Different stakeholders have various focuses and needs while using preference cards. Based on our investigation, we create visualizations to help us understand concepts around preference card. Journey map focuses on the work flow around preference card from creation to revision, while communication network indicates the information flow between various stakeholders. With these understandings, we generate important features to leverage preference card to meet various stakeholders’ needs.

## Preference Card Journey Map

### Problem and Opportunity

We interviewed various stakeholders and conducted observation sessions to explore the status and needs of the preference card. Stakeholders who interact with preference cards are different, including surgeons, OR nurses, specialty managers, and DCAM/CCD. Consequently, we identified various issues and opportunities around preference card.

#### Opportunities

- **Accurate Communication:** There is a need for accurate communication between stakeholders, especially in the “Created” and “Updated” stages. A scheduler needs to coordinate with doctors to ensure that all necessary tools are prepared, while the OR nurse confirms that all tools are present and ready for use.

#### Challenges

- **Information Clarity:** There is a lack of information clarity, especially in the “Confirmed” stage. The OR nurse needs a clear understanding of the tools that are required for the surgery, which can be challenging when dealing with a large number of tools.

### Stakeholder Communication Network

The design of the preference card is intended to accommodate multiple purposes, including simplicity, accuracy, and efficiency. The design supports various stakeholders, such as surgeons, OR nurses, specialty managers, and DCAM/CCD.

#### Customization

Customization is critical to ensure that the preference card meets the specific needs of each stakeholder. Stakeholders can customize the preference card according to their specific requirements.

#### Accuracy

Accuracy is essential in the preference card to ensure that all necessary tools are prepared for the surgery. The preference card should reflect the most up-to-date information.

#### Preferences

Preferences are crucial in the design of the preference card to accommodate the specific needs of each stakeholder. Stakeholders can specify their preferences to ensure that all necessary tools are prepared for the surgery.

### Preference Card Redesign Concepts

#### Customized Information and Features

- **OR Nurse:** OR nurse can customize the preference card according to their specific needs.
- **Surgeon:** Surgeon can specify their preferences to ensure that all necessary tools are prepared for the surgery.
- **Specialty Manager:** Specialty manager can review the preference card and provide feedback.
- **CSP:** CSP can update the preference card based on the feedback received.

#### Information Sharing

- **OR Nurse:** OR nurse can update the preference card based on the feedback received.
- **Specialty Manager:** Specialty manager can review the preference card and provide feedback.
- **CSP:** CSP can update the preference card based on the feedback received.

### Functional Requirements

- **OR Nurse:** OR nurse can update the preference card based on the feedback received.
- **Specialty Manager:** Specialty manager can review the preference card and provide feedback.
- **CSP:** CSP can update the preference card based on the feedback received.

#### User Interface

- **OR Nurse:** OR nurse can customize the preference card according to their specific needs.
- **Surgeon:** Surgeon can specify their preferences to ensure that all necessary tools are prepared for the surgery.
- **Specialty Manager:** Specialty manager can review the preference card and provide feedback.
- **CSP:** CSP can update the preference card based on the feedback received.

#### Technical Specification

- **OR Nurse:** OR nurse can update the preference card based on the feedback received.
- **Specialty Manager:** Specialty manager can review the preference card and provide feedback.
- **CSP:** CSP can update the preference card based on the feedback received.

### Conclusion

The redesign of the preference card aims to improve the information flow between various stakeholders, ensuring accuracy, simplicity, and efficiency. Stakeholders can customize the preference card according to their specific needs, and the card provides real-time updates to ensure that all necessary tools are prepared for the surgery.