Meeting Mark Klerkx

Introduction

Dennis asked us (Robin & Tessa) for a meeting with Mark Klerkx, so we could update him of the state of the project. Mark is the head of the Lectorate Interaction Design, and thus runs the project in name of the lectorate.

What did we show?

We started by walking Mark through everything we had done thus far. We started by showing the main research question that we had. After that we updated him on the conversations that we've had with different stakeholders, experts and hospitals. We then showed him the personas we've made based on our own experiences with healthcare. After which we showed the customer journeys that were based on the personas. We then took him though our process of getting to the UX-package. Which started with brainstorming with Dennis to see what our options were. After which we made sketches of how the dashboard could look like on the desktop version and the mobile version. We also showed him the wireframes of the mobile version. At the end we also spoke about the reward systems that we were thinking of. Once we had shown everything Mark gave us some feedback on what we had done.

Feedback from Mark

Mark noticed that we've made 3 personas in the area of doctors, and he thought that the problem was more persistent with nurses and team leaders. He encouraged us if we're going to make more personas that we make more nurses in different areas, like a nursing home and a team leader persona. He thinks there might be differences between the nursing home nurse and the hospital nurse. He also said that he was impressed by what we had done thus far. He also really liked it that we approached hospitals on our own, which sort of made us ambassador from the project.

Mark also thinks that a nurses have little to no passion for technology and that they're not looking forward to filling out surveys on a phone or tablet. He thought that the garden idea was a fun idea, that could lead to good results. He furthermore encouraged us to also think of solutions outside the technology field, like posters. At the end he asked us if we wanted to present our project to the consortium when we have concrete things to show. He also said that we're doing things that might be interesting to show to the others, especially since we have a new angle on the project.

Conclusion

 Mark was pretty impressed by what we've done and encouraged us to continue in the way we had been going. He said to look into different forms of nurses and to make personas from them. He also thinks that it's a good idea to present the project to the consortium to show the other interested parties from the project what we've done.