23GEB101 - Design Thinking and Innovation

Importance & testing the with people

User Acceptance Testing

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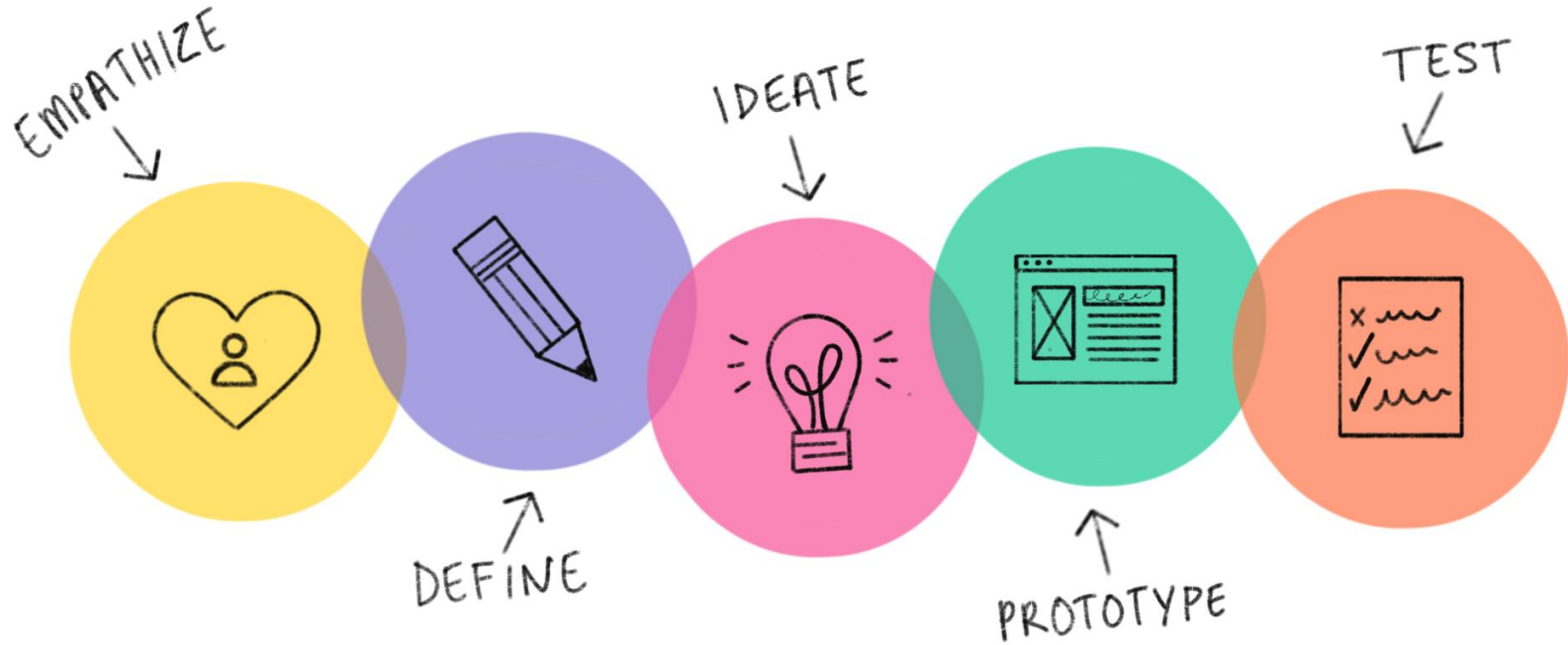**Assistant Professor/CSE-IoT**

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Design Thinking

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Importance & testing the design with people

In healthcare centres we could have seen that patients will be waiting for long time to meet the doctor or to show the reports etc.,

Even though the hospital have lot of facilities they must be available immediately for emergency. For out patients they are spending most of the time for checking and giving the reports.
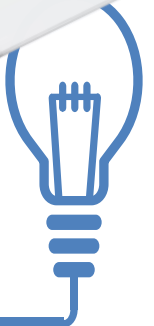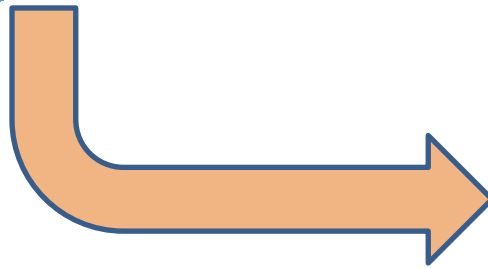
Empathy

Whittington hospital in UK has faced the problem of handling the crowd.

Whittington hospital had a very clear objective   to reduce waiting time and increase patient satisfaction. To solve this problem they decided to follow Design Thinking process and started empathy with their patients, public, friends, relatives etc.,

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Empathy

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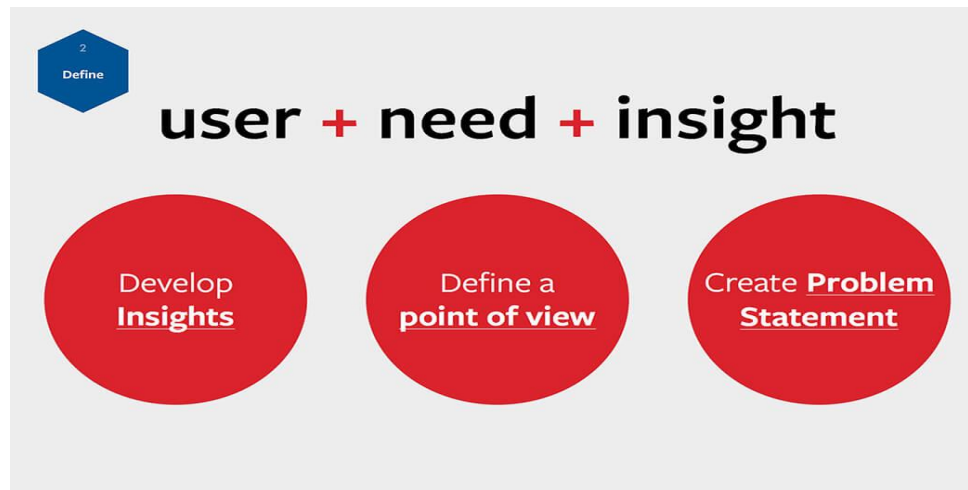
Define

To avoid queues and long waits to show the reports or to meet the doctor for prescriptions.

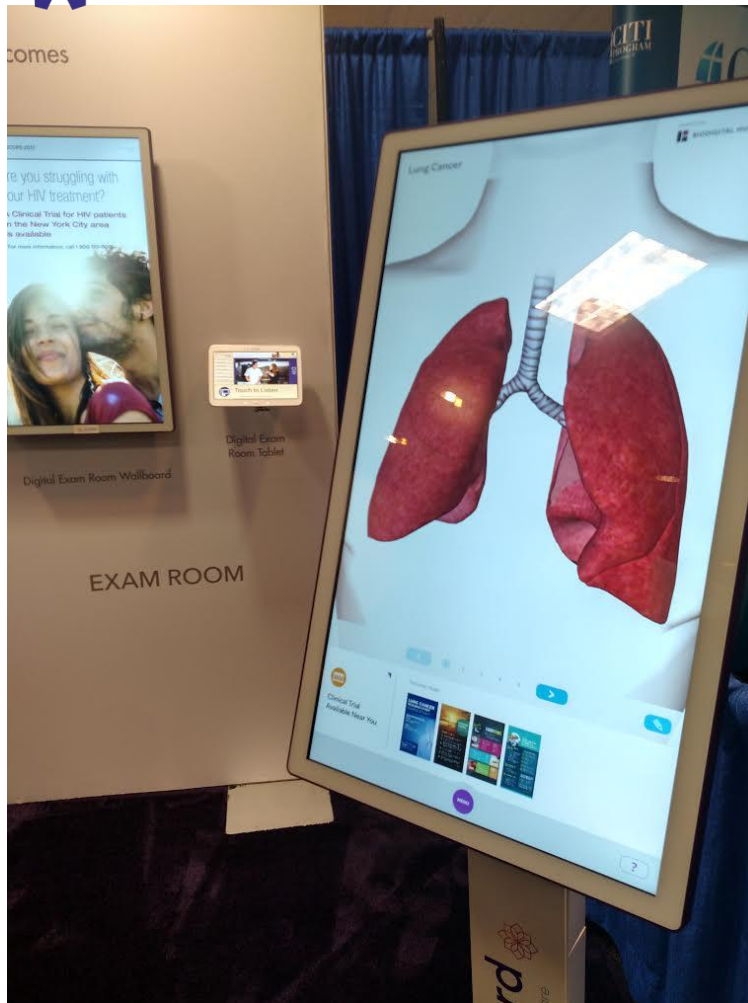To see the results from anywhere without going to the hospital unnecessarily.

The redesigning of scanner must be attractive for the children.

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Ideate

✓Create a specific waiting room to avoid queues and long waits.
✓Develop an app for the patients to download their test results soon.

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Prototype

Applying Design Thinking they created delivery points for patients with a specific waiting room, avoiding queues and long waits, also they have developed an app for the patients to download their test results soon.

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Importance in testing the design

❖ Improved the pharmacist-patient communication and created private consultation areas to monitor the medication for more confidential help.

❖ All this resulted in greater satisfaction of patients and families with the new service.

❖ An increase in sales and motivation of the hospital staff was observed.

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