

Problem space

For the following assignments in this course, our group will focus on problems within the problem space “access to the Canadian healthcare system”. We chose this problem space because with the current state of the world due to the COVID-19 pandemic, our group sees now more than ever how crucial it is to receive medical attention when required. We will attempt to mitigate some of the problems that come from accessing Canadian healthcare, hence our target audience encompasses all eligible 18+ adults who have received, and/or attempted to receive, healthcare from the Canadian healthcare system. To ensure we meet the needs and address the barriers of all individuals within this broad target audience, we consider factors such as age, occupation, income, and education levels when conducting our research.

Discovery Plan

Each of our group members will be conducting background research on our problem space using primary and secondary research methods. We want to focus on our stakeholders of different ages, different income levels, different education levels, and those who work in the healthcare industry vs. those who don't. We have categorized our stakeholders in this way because we believe such factors impact how someone uses and accesses healthcare. For example, we believe we'll see a trend in the older demographic requiring more medical attention than the younger demographic, we hypothesize we'll see education levels impacting their number of clinical visits, we are curious to see if income will affect how individuals access healthcare in Canada, where healthcare is free, and we want an additional perspective from healthcare workers on what impacts individuals in Canada to access healthcare. Thus, each member of our group intends on reaching out to these demographics using mixed research methods.

Since we are currently under a pandemic, alterations have been made to continue to use primary research methods. To conduct interviews with healthcare workers and the public, we have decided to reach out on LinkedIn to see if they could participate in an online "coffee chat" via Zoom/Skype. These conversations could give an in-depth view at how accessible healthcare is through different perspectives. If they are uncomfortable with calling, we may ask to have a conversation using direct messages on LinkedIn/Email. We will use surveys for our further research regarding age, income, and education. Surveys can be created using resources such as Google Forms or SurveyMonkey, which could then be sent to a wide range of people using social media. To involve seniors in these surveys, we may call senior homes to conduct the surveys through other media. All the surveys and interviews conducted will have the consent of the individual. Due to the current situation with COVID-19, we are unable to conduct any observational studies.

In addition to conducting primary research on our stakeholders, we will also be using industry and academic reports as our secondary research sources. We will be using industry reports to perform statistical analysis and to identify where the issues, or barriers, lie pertaining to the access of the Canadian healthcare system. This will give us an insight on any correlations between access to healthcare and factors such as income and healthcare environment (e.g hospital beds, hospital/clinic waiting times, etc. This information is talked about from our healthcare stakeholders). Moreover, we will use academic papers focusing on the impact education and age has on accessing the Canadian healthcare system, which will give us a deeper understanding on what the common issue is within these demographics.

Our group's division of labor plan for the following assignments:

Osman: an **academic paper** review and **questionnaire** based on the target audience of *education levels*

Sheeza: an **academic paper** review based on the target audience of *education levels*, and a **questionnaire** based on the target audience of *income levels*

Jenisha: an **industry report** based on the target audience of *income levels*, and an **interview** based on the target audience of *healthcare workers*

Sumuhash: an **academic paper** review and **questionnaire** based on the target audience of *age demographic*

Jawad: an **academic paper** review and **interview** based on the target audience of *age demographic*

Riyasat: an **industry report** and **interview** based on the target audience of *healthcare worker*

Assignment 1 Attribution

Assignment 1 has no individual component to it and thus all members of our group worked together on all parts of assignment 1. We have even gone through multiple iterations of the writeup for this assignment, such that each member provided input or editing on this document. We foresee more individual work to be done in the future assignments, however for this one, we had all worked together on every component of this assignment to get this result.

| Task | People involved |
|--|-----------------|
| Brainstorming problem spaces. <ul style="list-style-type: none">- This was done in tutorial, and in messenger facebook calls in our own time | Everyone. |
| Planning the division of labor. <ul style="list-style-type: none">- This was done in messenger facebook calls in our own time. Everyone attended and contributed to this discussion. | Everyone. |
| Writing up the document for assignment 1. <ul style="list-style-type: none">- This was done in Google docs and shared with every member of the group. This document has gone through multiple iterations by each member of the group to result in what it is now. Each member of the group contributed to this document. | Everyone. |