

CareSupport

Supporting those who support others

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Prototype Design

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User Research

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Prototype Design
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The Problem

- People thrust into the role of caregiver
 - 49%
- Huge life change, mainly negative
- Need support adapting to new role, along with emotional support



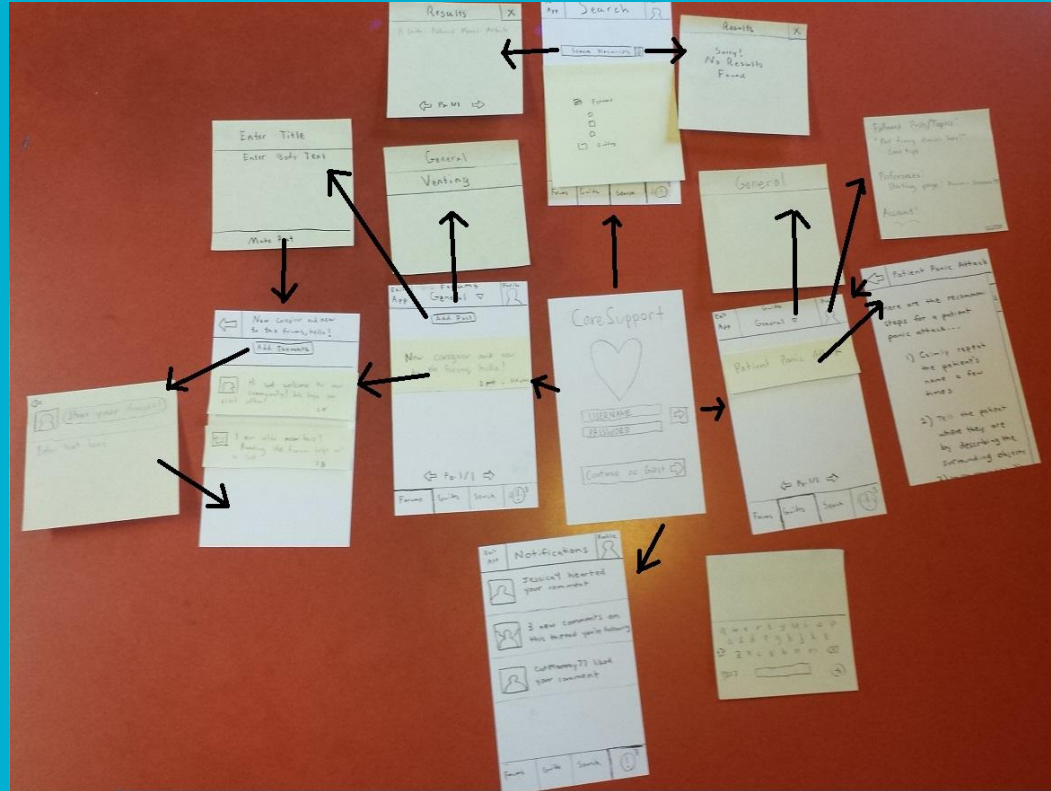
Our Solution

- Connects caregivers with each other to gain a readily available support group
- Provides information to help ease the caregiver into their role

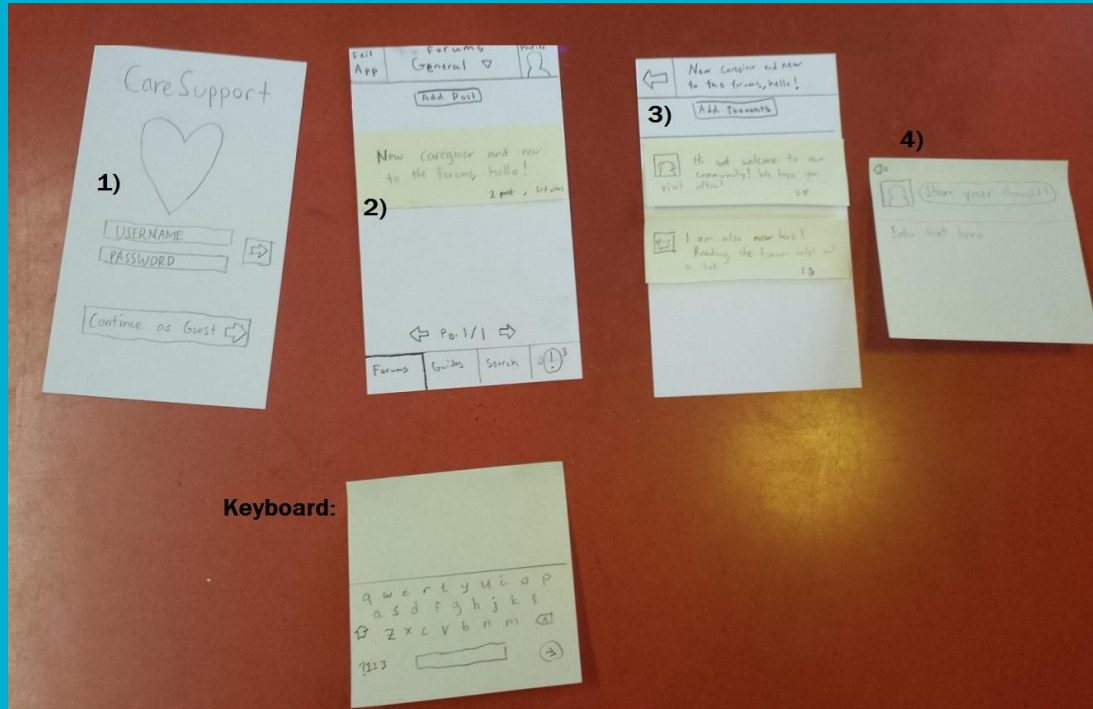


Initial Paper Prototype

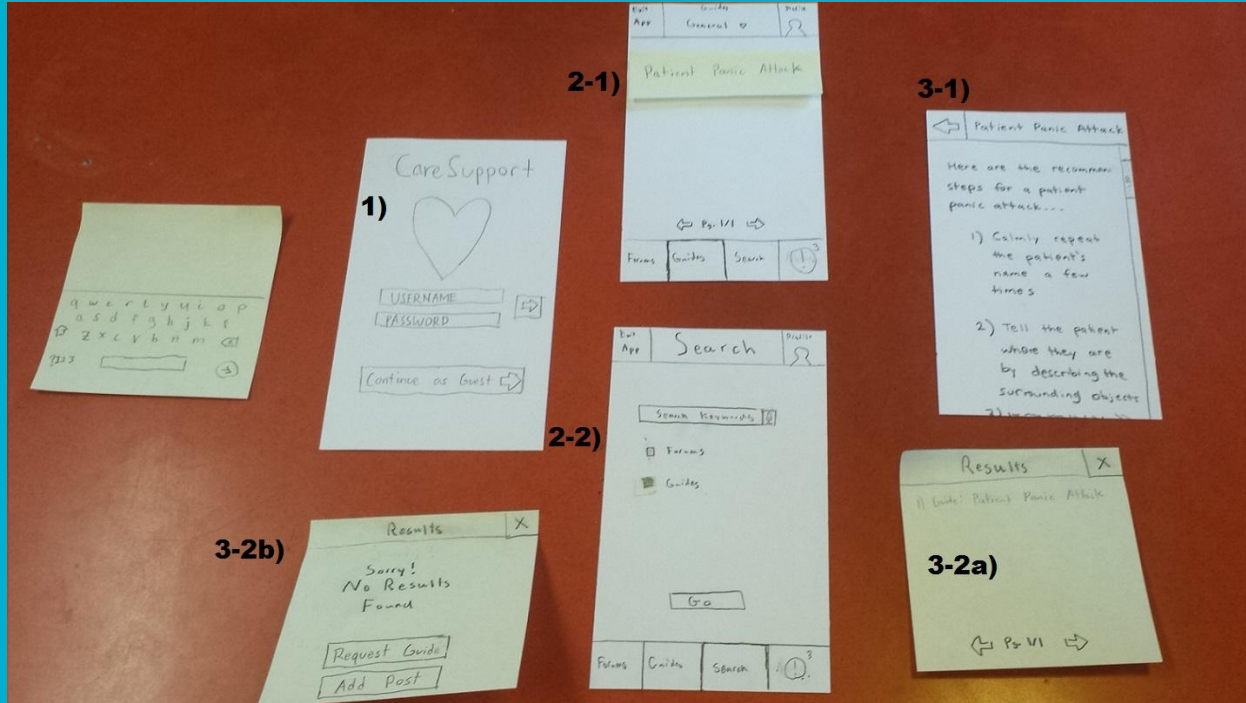
Overview



Task 1



Task 2



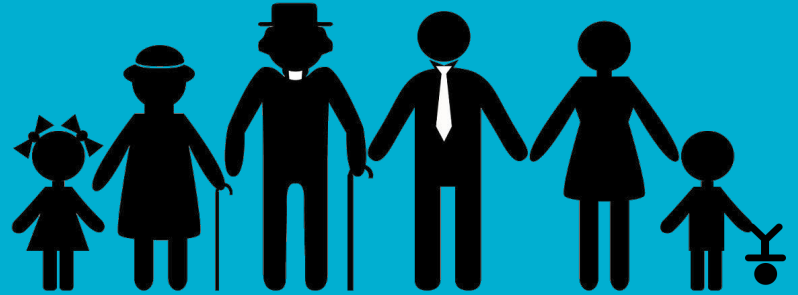
Testing Process

- Two heuristic evaluations
 - Revision
- One usability test
 - Revision
- Two usability tests
 - Revision



Usability Tests

- Participants
 - Variety of ages and levels of technological proficiency
 - Multiple individuals with experience taking care of an older relative



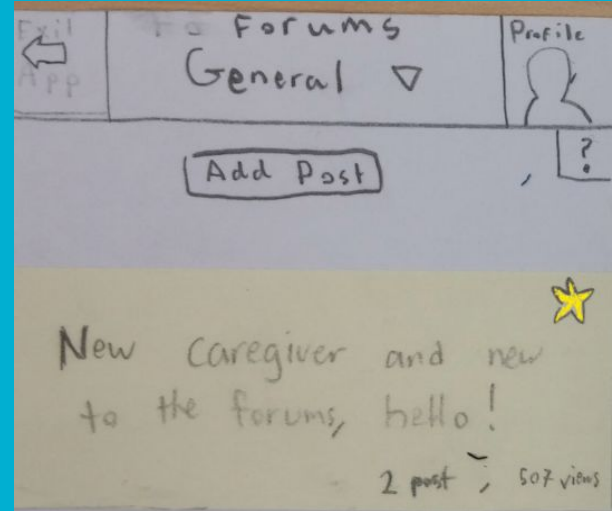
Usability Tests

- Process
 - Introduce design and the context behind its use
 - Tell them the end goal of each task
 - Ask them to speak their thoughts aloud and observe their progress
 - Discuss afterwards the issues present with the design



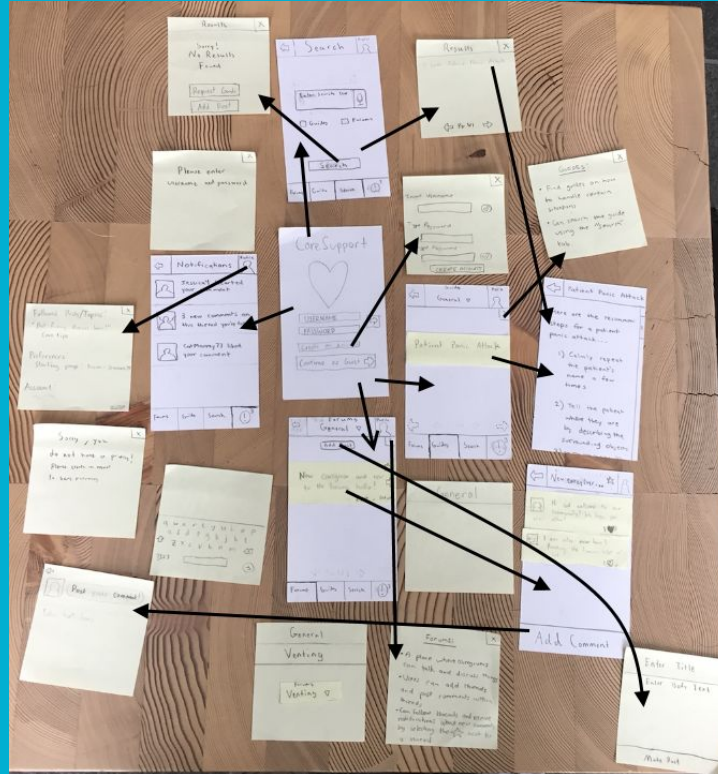
Results from testing

- Creation of a tutorial
- Change of language
- Control of application
- Visibility changes

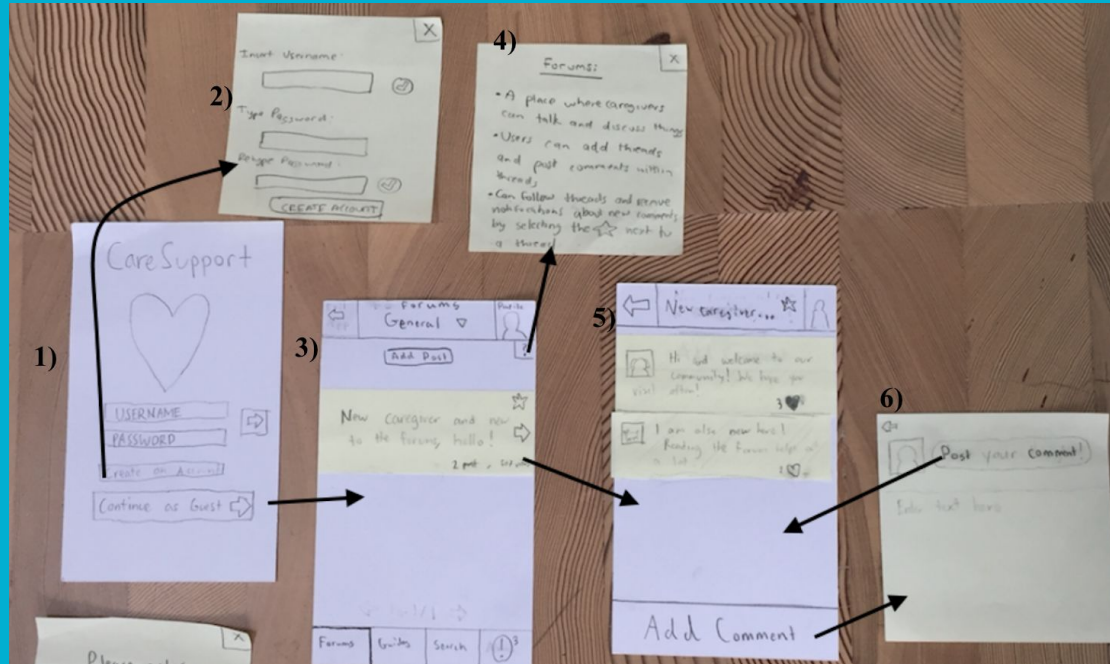


Final Paper Prototype

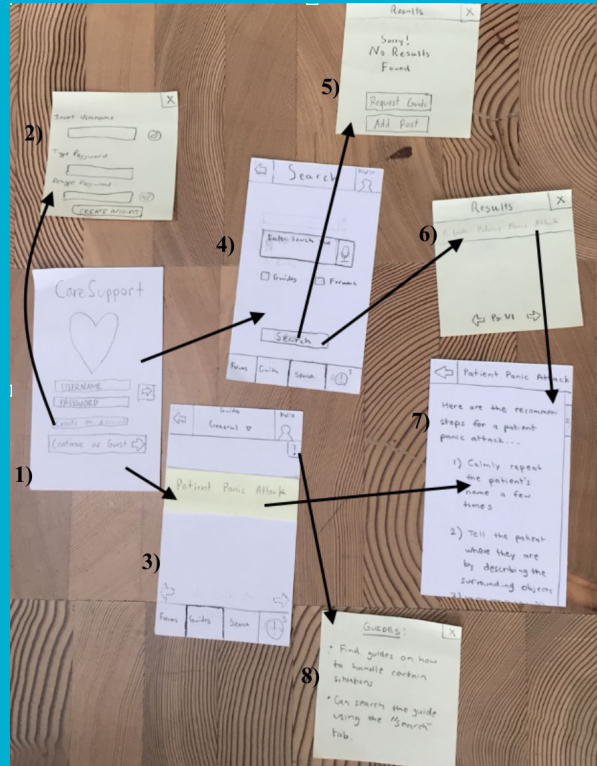
Overview



Task 1

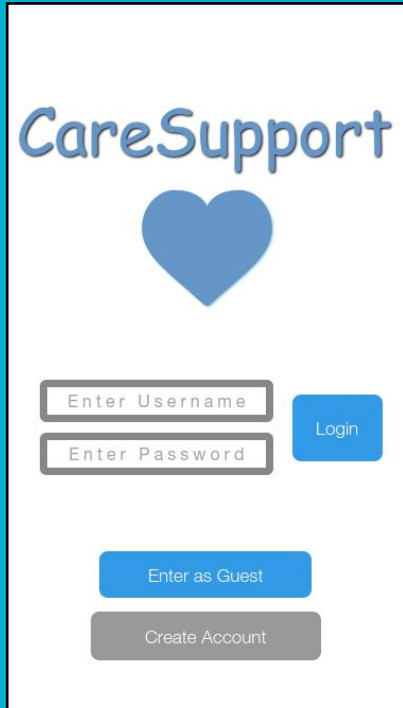


Task 2




Digital Mockup

Task 1



CareSupport



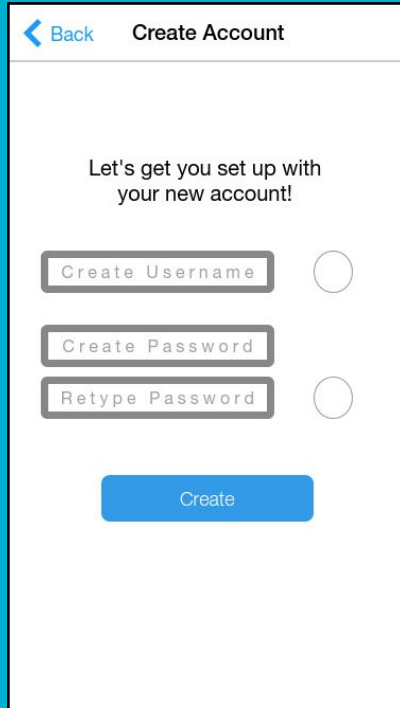
Enter Username

Enter Password

Login

Enter as Guest

Create Account



< Back Create Account

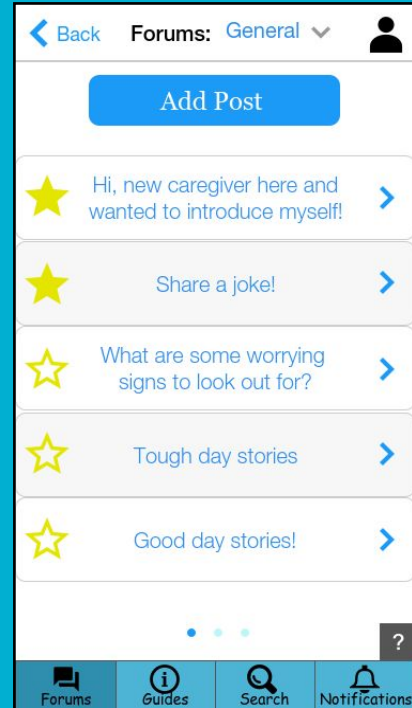
Let's get you set up with your new account!


Create Username

Create Password


Retype Password


Create





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Add Post

 Hi, new caregiver here and wanted to introduce myself! >

 Share a joke! >

 What are some worrying signs to look out for? >

 Tough day stories >

 Good day stories! >

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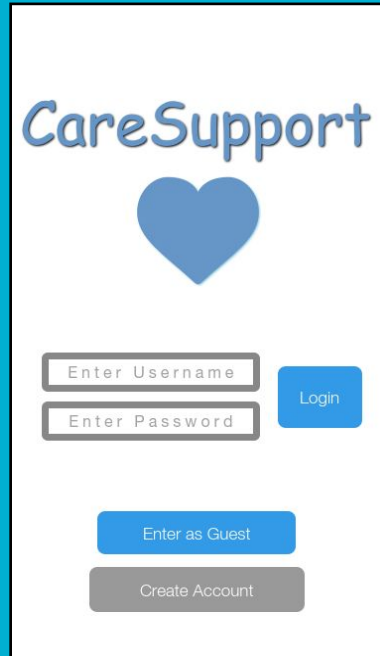
[Back](#) Hi, new caregiver ... ★ 

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Task 2



CareSupport



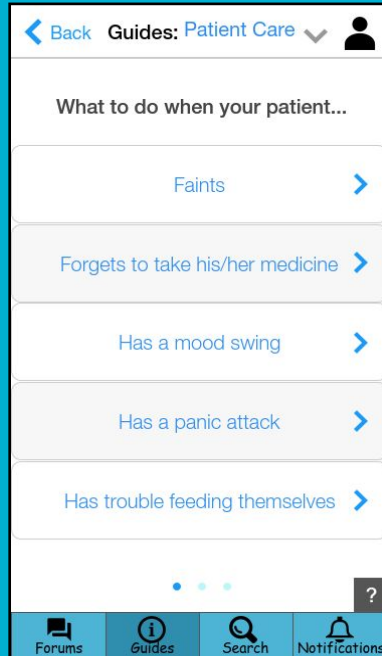
Enter Username

Enter Password

Login

Enter as Guest

Create Account

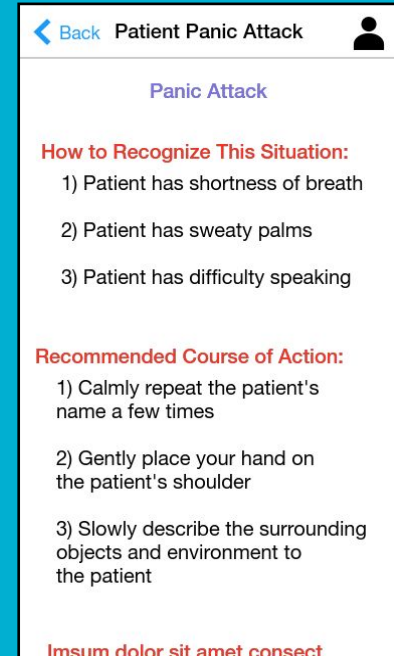


< Back Guides: Patient Care

What to do when your patient...

- Faints
- Forgets to take his/her medicine
- Has a mood swing
- Has a panic attack
- Has trouble feeding themselves

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< Back Patient Panic Attack

Panic Attack

How to Recognize This Situation:

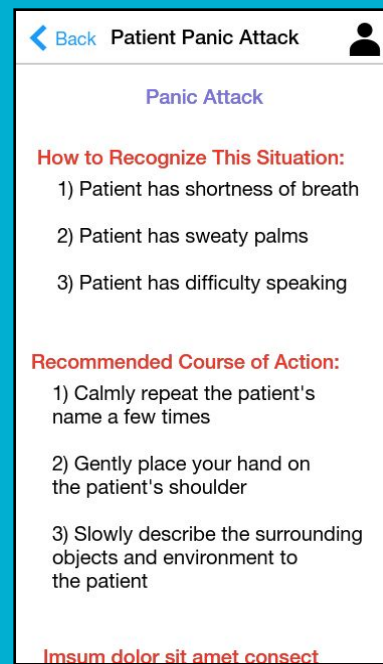
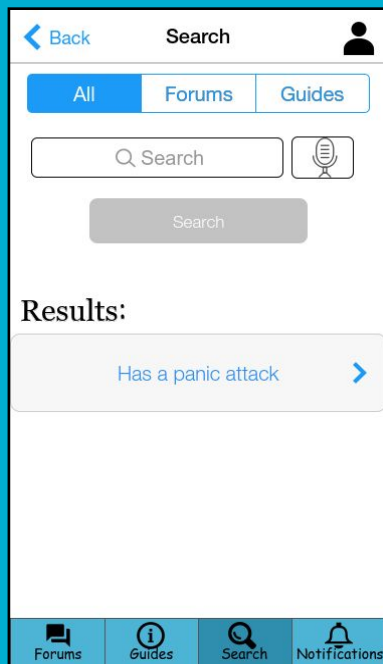
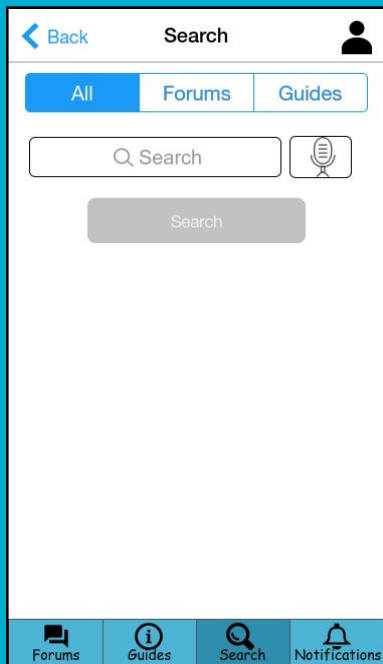
- 1) Patient has shortness of breath
- 2) Patient has sweaty palms
- 3) Patient has difficulty speaking

Recommended Course of Action:

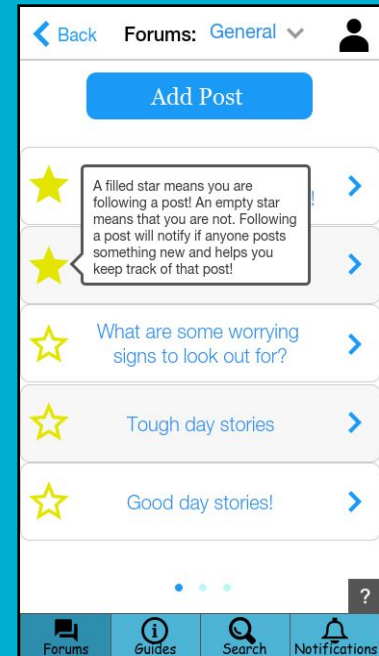
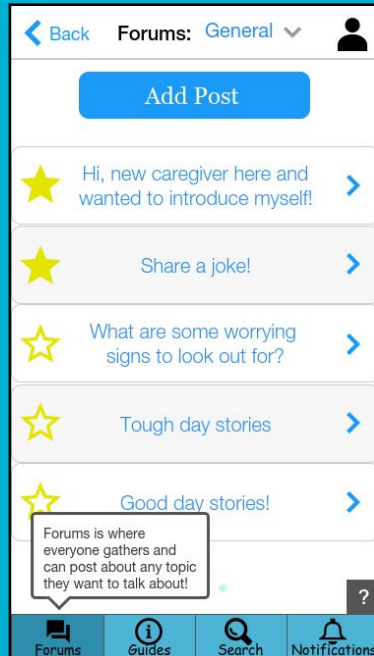
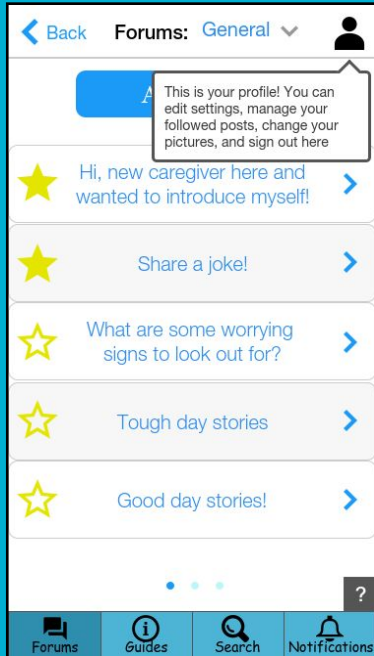
- 1) Calmly repeat the patient's name a few times
- 2) Gently place your hand on the patient's shoulder
- 3) Slowly describe the surrounding objects and environment to the patient

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Alternatively



Tutorial



Lessons Learned

- Understanding is vital for both research and design
- Designs need variety in feedback
- Consider existing standards

Thank you!

