What’s Next for Independent Living?

Client
Illinois Department of Human Services

Industry
Healthcare Service

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Expertise
Contextual research, analysis, insight framing, co-creation workshop, concept development, storyboarding

Team
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To better understand the challenges, perspectives, and meaningful moments of customers and providers within the Home Services Program and to propose opportunities to improve the program experience for all.

**The Challenge**

To better understand the challenges, perspectives, and meaningful moments of customers and providers within the Home Services Program and to propose opportunities to improve the program experience for all.
Design Process

**Research Planning**
- Research questions
- Research protocol

**Data Collection**
- Interviewing
  - Home interviews with customers and providers
- Mapping exercises
- Stakeholder interviews

**Analysis**
- Structured debrief
- Clustering
- Journey mapping
- Value web

**Synthesis**
- Insights themes
- Scenarios/ Round robin exercise

**Observations** → **Insights** → **Preliminary Ideas** → **Opportunity space**

- Themes & Design Principles
- Concept generation
Primary Research

Research Goal

• To understand the process of getting/providing the service from HSP. Identify the pain points and opportunities.

• To understand relationships between providers and customers and find out what are the challenges they have in their daily task.

• To understand the interaction between customers/providers and other stakeholders. How does customers/providers see the value of the program.

- Stakeholder interviews (DHS, ACCESS, RIC, SEIU)
- HSP customer interviews
- Personal assistant interviews
- Events attended:
  - HSP training
  - ACCESS LIVING visit
  - Disability and Inclusion panel
  - DHS hearing
Create an open & transparent channel for customers and providers to voice their needs/status and receive feedback from the system.

Channels of Feedback
Create an open & transparent channel for customers and providers to voice their needs/status and receive feedback from the system.

Communication Mechanisms
Communicate openly and enable transparency of information to ensure smooth programmatic operations.

Time Challenges
Build flexibility into the program to address time management.

Community of Support
Build a sense of accountability and trust through a community of care, preventing things like inconsistency of care and fraud.
Aspects of Quality of Care
Build continued learning opportunities for providers to improve quality of care and support their own professional development.

Manifestations of Independent Living Philosophy
Leverage the Independent Living Philosophy to reflect the whole individual and the nuances of their needs.

Influencers

Users + Context

Customer Engagement Outside the Home
Empower the independence of the whole customer beyond the confines of the home environment.

Caregiving Challenges
Design with sensitivity to family member or non-family member provider context.

User Workarounds
Tap into customers’ resourcefulness and recognize the potential of government involvement in the use of technology to improve program.

Transition of Information
Develop infrastructure to support smooth transitions across program and provider changes.
Journey Mapping and Storyboarding

Before HSP > Learns about HSP > Applies for HSP > Customer/IP match > Service begins > Exits HSP

Customer

Provider

Molly gained her disability from a car accident. The family is going through huge changes.

Molly

Phoebe

Ivy

HSP

Molly

Ivy

HSP

Hi. Nice to meet you!

Hi. What can I do for you?
Co-creation Workshop

Four collaborative ideation groups with a mix of students, designers, state, and union representatives designing concepts using a round robin concept generation exercise.
Synthesis and System Map

To understand the whole picture of the problem, we created a system map. Eight concepts has different focuses to address the problem as a whole.
Eight Concepts and Evaluation
We brought eight concepts back to our stakeholders including DHS and Access Living to understand the desirability and feasibility of the user. We filtered three concepts to continue developing them.