Project plan

Samen aan Z

Interreg

Flanders

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Version

Version	Date	Author(s)	Amendments	Status
1.0	26-03-2024	Everyone	First setup of the document	Ongoing
1.1	09-04-2024	Everyone	Tweaks to the sub research questions	Ongoing
1.2	10-04-2024	Everyone	Adaptation to work schedule	

Communication

Version	Date	To
1.0	26-03-2024	Dennis Kirsch

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1. Project Assignment

1.1 Context

Lectorate Interaction Design, operating under the project name "Samen aan Z," focuses on leveraging interaction design principles to address pressing societal issues. The company specializes in creating innovative solutions that facilitate collaboration and communication among stakeholders in various domains. In response to the prevalent issue of retaining healthcare workers and ensuring their well-being, Lectorate Interaction Design has undertaken a project titled "Mining for Healthcare Feedback (Samen aan Z)." The assignment aims to develop novel approaches to gathering welfare information from healthcare workers in a manner that is both interactive and respectful of their time constraints.

1.2 Goal of the project

The primary goal of this project is to address the critical issue of high turnover rates in the healthcare sector. Our goal is to learn more about the welfare of healthcare workers, who frequently have it compromised by a demanding work environment, unhappy employees, and a lack of staff.

What exactly is the issue? Healthcare workers are quitting due to stress, job dissatisfaction, and not enough colleagues.
What is the problem to be solved or what is the challenge? The challenge is to replace the current long and time-consuming survey with a new, quick, and engaging method to gather important information about healthcare workers' welfare without taking up much of their time.
What are the consequences if nothing is done? The problem could worsen, affecting patient care and the healthcare system.
What has already been done to arrive at an answer? So far, the approach to understanding the healthcare workers' issues has been through a 16-page survey. The client is looking for a new solution that is quick, engaging and doesn't take much time from the healthcare workers' busy schedules. The goal is to replace the survey with a more efficient and enjoyable method of collecting information.

1.3 The assignment

The idea is to gain information regarding the welfare of a healthcare worker. The assignment given to us is to find a concept that is more interesting and interactive than their current one, as the one they have currently is a survey which is time-consuming for the healthcare employees. This could range from something digital to something physical (or a combination of). The results need to be something tangible that could be brought into production by the lectorate team at the end of this period.

1.4 Scope

The assignment encompasses the conceptualization, design, and implementation of interactive feedback solutions tailored specifically to the needs and constraints of healthcare workers. The focus is on developing approaches that encourage participation, ensure anonymity where desired, and yield actionable insights for healthcare organizations to improve employee retention and satisfaction.

The project includes:	The project does not include:
1 Develop innovative solutions for gathering welfare information from healthcare workers.	1 A website

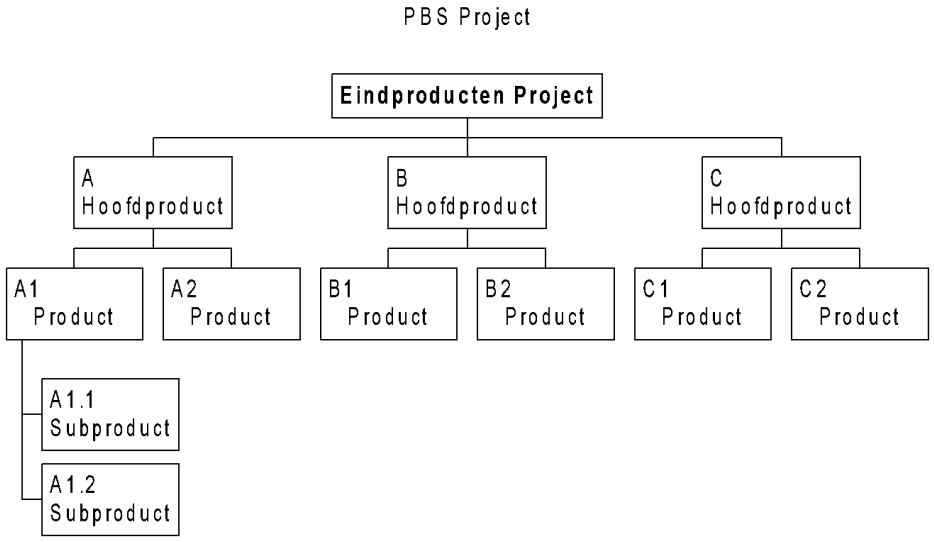
2 Respect the time constraints and busy schedules of healthcare professionals.	2 An app
3 Ensures anonymity and confidentiality in the feedback-gathering process.	

1.5 Conditions

The conditions of the project are strict. We can't consume more time of the healthcare workers as the surveys applied by Samen aan Z already take a lot of time to do. The client doesn't want a website, because they already have a platform, they also don't want an app. We need to come up with a solution that doesn't take more time and is easy to use for the target audience, which is also not limited by physical objects like wearables. We don't have to improve the current application used by the target audience, because it is proven that the surveys and such work. We have to gather data in other ways that are related to the conditions.

1.6 Finished products

<<A Product Breakdown Structure of the end and intermediate products that the project will deliver with a short description in text of each product. The end products are more than the project plan and the product itself. Also, for example, requirements and architecture documents and research and test reports are typical parts of a PBS. These documents are important for the relevant stakeholders during development as well as during the transfer and during the management phase. During the project you can change the PBS and you can add or remove products in consultation. >>



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1.7 Research questions

Main question:

How can we find better ways to gather data from the health workers without taking more of their time?

Sub questions:

Data gathering:

- Which technologies can be used to gather data?
- What other methods have been used to gather data from the target audience?
- What are the ethical considerations and potential privacy concerns associated with gathering data?
- What survey questions can be remade into different solutions?

Healthcare workers

- Where are the good places to place this technology?
- How can the technology be used in existing workflows of the target audience?
- How can we make giving feedback quicker for healthcare workers?
- What challenges do healthcare workers face while filling in the current data gathering method?

2. Approach and Planning

2.1 Approach

Sprints: Each sprint will be 2-3 weeks long.
Sprint Setup: At the beginning of each sprint, we will have a planning session to assign tasks and define goals.
Stand-Up: Daily stand-up meetings will keep our team aligned and focused on the sprint's objectives.
Demos: At the end of each sprint, we will hold a demo to showcase the progress and gather feedback.
Retrospective: After each demo, we will conduct a retrospective to reflect on the sprint and identify improvements for the next one.

2.2 Test approach

Usability Testing: We will conduct sessions where healthcare workers use the solution in a controlled environment. The goal is to evaluate the ease of use and effectiveness of the solution in a real-world setting.

Thinking Aloud: During usability testing, we will encourage healthcare workers/users/stakeholders to verbalize their thoughts and feelings. This method will provide insights into their experience and any issues they encounter while interacting with the solution.

Peer Review: We will regularly present the solution to colleagues and experts within the field to gather their feedback. This will help us identify areas for improvement and ensure that the solution meets industry standards.

2.3 Research methods

Discover Phase:

Library Research: Explore existing literature to understand the context and background.

Expert Interviews: Gain insights from specialists in healthcare and data collection.

Day in the Life: Observe a typical day for healthcare workers to identify pain points.

Old Survey Analysis: Review responses from the previous survey

Brainstorming: Share many different creative ideas to solve our problem.

Define Phase:

Empathy Maps: Create visual representations to understand healthcare workers' experiences.

Personas: Develop profiles representing different worker segments to tailor solutions.

Scenario: Outline potential situations to explore how workers might interact with new solutions.

How Might We Questions: Use HMW questions to reframe problems into opportunities for design thinking and ideation.

Develop Phase:

Prototyping/Sketching: Draft early versions of solutions to visualize ideas.

Co-Creation: Collaborate with healthcare workers to refine ideas and ensure relevance.

Ideation: Generate and develop new ideas

Proof of concept: Demonstrate the desirability or the feasibility of our idea or design.

Deliver Phase:

Usability Testing: Evaluate how easy and effective the solution is for healthcare workers.

Thinking Aloud: Observe healthcare workers using the solution and verbalizing their thoughts.

Peer Review: Gather feedback from colleagues and experts to improve the solution.

2.2 Learning outcomes

- how are we going to demonstrate each learning outcome in the project. Think about which of the professional products we are going to use as evidence for each of the learning outcomes.

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2.3 Breakdown of the project

Sprint 0: Project Kickoff

- **Duration:** 0,5 weeks
- **Activities:**
    - Assemble project team.
    - Establish communication channels and tools.
    - Initial project briefing and stakeholder meeting.

Sprint 1: Discovery and Research

- **Duration:** 3,5 weeks
- **Activities:**
    - Conduct brainstorming sessions to generate ideas.
    - Conduct interviews with healthcare workers and observe a typical day to identify pain points.
    - Perform a literature study on healthcare worker retention.
    - Analyze existing survey data.

Sprint 2: Define and Ideate

- **Duration:** 2 weeks
- **Activities:**
    - Synthesize research findings.
    - Develop personas and empathy maps.
    - Develop scenario
    - How might we questions

Sprint 3: Prototype Development

- **Duration:** 2 weeks
- **Activities:**
    - Create prototypes/sketches of solutions.
    - Co-creation to ensure relevance
    - Ideation

Sprint 4: Solution Refinement

- **Duration:** 2 weeks
- **Activities:**
    - Refine prototypes based on feedback.
    - Plan usability testing.
    - Collect and analyze feedback
    - Iterate on the solution based on test results.

Sprint 5: Optimisation

- **Duration:** 1 week
- **Activities:**
    - Prepare for the final delivery of the project.
    - Finalize all project documentation.

2.4 Time plan

Phasing	Effort	Start	Ready
Sprint 1	3 weeks	25-03-24	12-04-24
Sprint 2	3 weeks	15-04-24	17-05-24
Dutch design week (free)		22-04-24	26-04-24
Holiday		29-04-24	5-04-24
Sprint 3	2 weeks	20-05-24	31-05-24
Sprint 4	2 weeks	03-06-24	14-06-24
Sprint 5	1 weeks	17-06-24	21-06-24

3. Project Organization

3.1 Team members

Name + Phone + e-mail	Role/tasks	Availability
Kinlok Lau +31 6 12 29 18 97 442794@student.fontys.nl		All days if necessary
Bogdan Grigore +40728350786 484388@stdent.fontys.nl		All days if necessary
Denisa Zaharia +31625411912 477434@stdent.fontys.nl		All days if necessary
Maikel de Werd +31642007734 466943@student.fontys.nl		All days if necessary

3.2 Communication

The communication with the **stakeholders** can be done through the proper channels in Teams, whether that's in the group channel or a private message. The same applies to **teachers**.
With the other **team members,** WhatsApp is the most convenient form of communication. As for the group work, all work is documented and shared in Google Drive and Trello.