

DESIGNING A TOOL TO CREATE AWARENESS AND MOTIVATION TO SUPPORT PARTICIPATION OF PEOPLE WITH ACQUIRED BRAIN INJURY

*Esther Koopmanschap,
BSc Industrial Design Engineering
University of Twente
The Netherlands*

As of July first, 2020, the new law 'Wet medezeggenschap cliënten zorginstellingen' (Wmcz) will come into effect. A new part in this law concerns participation of clients. Healthcare institutions where people live for over six months are required to enable their clients to participate in discussions about the daily life of the clients and the care that they receive. Research shows that people with acquired brain injury (ABI) do not naturally have a say in their own life (Breed, et al., 2019). People with ABI are impaired in communication for a variety of reasons, such as the difficulty in giving an opinion when someone is dependent on others. Therefore, a workbook (van de Mast, et al., 2019) is created by Vilans as a result of previous research. The workbook supports people with ABI to think about the way in which they want to have a say and participate. It focuses on people with ABI, where a supervisor should support and help them in this process of using the workbook.

This project focuses on how a supportive tool can be designed in order to create awareness about the lack of participation of people with ABI and to motivate end-users to get started with using the workbook. This project is executed for the company Vilans¹. The workbook is finished, but it is too passive. It needs a certain introduction to make people in the healthcare institutions aware of the possibilities of this workbook. Care professionals working in these institutions are really occupied and also take a lot out of hand from the clients with ABI. Therefore, this thesis will investigate the following research question: *'How can a supportive tool be designed for the workbook 'Laat je horen' in order to create awareness and motivate end-users to work on participation of clients with ABI?'*

To design for this purpose, the context of the healthcare institutions is explored and evaluated into several guidelines, personas and a description of the target group. Several guidelines are created that are important to take into account in designing the tool, such as that the tool should be tangible. That will bring people together and contributes to the goal of this research. The context and its personas have been evaluated within a co-design session. This method required a different approach due to the coronavirus. However, this method was still useful to investigate different perspectives on how certain ideas can be implemented. One idea that proved most potential was developed into a small prototype. The interaction of this prototype together with the workbook was tested in another co-design session. Valuable insights from those co-design sessions are taken into account in further conceptualization. It is concluded that the tool should at most just be supportive in a way that it does not distract the client and supervisor from the workbook.

After those sessions, three concepts were created that led to the decision of focusing on concept 'Comparing perspectives'. This concept directly gives rise to start using the workbook, but still needs improvement. Insights resulting from further iteration were integrated into a final concept that creates awareness, but also motivates in getting started with the workbook. The Participation Circle introduces the subject of participation in an interactive way. The person with ABI indicates whether there is the ability to express their opinion and how much the person voices that opinion. The other person indicates how he thinks the person with ABI would answer these questions. The tool enables end-users to share their perspectives on certain topics and encourage them to start a conversation.

¹ <https://www.kennispleingehandicaptensector.nl/niet-aangeboren-hersenletsel>



Figure 1 The Participation Circle



Figure 2 Top view of the Participation Circle

The prototype of the final design is evaluated by two couples consisting of a person with ABI and a supervisor. Although the design successfully enables the end-users to visually represent their perspectives of a specific topic it does not guarantee an honest answer of both users. Users may influence each other, when they provide the answers to the questions sequentially.



Figure 3 Prototype of the Participation Circle

In conclusion, the suggested final design of the Participation Circle does create awareness and motivates end-users to work on participation of clients with ABI. Thus, this design is an answer to the research question. However, it is also concluded that the end-users should have been more included into the design process. Unfortunately, this was not possible in this research due to the coronavirus. Besides that, the tool requires more research into how it can guarantee that people answer the questions honestly. That should be done in further development of the tool.

References

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