



Week 7 Milestone Worksheet

SECTION A: My Team's Problem Statement

Part 1: State your team's problem statement

Please write your team's agreed-upon **problem statement** here:

Rural communities in Ghana face persistent healthcare challenges due to a severe shortage of trained healthcare professionals. This limits access to timely and quality medical care, resulting in higher mortality rates and poor health outcomes. Implementing targeted strategies such as incentive programs, telemedicine support, and rural-based training initiatives can help attract and retain healthcare workers in these underserved areas, thereby strengthening the healthcare system and improving community well-being.

Part 2a: Team's Group Name

Please write **your team's** agreed-upon **team group name**.

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Part 2b: Team's Group Members' Names

Share all your team roles, both primary and backup. Write the peer's name and the role(s) they are filling next to it. Each team has 4 - 6 people and you **must write at the very least 4 names and 4 team roles**. But if for any reason you end up with fewer people, you can still write at least 4 roles (2 primary and 2 backup for each person.) List your team members' names and roles in the space below.

Example:

1. Josephine Oware - Project Manager (primary); Data Analyst (backup)
2. Muhammad Khisal Ahmed - Designer (primary); Editor (backup)

- **Stephen Addo – Project Manager (primary); Product Manager (backup)**

- **Joel Semanyo – UI/UX Designer (primary); UX Researcher (backup)**
- **Jessie Quartey – Data Analyst (primary); Project Manager (backup)**
- **Matthew Duodu – Product Manager (primary); UI/UX Designer (backup)**
- **Abdul Malik – UX Researcher (primary); Data Analyst (backup)**



SECTION B: Your Team's Solution Idea

Part 1: Bad Idea Brainstorm (Team)

As a team, you must have **generated at least 10 more new bad ideas**. List these down in the space below. You must have captured this list in your Week 6 Milestone.

Remember, the dumber the idea, the better! This is to help you work as a team to be non-critical. **Stay in divergent thinking**. It helps to say “*thank you*” after every idea is shared. List your brainstorming ideas below.

- 1. Focusing Only on International Aid:** Relying entirely on foreign aid and donations without investing in local solutions, which risks creating dependency without sustainable growth.
- 2. Offering Unsubstantiated Financial Incentives:** Providing large bonuses to healthcare workers without considering infrastructure or support systems in place, leading to a high turnover.
- 3. Sending Volunteer Healthcare Workers for Short-Term Stints:** Using short-term international volunteers without long-term strategies to address healthcare needs, leading to inconsistent care and burnout.
- 4. Drone Clinics in the Sky –** Flying hospital drones patrol the skies, randomly dropping pills and bandages over communities like healthcare rain.
- 5. Teleporting Doctors –** Develop teleportation booths to instantly beam doctors from Accra to remote villages when a patient sneezes.

6. Hologram Doctors – Project 3D holograms of doctors in local churches every Sunday to give group checkups after sermons

7. Providing DIY medical kits: Give villagers DIY surgery and medical kits with YouTube tutorial links

8. Knowledge Magic pot: Put all medical knowledge in a magic bot, and people must ask it questions during a full moon.

9. Build Fancy Hospitals Without Staff or Equipment: Focus all funding on constructing impressive buildings, with zero investment in training or medical supplies.

10. Use Outdated, Broken Telemedicine Equipment: Provide outdated tech from the '90s and expect doctors to successfully treat patients via fuzzy video calls.

Part 2: Narrowed Ideas

Your next task is to provide a list of your team's **narrowed choices**, which will put you in a **convergent thinking mindset**. You should have discussed and debated this and tried to reach a consensus on **3 ideas for a solution** (or **partial solution**) to your problem that your team will consider working on for the rest of Month 2. These ideas can be totally new, the same, or variations from ideas you've already come up with.

Remember that they should involve some sort of technology (*either a piece of software like an app or algorithm, or a physical device such as a robotic fish or machine that scans your DNA*). You will not have to build the solution out. But you will have to create some type of basic prototype (*if it is a device*) or a set of wireframes (*if it is an app/software*). You will not have to actually create the technology or code. Write the top 3 of your shortlisted ideas below.

1. Rural Telemedicine App (MedLink GH)

Create a mobile app specifically designed for low-bandwidth areas that connects rural patients with urban-based healthcare professionals for video consultations, e-prescriptions, and basic health education

2. Public-Private Partnerships: Partnering with local and international

organizations to fund rural healthcare infrastructure, while promoting local employment and training programs for sustainability.

3. Solar-Powered Telehealth Booths – Set up in village centers, equipped with diagnostics and remote doctor access.

Part 3: Selected Solution

Lastly, your team must have agreed on one idea for a solution (or partial solution) that you will work on for the rest of Month 2.

Remember, the solution should involve some sort of technology and be possible to create—but feel free to make it very ambitious! You will have to create some type of basic prototype (if it is a device) or a set of wireframes (if it is an app/software). You will not have to actually create the technology.

You must find a fair way to reach a consensus with your group, including a discussion in which everyone's voice can be heard. Write down this finalized solution idea below, in as much detail as possible.

Rural Telemedicine App (MedLink GH)

Create a mobile app specifically designed for low-bandwidth areas that connects rural patients with urban-based healthcare professionals for video consultations, e-prescriptions, and basic health education

SECTION C: My Team's Wireframe/Prototype

Part 1: If Wireframe

In the space below, add a link to the images of each screen of your wireframes. The images must be digitally created (using a tool like Figma, Miro, or Keynote), not drawn by hand. You should have at least 6 images. Each image must contain at least 1 navigation indicator, at least 1 element (such as a button), and at least 1 annotation. You can upload the images to a Google Drive folder and share that link below.

Optionally, you may create a video similar to [this one](#) to better showcase your wireframes. It should be no more than 60 seconds long. Upload this video to YouTube (you can choose to make it unlisted) and provide the link.

Add the links to either the images or the video, in the space below. Please double-check that the link is correct.

<https://youtu.be/DNISKBky8OU>

Part 1: If 3D Prototype

Create a video lasting no more than 60 seconds that shows your prototype in action. It should provide a full 360-degree view of your prototype and show or explain at least 5 of its functions. Upload this video to YouTube (you can choose to make it unlisted) and provide the link in your Google Doc.

IMPORTANT: Please double-check that the link is correct and working!

SECTION D: How the Project's Going

Part 1: Process Reflection

In 5 to 10 sentences, please share an overview of your and/or your team's process of deciding on the problem you're going to solve, finalizing a solution you're going to work on, and then creating wireframes or a prototype. What was the most challenging thing about this whole process? What did you learn? What went very well for you?

Our team began by identifying a real-world problem with strong social impact—limited access to healthcare in rural areas. We brainstormed several ideas but aligned on telemedicine as a solution after researching user pain points and gaps in existing services. To validate the need, we conducted informal interviews and reviewed data on rural healthcare access. Once we were confident, we used the Human-Centered Design process to guide us: first Inspiration through user research, then Ideation where we mapped out possible features, and finally Implementation by building wireframes and a clickable prototype.

The most challenging part was narrowing our focus—we had so many feature ideas, but limited time. We learned the importance of keeping the user at the center and prioritizing core functionality. What went really well was our team collaboration and quick decision-making, which helped us stay focused and efficient.

To solve the problem, we created a low-bandwidth mobile app that connects rural patients with urban doctors through video consults, e-prescriptions, and

offline health education—starting with a prototype and plans for iterative feedback.



SECTION E: User Feedback

Part 1: User Interviews

List the names of the people you or your team members interviewed for your user feedback. You must have interviewed at least two people, but you can do more.

1. Sarah Mensah
2. Kwabena Asante
3. Daniel Nartey
4. Nana Kumi

Part 2: User Interviews

Please describe **at least 4 pieces of feedback** that you received from your users and whether or not you plan to take action on it. For each piece of feedback, list the feedback in the space below and then mention what you're going to do about it underneath it.

Feedback 1

User 1: Sarah Mensah, 35, Rural Community Health Worker

1. User Experience:

"I understood the purpose of the MedLink GH app from the wireframes. It's clear that it aims to connect patients in rural areas with doctors in urban areas. I didn't find anything confusing in the wireframes; they were straightforward."

2. Navigation and Flow:

"Navigating through the wireframes was easy. The steps were logical, and I could follow the flow of how things should work. The pages were well laid out, and the steps were not hard to understand."

3. Functionality:

"The core features like booking consultations and accessing health records were clearly represented in the wireframes. However, I think it could also include a feature to request follow-up appointments or get notifications for scheduled consultations."

4. Design:

"The layout was simple, in the final project use more visuals to make it feel more engaging. It might help users feel more connected to the app."

5. Suggestions & Feedback:

"I think it would be helpful if there was a way to track a patient's health progress or show health metrics, such as blood pressure or weight over time. This could be a helpful addition for people in rural areas."

6. General Overview:

"The app helps people in rural areas connect with doctors and get consultations

without having to travel far. It could really change the way we handle healthcare here, especially for those who can't make it to the city.

Your Action Plan for Feedback 1

Based on the feedback received from Sarah, a rural community health worker, we plan to implement several enhancements to improve the MedLink GH app. First, we will add a feature that allows users to request follow-up appointments and receive notifications for upcoming consultations to ensure continuity of care. To make the interface more engaging, we will update the color scheme with brighter, health-friendly tones and incorporate more visuals and icons. Additionally, we intend to introduce a "Health Tracker" feature that enables users and health workers to log and monitor vital health metrics such as blood pressure and weight over time. Since the wireframe's navigation and flow were praised for being Pauser-friendly, we will retain the current structure while making minor improvements to maintain clarity and ease of use.

Feedback 2

Rural Cocoa Farmer – Kwabena Asante, 52, Ashanti Region

1. User Experience:

"When I first looked at the wireframes, I understood that the app was for getting medical help. But I didn't know how exactly I was supposed to talk to a doctor.

The icons made it look like I could do many things, but I wasn't sure where to start. If there was a short message or guide at the beginning, that would help someone like me who is not used to apps."

2. Navigation and Flow:

"It was a bit confusing at first. I saw the 'Join Call' button but didn't know what to expect after pressing it. Some of the steps seemed hidden, and it would help to number them or show a small tutorial. Farmers like me don't have time to figure it out — we want something quick and direct."

3. Functionality:

"I expected to see options to report symptoms, ask about medication, and maybe request for someone to come to the village. I did see a chat or video feature, which is very good. But I didn't see anything about emergency help or how soon someone would respond. That part needs to be clearer."

4. Design:

"The layout was okay, but the writing was small for my eyes. Some of my colleagues can't read English well, so I think the design should include audio options or local language translation."

5. Suggestions & Feedback:

"It would be helpful if we could get reminders for medicine or follow-up. Also, maybe the app should let us know if there's a community health nurse coming to our village soon. That would save us money and time."

6. General Overview:

"I would say the app lets you talk to a health worker on your phone and ask questions about your health. You don't have to go to the clinic unless they tell you to. It's like calling a doctor without using credit."

Your Action Plan for Feedback 2

To address Kwabena's feedback, we will introduce an onboarding guide or short welcome message to help first-time users understand how to use the app, especially how to initiate consultations. We'll simplify the navigation by numbering steps and adding a brief tutorial. We'll also enhance clarity around emergency services and response times, and consider including a symptom reporting feature. Additionally, we will increase font size for better readability and add audio and local language support. Finally, we plan to integrate features for medication reminders and alerts about community nurse visits to make the app more practical for rural users.

Feedback 3

User 5: Nana Kumi, 24, University Student (Tech-Savvy)

1. User Experience:

"The purpose of the app was clear from the wireframes. I could immediately see that it was designed to help rural patients access healthcare easily. It was easy to understand the concept, and I didn't find anything confusing."

2. Navigation and Flow:

"Navigating the wireframes was simple, and I felt the steps were intuitive.

Everything seemed logically placed. However, I think some of the buttons could be a bit bigger for easier access on smaller phone screens."

3. Functionality:

"The core functionalities like booking consultations, viewing records, and e-prescriptions were all there, but I would like to see a feature for emergency consultations as well. That could be a game-changer for people in rural areas."

4. Design:

"The design was clean, but it could use a bit more modern flair. More dynamic visual elements, like icons or animations, could make the app feel more engaging. It's nice, but a little too plain."

5. Suggestions & Feedback:

"A more prominent home button or a floating action button that always brings you back to the homepage would make navigation quicker. Also, if you could make the color contrast stronger, it would be easier to read in bright light."

6. General Overview:

"The app seems like it could have a huge impact, especially in rural areas where healthcare access is limited. It's a great idea, and I think adding emergency services could make it even more useful. I see a lot of potential in it."

Your Action Plan for Feedback 3

In response to Nana's feedback, we will consider increasing the size of key buttons in the wireframes to ensure easier usability on smaller screens. We will also explore adding an emergency consultation option to the wireframes, as this could significantly improve responsiveness in critical situations. Additionally, we will look into incorporating more visual cues such as icons or illustrations to make the design feel more modern and engaging, while still keeping the interface simple and intuitive for users in rural areas.

Feedback 4

Pa Daniel Nartey (Physician Assistant)

User Experience:

Yes, the purpose of the MedLink GH app was clear from the wireframes. It's evident that the app is meant to connect users in rural areas with healthcare providers through telemedicine.

Navigation and Flow:

The navigation felt fairly intuitive. The home screen and icons were logically arranged. However, one of the main action buttons for initiating consultations could be made more prominent in the final design.

Functionality:

I expected features like video consultation, prescription uploads, and health tips. Most of these were represented in the wireframes, though a clearer depiction of how users submit symptoms would help.

Design:

The wireframes appear clean and professional. However, some buttons look small and might be difficult for older users or those with visual challenges to interact with comfortably. Since colours haven't yet been applied, it's hard to assess contrast or visual accessibility at this stage.

Suggestions & Feedback:

Include a short onboarding tutorial for first-time users. Also, adding a language toggle for local dialects would be beneficial for rural populations.

General Overview:

It's a straightforward telemedicine app concept designed to let rural patients connect with health professionals, receive consultations, and possibly get prescriptions without needing to travel.

Your Action Plan for Feedback 4

prompts. We'll also introduce short audio and video tutorials in local languages to guide users through the app's features. Furthermore, we will integrate a multilingual toggle. Based on Dr. Daniel Nartey's feedback, we plan to enhance the prominence of the "Consult Now" button by adjusting its size and central placement in the final design layout. To make onboarding easier, we'll simplify the registration process with fewer text fields, icons, and step-by-step visual cues that supports common Ghanaian dialects such as Twi, Ewe, and Dagbani, ensuring inclusivity for rural users. All these updates will be reflected in the next iteration of the wireframes to improve accessibility and clarity.

SECTION F: Team Reflection

Part 1: Reflecting on the Team Experience

In the spaces provided after each question, reflect on and answer the 7 questions listed below.

Part 1 A: What is working well with your team?

Collaborating as a team

Part 1 B: What is one good thing that happened during your team meeting?

All giving out their best during meetings

Part 1 C: What is one thing your team could do better in the next meeting?

Sticking and been prompt with our time

Part 1 D: Are you experiencing any concerns or frustrations with your team? If yes, what can you personally do to lessen the concern/frustration?

Not really

Part 1 E: How would you rate your ability to communicate with your team members on a scale of 1 to 4? (1=extremely poor and 4=excellent)

4

Part 1 F: Overall, how satisfied are you with how well your team is working together? (On a scale of 1 to 4, with 1=extremely poor and 4=excellent)

3

Part 1 G: Is there anything else you'd like to share about your team and their process?

Not really

Once you have completed this worksheet:

Professional Foundations | Week 7 Milestone Worksheet

1. Save as a .pdf.
 1. Rename it per the instructions.
 2. Upload to Savanna as your Week 7 Milestone Submission.
 - 3. Celebrate a job well done!**
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