STORY

INDUSTRY | HEALTHCARE

• Health is one of the primary necessity of humans. In order to provide good health services there are professionals (Doctors, Nurses, Assistants, Pharmacy etc.). To provide good experience, both to patient as well as service provider, TIME is the most important parameter to optimize the experience of overall health care and services.

• If the health monitoring equipment's and services being used in hospitals, nursing homes get connected in real time and start providing the necessary data, then that would save a lot of time and give qualitative time to nursing staff to provide the needed "Human Touch" to patients.

• Once the body vitals' measuring instruments data can me monitored from one dedicated space and an automated messaging system augments this, then it would not only help NURSES (user) take prompt action but also patient would feel at ease and have trust in the healthcare ecosystem.

• Also the historic data being generated can be utilized for FUTURE DIAGNOSIS as well.
PERSONA

“I would like to provide the best health care experience for my patients with optimized use of material & resources”

KATE BRANNEN

HEAD NURSE

MAIN GOALS
- Promote an individualized primary care to attend the needs of the patients.
- Orient the nurses with their tasks and responsibility
- Assist in giving medication with the supervision of Clinical Instructor and utilize nursing process to improve the quality patient care.
- Apply the Core Competency Standard that will serve as a unifying framework for nursing education and practice.

NEEDS
- Daily summary of patients health, with alerts in place
- Emergency situation warning system
- Availability of information in real time
- Manage inventory and resources effectively & efficiently

HEAD NURSE

“I would like to provide the best health care experience for my patients with optimized use of material & resources”

WORKS WITH
- Nurses
- Doctors
- Hospital Administration
- Pharmacy

NEEDS
- Daily summary of patients health, with alerts in place
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PAIN POINTS
- Highly dependent on duty nurse for latest patient health info
- No mechanism in place to attend emergency situation (e.g., oxygen flow stopped, anomalies in BP/vitals, or patient has fallen from bed)
- For nurse schedule, have to frequently check the roster
- Have to rely on traditional mode of communication, which is time consuming
- Have to go through list of records for material management

COMPETENCIES
- Casual User
- Proactive
- Team Worker
- Global Focus
- Innovative
- Power User
- Reactive
- Lone Fighter
- Local Focus
- Conservative
As a **Head Nurse**

I need a way to **monitor patient health, ward usage, nurse duties**

so that **the services and response time is optimized for a better recovery experience, along with efficiency.**
### UX Journey

<table>
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<tr>
<th>Actions</th>
<th>Mindset</th>
<th>Feeling</th>
<th>Touch Points</th>
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</table>
| ➔ Report to duty  
  ➔ Take over charge | ➔ "What new challenges would be there?"  
  ➔ "How is the room no. 43 doing now?"  
  ➔ "I need to further optimize work today" | ☹️ | ➔ Reception  
  ➔ Admin Office  
  ➔ Duty Station |
| ➔ Check past 24 hours records  
  ➔ Prepare a checklist | ➔ "Which patients to be discharged today?"  
  ➔ "How many new patients?"  
  ➔ "Which all equipment’s need maintenance or replacement" | 😦 | ➔ Register/System  
  ➔ Record Log book  
  ➔ Roster  
  ➔ Patient record books  
  ➔ Medicine catalogue  
  ➔ Record book  
  ➔ Roster  
  ➔ Duty Slips |
| ➔ Filter anomalies and assign actions  
  ➔ Brief nurses on duty for the day  
  ➔ Medication Planning  
  ➔ Adjust duties as per nurse availability | ➔ "Oh there are quite a few nurses absent today?"  
  ➔ "Need to keep track of five patients in parallel" | 😦 | ➔ Floor map/Room Location  
  ➔ Health Records  
  ➔ Discharge Forms  
  ➔ Call book  
  ➔ Patient records  
  ➔ Duty Station |
| ➔ Update system with the re-planned data | ➔ "Lot of entries to be done now? will have to manage somehow" | 😦 | |
| ➔ Go for a ward round  
  ➔ Talk to patients and check their records | ➔ "I should first meet the critical/new patients"  
  ➔ "Next I need to prepare the discharge summary of the discharging patients" | 😦 | |
| ➔ Go back to duty station  
  ➔ Take a short break  
  ➔ Monitor the patient needs  
  ➔ Call doctors on duty | ➔ "At last some time off"  
  ➔ Doctors will be on round, let me keep things in ready and in sequence" | 😦 | |
MOCKUPS INTEGRATED HEALTH CARE

Link to Build Mockups
https://standard.build.me/prototype-editors/api/public/v1/snapshots/22e42e02868e7a7e0e1a8c7e/artifacts/latest/index.html#/launch_page
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1. **PATIENT ROOM**
   - This provides a quick status of Room, such as cleaning due, patients, availability and occupancy. A quick reminder to the head nurse to take further actions.

2. **MONITORS**
   - Data and alerts from specific devices such as vital monitors, oxygen supply, electronic medicine disposals etc.

3. **MEDICINES**
   - Medicine records and dosage reminders.

4. **NURSE ROSTER**
   - Keeps track of present/absent nurses.

Feedback Link (Build)
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