

USER EXPERIENCE MAP

Describe your experience with one concise sentence.

This is a design repository (architecture, landscape design, interior design, occupational design) for those building or remodelling health care spaces intended for people nearing end-of-life, integrated within an on-line community of patients, families and healthcare administrators providing feedback based on their experiences and needs.

Draw and describe the ideal user

Title Harvey has a problem

Name: Harvey
Age: 52
Profession: Hospital Administrator
Key Characteristics: A visionary leader who is very busy.

Concisely describe what is happening

Harvey is the CEO of a hospital with a strategic priority of developing a purpose-built hospice. Harvey pulls a team together including patients and families, architects, interior designers, landscape architects, engineers, functional programmers and health practitioners to develop project parameters and a budget. They embark upon a process of collaboration and discovery. Harvey asks the team to research best practices in hospice development and to seek feedback from users about what works well and what doesn't, considerations, and cost. A hospice is not a common building typology and there isn't a lot of time in the budget and schedule to do research.



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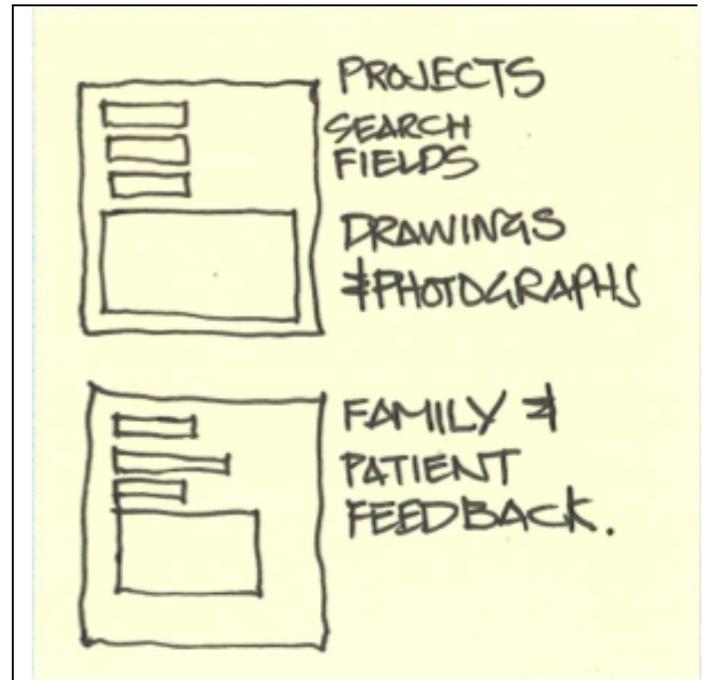
Title Developing And Nurturing Community

Curating and Aggregating



Concisely describe what is happening

Through social media, an online newsletter and direct outreach with professional associations and industry organizations, the designers, administrators and capital planners have been made aware of a new online platform that aggregates architectural, interior design and landscape plans, photos, budgets as well as feedback from health providers, patients and families. The online platform is a micro-site housed on the Canadian Virtual Hospice. Both Virtual Hospice and the site will be evolving into the International Centre for Dignity and Palliative Care.



Concisely describe what is happening

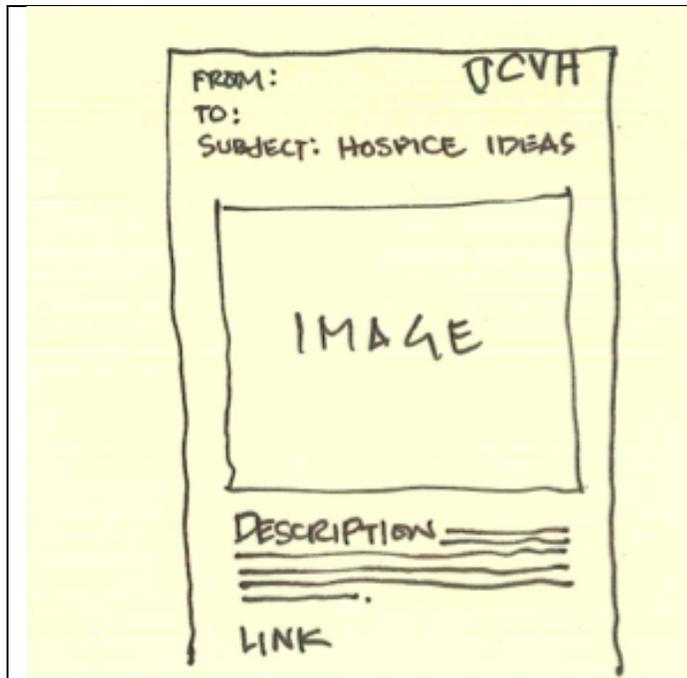
Designers: Professionals from around the world submit drawings, photographs and details of their projects. They complete forms requesting specific data in searchable fields (program information, date built, size, cost, location, organizing concepts, thematic information).

Health Providers, Patients & Families: The Canadian Virtual Hospice, the most comprehensive source of information on hospice and palliative care in the world, encourages visitors to contribute to a growing collection of information through their feedback. Health providers, patients and families provide insights on working in and being cared for in facilities. Facilities adopt a principle of encouraging user feedback through this website.

Title

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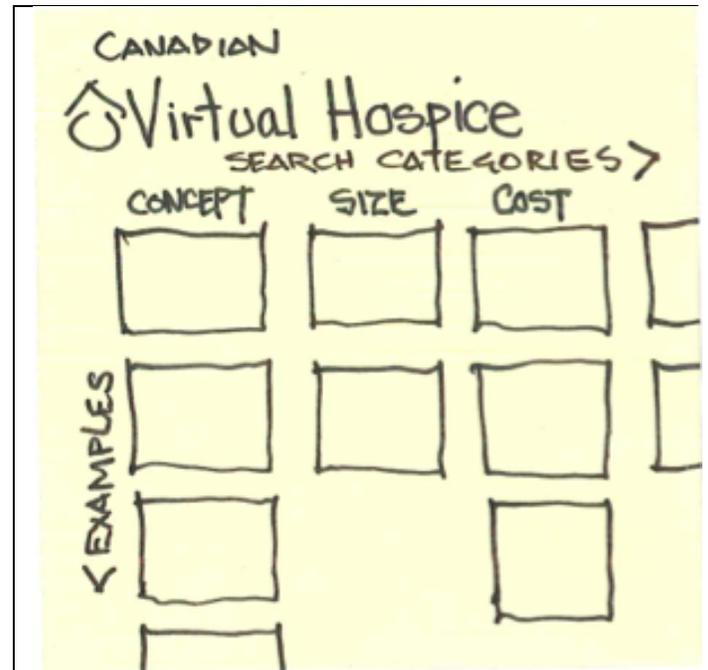
Title Distribution



Concisely describe what is happening

The online repository is available 24/7. New plans and feedback are disseminated immediately through social media and monthly through an electronic publication that is broadcast to industry professionals (similar to Houzz or Arch Daily). A link in the email takes the reader to the Canadian Virtual Hospice website, where all submissions are housed in a permanent collection that is categorized, sortable and searchable. Users can ask a question directly to the submitter. There is also a community forum where design issues and feedback are discussed.

Title Research

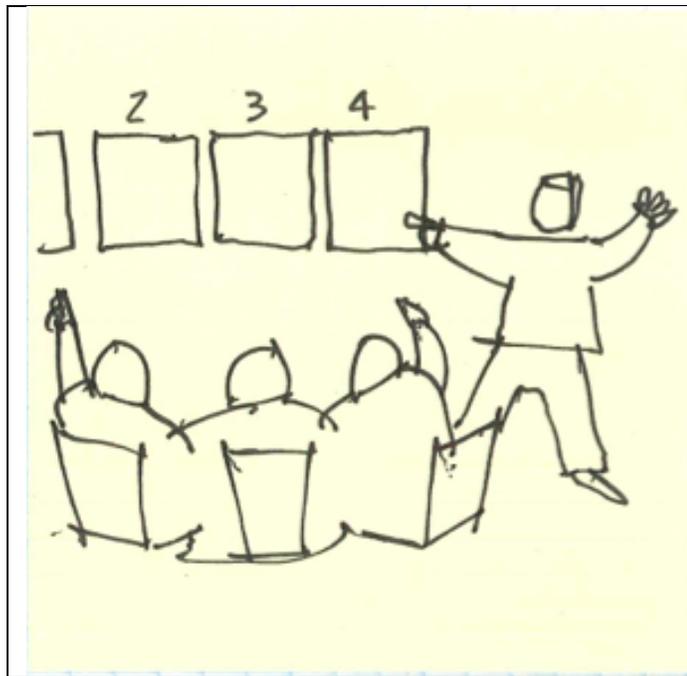


Concisely describe what is happening

George is the architect on Harvey's team and is looking for precedents for the new hospice project. Remembering the electronic publication, George does a Google search for 'hospice plans', and arrives at the Canadian Virtual Hospice website where he collects many examples of hospice design on the various search and sort criteria he can enter. He reviews the community forums, noting design issues and the feedback of patients, families and health providers to incorporate in his design process. George can download, copy and print this information for use in early User Group, programming and planning meetings.

USER EXPERIENCE MAP

Title Practice



Concisely describe what is happening

Project teams review precedent-setting project concepts, costs and end-user feedback in order to develop their vision for their new hospice project.

Designers compare multiple options retrieved from the repository to arrive at best solutions and to post questions to solicit feedback from end-users; for example, “what is the best location for a nursing station; what is the best solution for bringing light?”.

Title Share Results



Concisely describe what is happening

Designers & Administrators submit their completed projects to the Canadian Virtual Hospice Website to share with others.