Persona client

Herman Doosje

Description

76 years old
male
Lives in a care home
Is visited by nurses 3 times a day
Family visits every weekend

Routine description

Collects menu downstairs once a week
Likes soda
Stays inside, sits a lot
Has a emergency button on watch
Waters plants
Good and bad days

Persona Main Job (Main goals)

Reducing all the little additional steps that tasks takes
Giving more independence
creating useful product
No falling anymore
Leaving room for wheelchair movement in room

Personality

Likes attention
Likes to talk
Stuborn, waits to do everything himself
Creative in finding solutions
Smart
Open

Interests

Computers
Polaroid
Likes to make jokes
Friends (facebook)
Family
Used to be woodworker

Tech savviness

Uses computer a lot
Comfortable with tools and machines
Likes technology
Uses facebook, email

Health description

Had stroke
Paralyzed on left side
left leg is slightly functional
Painkillers
Moves around with foot on ground
can lift left arm, no use in hand
In wheelchair
Keeps falling over, trips over left leg
Fell recently when going to bathroom
Foot pain at night sometimes
Feeling depressed
Physically not fit
Can stand up, use bathroom or grab plates
Broke hip once

17.00 — **18.30/19.00**

Helped out of bed by nurse
Nurses make sandwich
Nurses make him lunch
Eat sandwich
Nurses heat up his food
Does own dishes
To bed
Nurse helps him to bed

General persona

Betty van der Hoeff

Patient with Hemiplegia

General Description

81 years old
Female
Lives in an elderly home
Uses wheelchair to move around
One sided paralysis (Hemiplegia)

Routine description

Usually spends most of the day at home
Takes walks in wheelchair
Family comes visit 2 times a week
Food is brought to her by nurses
Reads a lot and writes letters to friends

Symptoms

Muscle weakness
Poor fine motor skills
Trouble grabbing objects
Poor balance
Trouble Walking

Goals

Be more independent
Live a healthy life
Be more active in daily life
Not get tired so quickly from task that require a lot of effort

Frustrations in daily life

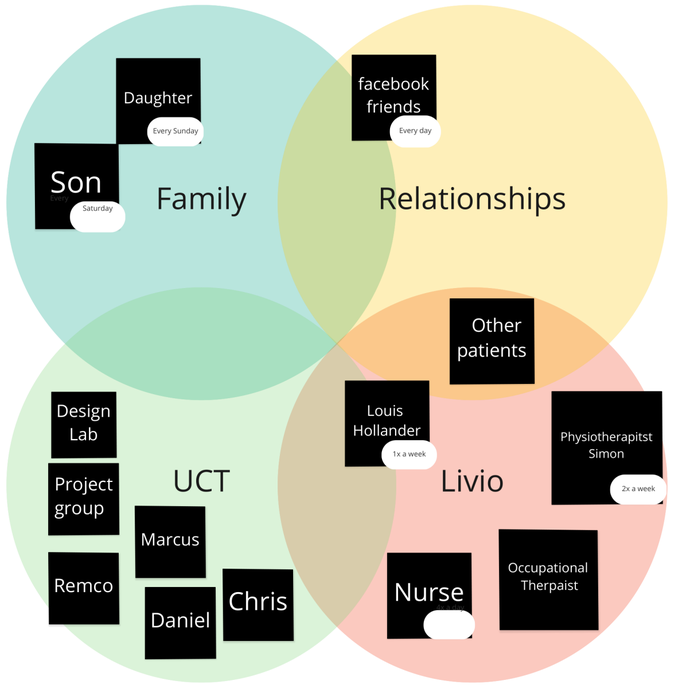
Cannot move around as freely with wheelchair
Struggles a lot with tasks that usually need 2 hands (writing, opening bottles)
Cannot use sink freely from wheelchair

Health discription

Paralyzed on one side of the body due to stroke
Elderly
Uses a wheelchair
Easily gets tired when tasks are difficult

Stakeholder map

Frequency of contact with client



User journey map

Mr. Doosje

76 years old, paralyzed on left half of body.

Journey goal: understand the process that Mr. Doosje goes through to do the dishes, what his problems are and potential solutions.

Journey Step	Mr. Doosje is done eating and the nurses put his dishes (specifically cutlery) in the sink.	He turns on the water and starts doing the dishes.	He has diffuculty reaching the dishes at the bottom. Has to reach his arm in to grab some things like cutlery.	Occasionally burns his hands due to the lack of control.	Puts the dishes away to dry. Drains the sink. He manages to do the dishes with some difficulty.
Feeling	**Neutral, happy**	**Neutral, but already unhappy at the thought of what is going to happen**	**Annoyed, tired, frustrated**	**Annoyed, frustrated, angry**	**Acceptance, tired**
Potential oppertunities of improvement	• Nurses already put the dishes in the sink • Lack of independence	• The shape, size and height of the sink aren't preferable for use from a wheelchair • Dishes hard to reach	• Dishes are too low for him to grab and see at the same time. • Some things like cutlery are too small to notice at the bottom of the • Potential solution: insert in sink to raise the surface of the bottom and make dishes more accessible	• Could use a more comfortable way of doing the dishes.	• Not an easy or enjoyable experience