

Participatory Design with Health Consumers

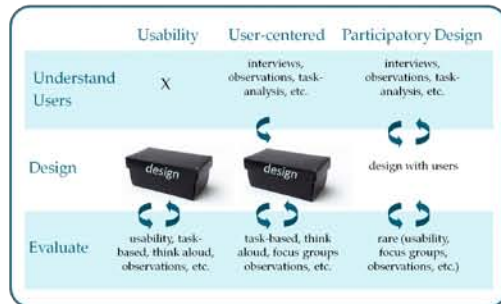
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part-i-pa-to-ry de-sign (pär-'ti-sə-pə-'tór-ē di-'zīn) *design method.*
A method for designing technology with users. abbreviated PD

mu-tu-al learn-ing (myū-chə-wəl 'lærn-ēn) *concept.*
Designers and users learn from one another during the design process. Both designers and users are viewed as experts in their own domains. Designers learn from users' experiences and users learn more about technology and the design process.

User-Centered vs. Participatory Design



Why PD?

- Learn more about users
- Design useful, realistic technology
- Design technology consistent with user values and goals
- Identify pitfalls before implementation

Challenges Adapting PD Methods to Consumer Health Setting

Traditional PD Setting

- Pre-existing group (workers in workplace)
- Existing problems persist
- Established ways to work together
- Shared work practice
- Familiar "problem" or process to address being designed for
- Common work environment

VS.

PD with Health Consumers

- Group of strangers (health consumers)
- Negotiate ways to work together
- Negotiate common language
- Individually evolved work practices
- Group must get on the same page before design begins
- Similarities in work environments

Experiences Designing with Health Consumers

Personal Health Information Management Technology for Breast Cancer Patients (in progress)

Participants: breast cancer patients and survivors
Duration: 6 groups, 3 meetings each
Methods: future workshops, paper prototyping, scenarios, storyboarding, and design journals

Consumer Perspectives on Personal Health Information Management

Participants: general health consumers
Duration: 1 PD group, 1 focus group
Methods: Future workshop & paper prototyping



Supplies for storyboarding and paper prototyping



Design journal and prototyping supplies



Whiteboard for brainstorming, making lists, and posting agenda

Practical Lessons Learned

Encourage participants to address one another and collaborate

Provide tools for participants to express their design ideas in their own language

Participate in designing without dictating the outcome

Use participants' language and be aware of language differences

Set goals for the group and post agendas

Listen (and expect to translate into specifications later)



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More information about Participatory Design (PD):

General Participatory Design

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