EXPLORING THE USE OF LIGHT FOR DISINFECTION IN HEALTHCARE

CHALLENGE
How might we find novel ways to use UV and deep blue light for disinfection in healthcare?

ROLE
- Co-define project methodology
- Plan data collection
- Facilitate alignment and ideation workshops
- Conduct 200+ hrs of observations and ad-hoc interviews
- Test early-stage concepts with users
- Analyze interviews and field notes
- Derive key themes and user needs for ideation
- Present findings through meetings and participatory client workshops

RESEARCH METHODOLOGY
- Exploratory conversations with key stakeholders and hospital administration
- Immersive observations across a range of inpatient and outpatient settings
- Ad-hoc interviews during observations for emergent needs
- Daily debrief with project team and clients
- Thematic analysis of interview transcripts and observation field notes
- Derive key themes, user needs and opportunities through affinity mapping
- Facilitate project team alignment on mutually interesting areas for exploration for use case development
- Advise design team on the development of use cases, including relevant research findings, mood boards, storyboards, solution summary, impact and key considerations
- Conduct usability tests with end users for feedback on early-stage prototype

KEY INSIGHTS
- Individual micro-decision making, accountability and organizational culture has an impact on the application of disinfection practices
- 'Bed pressure' influences disinfection and infection control practices
- Movement of staff, visitors and objects is a potential pathogen vector

IMPACT
- Delivery of in-depth needs assessment and use cases to client for future research, development and business exploration