

Written Empathy Map (for the patient)

- What does the stakeholder think and feel?
 - Feels overwhelmed by the complexity of the work
 - Worries about few things
 - Forgets own needs
 - Quickly loses interest in activities, has a short concentration

- What does he/she hear?
 - Environment is sceptical about the technology
 - Constant worries of environment (that are possibly disturbing with time?)
 - Uses voice assistance
 - Counselling help from the wife

- What does he/she see?
 - More and more complicated appearing and often unknown environment
 - Consequence: reliance on technology: e.g., appointments, calendar, maps, reminders
 - Sets alarms for almost all appointments
 - Painting/recreational activities with Alzheimer's Association
 - Needs apps for orientation away from home

- What does he/she say and do?
 - Filed old hobbies and works frequently with the Alzheimer Society now
 - Does learning training
 - Goes shopping with the help of an app
 - Uses Alexa for simple questions
 - Has retired due to illness
 - Uses Alexa only at home
 - Uses emergency button with GPS
 - Forgets important appointments

→ Also takes things from everyday life (house keys, wallet)

→ Partly also food, drink

- Frustration:

→ Frustrated with everyday tasks that used to work

→ Memory training apps are incorrectly structured (from easy to hard, instead of from hard to easy, as would be appropriate for the illness)

→ Readings are quickly forgotten

→ Summaries of previous chapters would be helpful

- Desire:

→ Moments of success when everything works

→ Pictures, music and smells from the past