

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.



Empathy Mapping For Liver patient Analysis:

An empathy map is a tool used to understand and empathize with the experiences, thoughts, feelings and behaviors of patients. It involves gathering insights by observing and listening to patients and then organizing the information into different categories.

Says

What have we heard them say?
What can we magine them saying?

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

Ask
questions
about his
condition and
treatment

Expresses gratitude to his family and medical team

Tries to stay calm and positive for his family

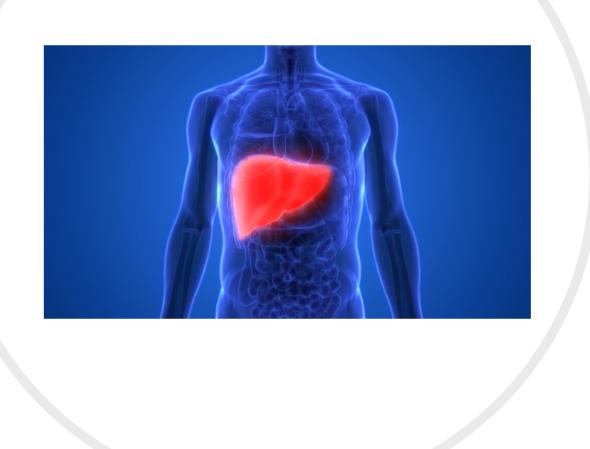
Admits to feeling Scared and overwhelmed at times

I am worried about the progression of my liver disease and Its potential impact on my life.

I am constantly thinking about my diet and lifestyle choices and how they may be affecting my liver health.

I am concerned about the effectiveness of my current treatment and whether I will need more invasive procedures.

I am researching and seeking out information about my condition and treatment options to make informed decisions about my care.



Medical equipment and and machines.

Needles and and Injections.

Anxiety and fear about the unknowns of their condition and its impact on their life.

Frustration with the limitations and restrictions that come with managing liver disease.

Medical
Jargon and
teminology.

Beeping of machines and equipment.

A sense of isolation or loneliness due to the stigma surrounding liver disease and the need for lifestyle changes.

Hopeful but cautions about potential treatments and outcomes.

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

Does
What behavior have we observed?
What can we imagine them doing?

Adirondack UNIVESTET

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