

Generalized feedback specialists

08-01-2020 (translated to english)

Test participants

- Surgeon
- Physical therapist
- Dietitian
- Nurse specialist (2x)

Feedback

- Add premade goals and let users make their own goals
- Display those goals more clearer and if they are met (handles)
- Send notifications to the user AND SMS/mail reminders for those who are invited (and don't have the app)
 - Partner added in the app?
 - Family notified by mail?
- Are mail addresses the easiest way of inviting people?
- Roadmap visualisation problems:
 - Arrows right next to the roadmap (like photo viewers)
 - Bumpy line suggest ups and downs
 - It's distracting
 - A month is too big of a time span
 - Try to add 3 appointments a day and 5 a week
 - Agenda should be the main display
- Connections with the hospital (systems):
 - Appointment schedule is already filled in (including route number and contact info). Add pictures when displaying contacts
 - Import the physical therapist's scheme and evaluation form
 - Send the filled-in scheme and form to the specialist
- Add context to experience:
 - By adding current weight and other parameters
 - Lost 2kg? Contact your dietist!
- Getting feedback from SuP is great, but it easily creates a (social media) bubble:
 - Anonymized feedback from other patients doesn't concern me. I prefer experiences from the specialist
 - Experiences must be relatable in order to share
 - Explain carefully about the sharing part
 - Try to aim more on other's successes
- Show an overview of today's tasks because patients think in days (not months)
 - TODO lists
- Specialists are interested in seeing the patient's roadmap:

- Can the specialist already receive those questions?
- Integrate pre-made food parameters with (Dutch) databases (like NIV)
 - Patients can be able to add diet guidelines to experiences/goals
- What words are used for which complaints (search for friends and patients)?
 - Add filters (or inboxes) for chemo, diet, etc.

Goal-oriented care path 5 (no motivation) 5 1

Sharing the journey (F&F) 4 1 4

Involving F&F 4 4 4

Sharing experiences (patients) 0 0 N.A. (much potential in sharing)

(too many clicks on 'next'. Page 48 can be skipped)
 (different indicators for appointments and experiences)

Quotes

- Someone saw potential in filling in schemes
- It is fairly easy to determine your own goals
- Oh, it's another way of displaying an agenda
- The roadmap could be a clear way for displaying past times (dates + times like in Google Agenda)
- This kinda works like a blog
- Much potential for close family
- I'm not feeling motivated to meet digitized goals
 - I'd much prefer to know whenever I meet my goal
- Because of the app, F&F have a low threshold to contact the patient
- This app could work!
- Lotgenoten experiences works!
 - Are restaurant portions too big? Don't hesitate to ask the waiter!