



Burson Project

Digital Discovery Workbook

September 12th, 2019

Table of Contents

Value Proposition	3
Use Case Definition	4
User Comps	6
Low-Fi Prototype	7
Full View	7
1.0 Main Screen	8
1.1 Main Screen > Menu > Accessibility	8
2.0 Environment	9
2.1 Environment > Interact	9
2.2 Environment > Interact > Description	10
3.0 Communication	10
3.1 Communication > I feel / want	11
3.2 Communication > Body Diagram	11
3.2.1 Communication > Body Diagram > Indicator	12
3.3 Communication > Typewriter	12
3.4 Communication > Drawing	13
4.0 Medical Care	13
5.0 My Dictionary	14
5.1 My Dictionary > Glossaries > ICU Glossary	14
5.1.1 My Dictionary > Glossaries > Personal Glossary	15
5.2 My Dictionary > Translator	15
Clickable Comp	16

Value Proposition

At some point in time, 95% of patients on the CVICU unit cannot talk or write but are alert and have many needs, questions, and fears. Currently, these needs are not being communicated successfully to their healthcare team due to the outdated resources available. Our application will solve the communication issues and provide a modern approach to connecting the healthcare team to the patient and the patient to the family.

Use Case Definition

Project: Burson Project – Use Case
Date: May 23, 2019
Owners: Sarah Jomaa, Alexa Yi

Goal:

As a patient, I want to be able to communicate clearly and efficiently with my caregivers and my family on a touchscreen platform to help me address my needs, questions and fears about a broad spectrum of topics, including but not limited to, my medical care and physical and emotional comfort.

Patient Use Cases:

1. As a patient, I want quick access to the customizability of the size of icons, text, and buttons on the screen, to accommodate changes in my capabilities.
2. As a patient, I want to identify and indicate areas on my body I am feeling discomfort, as well as the severity.
3. As a patient, I want the program to allow me to communicate on a wide variety of topics, including ones particularly specific to my context.
4. As a patient, I want the organization of the program to be easy and intuitive to navigate so I can communicate and get responses quickly.
5. As a patient, I'd like to add my common questions/requests to a quick access section so I don't have to navigate to them every time.
6. As a patient, I want to create my own "dictionary" or glossary of personalized questions, with options for uploading media like pictures, gifs, or videos.
7. As a patient, I want the onboarding process to be tailored to whether I entered care knowing I would not be able to communicate, or if I did not know and was not expecting it.
8. As a patient, I want to access a medical terminology glossary to better understand my care.
9. As a patient, I want the program to provide a history of communication by logging my questions and concerns.
10. As a patient, I want a variety of communication methods available, for example: handwriting, typing, and buttons/icons.
11. As a patient, I want to be able to set my preferred language and to instantly translate words to enhance communication between my caregiver and the healthcare team.
12. As a patient, I want the program to have an interactive room diagram/layout with descriptions.

Caregiver Use Cases:

1. As a caregiver, I want the program to help me understand the needs of the patient, eliminate any communication errors and promptly provide assistance.
2. As a caregiver, I want the program to help facilitate communication with the patient and/or the patient's family members in case they are not comfortable with speaking or understanding English.

Family/Friends Use Cases:

1. As a family member of the patient, I want 24/7 access to the history log of communications with their caregivers, with the option for status updates.

User Comps

User Comps are provided to allow a developer the opportunity to review the navigation of the application's flow.

Low-Fi Prototype

Full View

10 Main Screen

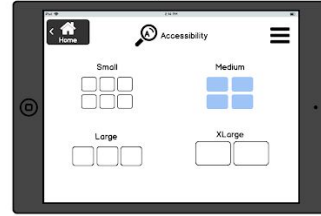


Users can view the history of previously asked questions in chronological order

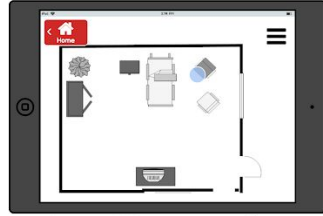


Brings up popup with common responses such as "Yes, No, Please, Leave, Doctor, Please" etc.

11 Main Screen > Menu > Accessibility



2.0 Environment



This is the home screen (Interactive ICU room). Users can customize the room design by placing and removing items in the room.

2.1 Environment > Interact



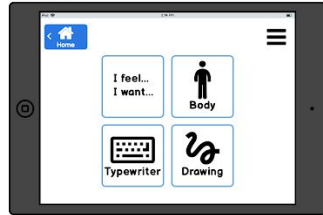
Users can interact with components in the ICU room, where they can make requests and pose questions.

2.2 Environment > Interact > Description

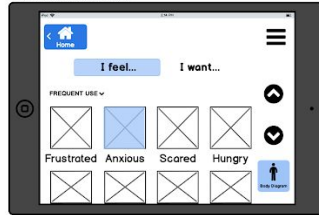


Tapping on a part of the room brings up a window with what that aspect is a picture of that object is available, and an explanation of what it does. Swipes back to tapping outside the window or on the right hand.

3.0 Communication

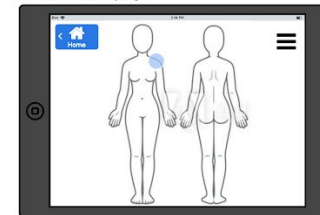


3.1 Communication > I feel/want



Here, users can quickly access to frequently used or favorite questions and requests.

3.2 Communication > Body Diagram



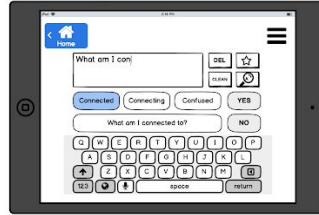
Body diagram is populated based on the sex of the patient assigned at birth. Users can indicate the area on the body figure by tapping on the screen.

3.2.1 Communication > Body Diagram > Indicator



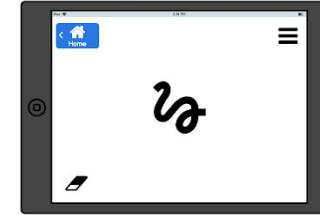
After tapping on the area, users are asked to choose the severity and select the type of pain/feeling. The listed words are subject to change.

3.3 Communication > Typewriter



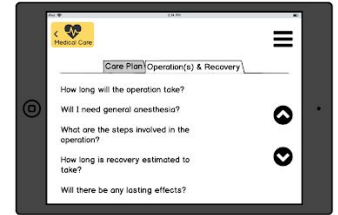
The autocorrect keyboard allows users to easily create specific questions and requests. The conversation will be logged in the communication history for caregivers or doctor/nurses.

3.4 Communication > Drawing



Users can also draw to communicate with caregivers and clinicians.

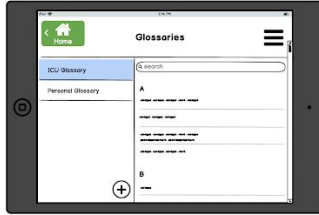
4.0 Medical Care



5.0 My Dictionary

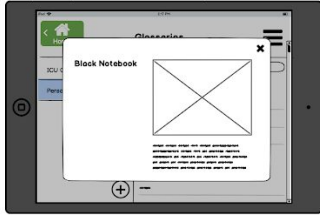


5.1 My Dictionary > Glossaries > ICU Glossary



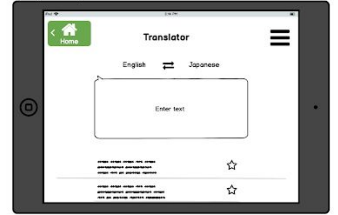
The terms are organized in alphabetical order and can be searched.

5.1.1 My Dictionary > Glossaries > Personal Glossary



Users can add pictures or notes in their own glossaries.

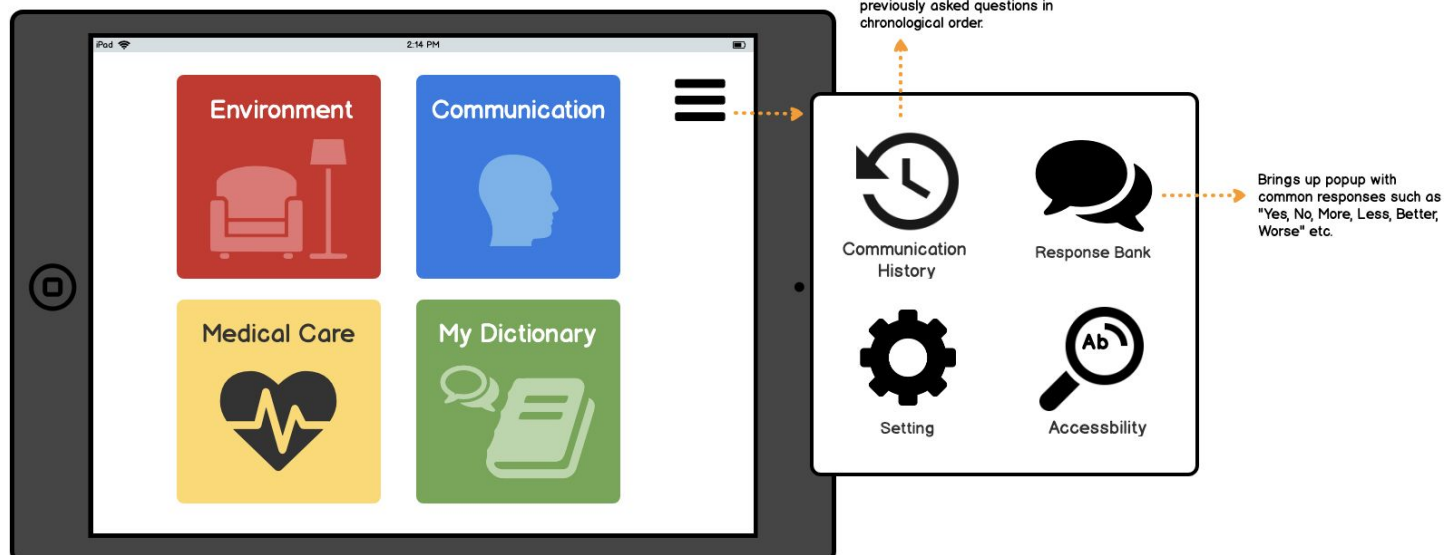
5.2 My Dictionary > Translator



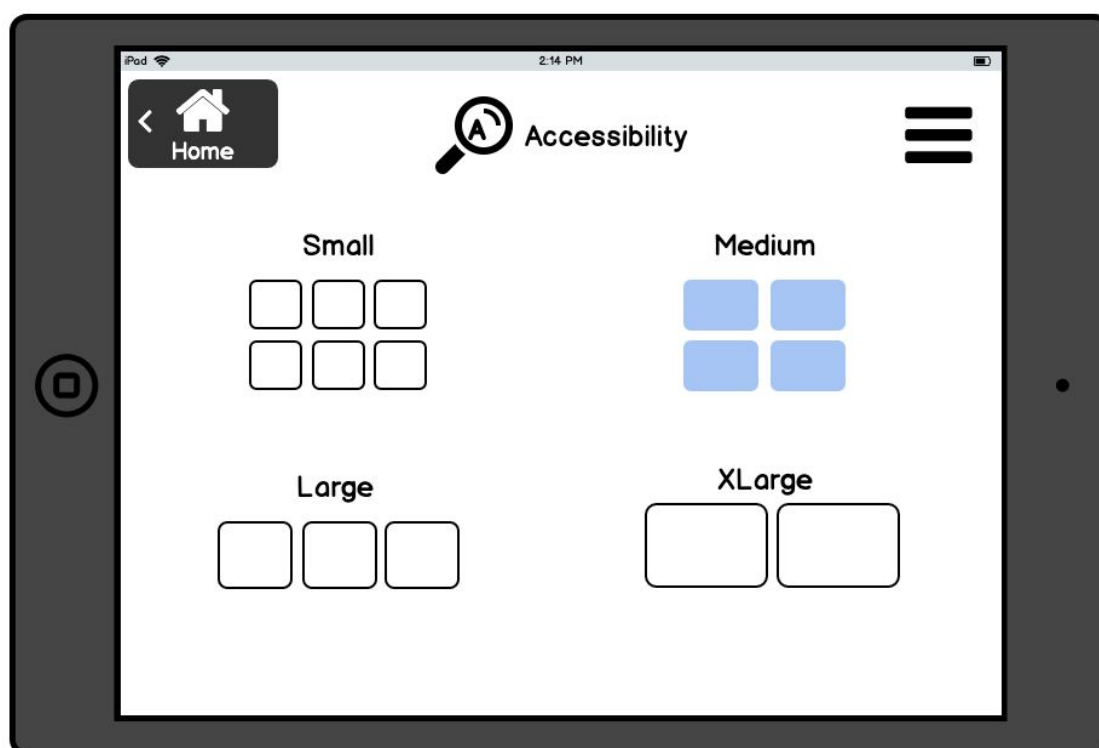
Based on the language setting, for a caregiver (from notes in settings), the translator shows a default language. Users can mark favorite translations.

1.0 Main Screen

1.0 Main Screen



1.1 Main Screen > Menu > Accessibility



2.0 Environment



This is the home screen (=Interactive ICU room). Users can customize the room diagram by choosing what elements to include in the room.

2.1 Environment > Interact

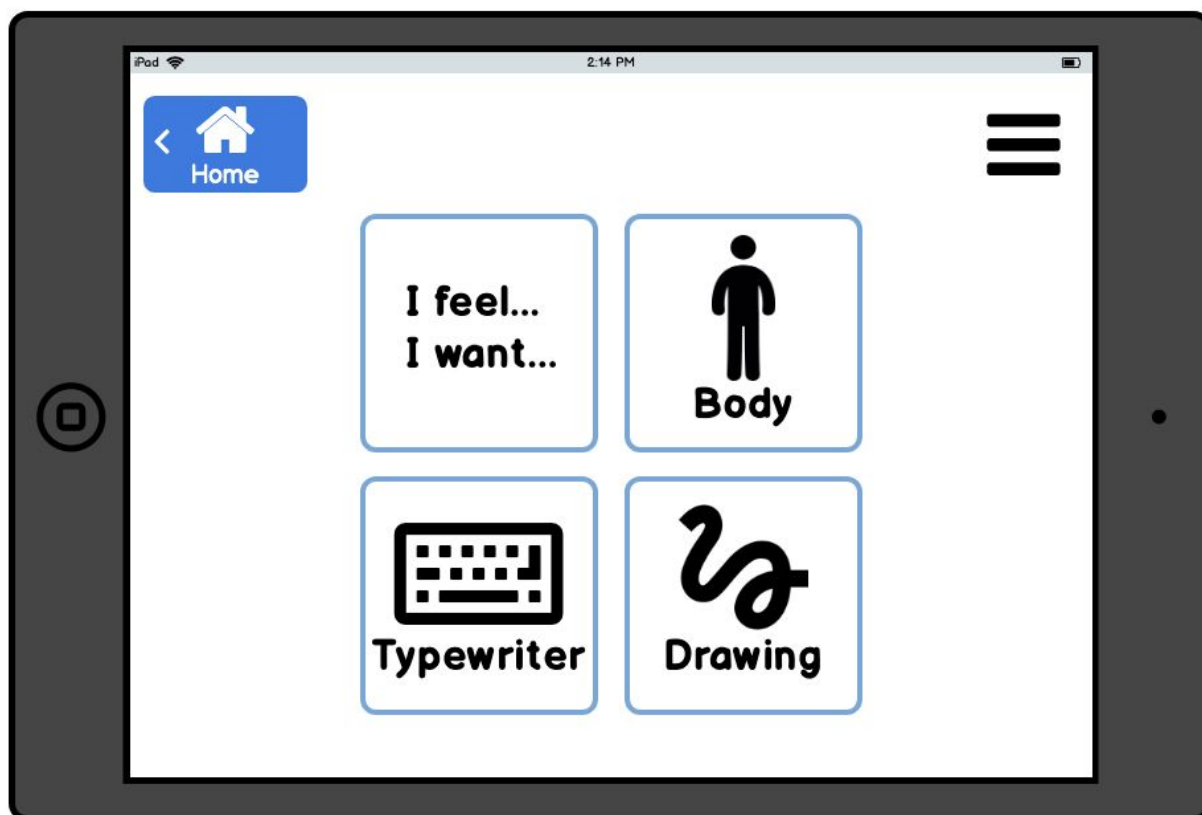


Users can interact with components in the ICU room, where they can make requests and pose questions.

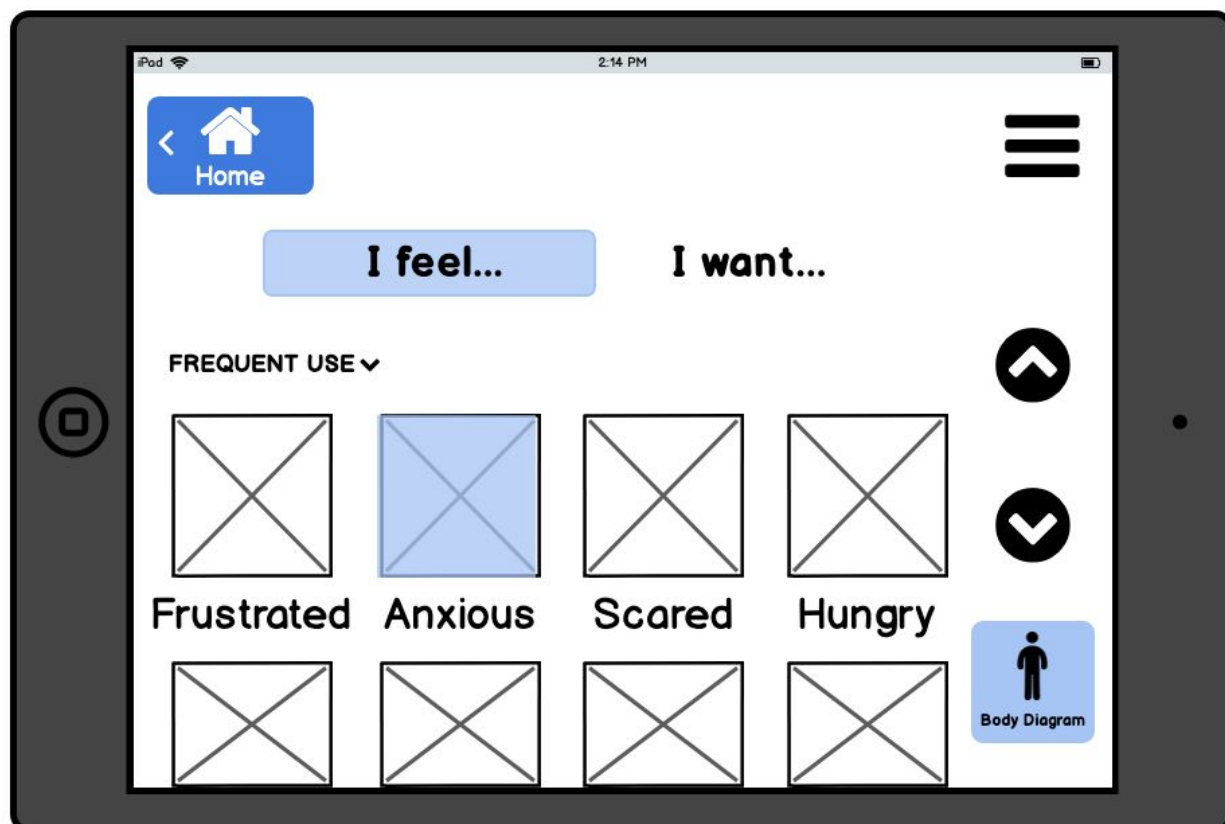
2.2 Environment > Interact > Description



3.0 Communication

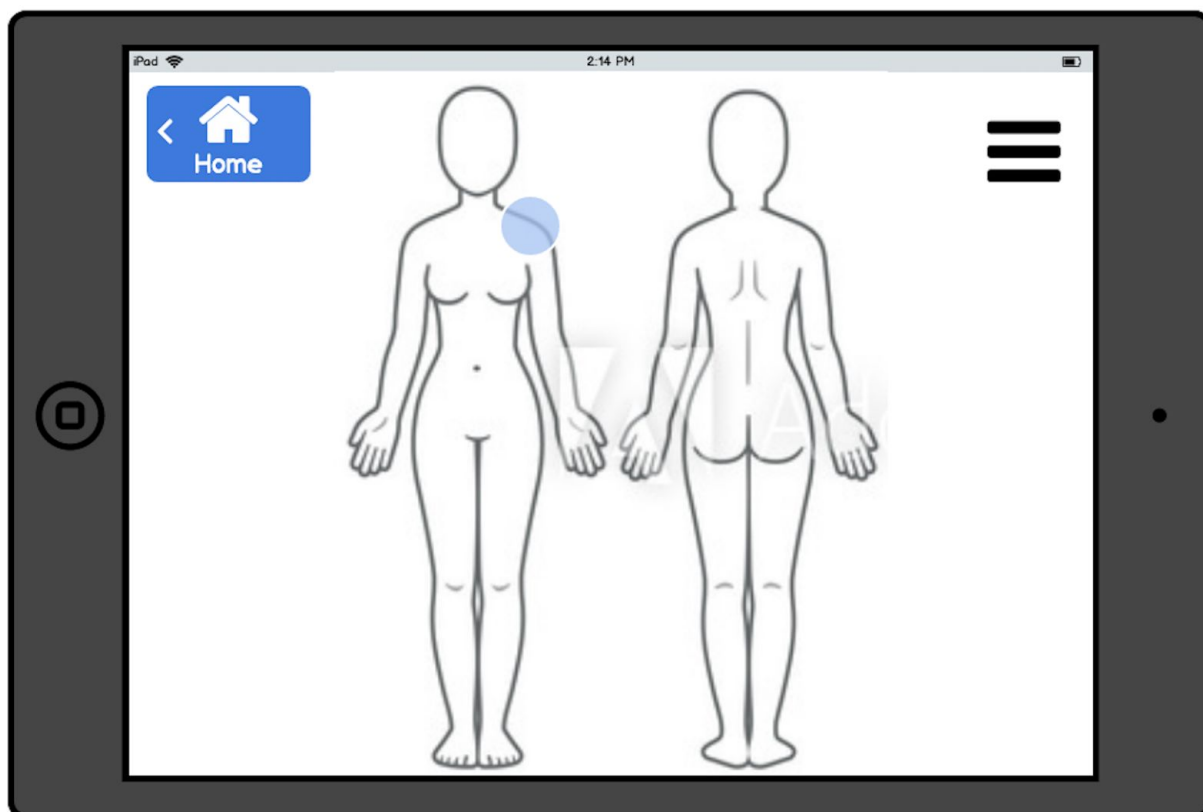


3.1 Communication > I feel / want



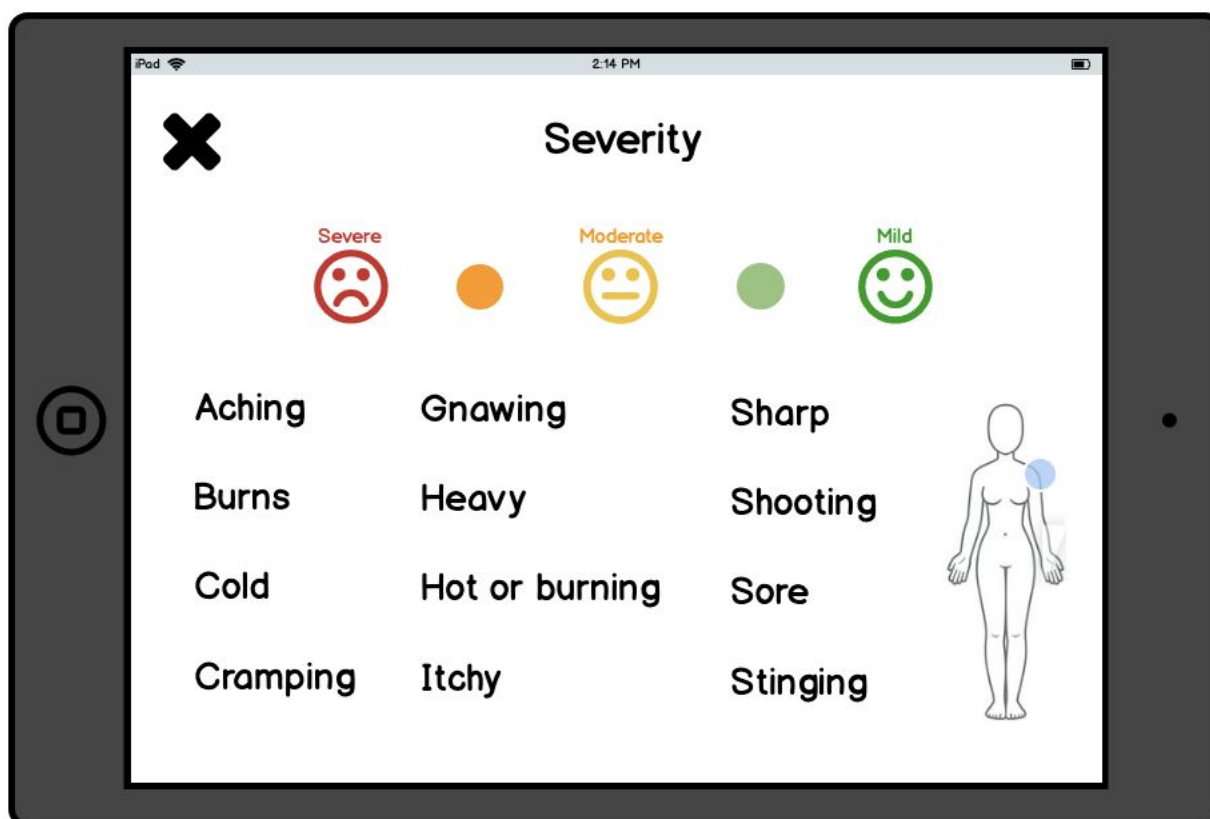
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3.2 Communication > Body Diagram



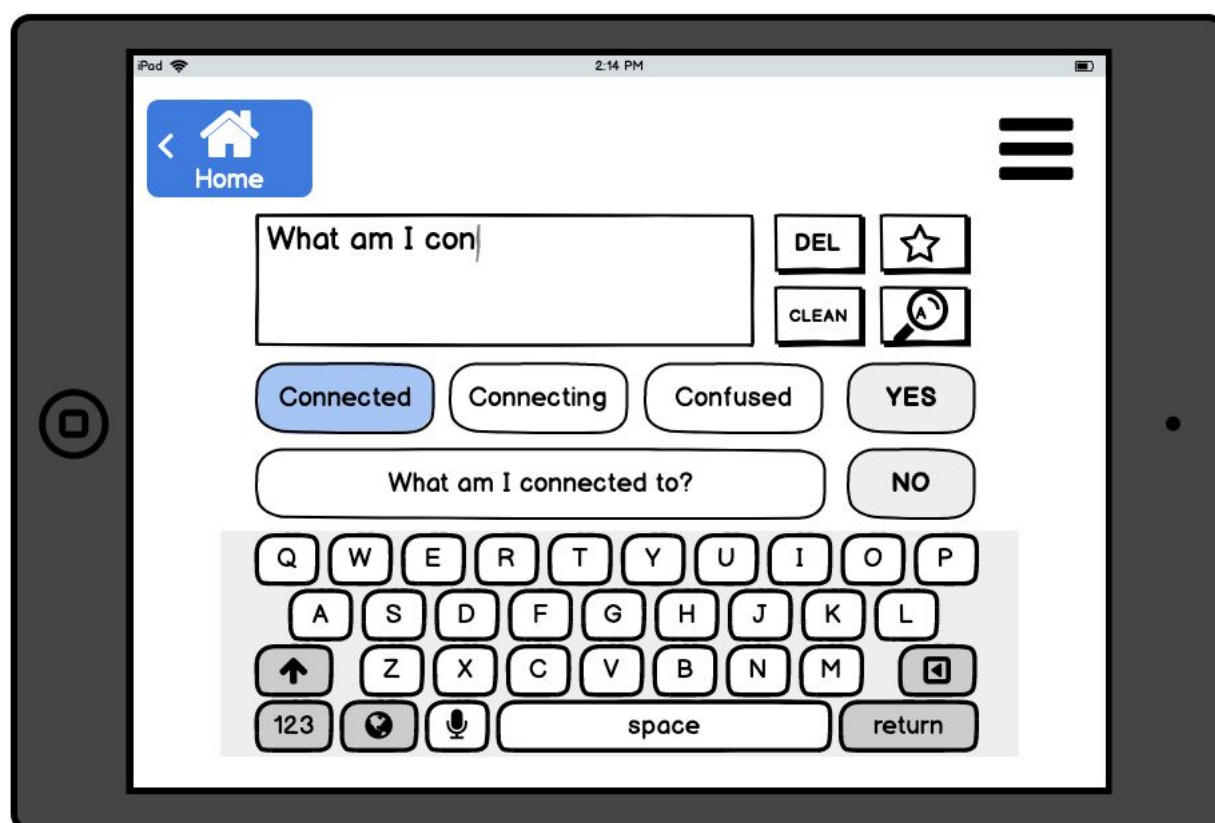
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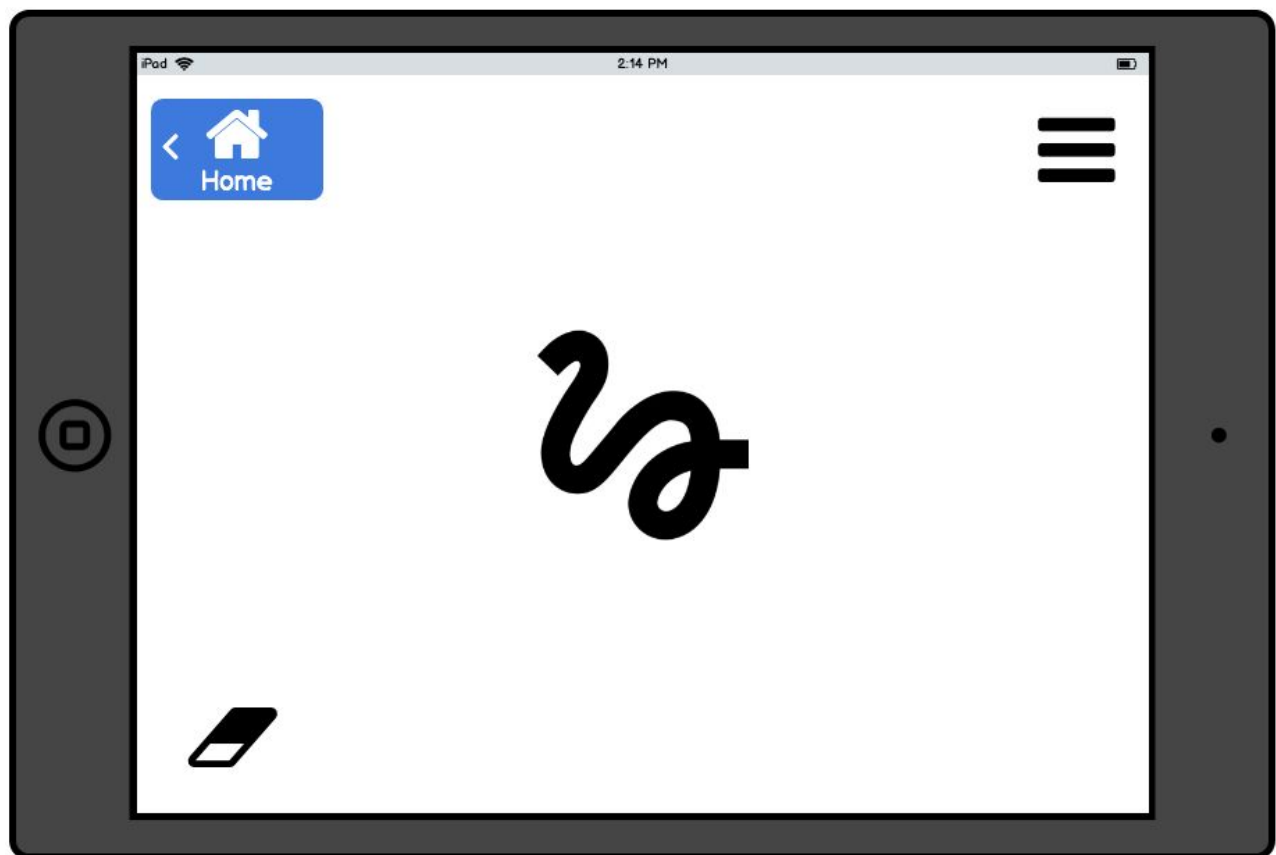
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3.3 Communication > Typewriter



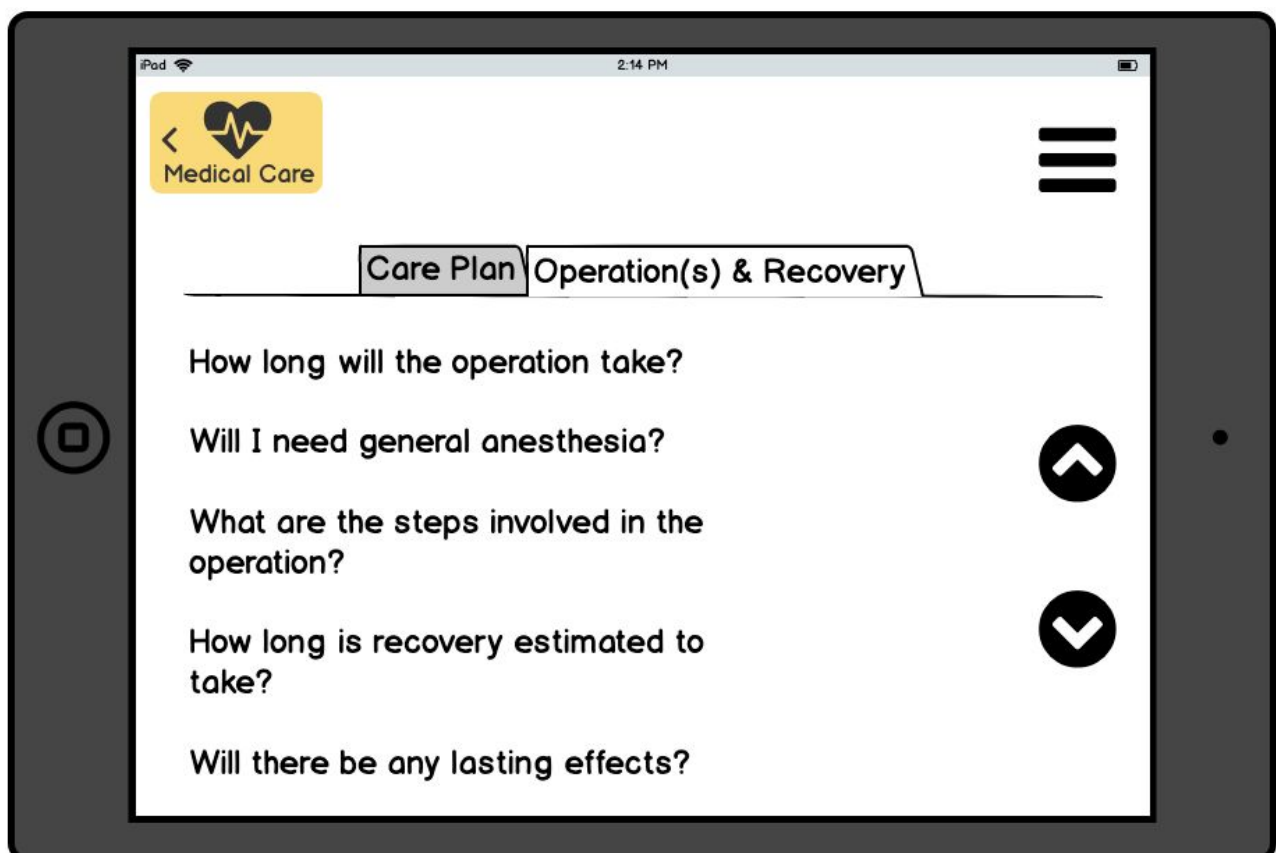
The autocomplete keyboard allows users to easily create specific questions and requests. The conversation will be logged in the communication history for caregivers or doctor/nurses.

3.4 Communication > Drawing

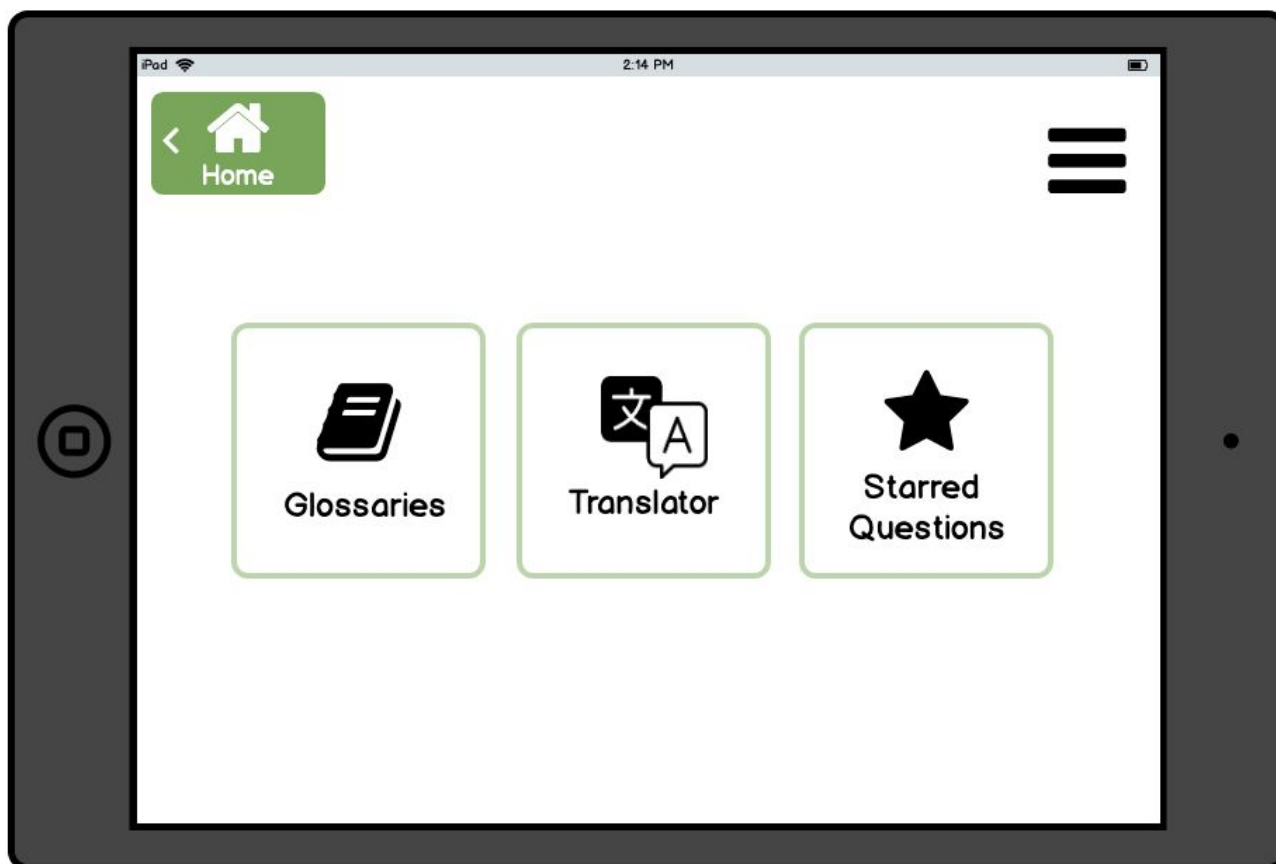


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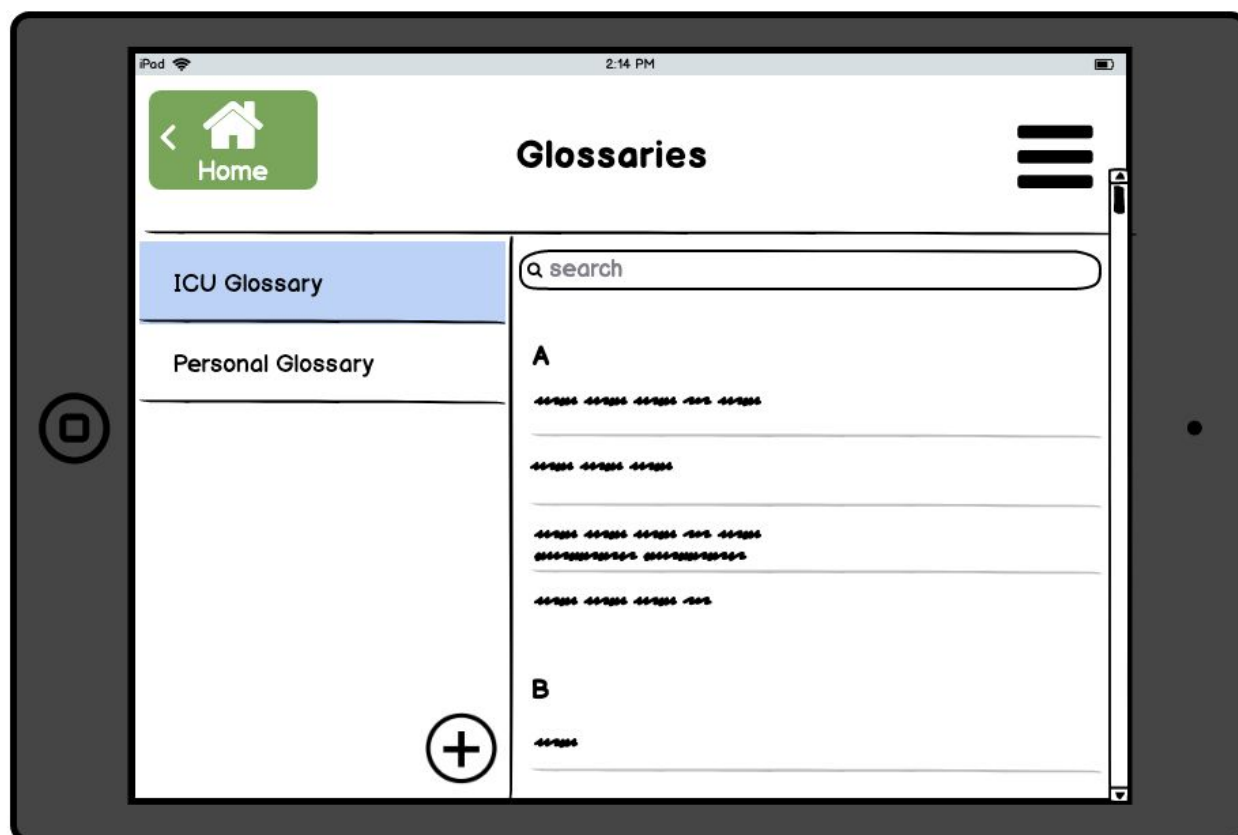
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5.0 My Dictionary

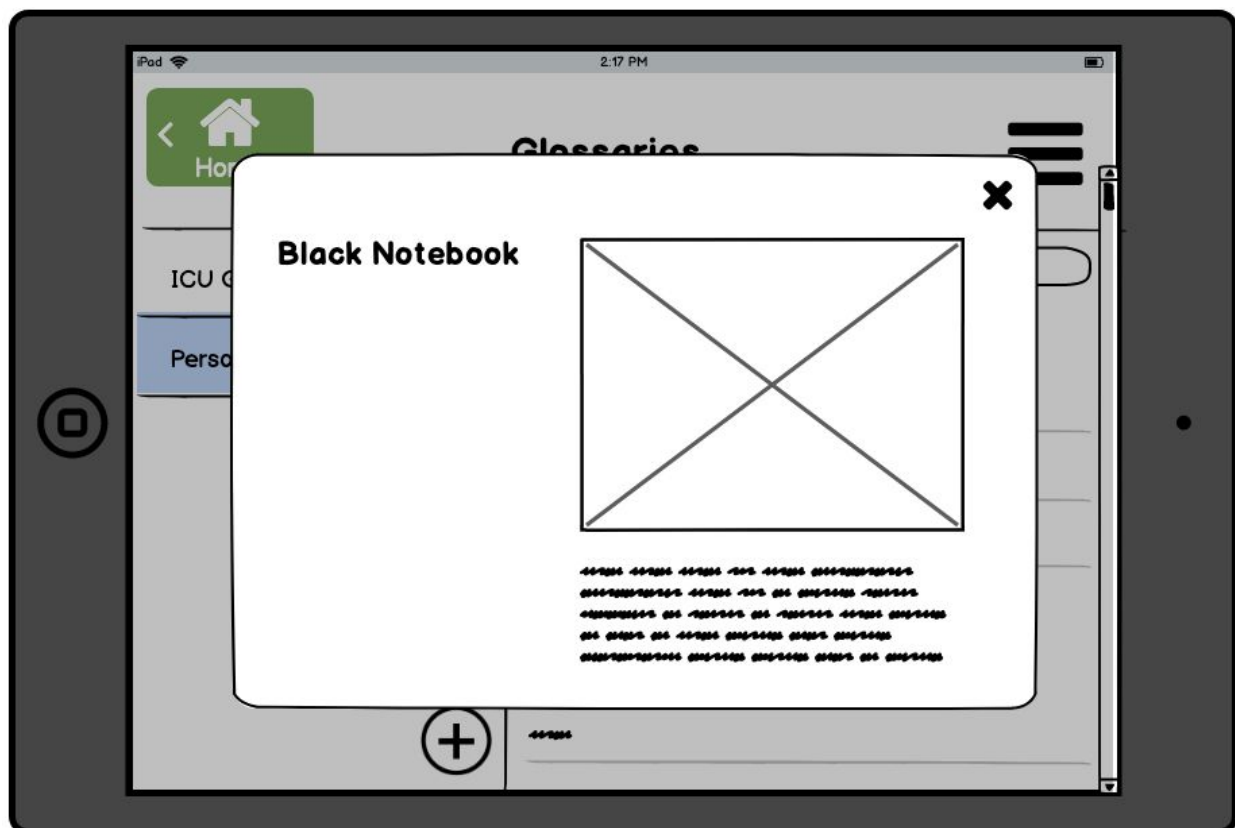


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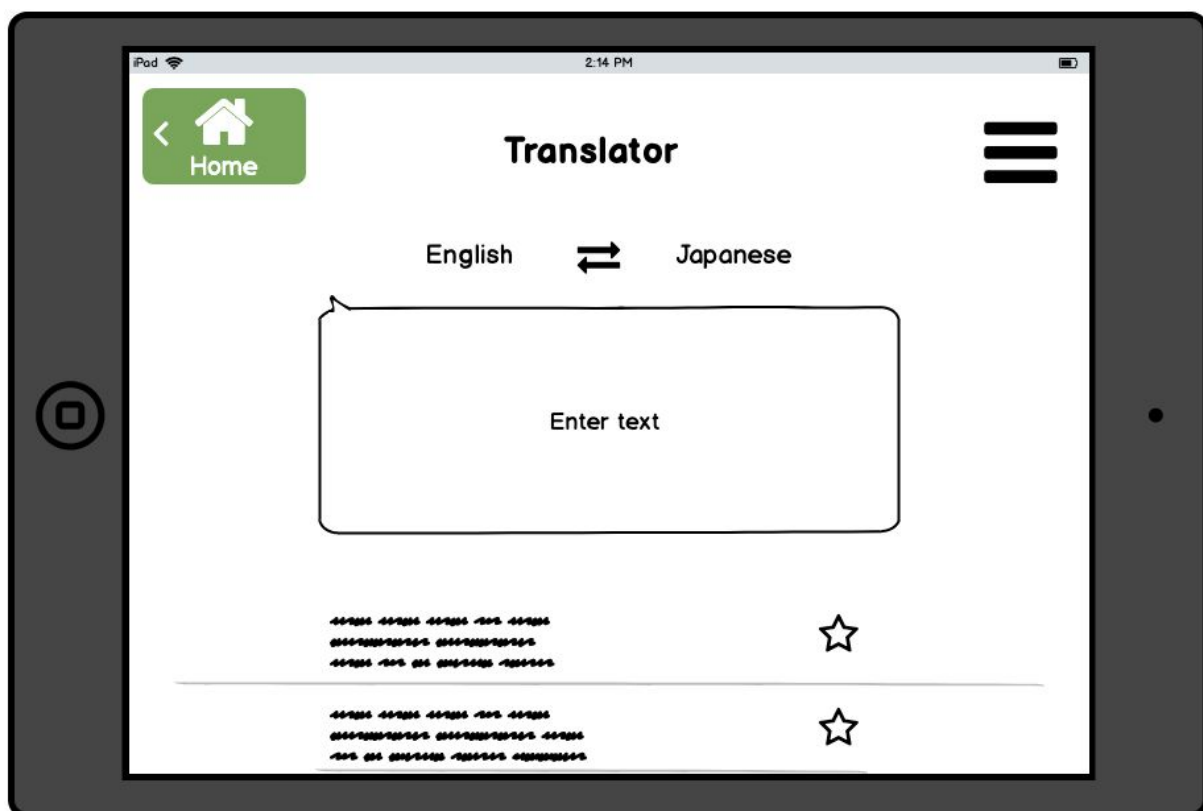
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5.2 My Dictionary > Translator



Based on the language setting for a caregiver (from menu > setting), the translator shows a default language. Users can mark favorite translations.

Clickable Comp

Link to clickable comp
<https://pr.to/D6BYHV/>