

Interview Data Analysis/Affinity Diagram

We observed that choice plays a large role in caregiver stress, health, and sense of satisfaction. When caregivers are thrown into a situation where they have to become a caregiver without being given a choice, they often feel underprepared. Caregivers also cite a lack of resources, training, and support and often feel frustrated when interacting with their patients. Being older, most caregivers and patients do not identify themselves as “tech savvy”, but are willing to learn if it will help them with caregiving. Areas that they need help in include time management (reminders for taking medicine, meals, or having more time for themselves), communicating with the patient, sharing patient information, and having a sense of community or more support. What surprised us the most, however, was the degree of negativity that some caregivers feel when they are forced into their positions. This completely alters the relationship between caregiver and patient. With busy schedules and sensitive healthcare information, we expected caregivers to be less willing to open up to us, but it was revealed during their interviews that they feel very alone and greatly appreciate having someone who is willing to listen to them. A sense of community and support is a high priority for our considerations in hoping to design a useful tool for the caregivers.

Raw Data:



The image shows a person sitting at a table, looking at a large sheet of paper with many colorful sticky notes attached to it. The sticky notes are organized into a grid-like structure, with some notes grouped together and others separate. The notes contain various phrases and sentences, many of which are related to patient care and communication. The person is wearing a dark jacket and has long hair. The background is slightly blurred, showing what appears to be a library or study area with bookshelves.

Sticky Notes:

- Top row (left to right):
 - red: [blank]
 - blue: Kim
 - yellow: Bonnie
 - green: Riz
- Center (left to right):
 - orange: YOUR TIME COMPROMISED
 - white: Patient Caregiver Interaction
 - orange: DIFFICULTY OF ONE SEVERAL
- Left column (top to bottom):
 - yellow: patient need call bell
 - yellow: patient can't say she was thirsty or what was wrong
 - white: wish communication is easier
 - orange: SABLES ACTIVITY
 - blue: You don't know how an emergency or when responsibility is away about
 - white: needs help getting things in order
 - white: I hate diaper change
 - yellow: always doing hygiene care / bathing
- Second column (top to bottom):
 - white: Patient ask some thing over & over
 - white: can't hear each other when not in same room
 - white: wish communication is easier
 - white: Uses notes when coming from hallway to remind him that away
 - white: take care of myself first in the morning
 - white: afraid medicine or schedule
 - white: making patient comfortable
- Third column (top to bottom):
 - white: patient have fine feeling understanding patient needs
 - red: [blank]
 - yellow: feels anxious when away from patient
 - white: fresh water than more on to next patient
 - white: learn by doing
 - white: need hand for patient so he can't move with them being one person
 - white: follow a routine
- Fourth column (top to bottom):
 - orange: FEELINGS WHEN AWAY
 - white: worried about him when away
 - white: I feel happier when I am away from the patient
 - white: can't remember medicine & when to take or when
 - white: easier way to get medical info
 - white: I have no training
 - white: can't find a good aide
- Fifth column (top to bottom):
 - red: [blank]
 - red: [blank]
 - red: [blank]
 - white: hard to deal w/ patients who can't move
 - white: Lacks resources

