

BARIATRIC SURGERY SUPPORT SYSTEM

An app and device that provide support and ensure successful lifestyle change.

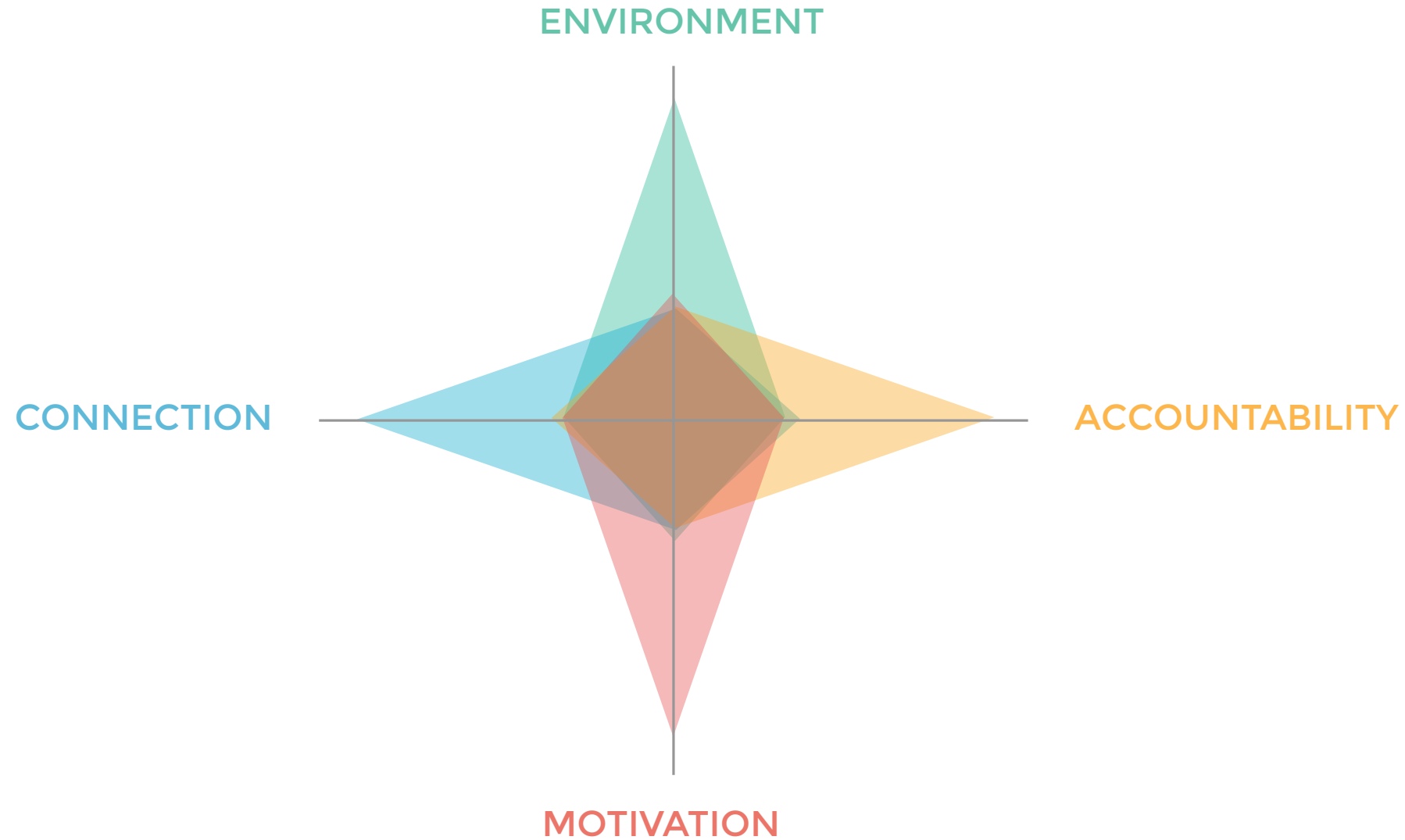
The background of the slide is a photograph of a wooden table. On the table are several sticky notes of different colors (yellow, blue, pink) with handwritten text. Some of the visible text includes "what needs to change?", "contributors", "Thinking", "Self-esteem", "I'm alone", "no one else", "in my family, it's impossible to change", "why do the", and "ling with my". There are also two markers, one black and one white, on the left side of the table.

KEY RESEARCH INSIGHTS

- Patients need the support of family and friends and a “safe” home
- Patients must stay engaged and motivated throughout their journey.
- Accountability is the difference between success and failure, but there is little source for it after the surgery.
- The patients who interact with and connect with other patients, either in-person or virtually are more likely to be successful.

KEY DESIGN REQUIREMENTS

With these key insights in mind, design requirements can be focused into four areas.

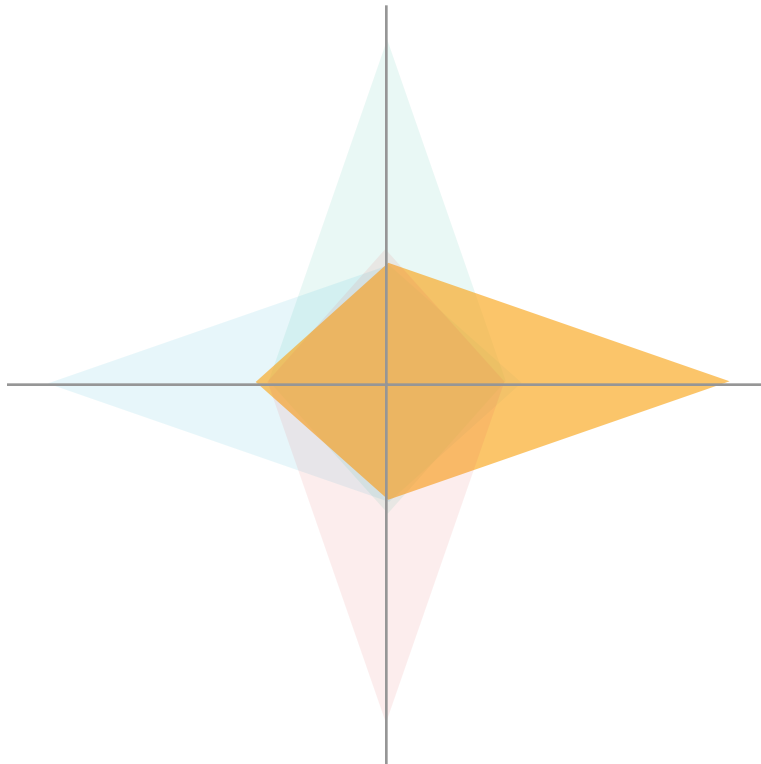


BRAINSTORM & IDEATION

01

ACCOUNTABILITY

Accountability is vital to a patient's journey. It often makes the difference between success and failure, but there is little source for it after surgery. Accountability means having something to report to, converse with you, and rely on to keep you in line. Having something to be accountable to can bring a certain conscientiousness to the patient's daily actions; a sense of having to answer for one's actions. These feelings can initially help a patient get energized and excited about making the right decisions, but as they progress in their journey, accountability means bringing a patient back to that excitement and keeping them engaged.



DESIGN CONSIDERATIONS

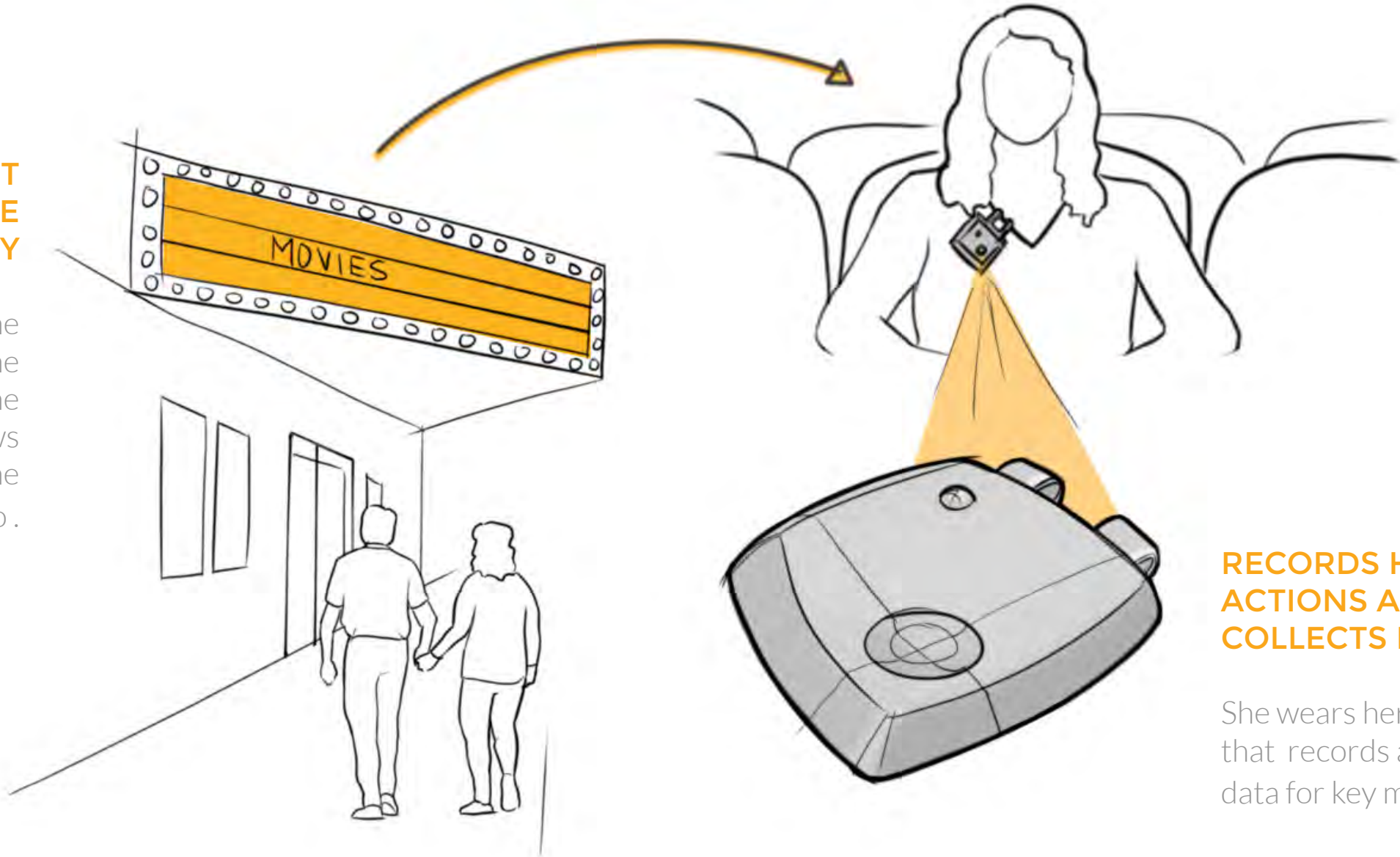
- Keeping tone and presence positive, not scolding or negative
- Present and active in all parts of the patient's life
- Relates information back
- Facilitates goal-setting and moving forward

A

PAST, PRESENT, FUTURE

THE FIRST CHALLENGE AFTER SURGERY

She goes to the movies for the first time after the surgery, but knows she can't do the things she used to .



RECORDS HER ACTIONS AND COLLECTS DATA

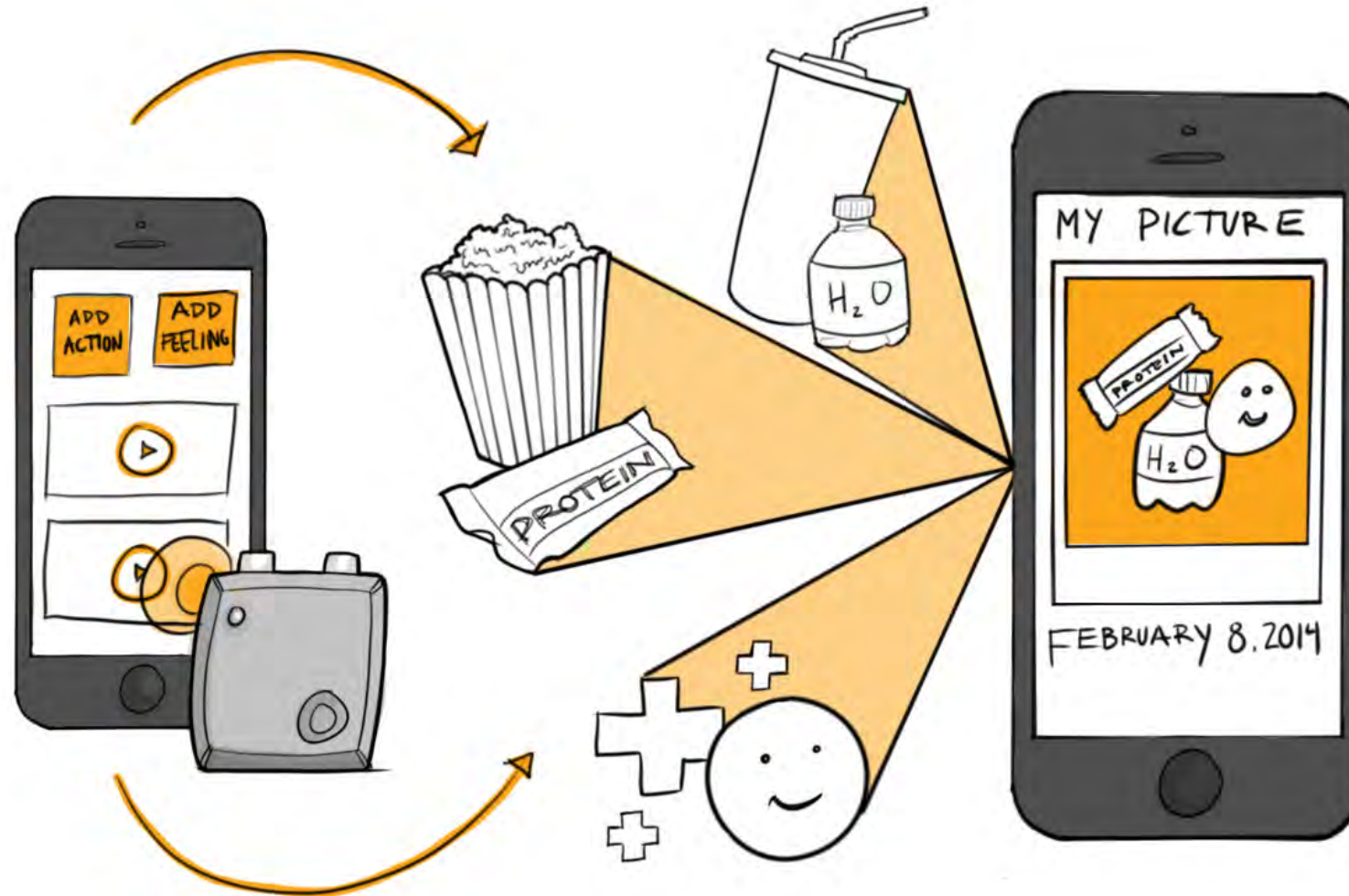
She wears her device that records and mines data for key moments

A

PAST, PRESENT, FUTURE

POSITIVE CHANGES AND ACTIONS ARE RECORDED

Multimedia data that
illustrates her challenge
are assembled and
synced with the app



SNAPSHOTS ARE CREATED AND STORED FOR FUTURE USE

Her positive reactions to
challenges are made into
snapshots

A

PAST, PRESENT, FUTURE

SO YOU HAD
A BAD DAY...

She encounters a
similar challenge
and seeks out or is
alerted to her
previous snapshots



HER PAST
INSPIRES HER
PRESENT AND
REINFORCES
HER FUTURE

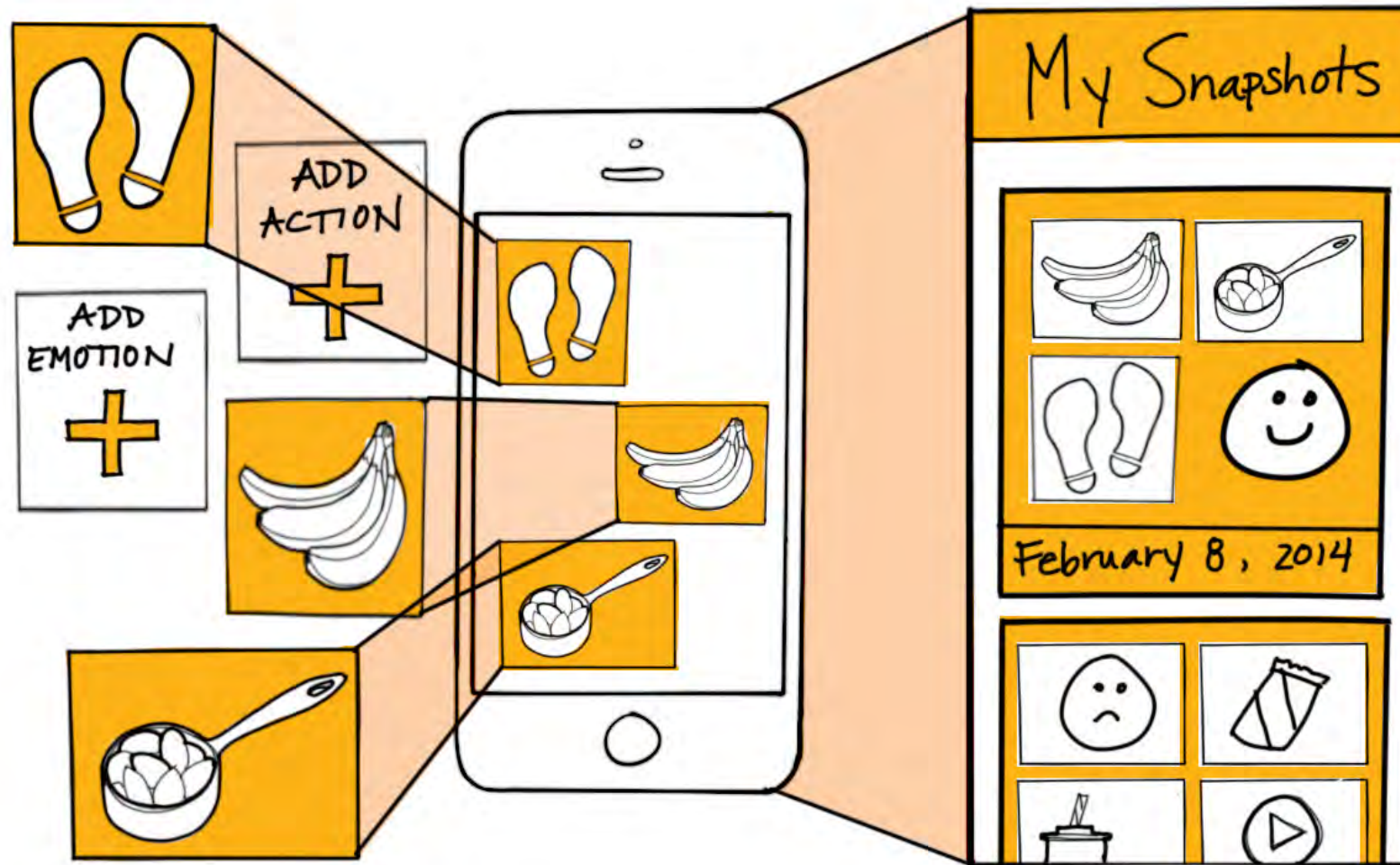
She is reminded of
the way she dealt
with previous
challenges and
is held accountable

A

ARTBOARD

ACTIONS THROUGHOUT THE DAY ARE ADDED AS WIDGETS

Her actions throughout the day are detected and create widgets. She can also create her own widgets. Then she can drag them to the artboard and create a snapshot.



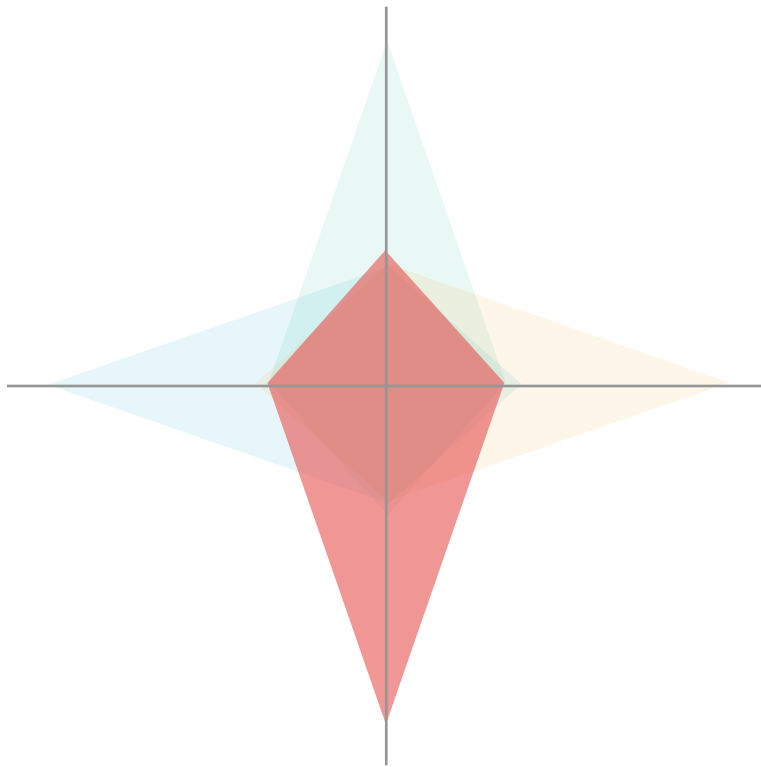
SNAPSHOTS ARE ARCHIVED TO INFLUENCE FUTURE ACTIONS

Her snapshots illustrate her challenges, ups, and downs. She can peruse her illustrated journey and is held accountable by her past actions.

02

MOTIVATION

Motivation is what keeps a patient's journey going. Motivation can give a patient confidence, whether at the beginning of their journey or for years afterwards. Seeing other's successes and failures can act as a motivator. Gathering inspiration from everyday life is important to sustain a level of motivation that's necessary for continued weight loss and lifestyle change. When the going gets rough or becomes stagnant, getting new sources of motivation can help jumpstart the patient's mindset and get them back to a place of confidence.



DESIGN CONSIDERATIONS

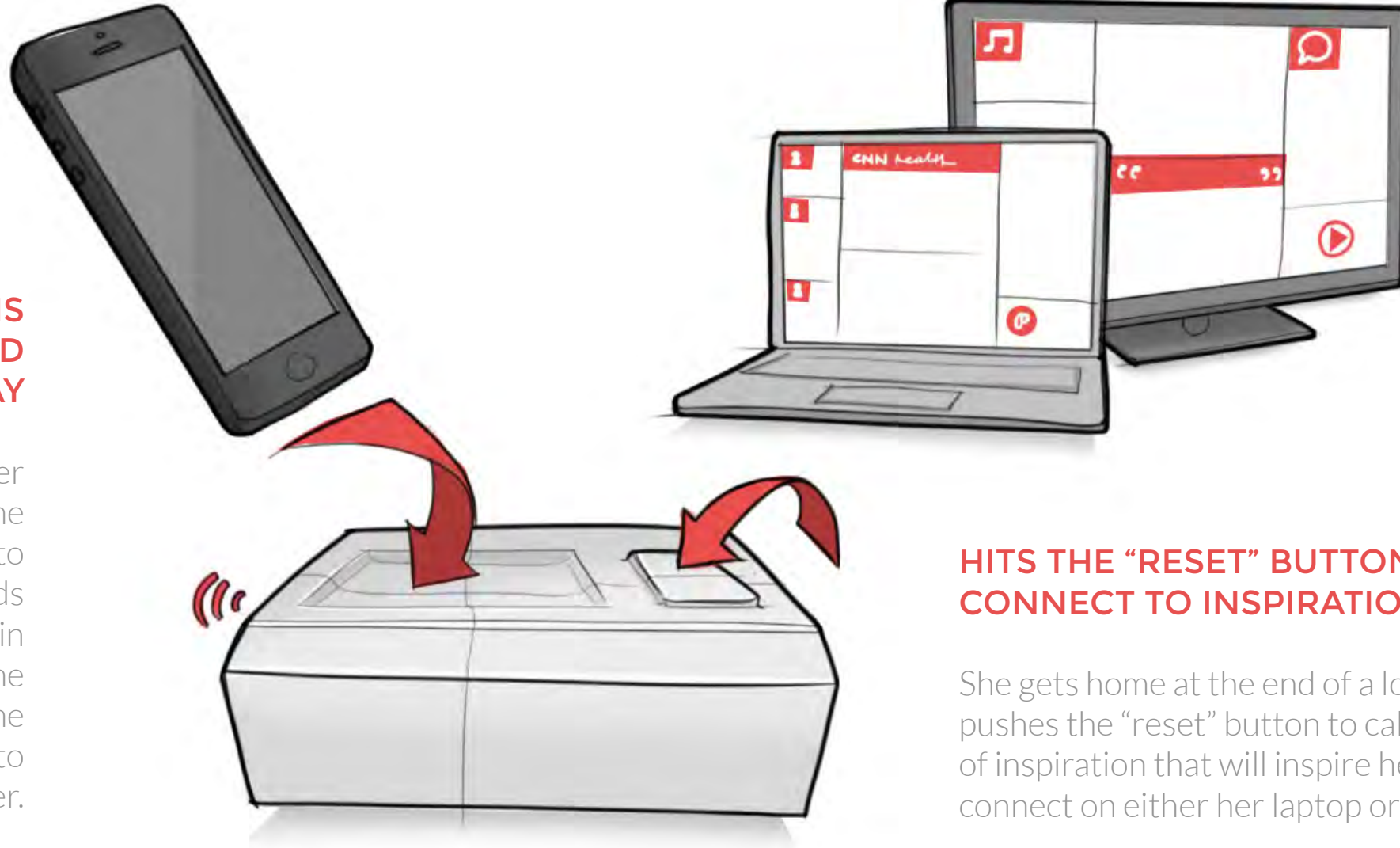
- Able to give you inspiration when you need it
- Knows what gets you inspired and gives it to you
- Puts to in a better place mentally to stay on track physically
- Supports and reassures the patient to give them confidence

M

INSPIRATION RESET

BAD DECISIONS AND FEELING BAD ABOUT THE DAY

She needs to gain her motivation back so she doesn't slip back into bad habits. She records her bad moments in the app. When she docks her phone, the information syncs to the Box's server.



HITS THE “RESET” BUTTON TO CONNECT TO INSPIRATIONAL MEDIA

She gets home at the end of a long day and pushes the “reset” button to call up her dose of inspiration that will inspire her. She can connect on either her laptop or TV

M

INSPIRATION RESET

INSPIRATION TAILORED TO GIVE YOU CONFIDENCE

She gets access to curated media like fashion, body positivity, healthy recipes, tips, blogs, message boards, fitness instructors, and music.

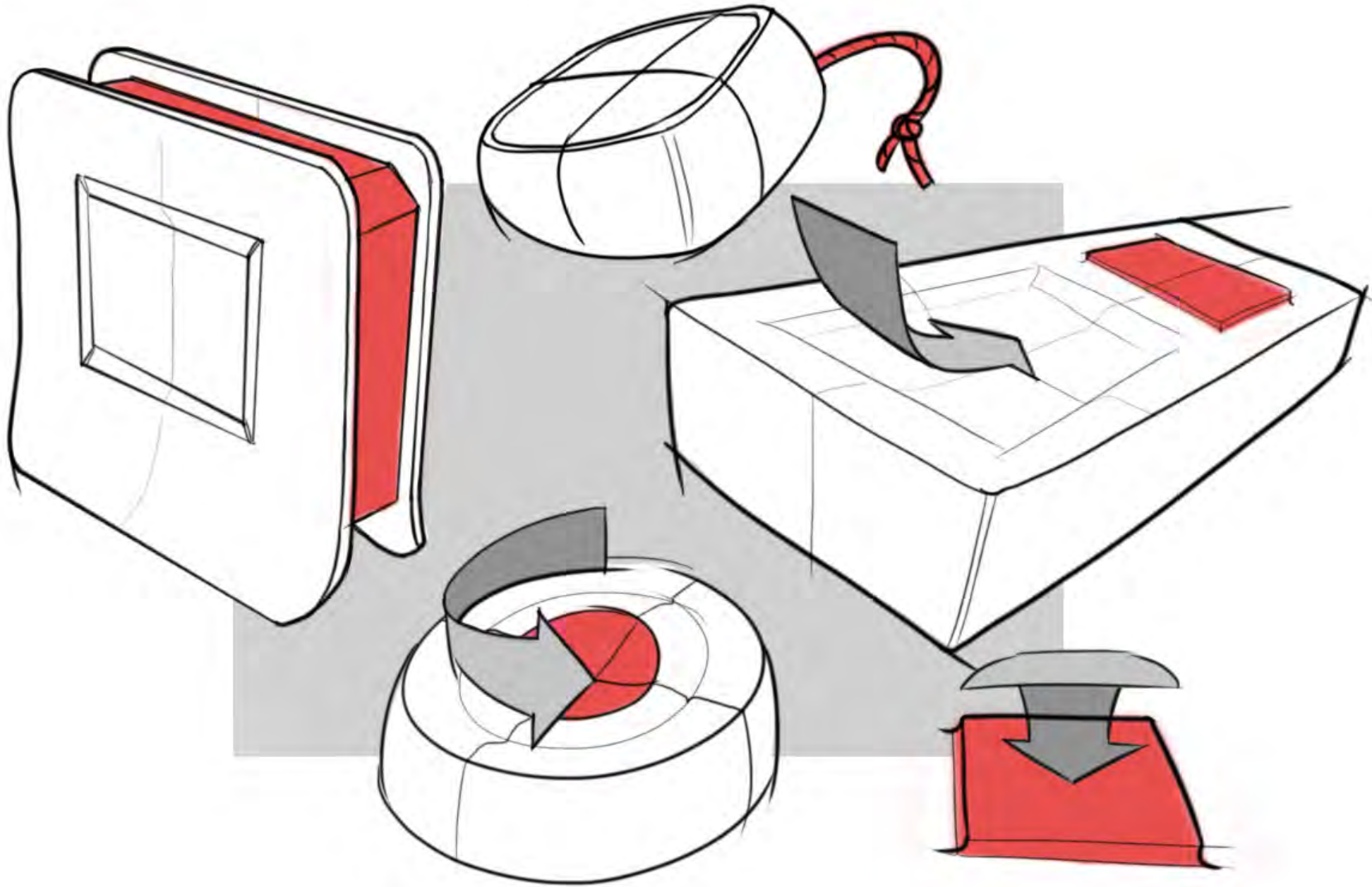


READY TO GIVE YOU MOTIVATION WHEN YOU NEED IT

Over time, the app learns her preferences and curates media that directly speaks to her, putting the best inspirational material for her at her fingertips.

M

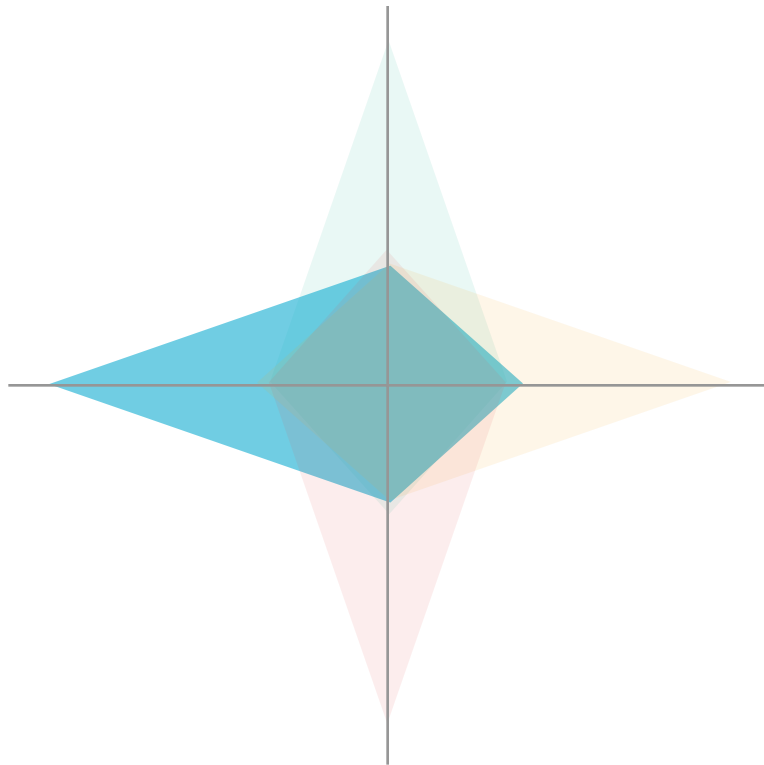
INSPIRATION RESET



03

CONNECTION

Patients become more invested in their lifestyle change when they are connected to others that are going through the same thing. The knowledge that there are others who are experiencing the same struggles and can help is a powerful thing. Forming an external network of supporters creates a connected feeling that helps the patient never feel alone. When the patient encounters challenges in their journey, these connections are who they turn to to get practical advice and encouragement.



DESIGN CONSIDERATIONS

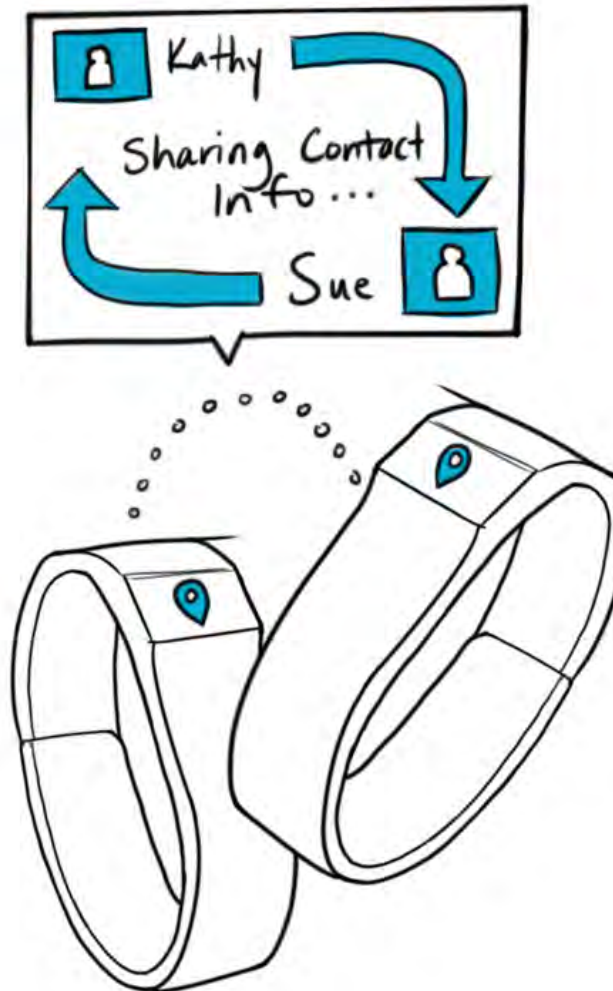
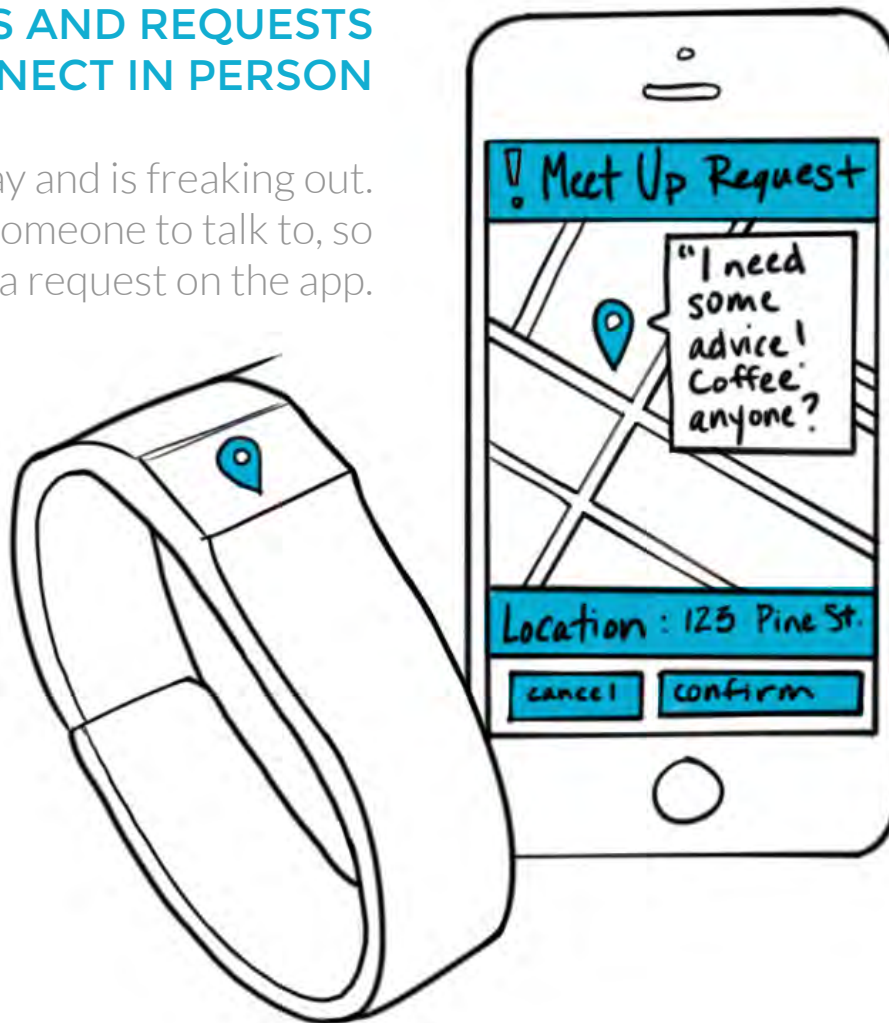
- Connect patients both in-person and digitally
- Facilitate creation and maintenance of internal network
- Provide knowledgeable help and reassurance for patients
- Makes patient feel like they have someone to turn to



CONNECT ME

ALERTED TO REAL-TIME CHALLENGES AND REQUESTS TO CONNECT IN PERSON

She has a bad day and is freaking out. She really needs someone to talk to, so she puts out a request on the app.

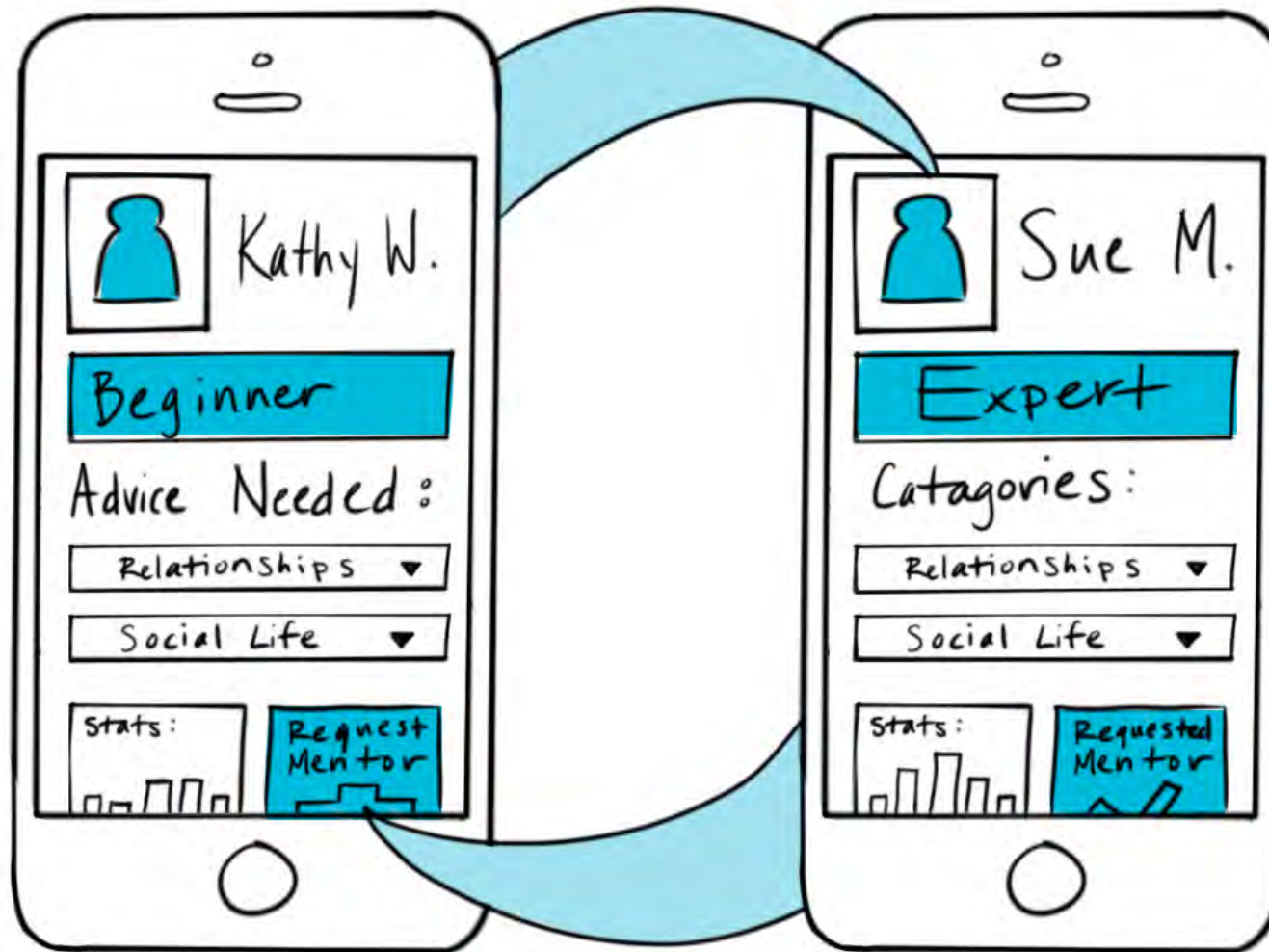


PATIENT WRISTBANDS FACILITATE MEET-UPS AND CONTACT SHARING

Patient wristbands allow her to easily identify her new connection, and bumping them allows them to share contact info and connect on the app

MENTORS AND MENTEES ARE MATCHED BASED ON THEIR INFO

She enters her information and areas she will need advice and mentorship in. The app matches her with someone who corresponds to those areas.

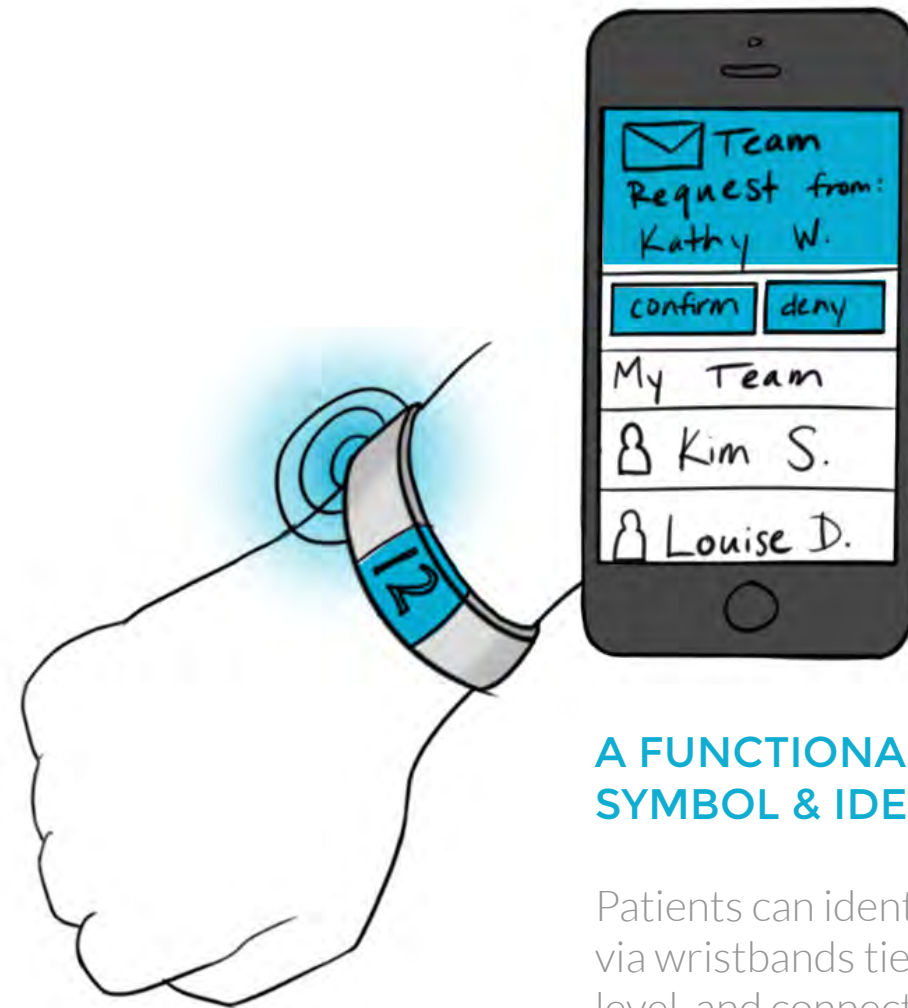


CONNECTIONS FORM RELATIONSHIPS

Mentors and mentees develop a relationship that lasts throughout her journey and helps her deal with challenges, while engaging her continually

WEAR YOUR HEART ON YOUR SLEEVE

Bariatric surgery patients can be likened to AA participants. Like in AA, connecting with other patients is a bonding, unifying experience that is rooted in a symbolic token.



A FUNCTIONAL SYMBOL & IDENTIFIER

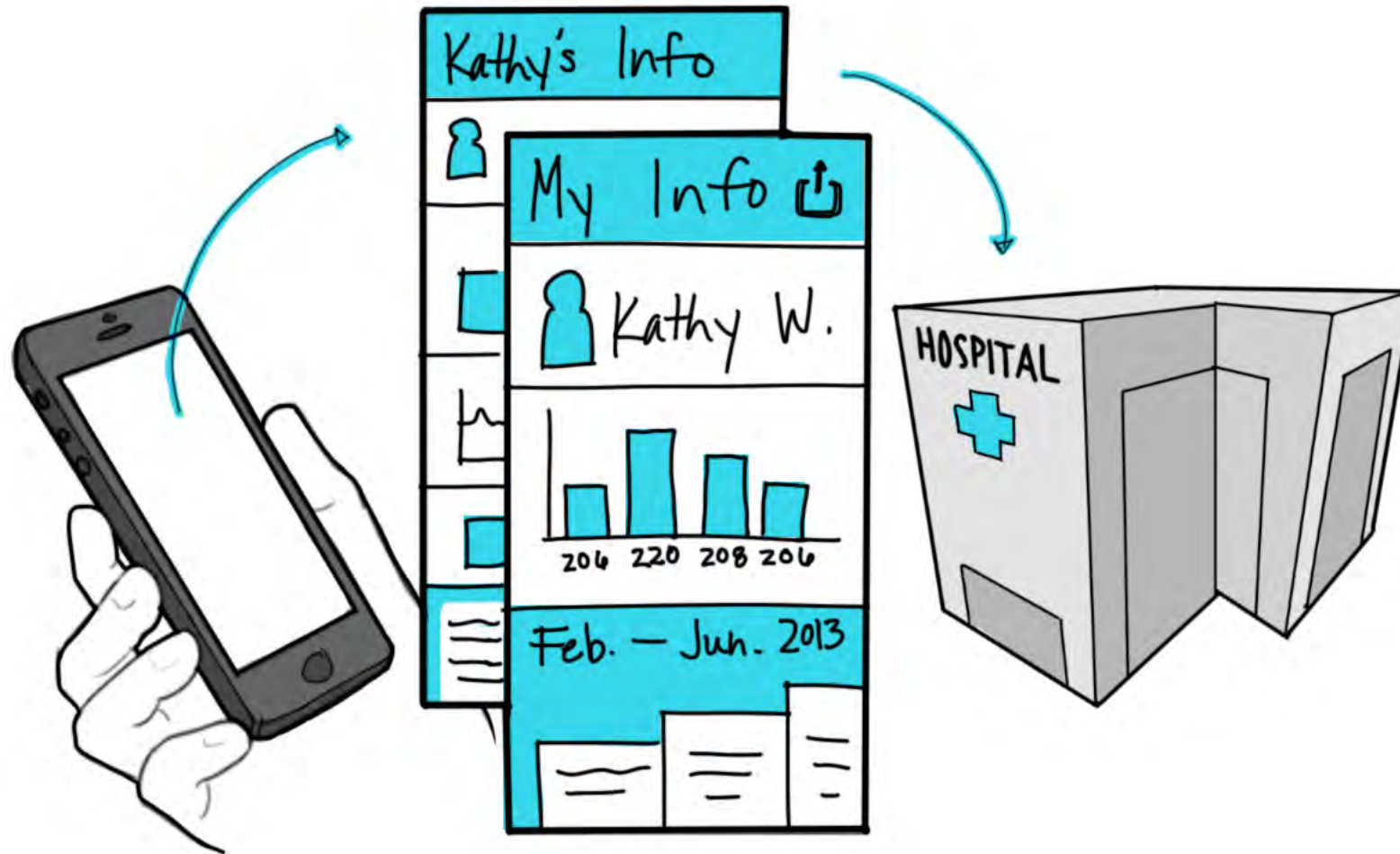
Patients can identify other patients via wristbands tied to experience level, and connect to each other's "teams"



PATIENT ADVOCATE

CONNECT TO THE CLINIC WITHOUT LEAVING YOUR HOME

She is able to share portions of her personal information, including her Stats and medical info, with the Clinic and her Physician



MAKE THE MOST OF APPOINTMENTS

When appointments are few and far between, she can keep her Physician updated with her information and utilize her time with the Clinic

04

ENVIRONMENT

Having an environment where the patient feels safe, loved, and supported is integral to success. Getting key players in the patient's life, such as spouses, family, and key friends, involved in their journey makes it easier for them to understand what the patient is going through, and have empathy for them. Educated them on what is happening in their lives, and engaging them in certain aspects is something that makes a huge difference. Unfortunately, not every patient has the support of family and friends. This makes a negative impact on the patient's mental state and adds unneeded stress.

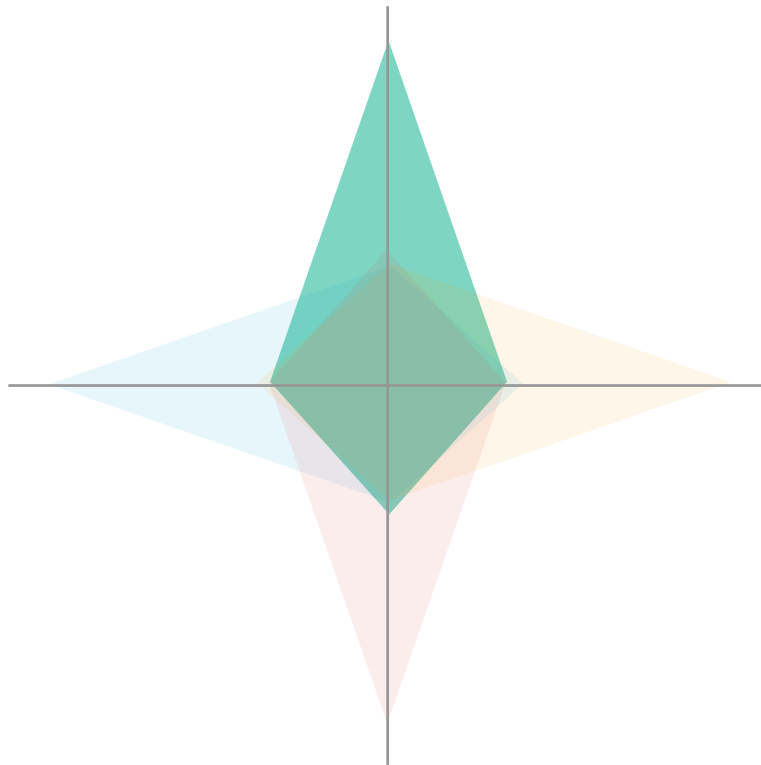
BUT THEN I REALIZED...

An app or product will not be able to change a patient's home situation. Rather, a product should **help the patient construct an internal network** of people who will support them.

04

NETWORK

A safe environment might not be available for some patients. For patients to ensure that their friends and close family members are on the same page as them, they have to make sure they fully understand what they will be undertaking, and what it means for their lives. Whether near or far away, involving key players in the patients life will cause them to feel like they are a part of their loved one's journey. Small things can make a difference for a patient to feel supported, and part of that includes keeping their internal network updated and tuned in to their journey's up and downs .



DESIGN CONSIDERATIONS

- Keep family and friends (Network) updated and informed
- Engage Network in key parts of the patient's journey
- Facilitate supportive communication between the patient and their Network

N

JOIN MY NETWORK

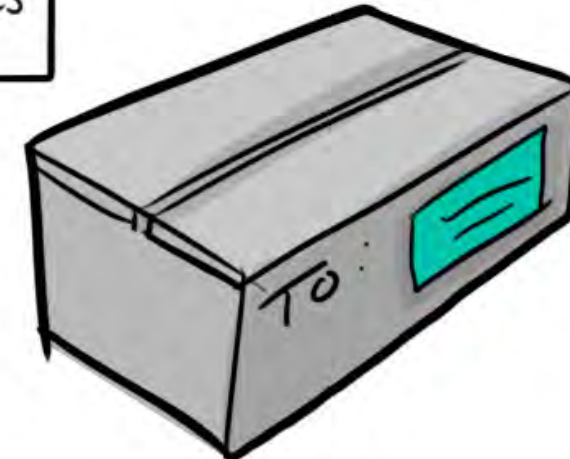
INVITE FAMILY TO LEARN WITH YOU

She adds her sister to the app at the beginning of her journey. Her sister gains context and empathy, and is able to communicate with her.



PAIRED DEVICES GET SENT AFTER THE SURGERY

After the surgery, the paired device gets sent to the sister, who is able to sync her app and connect with her sister's

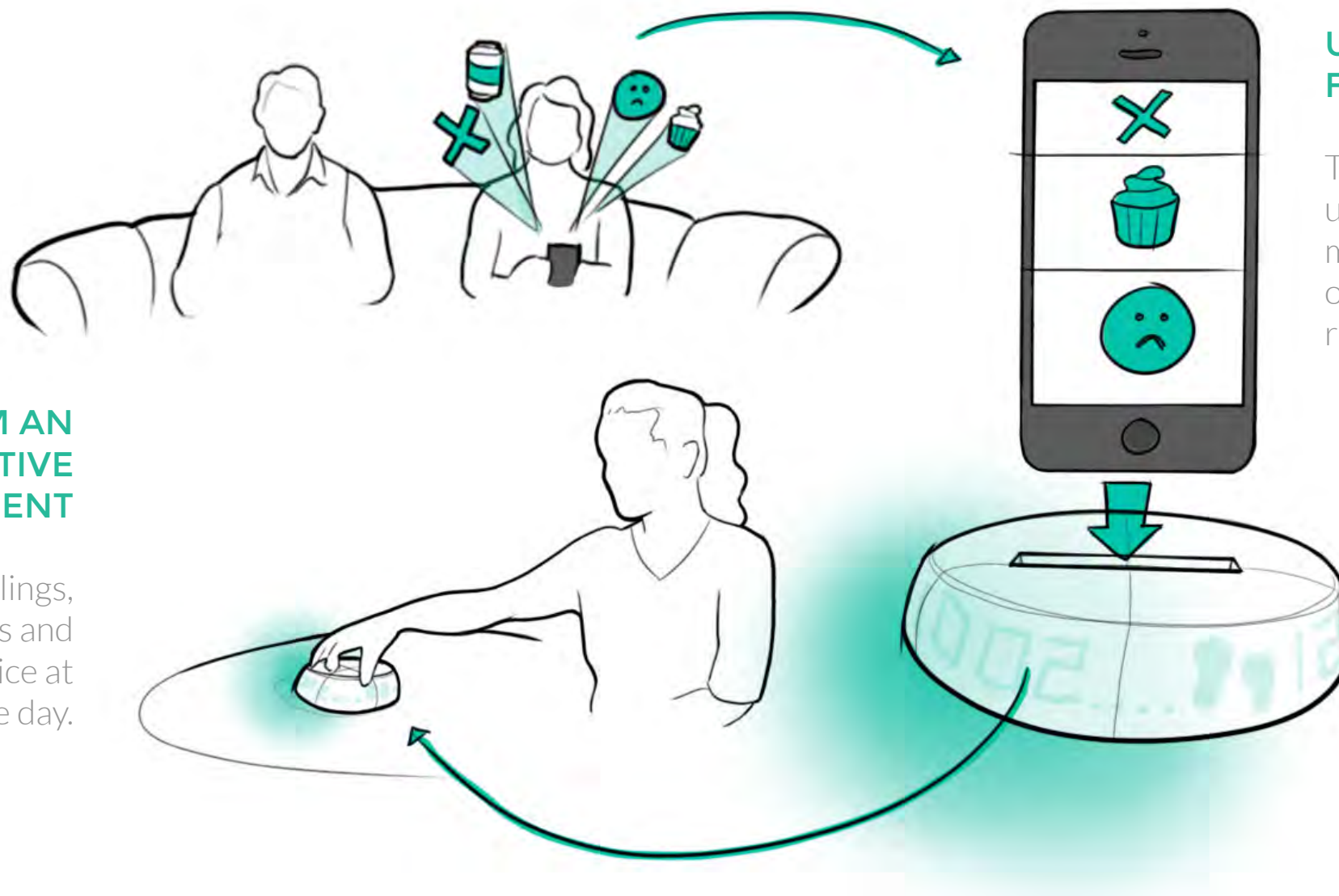


N

LONG-DISTANCE ALLY

ESCAPE FROM AN UNSUPPORTIVE ENVIRONMENT

She records her feelings, moods, and actions and syncs it to the device at the end of the day.

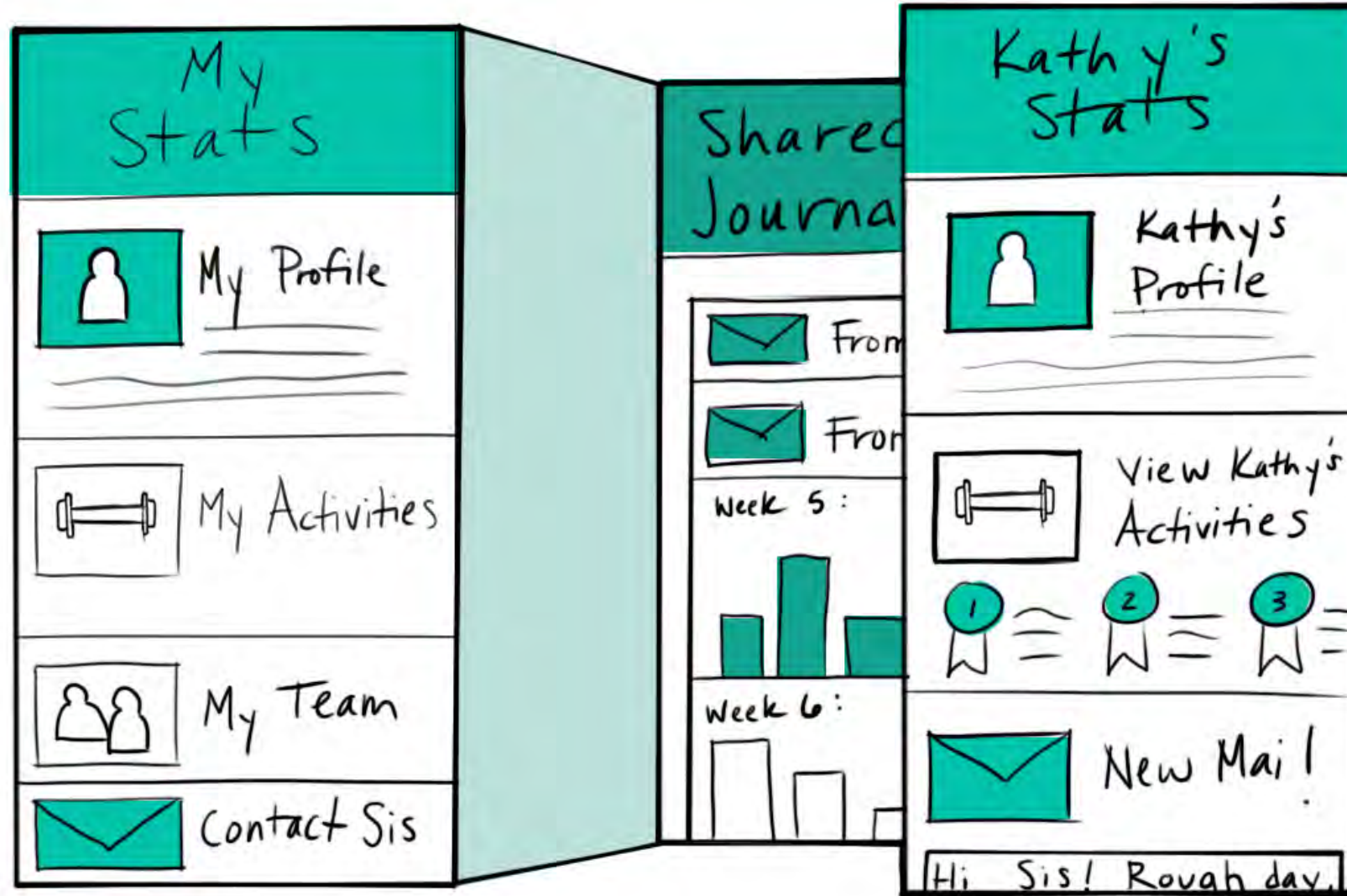


UPDATES ARE SENT TO FAR AWAY LOVED ONES

The sister's matching device updates her on her sister's mood. She can contact her to give her the support and reassurance she isn't getting.

FAMILY AND FRIENDS GET INVOLVED

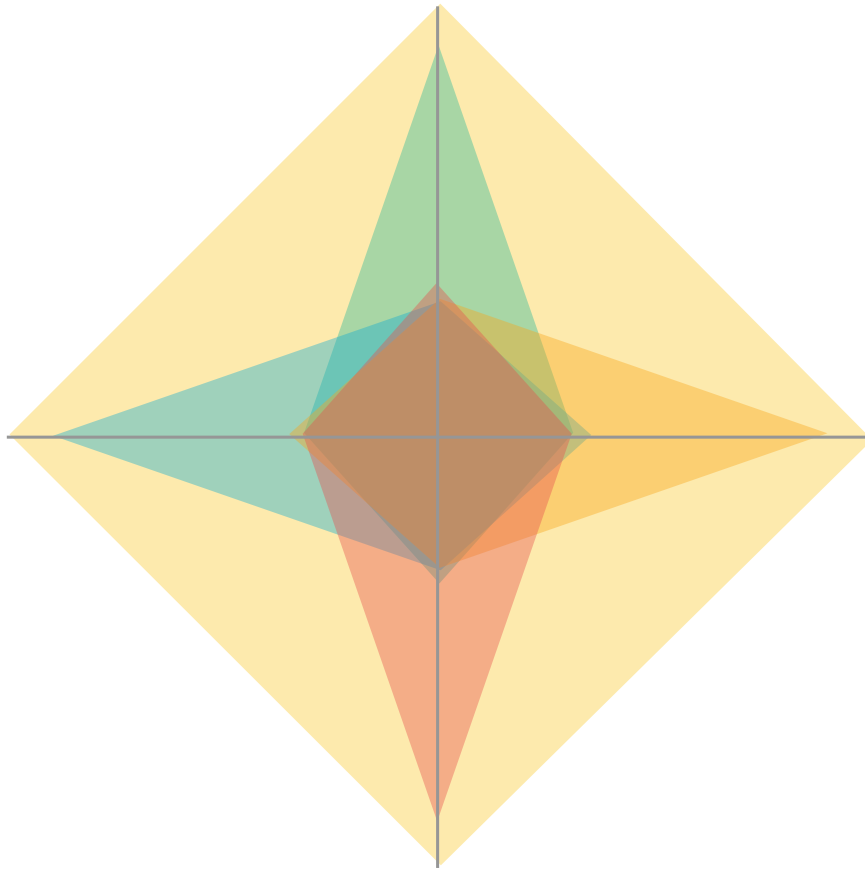
She can share information, activities, and challenges with her network



INTERACTIVE ENGAGEMENT

She can interact with her Network to share thoughts, communicate with them, and keep them updated without sharing her more personal info

Ideally, my designs will incorporate each of these Design Requirements and provide the patient with the supportive elements of each. In doing so, a safe, supportive Environment will have been constructed; if the patient does not have a comforting and encouraging home environment, they will have created a supportive environment within the system to turn to.



MISSION STATEMENT

Design a home away from home by creating a supportive environment that provides Accountability, Motivation, Connection to other patients, and strengthens their Network.