

# "Improving the Patient Experience for High Risk AA and NHPI Population" Hack-a-Thon



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# Setting the stage

You and a partner will dig deep into emerging and current issues in AA and NHPI health and managing high-risk populations, including a rapid, immersive, and collaborative human-centered design hackathon experience. Some questions to consider include:

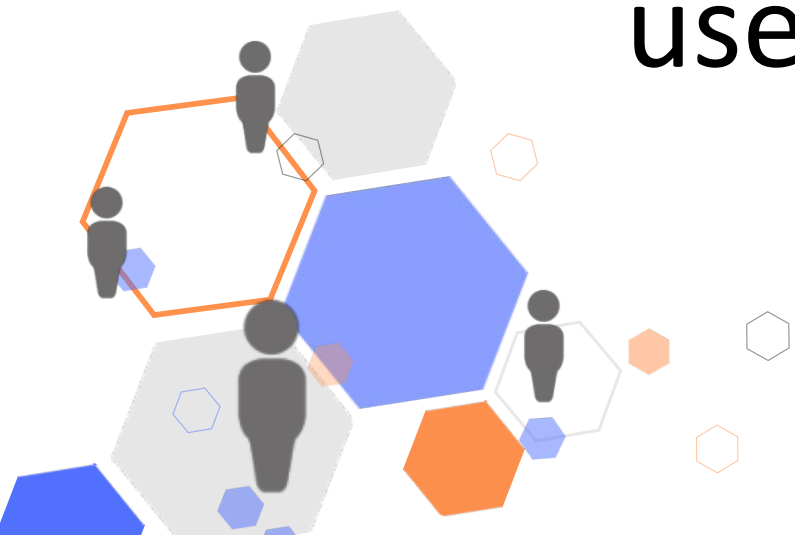
- **What are the pressing priorities for our high-risk AA and NHPI communities?**
- **What is missing from our ecosystem of staff and resources?**
- **What is impacting the bottom line of our organizational operations?**
- **Others...**

End result...



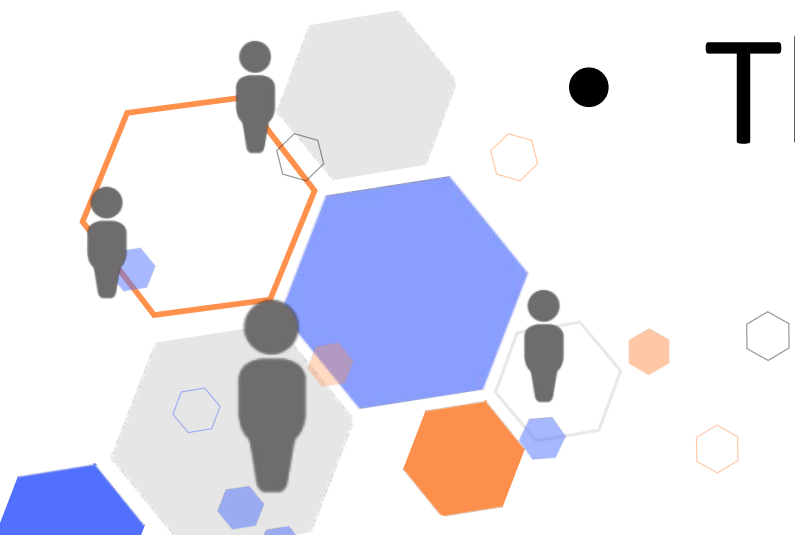
# Overall goals

1. Generate and test concrete ideas for addressing the needs of high-risk AA and NHPI patients.
2. Build an energetic and knowledgeable community around the goal of serving this patient population.
3. Foster a mindset of creativity, resourcefulness, and experimentation in participants.
4. Teach participants concrete design tools that they can use in their own work and organization.


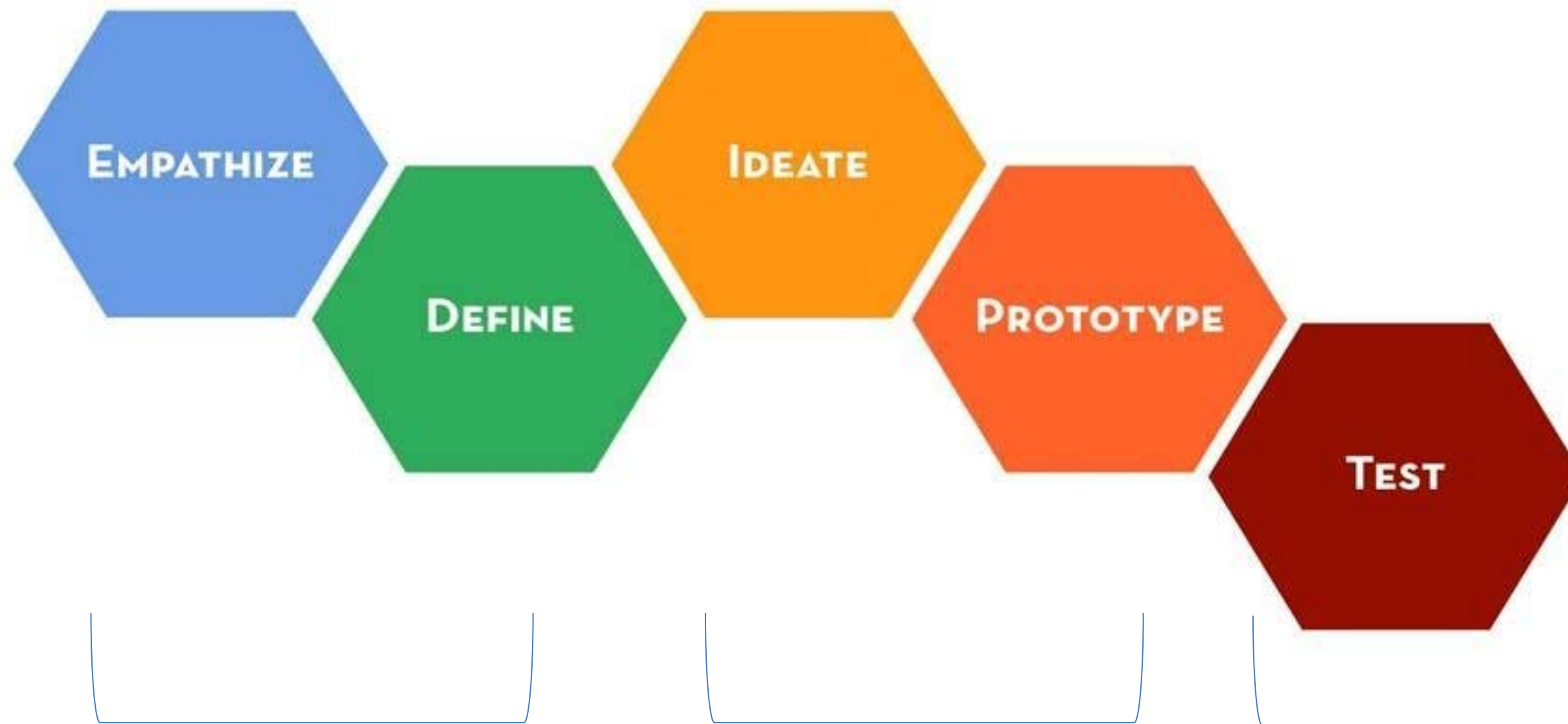


# Community norms and expectations

- Yes, and...
- Start of a journey, not the end.
- We're all experts + creatives.
- Throw "perfect" out the window.



# How will we do this???



Understand your user by gathering info on their needs and restrictions

Brainstorm & design potential solutions

Rapid testing with users for feedback and refinement

# The design challenge...

How might we improve the patient experience of the high-risk AA and NHPI population?



# Reimagine the patient experience...for your partner.

## Start by gaining **empathy**.

### 1. Interview

8 min (2 sessions x 4 minutes each)

Notes from your first interview

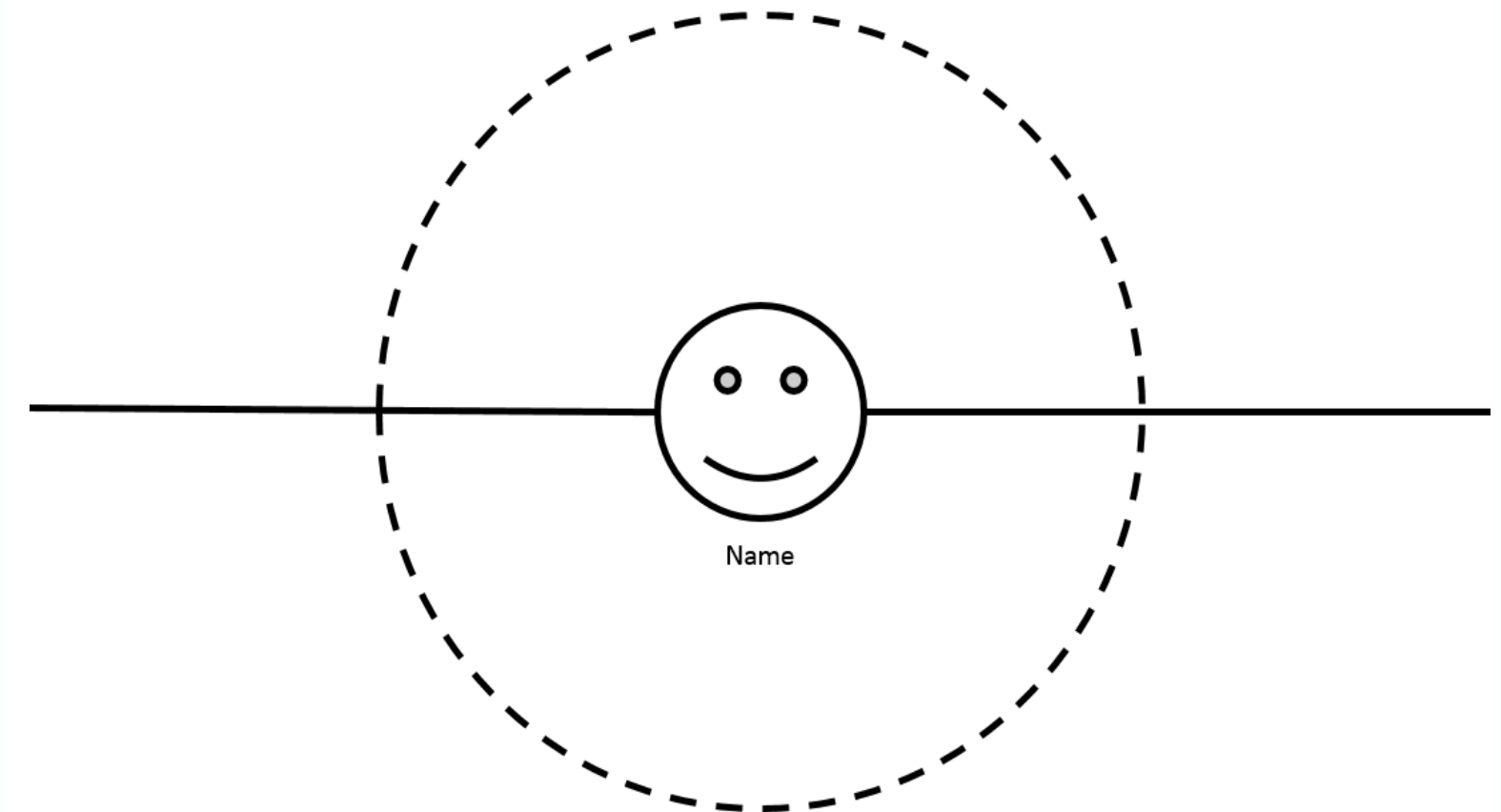
Switch roles & repeat Interview 1

### 2. Dig deeper

8 min (2 sessions x 4 minutes each)

Notes from your second interview

Patient's  
World



Switch roles & repeat Interview 2

# 2. Dig deeper (continued)

8 min (2 sessions x 4 minutes each)

	<b>Personal Attributes</b>
<b>Needs</b>	<b>Behaviors</b>
<b>Thoughts &amp; Emotions</b>	<b>Motivations</b>
<b>Challenges</b>	<b>Opportunities</b>



# (Re)Define the problem.

## 3. Capture findings

3 min

**needs:** things they are trying to do\*

\*use verbs

**insights:** new learnings about your partner's feelings/  
worldview to leverage in your design\*

\*make inferences from what you heard

## 4. Define the problem statement

3 min



\_\_\_\_\_ partner name/description

**needs a way to**

\_\_\_\_\_ user's need


**Surprisingly // because // but ...**

[circle one]

\_\_\_\_\_ insight

# Ideate: generate alternatives to test.

5. Sketch at least 5 radical ways to meet your partner's needs. 4 min

 write your problem statement above

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6. Share your solutions & capture feedback 8 min (2 sessions x 4 minutes each)

Notes

Switch roles & repeat sharing

# Iterate based on feedback.

## 7. Reflect and generate a new solution. 3 min

Sketch your big idea, note details if necessary!

# Prototype and test.

## 8. Built your solution

Make something your partner can interact with!

[not here]

10min

## 9. Share your solution and get feedback

<p>✚ What worked...</p>	<p>▣ What could be improved...</p>
<p>? Questions...</p>	<p>! Ideas...</p>

8min (2 sessions x 4 minutes each)



# Next Steps...

