Project 1 // Service, UX UI Design

Improving recovery outcomes post operation by enabling patients to manage their recovery independently and with confidence through remote monitoring by clinical teams.

My role: 🔍 The Researcher and ✍️ The Experience Designer

It all started when 2 Orthopaedic surgeons with more than 20 years of experience in the NHS (UK) and private sector approached us with a problem they had observed.

Dr. Chindu Kabir   Dr. Faizal Rayan

Founders of **Post Op**
(previously known as Sahai Life)

5 Million

undergo Orthopaedic surgery every year in the UK

20 days

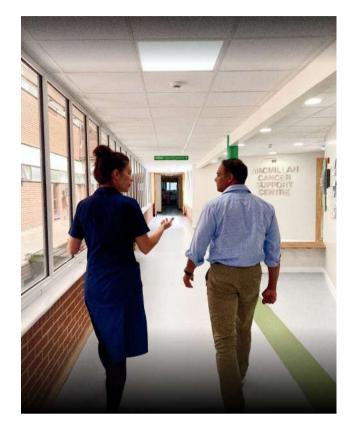spent by patients in hospital due to post surgery infections

38%

of post-surgery infections are avoidable (surgical site infections)

The experience Patients undergoing orthopaedic surgery went through pre and post operation was poor. This had resulted in dissatisfied patients and poor recovery outcomes causing them to visit their care giver and hospital multiple times post surgery.

This in turn increased the cost and burden on the healthcare system, hampering their provision of good quality care.

To understand the problem better we stepping into our user's shoes — patients, doctors, nurses & other support staff.

We wanted to learn about:

1. The actors surrounding the patient from pre-op to post-op.
2. The patient's journey, emotions and challenges they face before undergoing the operation and whilst recovering post operation.
3. The day-to-day tasks of clinical teams, the constraints and challenges the face.
4. The needs and expectations of patients.
5. The needs of the clinical teams to unlock better care provision.