Elderly Care Homes aka Old Age Homes are on steep rise both from demand and supply perspectives. The reasons include but not limited to, everybody leading stressful life with no time/energy to take any more burden, differing attitudes among generations, greener pastures, financial stability of elder generations to spend for a more comfortable and longer living etc. The Manager is not only responsible for the welfare of the Residents but also accountable to their kins, management of the Institution and Statutory Regulating Agencies of Government.

When a Resident expires, the Manager goes through the emotional stress of losing a human being and whether he has done his best to prolong life. He has to immediately inform the family members of the deceased Resident and proceed towards funeral and legal formalities. He is also responsible for Building related issues like facilities, infrastructure, financials, occupancy and many more. Every possible IOT based gadgets like Wearables with Residents, Smart Rooms, Integrated and Real time Alerting system etc., would be of immense use in carrying out his responsibilities effectively and efficiently. This study addresses a small portion of the system, essentially Building-related and Resident-related.
Persona

Goodfella, Friendly
Manager

"I would like to help as many elderly persons as possible, to the best of my abilities, since they are in need and I am committed"

About
- 65, married, 2 children ...
- Psychiatrist by profession, with Hospital Management experience
- Energetic enough to walk across facilities, supervise the activities of staff and ensure fitness for purpose of facilities
  - Human enough to empathize circumstances of people
  - Professionally qualified to counsel
...

Responsibilities
- Responsible for welfare of Residents...
- Responsible for high standards of facilities that ensures comfortable living...
- Responsible for proper functioning of, administrative, nursing and other staff ...
- Reportable to Management on occupancy and financial figures...

Main Goals
- Comfort and timely help for all Residents...
- Staff function at their best
- Facilities are maintained to provide best support to Residents.
- Senior Management faces no losses in this welfare venture.

Needs
- Need timely data/information on health conditions of all Residents, especially on their vital signs and additional needs
- Need a way of informing all concerned persons (doctors, staff, kin,...) to alert immediately upon seeing any critical signs of any Resident's health
- Need a way of knowing current and projected building occupancy, so that necessary actions for facility improvements and better welfare actions can be planned ...
- ...

Pain Points
- Rushing to the Resident on an emergency call and looking around for Floor Administrative and Nursing Staff
- Calling Doctors after searching through a pile of patient medical records
- Searching through Resident's registration book to inform the immediate relative for emergency situations
- Running around for complying with all legal formalities
- Updating the physical register for every Resident joining or leaving and unable to give proper picture of current and future occupancy that is required for proper facilities and administration.
Point of View

As a Manager, Elderly Care Home,

I need a way to get as much real time information as possible about the welfare of residents and occupancy of the building.

so that the residents live longer by staying healthy in comfortable atmosphere.
User Experience Journey – Elderly Care Home

**Actions**
- Resident expired - message
- Rush to the room in other building
- Check Resident
- Check reports
- Check team around
- Legal formalities
- Appropriate rituals arrangement
- Clearances
- Handover belongings
- Emergency request for deluxe room
- Go to the floor
- Query from Mgmt on occupancy rate and reasons for decline
- Complete end-of-day routine tasks
- No pending work

**Mindset**
- Have we taken due care?
- Any staff available on the spot?
- Reports are OK
- Staff and doctors are around
- Have we informed kin?
- Where are kin and mortuary van?
- Is death certificate given correctly?
- Are the dues cleared by the kin?
- Are the belongings handed over completely?
- Register in the office
- Personally check availability
- Does it need cleaning up or repairs?
- Lot of paperwork and going around
- Wish there is an automated system for reports and alerts.
- Relax for few minutes
- Start for home
- Hope tomorrow will be better than today

**Touchpoints**
- Registry, Lift
- Physical touch, Records, Doctor, Staff
- Legal documents like release and death certificates, Vehicle, People
- Belongings, Duca payments bills, signatures on clearance documents
- Room in another floor, Registrar
- Several Registers, Records, Planner, Calculator, Mail on computer
- Vehicle for drive

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