User Research

Project Description

Team UX in Rx will design a new software application for handling communication between healthcare providers and patient documentation. When the patient walks in for their appointment then fills out some information on a form digitally (moving away from paper forms). The nurse then picks up from where the patient left off and inputs measurements values etc. The same form will be passed down to the doctor. The doctor inputs their finding on the form, which is then passed to the nurse for the next steps such as vaccine shots, antibiotics medication etc. Once you are done, the receptionist provides a copy of your entire visit to your email address. Team UX in Rx is envisioning a platform that will facilitate the continuous flow of information between all shareholders.

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 (ie. 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?

User Responses

Q: Why did you become a nurse?
A: I always knew I wanted to be involved in the health field in some way, and like a lot of others, I assumed I would become a doctor. I think it was when I got to college, in my second or third year, that I felt like a doctor might not be the right fit, since I

wanted to have more patient interaction time, and the responsibilities of a nurse just called out to me more, so I decided to shift and study to become a nurse.

Q: Do you have a specialty within your field?
A: No I don't.

Q: How many hours do you work per week?
A: We have to do 4 shifts a week, and each shift is 12 hours. So it's either the day shift from 7 AM to 7 PM or the night shift from 7 PM to 7 AM. So in total that's around 48 hours per week.

Q: How is your work time structured?
A: We usually get a break for 20-30 minutes every four hours during a shift.

Q: Does your schedule make having a social life difficult?
A: Not usually. Since our shifts are so long, it can definitely get overwhelming, but since we do four shifts a week, we can schedule them to fit in with our schedule. I think the biggest thing is to plan things out carefully, and stay on top of when you have what, so that you can maintain a social life.

Q: Do you feel like you've missed out on things because of your schedule?
A: I personally don't think I've missed out on very many things, but that may also be because I don't have any kids. Some of my colleagues have mentioned how they aren't able to spend a lot of time with their kids because of the long shifts, which I know can get pretty frustrating for them. Sometimes, though, when a nurse is unable to make their shift, one of us has to cover for them, so we end up having to do extra hours that we didn't plan for, which has made me late to a get together with friends a few times.

Q: Can you describe what your typical day is like?
A: I tend to do day shifts just out of personal preference, so I try to get to work around 6:50. Before we start our shift, we always meet up with the nurses that had the previous shift, just so we can get updates on the patients. After I talk to the nurse I do my rounds and check on the rooms and patients I'm responsible for. And then during my shift I need to give medication to specific patients according to the doctor's

prescriptions, take care of IVs and catheters, and just help out the patients with anything they need or any questions they have. I also update the patients' charts throughout the day with any updates. And like I mentioned before, I get a three breaks throughout the shift when I eat lunch or just rest for a bit, and then before I finish, I update the nurse that's on the next shift and that's the whole shift.

Q: How do you currently update charts?
A: Our charts are on computers, so there's a portal we log into, and we're able to access patient charts and make updates and changes.

Q: Do you have any ideas as to how this process could be better?
A: I can't think of any right now. It's a little bit confusing and takes time adjusting to. I've had to teach some other nurses how to use it and it's definitely hard to understand, but I'm not exactly sure how to change it while maintaining the necessary items.

Q: What about your job brings you the most joy?
A: Definitely being able to form intimate relationships with my patients. And honestly, it's not only the patients, but also their family and friends. I don't think I have one thing that brings me the most joy because there are so many things that do. Sometimes its just the look on their face when you're able to tell a family that their loved one is okay, or will be okay, or watching a patient fight through an illness or injury. There're a lot of things, it's hard to pick.

Q: What about your job causes you the most stress?
A: There are definitely quite a few things that stress me about nursing. For example, there are times when we are understaffed, which adds more responsibility on all the nurses. To me personally, the fact that people's lives are on my hands causes the most stress. As nurses, we're expected to know the charts of all of our patients extremely well, which can get confusing, especially when you have patients that are struggling with a similar issue, but have very different charts. On most days, it doesn't get to me too much, but on the days that it does, it can be pretty overwhelming.

Q: Do you have any physical ailments because of your job?
A: Yeah, I get quite a bit of pain in my lower back and ankles.

Q: How did these pains develop?

A: I know my mom used to get lower back pains, so I might have gotten that from her. I also occasionally need to pick up some pretty heavy objects, so I think that's added to the pain. In terms of my ankles, I'm constantly on my feet when I'm on my shift, so that has definitely adds a lot of strain to my ankles. I used to struggle with it quite a bit, but I think it's really important to invest in a good pair of shoes so you're more comfortable during the long shifts.

References

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