



# Riley Children's Health: Re-imagining Clinical Collaboration

April 25th, 2024

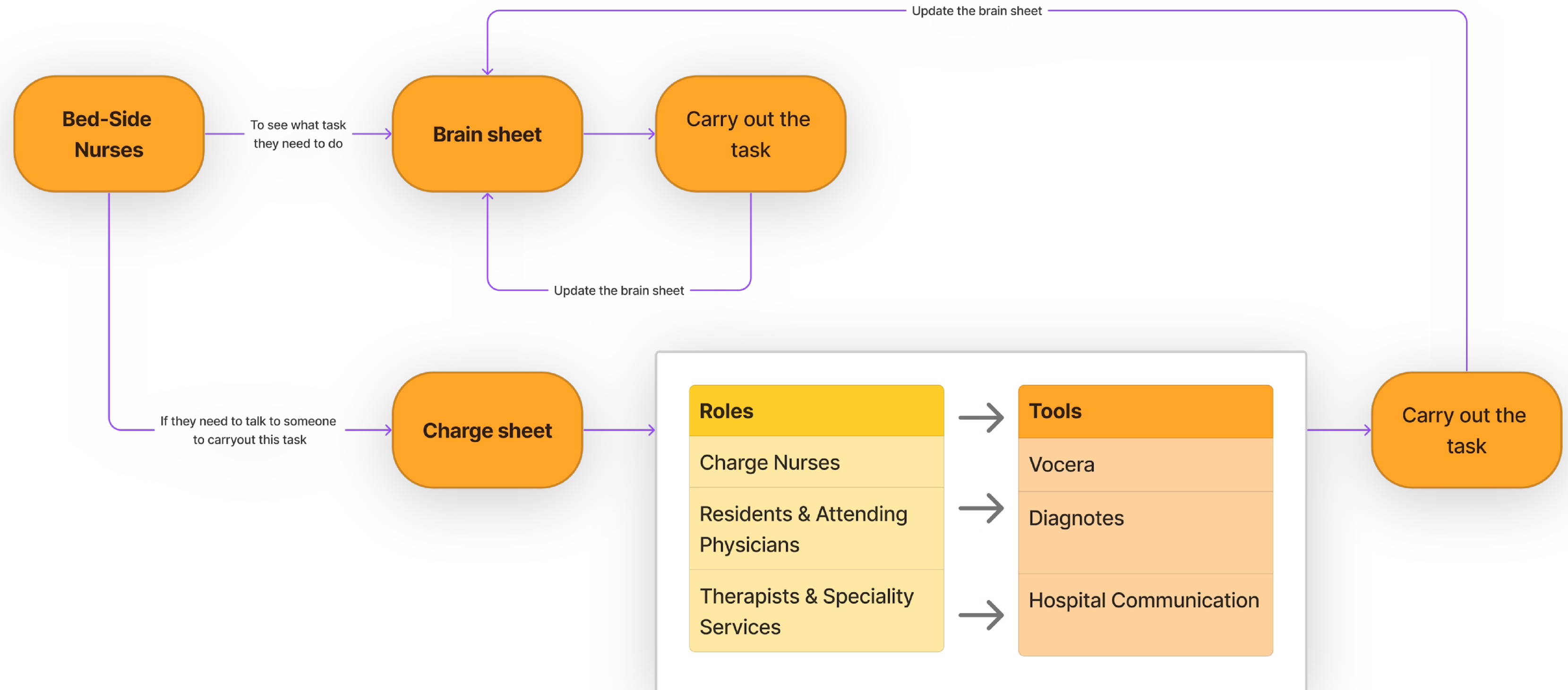
**Team:** Dhaval Walavalkar, Hemanth Pawar, Manali Parab, Sreemayi Rapolu.

**Mentors:** Dr. Emily Mueller and Dr. Andrew Miller.





# Scenario of a nurse working on day-shift



## Problem Statement

**HOW CAN WE CREATE A COMMUNICATION  
SYSTEM TAILORED TOWARDS HEALTHCARE  
PROFESSIONALS TO ENSURE EFFECTIVE PATIENT  
CARE?**

# Research & Analysis

We took a qualitative approach to our research. We started with analyzing survey data from previously conducted research. We then conducted literature reviews, contextual inquiries, onsite observations, and user and stakeholder interviews, to get to the root problem to be solved.



Competitor  
Analysis

**10+**



Research  
papers

**8+**



In-Person  
Observations

**15hrs+**



Minutes  
of Interview

**160min+**

# Research & Analysis



Competitor  
Analysis

10+



# Research & Analysis



Research papers



# Research & Analysis



In-Person  
Observations

15hrs+



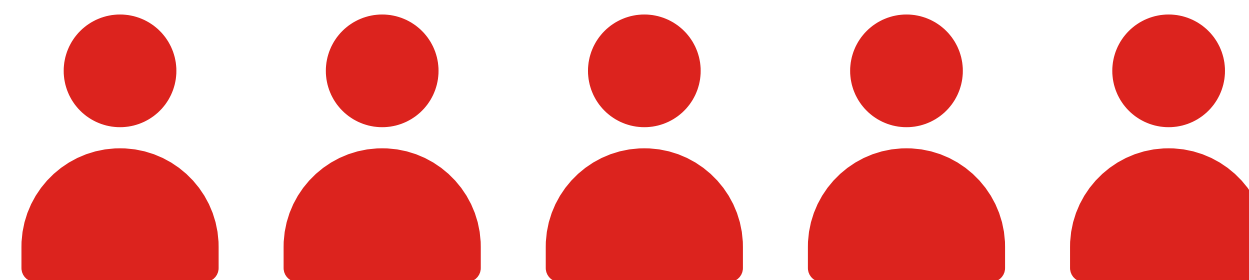


# Research & Analysis



Minutes  
of Interview

**160min+**



Demographic: **5 user interviews** with **nurses** at Riley Children's Hospital

Duration: **45 mins - 1 hr**, each interview

# Findings



Themes emerged



**Difficulty in contacting other specialities**

Missed notifications and alerts

No texting-etiquette

**No way to identify if a care team personnel is available**

Don't know who to contact if its a specialized task

Duplication of notes

# Major problems we focused on

Identified six key issues and narrowed the focus to two:

01

Streamlining the process of **identifying the person in charge** and **reducing difficulty in contacting other specialties.**

02

**Improving communication** among the care team through digital mediums.

# PROTOTYPE

01

## Trying to Find the Right Person to Contact

**Description:** A nurse needs to quickly locate and contact the right person-in-charge within their department or other departments in the hospital. This could be a physician, specialist, or another nurse responsible for specific patient care.

02

## Sending an Update Regarding a Patient to the Care Team

03

## Calling Another Nurse

<https://www.figma.com/proto/NtJHvPqP6KgVW5ex3zeC0h/Capstone---design-file?page-id=100%3A11&type=design&node-id=317-896&viewport=273%2C73%2C0.11&t=RRODpIfmUMagtwR6-1&scaling=scale-down&starting-point-node-id=352%3A4660&show-proto-sidebar=1&mode=design>



# PROTOTYPE

01

**Trying to Find the Right Person to Contact**

02

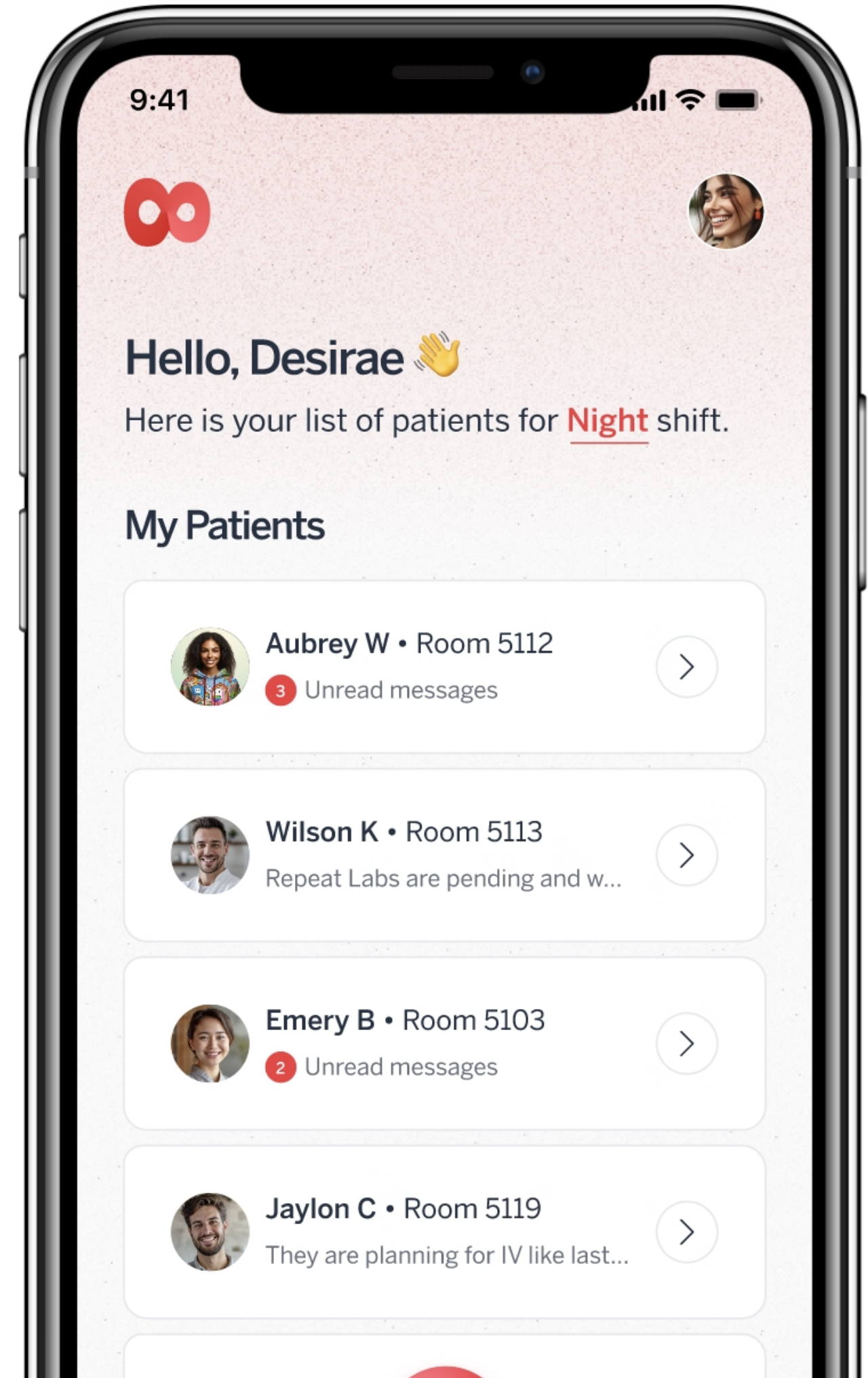
**Sending an Update Regarding a Patient to the Care Team**

**Description:** After attending to a patient, a nurse needs to provide an update to the care team, including doctors, specialists, and other nurses involved in the patient's treatment plan.

03

**Calling Another Nurse**

<https://www.figma.com/proto/NtJHvPqP6KgVW5ex3zeC0h/Capstone---design-file?page-id=100%3A11&type=design&node-id=317-896&viewport=273%2C73%2C0.11&t=RR0Dp1fmUMagtwR6-1&scaling=scale-down&starting-point-node-id=352%3A4660&show-prot-sidebar=1&mode=design>



# PROTOTYPE

01

**Trying to Find the Right Person to Contact**

02

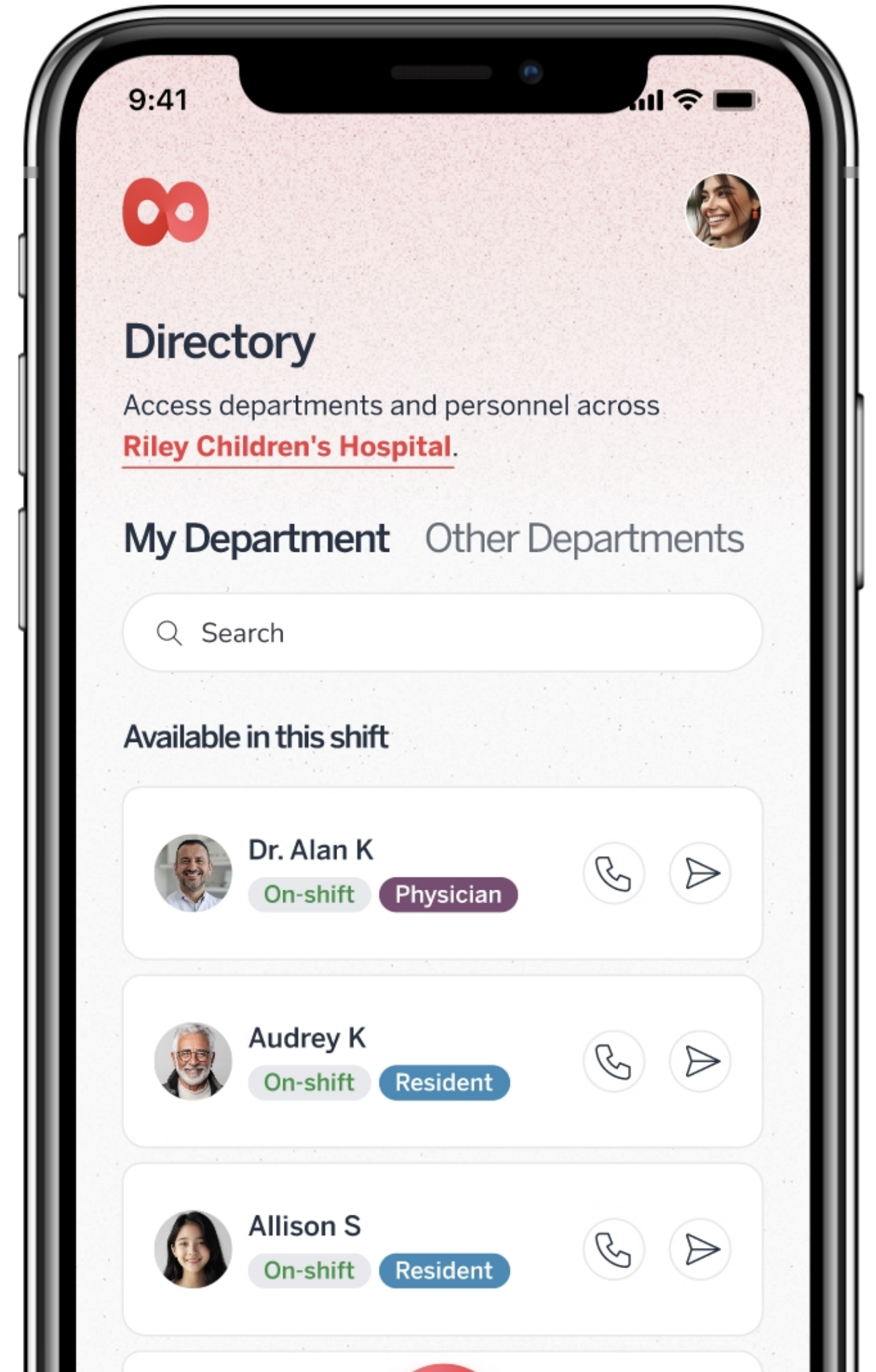
**Sending an Update Regarding a Patient to the Care Team**

03

**Calling Another Nurse**

**Description:** In a time-sensitive situation or for urgent communication, a nurse needs to quickly call another nurse for assistance or collaboration on patient care.

<https://www.figma.com/proto/NtJHvPqP6KgVW5ex3zeC0h/Capstone---design-file?page-id=100%3A11&type=design&node-id=317-896&viewport=273%2C73%2C0.11&t=RR0Dp1fmUMagtWR6-1&scaling=scale-down&starting-point-node-id=352%3A4660&show-prot-sidebar=1&mode=design>



- Pulmonary Open
- Cardiology Open
- Laboratory Closed

**Aubrey W**  
Room 5112

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**Radiation therapy for brain tumor**  
Treatment for

**Mar 15, 2024**  
Admitted on

Hello Desirae  
How can I help you today?

**Call Audrey Kahn**



**HealthSync**  
Providing effective communication for care providers for better treatments.

HealthSync, an IU Health product helps facilitate better communication and status availability for care givers for better care.

**Hello,  
Brandon Matthews**

**Nudge for Acknowledgement**

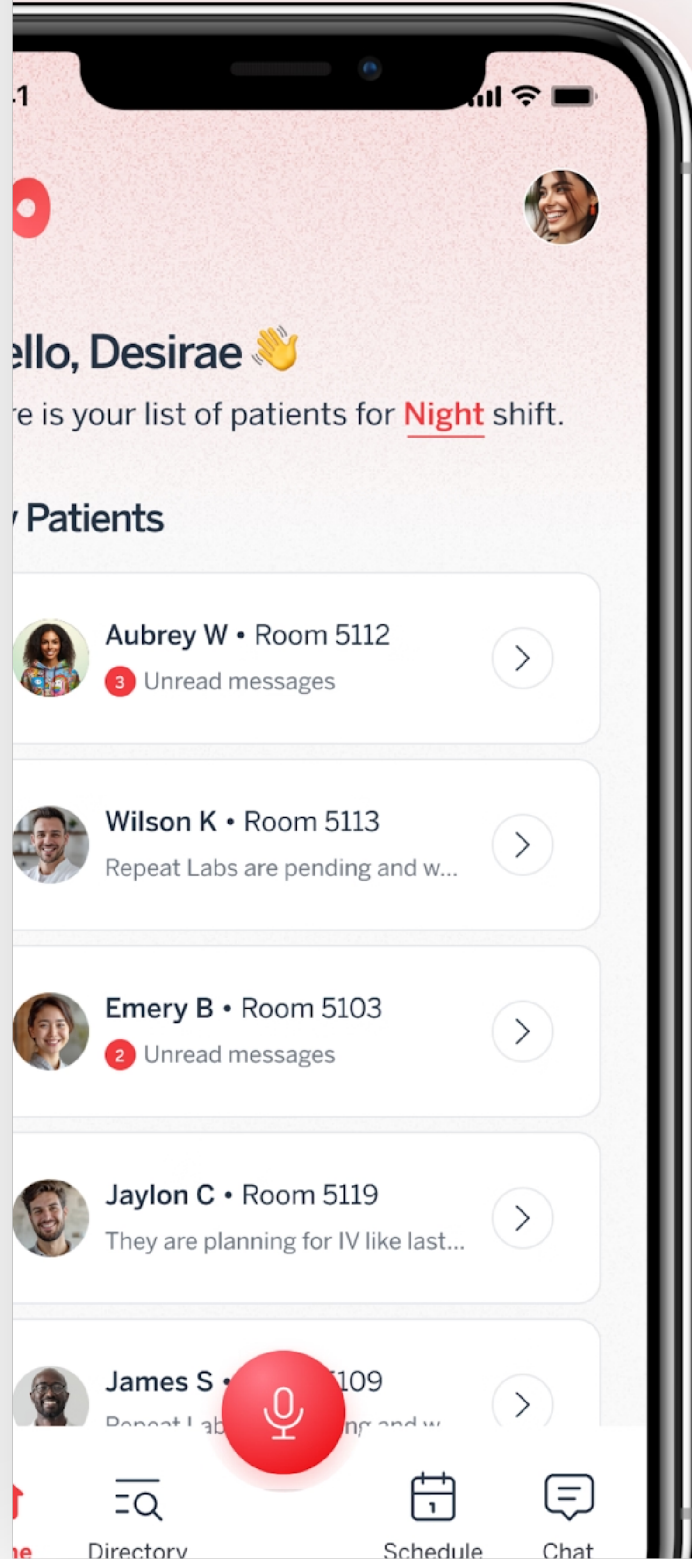
**Audrey Kahn**  
Resident

**Dr. Alan K**  
Physician

**Allison Sass**  
Resident

Send Nudge to Audrey Kahn and Allison Sass

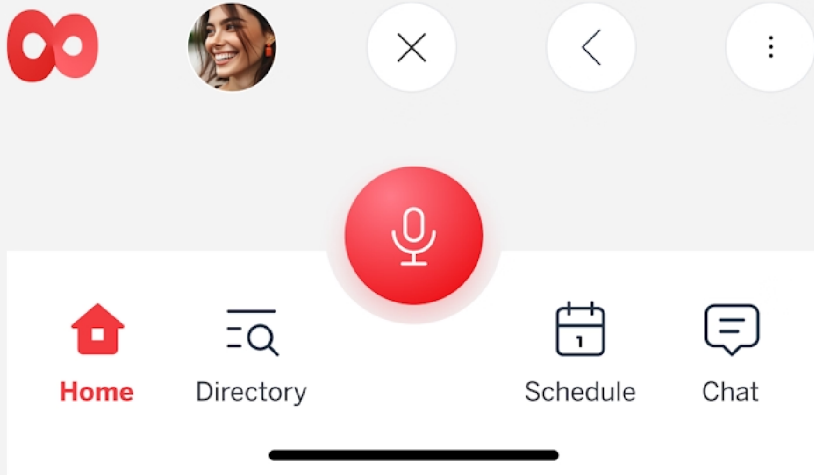
**Send Nudge**



# The font is, Benton Sans

## Typography Guide

Heading 1	20px
Heading 2	16px
Heading 3	14px
Body	12px
Smaller body	10px



Primary DC221E	Secondary F23A3F	Tertiary FED7DB	Error E-40
On Primary	On Secondary	On Tertiary	On Error Container E-100
Surface Bright F3F3F3	Surface FFFFFF	Surface Dim E7E9EC	Error Container E-90
Personnel N-10	Personnel NV-30	Personnel NV-50	Personnel NV-80
Text N-20	Inverse On Surface N-95	Inverse Primary P-80	On Error Container E-10
Personnel N-10	Personnel NV-30	Personnel NV-50	Personnel NV-80
Scrim N-0	Shadow N-0		



# What Problems is Our Solutions Solving?

- 01 **Reducing the number of devices** used by nurses.
- 02 **Simplifying** the ability of nurses to **find the right person to contact.**
- 03 Ensuring proper **texting etiquette using templates** and **nudges for acknowledgment.**

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**THANK YOU!!!**

TEAM HEALTHSYNC



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