



*Enjoyable and integrated experience for  
residents in Siping 'Jing Lao Yuan'*

Team Members:

Man LI

Helena STENING

Bingyi YAN

Yuanxing ZHAO

Experience Design:

Interactions and Environments

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Course Instructor:

Kaja Tooming BUCHANAN

College of Design and Innovation,

Tongji University



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# Executive Summary

The ***Jing Lao Yuan*** Nursing Home in the Siping Community in Shanghai started in 2008. It is located at No.63 Neighbourhood Tieling Road, Shanghai 200092, China. It was the Siping community government that initiated the development of an idea for a day and night care place for the elderly for Siping Community more than 10 years ago.

The nursing home is supported and run by the Siping Community government. However, every resident needs to pay every month 1800 RMB for his or her “bed.” In addition, residents also need to pay for their nursing level: 1400 RMB for *mild*, 1600 RMB for *middle*, or 1800 RMB for *severe* nursing level.

The nursing home has a total of 39 staff members: 3 managers, 3 doctors, 21 nurses, 3 security workers, and others, who take care of different tasks in the facility, such as cooking, washing clothes etc.

The nursing home has **three nursing levels: *mild*, *middle* and *severe***. The distinctions between the nursing levels are decided by Chinese government policy and are official names for all nursing homes in the country.

The nursing home has a **total of 80 beds and 78 residents**. All beds are occupied all the time, except two beds, which purposely are held “vacant” for emergency situations. The nursing home has 48 people in the *mild* nursing level, and 30 in the middle and severe nursing levels. According to the Head of the nursing home, Mr. Xu, the waiting time to get a place in the nursing home could be quite long and can vary. The average age of the residents is 85 years.

At the *mild* nursing level, the nurse needs to take care of 20 residents in a 12-hour working shift. At the *severe* nursing level, the nurse takes care of a maximum 6 people. In the severe level every room has its own nurse who takes care of elderly for 24 hours.

Nurses are chosen very carefully and they need to complete a 2-week educational course before they start working at the nursing home.





## Vision

To provide a comfortable and harmonious accommodation environment and necessary medical caring for the elderly to enjoy their later life, as well as relieve the family members.





## Mission

Strengthen the relationships among residents, nursing workers and family members, as well as activate mutual understanding and empathy among them, thus integrating residents together to consist of a new "Home".





- Residents who don't need 24 hours care
- Number: around 45

“Independent” wing

- Residents who need 24 hours care
- Number: around 33

“Dependent” wing

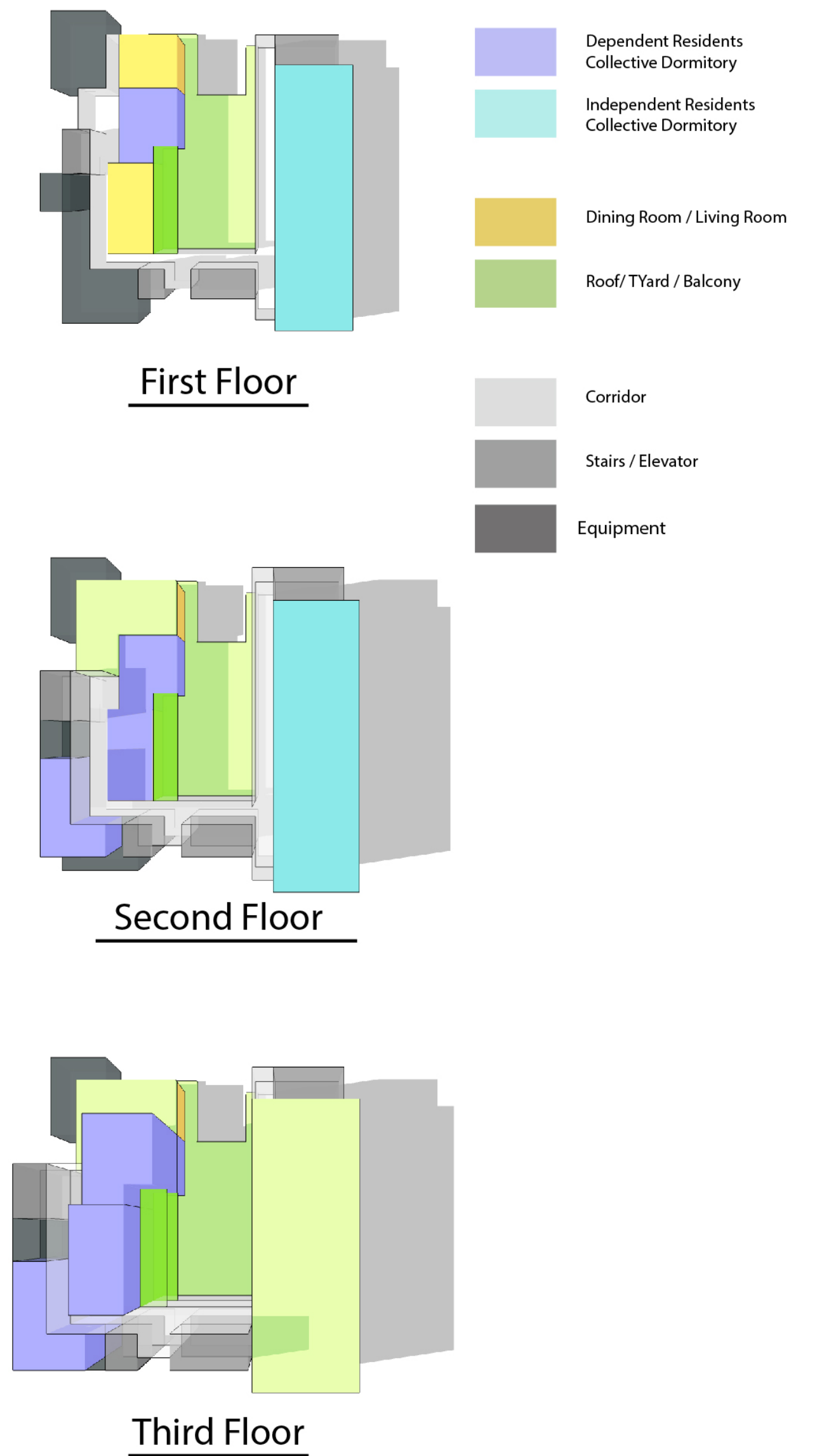
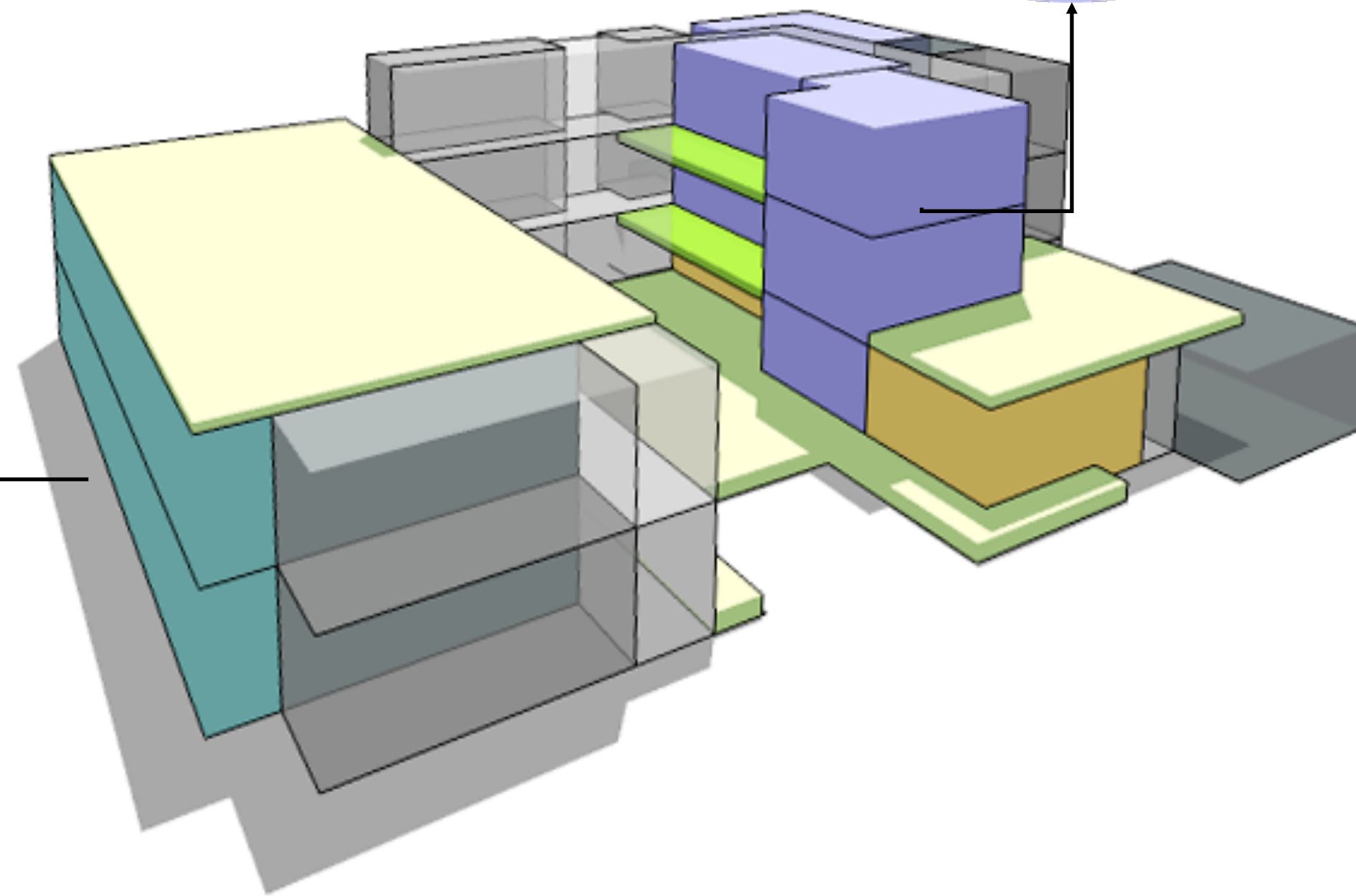


Figure1: Illustration of the functional layout and basic information of Siping JingLaoYuani



# Purpose

Facilitating an enjoyable and integrated experience for the residents at the Siping 'Jing Lao Yuan' nursing home.



# Design & Management Challenge

New residents at the Jing Lao Yuan nursing home in the Siping Community in Shanghai have difficulty adapting and being integrated into their new “home” in a new physical, social, and cultural environment.



# Theory & Concepts

Based on the literature reading, we abstracted some enlightening theories concerning about “EMPATHY” and “EXPERIENCE”. Then we made our own strategic framework, leading us to the concept of “HOME” for this nursing home project.



# Enlightening Theories

“The empathy Triad”, Daniel Goleman

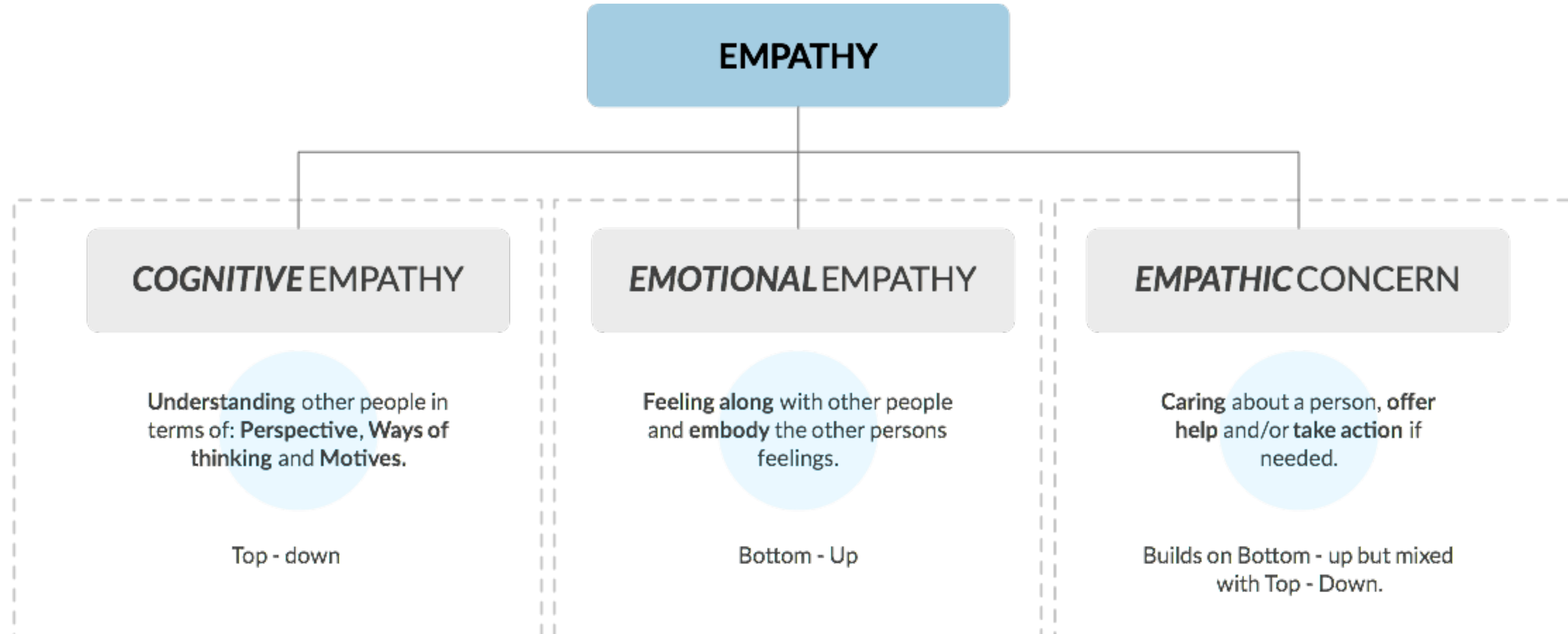


Figure2: Illustration of “The empathy Triad” from theory of Daniel Goleman







# Enlightening Theories

“Facial Engagements”, Erving Goffman

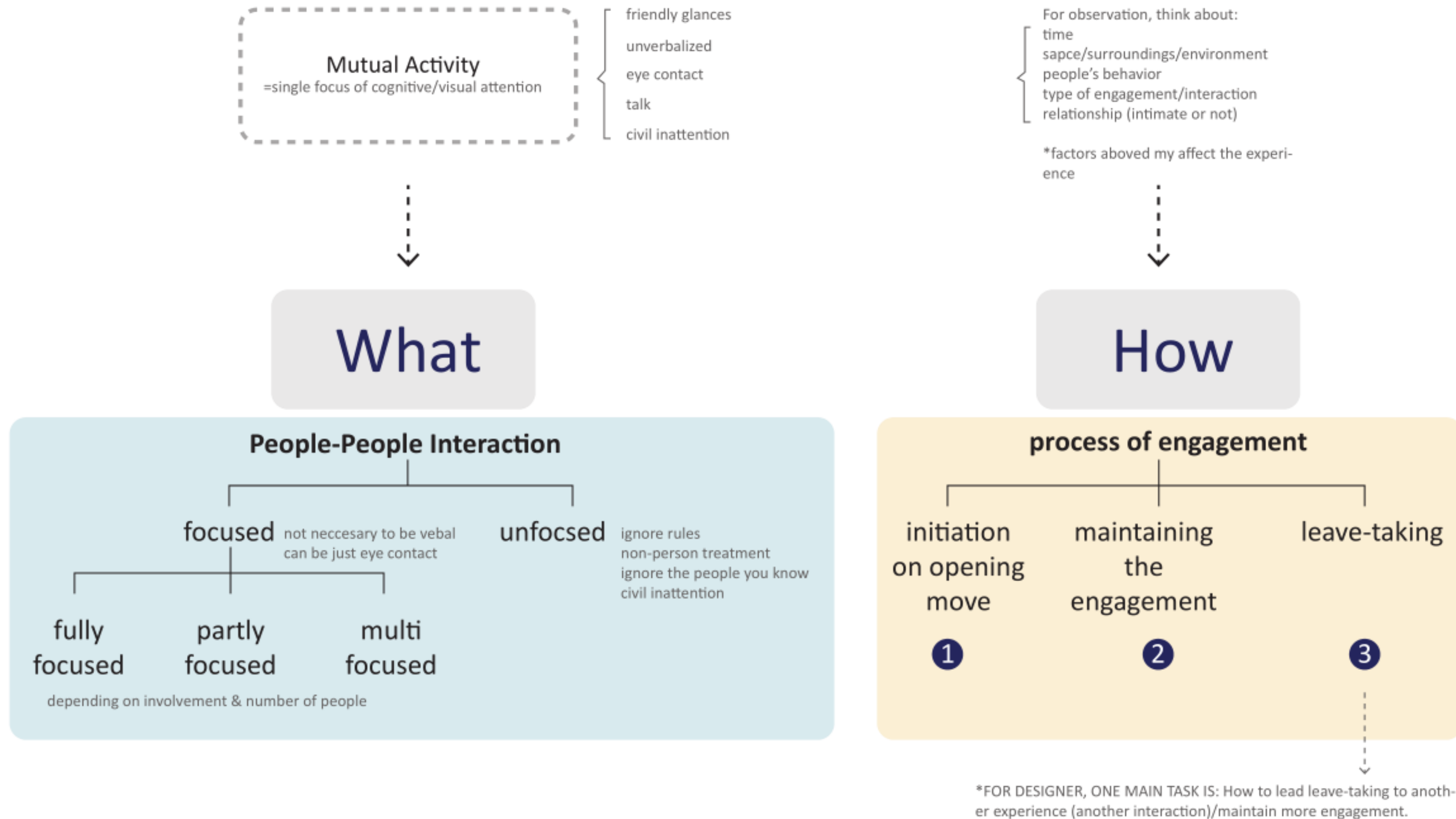
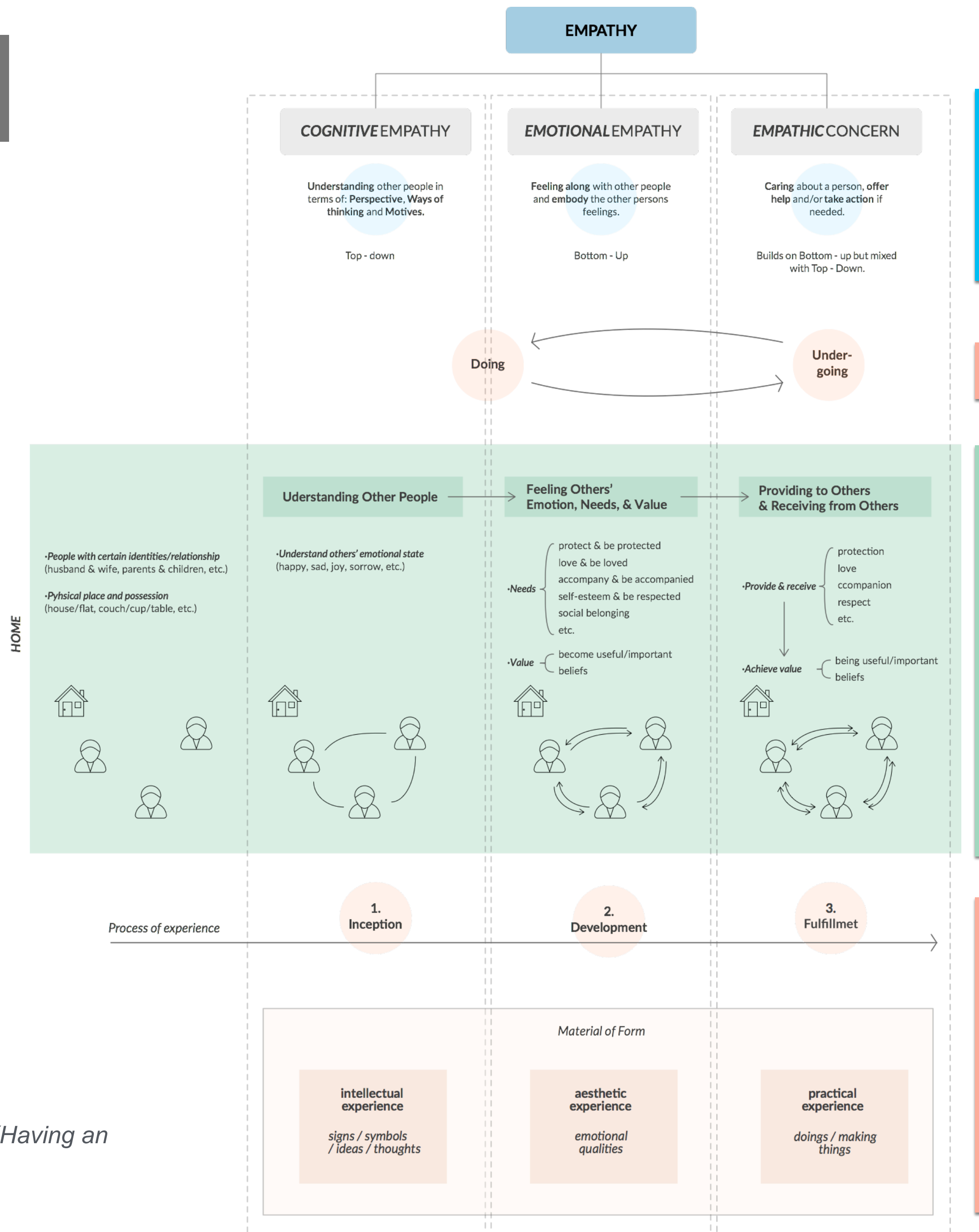


Figure4: Illustration of “facial engagements” from theory of Erving Goffman



# Strategic Framework



“The empathy Triad”, Daniel Goleman

“Having an Experience”, John Dewey

“Home”

“Having an Experience”, John Dewey

Figure 5: Concept map inspired by theories of John Dewey (Having an Experience) and Daniel Goleman (The empathy Triad)



# Concept of Home

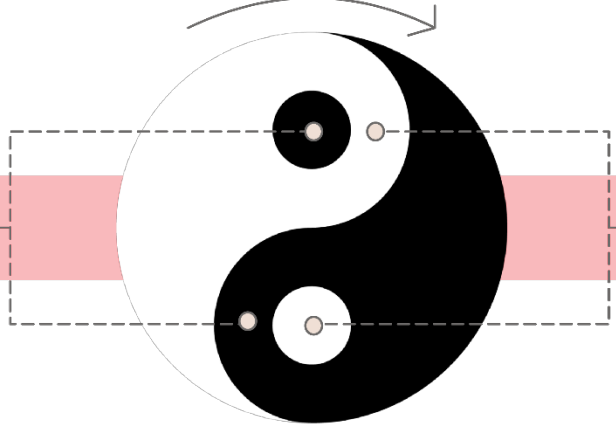
HOME

Developing over time

WHAT  
material (of form)

HOW  
process

Running



Being home

Feeling home

Home is a balanced system (TAIJI) of

Home is the fulfillment of

Basic needs

and

Experiences

developed over time, motivated by

Empathy

Physical place

Interactions & relationships

Items, Belongings

Family, Partners, Friends

Aesthetic experiences

Intellectual experiences

Practical experiences

Understanding other people

Feeling others' emotions, needs, & values

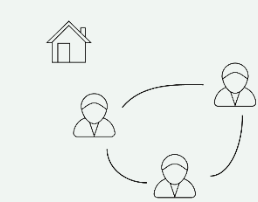
Providing & Receiving based on emotions, needs, & values

cognitive empathy

emotional empathy

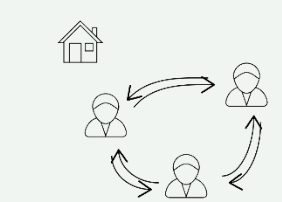
empathic concern

Understanding others emotional state, culture and social background



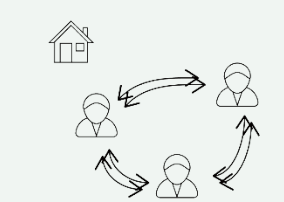
**Needs:**  
Protection  
Love  
Company  
Respect  
Social belonging

**Values:**  
Become useful  
Become important  
Believes  
Memories



**Provide & receive:**  
Protection  
Love  
Company  
Respect  
Social belonging,

**Achieve Values:**  
Be useful  
Be important  
Believes



Our definition of home:

Home is the fulfilment of basic needs and experiences developed over time, motivated by empathy.

Home is a balanced system (TAIJI) developed over time of being home (YIN) and feeling home (YANG).

Being home (YIN) is motivated by feeling home (YANG).

Feeling home (YANG) includes three kinds of empathy which are understanding, feeling, and providing and receiving.

Being home (YIN) includes basic needs which are physical place, and interactions and relationships, and experiences which are aesthetic experiences, intellectual experiences, and practical experiences.

Figure6: Illustration of concept of "Home" for this nursing home project

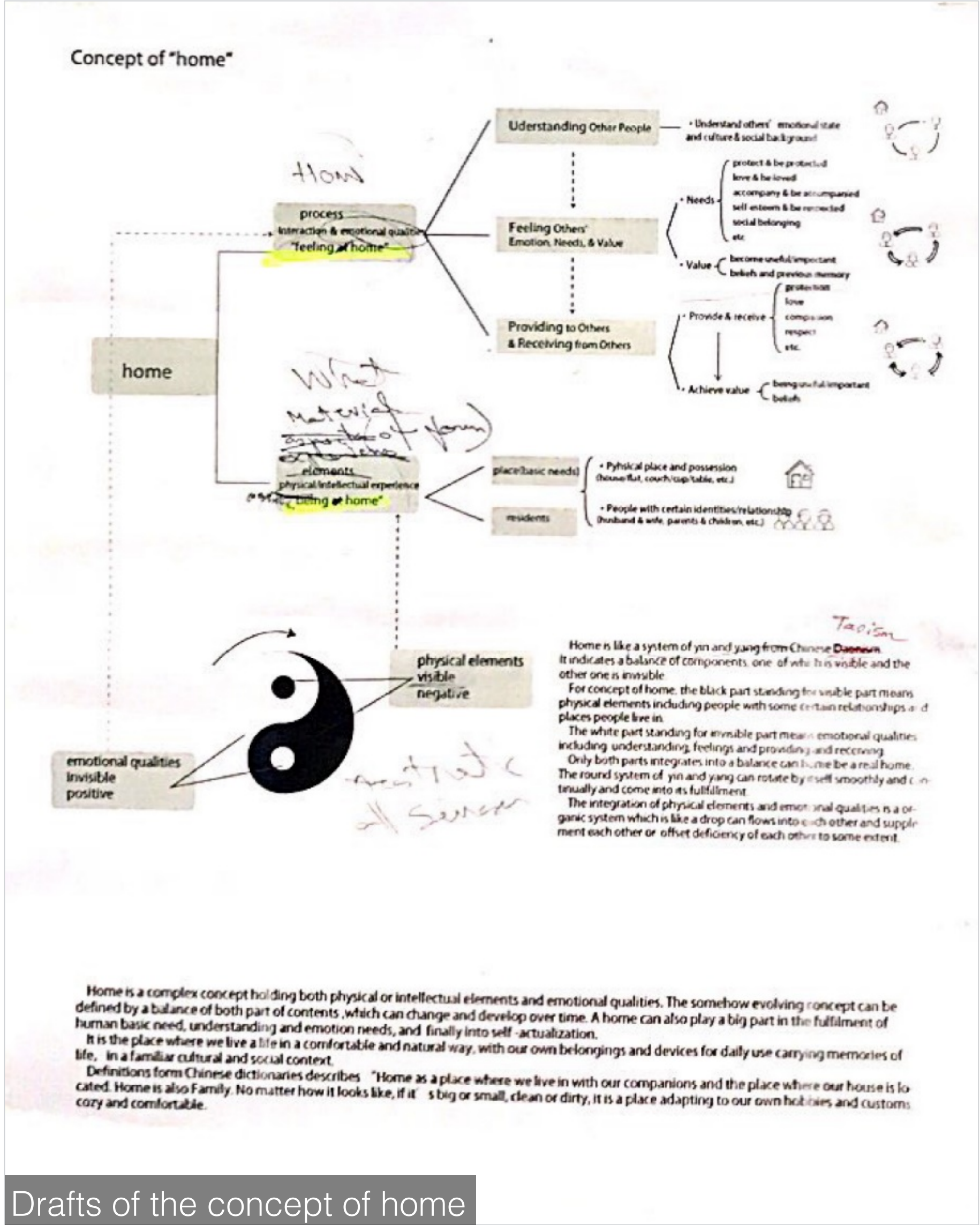
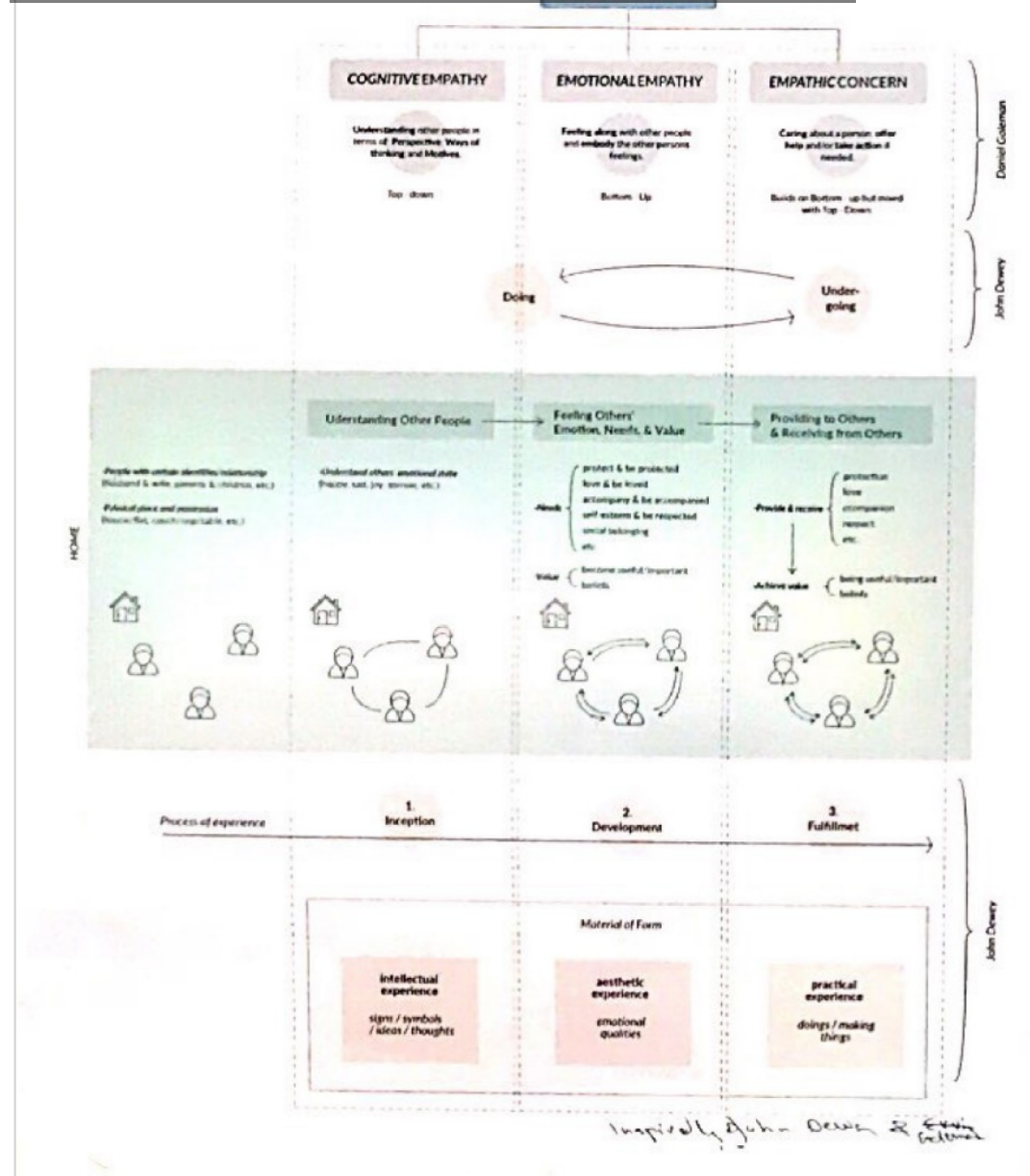


# Process

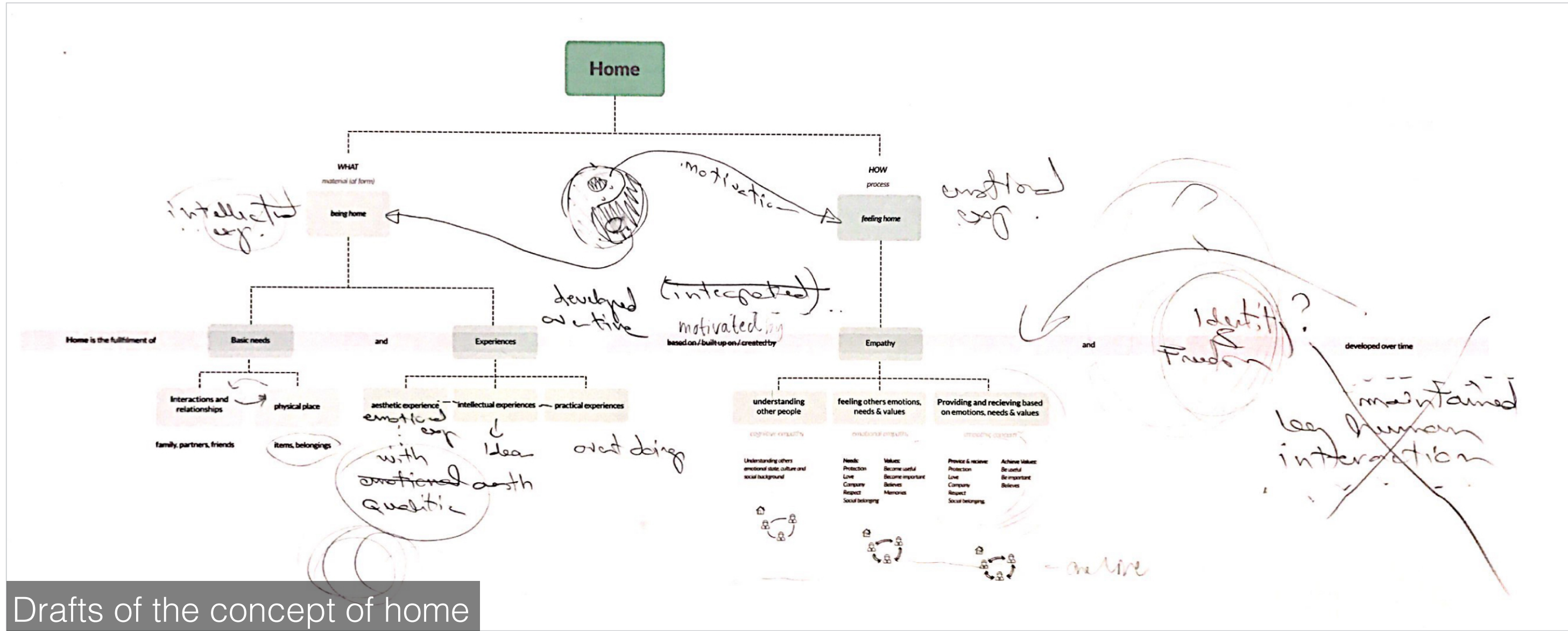
Discussing the concept of home



Drafts of the concept of home



Drafts of the concept of home



Drafts of the concept of home



# Issue Mapping Strategy

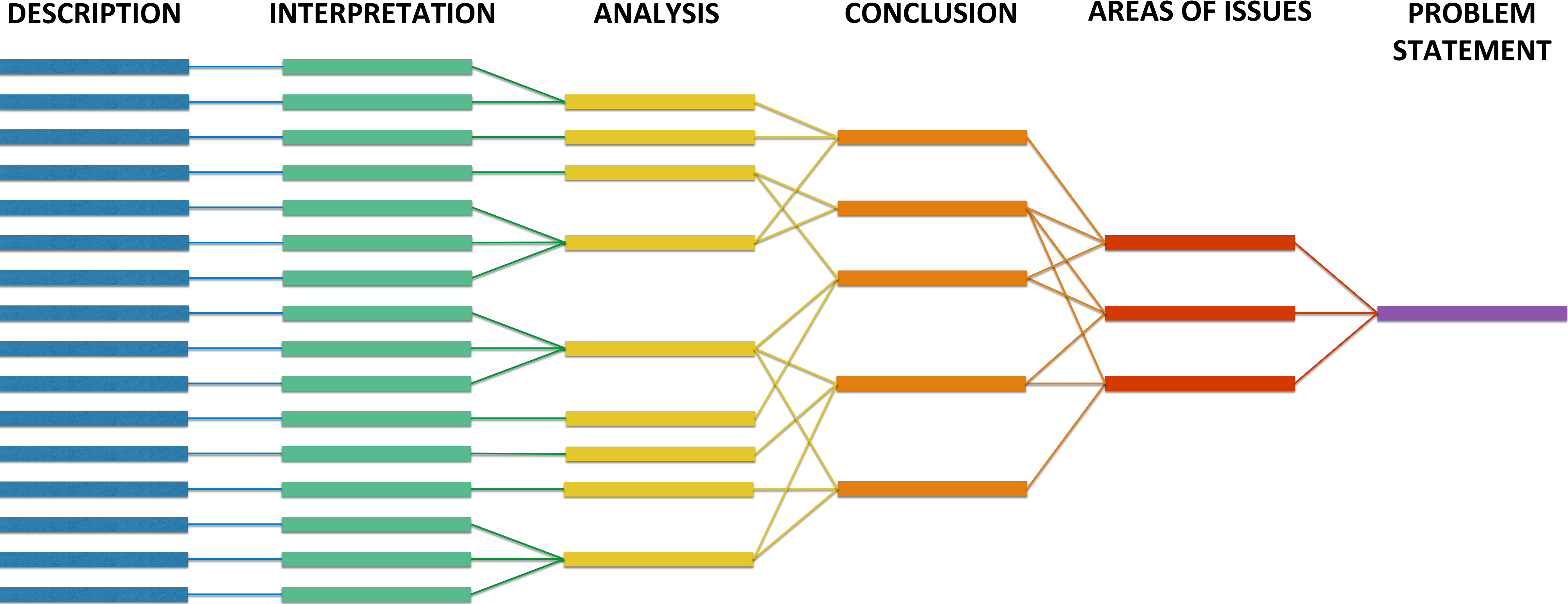
## GOAL

To gain insights around the phenomenological observations and interviews to create a relevant and evidence based problem statement.



# STRUCTURE OF ISSUE MAP

Six steps of Issue Map





# Methods

The methods used for the research are Phenomenological Observations and Semi-structured Interviews.



# Phenomenological observations

## GOAL

To gain a better understanding of the residents behaviours, motives and needs concerning people to people and people to environment interactions in the 'JING LAO YUAN' nursing home at Siping community.

## ASPECTS:

Focusing on people's behaviours and daily activities in different physical environments.



# FOUR ORDERS OF DESIGN

from Richard Buchanan  
Guiding the respects of the phenomenological observation

## Fields of Design Problems

Arts of Design Thinking

	Communication (Symbols)	Construction (Things)	Interaction (Action)	Integration (Thought)
Inventing (Symbols)	<p>Symbols: Words &amp; Images things talking to a person</p> <ul style="list-style-type: none"> <li>- Not so many things that gives a cozy homelike feeling</li> <li>- Not so many objects/symbols whose intention is to give a nicer environment, existing things mainly only for function</li> <li>- Nice notes from family members on wall</li> <li>- Large empty white walls in both rooms, corridors and open spaces</li> <li>- How are the people experiencing the environment? Is it motivating and giving meaning?</li> </ul>			
Judging (Things)		<p>Physical Objects things a person interact with</p> <ul style="list-style-type: none"> <li>- The places/different environments where this could happen are not equipped with so many things to interact with</li> <li>- Small space for personal belongings (one department) one small locker each?</li> <li>- There are few places where the environment support social interaction</li> <li>- Even less place in the other department</li> <li>- What is the large empty places serve for purpose? What purpose could it serve but is not doing today? Is there games or other things they can use?</li> </ul>		
Connecting (Action)			<p>Activities, Services, processes groups of people &amp; things in Interaction</p> <ul style="list-style-type: none"> <li>- The elderly who are in relatively good condition are encouraged to take care of the plants once a week, which can help to improve their mood.</li> <li>- Several persons in one room (3 / room in one department and around 6 in the other)</li> <li>- One department eats in their nursing room</li> <li>- Lunch gathering in large room for the other department</li> <li>- Gymnastics outside if nice weather</li> <li>- Doctor comes every Tuesday to do traditional medicine.</li> <li>-Is there any other common activities?How does it work when family members visit?</li> <li>- How are people adapting to moving in?</li> </ul>	
Integrating (Thought)				<p>Systems, Organizations, Environments groups of people &amp; things in interaction with other groups of people &amp; things</p> <ul style="list-style-type: none"> <li>- The elderly express feelings and thoughts mainly by talking with the leaders in the center who make a circuit in the buildings every day</li> <li>- How is the interaction (culture) between the members and the workers?</li> <li>-How is the interaction (culture) between the ground worked with the organization &amp; managers</li> <li>- How does the system support the one in line for getting a bed?</li> </ul>



# ASPECTS

Focusing on people's behaviours and daily activities in different physical environments.

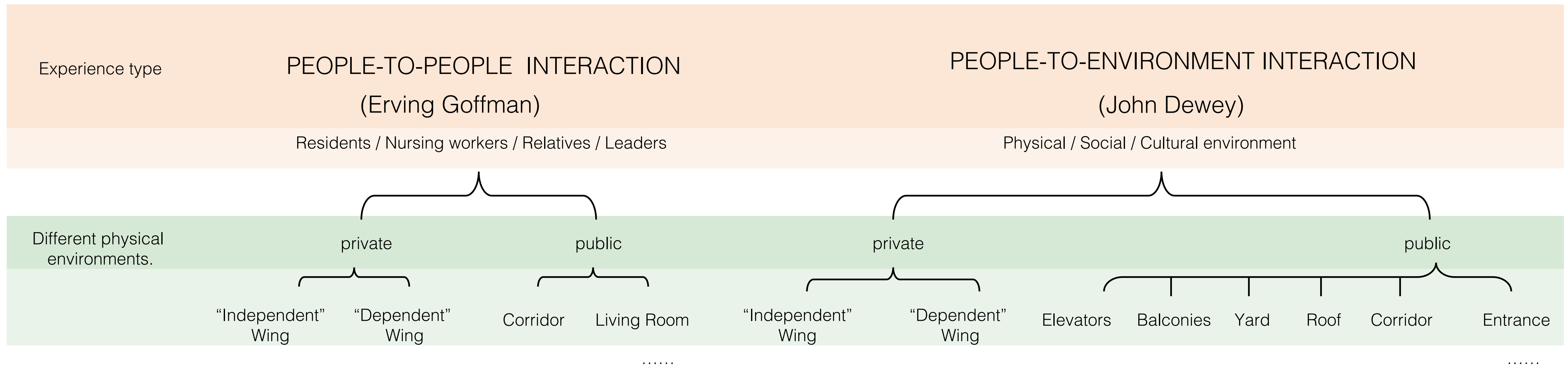


Figure 7: illustration of aspects of phenomenological observation inspired by theories of John Dewey (*Having an Experience*) and Erving Goffman (*Facial Engagements*).



# Process

Siping Road Sub-district Community Service Center		Siping Road Nursing Home	
Nature of Center	Government-supported	Government-supported	
Service Target	elderly people over the age of 60, who has a semi-dementia with no infectious diseases.	78 elderly people divided into 3 levels including severe disabled, mid-level disabled and slight disabled, with no infectious diseases.	
scale	30 members and a manager, several nurses ,mechanic, doctors and volunteers.	78 elderl residents, and 36 workers including managers, nurses, doctors, and rear servants.	
Management fee	150/month	bed cost : 1400RMB/month, 1600RMB/month, 1800RMB/month for 3 different levels.	
Application procedure	Application procedure apply ( families permitted ) —preliminarily evaluate—body check— audit—sign agreement—become a member	They have a 30-day period of observation and investigation for one's adaptability to the environment. during this period, workers in the center will communicate continuously with the new member face to face ,get to know his need and negative feeling and try to address them, which may be lasting for a week.	
Environment and Atmosphere	It's clean and bright, much sunshine inside the room It's quiet, not disturbed by others	the hygienism condition is not very good quality of lunch does not look good, though nutrition quota was emphasized. there is no any decoration for improving their living atmosphere, just white and grey dirty walls, dark-color wooden doors and doorframe.	
Daycare schedule	daytime care 8:00-16:00 for weekdays	full-time care	
nursing and health-care level	basic physical check such as blood pressure and heart rate measurement	the community doctor comes here for taking health-care prescriptions of traditional chinese medicine for elderly residents here every tuesday , then they will gather them and take medicine here from hospital. If the elderly have fever or any other uncomfortable symptoms , they will call their families to take them to big hospitals.	
service and activities	basic physical check, culture and entertainment activities such as card and board games, watching Tureading appreciation, and health care exercises. And sometimes other activities such as lectures and get-together activities	not many organised activities. Most of them were watching TV in their bedroom.	
purpose	to provide a place for elderly people to communicate and resolve emotion disorder.		
How to help them release their negative feelings and worries	respect their personal needs. If one wants to talk and pour emotions, then communicate with him, if one wants to play games, then involve him.	"treat them as our own parents and our own grandparents."Workers in the center will communicate continuously with them face to face , get to know his need and negative feeling and try to address them.	
challenge	conditions of the elderly varies everyday, so different challenges follows different conditions.		
volunteers	volunteers from tongji come and play movies for old people every Thursday.	some students from high school has been there and drew several pictures which were hung on the wall of their common bedroom now.	
regulations		it's compulsory that children of the elderly people should visit them at least once a week. planting in the roofgarden one a week is a compulsory job. It's very hot in the roofgarden in summer and could be cold in winter.it's not well used . elderly people can not go out without permission.	
observation	1.The activity schedule is arranged by the organiser of the center,the elderly people do not have much independent option. 2.They do not have many outdoor activities and specific facilities and programs to improve their physical functions. 3.before we left, an elder grandma go to the front spare space to perform Tai chi, seemed to show us and draw attention of us. —it means there were not so many people can visit them and communicate with them and recognize their healthy	1..we just saw a few gymnastic facilities and no one use them. 2.the hygienism condition is not very good 3.quality of lunch does not look good, though nutrition quota was emphasized. 4.there is no any decoration for improving their living atmosphere, just white and grey dirty walls, dark-color wooden doors and doorframe.Few plants in the main yard, and no one takes exercises there under the strong sunlight. 5.there are little communication between the elderly people in their living room, and no any gathering activities, just a few women elderly people were talking in the canteen. 6.an elder grandma took out his water brush stroke to show us and then put it back under his	

## Basic information of Jing Lao Yuan

ABOUT HAPPINESS 1	ABOUT BEING INTEGRATED IN A NEW ENVIRONMENT 2	ABOUT INFORMING & ENGAGING PEOPLE 3
<p><b>ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>-day-care</li> <li>-80+, the elderly who are capable of living independently</li> <li>-government take care of this place</li> <li>-opening to the elderly in the community</li> <li>-capacity: 16/30</li> <li>-will be another similar center in the community next year</li> </ul> <p><b>SCHEDULE:</b> 8:00am-4:00pm ( basically open from 7:30 )</p> <p><b>TYPE OF SERVICES:</b> Taking care of the elderly who are basically capable of living independently during day time: activities and lunch. (but also include handling unexpected issues like cleaning up trousers...)</p> <p><b>PROCEDURE:</b> apply for ... talk with the offspring - evaluate the health condition - agreement (simple)</p> <p><b>MEDICAL WORKERS:</b> trained. doctors/volunteer/ managers...</p> <p><b>can they decide what ACTIVITIES to do?</b> most of the activities are decided. but took into consideration of the interests of the elderly.(combine with popularity and individuality) <b>where will they go when physical condition get poor?</b> 1. home-based care for the aged 2. gerocomium around the community/in the city 3.terminal care</p> <p><b>BIGGEST CHALLENGES:</b> -How to make them happy, play the energy , making the relatives feel relieved; -Make the best use of the government support; -How to activate more activities(since the elderly are too old) -The condition of the elderly is unstable and unpredictable that hard to control.</p> <p><b>DESIGN THINKINGS:</b> -How to fulfill personal sense of happiness through collective</p>	<p><b>ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>-accommodation</li> <li>-light / moderat / heavy dependent elderly, 85% are female</li> <li>-government take care of this place</li> <li>-opening to the elderly in the community</li> <li>-capacity: 78/78 (30-40 are waiting for vacant beds)</li> <li>-36 staff</li> </ul> <p><b>SCHEDULE:</b> can't leave without permission from the relatives &amp; administrator.</p> <p><b>TYPE OF SERVICES:</b> minor illness like catching a fever/cold, long-term medication.(the doctor visit here weekly and leave the prescription) emergency and serous illness call for the relatives to take them to the hospital.</p> <p><b>PROCEDURE:</b> after the consent form the elderly, the relatives come and register(if there are vacant beds) - health examination- evaluate the grade of nursing (charge for different fees:1400RMB,1600RMB,1800RMB)- check in after the agreement from the relatives - 30-days assessment period(if the elderly adapt to collective life)</p> <p><b>VISITORS:</b> tcan visit the elderly in anytime and are supposed to come at least once a week.</p> <p><b>ACTIVITIES:</b> 🌱 The elderly are encouraged to take care of the plants once a week (promote desire/optimism/joy for life )</p> <p><b>main reason for satisfactory?</b> The leadership treat them like own parent and make an inspection tour everyday to check if there are any things to complain about.</p> <p><b>BIGGEST CHALLENGES:</b> -How to make this place like a home for the elderly? -How to adapt the new residence to a new environment?</p> <p><b>DESIGN THINKINGS:</b> -How to integrate the elderly into a new environment quickly -How to make them happy and less lonely? -in regards to enhance AESTHETIC EXPERIENCE (think of five</p>	<p><b>ATTRIBUTES:</b></p> <ul style="list-style-type: none"> <li>-communication center fo anyone</li> <li>-government take care of this place</li> <li>-volunteers/ teachers from Tongji University come several times a week</li> <li>-very new, only established 3 months before</li> </ul> <p><b>SCHEDULE:</b> 8:30-11:30,13:30-16:30</p> <p><b>TYPE OF SERVICES:</b> Activities: reading/handcraft workshop/play chess/tpublic living room/meeting room/toys for preschool children/ learning traditional Chinese culture and skills(instruments/calligraphy...)/ do yoga...</p> <p><b>PROCEDURE:</b> -anyone can come and use the space and facilities -some of the rooms have to be reserved before using</p> <p><b>PURPOSE:</b> -initiated by the government -realize autonomous organization by the residents</p> <p><b>BIGGEST CHALLENGES:</b> -How to mobilize more people to come and participate in?</p> <p><b>DESIGN THINKINGS:</b> -How to inform people of this great place and engage them to use the facilities and resources here? -What's the target group of this center( primary users/secondary users/tertiary users...are not clear yet)</p>

## Basic information of 'Jing Lao Yuan'

The canteen



Residents playing cards in the corridor



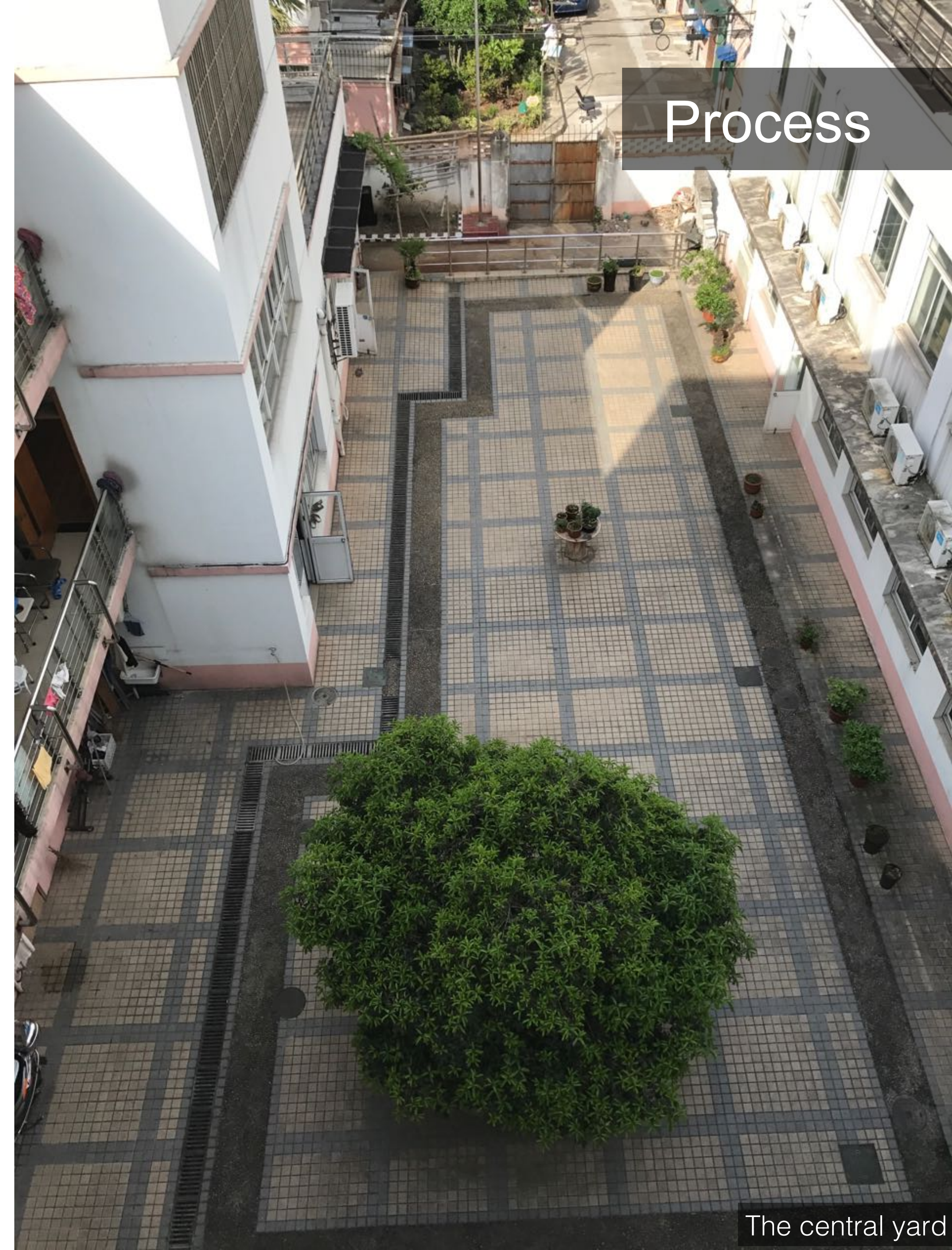




A resident using an exercise facility



An independent room



# Process



A balcony with drying racks

The central yard



# Semi-structured interviews

## WHAT

A form of interviewing process where the interview is planned to some extent, but allows modifications and additions usually in the form of follow up questions.

## GOAL

To complement the phenomenological observations and to deeper understand the residents, workers and visitors needs, wants and motivations. Also, to lay foundation for the user profiles.

## INTERVIEWEES

Residents: Mrs. Zhu / Zhang jing / Mr. Yu

Nursing workers: Mr. Anonymous / Mr. Yan

Relative: Mrs. Li



	Residents	Nursing workers	Visitors
	Basic Information	Basic Information	Basic Information
Part 1	Daily and Weekly Activities	Daily and Weekly Activities	Visiting routine
Part 2	Visitors	Relationship to co-worker and residents	Relationship
Part 3	Relationship		General Comments
Part 4	General Comments		

Figure 8: Illustration of parts of questions for semi-structure interview for different types of interviewees



# User Profiles

As the first step to understand who the users are, User Profile was developed based on the Phenomenological Observations and Semi-structured interviews.

## WHAT

Detailed description of your users' attributes.<sup>1</sup>

## GOAL

To ensure that you know who you are developing your product for, and who to recruit for usability activities.<sup>2</sup>

1. Courage , Catherine, and Kathy Baxter. "Before you choose an activity." In *Understanding your users: a practical guide to user requirements methods, tools, and techniques*, 41-42. San Francisco, CA: Morgan Kaufmann Publishers, 2005.

2. *Ibid.*



Primary User:  
**Residents**

Age range: 67 - 107 years  
Location of residence: Siping community, Yangpu, Shanghai  
Occupation: Retired or previous housewife  
Socio-economic status: Working or middle class  
Level of education: High school education, no university studies  
Years living at the elderly center: 1 - 8 years  
Main activities: Reading, radio, playing mahjong, performing lighter exercising and watching TV  
Health condition: Leg/hip problems, weakened body due to age, mentally healthy  
Attitudes and values: Generally optimistic and positive to the nursing home

Secondary User:  
**Nursing workers**

Age range: 55 - 65 years  
Location of work: Siping community, Yangpu, Shanghai  
Occupation: Nurse  
Years working at the elderly center: 3 months - 7 years  
Socio-economic status: Working to middle class, but currently retired or unemployed  
Working experience: 3 months - 10 years experience within nursing  
Level of education: Training at nursing centers but no official nursing education  
Key tasks and job duty/content: Taking care of residents: feed, help using bathrooms/potty, handling residents laundry. Includes both day and night shifts.  
Attitudes and values: Stressed due to high work load, generally outgoing with limited energy and time to sympathize with the residents

Tertiary User:  
**Visitors of residents**

Age range: 60 - 80 years  
Location for visiting family member: Siping community, Yangpu, Shanghai  
Relationship to the resident: Son, Daughter or other close family members  
Occupation: Retired or previous housewife, currently spend time taking care of family and home crafts like cooking or cleaning  
Socio-economic status: Working - Middle class, but currently retired or unemployed  
Experience of taking care taking: 5-10 years of taking lighter care of family member at home  
Key activities while visiting: Helping resident with eating or using the bathroom, talking, bringing newspaper or lighter food  
Visiting frequency: 3/day - 1/week  
Attitudes and values: Generally positive to visit the nursing home and meet the family member, do however tend not to stay for a long time



Phenomenological observations

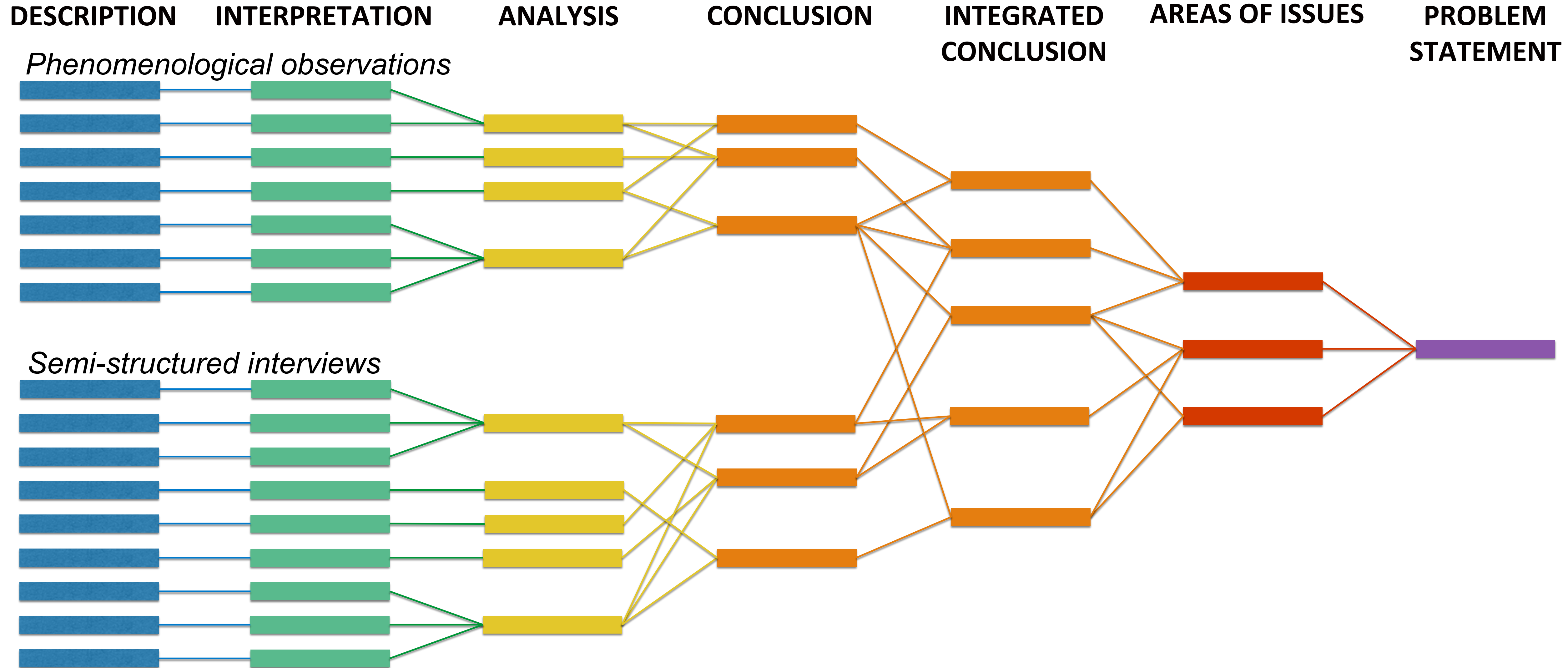
Semi-structured interviews



Issue Map



# STRUCTURE OF ISSUE MAP





# STRUCTURE OF ISSUE MAP

An example

## DESCRIPTION

A female resident is using a potty to urinate in the middle of a room on the third floor, inside the “dependent”-wing . Two other females and one male is helping her by moving her to the potty and holds her body during the process. The resident does not make resistant or show any change in facial expressions from before. There are several other residents located in the room at this time who do not look at the resident using the potty.

## INTERPRETATION

The two females helping the resident seems to be nurses or workers. The male seems to be the female resident's visitor. The resident using the potty can not use the potty by her self, and need help with moving her body.It might be inconvenient for the resident to move to bathroom to unirate.When residents unirates inside room,other residents do not leave the room.

## ANALYSIS

There is limited amount of privacy for the residents . Many of the residents in the “dependent”-wing can not move around by themselves, and need assistants for simple activities like using the potty.

## CONCLUSION

There is limited amount of privacy in living room for the residents. Many of the residents can not move around by themselves and depend on assistance for activities for basic physiological needs.

## AREAS OF ISSUES

**Physical Environment**  
The inactive physical layout of the facilities and furniture limited possibilities for social engagements, personal interests and physical activities for the residents.

## PROBLEM STATEMENT

The inactive physical environment as well as the very rare social connection limited interactions among residents, degrading quality of experience for “feeling home”. Besides, cognitive empathy and emotional empathy for residents has not been transformed into empathic concern due to limited time and space.







# Area of issue 1

## The Physical Environment

The inactive physical layout of the facilities and furniture limited possibilities for social engagements, personal interests and physical activities for the residents.



## Area of issue 2

Interactions and Relationships amongst the Residents

Few activities and alternatives to engage in, hindering both the creation of new relationships and the maintenance and development of established relationships, which affects the level of empathy between the residents.



## Area of issue 3

### Empathy and Relationships Between Residents and Nursing Workers

Lack of empathy as well as personal and emotional depth in the relationships between the nursing workers and the residents, decreasing the opportunities for enjoyable experiences and social interactions between them.



## Area of issue 4

### Communication and Expression

Lack of understanding the residents emotions, needs and values, due to both limitations in some the residents alexithymia and nurses' high work load ,decreasing the nurses empathic concern and results in residents receiving less fulfillment of needs and desires.



## Area of issue 5

### Interactions and Relationships Between Residents and Visitors

Visitors do not stay long due to their busy life, as well as less private space for visitors and residents to interact.



## Area of issue 6

### Communication and Social Connection

The residents need more social interactions than what is provided by their visitors.

Disconnection with the society, daily activities limited within the nursing home for the residents' safety, hence both residents and nursing workers do not fulfill all the social engagements they need.

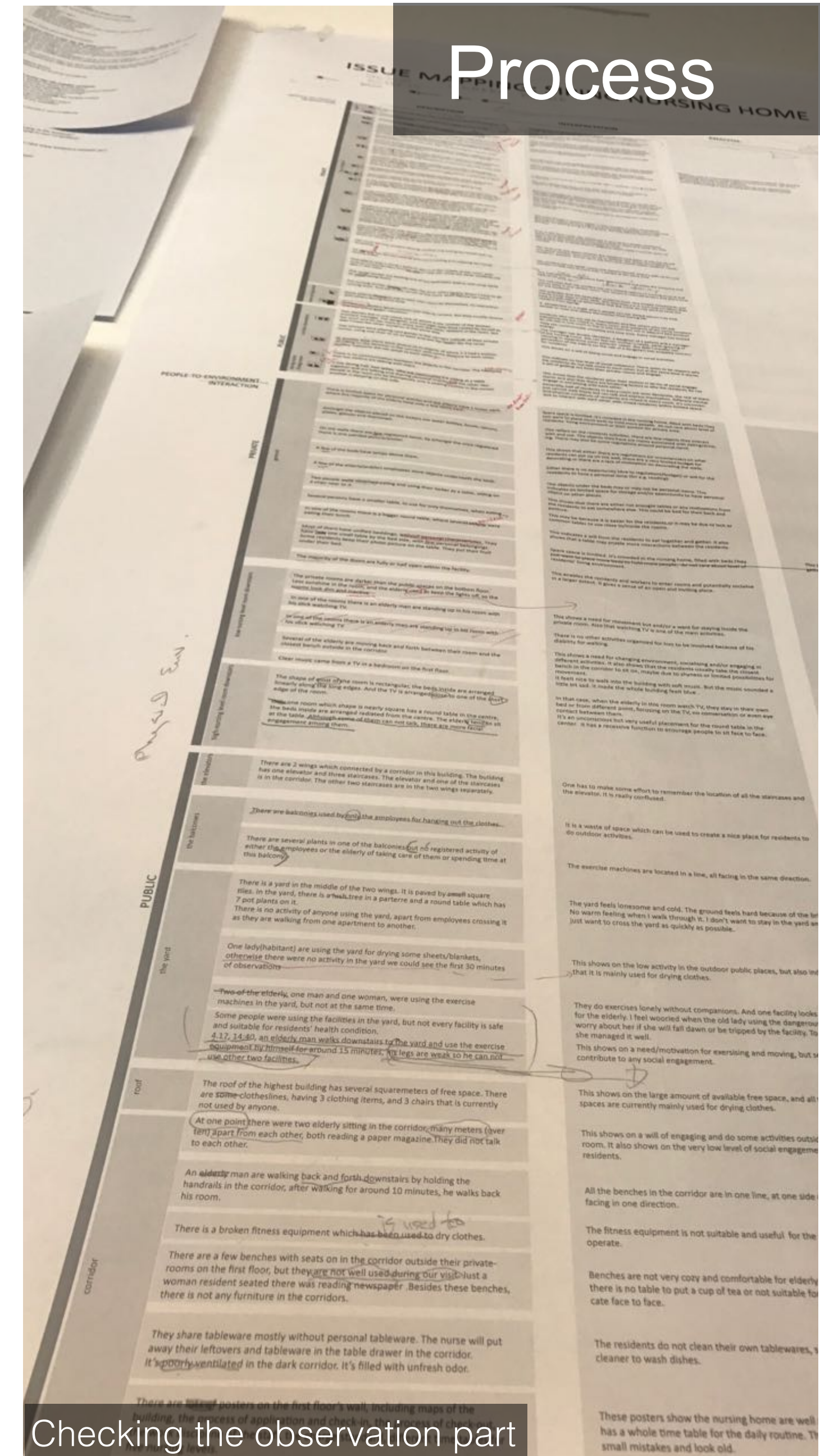




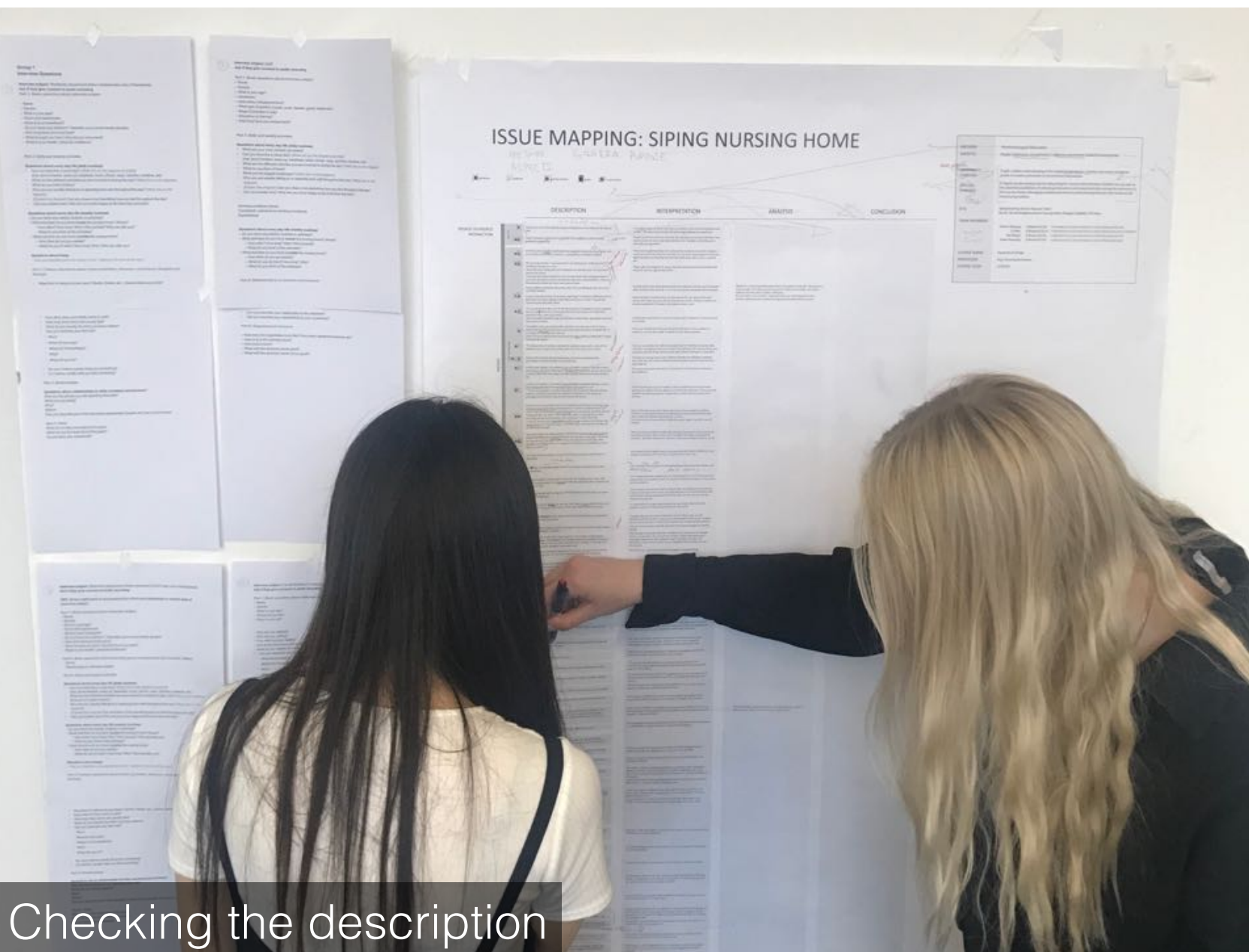
Analyzing the observation part



Analyzing the interview part



Checking the observation part



Checking the description

# Process



# AREAS OF ISSUES

## The Physical Environment

*The inactive physical layout of the facilities and furniture limited possibilities for social engagements, personal interests and physical activities for the residents.*

## Interactions And Relationships Amongst The Residents

*Few activities and alternatives to engage in, hindering both the creation of new relationships and the maintenance and development of established relationships, which affects the level of empathy between the residents.*

## Empathy And Relationships Between Residents And Nursing Workers

*Lack of empathy as well as personal and emotional depth in the relationships between the nursing workers and the residents, decreasing the opportunities for enjoyable experiences and social interactions between them.*

## Communication And Expression

*Lack of understanding the residents emotions, needs and values, due to both limitations in some the residents alexithymia and nurses' high work load, decreasing the nurses empathic concern and results in residents receiving less fulfillment of needs and desires.*

## Interactions And Relationships Between Residents And Visitors

*Visitors do not stay long due to their busy life, as well as less private space for visitors and residents to interact.*

## Communication And Social Connection

*The residents need more social interactions than what is provided by their visitors. Disconnection with the society, daily activities limited within the nursing home for the residents' safety, hence both residents and nursing workers do not fulfill all the social engagements they need.*

# PROBLEM STATEMENT

The inactive physical environment as well as the very rare social connection limited interactions among residents, degrading quality of experience for "feeling home". Besides, cognitive empathy and emotional empathy for residents has not been transformed into empathic concern due to limited time and space.



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# HYPOTHESIS

If the physical, cultural, and social environment are improved together, the enjoyable and integrated experience will be facilitated for residents.

- If the physical environment is optimized, the interaction amongst residents will be improved.
- If the empathy level is promoted, the relationship between nursing workers and residents will be more interactive.
- If the social engagement is well activated, the connection between residents and society will be enhanced.



## Initial idea 1

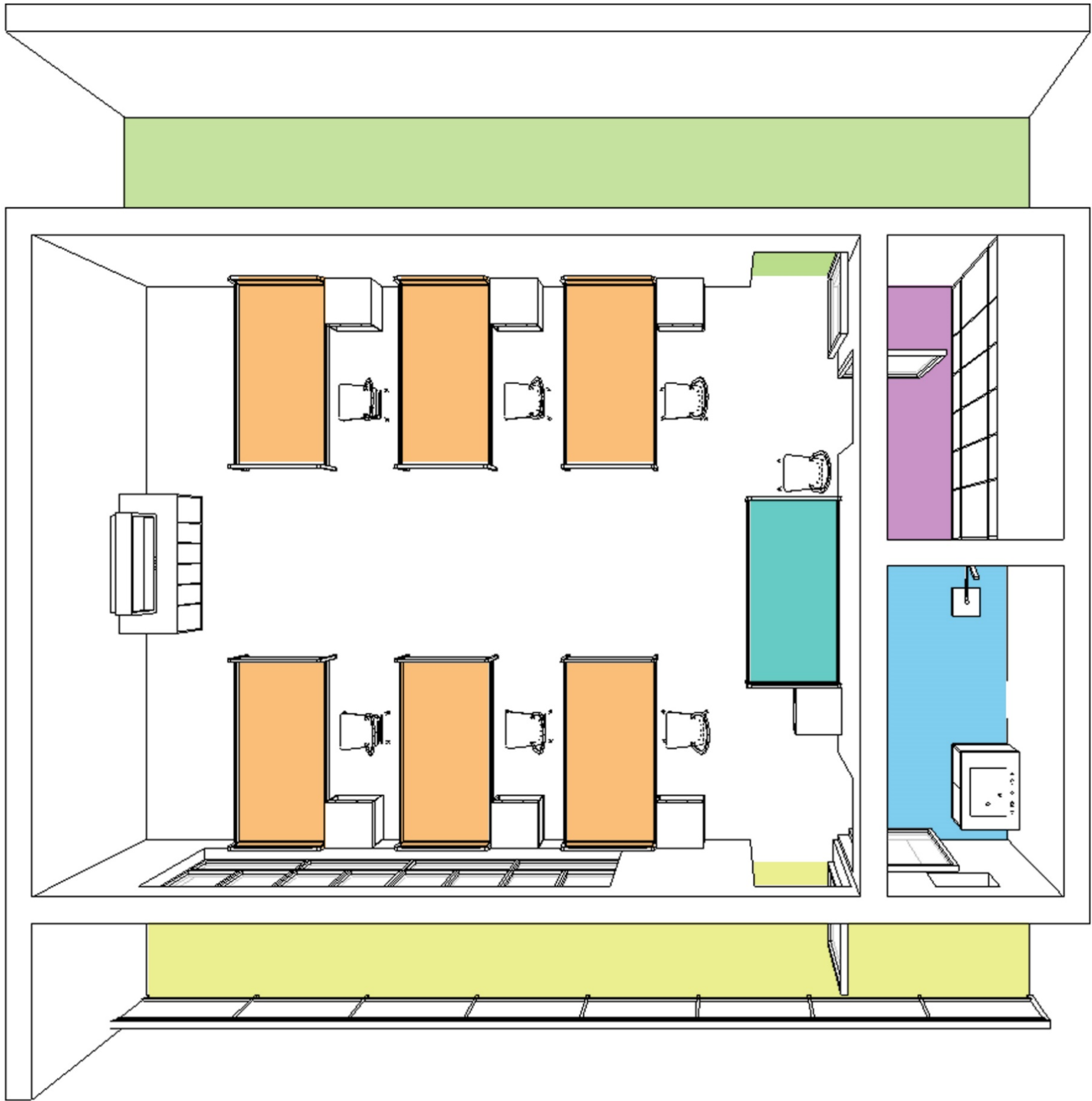
**The layout of the rooms should be redesigned.**

Optimizing the layout of physical environment will help residents to interact with each other more easily, providing possibilities for more personal interests and social engagement.

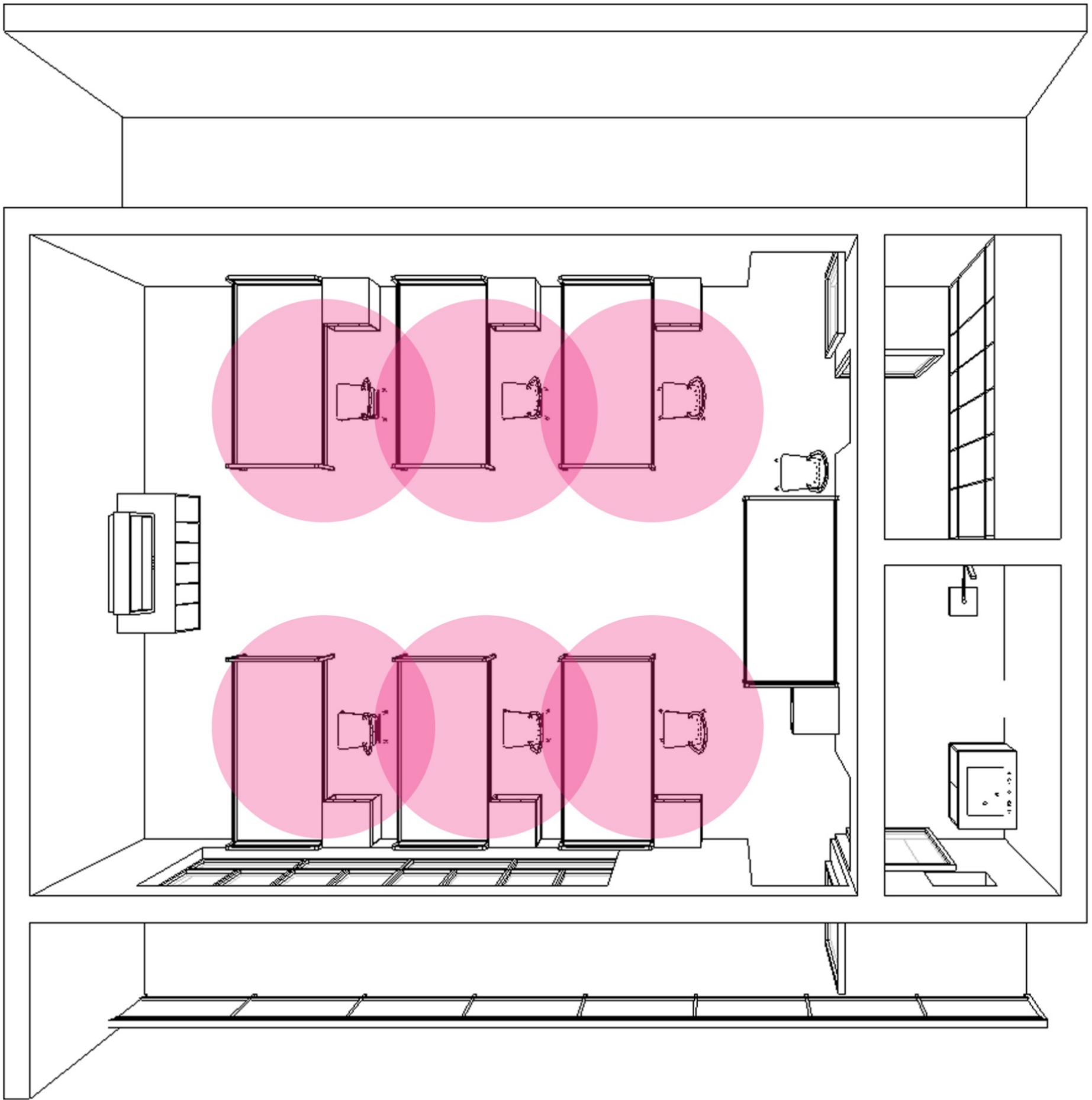


# “Dependent” wing - Before

Current situation



- Bed for residents
- Corridor
- Closet
- Bed for nursing workers
- Balcony
- Toilet

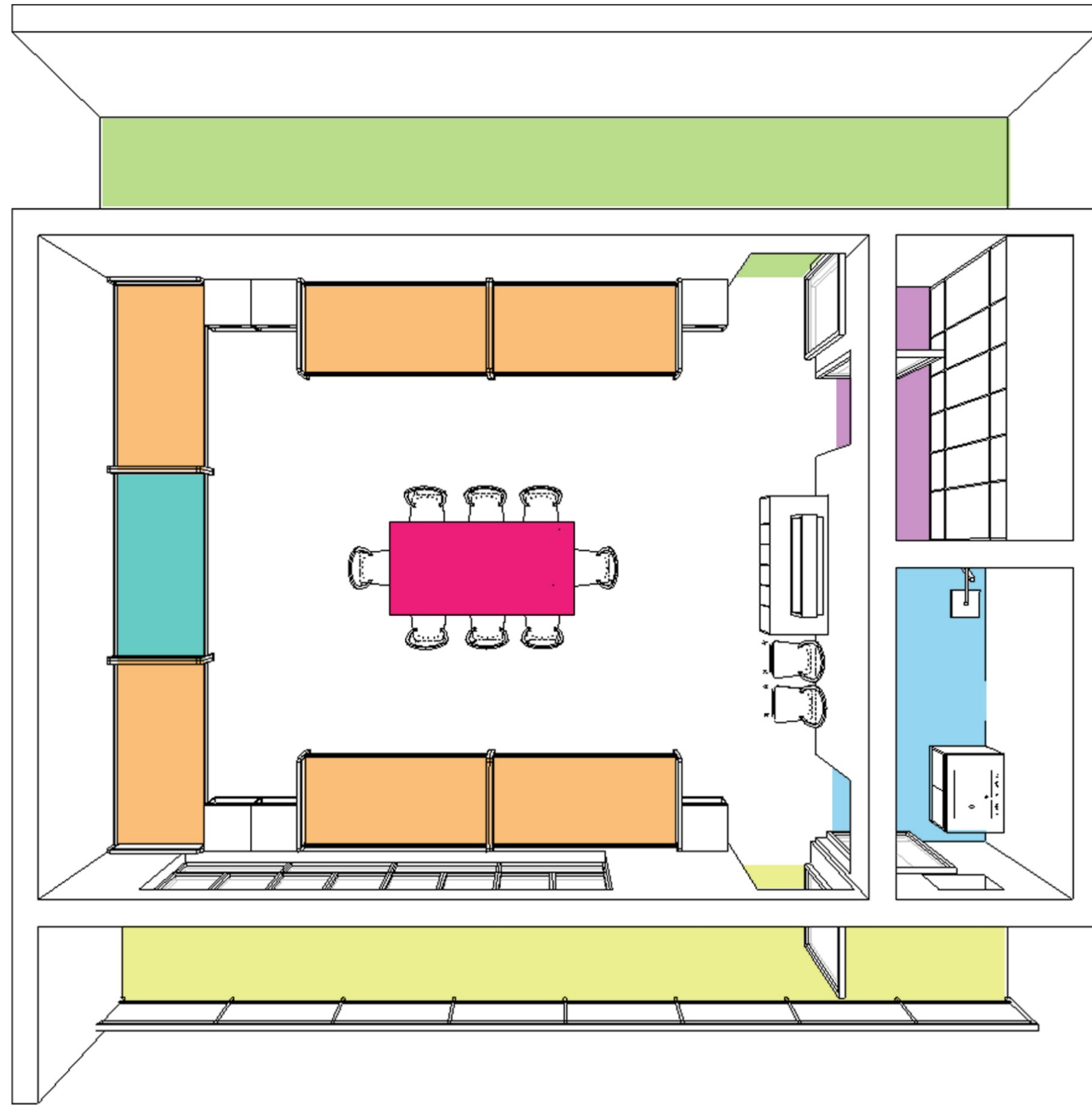


- Range of residents' motion

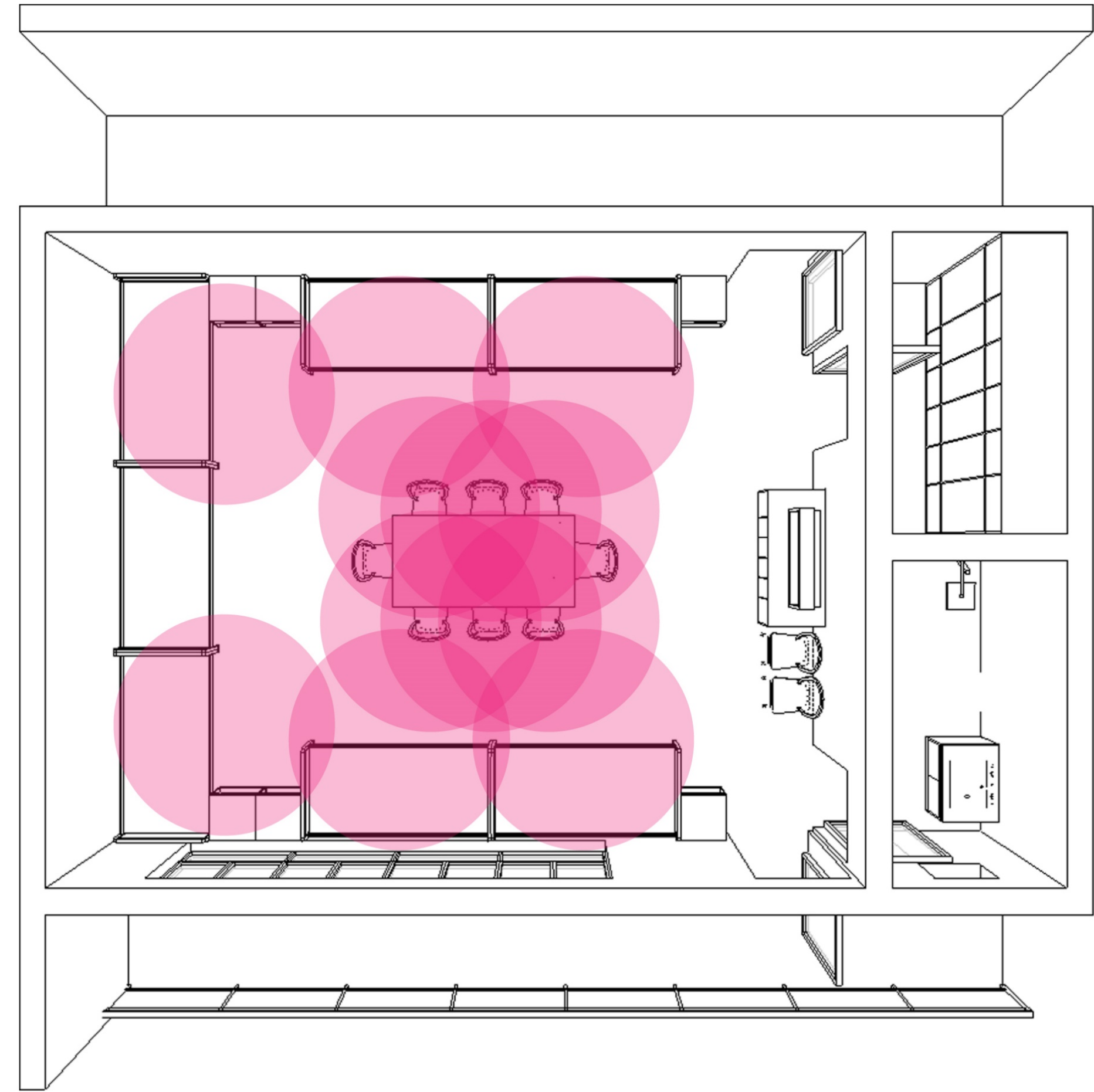


# “Dependent” wing - After

After redesigning



- Bed for residents
- Corridor
- Closet
- Public table
- Bed for nursing workers
- Balcony
- Toilet



- Range of residents' motion



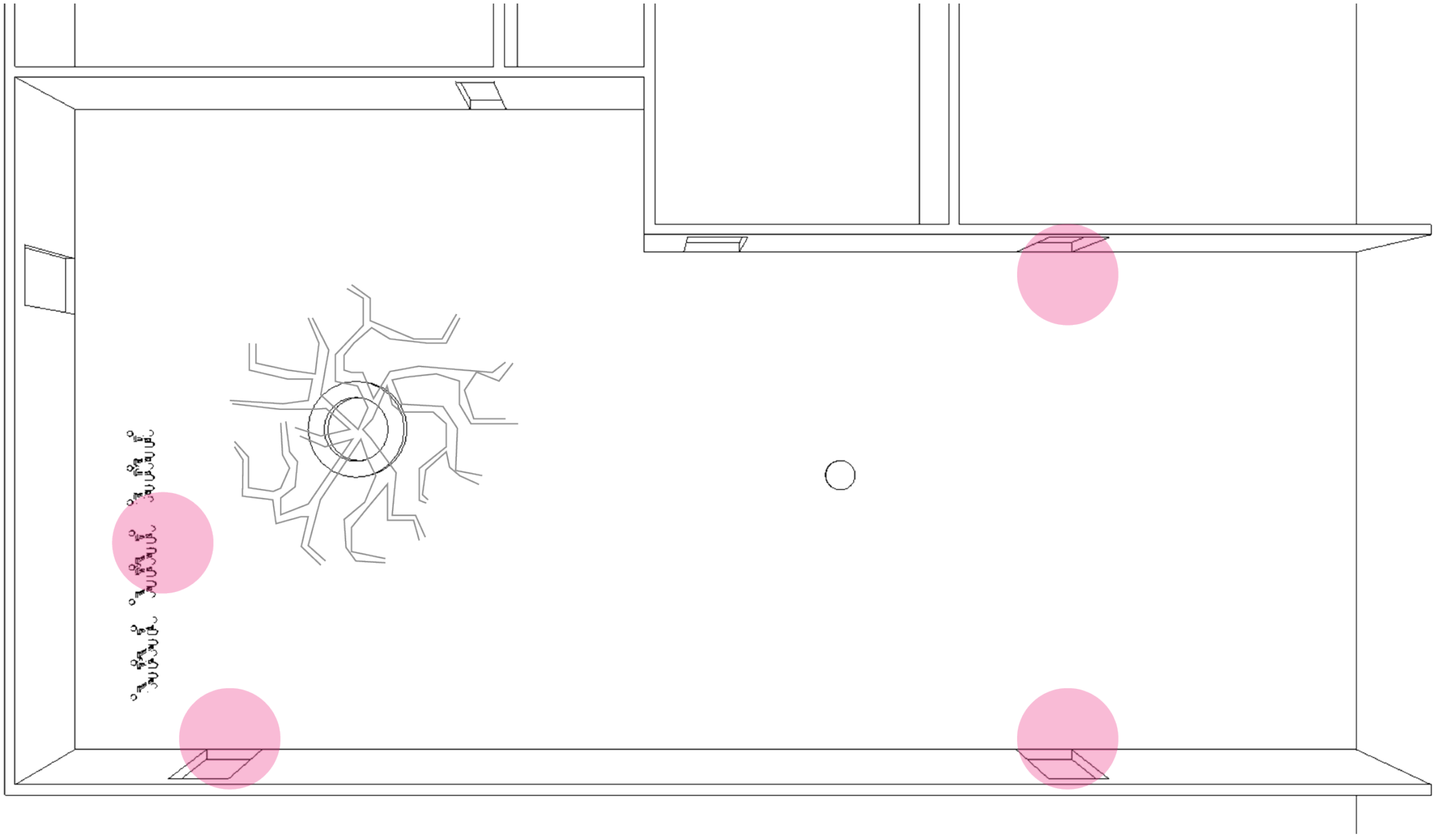
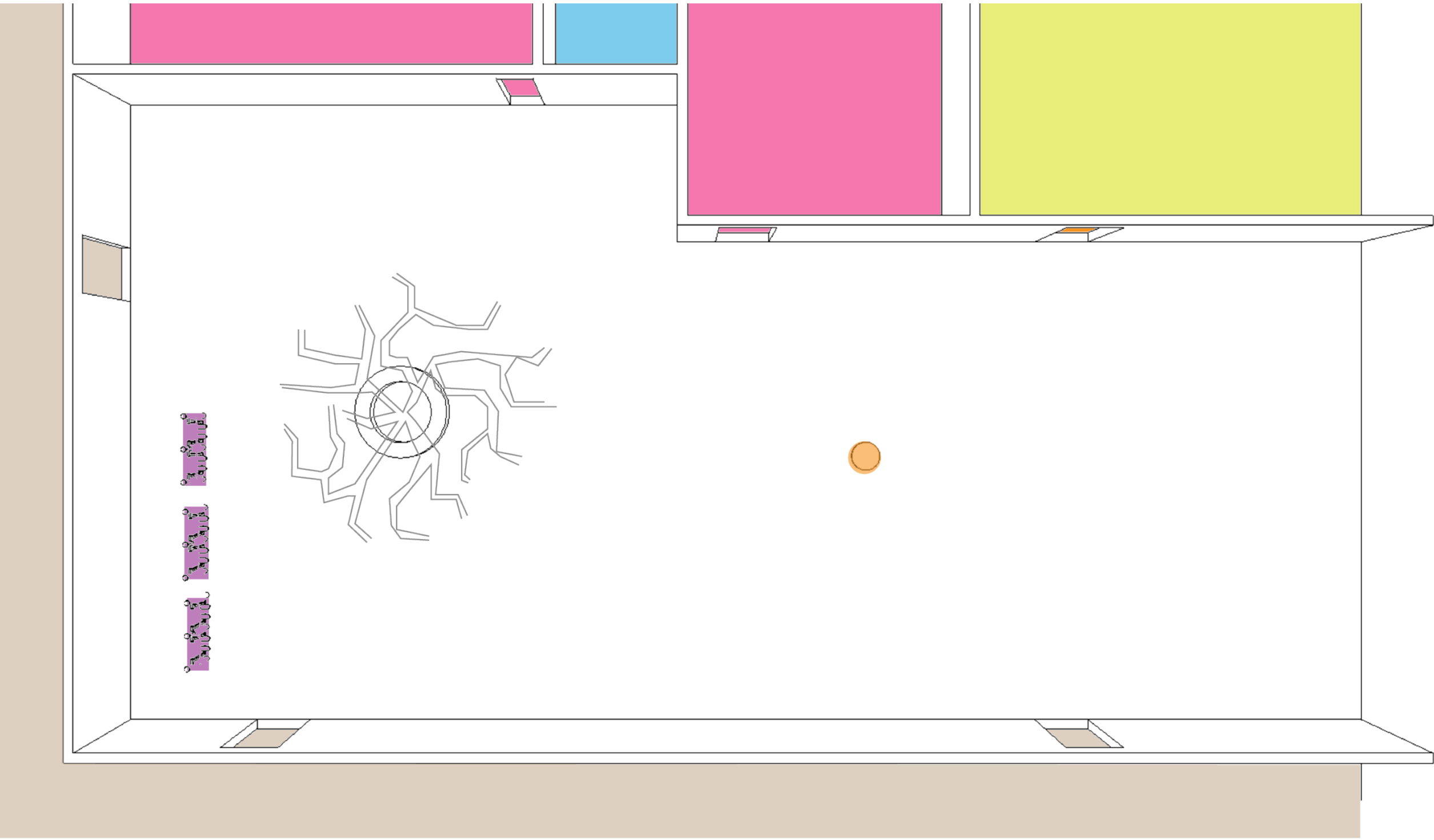
“Dependent” wing - After





# Central yard - Before

Current situation



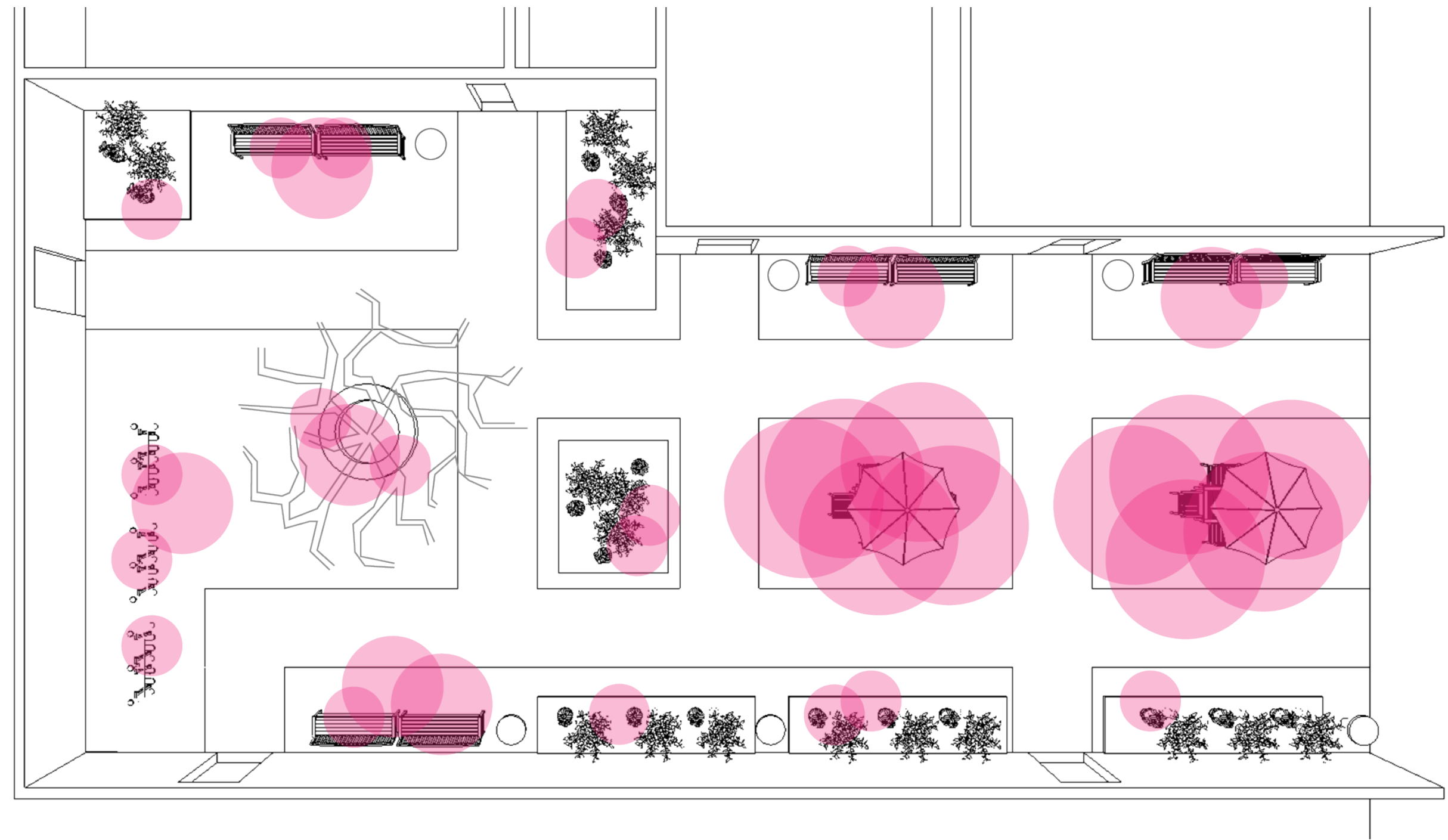
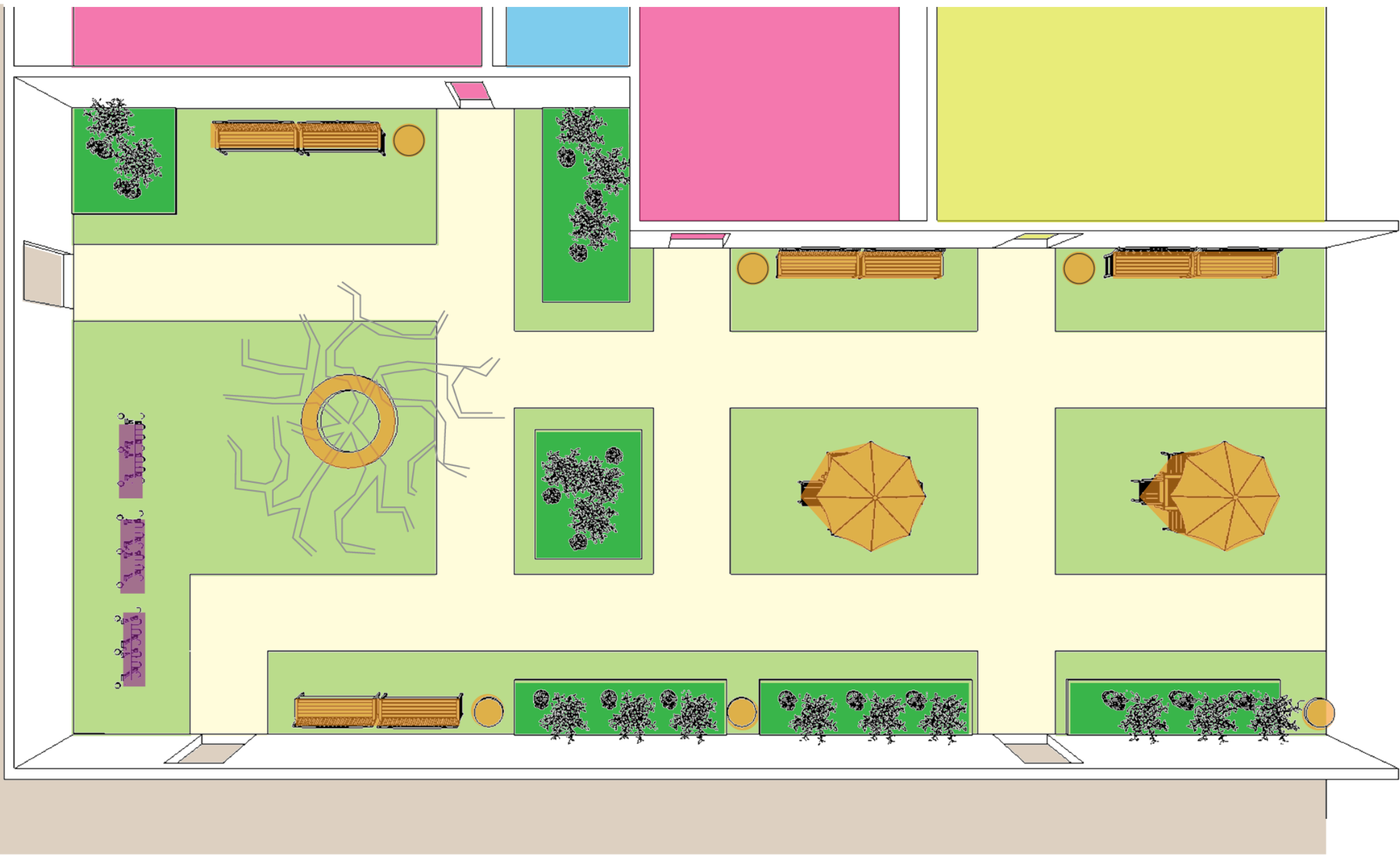
- Canteen
- Corridor
- Exercise facility
- Residents' room
- Table
- Toilet

Range of residents' motion



# Central yard - After

After redesigning



- Canteen
- Corridor
- Exercise facility
- Road
- Residents' room
- Table & chair
- Toilet
- Grass
- Planting area

Range of residents' motion



# Central yard - After





## Initial idea 2

Lectures or trainings should be given to the nursing workers.

The nursing workers should know about empathy and learn how to feel residents' emotion, needs, and values. Being well-trained before they take the responsibility of their positions is necessary. This solution focuses on learning how to transform the cognitive empathy and emotional empathy into empathic concern.



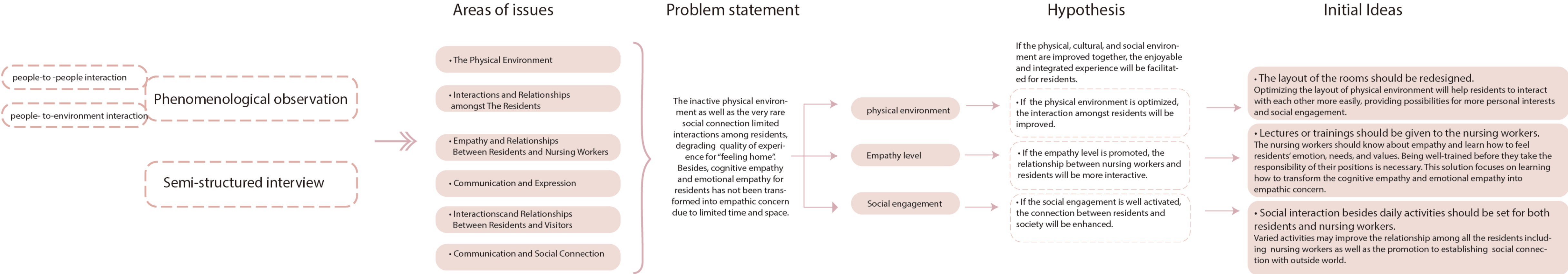
## Initial idea 3

Social interaction besides daily activities should be set for both residents and nursing workers.

Varied activities may improve the relationship among all the residents including nursing workers as well as the promotion to establishing social connection with outside world.

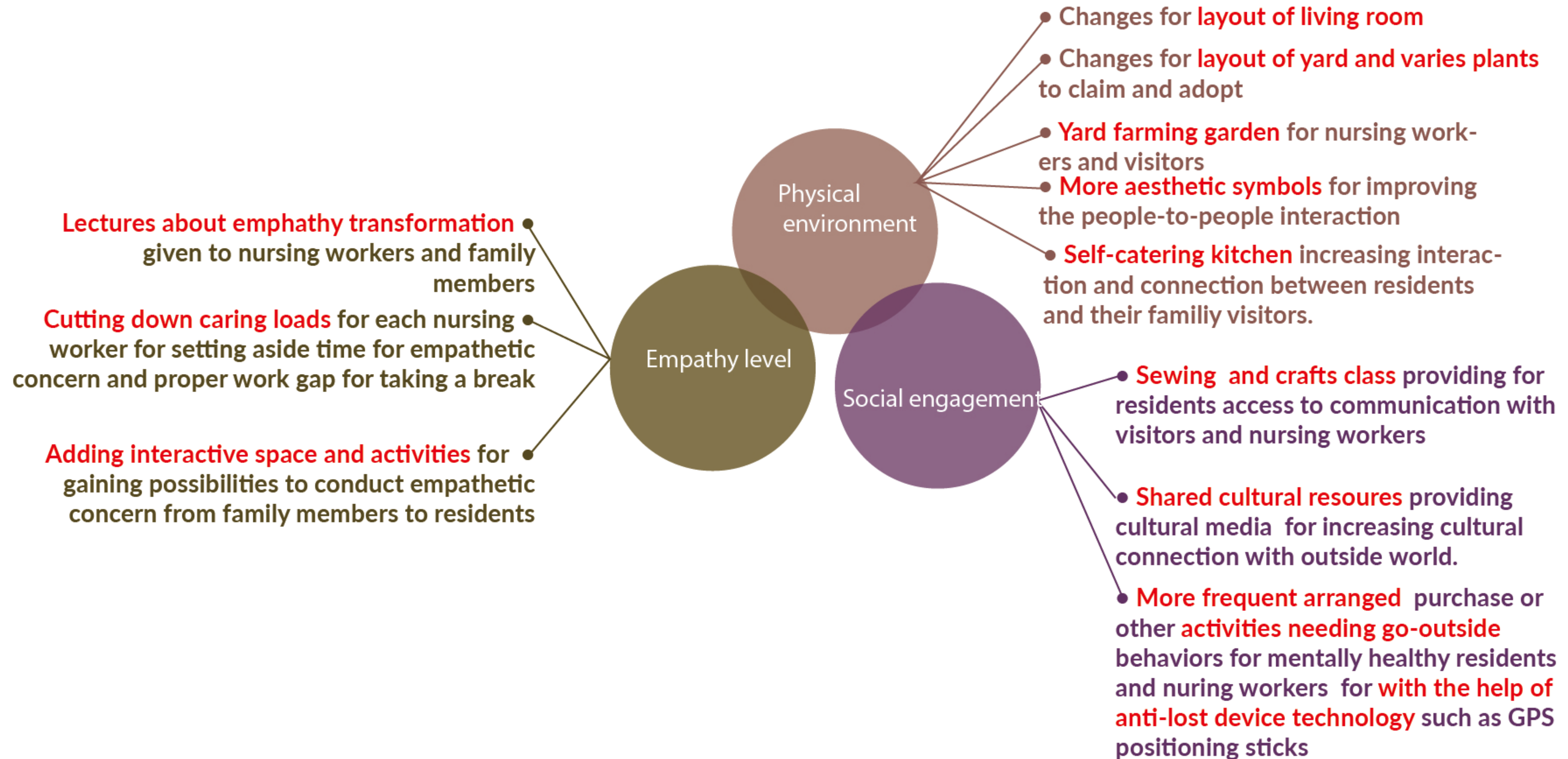


# Issue Mapping Strategy





# Divergent solutions on 3 aspects





# Personas

## GOAL

Personas take a user profile and then fill in details to create a “typical” user. <sup>1</sup>

1. Courage , Catherine, and Kathy Baxter. "Before you choose an activity." In *Understanding your users: a practical guide to user requirements methods, tools, and techniques*, 48. San Francisco, CA: Morgan Kaufmann Publishers, 2005.





Primary Persona: **Resident**  
**Xiuying WANG**

Age: **87 years old**

Location of residence: **Siping community, Yangpu, Shanghai**

Occupation: **Retired**

Socio-economic status: **Working class**

Level of education: **High school education**

Years living at the elderly center: **4 years**

Main activities: **Reading, radio, playing mahjong, performing lighter exercising and watching TV**

Health condition: **Leg/hip problems, weakened body due to age, mentally healthy**

Attitudes and values: **Generally optimistic and positive to the nursing home**





## Secondary Persona: Nursing worker Jing Li

Age: 50 years old

Location of work: Siping community, Yangpu, Shanghai

Occupation: Nurse

Years working at the elderly center: 3 years and 7 months

Socio-economic status: Working class,

Working experience: 4 years experience within nursing

Level of education: Training at nursing centers but no official nursing education

Key tasks and job duty/content: Taking care of residents: feed, help using bathrooms/potty, handling residents laundry. Includes both day and night shifts.

Attitudes and values: Stressed due to high work load, generally outgoing with limited energy and time to sympathise with the residents





Tertiary Persona: **Visitor**

**Guoqiang ZHANG**

Age range: **65 years**

Location for visiting family member: **Siping community, Yangpu, Shanghai**

Relationship to the resident: **Daughter**

Occupation: **Retired or previous housewife, currently spend time taking care of family and homecrafts like cooking or cleaning**

Socio-economic status: **Working class, but currently retired**

Experience of taking care taking: **7 years of taking lighter care of family member at home**

Key activities while visiting: **Talking, bringing newspaper or lighter food**

Visiting frequency: **3 times/week**

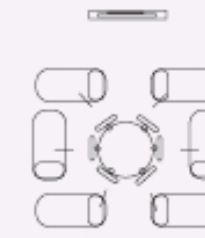
Attitudes and values: **Generally positive to visit the nursing home and meet the family member, however tend not to stay for a long time**



# Concrete solutions

Promotion to layout of **physical environment** for triggering more **facial engagement**

**A round table**



A round table in the middle of the room will unconsciously gather residents at the table, even with little verbal communication but involving more facial engagement.

**An aesthetic drawing picture**



Personal belongings including family photos as well as works of art create a cozy atmosphere.

**A self catering kitchen**



for visitors and also nursing workers for making customized food, which can increase interaction and connection between residents and their

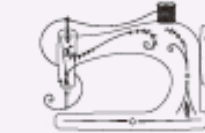
**A plant cozy garden**



for nursing workers and visitors , as well as providing vegetables to canteen and alternative optional food materials

Promotion to activities, resources and space for involving more **interaction and social connections**, especially between residents and family members

**A sewing class**



Residents with relevant craftsmanship can teach and communicate with visitors and nursing workers

**A multi-media area**



providing movies and other media for nursing workers and residents to share and communicate in a public multi-media area.

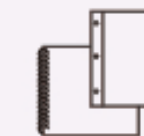
**A book corner**



Shared cultural resources providing newspapers, books, movies and other cultural media as well as public places to fulfill cultural activities, for increasing cultural connection with outside world.

Promotion to access to **emphathy transformation**

**A course for empathy**



Lectures about empathy transformation periodical as well as preparative courses will be given to nursing

**A permit for going outside**



going outside with the help of anti-lost device technology such as GPS

**An anti-lost device for going outside**



More frequent arranged purchase or other activities needing go-outside behaviors for mentally healthy residents and nursing workers


**A reduced work load**




nursing workers have more time for empathetic concern and proper work gap for taking a break

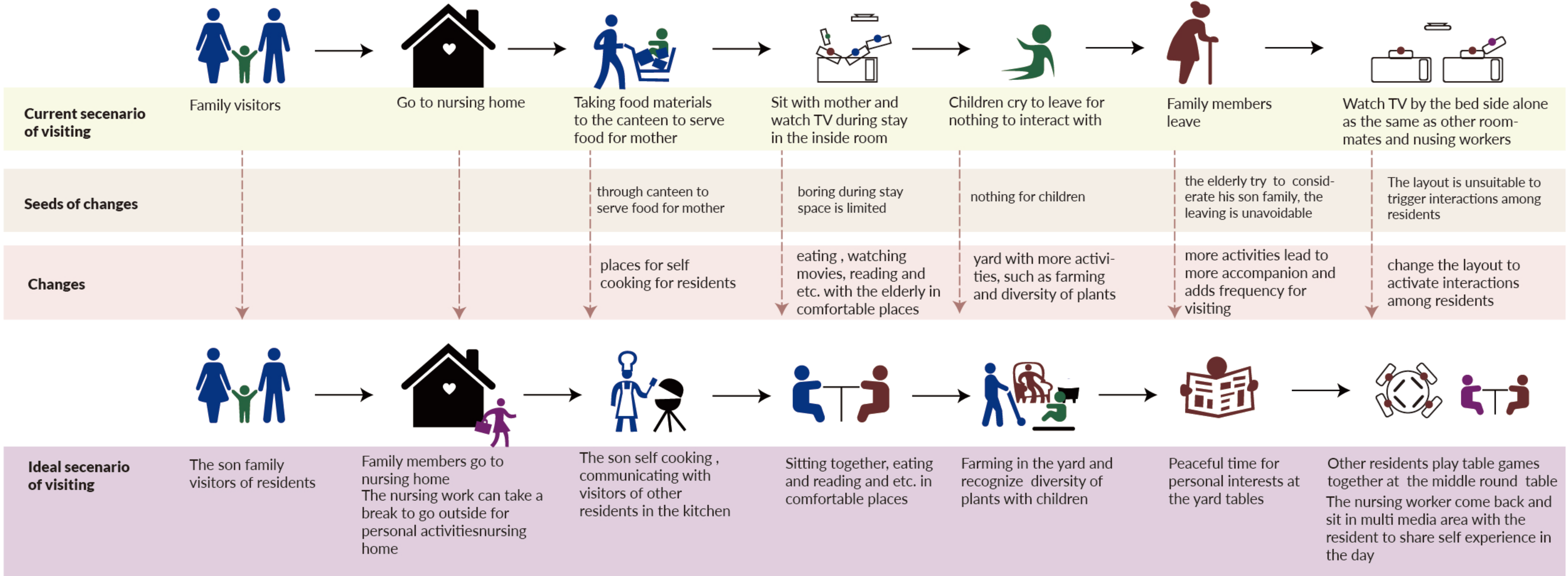


# Process of Experience

 “ My son is my home. ” -----> **Residents** need family members' accompaniment.

 “ Nothing to do in the nursing home. ” -----> **Visitors** need more activities as well as space to be with the elderly.

 “ We have empathy on residents . ” -----> **Nursing workers** do not know how to transfer empathy into empathetic concern, needing professional training.





Thank you!



# Figures:

Figure1: Illustration of the functional layout and basic information of Siping JingLaoYuani

Figure2: Illustration of “The empathy Triad” from theory of Daniel Goleman

Figure4: Illustration of “facial engagements” from theory of Erving Goffman

Figure5: Concept map inspired by theories of John Dewey (Having an Experience) and Daniel Goleman (The empathy Triad)

Figure6: Illustration of concept of “Home” for this nursing home project

Figure7: illustration of aspects of phenomenological observation inspired by theories of John Dewey (Having an Experience) and Erving Goffman (Facial Engagements).

Figure8: Illustration of parts of questions for semi-structure interview for different types of interviewees

Figure9: “Issue mapping: Siping” JingLaoYuan” nursing home based on phenomenological observation and semi-structure interview