

SOS

Patients in a hospital

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Overview

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Population Overview

Who is our population ?

Our Population are Patients in a hospital/clinic, especially stable or recovering patients, restricted to hospital or clinic.

Underserved Population: John

About John

- 30-40 years old.
- Software developer at XYZ firm for 10+ years.
- Stubborn, but nurturing, sees himself as the “office dad” to new hires.
- Somewhat of a perfectionist, but doesn’t question his process often if ever.
- Devout coffee drinker.
- Loves books, but hasn’t converted to ebooks.
- Relies heavily on routine.



About John

Attributes:

Self Esteem

- Often embarrassed to ask for help, especially where work is concerned.

Willingness to use/learn new technology

- Slow to adapt to new ideas and solutions, especially new hardware or decision making priority changes.
- Very talented with technology he uses for work, and vocal about the benefits of his solution for all similar problems.

About John

Attributes:

Decision making and multitasking ability

- Tends to push through discomfort to avoid missing work, and sublimates illness symptoms with stress related “brain fog”.
- Suffers from chronic headaches that impact executive function occasionally.

Kind of sickness

- Injured knee in a company softball game, needs surgery. 3-4 day stay.

About John

Attributes:

Anxiety and Stress

- Usually calm and well spoken, but currently expressing excess frustration because of the tension of being stuck in the hospital.
- His first surgery, so he's pretty worried!

Homesickness

- Has difficulty adjusting to an environment outside the home/office for longer than a few days.

Mainstream Population: Han

About Han

- 20-30 years old.
- Computer science student in college.
- Lives fairly comfortably, doesn't consider money a problem.
- Socially active.
- Curious, and uses the internet to satisfy that curiosity frequently.



Challenges John faces

Challenges John faces

Anxiety and Stress

- Nervous about doctor jargon (hard to understand)
- In the dark about diagnoses
- Damages to self efficacy

Self Esteem

- Being easily embarrassed when asking questions
- Being easily embarrassed to ask for help

Challenges John faces

Homesickness/Sensitivity to the Environment and People

- New and foreign location
- Separate from loved ones and comfortable place
- Difficulty adjusting to being outside the home for long time

Decision making and multitasking ability

- Chronic headaches that impact him hard to do many tasks simultaneously, such as filling in a paperwork

Solutions to these Challenges

Solutions to these Challenges

Anxiety/Stress

- Limit complexity in the application

Self Esteem

- Reduce fear caused by the unknown
- Provide definitions and explanations away from embarrassment

Solutions to these Challenges

Homesickness

- Access to family and friends

Sensitivity to the Environment and People

- Easy access to help or assistance

Decision making and problem solving

- Assistance through tasks
- Simplification of process



Prototype

Sources

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2. Interview with Ms. Makenzie (Nurse by profession)