



Link-Up

Theme: **Bridging the Gap**

Facilitating communication between the family, patients and the health care workers.

Team



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Problem Identified

Due to COVID restrictions, *the communication between the patient, their family and the health care workers has been disrupted.*

The concerned families have no option but to repeatedly call the hospital to know the health condition of their loved one admitted.

This has created multiple problems for:

THE HEALTHCARE WORKERS

who have to answer multiple calls of the worried family members concerned about the patient's health.

CONCERNED FAMILY MEMBERS

who can't visit or communicate with the patient and are unacquainted about the healthcare regime that is being followed.

PATIENTS

who are ill and weak and don't have much energy to perform basic tasks.



Covid Patient Dead, But UP Hospital 'Kept Sending SMS About Her Vitals' to Family for 2 Days



Covid-19 kept families and caregivers out of hospitals. Some doctors think that shouldn't happen again



Even during a pandemic, hospitals must make family visits and communication the standard of care

By Richard E. Lofler and Samantha G. Lofler Jan 5, 2021

Register

Explained: Are visitors allowed to meet critically ill COVID-19 patients?

Coronavirus (COVID-19): One "particularly difficult" aspect of the pandemic is whether to allow visitors to meet their critically-ill family members.



Urgency/Importance

During the second wave of COVID19 the healthcare infrastructure was overstressed, about **1,000** people were dying everyday. There has been increasing speculation on the possibility of the third wave in India. Experts say that the **onset of the third wave has begun**. The daily cases could **peak upto 5lakhs** in a day in September.

In order to avoid the same situation that we faced during the 2nd wave, we need to act now and we need to act quick.

Responsibility for
communicating with families



Bedside nurse involvement



16%

Visits not permitted under any circumstance

63%

Permitted family presence at end of life

50%

A dedicated ICU family liaison team was established

2%

Instituted **virtual visiting**

Unconscious or sedated ICU patients were deemed ineligible for virtual visits

Barriers

insufficient staff time

rapid implementation of
videoconferencing technology

challenges associated with family member ability
to use videoconferencing technology

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Hospitals

"reducing patient
psychological distress"



"improving staff morale"
"reorientation of delirious patients"



Target User 1

Shashi, 70
Covid Patient

About

Location: **New Delhi**

Family: **2 Members**

Health: **Diabetic**

Occupation: **Retired Teacher**

Life Goal

She wants to live a carefree life with his husband and watch her grandchildren grow happily.

Story

Over the years, Shashi has adapted to a local system for all her basic needs but due to the nationwide lockdown she had to call her granddaughter for every service that got digitalised as she was not familiar with recent technology.

Family

Shashi lives with his husband in a well settled house in Southern parts of Delhi. They both suffered from Covid 19 during the 2nd wave and took care of each other when shashi was admitted in a nearby hospital.

Problems

Shashi found it annoying that none of her family members were allowed to visit her in the hospital and was not sure if the treatment given to her was proper. She felt isolated and trapped.



Target User 2

Rahul, 39
Family Member

About

Location: **New Delhi**
Family: **4 Members**
Health: **Healthy**
Occupation: **Lawyer**

Life Goal

To be a good father to his daughter and take care of his mother and wife.

Story

He usually has a busy schedule and works very hard to provide for his family.

Family

Rahul lives with his mother, wife and 1 daughter. The daughter is 9 years old. His mother is 75 years a heart patient. His wife is a manager at a start-up.

Problems

Since his mother contracted COVID-19 she had to be hospitalised. Due to the restrictions he is unable to visit her. It is extremely difficult to get updates on her health.



Target User 3

Rita, 34
Healthcare Worker

About

Location: **New Delhi**
Family: **6 Members**
Health: **Healthy**
Occupation: **Nurse**

Life Goal

Her life goal is to complete her medical studies alongside and to become a doctor and support her family.

Story

She struggles to keep a healthy work and personal life balance and complete her studies along side.

Family

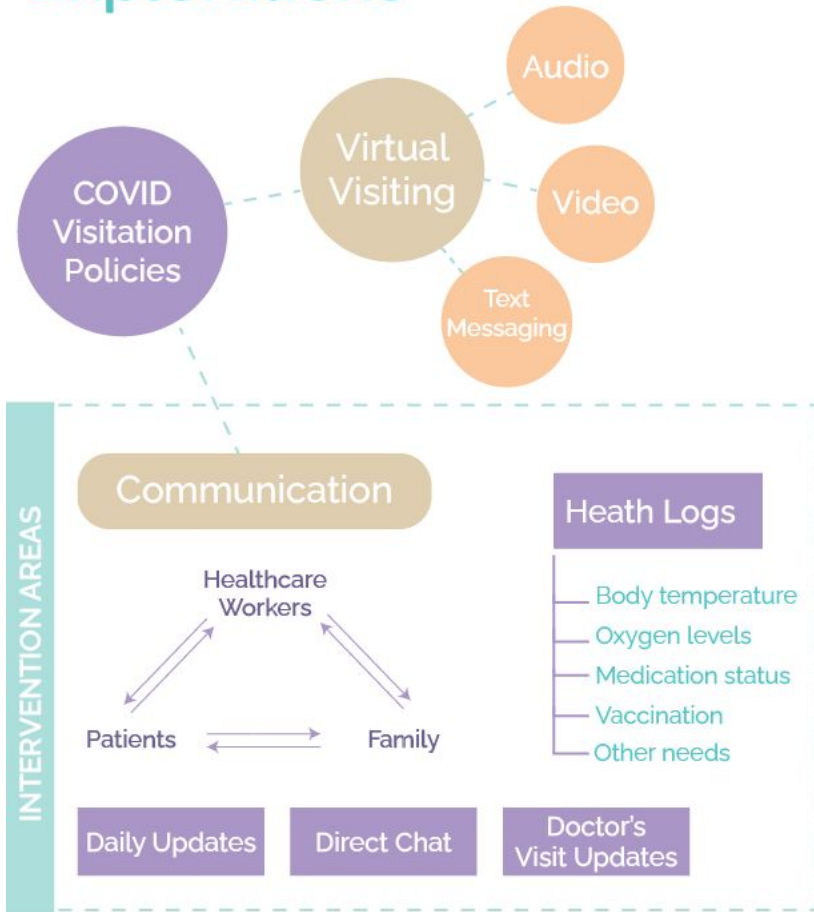
Rita lives with her parents-in-law, husband and 2 kids. The kids are 4yrs and 2 years old. Her mother in law is 78yrs old and has diabetes, and father in law is 80yrs old. Her husband is 35 and is a government employee.

Problems

Due to the covid times she is facing a lot of stress. Since the number of patients have increased drastically it has become difficult to keep a track and inform the family members. She has to take extra precautions so that she does not take the virus home.



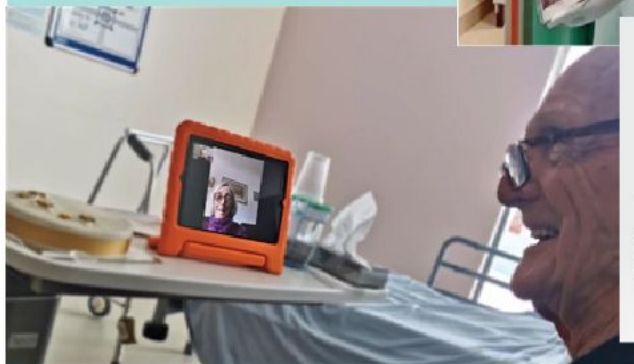
Explorations



CHALLENGES FACED WITH SIMILAR SOLUTIONS i.e.

VIRTUAL VISITING

- accessibility of devices, training and support
- confidence of staff, patients and family, friends and carers to use the service



- IT capabilities and capacity
- security and privacy for patients and their families

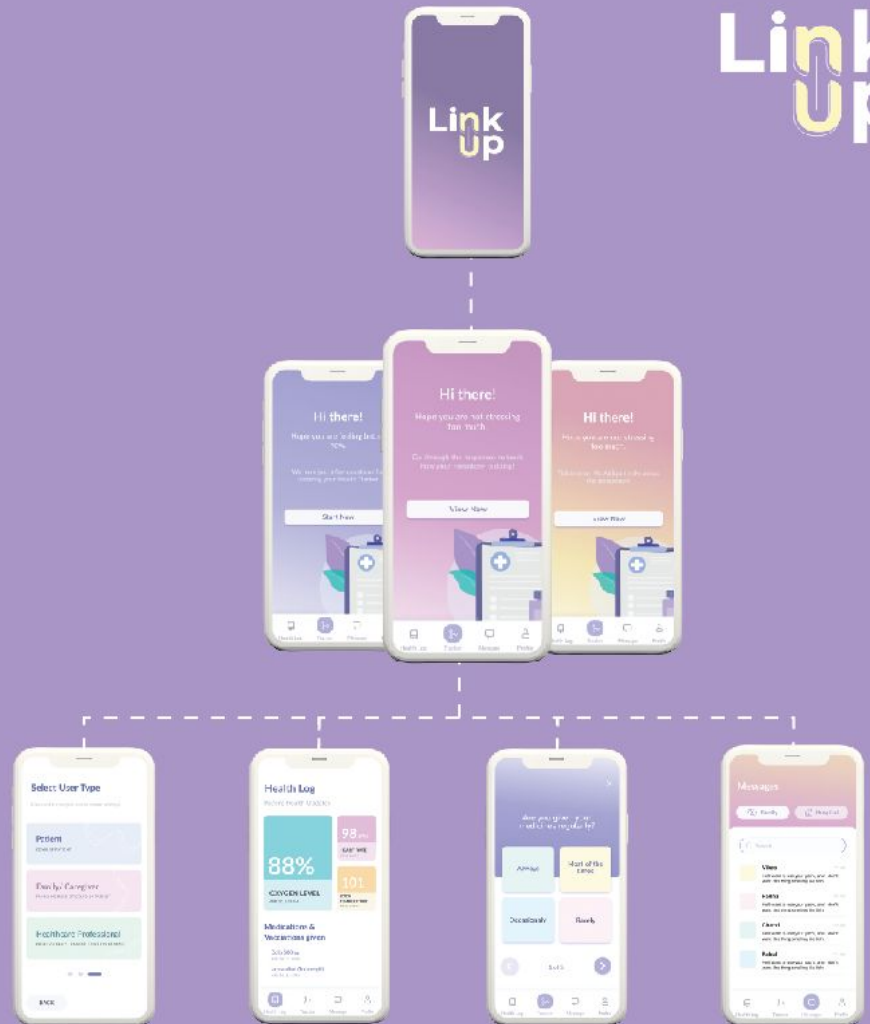
Final Solution

Our problem statement was to facilitate trouble-free communication between the patient, family and the health care workers

Instead of relying on the basic means such as phone calls, going to the hospitals, and repeatedly asking for updates related to health; our solution simplifies the procedure.

It eliminates the need of repetitive calling and eases the workload of health care workers who have to deal with the worried family members and patient. Through our solution the patients can also easily communicate basic information with minimal efforts.

Link
Up

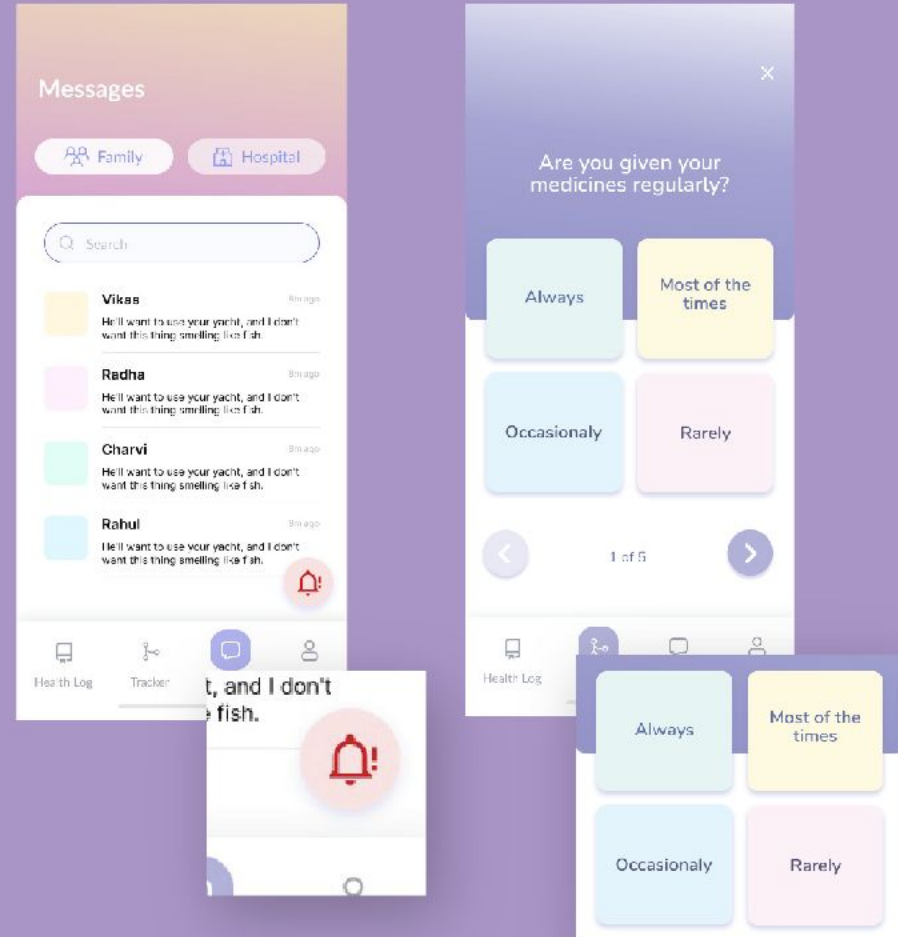


User Experience

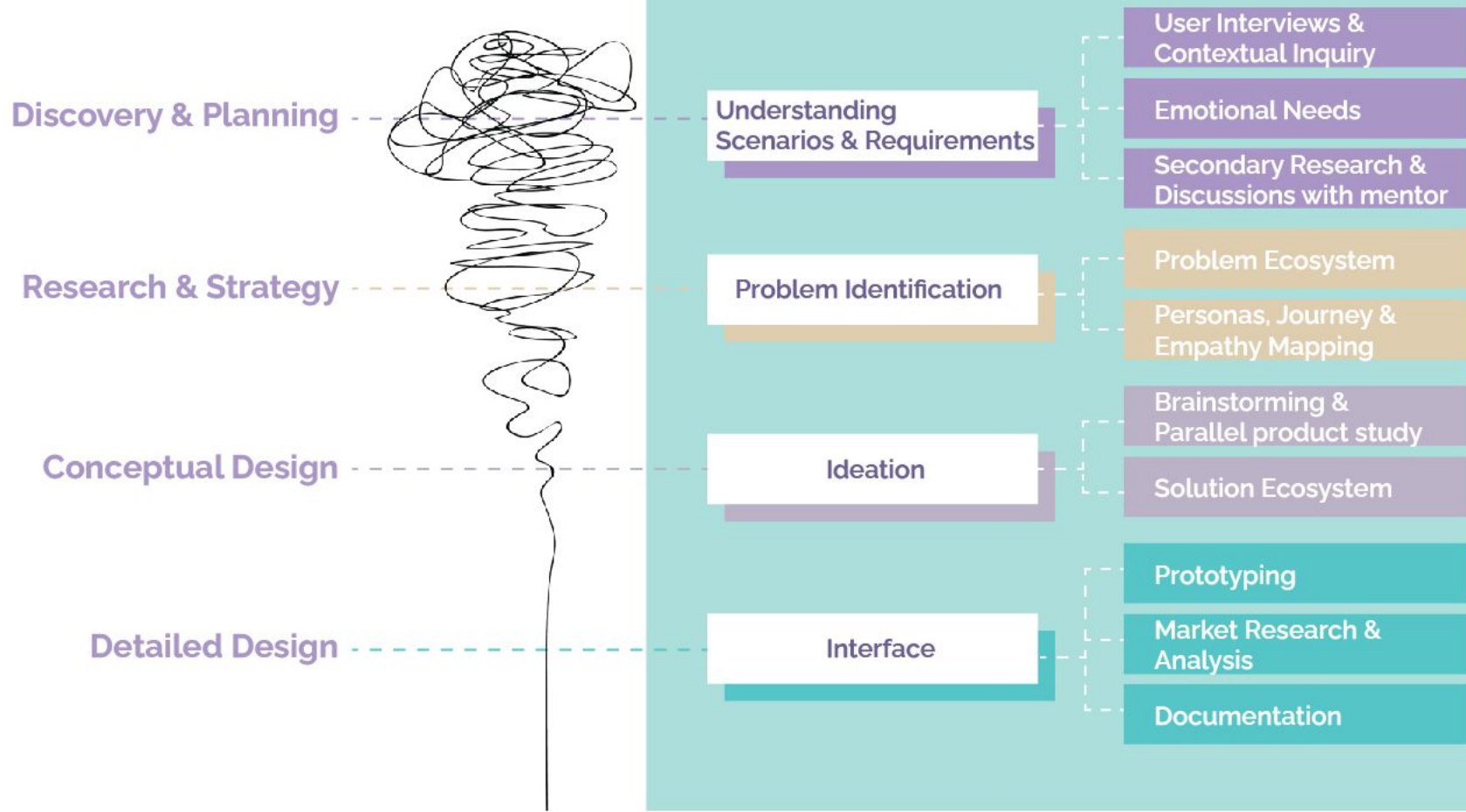
- Patient tracker questionnaire is designed in such a way that it requires minimal effort by the patient. It has large text, MCQ and is easy to figure out (one thing appears at screen at a time).
- Option to communicate with family members as well as the hospital staff conveniently
- Simplified Health log Updates
- Alert button by patients to immediately notify in case their health worsens. The usage of the button will be followed by a confirmation pop-up to avoid accidental usage.

Solution Video link-

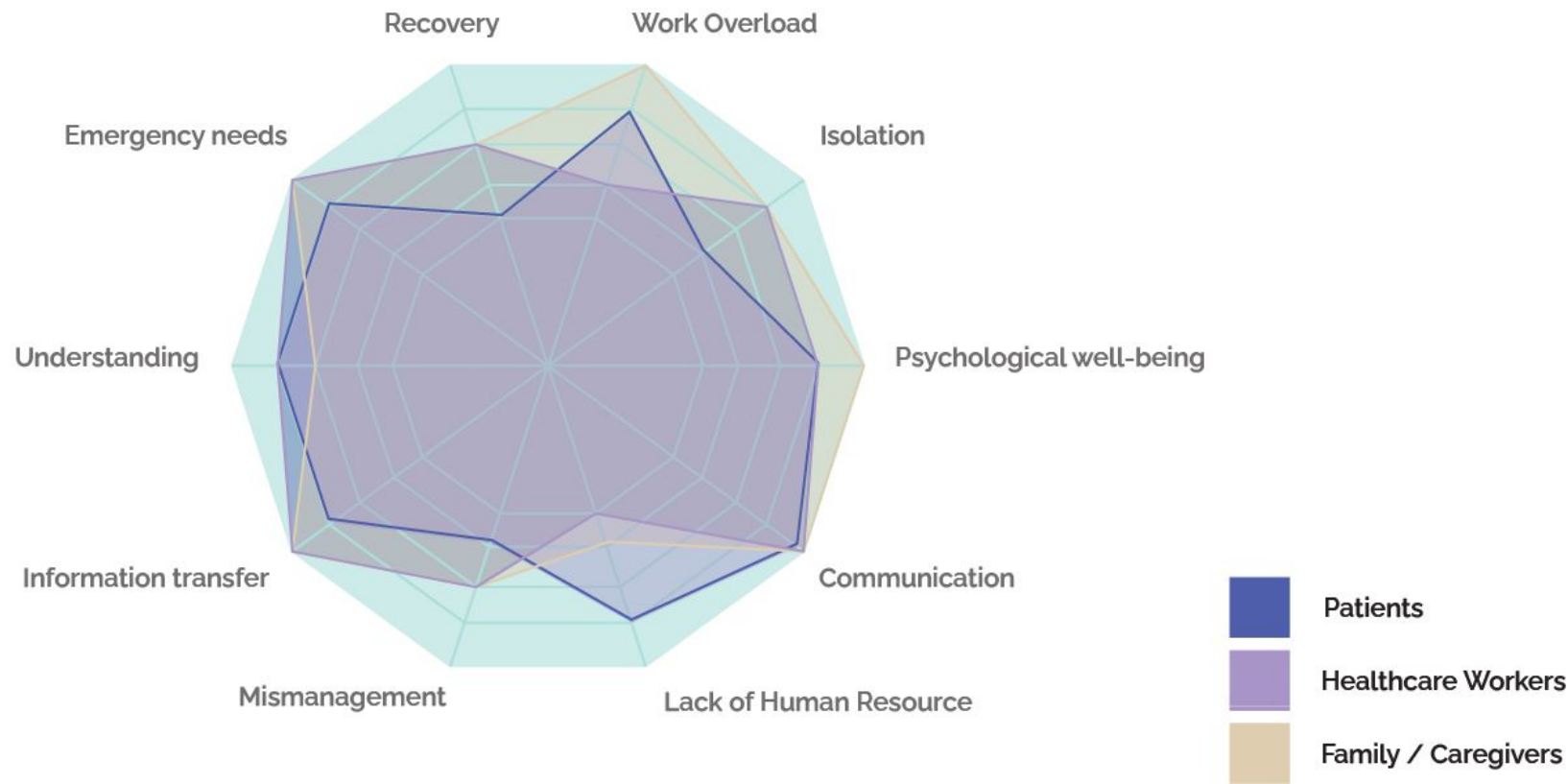
<https://youtu.be/j66NAHG95Kk>



Design Process



Impact on the Identified Problem Areas

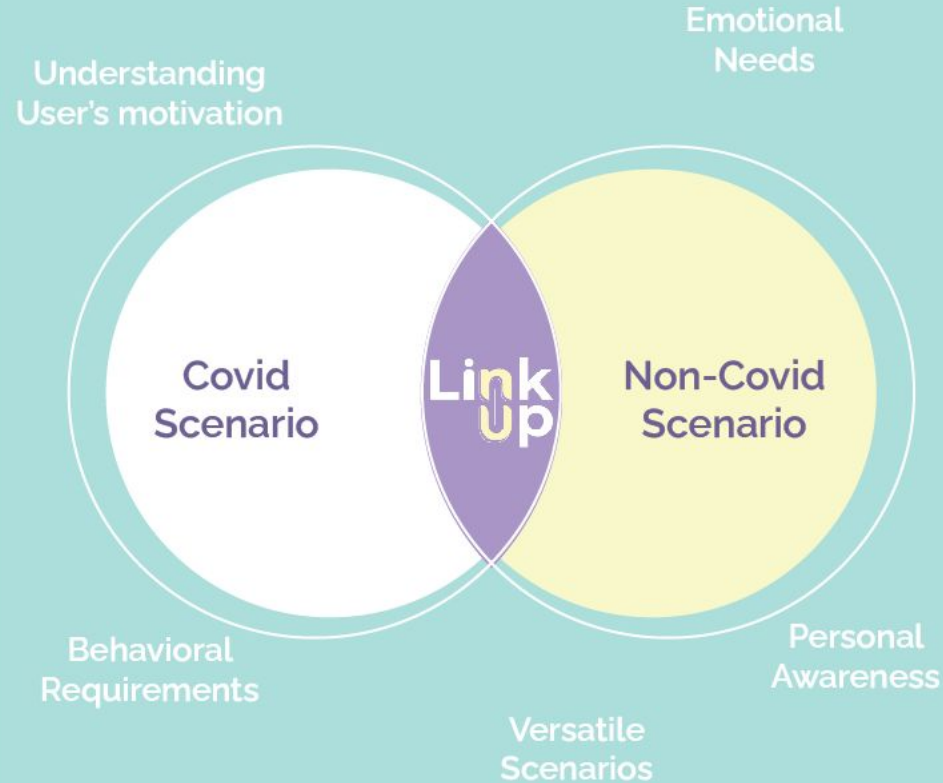


Sustainability

Our solution has been made with clear aim in mind after establishing a strong understanding of our target user's requirements.

It has been adapted to the user's needs for simplified and convenient updates and lies of communication.

This solution could be made versatile based on the user feedback and response, for the covid and the Non-Covid scenario as well.



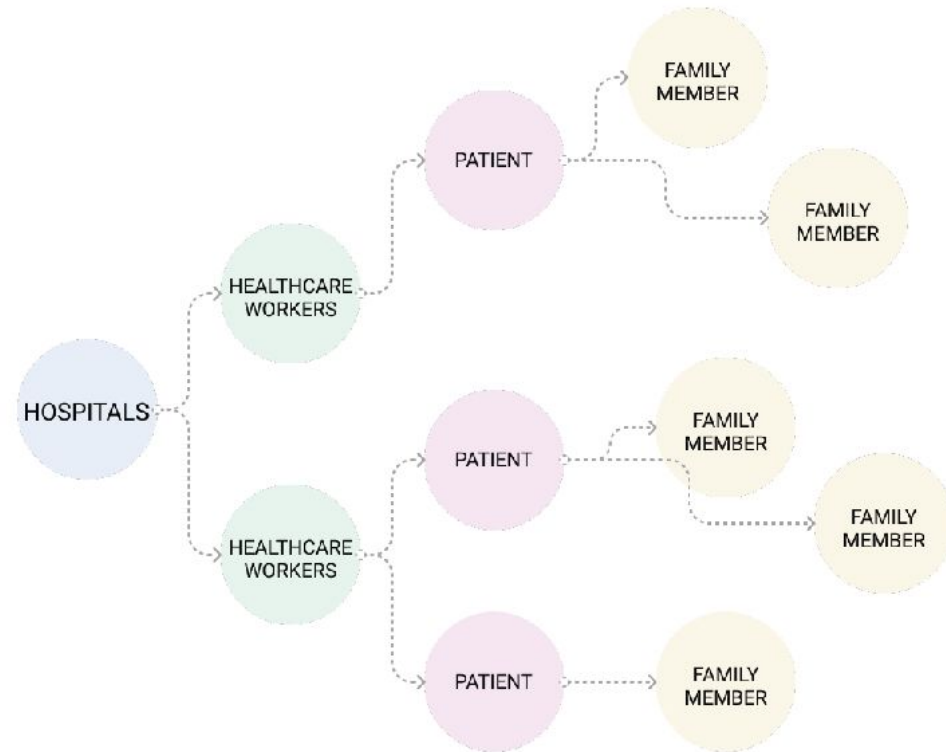
Execution & Business Viability

THE PRIMARY AIM IS TO SMOOTHEN THE LINES OF COMMUNICATION AMONG THE PATIENT, FAMILY AND HEALTHCARE WORKERS.

For the solution to function effectively each patient will be assigned a computer generated code which can be used by the health care workers and the family members to link up their accounts for a smooth communication experience.

The application will then act as a source of updates (from patient as well as the health care workers) for all 3 user groups to view. For the patient specifically all the questions sections are multiple choice based so that the information could be communicated with minimal efforts.

Moreover, the application has a "message" section which could be used to communicate with the family as well as the health care workers of hospitals alike.



The background consists of several overlapping geometric shapes. A teal square is in the top-left corner. A light purple shape covers the top-right and middle-right areas. A pink shape is in the bottom-left corner. A dark purple rectangle is in the bottom-right corner, containing the text.

Thank You !