



# Equitable Healthcare Group 1

---

Maya Harvey, Jonathan Affeld, Janelle  
Rudolph, Gayatri Devi Tarcar

**Domain**





# **Additional Needfinding**

# Participant 5



Jonathan Interviewer  
Janelle Annotator



- Male in late 50s/early 60s
- Parent
- Born In Sweden



- No prior severe medical conditions
- Sister passed from Cancer last Spring



- Met at Henry M. Gunn High School



# Results



## Quotes

- “When I’m sick, I want to be in the US. If I’m sick and I’m here [US], they are going to throw their best at me. But If I’m not sick, I worry about the profit motive. The doctors will try to figure out how to make money off of me.”
- “I am worried not about their [his kids] health but more about their coverage ... Coverage in the US is paid by companies”
- “The skypes were the only good thing that came from it [sister’s cancer]”

## Insights

- People will not go to the doctor unless they need life saving care due to costs
- There is pressure to succeed professionally in the US due to the necessity of healthcare insurance
- People seek community no matter the barriers in times of need

# Participant 6



Janelle Interviewer  
Gaya Annotator



- Female in early 30s
- Board Certified Neurologic Music Therapist
- Disability Community space program coordinator



- Has Epilepsy



- Cold-emailed and met on campus





# Results



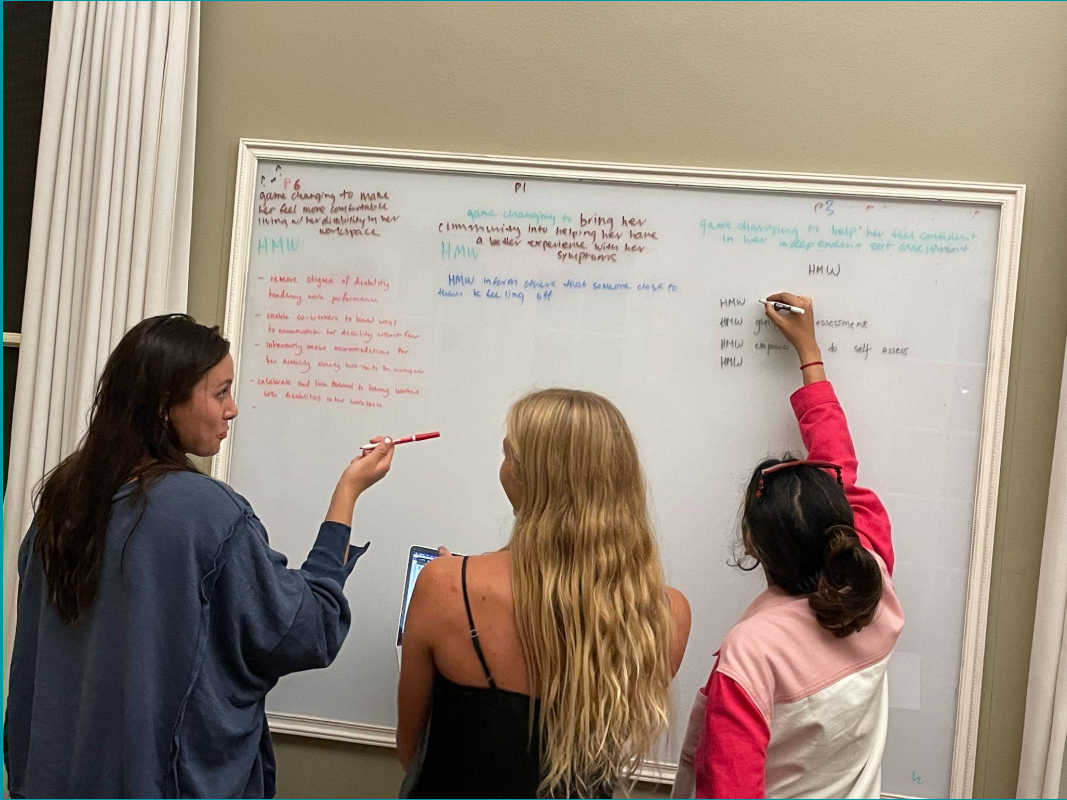
## Quotes

- “When it comes to applying for jobs and getting hired, I know I can’t list my disability, because it will affect whether or not I get hired”
- “...the fear in people’s eyes when they meet me or someone they know who has a disability”

## Insights

- People with disabilities face lower job security and discrimination because of their disability
- People with disabilities are hesitant to disclose their disability to people they know in fear of rejection/discrimination

# POV Development



# Last Studio...

**We met** participant 3, a 3rd year Psychology student from India who suffers from an anxiety and panic disorder.

**We were surprised** to realize that when she confided in her parents, they denied her problems and didn't get her professional help.

**We wonder** if this influenced how open she was to share her issues with others and her fear of judgment

**It would be game changing** to provide a trusted, judgment free zone (perhaps anonymized to achieve this) where she could talk about her problems (destigmatize them) and find professional help.

**We met** participant 1, a Junior athlete in Beach Volleyball at Stanford with epilepsy that could have been prevented if she made lifestyle changes when she was young

**We were surprised** to realize that she thought her symptoms were normal when she was young

**We wonder** if this means she learned from a social norm where young people fail to report symptoms because of this kind of thinking

**It would be game changing** to destigmatizing feeling weird or off

**We met** participant 4, a weights trainer that works with a lot of ailed athletes

**We were surprised to** realize that he felt guilty when working with disabled athletes because he never had any physical ailments

**We wonder** if that means there is a disconnect between the less able and more able who share the same community

**It would be game changing** to break this barrier to create more of a conversation and understanding.

**We met** participant 2, an Australian rower who is half deaf and overcoming a brain tumor

**We were surprised to** realize that he is frustrated that coaches don't remember he is still recovering from his tumor, but doesn't want to be treated differently

**We wonder** if this means there is a lack of general understanding of what recovery means for individuals

**It would be game changing** to help him feel understood by the people around him.

 Refined Pov's

**We met** participant 3, a 3rd year Psychology student from India who suffers from an anxiety and panic disorder.

**We were surprised** to realize that when she confided in her parents, they denied her problems and didn't get her professional help.



**We wonder** if, because her feelings were invalidated by trusted and respected people in her life, this made her feel less confident in her judgment regarding her physical and mental well-being

**It would be game changing** to help her feel confident in her independent self assessment

**HMW**

Make discussing disabilities in the workspace welcoming instead of inciting "fear"

**We met** participant 1, a Junior athlete in Beach Volleyball at Stanford with epilepsy that could have been prevented if she made lifestyle changes when she was young



**We wonder** if she thought that everyone experienced her symptoms because her symptoms weren't recognized by her community

**We were surprised to** realize that she thought her symptoms were normal when she was young

**It would be game changing to** bring her community into helping her have a better understanding of her symptoms



Increase public knowledge of symptoms in an engaging way

**We met** participant 6, a certified music therapist and program coordinator for the Disability Community (DisCo) at Stanford University with epilepsy

**We were surprised to** hear that she felt most isolated when talking about her disability in professional spaces due to people looking at her with fear



**We wonder** if this means that she felt compelled to hide her medical history or not talk about her disability to avoid discomfort

**It would be game changing** to make her feel more comfortable living with her disability in her workspace

**HMW**

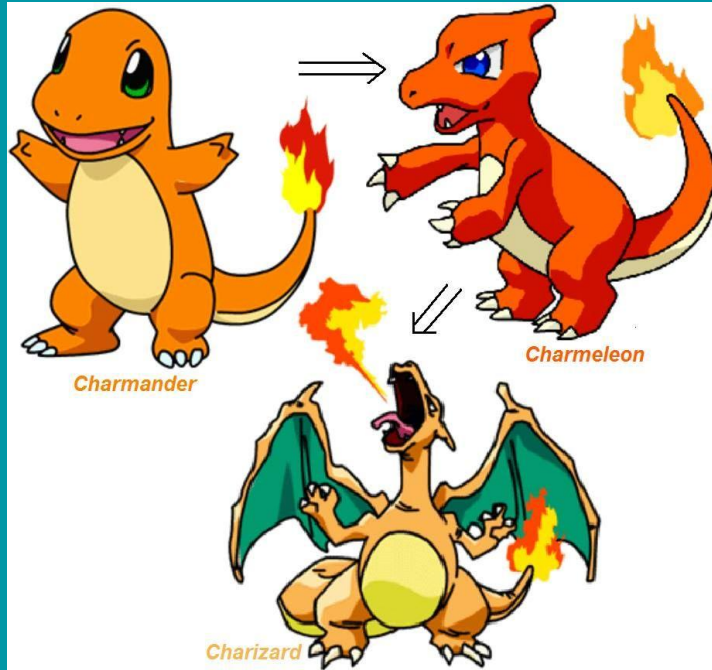
Have her enjoy assessing herself routinely



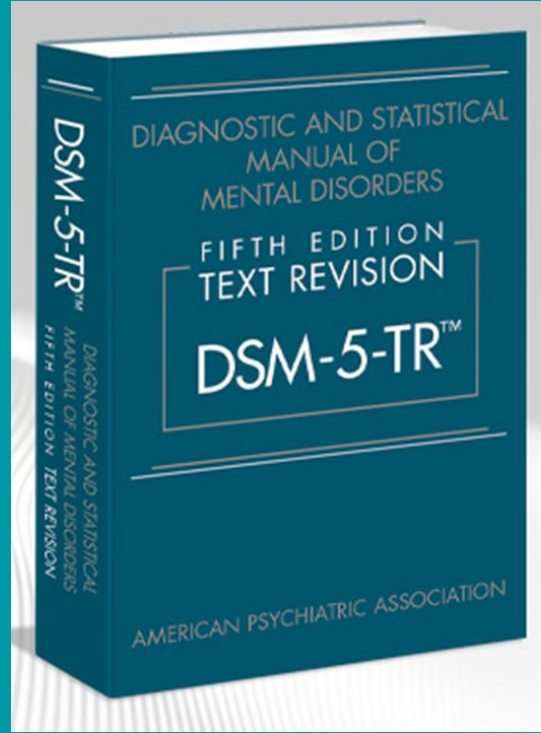
# Solutions



# Daily Survey Idle Game



# Celebrity Database



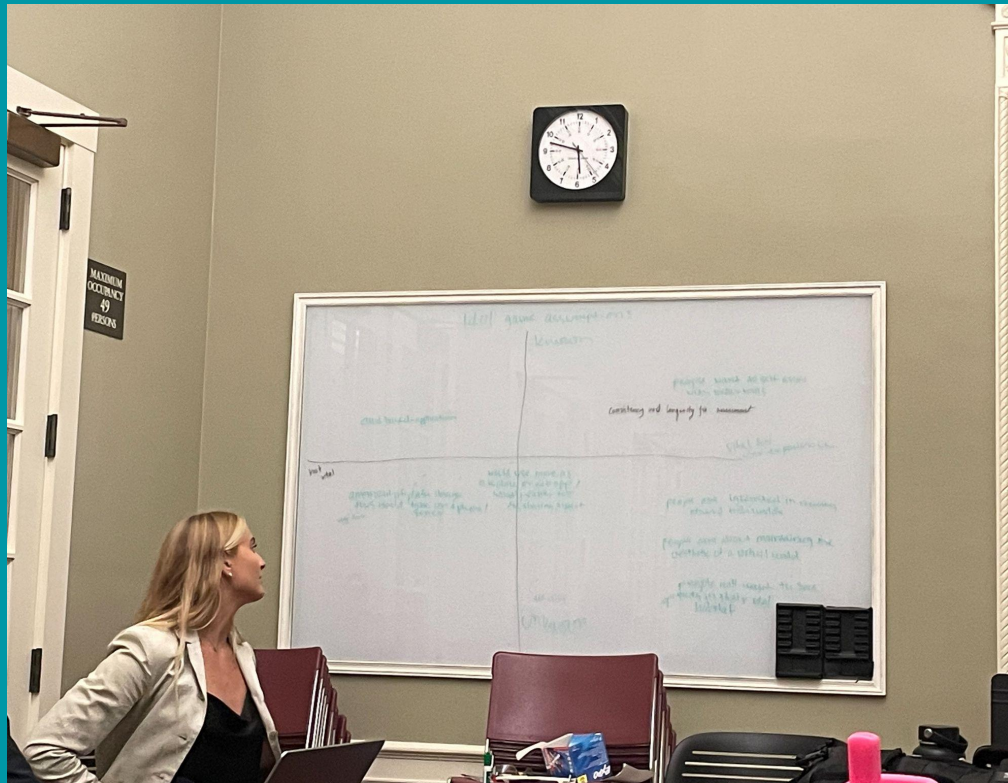
Guess that Symptom!

Google



What is Anxiety?





# Experience Prototypes

# idol game assumptions

known

people want to self assess  
with better tools

consistency and longevity for assessment

vital for  
user experience

cloud based-applications

not  
vital

amount of data storage  
this would take on a phone/  
server

would use more as  
a mobile or web app /  
what's easier for  
the sharing aspect

people are interested in viewing  
others fish worlds

people care about maintaining the  
aesthetic of a virtual world

people will want to see  
growth in their idol  
habitat

all done

unknown

# Idle Game



Do people want to see growth in their habitat and will they feel satisfied by it?



Start participants with a small cute creature



Ask them to text us when they feel a notable change in their body or mind



Send them an upgraded version of their little creature and ask them to log in their notes app how receiving the new creature made them feel



8:17



Redacted



Distribué

ahaha

mentally good and relaxed i am actually in [redacted] which explains some of jt

and it is cute

so i feel a certain fondness

physically i am sore

and kinda tired but not in a bad way

again im not sure u can draw any causal relationships

but yes

that is it



iMessage



Cash



8:19



Redacted



but yes

that is it



Your creature has now evolved!

Distribué

i am glad it has evolved my fondness has taken on a level of amusement

\*layer



iMessage



Cash





# Participants



- Older male
- Athletic Coach
- Recruited wide range of ages to see if game appealed to all ages



- Highschool Female over 18
- Sister of teammate
- Recruited wide range of ages to see if game appealed to all ages



- Female in mid-30s
- Stanford Staff member
- Recruited wide range of ages to see if game appealed to all ages

# Results

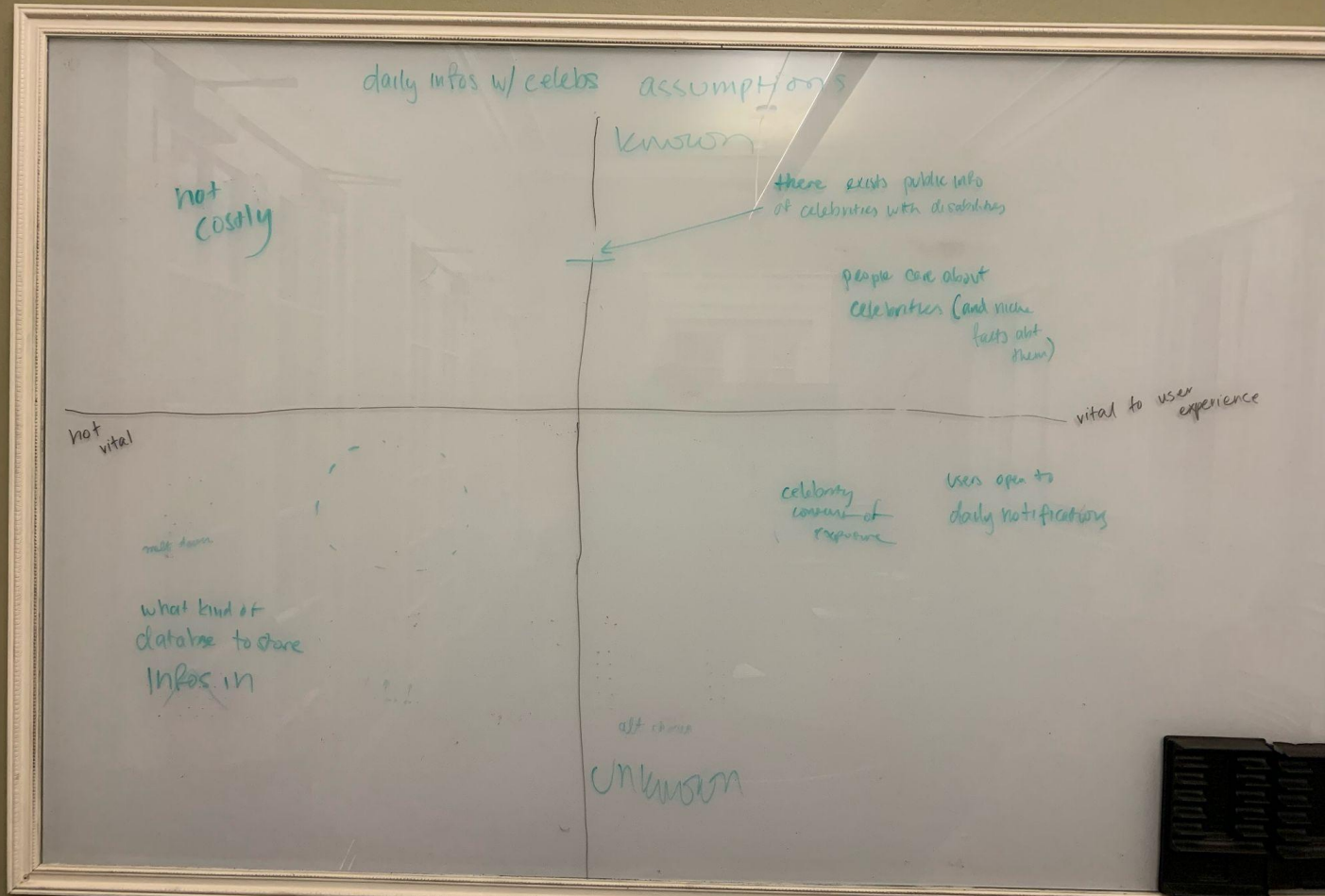
## What worked?

- People were excited to see their idol and wanted to see it grow more
- The feelings of discomfort were replaced by happy feelings

## What did not work?

- Leveling up avatar was not as personal
- People could say anything and the avatar would level up
- Mood boost was only temporary

# Celebrity Database





Do people really care about celebrities?



Send an article about a disability/disease



Ask them to read as much as they want and then note their feelings about it



Send them a celebrity with that disability/disease and ask them to reflect on if their feelings changed



8:15



Redacted



Lupus  
wikipedia.org

Read as much as you want! When you're done, let me know how it made you feel

I read up until the history section

It made me sad



iMessage



8:20



Redacted



It made me sad

Selena Gomez also is an individual with lupus! Have your feelings on the subject changed now that you know this information?

Distribué

It makes me feel like the disease probably isn't as much of a hindrance as I thought while reading the Wikipedia



iMessage



# Participants



- College aged female
- Asked in Dining hall
- Younger people tend to follow pop culture



- College aged female
- Asked in Dining hall
- Younger people tend to follow pop culture



- Very old male
- Referred through friend of teammate
- May not be as in tune with pop culture



- College aged male
- Roommate of team member
- Enjoys movies

# Results

## What worked?

- People reflected on disabilities presented to them
- Participants were excited to learn new info about celebrities

## What did not work?

- Emotions associated with the experience prototype were sad-  
“empathetic, depressing, dismal”
- People took a while to respond



hoax/real game app assumptions

known

there is a lot of false info abt disabilities circulating

this app is made by older age group

there are common disabilities for which knowledge is not common

vital to user experience

not vital

people without disabilities want to learn more about them

quizzing is fun

learning new facts is fun/entertaining

interest in daily

what specific pre-existing assumptions do you already have about disabilities

all done

unknown

Guess that Symptom!



Will the quiz be fun regardless of the amount of knowledge a person has?



Ask participant if they want to play an engaging game that will teach them about disabilities



Provide symptoms that are both real and fake! Ask the participant to guess if the symptom is from a real disorder or not



At the end, ask them how the experience made them feel





Redacted

Health Quiz!

1. Foreign Accent Syndrome is a speech disorder that causes an individual to suddenly begin to speak with a manner perceived to be a foreign accent.

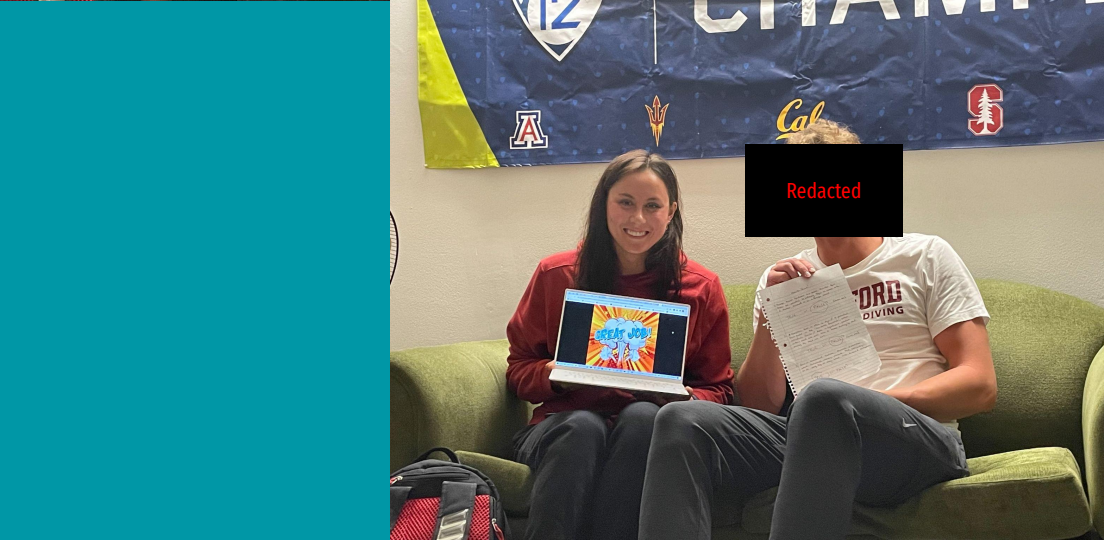
TRUE or FALSE? (circle one)

2. A symptom that is often a sign of a potential brain tumor is the "tea-bottle sensation" where individuals feel as if there is significant pressure in their head and ears akin to steam building up and exiting the head via ears.

TRUE or FALSE? (circle one)

3. Alice in Wonderland syndrome describes a condition where individuals wrongly perceive their surroundings to be very big or very small with distorted perceptions.

TRUE or FALSE? (circle one)



Redacted



Redacted

# Participants



- Group of 4 beach volleyball teammates
- On same athletic team as team member
- Competitive group



- College aged male
- On same athletic team as team member
- Competitive person



- College aged female
- Found in dining hall
- Random selection to diversify test group



- College aged male
- Found in dining hall
- Random selection to diversify test group

# Results

## What worked?

- People wanted to play the game more
- People were interested in learning about the causes of certain conditions/symptoms
- A participant verbally noted that they wished to follow up on symptoms they were personally experiencing
- People enjoyed competitive aspect

## What did not work?

- User engagement and excitement when getting answers wrong depended on outside stimulus
- Greater energy and more positive responses were generated in a group compared to individual participants
- Slightly uncomfortable to hear about the symptoms
- Pressured to answer fast in group setting

**What's Next?**

Moving Forward...



### #142 PORGLET

TYPE: **WATER**  
PORGLET LIKES SWIMMING AND OFTEN DIVES DEEP UNDERWATER TO LOOK FOR FOOD.

### #143 PORG

TYPE: **WATER** **FLYING**  
PORG CAN FLY SHORT DISTANCES BUT NOT ENOUGH TO LEAVE THEIR HOME ISLAND.



### Health Quiz!

1. Foreign Accent Syndrome is a speech disorder that causes an individual to suddenly begin to speak with a manner perceived to be a foreign accent.

TRUE or FALSE? (circle one)

2. A symptom that is often a sign of a potential brain tumor is the "tea-kettle sensation", where individuals feel as if there is significant pressure in their head and ears akin to steam building up and exiting the head via ears.

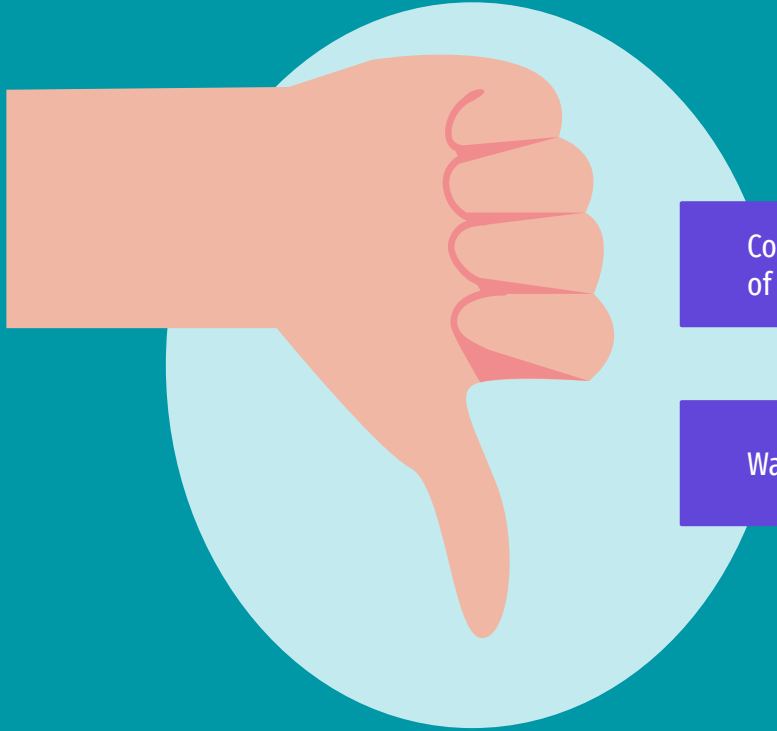
TRUE or FALSE? (circle one)

3. Alice in Wonderland syndrome describes a condition where individuals wrongly perceive their surroundings to be very big or very small with distorted perception.

TRUE or FALSE? (circle one)



**...Ethics?**



Could our creation of 'fake' disorders and symptoms be considered making fun of having conditions?

Want to avoid centering conversation around the 'fake' disorders

**Who Does it Serve?**



- Individuals seeking to increase education
- Users with concerns about mental health
- Users desiring routine

- Individuals who lack mobility or dexterity
- Individuals not concerned about their health
- Individuals that require immediate medical help



Thank You

# Appendix

P6

game changing to make her feel more comfortable living w/ her disability in her workspace

HMW:

- remove stigma of disability hindering work performance
- enable co-workers to know ways to accommodate her disability without fear
- inherently make accommodations for her disability already built-in to the workspace
- celebrate and look forward to having workers with disabilities in her workspace
- eliminate fear of disabilities in the workspace
- make her feel comfortable as a worker with a disability working with workers who don't have a disability
- create a unique community for workers with disabilities within their workspace as a place to flourish
- mandate accommodations for any disability within any workspace
- remind ppl routinely that someone in their workspace might be going through something
- familiarize coworkers with the needs of their coworkers with disabilities

P1

game changing to bring her community into helping her have a better experience with her symptoms

HMW

- HMW inform others that someone close to them is feeling off
- HMW spread the word that everyone has symptoms from something at some point
- HMW educate her community on her symptoms so others know what to look for
- HMW get community members to openly talk about how they are feeling
- HMW encourage people to talk about their symptoms
- HMW talking about having symptoms fun
- HMW respectfully report when people in a community might be acting differently
- HMW make having symptoms not feel like a 'burden' or that something is 'wrong with them'
- HMW help others in her community help her recognize her symptoms
- HMW make diagnosis an easy an automatic process

P3

game changing to help her feel confident in her independent self assessment

HMW

- HMW reward her for practicing self assessment
- HMW verify self assessment
- HMW empower user to self assess
- HMW make self assessment routine
- HMW remove mystery from the result of self assessment
- HMW make symptoms easy to compartmentalize in an engaging way
- HMW help her understand her symptoms
- HMW get more in tune with how were feeling/listen to our bodies better
- HMW make it a cultural norm to self-assess routinely
- HMW help her look forward to practicing self-assessment

HOW eliminate "fear" of disabilities in the workplace?

- create an app with required accommodations
- create a social media platform for entrepreneurs to use when workers with disabilities can share educational info regularly
- mandate an educational curriculum for workplace employers to inform about disabilities
- create disability-related trivia games
- create a competition game app where a network of investors compete to fund the highest teacher ratings from workers with disabilities
- app where workers with disabilities can anonymously but publicly review workplace on quality of accommodations and general environment for workers w/ disabilities
- popular stream based on a workplace with a main character that has a disability
- a website that allows employees to make public posts about their workers who a disability to specific firms related to their disability
- social media platform allowing employees to create national game about their work accommodations for charity for any disabilities
- VR glasses that simulate ghosts so when people want to be in a relatively secure or something they can drive on their glasses
- VR sets where you can experience having certain disabilities

HOW increase public knowledge of symptoms for disabilities?

- require actors playing roles with disabilities to have said disability
- make an app w/ an easily understandable database of famous celebrities with a given disability, how to respond to flare-ups & other info
- have a map of disabilities in your area/symptoms
- create blue buses movie with Chris Hemsworth (as the navigator) to popularize symptoms for disabilities
- have fundraiser at elementary school's Promoting Cause

daily go about different disabilities/symptoms

- is it real or a hoax? → app that presents an symptom and users guess if it's real or a hoax → give info if real
- app that pays you when someone anonymously to your area disability is reported to your district or that they have one
- increase usage of symptom-checking or going doctor/dentist
- website that posts information about a new disability every day
- public database of all known disabilities and of future symptoms what you can do or appear to see to be fully resolved

HOW make self-assessment easier?

- create a reminder app for self-assessment that requires you to log symptoms each hour
- make a social media platform where people are prompted to self-assess at random times, daily and post a photo each time the assessment is completed
- make an r/s game that allows you to enter a virtual plant can have your self-assess to keep it alive
- make a game where you earn points every time you spend on "high" accessories for a pet
- create a teacher game that logs when location you been or when you self-assessed with goals to do so in different manners by a certain deadline, for example
- a journal app that asks you specific health-related questions and tracks changes in responses over time
- a reminder app for friends/family that periodically tells them to check on a specific loved one
- have an interactive action game where users play w/ symptoms/conditions that they must keep track
- game where you unlock daily levels through self-assessment
- chatbot asks you a day/week about symptoms
- make app that penalizes (prevents social media access) if self assessment is not done
- virtual therapist

some info



It would be game changing to make her feel more comfortable living with her disability in her workspace

HMW...

1. Reduce her feelings of self-consciousness in the workplace
2. Enable coworkers to know ways to accommodate her disability
3. Inherently make accommodations for her disability already built in to the workspace
4. Celebrate and look forward to having workers with disabilities in her workspace
5. **Make discussing disabilities in the workspace welcoming instead of inciting "fear"**
6. Make her feel comfortable as a worker with a disability working with workers who don't have a disability
7. Create a unique community for workers with disabilities within their workspace as a place to feel safe
8. Mandate accommodations for all disabilities within any workspace
9. Remind people routinely that someone in their workspace might be going through something
10. Familiarize coworkers with the needs of their coworkers with disabilities

It would be game changing to bring her community into helping her have a better experience with her symptoms

HMW...

1. Inform others that someone close to them has symptoms
2. Spread the word that everyone has symptoms from something at some point
3. Educate her community on her symptoms so others know what to look for
4. Get community members to openly talk about how they are feeling
5. Encourage people to talk about their symptoms
6. Make talking about having symptoms fun
7. Respectfully report when people in community might be acting differently
8. Normalize having symptoms rather than feel ashamed or like something is wrong with them
9. Help others in her community help her recognize her symptoms
10. Make diagnoses an easy and automatic process
11. **Increase public knowledge of symptoms in an engaging way**

It would be game changing to help her feel confident in her independent self assessment

HMW...

1. Reward her for practicing self assessment
2. Gamify self assessment
3. Empower her to self assess
4. **Have her enjoy assessing herself routinely**
5. Remove mystery from the result of self assessment
6. Make symptoms easy to compartmentalize in an engaging way
7. Help her understand her symptoms
8. Get more in tune with how she is feeling or listen to our bodies better
9. Make it a cultural norm to self assess routinely
10. Help her to look forward to practicing self assessment