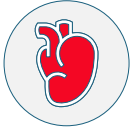


H



Health Status

H

Do users live with physical or mental health issues?

Which aspects of users' health most impact their lives?

Do multiple health issues combine to impact users' health status?

Does users' experience with these issues impact how they manage them?

BONUS Q

Which other experiences impact users' health? Joy, mindfulness, self-esteem?

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H



Health Beliefs & Concerns

H

How do users perceive their health concerns and their impact on their lives?

What are users' fears? Are these concerns acute or chronic?

How do users' beliefs around health, wellbeing and care impact how they manage their health issues?

From where do users obtain knowledge about their health and wellbeing? Are these sources trustworthy?

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H



Healthcare Professional Relationship

H

What are users' relationships with their doctors like?

How satisfied are users with the care they receive? How do they come away feeling? How would they like to?

What one change would users like to see in their doctors' practice?

What does a kind and caring relationship look like? How can technology facilitate this?

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I



Self-Image

I

How do users see and present themselves?

And how might the technology influence users' self-image?

To what extent is the technology visible to others?

Might the technology itself carry medicalising or even stigmatising effects?

BONUS Q

Which incentives does the technology provide? And for which behaviours?

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I



Social Pressure

I

How does society influence users' health decisions?

To which social pressures are users exposed? Are these helpful?

In what ways do our design choices lighten or lend weight to these pressures?

Where does the technology place responsibility for users' health?

BONUS Q

How might we design to help users make their choices and motivations their own?

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I



Perceived Social Support

I

How supportive / competitive are users' communities?

Where do users turn for support?

Does the technology itself foster solidarity, competition or a mix of both?

Do users see their health in a competitive light? How so?

BONUS Q

Does use of the technology promote social belonging or individuality? And in which respects?

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Resistance to Change

I

Change can prove overwhelming. Where might we start? How long might it take?

Is this change in users' habits necessary? What motivates this desire for change?

Which ways of thinking and being would enable change? How do our design choices facilitate this?

What supports do users require to adjust their habits?

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I



Demographics

I

How might users' characteristics influence how they manage their health?

Which demographic groups might be reached by the technology?

Have education, gender, age, or other characteristics played a role in users' experiences of care?

Do users hold cultural or personal beliefs which shape their own perceptions of health? How might we design inclusively for a broader range of demographics?

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T



Technology Anxiety

Do users fear or apprehend using the technology?

And, how might this fear be understood, communicated and addressed?

What have users' past experiences been like? What are the sources of their anxiety, if experienced?

What demands does use of the technology place on users? What rhythm does the technology bring to their lives?

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T



Perceived Technology Reliability

How reliable does the technology appear to users?

Are outputs and results clearly and effectively communicated?

How might we best communicate to users how the technology works and the rationale behind it?

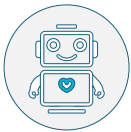
To what extent do users believe the technology meets its aims?

BONUS Q

Are the benefits and risks of use of the technology honestly expressed?

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Technology Playfulness

Is the technology fun?

How seriously do users view their health? How might we engage with opportunities for levity?

How might we act to increase the freedom granted to users?

Which kinds of stories might the technology embody and tell?

BONUS Q

Which features have users found most engaging in other systems? What have they shared with friends?

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Technology Enjoyment

Do users enjoy time spent with the technology?

Where do users find joy and meaning in their pursuit and maintenance of health?

How might we grant opportunities for social engagement and self-determination by design?

How might experiences of joy, excitement and enchantment be made possible? How might we design to promote a feeling of reward?

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Privacy Protection

Do users fear for their privacy using the technology?

How important is privacy to users? In which respects?

Are the steps taken to protect users' privacy clearly and credibly communicated?

To what extent are users granted choice and control over their data and use of the technology? Can this be expanded?

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T



Trust

In what or whom do we require users to trust? Do we grant them the choice?

Does the experience render users vulnerable? Why?

Are users' confident in how their information is handled?

Is users' autonomy and / or control reduced? Do users have faith in the system's positive outcomes?

BONUS Q

Which choices and actions engender or impair trust?

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Objective Usability

What obstacles and facilitators to the use of the technology exist?

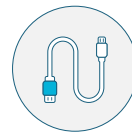
What makes the task of care more or less difficult for users?

What does the 'work' of users involve? In what ways does the technology impede or facilitate these processes?

Which cognitive, emotional, visual and motor demands does use of the technology entail?

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Integration

How well integrated into users' lives is the technology?

Which varieties of meaningful, constructive activities does the technology support?

Where might opportunities to reduce the burden associated with the technology exist?

To what extent must users change their habits to enable use of the technology? And who else must be involved in acceptance of the technology to bring about its use?

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