

# TRANSPORTATION

A BJC Healthcare Project

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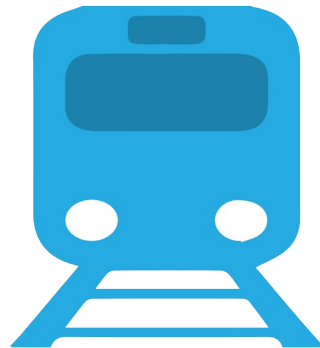
**PROBLEM**

**IMPERFECT HEALTH IS STRESSFUL**

# PROBLEM

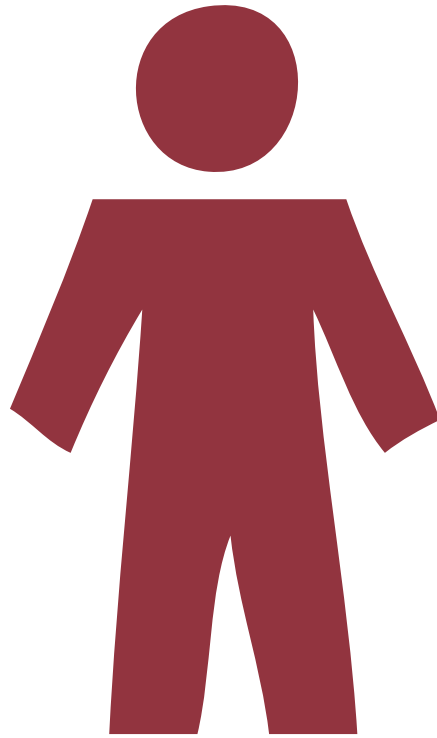
## IMPERFECT HEALTH IS STRESSFUL

It's more stressful when patients lack emotional and logistical support to get to and from their appointment.



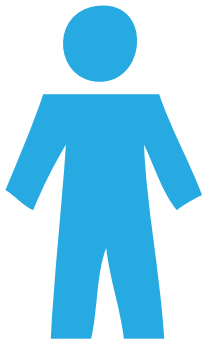
**RESEARCH**

# **SOCIAL WORKER**



We met with multiple social workers

## Patient Pain Points



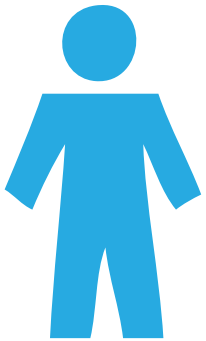
Navigating transportation by themselves can be overwhelming

Don't always want to ask their friends and family for help

Value independence

# RESEARCH

## Patient Pain Points

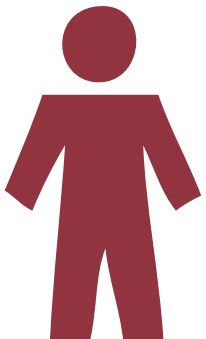


Navigating transportation by themselves can be overwhelming

Don't always want to ask their friends and family for help

Value independence

## Social Worker Pain Points



"I feel like a travel agent"

Can't give more social patients the time they'd like

"Case-worker is the educator"

# INSIGHTS

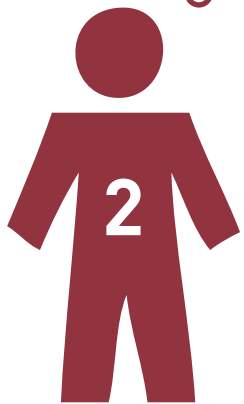


- ○ ○ After my appointment, sometimes I can't get into my house and have to come back to the hospital. I often feel alone in navigating healthcare.

# INSIGHTS



After my appointment, sometimes I can't get into my house and have to come back to the hospital. I often feel alone in navigating healthcare.



My day-to-day work life is more reactive than proactive in helping patients navigate transportation. I am often overwhelmed.



# INSIGHTS

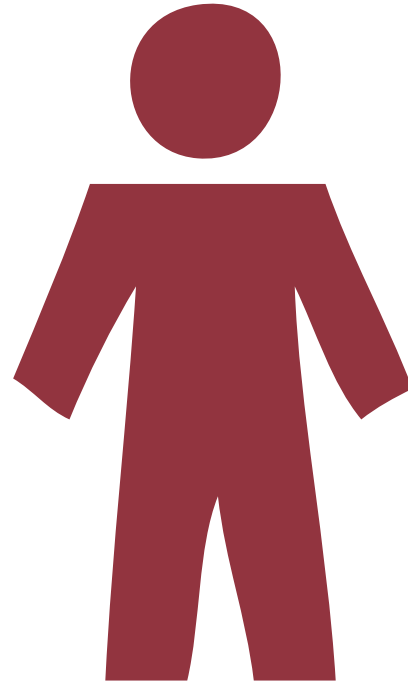


Some patients have to navigate their illness and their transportation without help from friends or family.

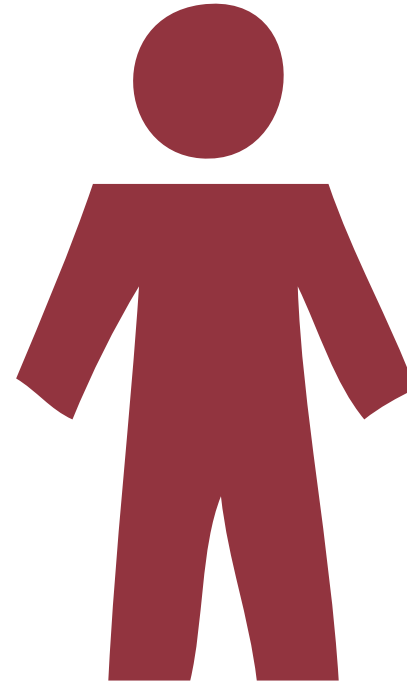
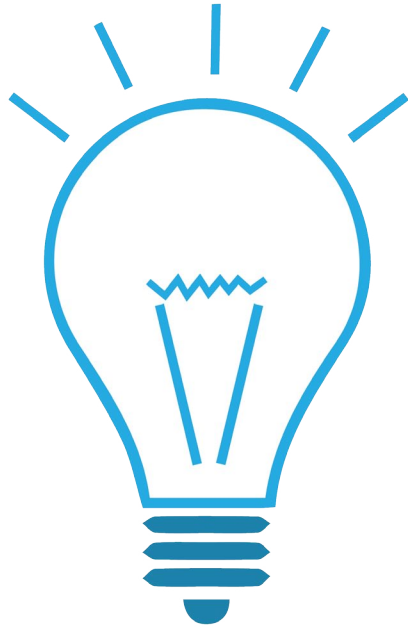
Therefore, the social worker can be a main source of support for patients. However, they are often too busy to fully provide this personal support.



# IDEATION



# IDEATION



“It’s our duty to make sure the patient gets home and make sure the home is functional.”

- Maura Darcy, Supervisor of Social Work at Barnes

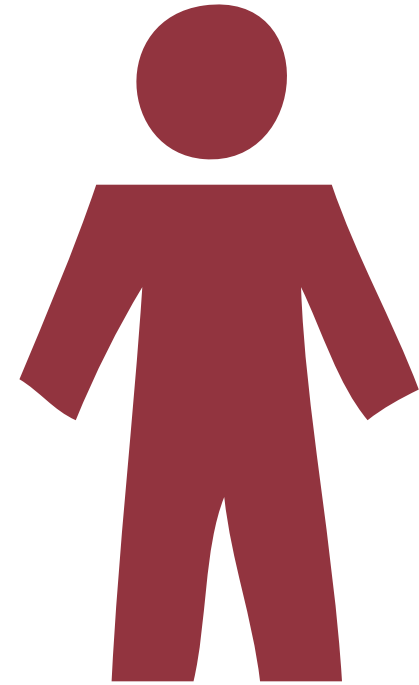
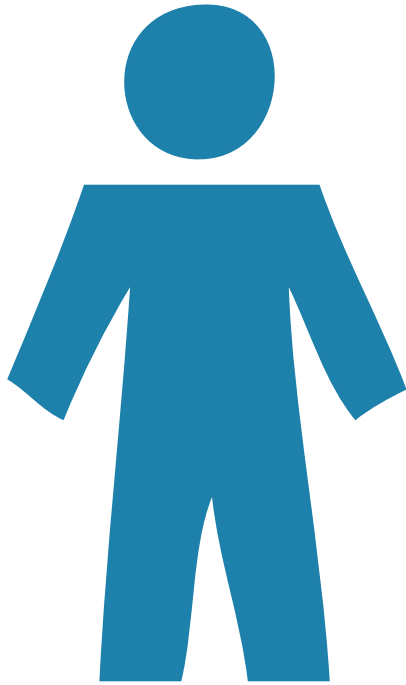
**IDEATION**

**GAMING & SOCIAL MEDIA**

# IDEATION

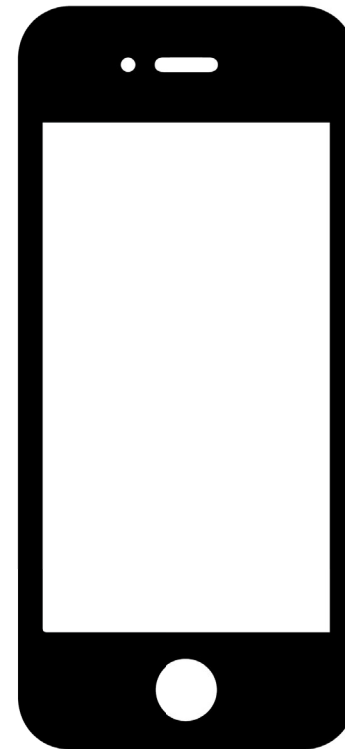
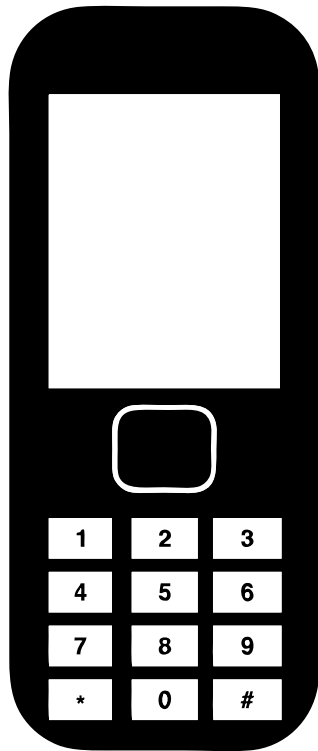


# IDEATION



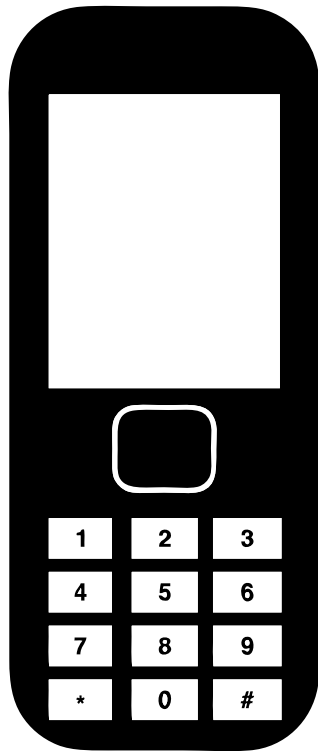
# RESEARCH

## ELDERLY

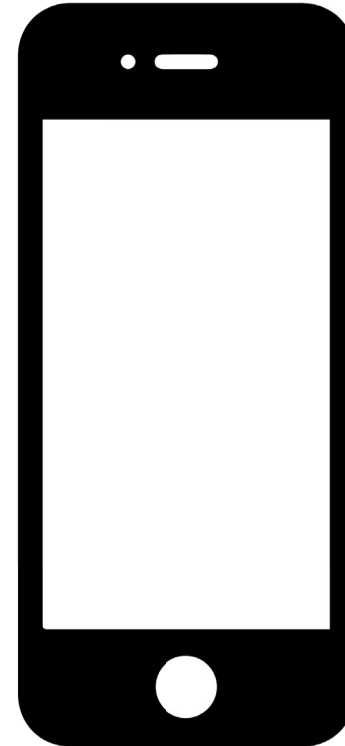


# RESEARCH

## ELDERLY



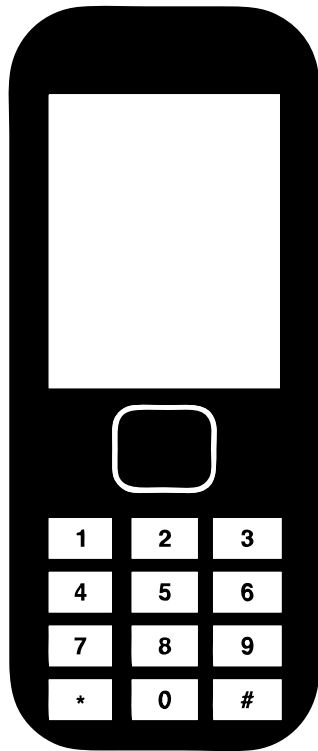
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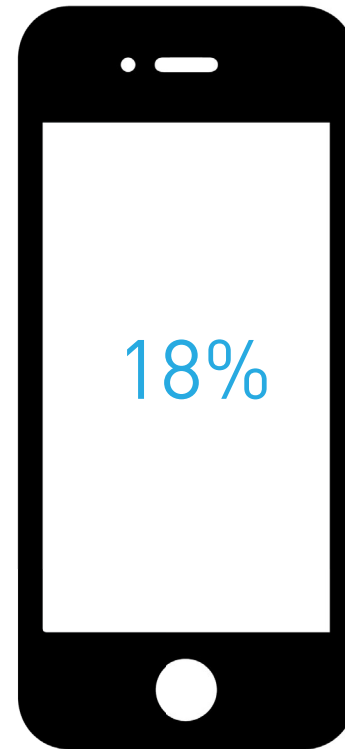


# RESEARCH

## ELDERLY



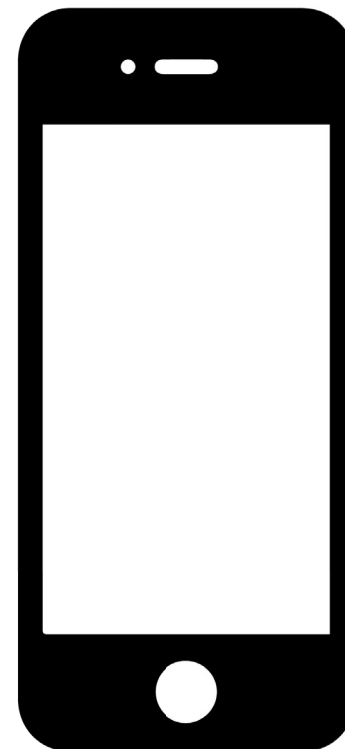
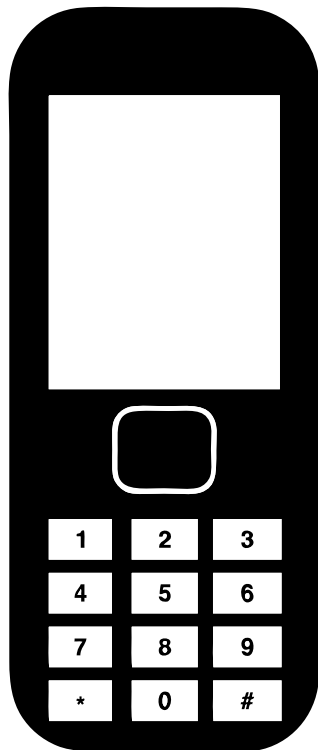
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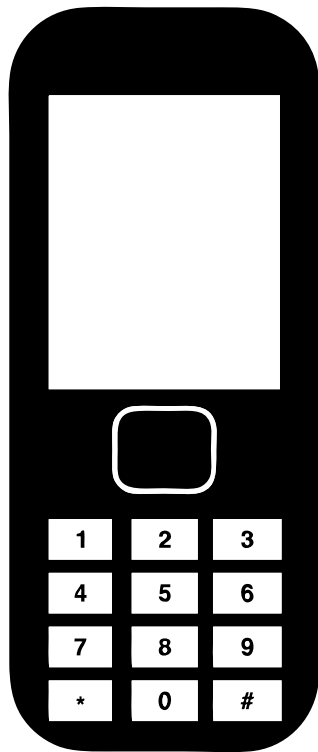
# RESEARCH

< \$30,000/year

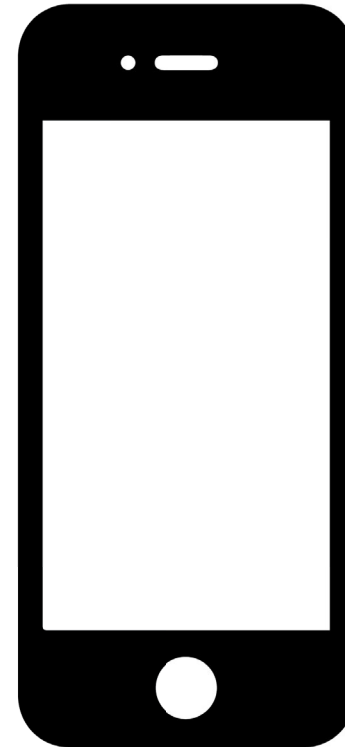


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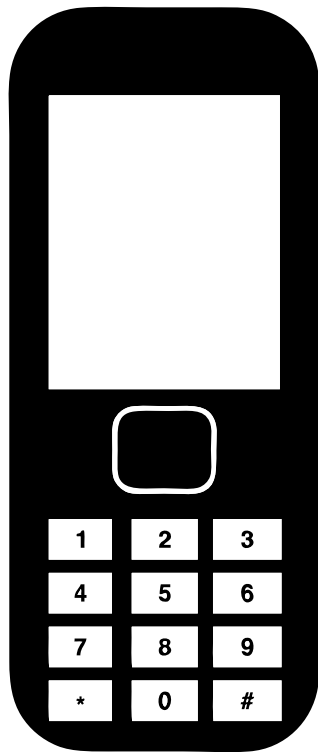


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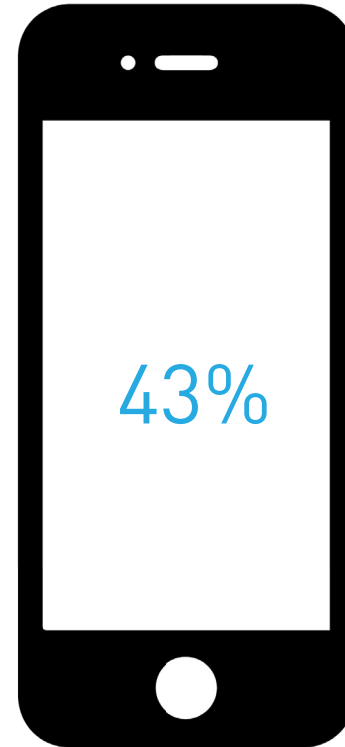


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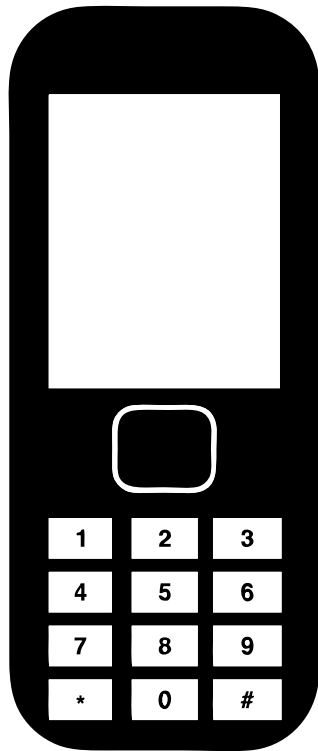


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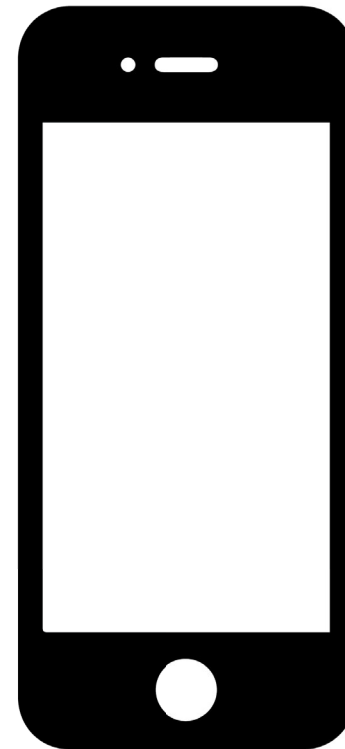
# REFRAME

**Complex.**  
**Uncertain.**  
**Concern.**

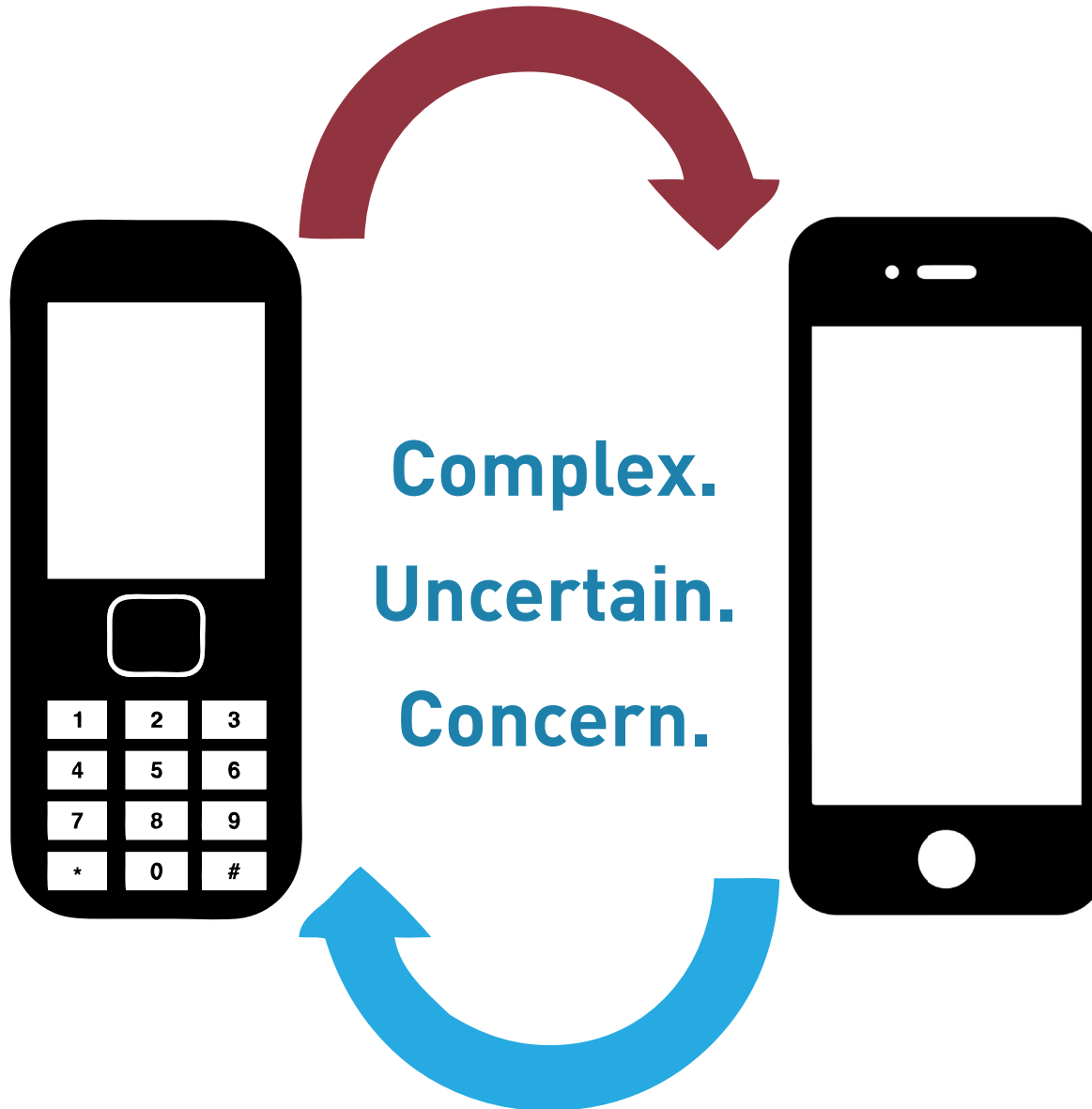
# REFORM



**Complex.**  
**Uncertain.**  
**Concern.**



# REFRAME



THE IDEA

SafeLink



# RESEARCH

## Additional functionality

Patient & social worker

# RESEARCH

## Additional functionality

Patient & social worker

## Usability Testing

## Additional functionality

Patient & social worker

## Usability Testing

## BJC

Integration with current system

Integration with social worker's current responsibilities

**WHAT'S NEXT?**

**WHAT'S NEXT?**

**HEALTH STATUS CHECK-IN**

# WHAT'S NEXT?

HEALTH STATUS CHECK-IN

RESCHEDULE APPOINTMENT

# WHAT'S NEXT?

HEALTH STATUS CHECK-IN

RESCHEDULE APPOINTMENT

MEDICATION INSTRUCTIONS

# WHAT'S NEXT?

HEALTH STATUS CHECK-IN

RESCHEDULE APPOINTMENT

MEDICATION INSTRUCTIONS

NOTES FOR DOCTOR



# WHAT'S NEXT?

HEALTH STATUS CHECK-IN

RESCHEDULE APPOINTMENT

MEDICATION INSTRUCTIONS

NOTES FOR DOCTOR

TRANSPORTATION PHONE LINE

**THANK YOU**