Minimally Disruptive Medicine: Design and Healthcare

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As Care (Cura) was crossing a river, she thoughtfully picked up some mud and began to fashion a human being…

Greco-Roman Myth of Care
(show video clips)

Is this care thoughtfully fashioned or accidental?
Evaluate

USEFUL
Does the care do something helpful?

USABLE
Can the intervention and the people involved work together to achieve the care?

DESIRABLE
Is this something people want to bring into their lives?
Design Approach

1. Listening and observing which leads to insights

2. Identification of goals to inform ideation

3. Making and prototyping to understand and evaluate
PROJECT EXAMPLE
(in progress)
PATIENT BARRIERS TO PARTICIPATION IN VISIT

1. I don’t want my comment or question to make me appear unintelligent or concerned about the wrong things.
2. I don’t want to be a burden to my doctor.
3. I assume that the doctor’s recommendation is the only option or the best option.
4. I don’t want my doctor to think of me as a difficult patient.
5. I assume that if an aspect of my life is important, the doctor will ask me about it.
6. I assume that decisions need to be made right away.
7. I worry I’ll be judged for considering cost in making decisions about my health.
8. I’m afraid of being judged if my choices are different from what most other people would do.
WORKSHOP

I don’t want to say the wrong thing.
I don’t know what my doctor knows.
There’s a lot about my life my doctor doesn’t know.
I’m concerned about the costs of care.

I don’t want to be a burden to my doctor.
I don’t want my doctor to think of me as difficult.
I would like more time to make decisions.
I’m afraid of being judged for my choices.
ACTIVITY

1. Get into a small group
2. Listening and observing which leads to insights (10 minutes)
3. Identification of goals to inform ideation (10 minutes)
4. Making and prototyping to understand and evaluate (10 minutes)
5. Share
ACTIVITY 1: Listening and observing which leads to insights
<table>
<thead>
<tr>
<th>BARRIER CARDS</th>
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ACTIVITY 2: Identification of goals to inform ideation
ACTIVITY 3:
Making and prototyping to understand and evaluate