

## Contextual Inquiry Plan

Memorable is an entertainment tool facilitated by caregivers for people with dementia

### Caretaker Questions:

1. Describe your daily routine and experience working with people with dementia.
2. Ratio of caretakers to patients
3. What is your knowledge on reminiscence therapy?
4. Did you facilitate any activities? What kinds of activities do you coordinate for people with dementia?
  - a. Individual vs. group activities
  - b. How do you choose activities?
  - c. How much time do you spend on activities?
  - d. How do you tailor activities to individual needs?
5. How do you track patient mood/progress/emotional state
6. Information exchange between family member and caretaker
  - a. How often do the family member and caretakers communicate (in-person, phone, email, etc.)
  - b. What types of information are family members concerned with knowing?
    - i. what do they usually ask/concerned about?
    - ii. how concerned are they about dementia worsening? What kind of information would you want to relay to a family member
  - c. When and how would you relay this information?
  - d. What do you think is missing or lacking in this information exchange?
7. Do you have suggestions for activities/mental stimulation for these residents?
  - a. What kind of content would these residents like to see in a puzzle game/music player? (personal content vs. generic content)
  - b. What are your thoughts on having older adults playing with puzzles with pictures of faces they might not remember?
  - c. Any ideas other than music and puzzles?
8. What are your thoughts on the caretaker inputting data versus families inputting data?
  - a. How do we balance data input with other responsibilities?
  - b. Would interaction with the app only occur real time (in other words, while the resident is playing games/music)
9. How long do patients use technology or do activities in one sitting?
10. Concerns with using technology
  - a. Elderly understandings of music (play, pause, next, back) buttons?

**Family Member Questions:**

1. Ask about parents
  - a. background
  - b. extent of memory
  - c. difficulties you faced
  - d. difficulties parents faced
  - e. what kinds of exercises or stimulation did your parents do/you tried to do
  - f. how are you involved with your grandparents' enrichment activities?
2. Ask about information exchange
  - a. What is your knowledge on reminiscence therapy?
  - b. what/how/how often did you hear about your parents
  - c. how often did you visit or talk to your parents?
  - d. how often did you interact with caretakers?
  - e. what info were you most curious about?
  - f. what kind of info do you get?
  - g. would you be willing to upload photos?
  - h. did you currently use any technologies to communicate information to your parent or the caretaker?
  - i. do you have any interaction with the caretaker? what would you like to know from the caretaker (non-medical)?
  - j. what would you like to know? (e.g. activities, mood)
  - k. how would you like to know this information (email, text, phone, etc.)?
  - l. what do you think is missing or lacking in this information exchange?
3. Do you have suggestions for activities/mental stimulation for these residents?
  - a. what kind of content would these residents like to see in a puzzle game/music player? (personal content vs. generic content)
  - b. What are your thoughts on having older adults playing with puzzles with pictures of faces they might not remember?
  - c. Thoughts on putting pressure on people with dementia?
4. Thoughts on caretaker inputting data vs. families inputting data?
  - a. How do we balance data input with other responsibilities?
  - b. Would interaction with the app only occur real time (in other words, while the resident is playing games/music)
5. What advice do you have for technology?
  - a. What tech does parent use?
  - b. Is he/she familiar with current music buttons?
6. Overall advice?
  - a. Do you have suggestions for features?

**Researcher Questions:**

1. Can you explain your research and the work you are doing with technology and activity engagement for dementia patients?
  - a. Elaborate on findings from interviews with family members and staff
    - i. Observations from CIs in elderly care home
2. Mix of caretaker and patient interaction with the app
  - a. concerns with touch screen and web app?
  - b. thoughts on caretaker inputting data vs. families inputting data?
    - i. what has she seen on this topic?
3. How does she feel about caregivers choosing technology over other activities?
4. What kind of information do you know is shared between caregivers and families?
5. How do we balance data input with other responsibilities?
6. What do you think families hope to see?
7. Suggestions for care homes to approach for CI and participatory design
8. Feature suggestions
9. Information exchange between family member and caretaker
  - a. how often do the family member and caretakers communicate (in-person, phone, email, etc.)
  - b. what kind of information do families want to know from caretakers
  - c. what kind of information do caretakers relay to family members?
  - d. what do you think is missing or lacking in this information exchange?