

USER EXPERIENCE & WAITING TIME

At The Louis Stokes VA Medical Center

A presentation prepared by:

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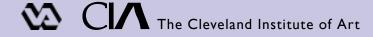
Professor: Kaja To

Kaja Tooming Buchanan, PhD

Course

Design as Entrepreneurship:

Connections and Innovative Practices DES 356X 00 FALL2013-SPRING 2014







John Dewey, "Art as An Experience."

AN EXPERIENCE

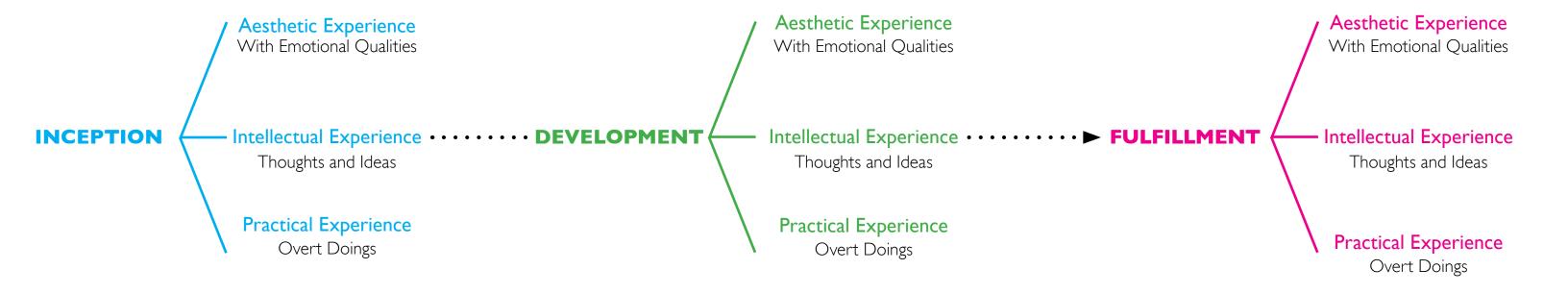


Figure 1: John Dewey, "Art as An Experience.
"Our understanding of An Experience based on "Art as an Experience".

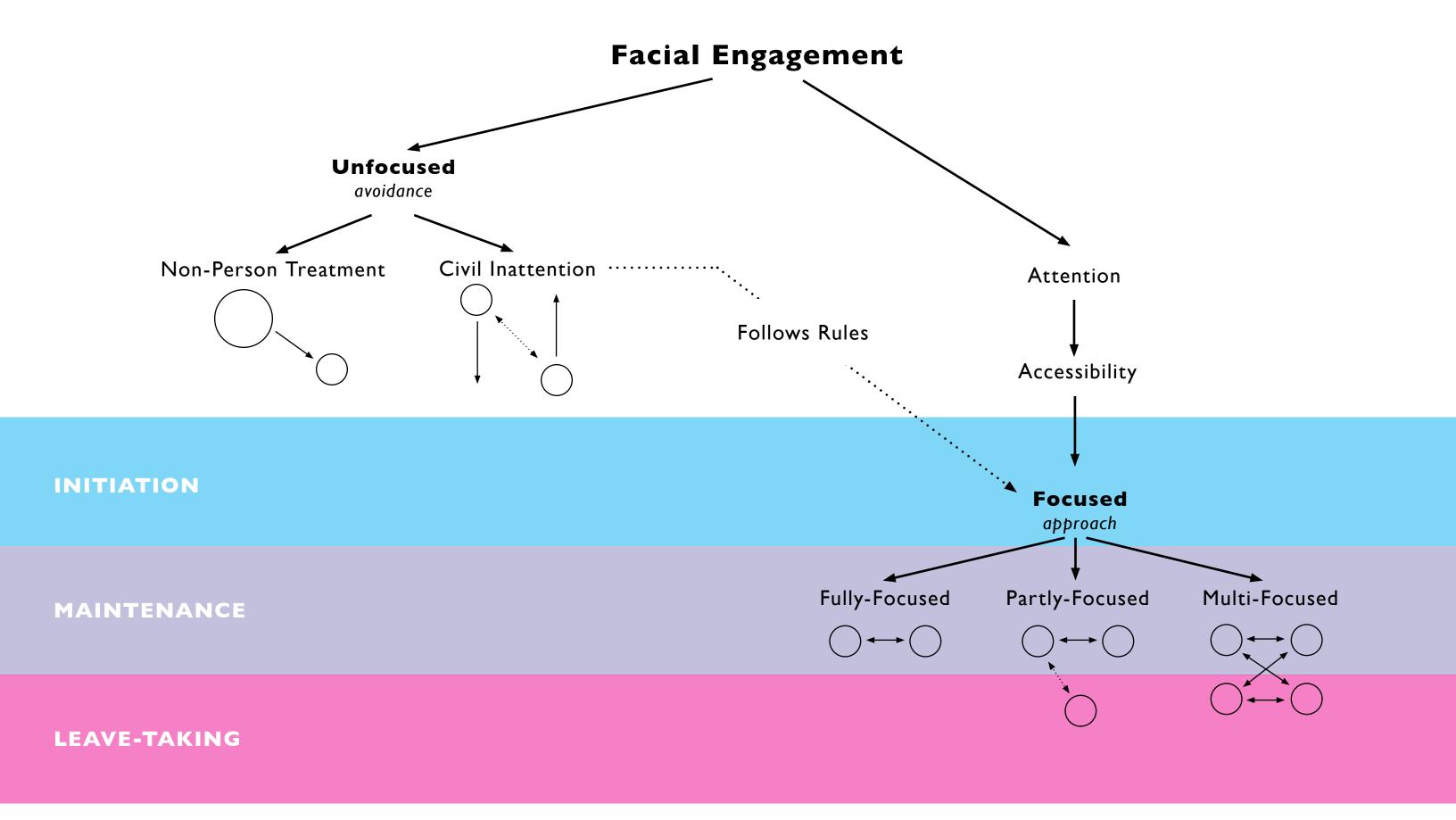


Figure 2. Erving Goffman, "Facial Engagements."

Interpretation of how people interact with one another based on Erving Goffman's "Facial Engagements".

Research Method: Phenomenological Observations

Purpose - To understand user experience from the perspective of patients, medical staff, and visitors within the entranceways of hospitals.

Phenomenological Observations at Respective Hospitals

The Cleveland Clinic

Danielle: 8 times = 10 hours total Rob: 5 times = 12 hours total

University Hospitals

Nora: 3 times = 6 hours total Julie: 3 times = 6 hours total

Louis Stokes VA Medical Center

Chris: 4 times = 11.5 hours total Evan: 5 times = 13 hours total Rob: 1 time = 2 hours total

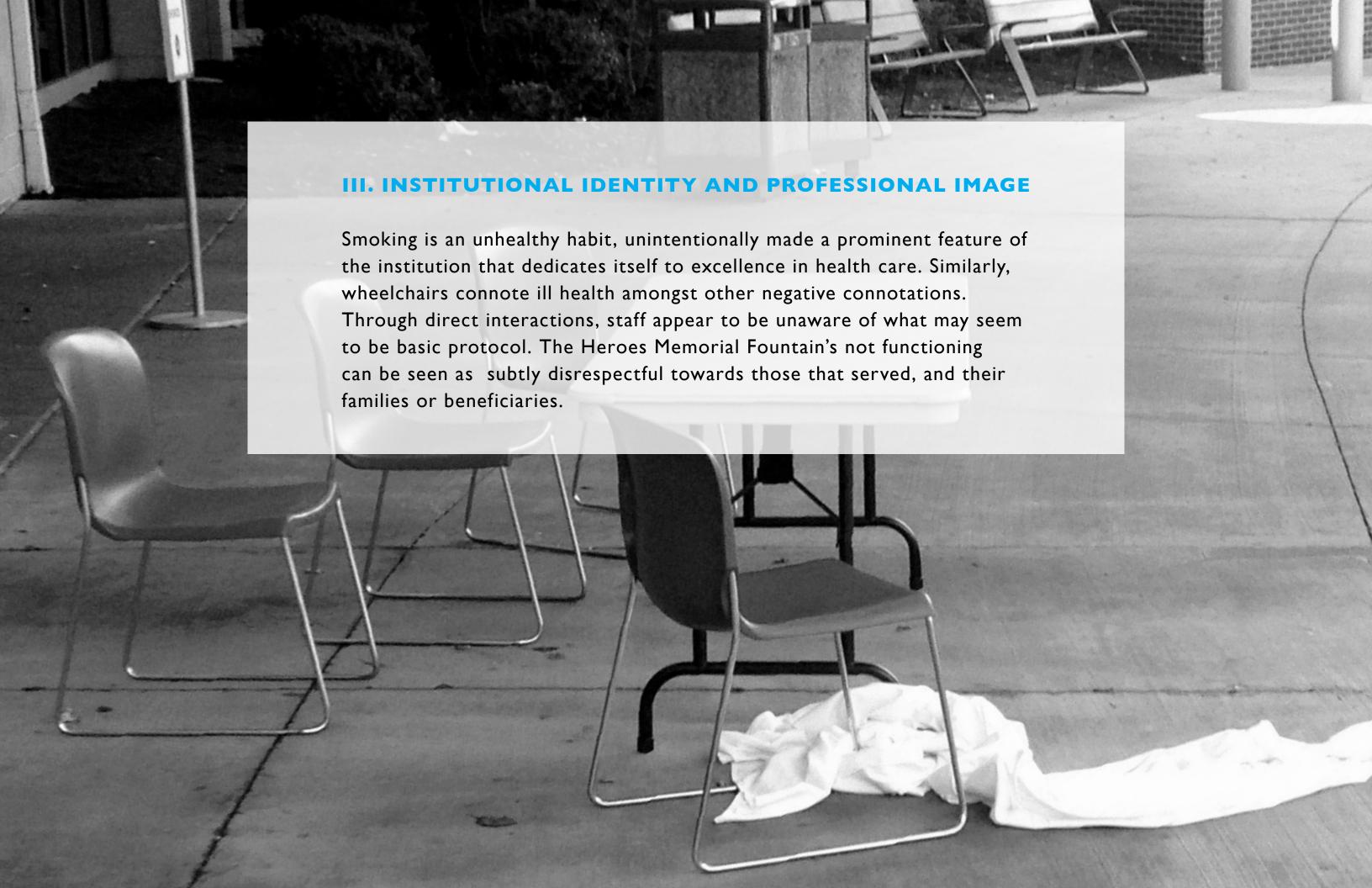
Total Observations:

47.5 hours as of Nov. 10, 2013



I. LACK OF INTERACTIONS AND MOBILITY Findings based on observations and feedback from veterans led to issues concerning interactions and feelings of immobility. The wheelchairs had an overwhelming presence within the vestibule, at times appearing to block one's way and observations of staff having difficulty "unnesting" them. The revolving door can impede ones' actions by intermittently stopping, without notice, causing users to feel intimidated, frustrated or even frightened. Overall these issues lead to difficulty navigating within the interior space. REFLECTION Rearrangement of wheelchairs would allow for more interaction by activating the space.







Phase I Fall Semester

Preliminary User Profiles

Primary User Profile: Patient

Age 45 - 75

Gender Male (nearly 100 %)

Place of Residence Northeast Ohio

Marital Status Married (with children)

Current Military Status Veteran (other than dishonorable discharge)

Marine Corps, Army, Navy, Air Force, or Coast

Branch of Military Guard

0 - 4 +

Deployments High School Diploma, Undergraduate, Graduate

Education or/and Doctoral Degree

Secondary User Profile: Medical Staff

Age 25-65

Gender Male/Female

Place of Residence Northeast Ohio

Work hours 35 - 60 hours per week

Education Undergraduate Degree, Graduate, and/or Doc-

toral Degree

Occupation Medical Doctor, Nurse

Income \$30,000 - \$235,000

Family Single or Married

Technology Moderate to Advanced Experience

Tertiary User Profile: Visitors + Families

Age 25-65

Gender Male/Female

Place of Residence Northeast Ohio

Work hours 20-40 hours per week

Education Parents-Bachelor's or Higher; Children - None to

Higher Ed.

Income \$20,000 - \$75,000

Family Single or Married

Technology Moderate to Advanced Experience

Relation to Patient Friend or Family

Phase 2
Spring Semester

Preliminary User Profiles

Primary User Profile: Patient

Age 45 - 75

Gender Male (nearly 100 %)

Place of Residence Northeast Ohio

Marital Status Married (with children)

Current Military Status Veteran (other than dishonorable discharge)

Marine Corps, Army, Navy, Air Force, or Coast

Branch of Military Guard

0 - 4+

Deployments High School Diploma, Undergraduate, Graduate

Education or/and Doctoral Degree

Secondary User Profile: Visitors + Families

Age 25-65

Gender Male/Female

Place of Residence Northeast Ohio

Work hours 20-40 hours per week

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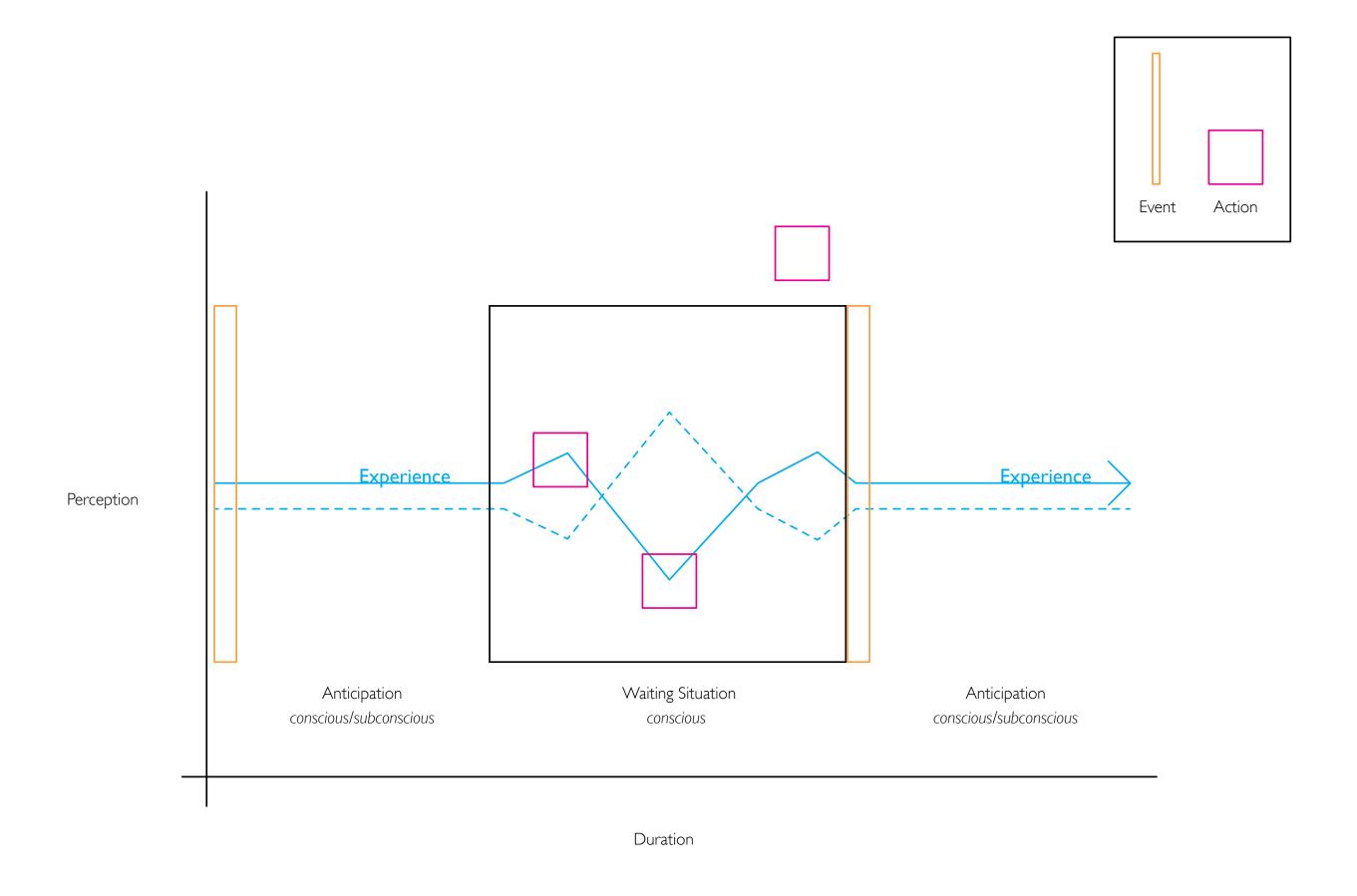


Figure 3. VA Team, Understanding of Waiting Time Before Research Actions and Events change perception of progress of time and experience

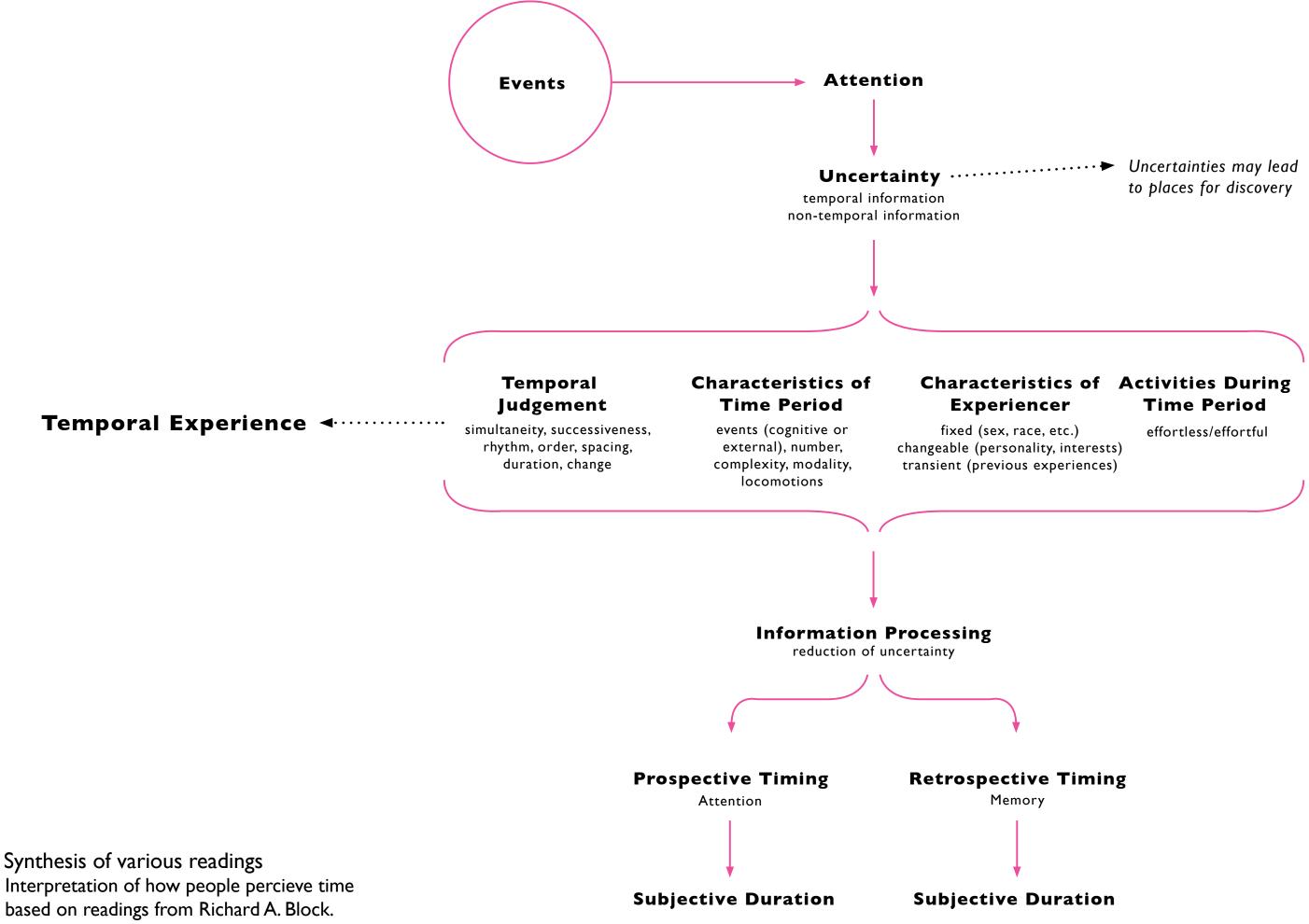


Figure 4. Synthesis of various readings Interpretation of how people percieve time

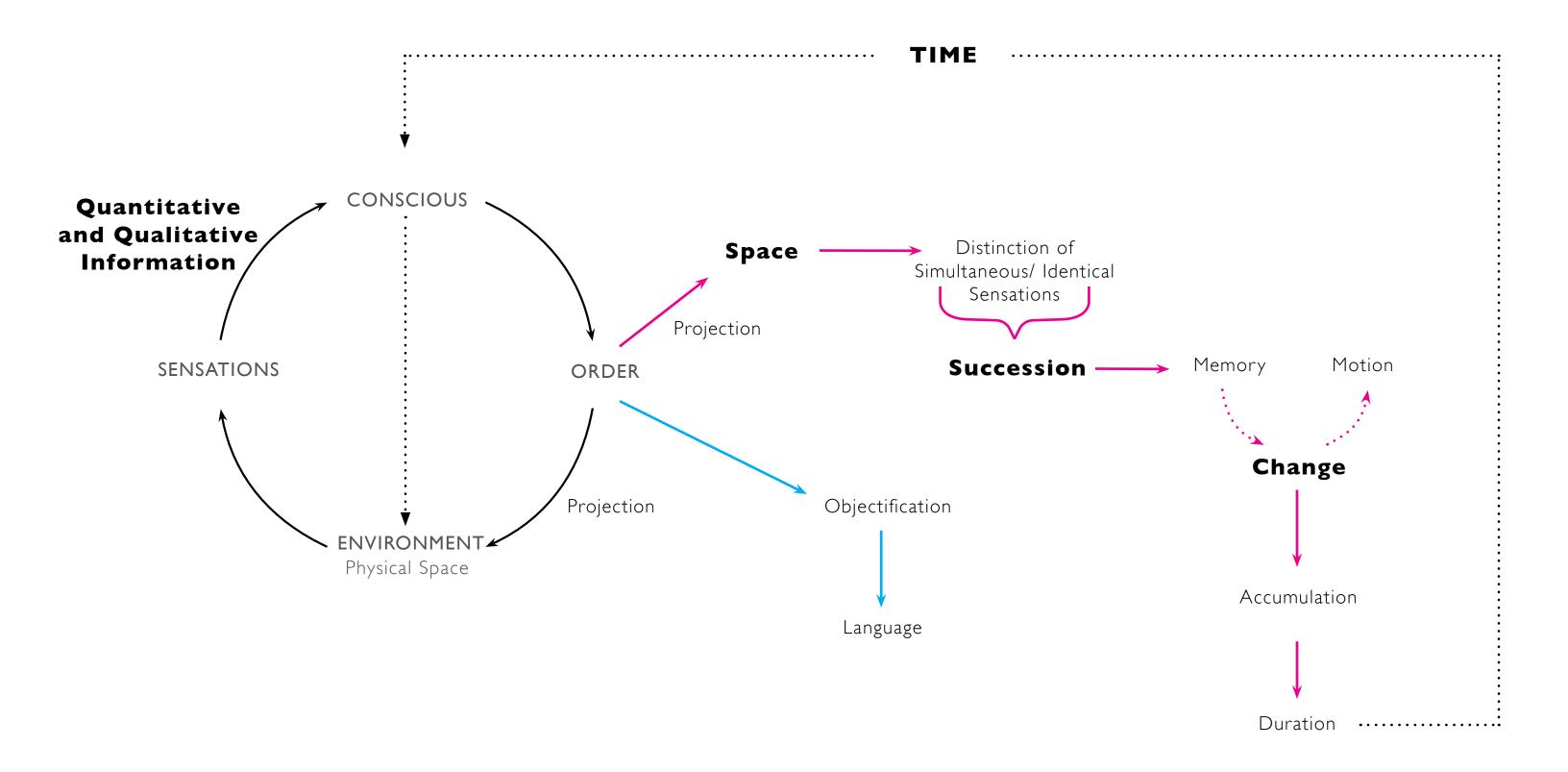


Figure 5. Henri Bergson, "Time and Free Will."

Understanding of how people percieve time.

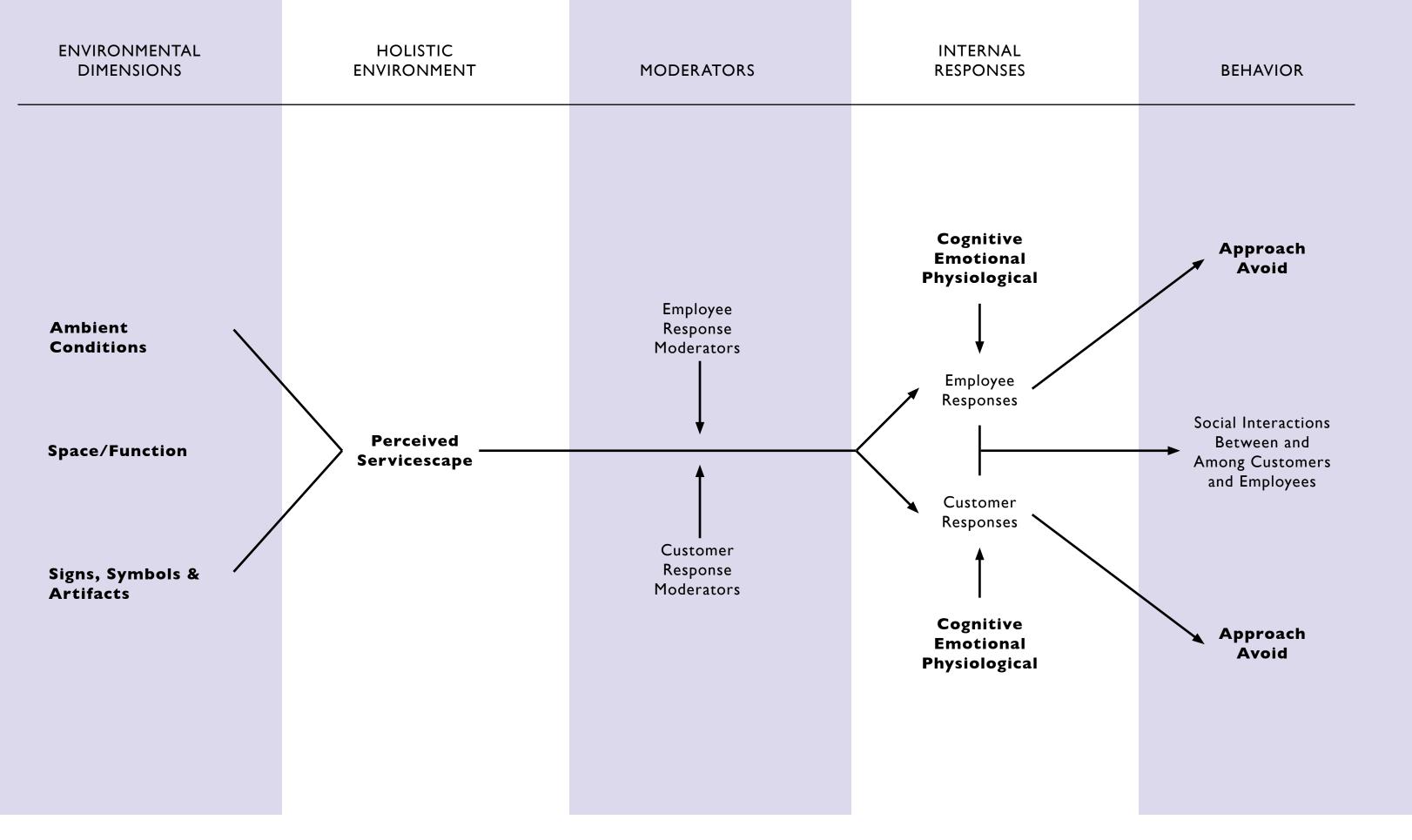


Figure 6. Mary Jo Bitner, "Servicescape: The Impact of Physical Surroundings on Customers and Employees." Interpretation of a perceived service environment and the factors that influence it.

Strategic Framework

Experience of Waiting Time within an Environment

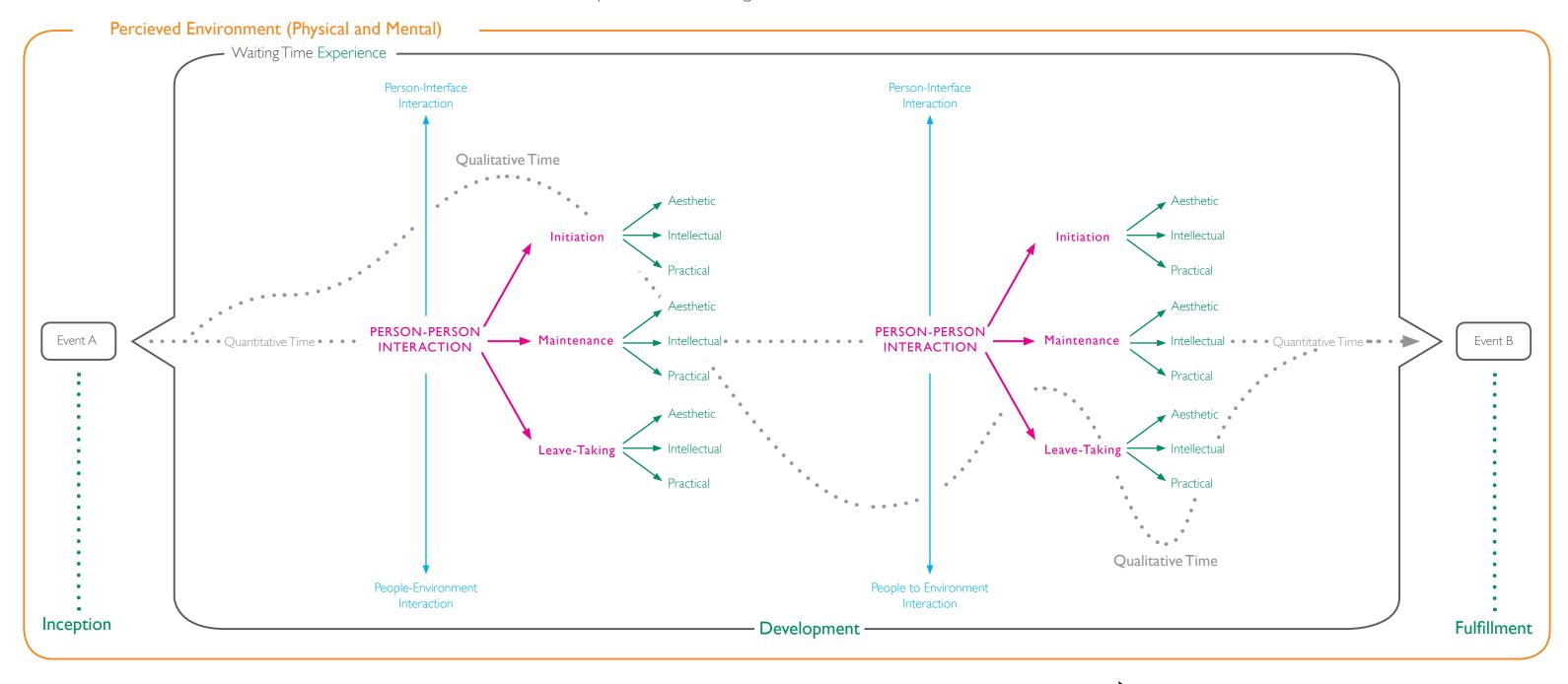
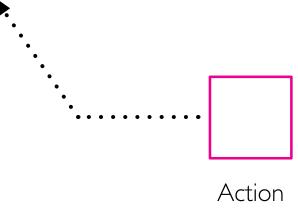


Figure 7. VA Team, Strategic Framework Map.

This framework is synthesized from previous theories. It provides specific aspects to observe that can affect waiting time within the atrium moving forward.



DESCRIPTION INTERPRETATIONS CONCLUSIONS CONCLUSIONS ANALYSIS INTERPRETATIONS DESCRIPTION **Research Method: Phenomenological Observations Aspects of Observations** People to People Interactions People to Interface Interactions People to Environment Interactions **Phenomenological Observations** Louis Stokes VA Medical Center Chris: 2 Times = 4 Hours I Time = 2.5 Hours Evan: Rob: 2 Times = 2.5 HoursChad: 2 Times = 2.5 Hours 2 Times = 5.5 Hours Amber: Will: I Time = 2.5 Hours Total Hours of Observations: 19.5 hours as of April 28th, 2014

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The state of the s		Egy a specie gar, et to gar an the han hanne after a long day of sering gar against and. The man is trying desputually from going many scaling in this amount. Chaptery at testion to tryy and find attribution the.	/ //			/////		The data are lead and obvious to anyone be passes.	A 50° maris face "dold" similar to unap alose from the the artesions for the alexator
A consideration of the principle of the							1 / /		
Now the same and production of the same and	There is a large clock over the check in counters. Signs for		A large choic creates temporal information for passife to among to, creating a langer subjection distribution. The signs might be seen as uninformater when hastly of creats together			\\	The name of factors of the contract of the con	The removal human and man are registed and a punior part of the latter.	
The state of the s			The man from histories is still replayers find an artistry to large his attention."			\	The greating of human malfile invariant of the Fadelings decrease along with the projecting hand dryon from the had received decreasing strong in this area.	No over own time uses provide because it is too clear to the Radio- org Coursey	
The state of the processor of the proces							The distance and the constitution of the plants of the constitution of the const		
								The selling is annular professor.	









IV. UNINITIATED SOCIAL INTERACTIONS

Despite similar military backgrounds, quality interactions between patients, visitors and staff are not being initiated. Uninitiated social interactions create unsatisfactory experiences that qualitatively affect waiting time.



DESCRIPTION	INTERPRETATIONS	ANALYSIS	CONCLUSIO
scale at a 33 ± 62 year aid man with a keyand. The corners of k lys protinule approximately 2 continuous.	I unife and the sidf member union had a genuine, warm union	This still member, like many, is insting with his facial representation and probably and solution for the stillness when he interests with throughout the day like most like happy in such where he marks.	
 35 year add mus subsets a 33 - 43 year add mus from send e next. When't the wheelships, near empty next to west through loaded 8.3 minute stars "Commit drough people, soming trangle, soming through." 	Excert falling a patient to his recent patentially, drops dissensible halls and through the waiting even.	The accused does not all deepes long entitle for a patients. For patients have up-decepy lone and attention with two up. The markets have accessed an extra accessed accessed to the accessed accessed and determined accessed and determined accessed accessed and determined accessed accessed to the factor accessed and accessed ac	
istient in Vilhentshain "Where are you going to take met" noort "I take you anyothere you noone go as long as we're note the VA. Don't tell 'ron line taking you describe on now!" Longhing!	Uniousy torus of the gullent in met by a sorthfeel, unusells, and humanius requires from his mount.	The record time his horser and time of mixed to all most rapping the biliness and god him at mans, hashing rapport with the times for its adventising.	
 60 pear abl man in blue sest: "Meything I san help you with, seed" at least 2 - 3 times in an hour. 	Speaks sharply, using the same general question to different security.	Assertisely trying in assist others. Seeking and people to help.	
5 - 40 pear slid exement behind a 6' leng skiller to -45 - 15 year id exement "Worl one samput you are now do not said led" and or word's all year. If you ever shange your most, visip by and et siz."	Spolesperanch verbalisation becomes somewhat short-longation with another person loquiring of her represented sourc.	Perhaps the impaining answers is leading the patience of the spatingerson. Whatever the situatedways, the spatingersons dates and arens to be inviting.	
1: 100 pear old man; "Can you hold that elevator for med. Can no hold that elevator." 1: 400 pear old manuer, relative her head toward the man and oldered, her helt amount relative her head toward the man and oldered, her helt are forward against the elevator door reseau.	Here walles briefly, sailing and for the people inside the elevator to keep it upon a little larger and they sugerly shilps.	Prospin are public and hold the elevator for much other at the VA Neducil Center. This is just over all many intent this sense.	
lloman 20 : 30 years sild stands I" word of a northhousts norten "Latted LLated" LLated" 0 : 40 year sild man "With saramed Thal's me."	Earthia has to call three times into the halloup in order for man- to pick up that his order is up at the sale.	This incremental reportions dream attention to the gaussign of time. The second interest laborators reportions exists for gaussign that the provious formance attention is allowed to the larger where more continue and have been been formed using	
prople inside the middle second floor elevator are laughing as opens.	Oversy, uplend unrited journisation ensure at the rend of elevator travel for a group of people.	A good frameword communities has just gover on model the elevation can as it was received, Progrid. most annually fall and shape together relation elevations as the includes on	
. All year old somes to 35 \times 65 year old mass "I don't best σ going draws"	A second responds to her hadard that the two of three should stay species.	The softe has some assention to the discension almosphere or profess the upstain because of position anotheric qualities it powerous.	

AREAS OF ISSUES

Spatial Considerations and Obstructions
Environment creates an obstacle for
interactions and activities while waiting.

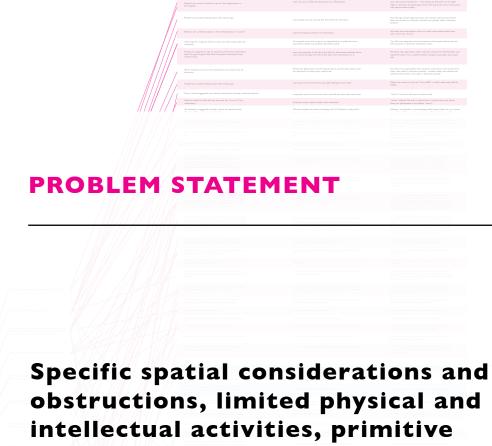
Limited Physical and Intellectual Activities
Limited activities provided by the VAMC to pass
the time.

Primitive Forms of Communication

Primitive forms of communication between staff, patients and visitors when waiting.

Uninitiated Social Interactions

Quality people to people interactions are essential to the waiting experience within the VA Medical Center.



obstructions, limited physical and intellectual activities, primitive forms of communication, as well as unintiated social interactions, create unsatisfactory experiences that qualitatively affect the experience of waiting time, especially within the atrium.



MOVING FORWARD

