

User Research

Project Description

Team UX in Rx is designing a product that will help medical professionals, specifically nurses, more easily communicate information throughout their workdays. Currently, the common systems of communication and documentation include multiple incompatible programs, some of which are outdated and impede the efficient flow of information. I propose a software product that will streamline modes of communication, such as email and messaging, and that will integrate the programs that are used to document patient information before, during, and after appointments. This will hopefully decrease the amount of time nurses spend doing menial labor like typing, and will allow them to improve patient care through things like quicker access to patient records and reduced redundancy. Team UX in Rx is envisioning a platform that will facilitate the continuous flow of information between all involved parties.

Interview Questions

1. Why did you become a nurse?
2. If you have a specialty in your field, what is it?
3. How many hours do you work per week, and how is that time structured (i.e. in blocks of a week, with a following week off?)?
4. Does your schedule make having a satisfying social life difficult?
5. Describe what your typical day is like? What are you trying to get done?
6. How do you currently do this?
7. What could be better about how you do this?
8. What about your job brings you the most joy?
9. What about your job causes you the most stress?
10. Do you have any physical ailments because of your job?

NOTE: Due to limited time (15 mins of interview since I met them during their break time) with the nurse, some questions never got answered.

User Responses

1. Why did you become a nurse?
 - o "I became a pediatric nurse since I love working with children but also at the same time wanted to avoid the hectic schedules of let's say emergency room nurses."
2. Why do emergency room nurses have hectic schedules?
 - o "Well, due to a shortage of nurses, depending on where you work, you may find yourself at times working close to 50-60 hr. work weeks"

while a majority of that is spent working consecutively let's say 48 hrs. non-stop with obvious breaks in between. Working for that long causes stress and become prone to making careless mistakes."

3. If you have a specialty in your field, what is it?
 - o "I am pediatric nurse and therefore deal with children aged till 18 years old."
4. How many hours do you work per week, and how is that time structured (i.e. in blocks of a week, with a following week off?)?
 - o "I work my regular shift from 8:00 AM to 5:00 PM and have my days off mostly on the weekends but I at times cover for my co-workers when they need a day off for certain reasons and vice versa."
5. Does your schedule make having a satisfying social life difficult?
 - o "Yes, I do get time to spend with my family and meet up with my friends every now and then."
6. Describe what your typical day is like? What are you trying to get done?
 - o "It's typically about seeing patients who already booked appointments for the day. You will find me spending most of my time interacting with them while giving out vaccine shots or antibiotics if they are sick, height and weight measurements, communicate what's happening to them and the list goes on and on. I don't experience the type of action that are displayed in tv shows and whatnot."
7. How do you currently do this?
 - o "We have a software where our receptionists use to keep track of who is coming and when they arrive they fill out the necessary forms then I take over from then on."
8. What could be better about how you do this?
 - o "So, healthcare providers don't talk to each other enough. Members of the care team-physicians, nurses, social workers and even caregivers-don't spend enough time communicating with each other about the patient's needs and no one from the care team spends enough time communicating with the patient. Because of that, patients struggle to remember what they have been told. Today's new models of care are focused on maintaining health rather than responding to acute illnesses such as seizures, headaches, sexually transmitted infections, pink eye strep throat etc. To cope with this new change, we need team-based approaches that are centered on close collaboration among all types of providers from across the care industry. This can be done by significantly altering and improving communication strategies."