundscapes tailored to the user's pain and psychological state.”

“ Effective health tracking must be holistic considering user capabilities, environments, and social interactions. Holistic health tracking systems could enable effective health monitoring and daily task performance.”

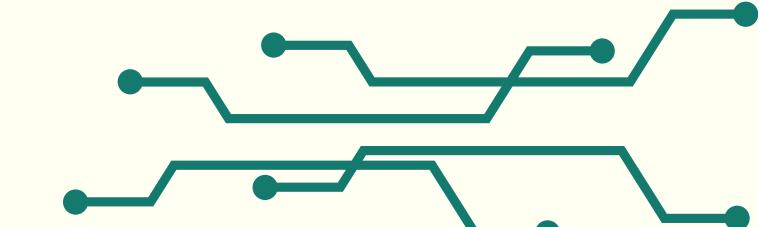
“ Effective communication enables social support”

“ Application: Community features such as forums, support groups, and peer mentoring programs where users can share experiences and provide mutual support.”

“ Awareness of the nature of pain can enable individuals to improve coping strategies.”

“ Application: Educational and multi-modal resources about pain mechanisms, treatments, and self-management.”

## CONCEPTS



“ Enhancing motivation provides individuals with the confidence to manage their pain”

“ Application: Interactive features such as goal setting, progress tracking, as well as virtual environments to practice mindfulness.”

# IV

## PROCESS

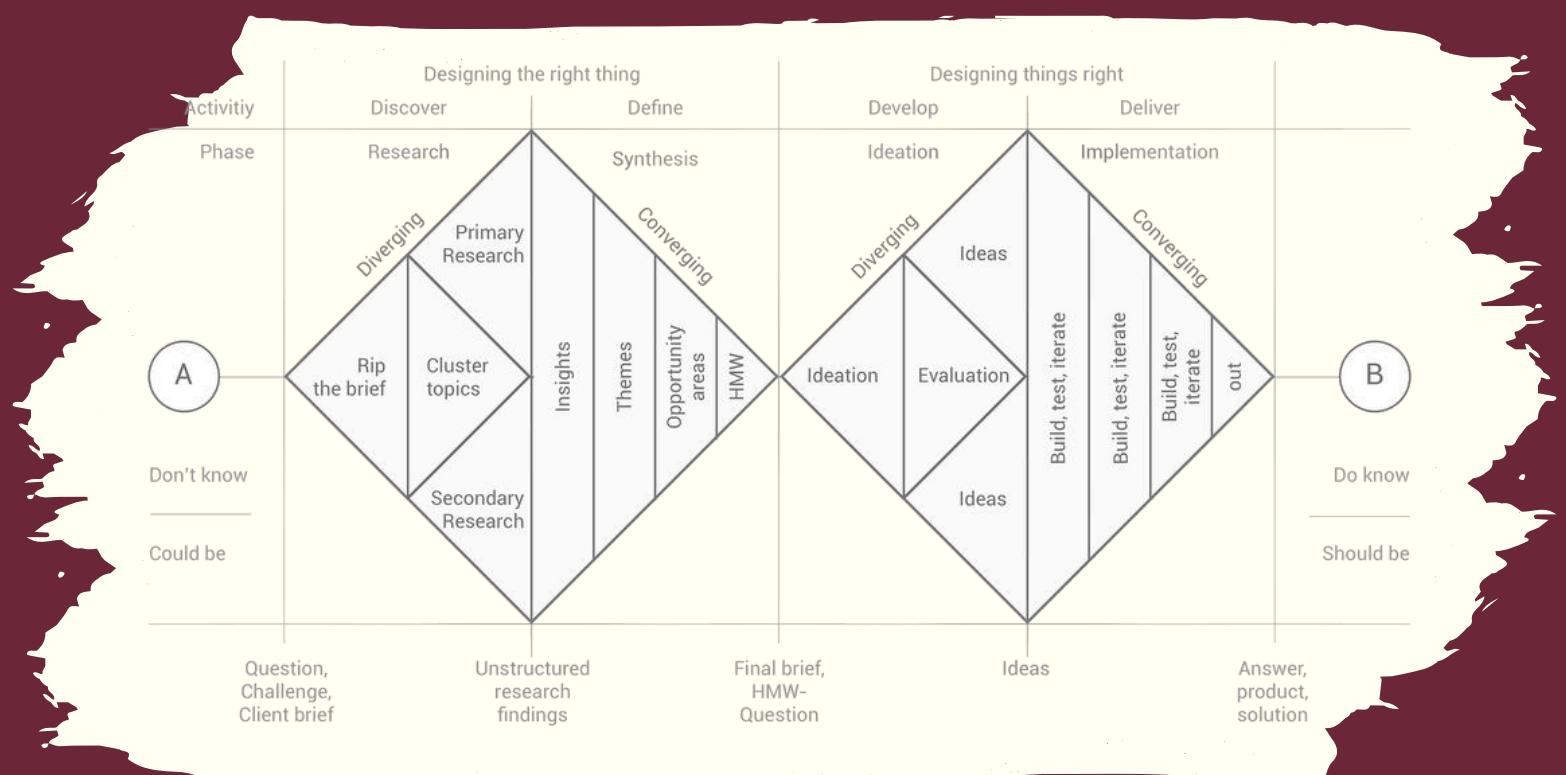
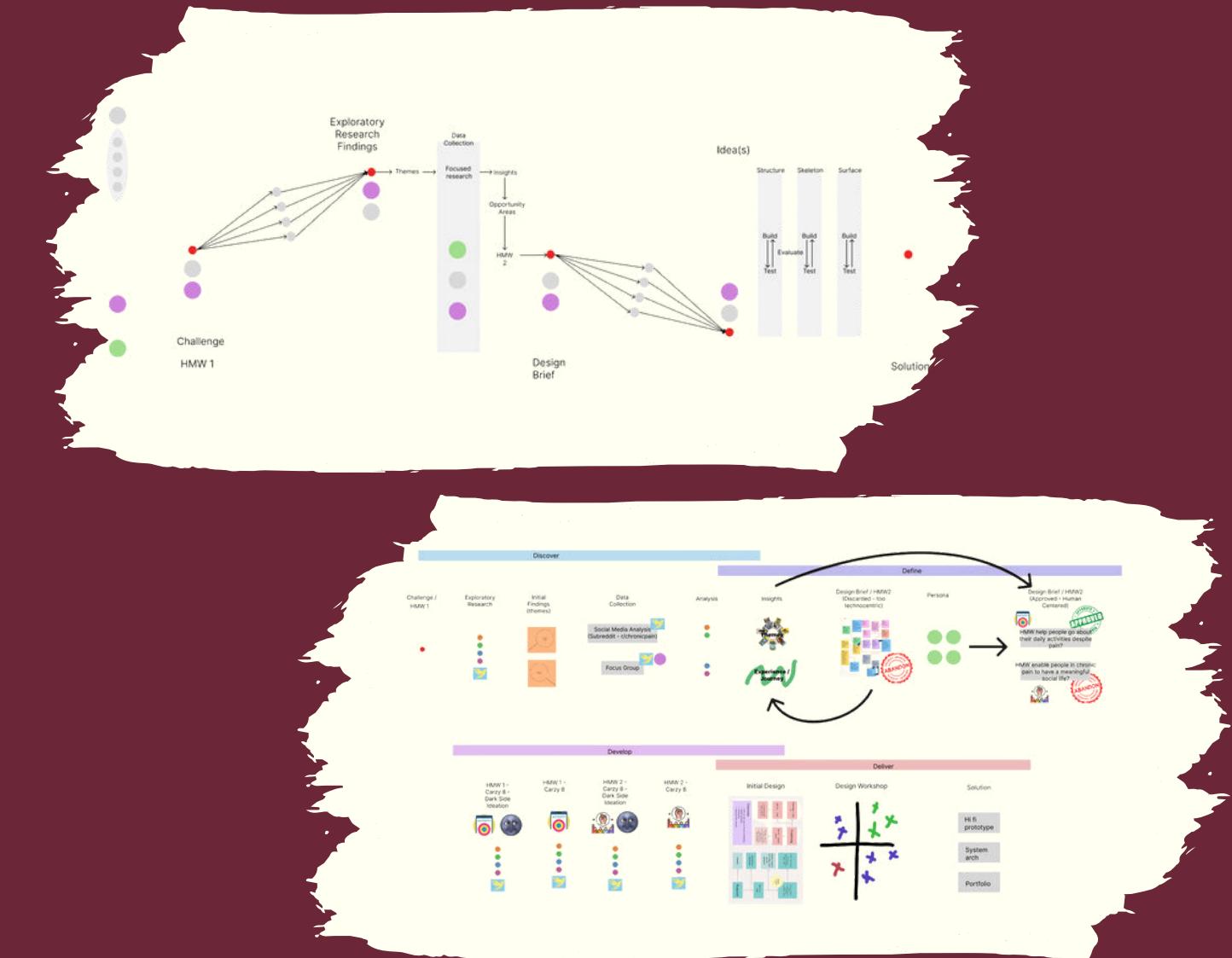


THE EMPEROR

*process is king*

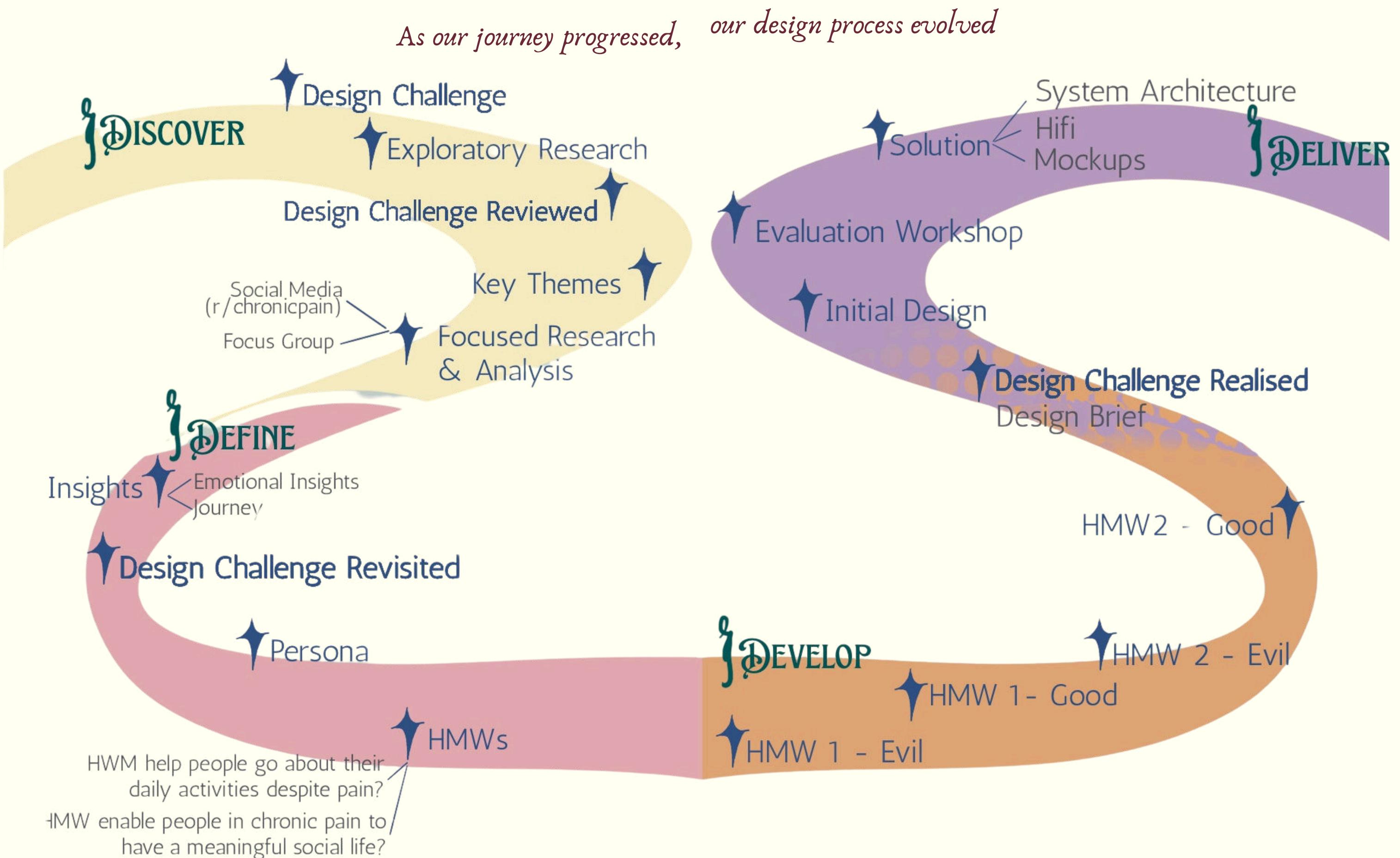


*After getting initial insights from the literature, we decided to focus our work by adopting a design approach.*



We periodically iterated on our process, as and when needed. This is what our process looked like at different stages.





## RETROSPECTIVE #2

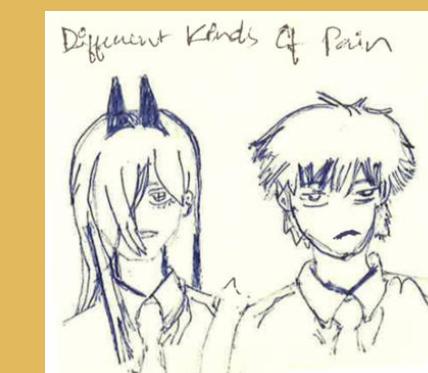
The literature review got us familiar with chronic pain in an academic sense.

There was unconventional technology to explore and we knew what chronic pain was all about. But we were still

missing actual experiences from people who were dealing with chronic pain. We decided to understand these experiences by analysing the subreddit, r/ChronicPain and conducting a focus group.



our idea of  
chronic  
pain



# V R/ CHRONIC PAIN



*change your perspective*

We extracted text from random 100 r/ChronicPain subreddit posts of all time and their comments using the 'PRAW' Python package (Subreddit - PRAW 7.7.1 Documentation, n.d.-b). We went through 100 posts and their comments to identify patterns in the data. We found that a lot of online users talked about other people in their lives with unrestrained emotions.

We also found the **research question** for our Reddit analysis

*How does the presence of pain emotionally affect people's relationships?*

*We decided to track people's Relationships and Emotions*

## ANALYSIS

To answer our research question, we needed to understand the emotions expressed by people with chronic pain while interacting with a social connection. We conducted relational analysis, which enabled us to qualitatively analyse the words in large scale of content and see the association of emotions and relationships when people discuss chronic pain online (Politz, 2024; Hsieh & Shannon, 2005).

We coded words with any mention of other people into different relationships, and we coded words with any mention of emotion into positive, neutral, and negative.

### Relationship

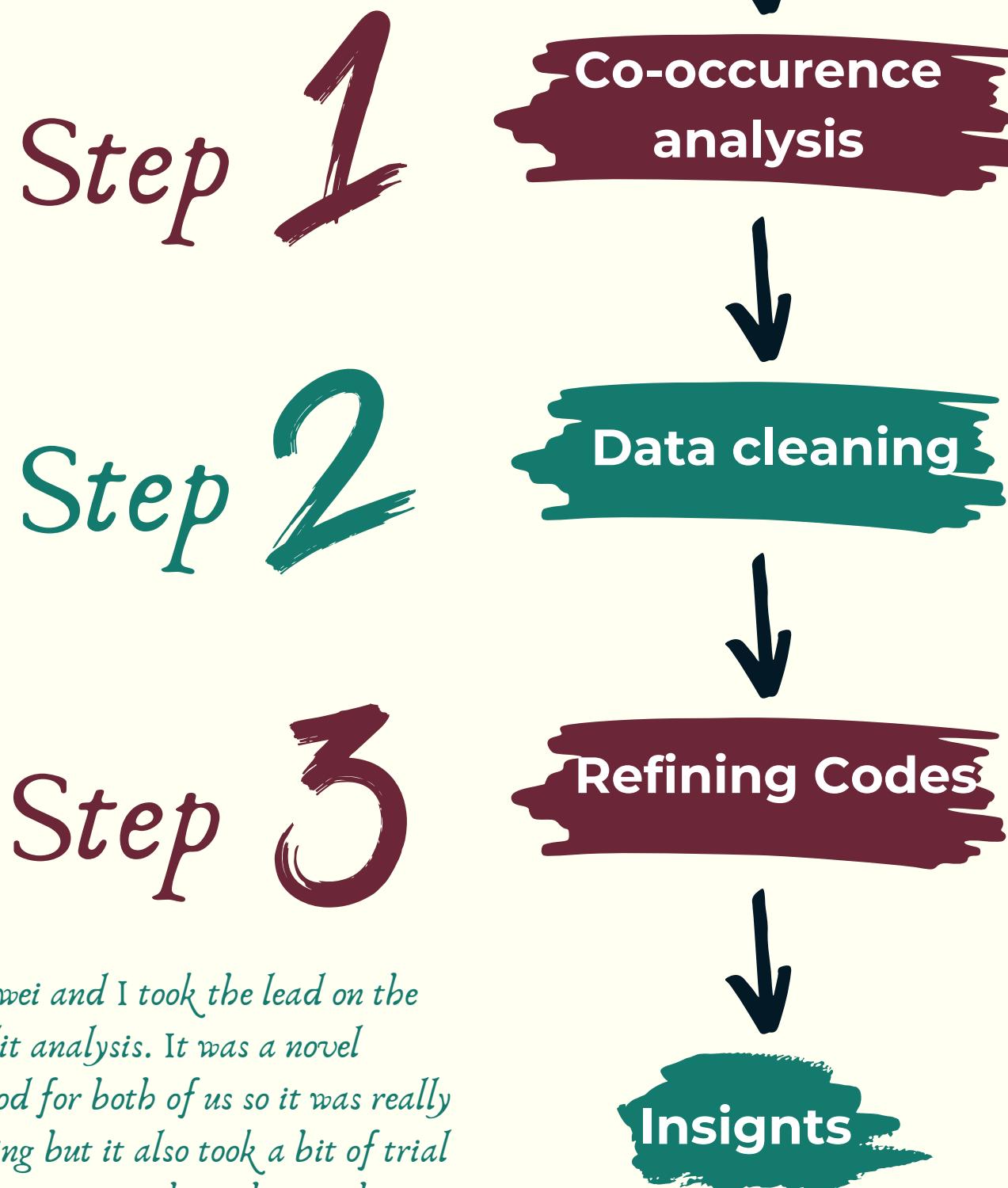
- Family/friend
  - 'parent', 'spouse', 'pet'
- Medical
  - 'doctor', 'therapist', 'surgeon'
- General
  - 'people', 'society'
- Colleague
  - 'coworker', 'company'
- Institution
  - 'government', 'FDA', 'school'

### Emotion

- Positive
  - 'satisfied', 'better', 'support'
- Negative
  - 'exhausting', 'depressed', 'painful'
- Neutral
  - 'wish', 'feel', 'relatable'



*After deciding the codes, we followed these 3 steps -*



We ran a co-occurrence analysis on the data. We wanted to identify sentences with two explicit categories (a relationship and an emotion) within the text extracted from the subreddit. This was done using the qualitative data analysis tool, ATLAS.ti 24.1.1 for Mac.

**1**

Consider the sentence, “I am not happy” Sometimes, a sentence tagged with a positive emotion may actually be negative in context. So, we manually cleaned the data by removing irrelevant sentences and reclassifying emotions in falsely tagged sentences.

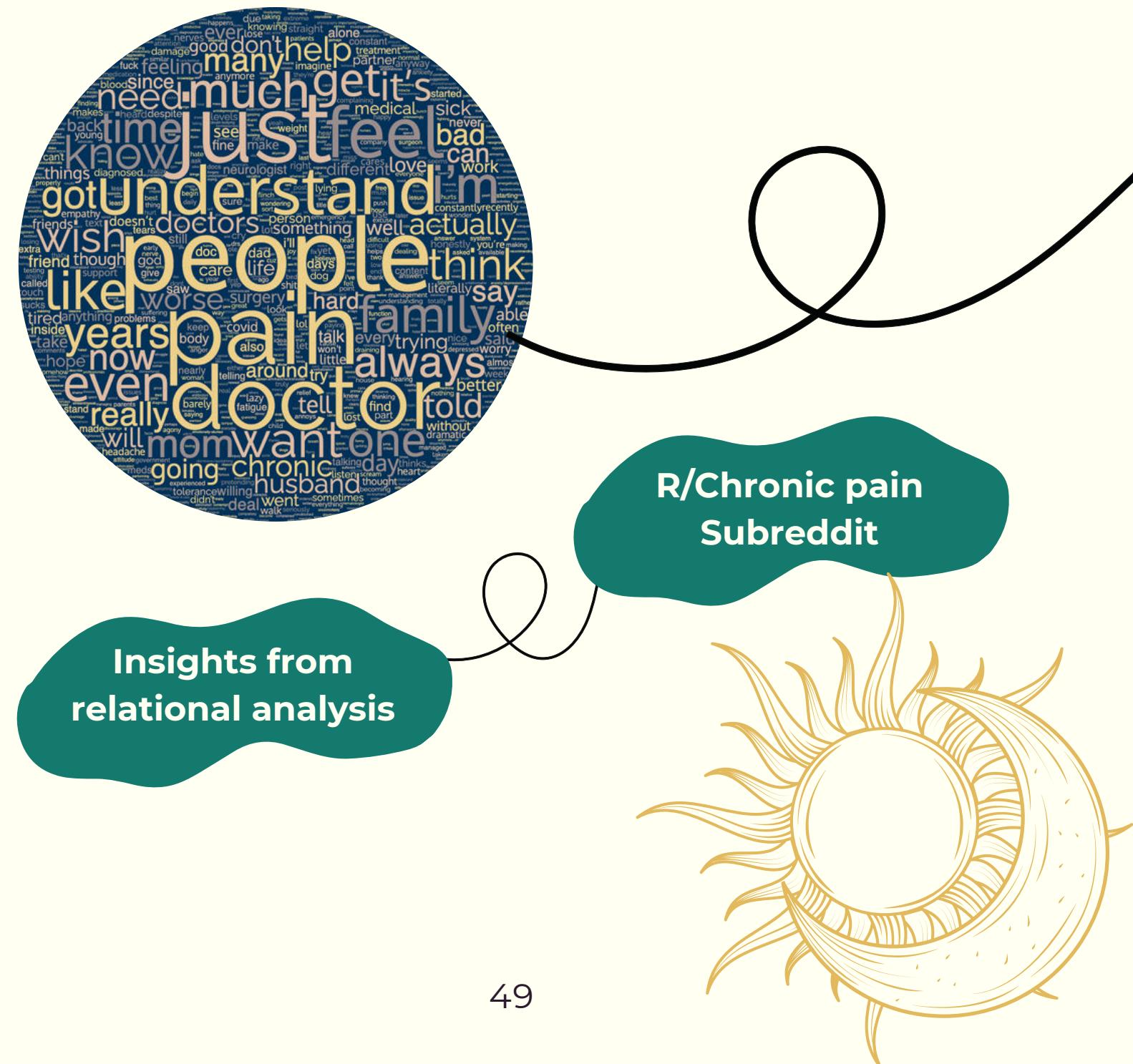
**2**

After we had all the relevant sentences, we identified the presence of pain in each sentence. The role of pain and their impact on relationships was then coded. A lot of the codes overlapped, so we clubbed them together until we had a small number of distinct codes. Finally, we analysed emotional insights from these common codes.

**3**

# INSIGHTS

*Insights from the analysis have been depicted in the form of tarot cards. We felt that tarot cards convey the complexity of experiences that cannot be expressed simply by words. Tarot cards became part of our portfolio design aesthetic from here on.*



NEGATIVE

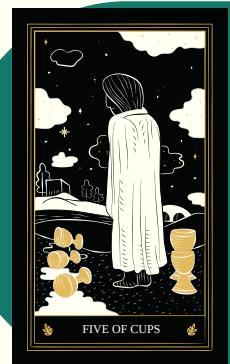
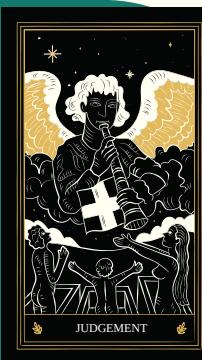
NEUTRAL

# POSITIVE

## BIAS

INSIGHT: Perceived bias negatively influences emotional state.

“ Before surgery, I saw this neurologist who said that my nerves and bone alignment was fine and that I must just want attention ”



## SADNESS

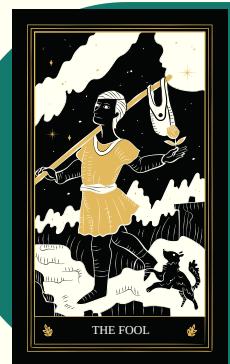
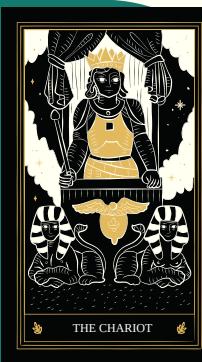
INSIGHT: Feelings of guilt, sadness and isolation may arise because of pain

“ But there are days I can barely even function so my dog has to go without [a walk] and that makes me feel even worse ... I feel like a bad dog owner ”

## CONFFLICT

INSIGHT: Others' perspectives may lead to contemplation or conflict.

“ ... then you have to listen to constant annoying questions from friends and family: well why can't you do this now? you did it last week ”



## HUMOUR

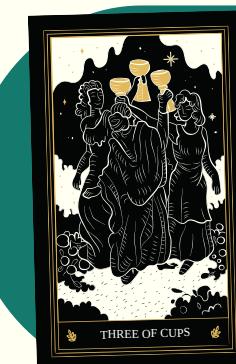
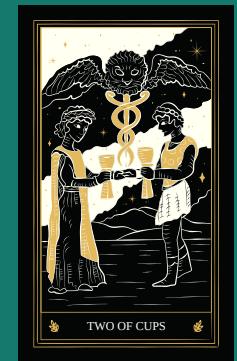
INSIGHT: People sometimes use humour to cope with pain or being misunderstood.

“ It's funny when I tell people why I lost 30 pounds in less than two months and they're jealous ”

## CARE

INSIGHT: The emotional impact of care/treatment/diagnosis of pain symptoms depends on individual circumstances.

“ It was liberating to hear that my dr recognizes this as an ongoing issue and she wants me to get an additional opinion, from a third neurologist who is willing to spend more time to listen to what I'm going through ”



## SHARING

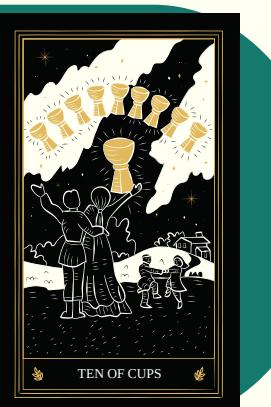
INSIGHT: Sharing and validating similar experiences of pain with others can have a positive emotional impact.

“ So I get teary because finding people who know how I feel and knowing I'm not the only one is such a relief ”

## SUPPORT

INSIGHT: Support, understanding and successful communication of pain often has a positive emotional impact.

“ I'm one of a very fortunate loving family who fought for me when I couldn't sit/stand/speak at the worst times ”



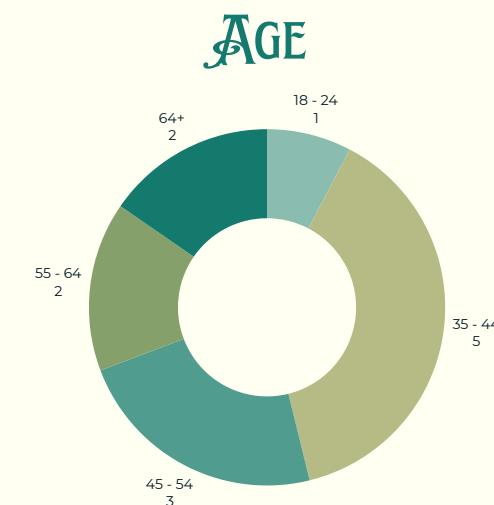
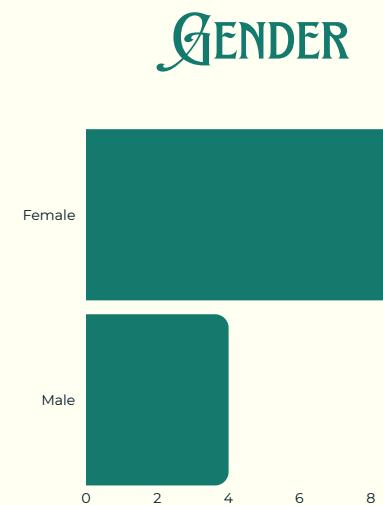
# VI

## FOCUS GROUP



*love thy participants?*

After reading literature and going through people's experiences online, we wanted to talk to chronic pain patients ourselves. We sat down with members of the Chronic Pain Ireland community to answer our burning questions. We conducted 2 focus groups with a total of 13 participants. All participants were experiencing chronic pain. The focus group interview sessions were held online and lasted 1.5 hours each.



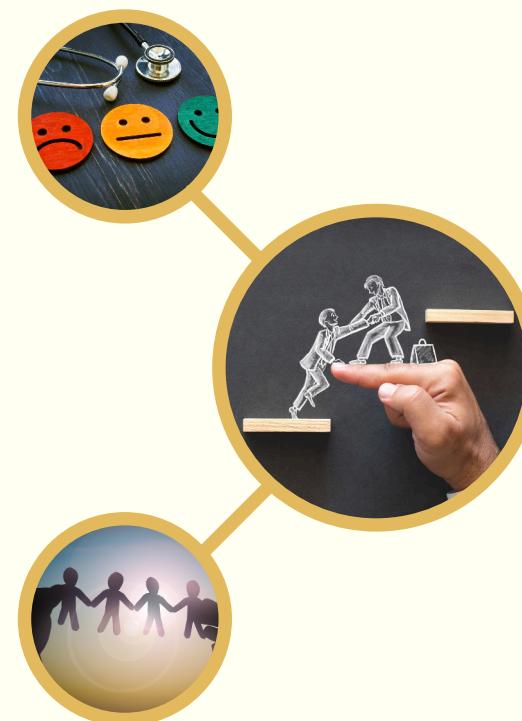
We prepared an interview guide based on what we wanted to know.

The 3 focal points for our inquiry were -

**EXPERIENCE**

**SUPPORT**

**COMMUNITY**



# INTERVIEW GUIDE

Could you describe your pain?

What has your journey with pain been like?

- Could you walk us through how it started and how you got here?
- Have you experienced any turning points in your journey?

Can you talk about the distinction between 'discomfort' and 'pain'?

- Are they different things or interrelated in your experience?

How does your condition impact your daily life?

- How do different situations impact your pain and why do you think that is?

Do you have any techniques to manage your pain?

Can you talk about a support system that you may have?

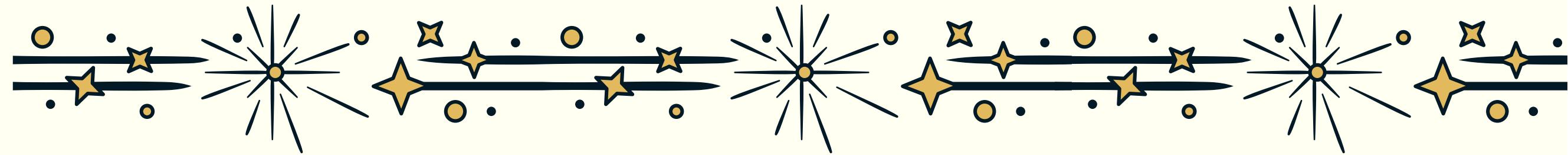
How do you engage with the CPI pain community?

- How did being part of a community change things for you?

How aware do you think the general population is of chronic pain?

- Is there anything you would like the general public to be aware of?

# INSIGHTS



We used thematic analysis from Braun & Clarke's (2006) influential research paper and fit the method to our context. We went through the 2 focus group transcripts multiple times and highlighted common experiences into recognisable patterns or codes. We compared and merged codes from the two transcripts to gain insights. We could identify people's experiences to fit into different stages of the chronic pain journey.

## 1. Initial Diagnosis and Early Stages:

- A number of participants experienced periods of delay in diagnosis, if any at all.
- During this period, people with chronic pain may undergo numerous tests and consultations with different healthcare providers.
- The lack of a definitive diagnosis leads to feelings of frustration and anxiety.
- Participants often feel misunderstood or dismissed by doctors and society in general.

## 2. Daily Life Impact:

- Chronic pain significantly affects daily activities. Participants mentioned difficulties in performing basic tasks such as walking, sitting for extended

periods, and even sleeping.

- The pain often leads to a reduction in social activities, contributing to feelings of isolation and loneliness.
- Work and career impacts are prominent, with many participants needing to reduce working hours, change jobs, or leave the workforce entirely due to pain-related limitations.

## 3. Emotional and Mental Health:

- Chronic pain has a profound impact on mental health. Many participants reported experiencing depression, anxiety, and a sense of hopelessness.
- There is a recurring theme of feeling misunderstood by friends, family, and even healthcare providers, which exacerbates emotional distress.

## 4. Interactions with Healthcare Providers:

- There is a mixed perception of healthcare providers. Positive experiences often involve providers who are empathetic, listen actively, and provide holistic treatment plans.
- Negative experiences typically involve providers who are dismissive, focus solely on medication without addressing other aspects of pain management, or lack knowledge about chronic pain conditions.

## 5. Coping Mechanisms and Support Systems:

- Participants employ various coping mechanisms, including physical therapy, medication, alternative therapies (like acupuncture and massage), and lifestyle adjustments (diet, exercise).
- Support from family and friends is crucial, but there is a noted need for better emotional support and understanding from these networks.
- Support groups and communities, both in-person and online, play a significant role in providing emotional support and practical advice.

## 6. Adaptation and Resilience:

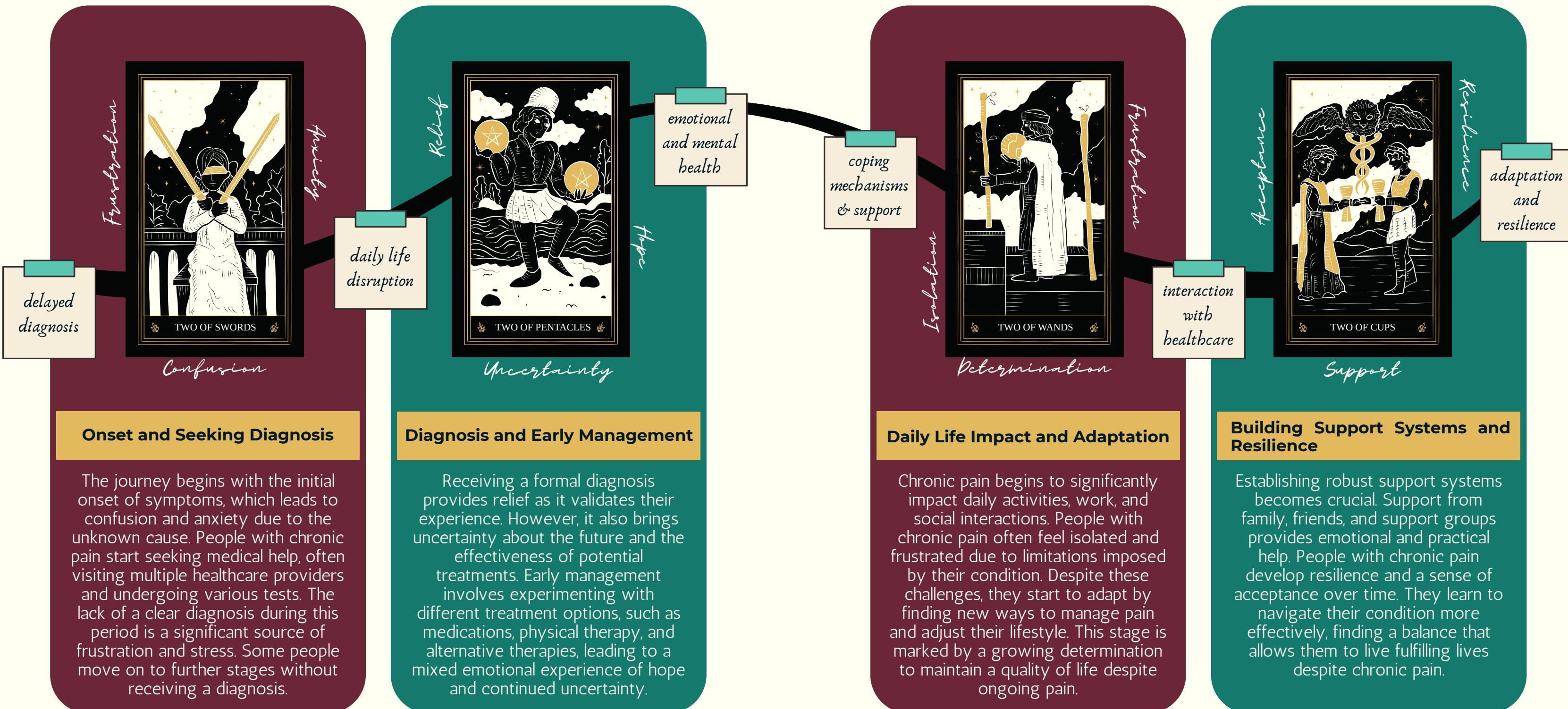
- Over time, many participants develop a level of acceptance and resilience. They learn to adapt their lifestyles to manage pain better and maintain a reasonable quality of life.
- Despite ongoing challenges, there is a sense of perseverance and determination to find effective ways to manage pain.

I was the lead interviewer for both focus groups while others made notes and handled technical support. Aaryan and Yilei took the lead on generating relevant insights and mapping the typical journey of a chronic pain patient.

# JOURNEY



To make sense of all the information we got from our focus group analysis, we employed the journey mapping method. Since many of our participants shared common experiences at similar points in their journey, we could coherently map their experiences into different stages (Gibbons, 2024a; Morlion et al., 2021).



## RETROSPECTIVE #3

It was only when we analysed and talked to people from the chronic pain community that we started to deeply empathise with the people we were designing for. We'd found ourselves getting emotional over the struggles faced by people with chronic pain during the literature review. But it was nothing like our focus group interviews. As speculated, we hadn't properly understood chronic pain patients by reading about them. We were shocked, moved, and sad. As researchers, it was confronting to feel this way about someone's daily struggles. We had so much more clarity about people's problems. Our work could help people in chronic pain, and we would do anything to make that happen.

From this point on, we found ourselves changing our language when referring to our 'user group'. 'Chronic pain patients' were changed to 'people / individuals with chronic pain'. We wanted to find a balance in our language so we could refer to our 'user group' as people with distinct needs but avoid using words like 'patients' so we don't treat people as someone inherently different from us. In the design, we would employ the term, 'users' because we were designing with a digital user in mind.



## DESIGN CHALLENGE REVISITED



**HOW MIGHT WE**  
*support those who find  
themselves in a state  
of pain they feel they  
can't cope with?*

*It was time to turn our insights into ideas. Our design challenge was quite broad. To focus our ideation, we needed a more specific design brief.*



# VII

## DESIGN BRIEF



*expand your thinking*

# HOW MIGHT WE...?

We wanted our new design brief to also be a ‘How Might We’ or ‘HMW’. To ensure we were ideating for the right problems, we set some rules from the Nielsen Norman Group (Rosala, 2024).



# **Begin by focusing on the insights**

Often, teams create "How Might We" (HMW) questions that are too broad and not tied to their actual findings. After completing our discovery research, it's important to agree on the key insights. Base HMW questions on these insights to ensure we are targeted and effective.

## Don't incorporate a specific solution

Embedding solutions in questions can limit creativity and result in fewer generated ideas.

# Keep HMWs broad

When formulating HMW questions, consider whether they can be broadened. A wider scope in our questions can lead to the generation of more ideas. However, it's important to ensure that these questions remain focused enough not to stray from the problem we aim to solve.

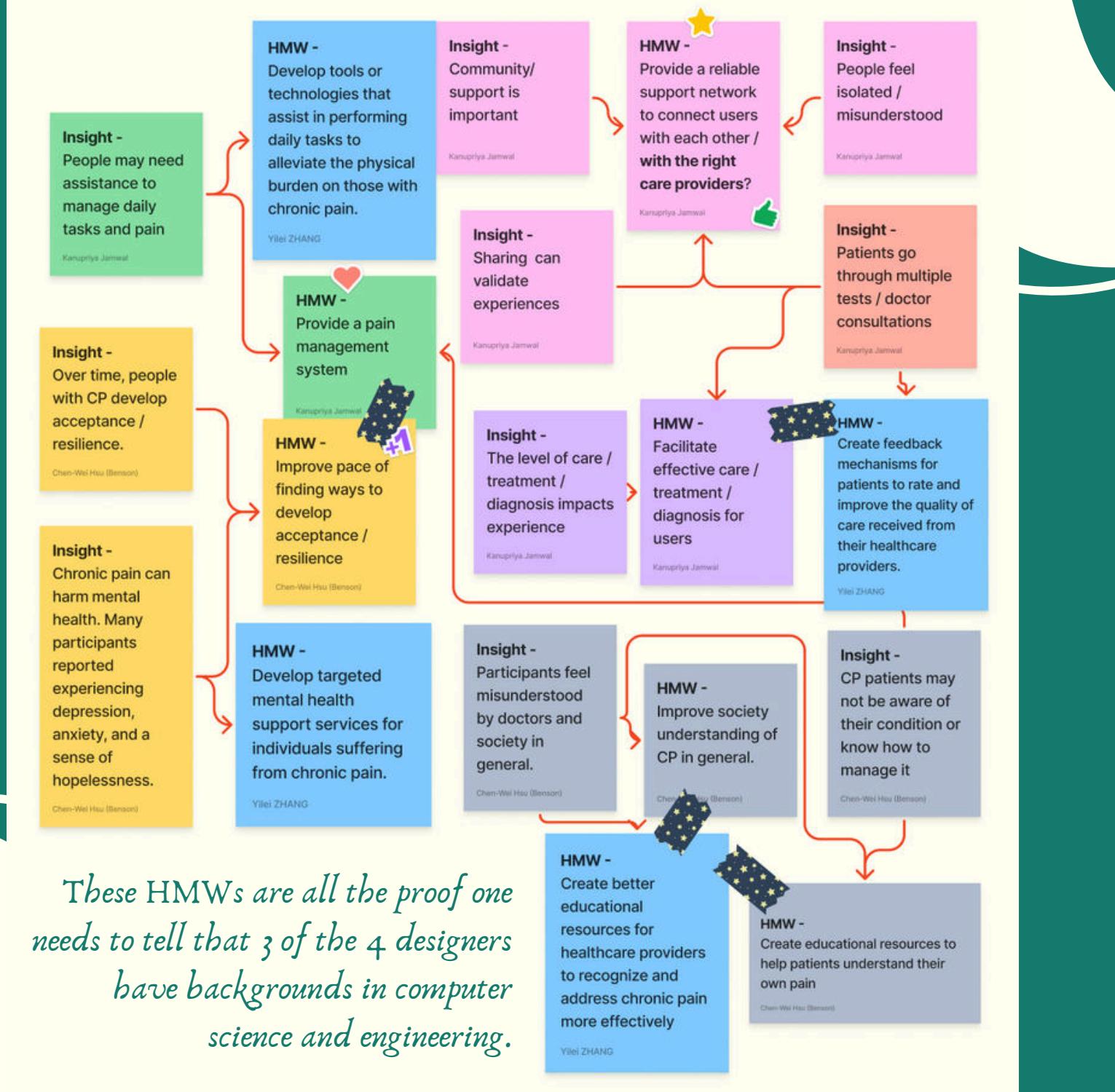
## **Target desired outcomes**

To ensure we're addressing core issues rather than just symptoms, our HMW questions should target the desired outcomes. By centering on the desired outcome we avoid superficial solutions, and foster more creative and effective resolutions.

## Frame HMW questions positively

Frame HMW questions in a positive manner to foster greater idea generation and creativity. This positive framing can lead to a more constructive and expansive brainstorming process.

We came up with 10 HMWs, some of them felt related and all of them were too **technocentric**



*These HMWs are all the proof one needs to tell that 3 of the 4 designers have backgrounds in computer science and engineering.*

**'HMW provide a pain management system?'**  
**'or'**  
**'HMW provide feedback mechanisms to ...'.**

*It felt like our HMWs were created with a technical solution in mind.*

We had to come up with HMWs that solved our users' problems, not our problems. We came up with four personas that were grounded on our focus group participants. These personas would help us consider people's pain points (pun) while formulating an HMW, along with insights.





artist: Pablo Stanley

### Stage in Journey: Undiagnosed

## Tess McQUEEN

<b>Age</b>	36
<b>Sex</b>	Female
<b>Job</b>	Sr. Exec
<b>Loc</b>	Ireland

Tess used to have an active lifestyle where she would start her day with a bit of exercise, tend to her garden, and drop her child off at school before going to work. After a car accident, Tess found herself in intense, constant pain all over her body. Even after consulting multiple doctors, no one was able to diagnose her pain. As a result, she was forced to lead a more dormant lifestyle. Since her condition is undiagnosed, Tess finds it hard to avail disability benefits and convey her pain to others. Her condition also causes her considerable anxiety. Some doctors prescribed her pain medication, but after alleviating the pain for a short time, the medication was ineffective, and the pain came back even harder.

### Frustrations

- Undiagnosed
- No resources
- No Reliable doctors
- Money spent on consultations
- Misunderstood

### Goals

- Get back to an active lifestyle
- Follow her hobbies
- Work and take care of her child without restriction from pain

“It's exhausting to wake up each day and fight a battle with an invisible enemy. I've spent countless hours and money searching for answers, but I still feel misunderstood and trapped in this cycle of pain”

## Brant Armani

<b>Age</b>	42
<b>Sex</b>	Male
<b>Job</b>	Unemployed
<b>Loc</b>	Ireland

### Stage in Journey: Early Management



### Frustrations

- Pain medication does not provide relief
- Uncertainty about future
- Isolation and guilt
- Money spent on consultations
- Multiple treatments ineffective

### Goals

- Find the right treatment plan
- Engage in physiotherapy to ease pain
- Talk to people going through a similar experience

“Finding the right treatment feels endless. I just want to feel better and connect with others who understand. It's frustrating to spend so much on treatments that don't work.”



# RICHARD SANCHEZ

<b>Age</b>	40
<b>Sex</b>	Male
<b>Job</b>	Office Admin
<b>Loc</b>	Ireland

## Stage in Journey: Daily life Impact

Richard struggles with the impact of arthritis on his daily life. His condition frequently disrupts his ability to maintain a stable work schedule and engage in social activities. Richard enjoys walking for exercise, but severe pain often prevents him from doing so. He has had to leave family events early to manage his pain, leading to feelings of guilt and misunderstanding among his loved ones. Despite these challenges,

Richard is determined to find a way to live with his pain, balancing it with his daily responsibilities and social life. He yearns for a more inclusive environment where his condition is understood and accommodated.

“Living with arthritis means constantly adjusting my life around the pain. It's frustrating when I can't work or enjoy a simple walk. I wish people understood how hard it is to balance everything and create a lifestyle that fits me.”

## Frustrations

- Issue with conducting daily activities
- Unable to be stable on the work time
- Hard to participate social activities
- Difficulty developing and adapting to new life style

## Goals

- Having understandable environment for his pain conditions
- Can manage pain as well as daily and social activities
- Create life style align with his condition

# KATE MELANIE

<b>Age</b>	46
<b>Sex</b>	Male
<b>Job</b>	Manager
<b>Loc</b>	Ireland

## Stage in Journey: Adapting to pain

Kate has dealt with pain from a very early part of her life, as early as she can remember. It took her a while to recognise her condition as chronic lower back pain. After recognising her condition, she consulted all sorts of medical professionals, including doctors, therapists, and pain specialists. Kate educated herself on her condition and went through years of trial and error to find the right combination of care. Kate actively searched for and built a network of individuals suffering from chronic pain. Kate now regulates her activities to fit her lifestyle, is in therapy, connects with other people in chronic pain regularly, and has less pain than earlier. Her carefully planned lifestyle allows her to live a good life, despite her condition.



## Frustrations

- Issues with ‘pacing’, i.e., balancing engaging in daily activities and rest periods.
- Deals with semi-regular flare-ups, i.e., unpredictable periods of intense pain
- Unable to plan daily and social activities

## Goals

- make people more aware about chronic pain
- Create and improve a pain self-management routine

“It's been quite a journey. Pain has been a part of my life since forever. After years of work, I have finally managed to reduce the intensity. But I have to be vigilant so I don't slip up and lose progress on pacing.”

~~HMW Improve pace of finding ways to develop acceptance / resilience~~

~~How might we provide a pain management system~~

~~How might we help spread awareness about chronic pain to general public?~~

~~How develop tools or technologies that assist in performing daily tasks to alleviate the physical burden on those with chronic pain.~~

~~HMW Create feedback mechanisms for patients to rate and improve the quality of care received from their healthcare providers.~~

~~How might we assist people with chronic pain in enhancing their mental and emotional health to effectively cope with the emotional challenges associated with pain?~~

~~How might we help people with chronic pain get better medical treatment without wasting too much money?~~

*This time we came up with two*

**HMWS**  
*that were interesting and feasible*

**1**  
How might we help people go about their daily activities despite pain?

**2**  
How might we enable people in chronic pain to have a meaningful social life?

# VIII

## IDEATION



*we can do it!*



Once we had identified our HMW questions, we decided to brainstorm using 2 ideation techniques

## CRAZY 8

proves even more beneficial, as it produces a variety of unique ideas that can be explored and expanded upon in subsequent brainstorming sessions (Verma, 2022).

In the realm of design, Crazy Eights goes beyond a simple card game; it's a rapid brainstorming technique used to quickly generate multiple ideas. Known as a 'design sprint,' the goal is to create and sketch eight distinct solutions to a problem within eight minutes. This demanding exercise results in eight different rough sketches, each representing a potential solution. When used in team environments, this method

## DARK SIDE

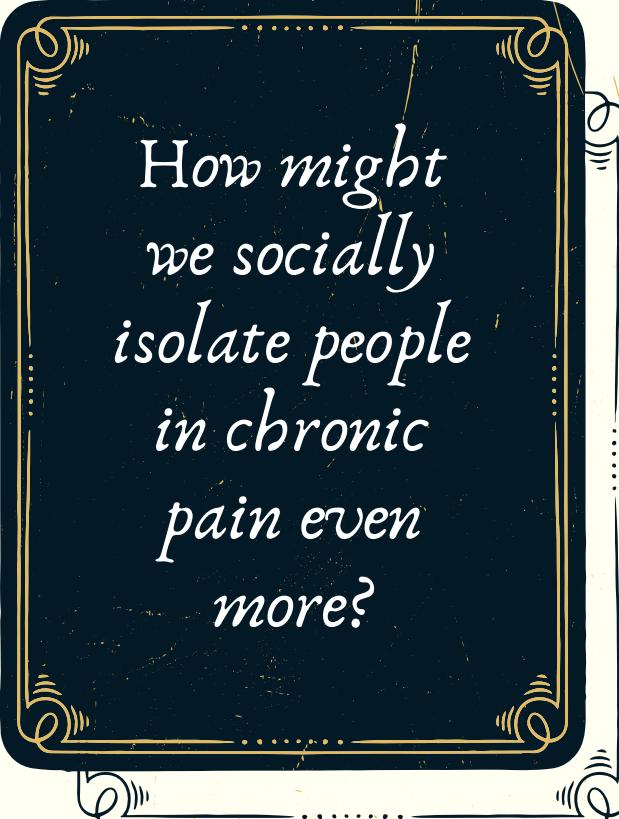
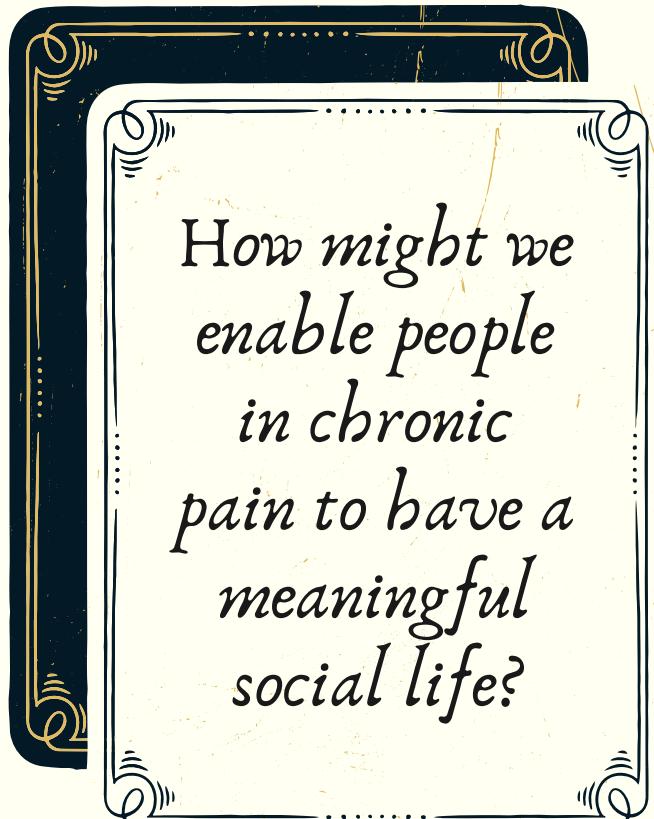
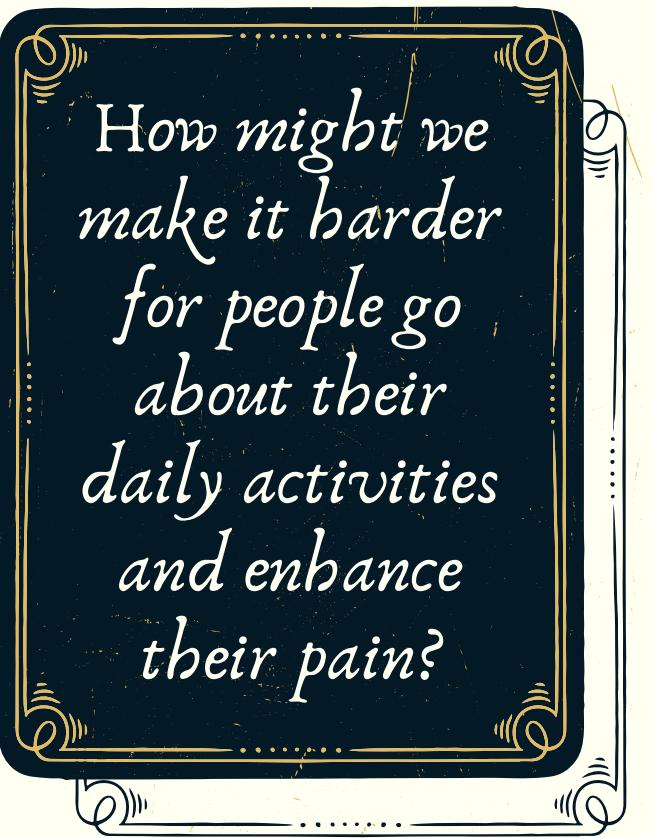
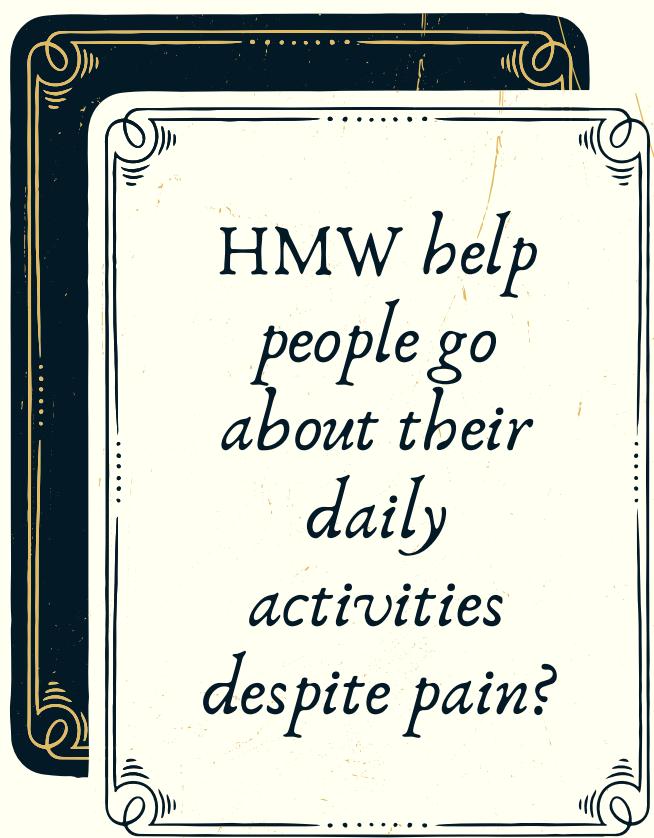
We came up with two more HMWs that directly contradicted our original HMWs. If the original goal was to help people, the goal of the dark side was to ruin lives. This method allowed us to detach from the emotional weight of our research findings and view the HMWs from a fresh perspective (*Dark Side*, n.d.).

Conducting this exercise proved invaluable, as it helped our team break free from our tendency to look for an immediate 'fix', enabling us to explore a broader range of ideas. The dark side also helped us consider the deeper implications of certain technical and design decisions.

- Each team member should split their paper or canvas into eight separate sections.
- Set the timer for eight minutes.
- Each team member should individually draw one idea in each of the eight rectangles, working diligently until all sections are completed.
- Stop when the time is up and share their thoughts.
- Write down our design challenge and reframe it in the most negative way possible.
- List down as many solutions as possible that solve our new design challenge.
- Add another idea that transforms or inspired from the first solution into a positive one.
- Discuss all ideas with everyone.

For these four questions, the four members of our group went through four rounds of *Crazy8* brainstorming.







*How might we  
make it harder  
for people go  
about their  
daily activities  
and enhance  
their pain?*

## KANUPRIYA JAMWAL

- An application induces pain through harsh lights and sounds.
- Timetables make them consume more time and complex when using.
- Induce their pain through harsh pressure.
- Maximize notifications without being sensitive.
- Useless robot.
- VR for Bad.
- AR navigation for misleading them.



## CHENWEI HSU

- Noisy music with carrying weight when exercising.
- Hardest bed to sleep in the world.
- A device that forces you to run faster than your capability.
- A device hides your painkiller.
- Fake weather forecaster.
- Devices that force you to keep moving and electric shock you when you stop.
- An environment that annoyings them a lot.

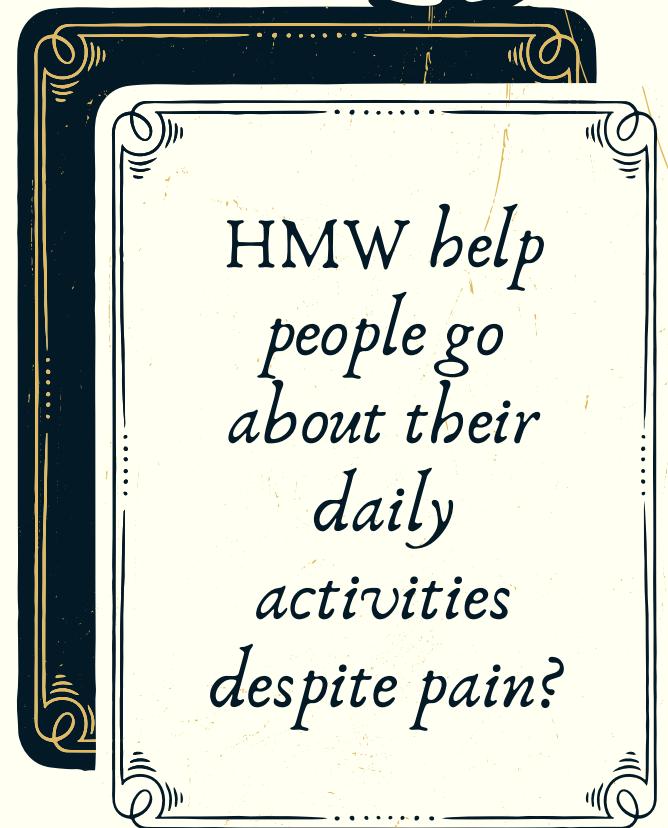
## AARYAN SHRIVASTAVA

- Every sound, like an alarm or doorbell, is loud, squeaky, and annoying.
- Add a pull bar to a push door without telling them which regulator is for which.
- Don't let them connect to friends and family.
- Make it harder for them to properly sort out their medications or put useless reminders for events past already.



## YILEI ZHANG

- Complex interface.
- An app forced them to have social interaction.
- An app with excessive notifications.
- An app having mandatory physical interactions.
- An app with irrelevant content overload.



- 1) Have everything made with clear signifiers & easy to use! Learning curve will be completed with a low learning curve.
- 2) Broad home technology so that the home can easily be done via voice commands.
- 3) Make them feel more connected to outside world & people to develop a strong mentality.
- 4.) Develop a symbol or something like a call bell system that will let the people to have know that they require help or doing a task.
- 5.) Making sure that their health & medication are maintained at regular intervals.
- 6.) The furniture around the house is well set & comfortable for them to adjust to providing comfort.



## KANUPRIYA JAMWAL

- Intuitive calendar.
- Reward System.
- Pain management app: all-in-one dashboard, personalized, logging activities.
- VR: task for 15 minutes; mindfulness, break for 15 minutes.
- IoT functions: lights, music, windows, washing machine.
- Alternative Interactions.
- Bio feedback.

## AARYAN SHRIVASTAVA

- Make things easy to use with clear signifiers and a low learning curve.
- Personalization of sounds.
- Basically let other people in the house know that this person is experiencing pain. If we can quantify pain in some way, their partner or someone else in the house can get a notification in their smart device automatically that the person is under immense pain today.

## YILEI ZHANG

- An app with a clutter-free interface design.
- Resource hub for pain management: provides verified information, tutorials, and expert advice on managing chronic pain.
- Adaptive activity suggestions: The app would learn from the user's feedback to continuously improve its recommendations.
- Virtual pain relief coach: features virtual coaching sessions for pain relief.
- Customizable notification system: with a highly customizable notification system. Allow users to set preferences for reminders.

## CHENWEI HSU

- Bean bag that automatically heats up.
- Affordable exercise goals.
- Painkiller notification.
- Gamification.

Connects all social accounts  
Facebook  
Instagram  
Twitter  
Etc  
and pushes the account  
out also put story,  
so it's not approachable

Social media  
but all other accounts are  
BOTS  
They are interacting with fake ppl

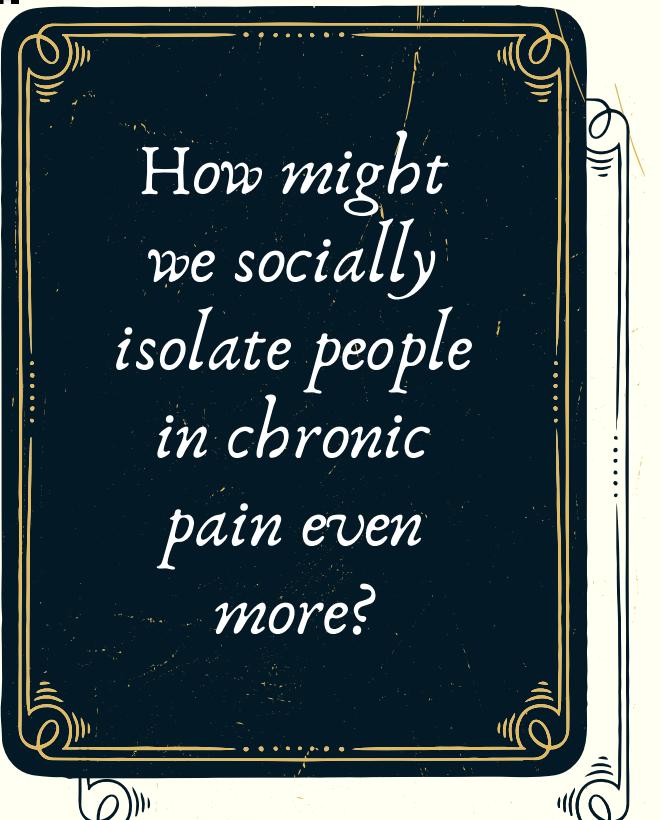
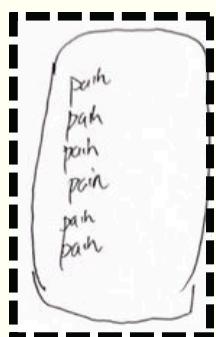
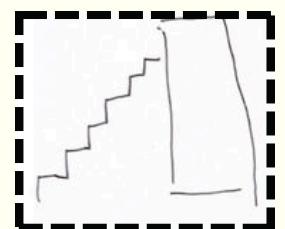
Dating simulator  
AI girlfriend/bayfriend  
Keeps you trapped in a cycle of abuse  
Fuck you if you make fun

Step 1 - Cut off with  
Step 2 - Burn down  
cellphone towers  
Step 3 - Remove data from public seconds.

Anti Chronic Pain Group  
1. Start a movement against ppl in CP.  
- shame them  
- disgrace them  
- make them into the new 'unmentionables'  
- involve the govt  
- spread propaganda about how CP ppl are lying

- 5.) Make them feel bad about themselves by reminding them of how they will be alone over time.
- 6.) Cut off WiFi & cellular.
- 7.) Hacking off their complaint push notification dent when they're not on computer, mobile, and from their devices.
- 8.) Not giving them enough information on how to reach out.
- 9.) Make social media apps harder to manage by having them pay.
- 10.) Make the new of the people feel like a burden by letting them hear how people talk behind their back.
- 11.) Fake funeral.
- 12.) Calendar cancels every event.

Tell everyone they're lying



## KANUPRIYA JAMWAL

- Cut them off.
- Fake social interaction with BOTS.
- Trap them.
- Sabotage social media.
- Publicly shame, condemn, hate, and spread lies about they are lying.



## CHENWEI HSU

- Force people to keep complaining about their pain at social events.
- Stop their WiFi and signal.
- Make a fake funeral and hide them.
- Tell the public they are lying about the pain.
- Calendar that secretly cancels every event.

## AARYAN SHRIVASTAVA

- Spread propaganda.
- Isolate them by not telling them about the resources they have and the people they can talk to and feel understood by.
- Make an app that gives negative reminders and what people talk about them behind their back.
- Make them miss important text messages and calls by not showing them important notifications.

## YILEI ZHANG

- Inaccessible communication tools.
- Limited physical access in public design.
- Isolating user experience in apps.
- Exclusive event platforms.
- Unsupportive health tracking.



## KANUPRIYA JAMWAL

- Social Media.
- Monthly meetups: set a plan; users may plan.
- Campaign to raise awareness.
- Virtual rooms for virtual interaction.
- Talk to someone's statistic.

## CHENWEI HSU

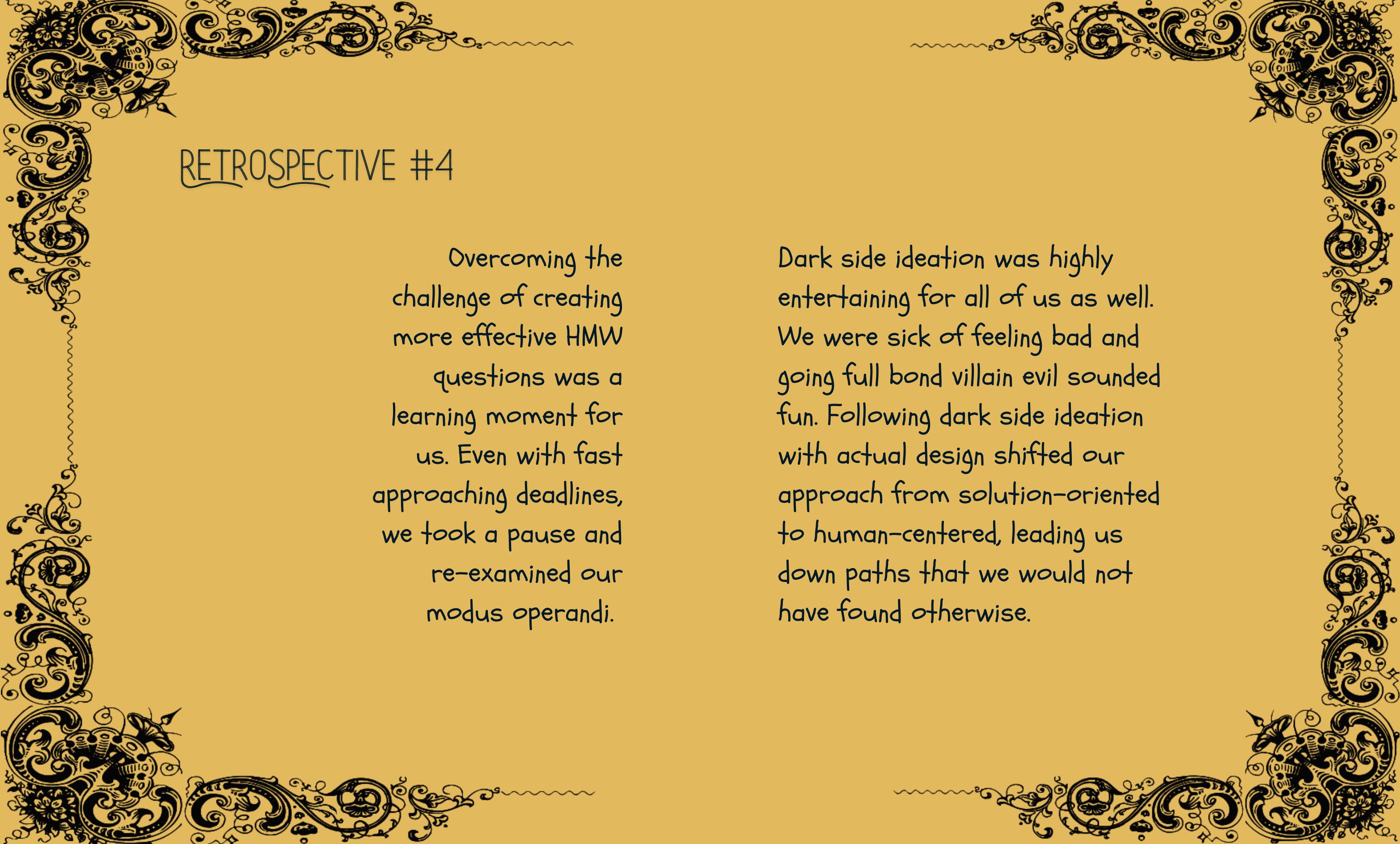
- Keychain can call you when squeezing it.
- Calendar predicting good days.
- Audio notification when having the same pain conditions.
- Special social media status for bad day.
- National holiday for chronic pain
- Canned message reply.

## YILEI ZHANG

- Accessible event discovery app: helps users find local events with accessibility information clearly displayed.
- Peer support matching app: facilitate forming support groups or one-on-one connections, providing a space for shared experiences and empathy.
- Virtual meetup platform.
- Care Bear: a plush bear with a built-in chatbot. The level of strength with which the bear is hugged can be used to help the chatbot understand the user's current pain level.

## AARYAN SHRIVASTAVA

Basically an app that, at regular intervals, reminds them that they are not a burden by automatically making a collage of all the positive things their close ones have said about them and maybe with photos also.



## RETROSPECTIVE #4

Overcoming the challenge of creating more effective HMW questions was a learning moment for us. Even with fast approaching deadlines, we took a pause and re-examined our modus operandi.

Dark side ideation was highly entertaining for all of us as well. We were sick of feeling bad and going full bond villain evil sounded fun. Following dark side ideation with actual design shifted our approach from solution-oriented to human-centered, leading us down paths that we would not have found otherwise.



## DESIGN CHALLENGE REALISED

*This is the last one, we promise.*



We now had a plethora of ideas and several directions to choose from. Based on our ideas and preferences, we settled on a single HMW.



**HOW MIGHT WE**

*help people go about their daily activities despite pain?*



DESIGN



*the answer reveals itself*

*An exhaustive discussion and much deliberation later, we decided to make a mobile app for pacing.*

## Pacing

Pacing, a pain management strategy, involves carefully planning the duration of activities to avoid pain flare-ups, helping people with chronic pain balance activity and rest to maintain daily function without overexertion (Andrews et al., 2012).

## Flare-up

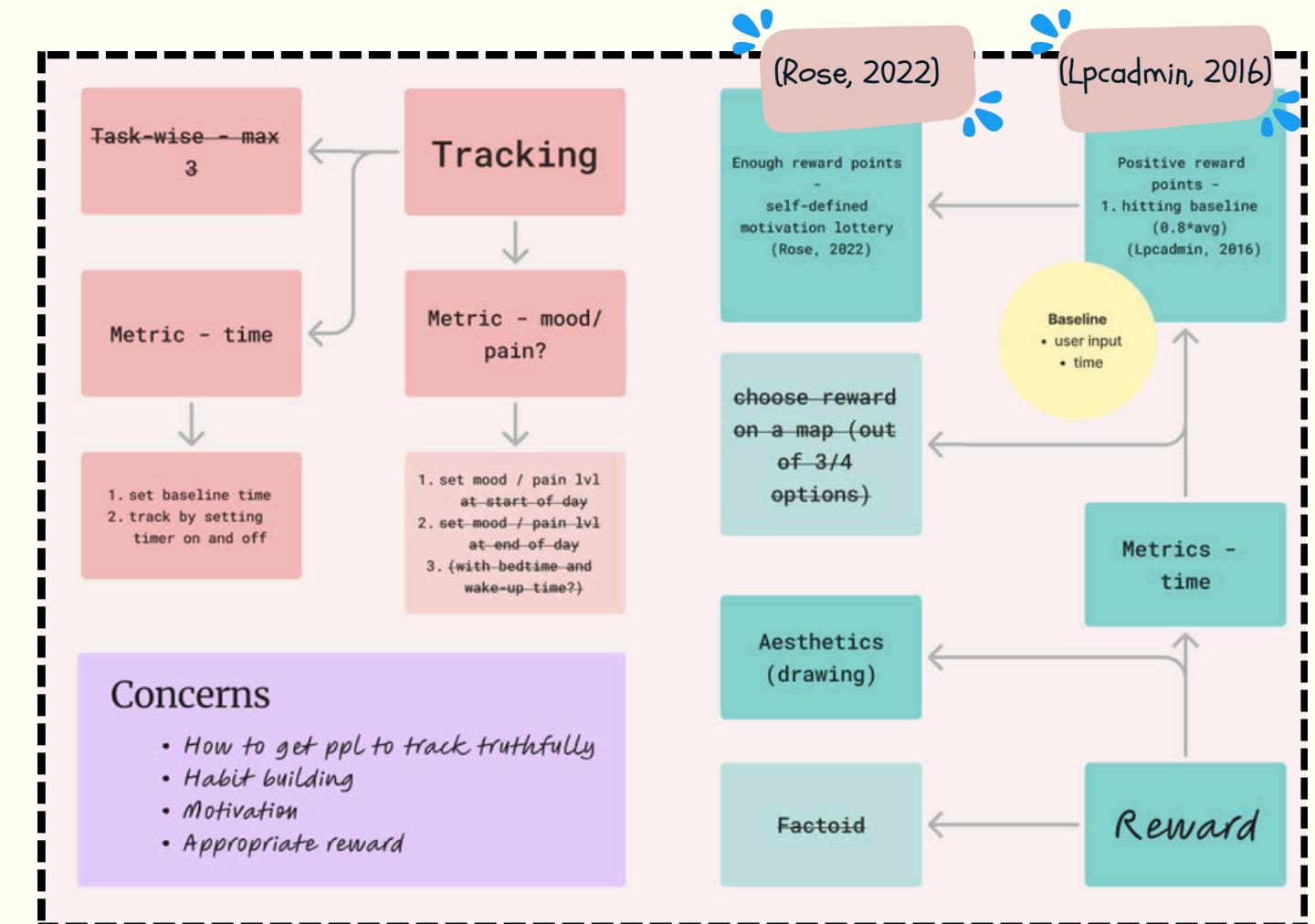
A flare-up refers to a period of intense pain which is felt more severely than your day-to-day chronic pain. Flare-ups may last hours, days or weeks and often there is no set pattern to them. They often come on quickly and without much warning (NHS inform, 2023).

## Baseline

Since the key of pacing is to work out how long you can do a task without a pain flare. Baseline is the average time you can do activity without pain and reduce this number by 20% (or multiple by 0.8) for a buffer (Pacing and Goal Setting - Pain Management - PainHEALTH, n.d.-c).

# PACING APP

*Our app would have 2 basic functionalities - task tracking and reward*



We considered how many screens we would create and what we would track

Onboarding-  
Username  
Interests - history,  
sports, food  
Add task - baseline,  
description

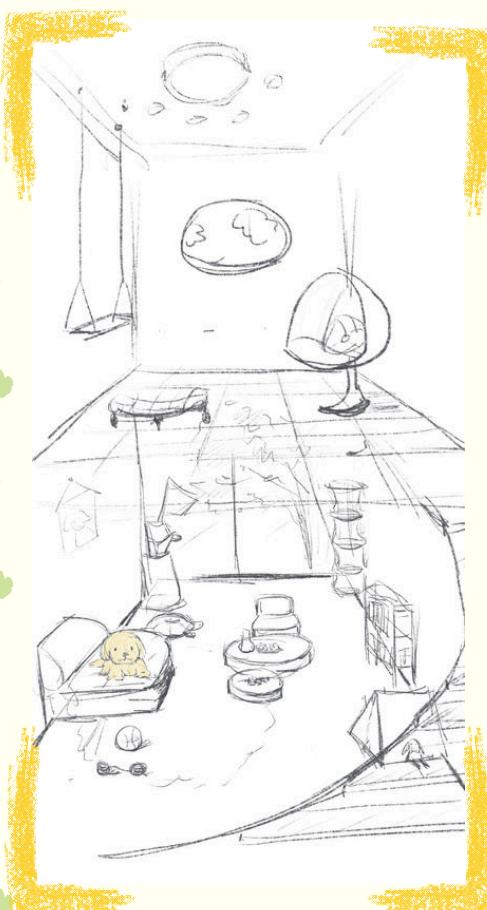
Reward  
points on a map  
(Ireland)  
User can select and  
uncover art/fact



Mood / pain daily tracking-  
Morning  
time  
mood - metric / emoji?  
pain - metric  
After task  
mood metric  
pain metric  
Before sleep  
time  
journal / comments about  
the day  
mood metric  
pain metric

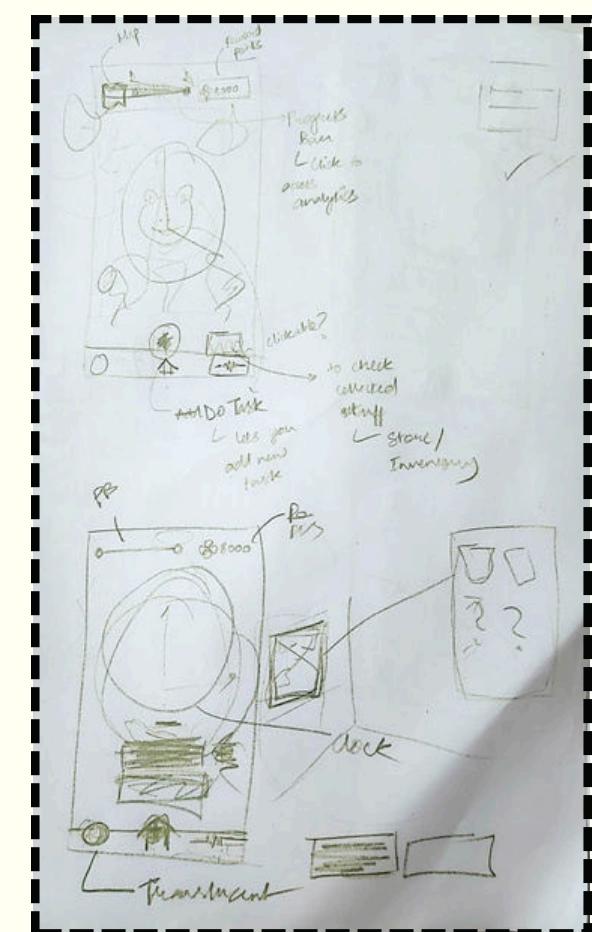
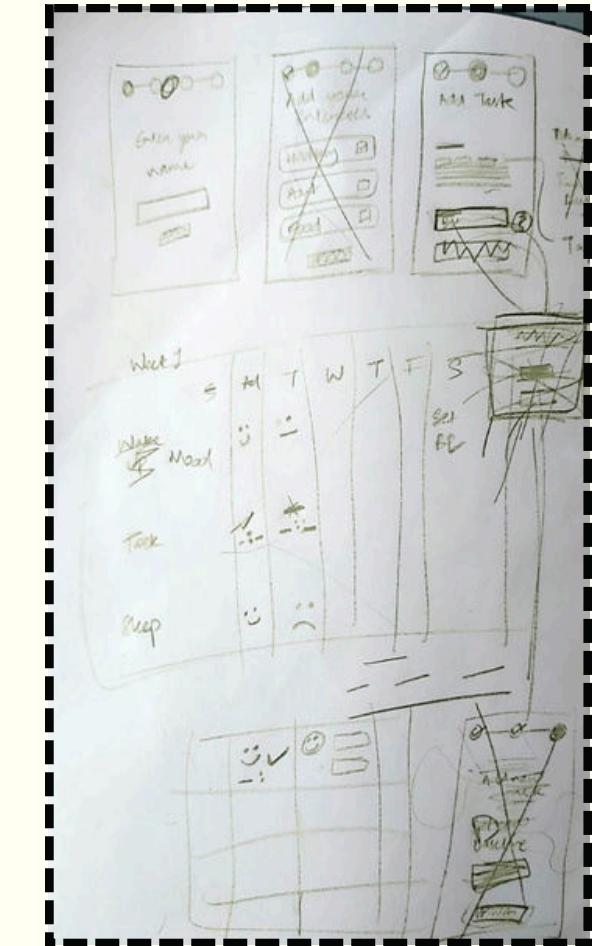
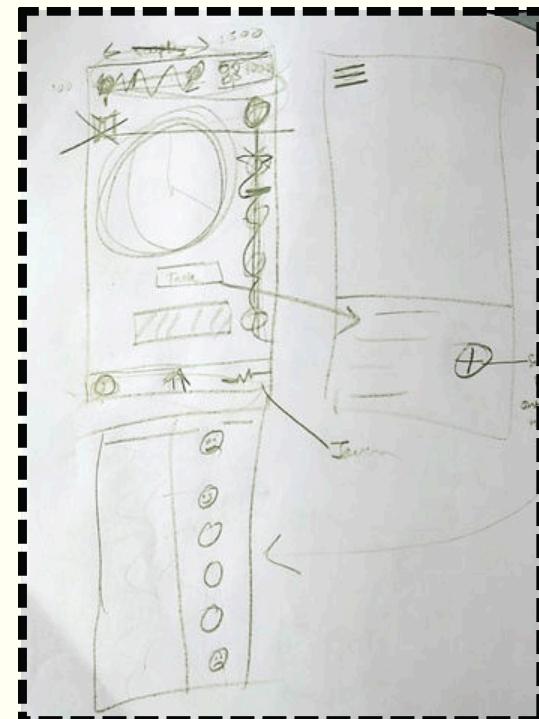
Mood / pain review tracking -  
wave slider - relative mood /  
pain scale

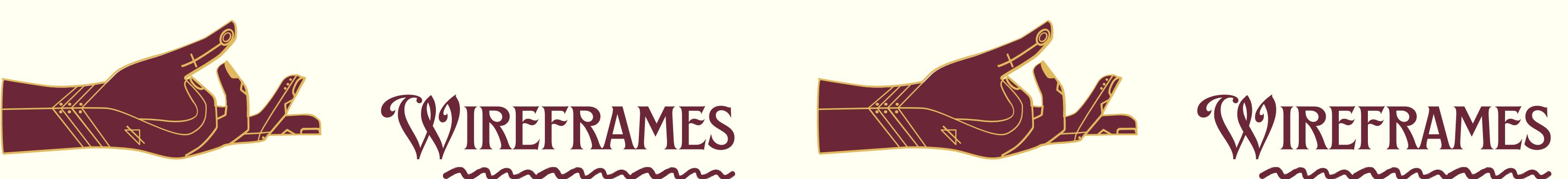
Pages-  
Home Page  
Add Task  
Add daily stuff - mood /  
pain  
journal - few lines  
wave slider  
Daily Bean example  
Analytics (optional)  
calendar  
line chart  
pie chart  
Access rewards -  
postcard  
aesthetic  
factoid



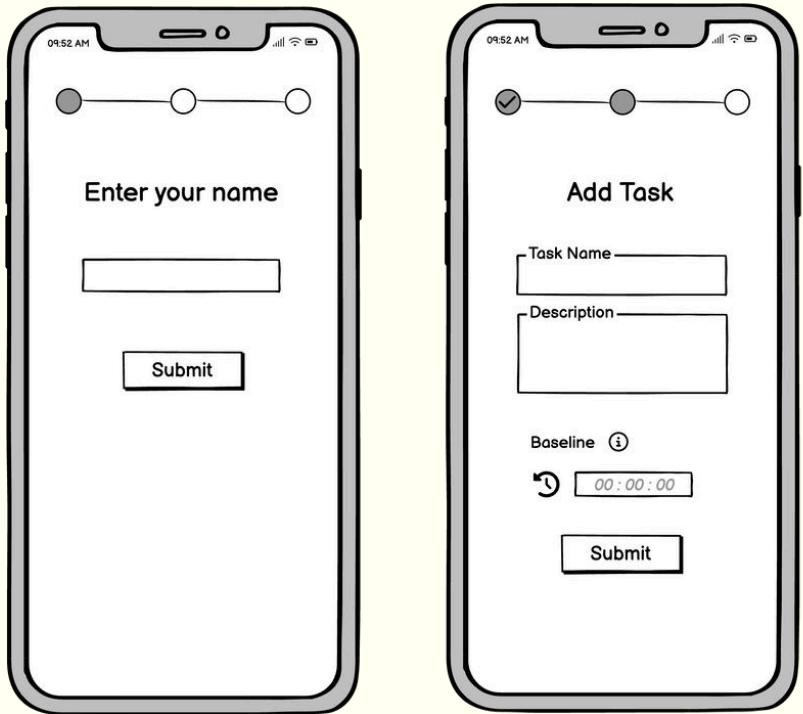
Our wireframes include the very basic features. Sure, we had cool ideas like providing social media features or providing a sentiment analysis from people's daily comments, but we had to figure out the basic functionalities first. Our wireframes were also left open-ended so we could make changes without affecting the entire design.

## PAPER WIREFRAMES





## Onboarding



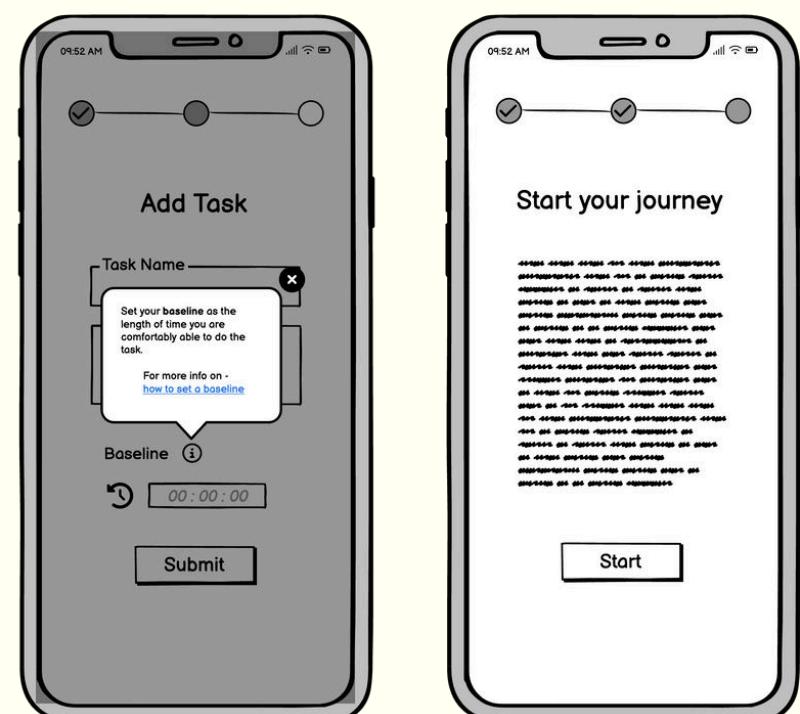
Users will first enter some personal information; we didn't want the process to be too complicated, so we just asked for a name.

The user then sets their own task; we wanted this to be completely personalised, and the baseline time for each task to be determined by the user.

Considering that some users don't know enough about the pacing process and baseline time, we provided an info button for guidance.

Those who have experience with pacing could set the baseline time directly. Others could set the baseline time suggested by our app after recording tasks for a while.

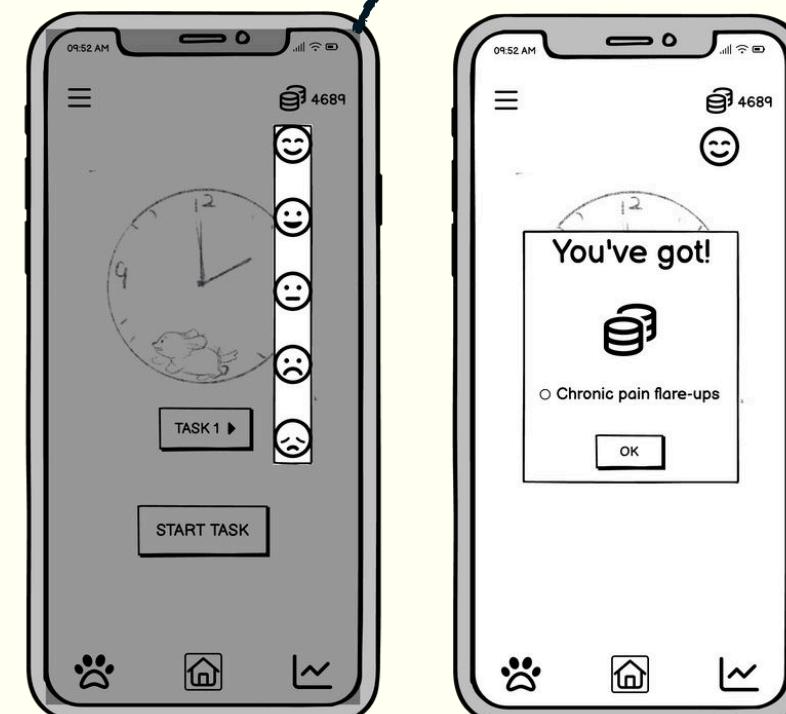
In the last step, we would give a basic introduction to the features of the app.



## Home

The homepage has been designed to be as simple as possible for ease of use. The clock in the middle is to keep track of time, and a puppy runs around in it when the task starts. To avoid stressing the user, we don't use a countdown; instead, we display how long the task has been going on for. The user may stop it at any time.

The user may also set different tasks to ensure the integrity of the pacing process.

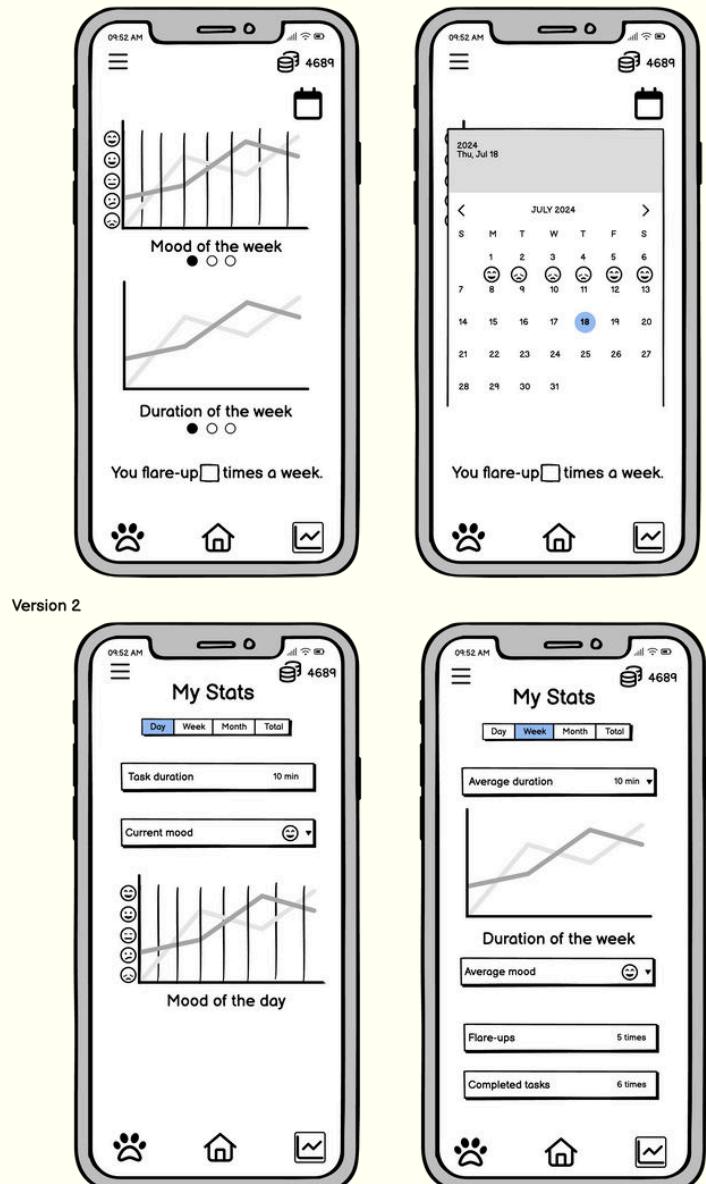


The emoticon icon on the homepage is used to record the user's mood of the day for later analysis. There are five different icons in total, so users can choose according to their personal situation.

Users will be rewarded with coins after each task is completed, and at the same time, users will be asked whether they experienced chronic pain flare-ups or not, which is conducive to better control of their pacing.



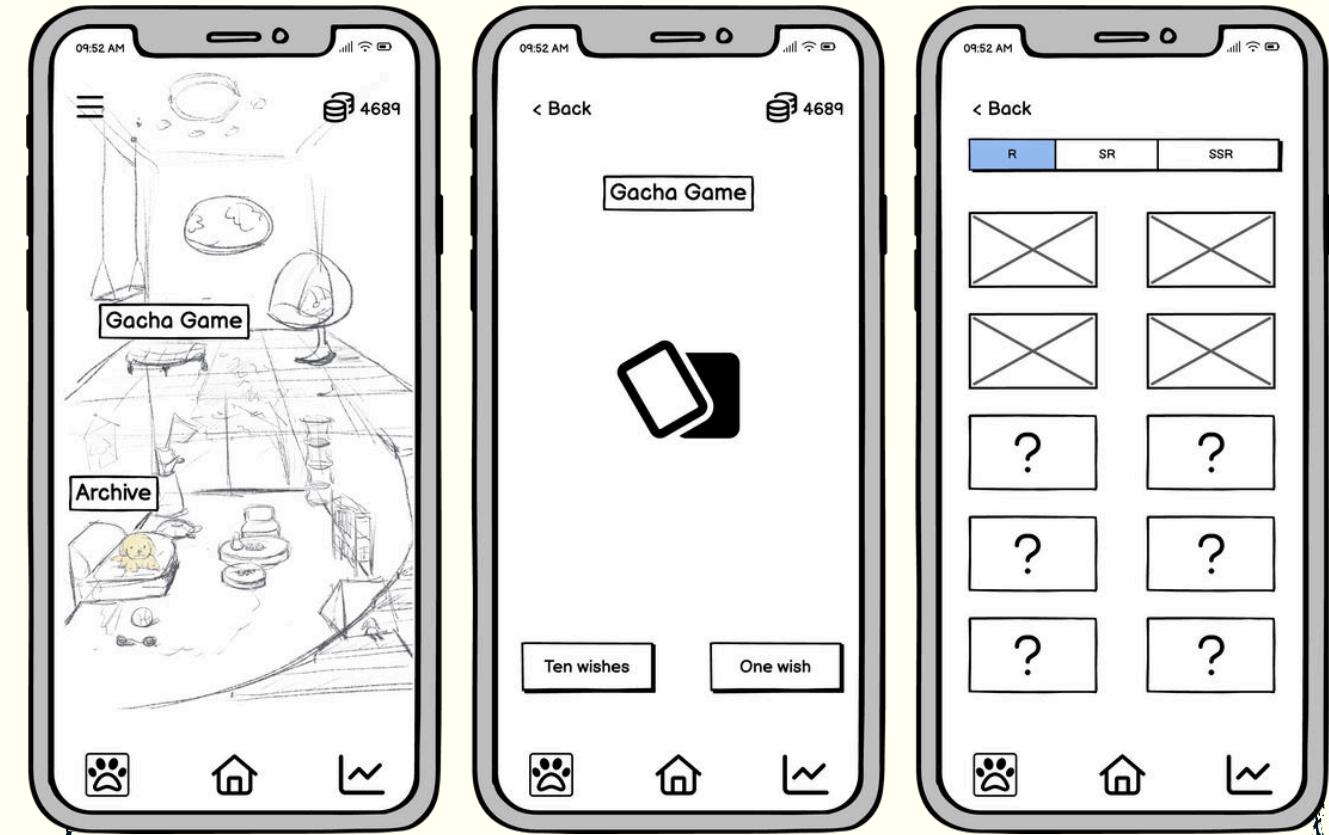
## Analysis



In the analysis section, we carried out two versions of design, and after a group discussion, we decided to go with the second one.

Our app records the time a user spends completing each task along with daily mood and pain flare-ups. While the calendar will show the user's daily mood to help them understand their pain at a glance, users can also gain deeper insight into their pacing process. Users' task durations, moods, and pain will be systematically represented in the form of line graphs, with the different dimensions of days, weeks, months, and total.

## Rewards



Regarding the reward part, we will design a cosy page to represent the puppy's home. In our exploration of people with chronic pain, we found that some people's pet dogs were an integral part of their lives and gave them a lot of mental comfort. So cute postcards featuring our puppy will serve as a motivation for users to use the app. This puppy will be designed to be interactive. For example, if you click on it, it will talk to you.

Users will get gold coins as a reward every time they finish a task. These coins can be used to play a lottery (Gacha Game). We will design many beautiful postcards as prizes, and users will get different cards in each wish, and these cards have different rarities.

On this page, users can view the postcard illustrations they have obtained. Users can have fun collecting.



## EVALUATION



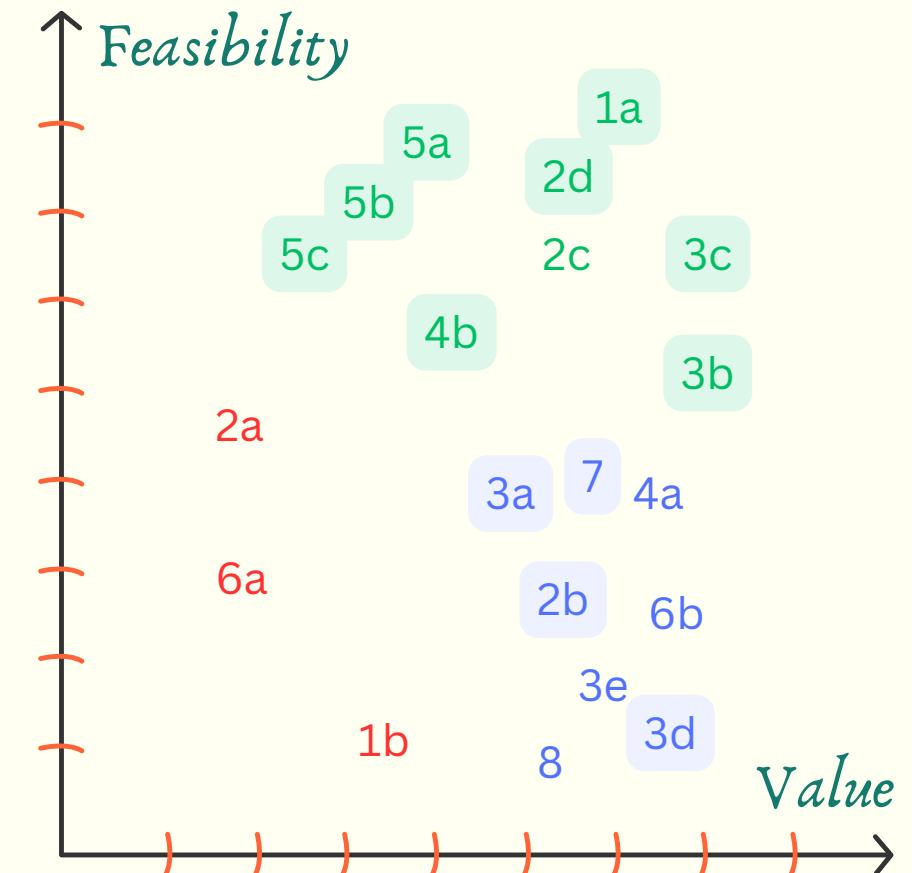
*cyclical nature of design*

Before finalising our design, we wanted to ensure that our ideas would work for those we were designing for. To validate our design, we held an hour-long online design workshop with 3 participants - 2 people with chronic pain and 1 researcher who is familiar with chronic pain in their work. The participants were mixed gendered, with an age range from 18 to more than 64. I was the workshop facilitator.

# WORKSHOP AGENDA

- An overview of the **key insights** we got from our focus group interview
- Context and decision for our 'How Might We' question or the **design brief**
- An explanation of our **design features** with the help of wireframes
- Validation of design features through a **feasibility-value** matrix
- A Q&A session followed by feedback from our participants

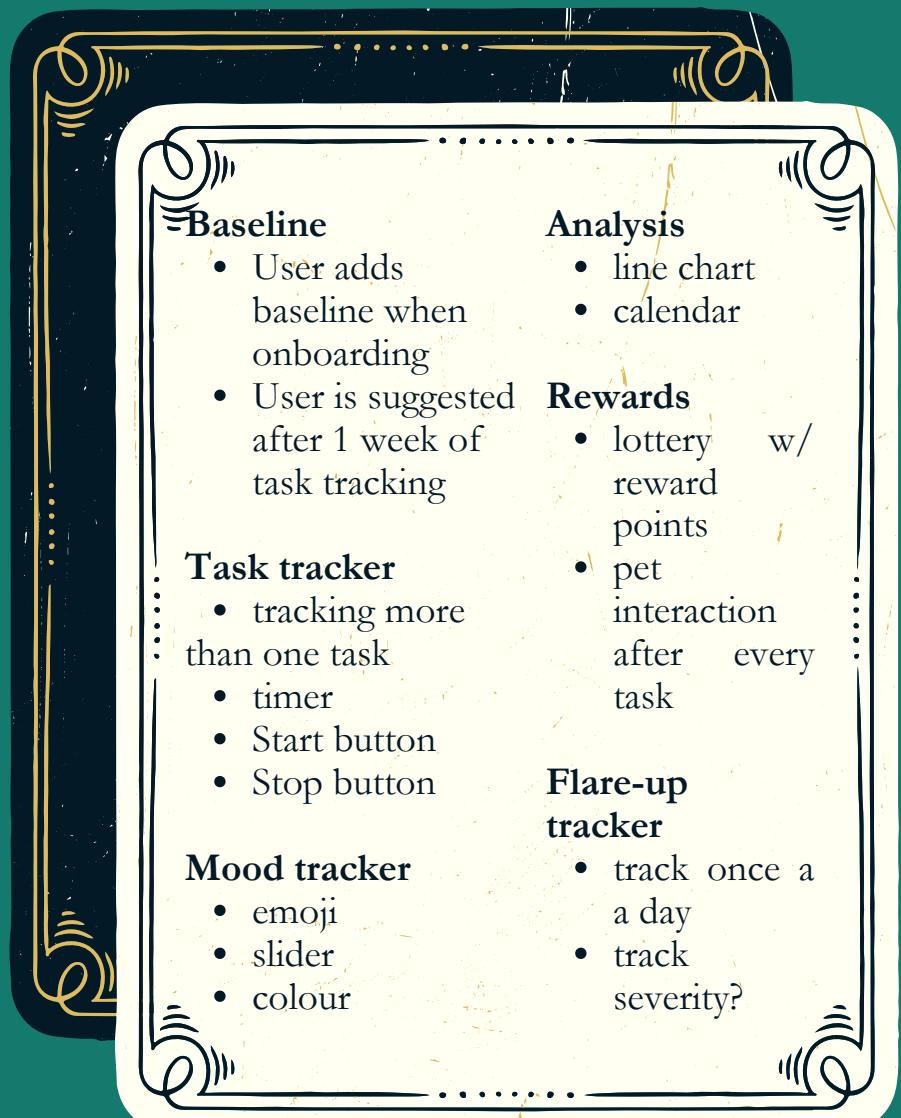
- 1. Baseline**
    - a. User adds baseline when onboarding
    - ~~b. User is suggested after 1 week of task tracking~~
  - 2. Rewards**
    - ~~a. lottery w/ reward points~~
    - b. pet interaction - feedback - once a day
    - ~~c. freq - after every task / pet~~
    - d. freq - once a day
  - 3. Task tracker**
    - a. tracking more than one task
    - b. timer
    - c. Start / stop button
    - ~~d. Pause~~
    - e. task completed?
  - 4. Analysis**
    - ~~a. line chart~~
    - b. calendar
  - 5. Mood / pain tracker**
    - a. emoji - mood
    - b. slider - pain
    - c. colour - pain
  - 6. Flare-up tracker**
    - a. track once a day
    - ~~b. track severity?~~
- New features -**
- 7. journal per day / comment
  - 8. monthly progress report



Every part of the workshop led to insightful discussions that got us further clarity on our users' motivations and changed the direction of how we approached some of the design.

While we were happy to find that most of the features we designed would provide value to our users, visually laying them out on a prioritisation model (Gibbons, 2018) helped us focus our work on their core needs..

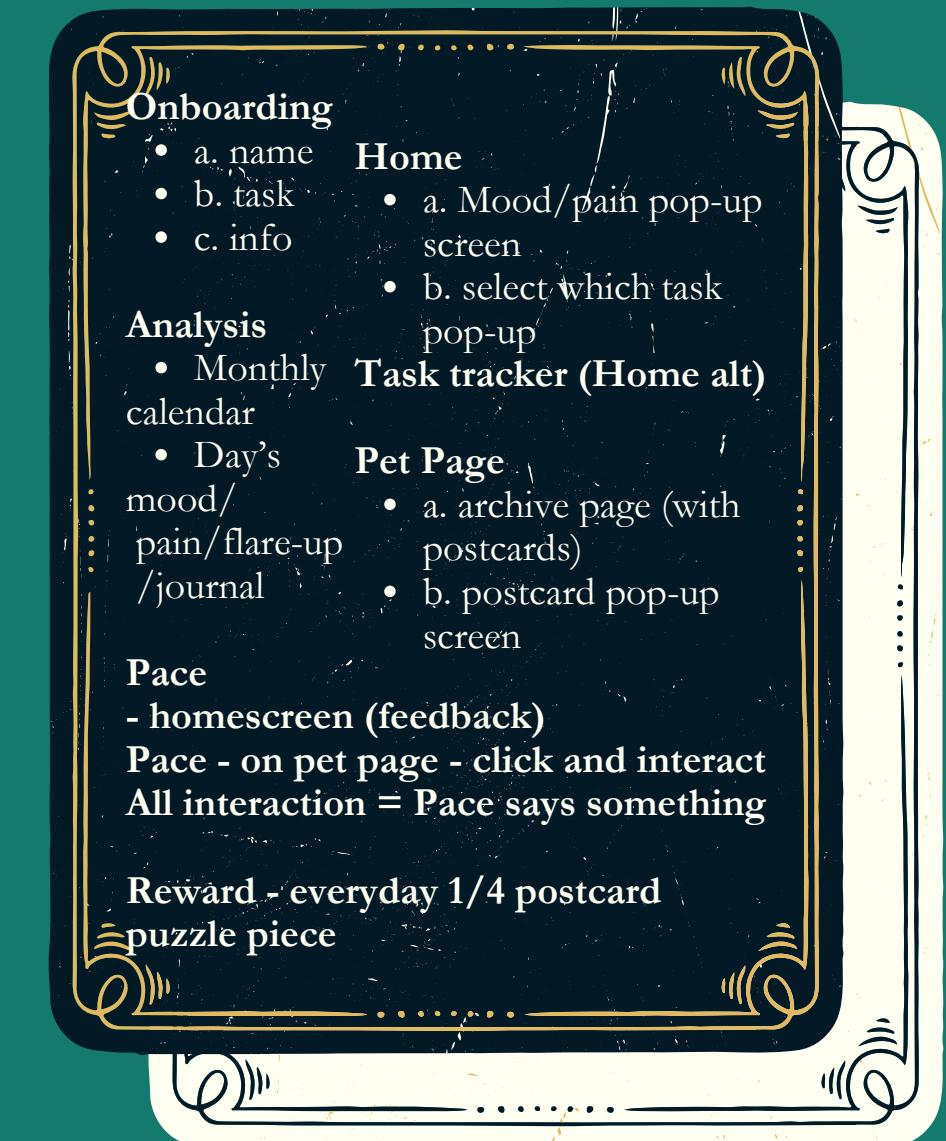
*And so our design went from*



this



to this



## RETROSPECTIVE #5

The discussion and Q&A session led to some helpful discoveries

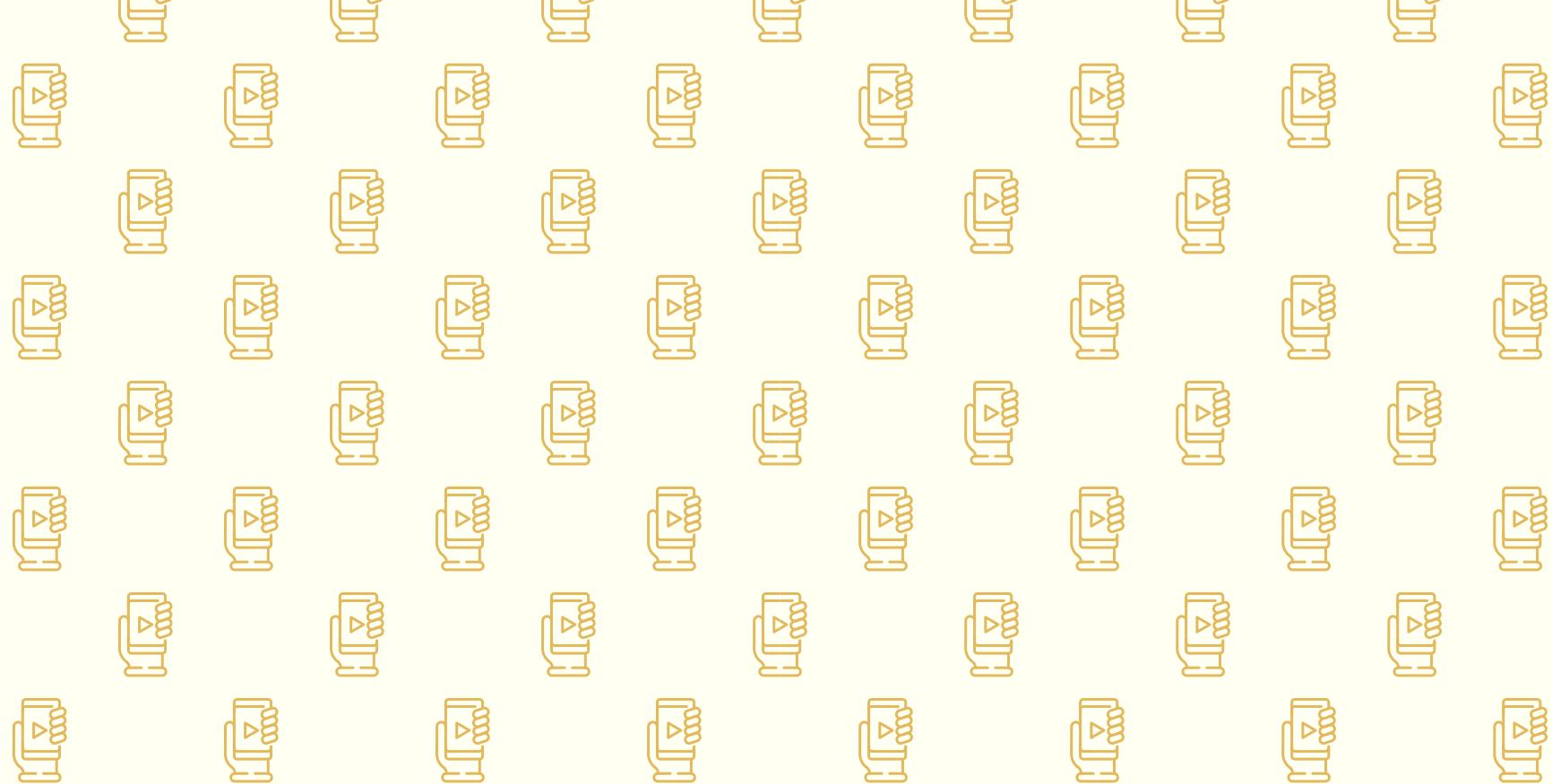
- Our app's task tracking system works as a method of pacing
- Our participants reported that they knew of no existing apps for pacing
- Time, pain and mood tracking on a calendar is an appropriate data representation for users to track their progress
- Tracking flare-ups is vital for pain management.
- We could name our pet, 'Pace'



## SOLUTION



*what goes around comes around*



# APP FEATURES

## Onboarding



When users first start using the application, they will encounter the onboarding screen. Here, they are prompted to enter their name, task name, task description, and baseline duration. We encourage users to set their own baseline rather than measuring it for them. An explanation of the baseline concept will be provided to ensure users understand it fully.

## Home



On the home screen, users can choose and set multiple tasks according to their preferences. They have the ability to pause or complete tasks while starting pacing. As a reward for completing tasks, users receive one fourth of a postcard featuring their pet with landscape in Ireland. In addition to a mood tracker, the home screen includes trackers for mood, pain and flare-ups, allowing users to monitor their overall condition throughout the day. Users can also leave comments about their day.

## Statistics



The statistics screen enables users to review their conditions using a monthly calendar. The calendar displays their mood (with emojis), pain levels (with colors), and flare-up conditions. By selecting a specific day, users can see detailed information about that day's condition and their comment of the day.

## Reward

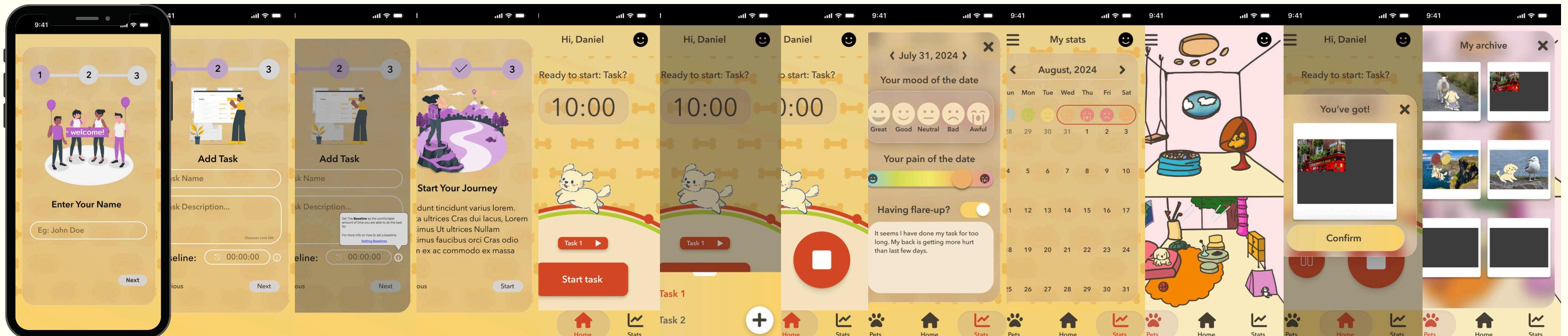
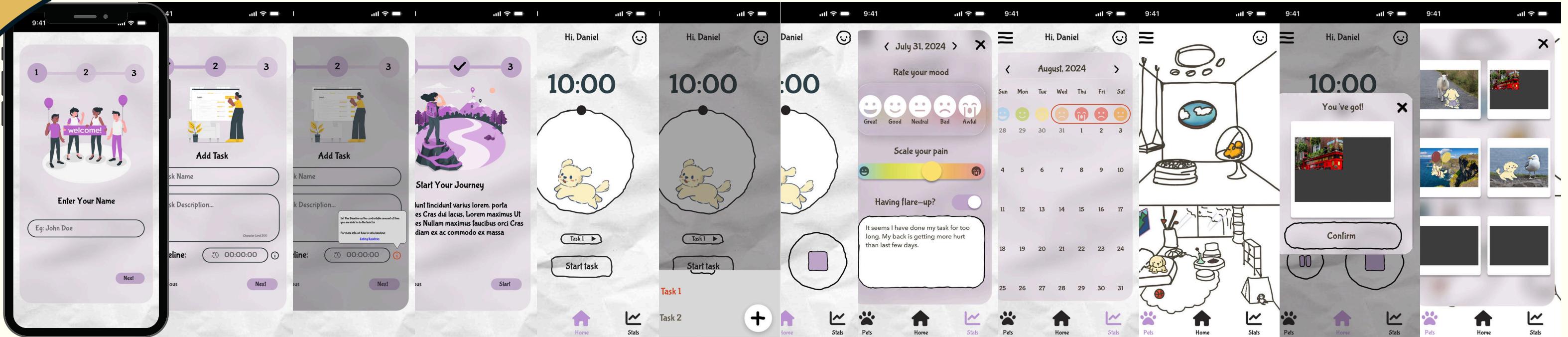


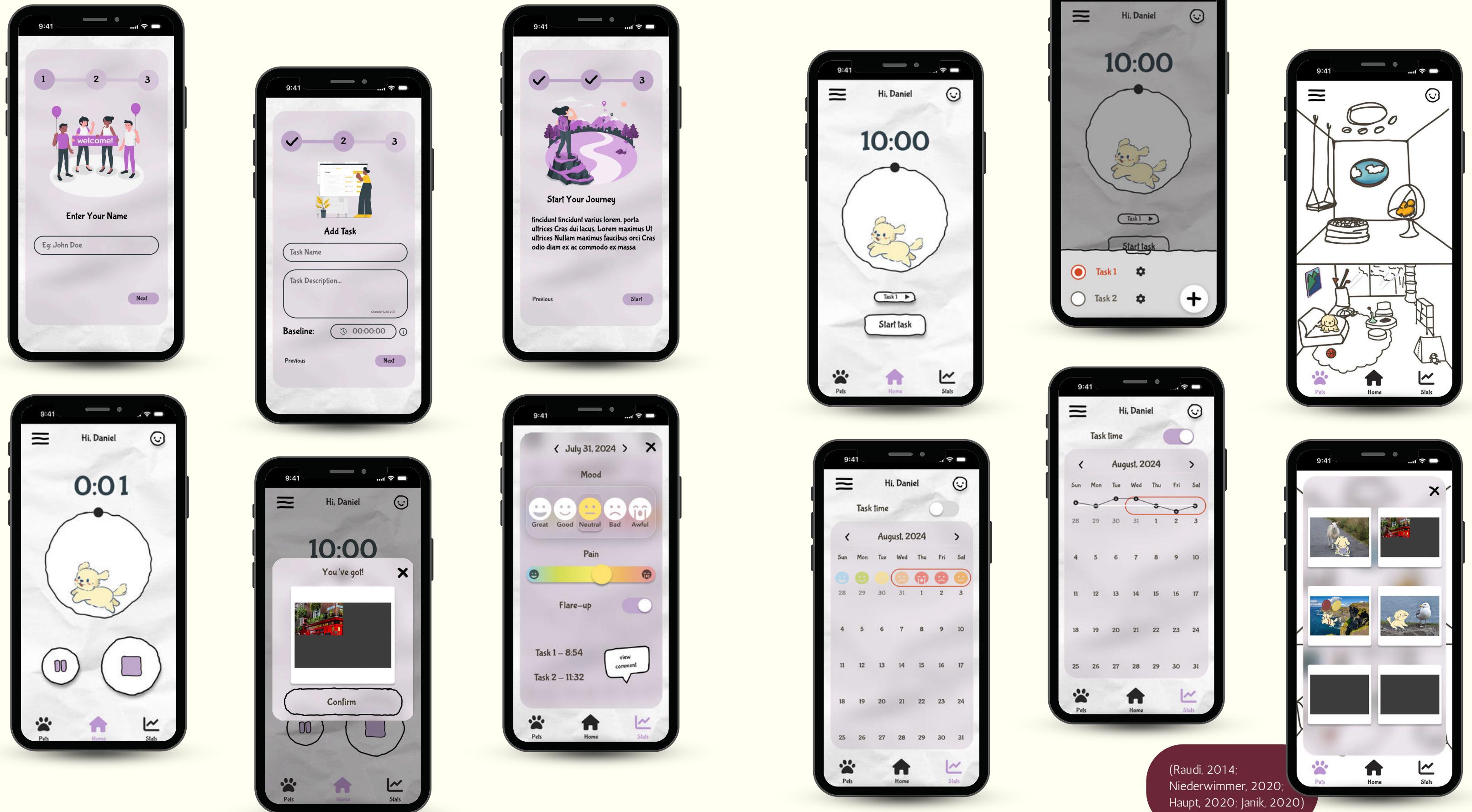
On the pet screen, users can interact with their pet by tapping on it. They can also view their collection of reward postcards by clicking on the photo frame within the screen.

# MOCKUPS



*playful, simple, easy*





(Raudi, 2014;  
Niederwimmer, 2020;  
Haupt, 2020; Janik, 2020)

# DESIGN INSPIRATION

# Travel Frog

Hit-Point Co., Ltd. (2021)



*This is where we got the idea for rewards. The home screen as the frog's room is cosy, and travel postcards around Japan seem like great rewards.*



# Cats are Cute

# kkiruk studio GAMES. (2021)



# Design Inspiration

## Forest

Forest: Stay focused -  
Apps on Google Play. (n.d.).

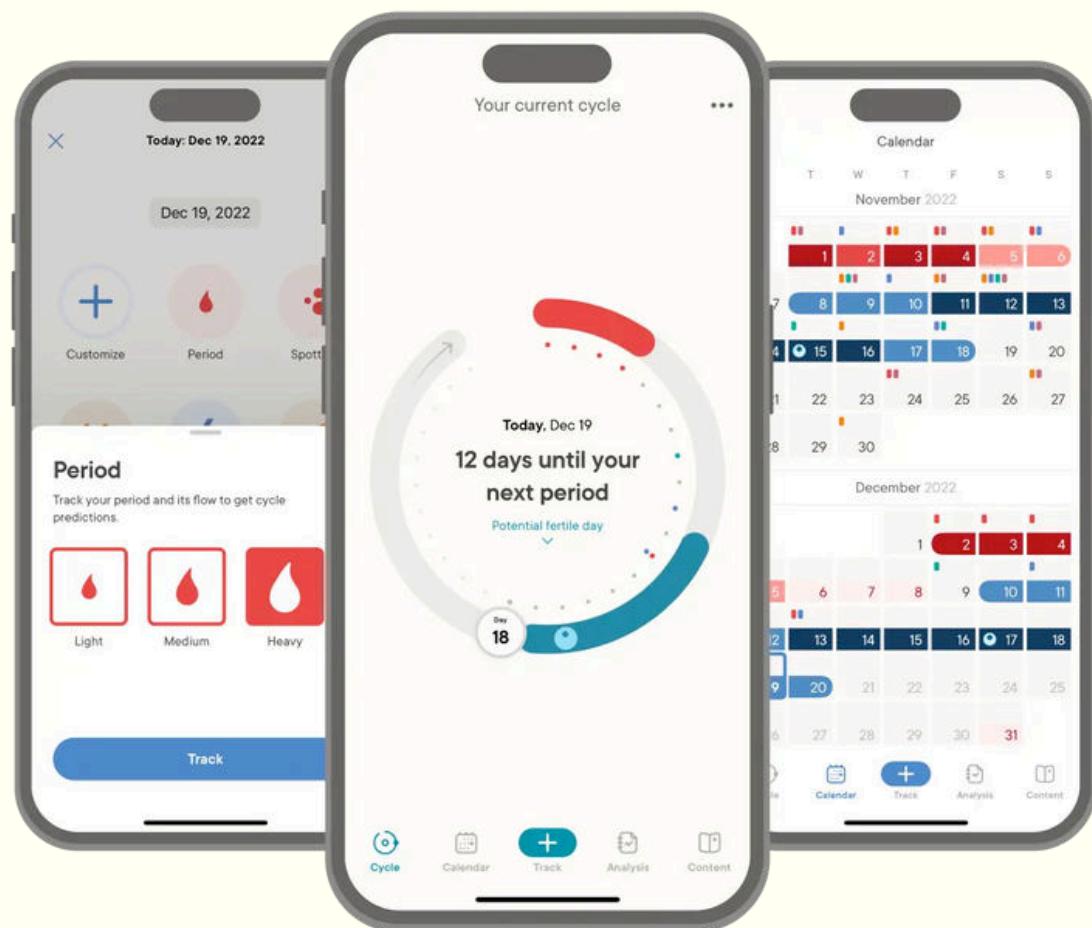


*This productivity app inspired our home screen with task tracker as a timer. We felt that an interactive yet simple design would immerse our users into the tasks.*

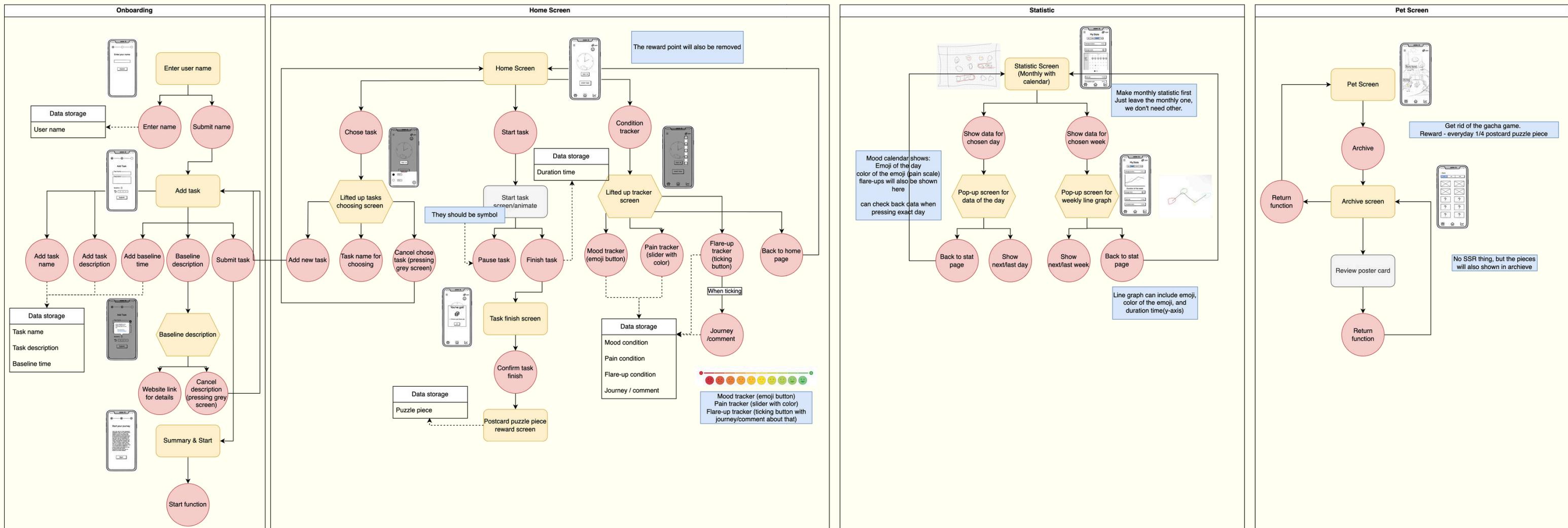
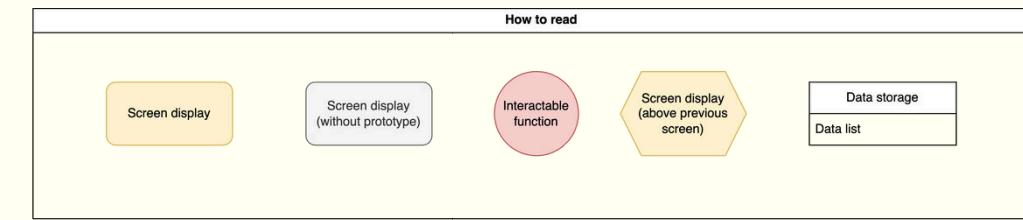
## Clue

Clue Period Tracker by  
BioWink. (2021)

*Clue has a very user-friendly way to track mood, pain, and period flow. This app inspired us to represent pain flare-ups on a calendar, similar to period flow.*



# SYSTEM ARCHITECTURE

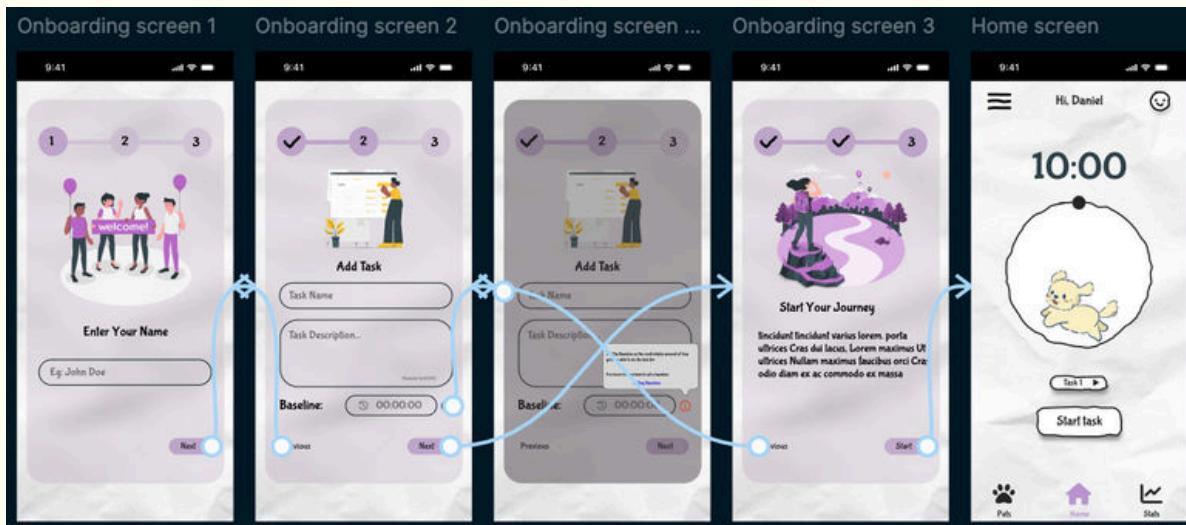


All of us were involved in deciding the features and functionalities of the app.

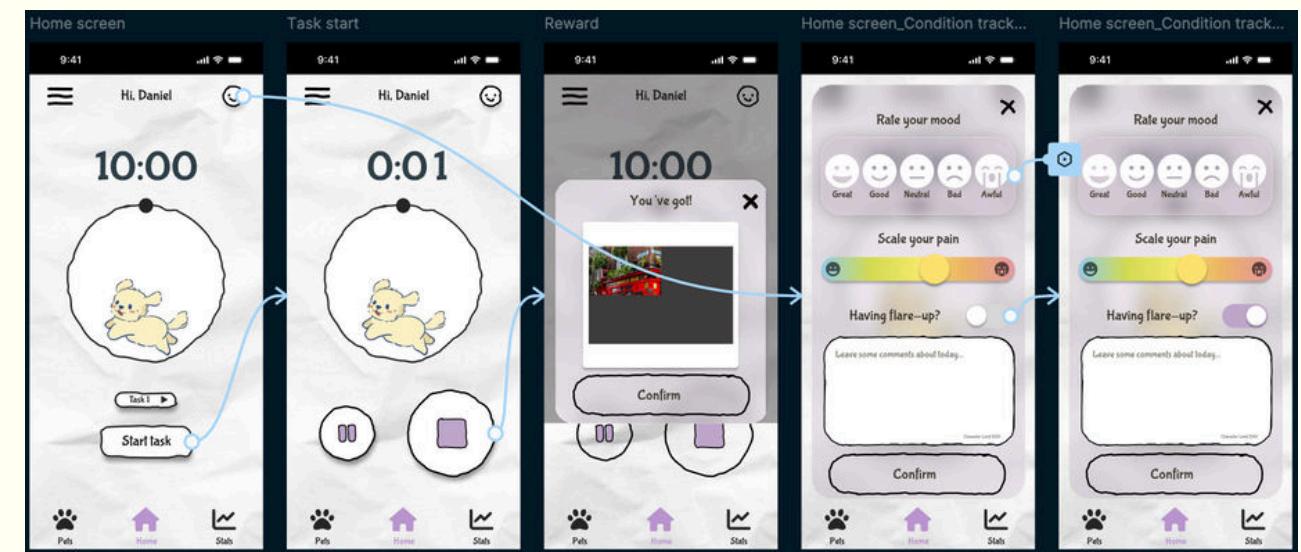


Chenwei perfected the system architecture, while Aaryan and Chenwei worked on the prototype. During this time, Yilei and I worked on perfecting the content and design of the portfolio.

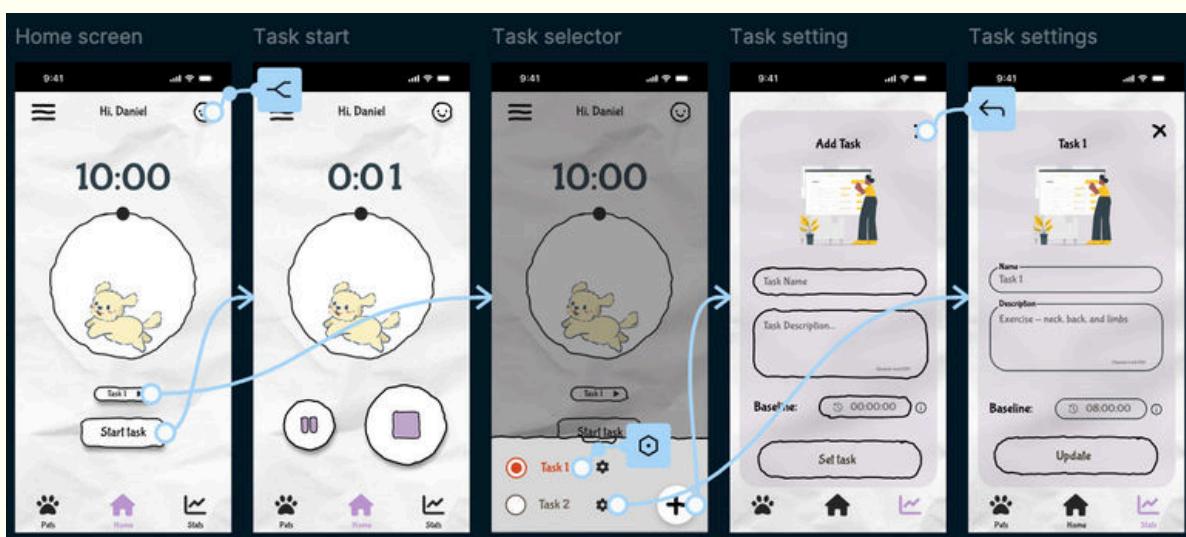
# HI-FI PROTOTYPE



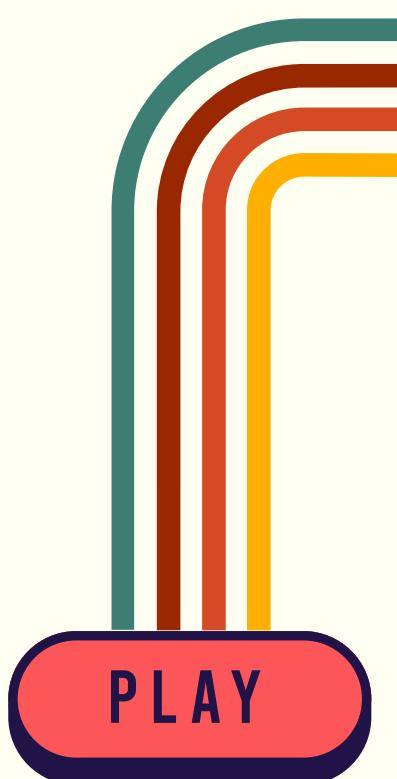
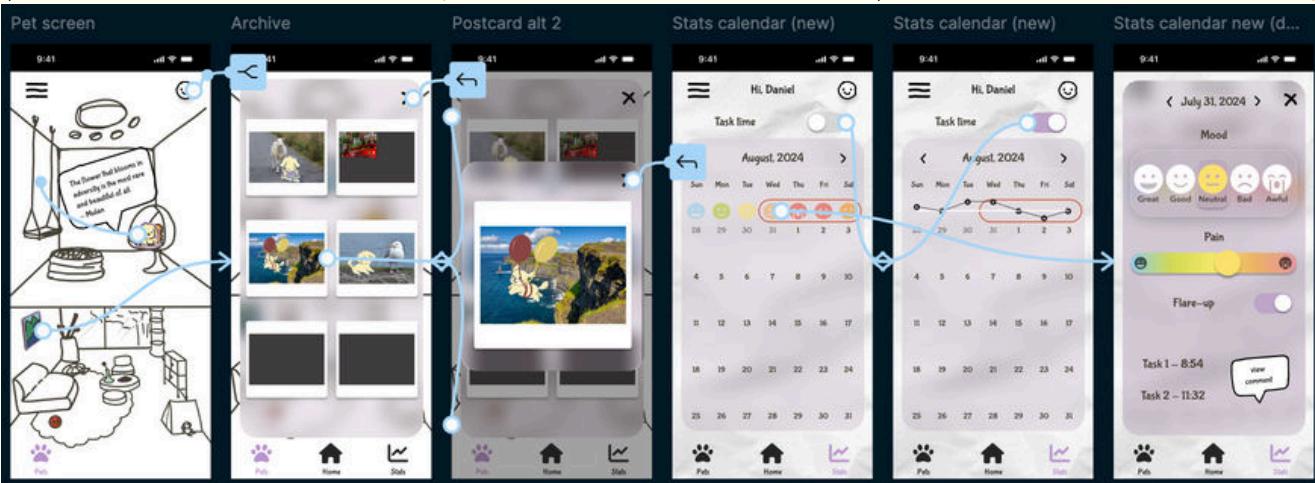
During the onboarding process, the user will input their name, add task information, and set a baseline for the task. After onboarding, the user will be taken to the home screen, where our app's mascot 'Pace' will greet them.



On completing a task, the user will receive part of a postcard featuring Pace as a reward. We wanted to provide parts of postcard after every task to keep the user motivated and come back the next day. The user may also record their mood, pain, flare-ups and journal about their day.



On tapping start on the home screen, the task timer will start and the user will see Pace running. The timer starts from zero to the baseline set by the user. This choice was made so that the user would not get stressed about how much time is left. Pace running was added as an interaction to make the user feel less alone while doing their task as well as resist the temptation to close the app before completing their task. The user has options to both pause and stop the task. The user can change the task on the home screen as well as add new tasks.



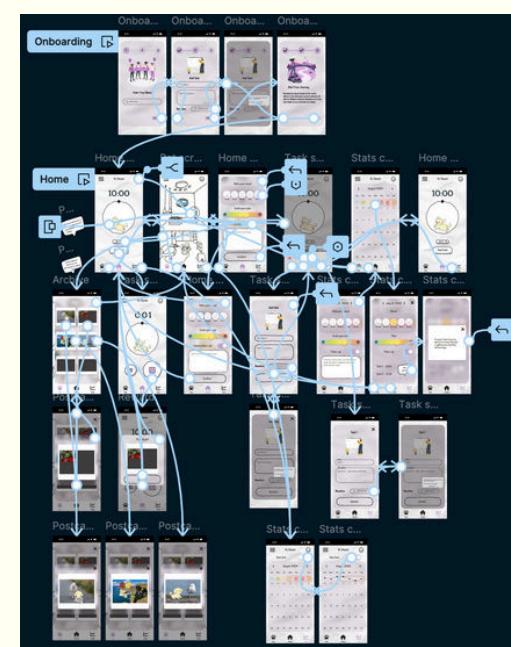
# SCAN ME



<https://shorturl.at/LsUCH>

The user can see Pace sitting in his room. The user can click on a painting on the wall to see their archive of postcards. The user may also interact with Pace by clicking on him. Both the paintings on Pace's wall and Pace have been highlighted to draw the user's attention.

The user can access a calendar to view their monthly records. The calendar provides a bird's-eye view of the user's mood, pain, and flare-ups, as well as task time. On clicking a date on the calendar, the user can access the details of their entry on that day.





## EXAMINATION



*the bigger picture*

# DARK PATTERNS

are tricks used in websites and apps that make you do things that you didn't mean to

like buying or signing up for something (Brignull, 2010).

*Our app, however, is free from dark patterns.*

*Here's why.*



*We did not design for user engagement*

While most app designs are meant to keep users on the app (Bongard-Blanchy, 2021), ours was not intentionally designed that way. We lifted the mechanics of our app from the pre-existing method of pacing. Pacing task time is not meant to be gamified. If our user is influenced to increase or decrease their task time, not from their adaptation to pain but from the promise of a reward, it could negatively impact their progress. For this reason, we designed our rewards in such a way that task time has no influence on rewards.

## *We examined every design choice with user agency in mind*

Even though some of our inspiration came from for-profit apps, we examined every choice to make sure that it was essential for user's health. We did not provide a countdown for a task so the user is not pressured into completing task time. We also did not design prompts to let users know when they have completed a task time. These decisions were made for user autonomy and to reduce any influence of the gamification aspect of the app to interfere with task completion (Yang & Li, 2021).

## *We only collected data that would be helpful to users*

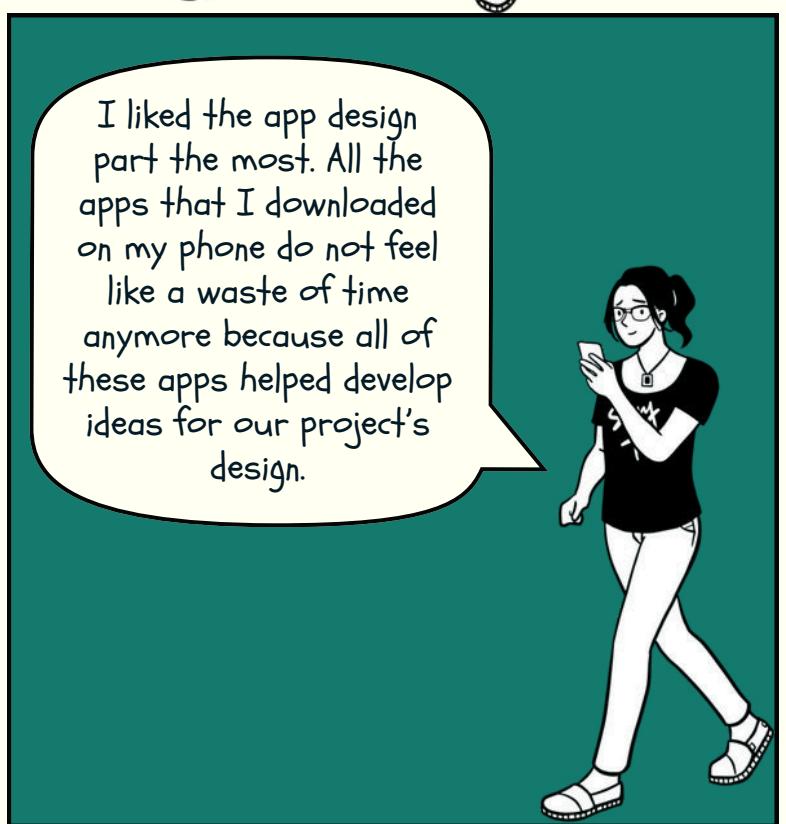
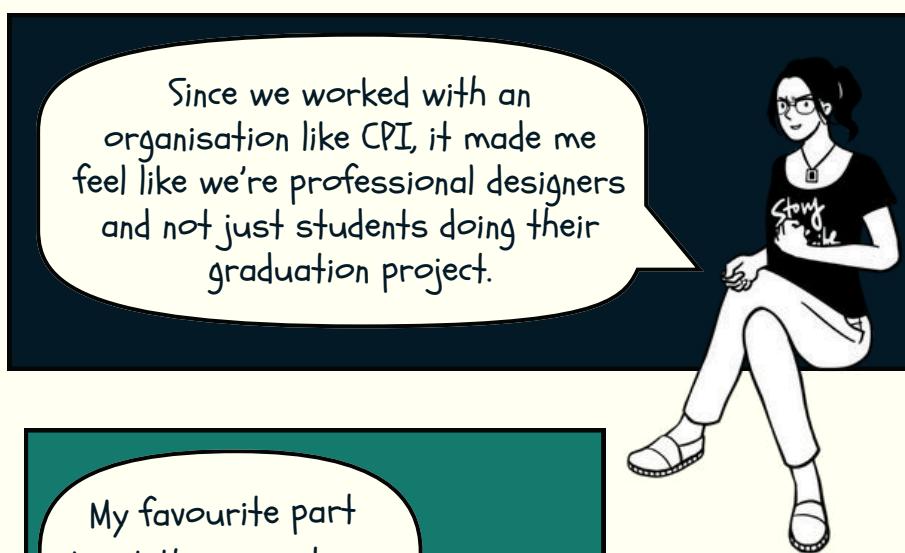
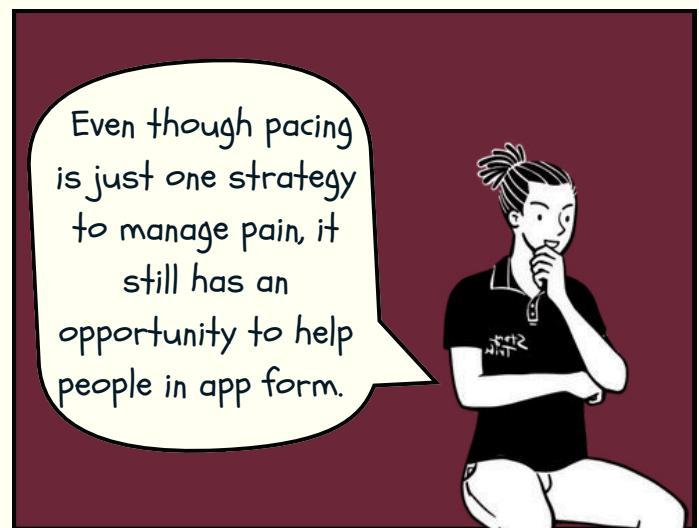
Every data point collected by our app was carefully examined to ensure its usability for the user. Only the data that can be easily understood and useful to users for their pain management was designed to be recorded. There is no personalisation other than taking user's name during onboarding and displaying it on the home screen. There are no predictive algorithms, and we recommend that no such algorithms be included before ruling out that the algorithms optimise user conversion rather than health outcomes (Sax, 2021).

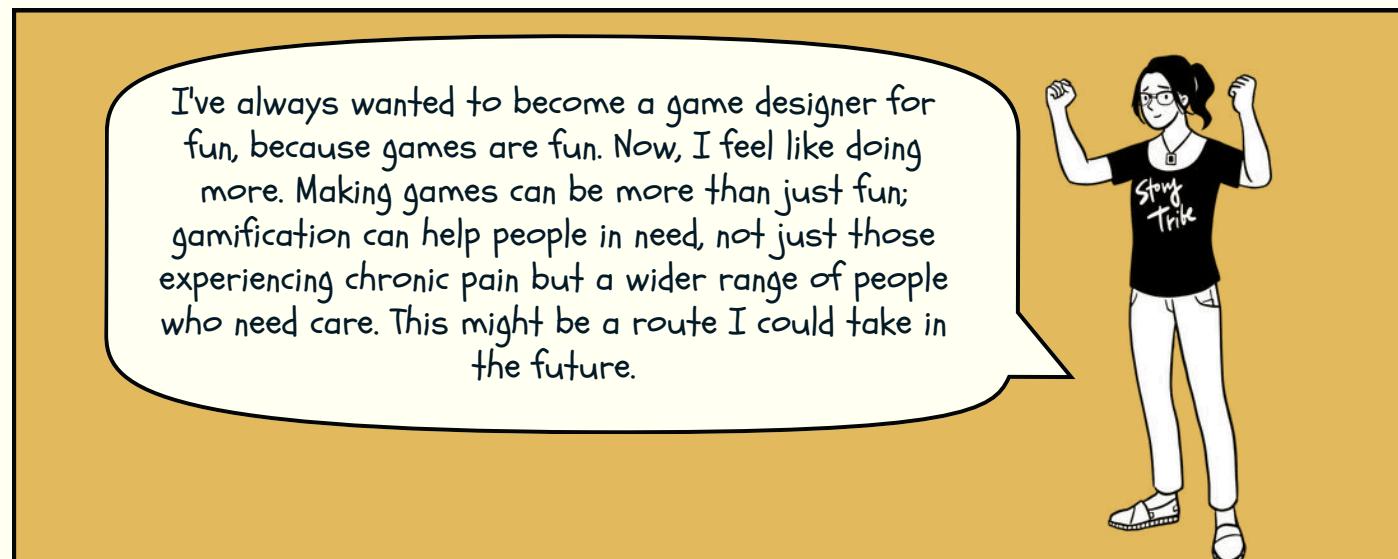
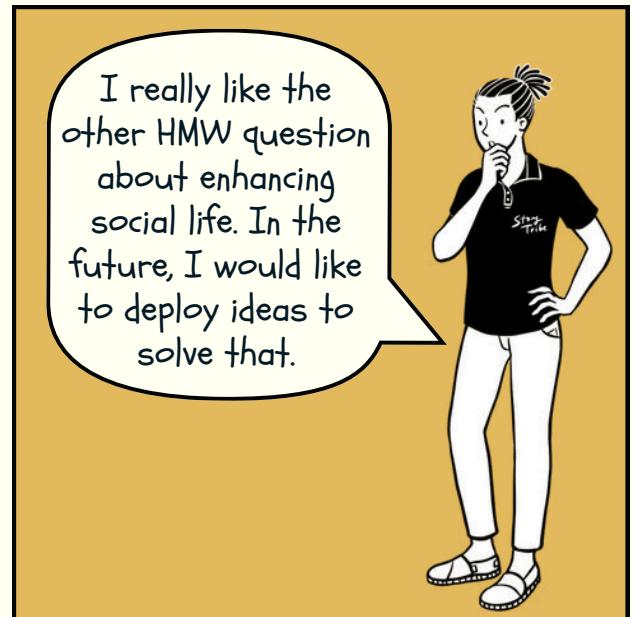
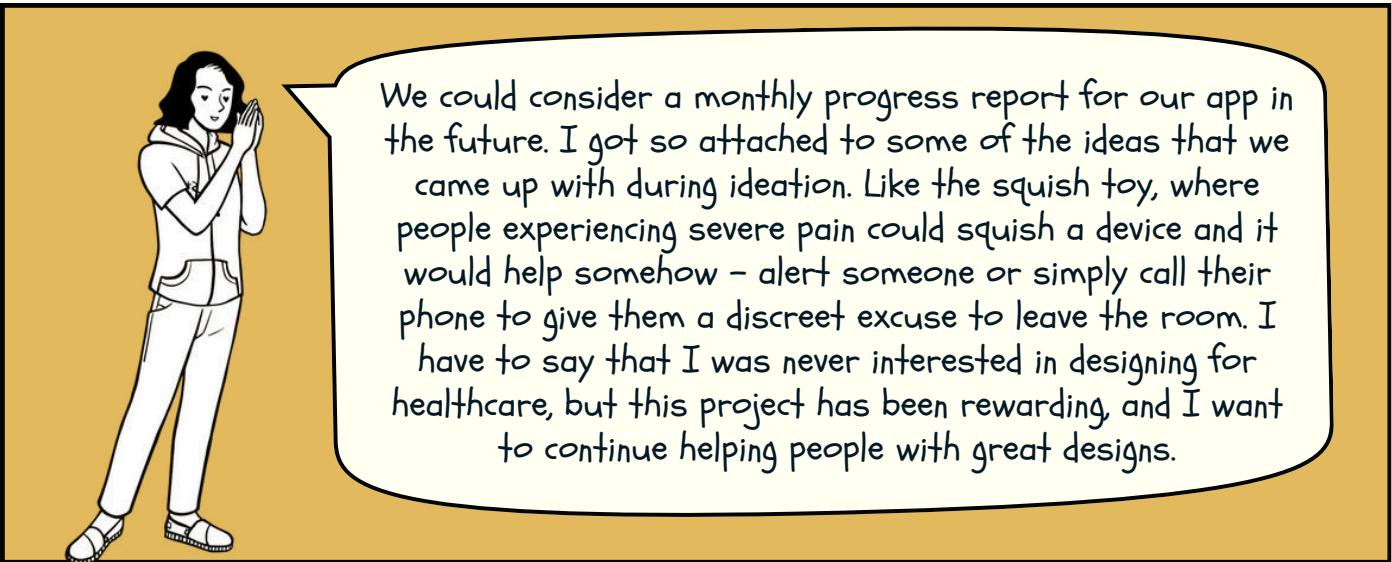
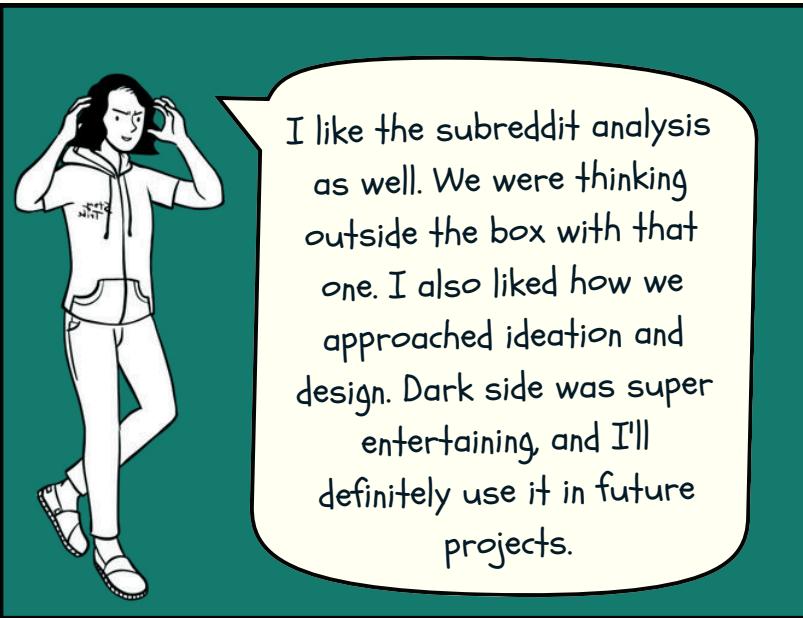
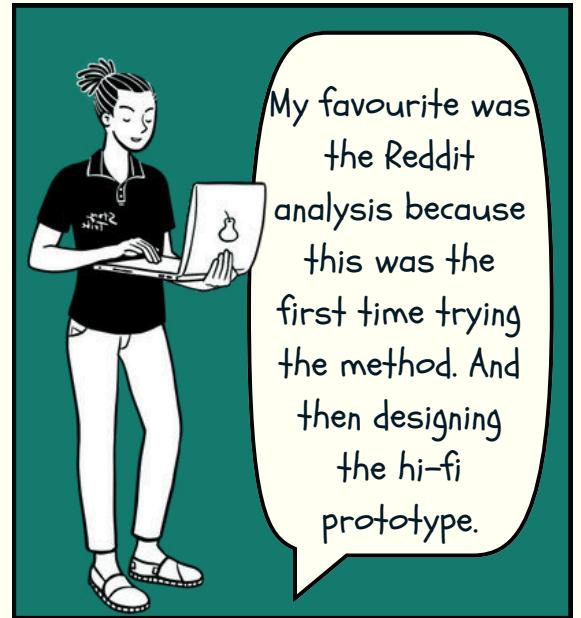
XIII

THE END



*is only a new beginning*





# XIV

## REFERENCES



*supporting our work*

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*That's all folks*