The Product Challenge

Caregivers are interested in using technology designed for their needs but to date very few do. The technologies they do use are scheduling, filling medication, or organizational and do not tend to be motivational technologies.

From this we have identified that the primary challenge in building anything for family caregivers is designing in such a way as the products are addressing the pragmatic challenges that family caregivers face and these products must be user friendly.

It is important to note that The majority of caregivers rate themselves as comfortable with a variety of devices. 97% are comfortable with computers and 80% with smartphones. A majority (57%) of caregivers already use technology in at least one way to assist with their caregiving duties, once a week or more frequently. While many caregivers (43%) currently use technology less than weekly to provide care, a large share of them want to use technology, especially when asked about technological solutions for caregiving.

Therefore we aim to create a product where the UX is intuitive and the information provided addresses clearly laid out challenges.

User Experience Flow

1. Caregiver searches online for services, doctors or products to care for their loved one. ReadyCare appears in their search.
2. Caregiver usually has one targeted reason they are searching for information. The user will input their issue based on the prompt, “What’s going on?” - or something with that effect. The free ReadyCare peer-to-peer learning section will then provide a glimpse into the community we’ve created and will populate with discussion from that community that is relevant to the user’s targeted reason for using ReadyCare.
3. The user will then be given the opportunity to get answers that are more tailored for them. They can do this by either specifically choosing to refine their targeted reason by giving responses to questions from the AI or exploring other topics that are likely to apply to their situation given their targeted reason.

4. The user’s account will now developed using dating applications as an example. Placing the user into buckets on their relation to the care recipient and the urgency of their needs will happen early. As well as information from third party logins like Facebook, Twitter, or Google.

5. The user will be taken through a “Brainstorming” process so that the AI can better target the user’s needs. This will include prompts from the AI for user input - through methods like scanning a label, bill, or prescription. The idea here being to allow the user to easily input the overload of information that they have in front of them.

6. The user will now be brought to their “Care Plan.” This will be a checklist of sorts where they can note what they’ve done already - if that has not already been added through the previous rounds of input - and see what the AI has determine as possible next steps - this being actions to take or information to find out.

7. The user can then edit a profile for themselves and their loved one. This being a more manual input method to correct any user or AI errors.

8. If a user decides to apply the AI method to another area of their Home Health needs that wasn’t part of their initial reason for joining the application, they will routed back through steps 5 to 7.

FEATURES

ReadyCare is the beginning of a better caregiving experience for family caregivers and recipients. Find services your loved one is eligible for, read real reviews of smart home technologies, and plan out a care budget.

• See doctors & services in your insurance network

• Book appointments with over doctors that are trained in geriatric care, including dentists, primary care doctors, allergists, OBGYNs, dermatologists, family doctors, urologists, psychologists, ophthalmologists, podiatrists, optometrists, and more

• Read verified reviews of services from other caregivers
• Our AI powered platform lets you search by stage of care, specific challenges related to dementia

• The Connect with Caregivers tool allows for peer-to-peer learning and community support

More Features

Find services and doctors near your location with a convenient map

Read doctors’ experience with dementia patients and their qualifications in geriatric care

Find out which home care smart home tools have been developed

Stay on top of your budget with reminders and information on:

• Paying bills
• Monitoring accounts
• Filing insurance claims
• Navigating the health system
• Facilitating communication with health providers
• Understand hospital discharge to reduce rehospitalization
• Available services
• Storage space for important docs (DNR, POA)

Features to explore

• Caregiver Exchange (I will care for your parent in my city while you care for mine in your city)
• TurboTax for Medicare
• Have CareNavigators that would volunteer to help new caregivers

[Insert Flow Chart]

Potential User Inputs

• Name
• Location
• Age
• Insurance
• State of recipient of care
  ○ Mobility
- Mental Capacity
- Sickness

- Work Status
  - Hours
  - Type of Work
  - Salary

- Health status of caregiver

- What they did in a certain situation
  - Result of that choice

- Cost of equipment or medication

Open Questions
- User Interface
  - Voice Controlled Speaker app
  - Mobile App - phone or tablet
  - Web based - likely in addition to one of the above
  - Could be all of these at different points in development

- How to capture above user inputs
  - Fill in user profile page
  - Conversation API acquires inputs by asking user questions

- User upvote/downvote system for better “search” results
- Subjective v objective options
- ZocDoc style scheduling of appointments
- Medical product searching

Potential Functions
1. Create calendars to organize schedules and upcoming activities
2. Create lists or spreadsheets to organize your daily responsibilities (e.g., picking up medication or groceries; upcoming doctor’s visits)
3. Share calendars to coordinate activities with others who help you care for your [loved one] (family
4. members, friends, and/or professional caregivers)
5. Share lists to coordinate activities with others who help you care for your [loved one] (family members, friends, and/or professional caregivers)
6. Monitor your [loved one]’s medication consumption
7. Personalized reminders or guidance about care based on your [loved one]’s health condition
8. Checklists and information to help you prepare for your [loved one]’s discharge from the hospital or care facility
9. Receive personalized information on the resources you need to provide care to your loved one
10. Read other caregivers’ ratings and reviews for various caregiving services, facilities and companies
11. Review, compare, contact and arrange for care after your loved one has left a hospital or care facility
12. Help with insurance for your loved one, completing legal forms such as wills or choosing a medical power of attorney
13. Watch videos about making care decisions and planning for long-term or end of life care for a loved one
14. Arrange handyman or home repair services to your loved one’s home
15. Read articles and checklists about making care decisions and planning for long-term or end of life care for a loved one
16. Questionnaires or step-by-step guides to give personal advice on the type of care your loved one needs
17. Message or chat with other caregivers about their personal experiences with various care giving services and service providers
18. Personalized advice that considers your loved one’s condition to produce a personalized plan to prepare for their discharge from a health facility
19. Connect socially with other caregivers to share and learn from personal experiences
20. Information and resources on how to access services for emotional, mental health, or social support to help you manage the challenges of providing care to a loved one
21. Read about other caregivers’ personal experiences and information on providing long term or end-of-life
22. Contribute to or view inspirational stories about providing care to a loved one
23. Learn about services of professional in-home caregiver or home aide
24. Learn about assisted living facility or other special care services