



I Care 2 Check Healthcare Utilization Guide and Website

Autumn 2014 + Spring 2015

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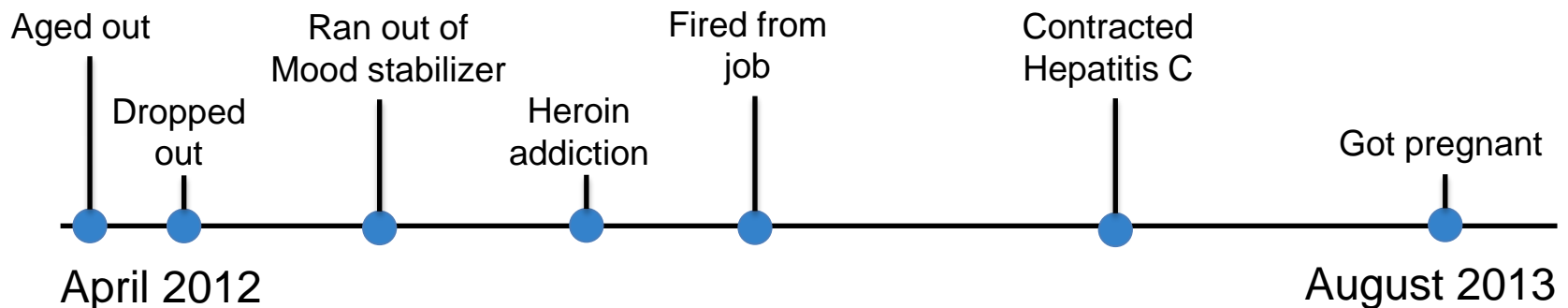
Kyle Cypher

Maliheh Aghanasiri

Meet Brianne.



Brianne entered foster care at the age of 11. Between the ages of 11 and 17, Brianne had 7 different living arrangements. At 17, Brianne started living on her own through an Independent Living service. On her 18th birthday, Brianne was discharged from care. Here's Brianne's story:



Brianne is not alone.

The Problem:

- 200 Hamilton County foster youth annually
 - 1,300 youth annually in Ohio
 - 26,000 annually nationwide
- Within 18 months of aging out:
 - 55% have no source of income
 - 50% use substances
 - 30% experience homelessness
 - 40% of women are pregnant
 - 54% have 1+ mental health needs
 - 62% report that they cannot access healthcare
- 100% of these youth are on Medicaid

Existing Resources

CHECK Center

- Required visits for all Hamilton County foster youth
 - Entry into care and each placement change
- Within 5 days
 - Physical examination
 - Immunization catch up (IMPACT)
 - Laboratory screening
 - Medical continuity of care & teaching
 - Immediate needs
- Within 30 days
 - Comprehensive exam

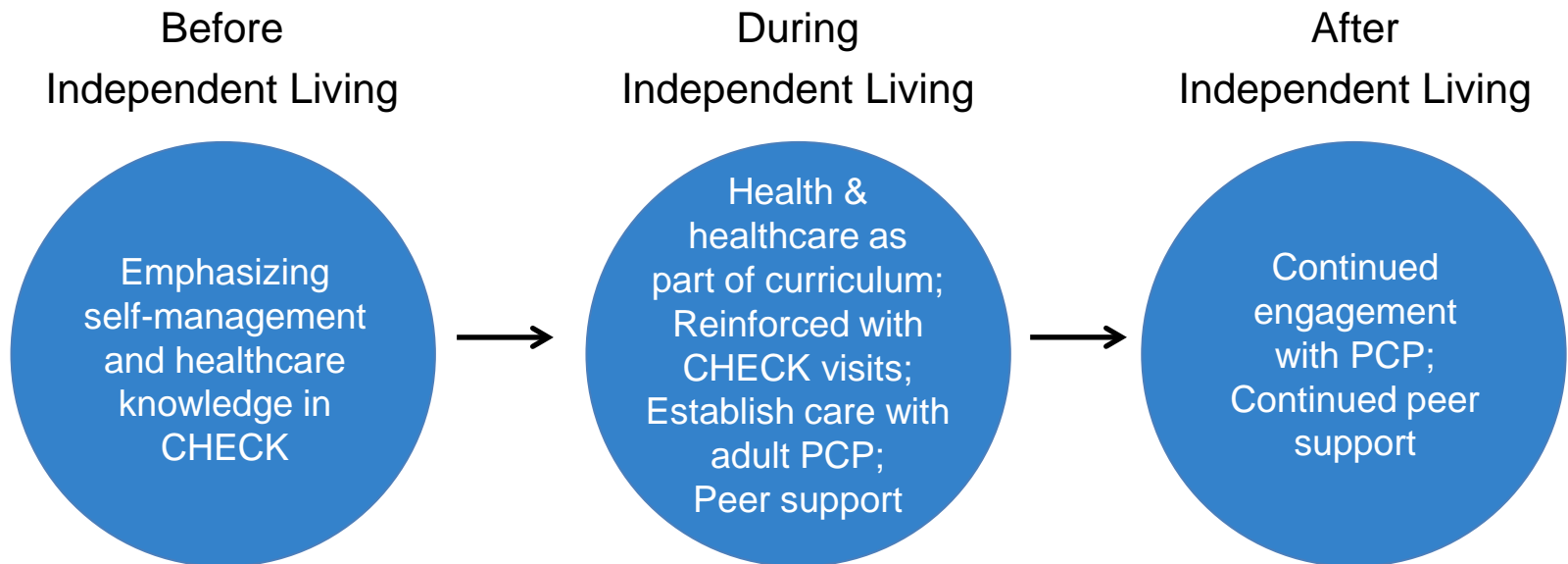
Healthcare Transition

- Guidelines to prepare youth for independence
 - Policy addressing transition
 - Tracking of patients
 - Readiness assessments
 - Transition planning
 - Transfer to adult provider
 - Complete handoff
- Education and self-management
- Consistent with goals for independent living in foster care

Healthcare Utilization

The Goal:

- Improve healthcare utilization and health status of youth aging out of foster care.



Project Description:

- Create and implement healthcare utilization tools to help youth in foster care transition from pediatric healthcare to adult healthcare.

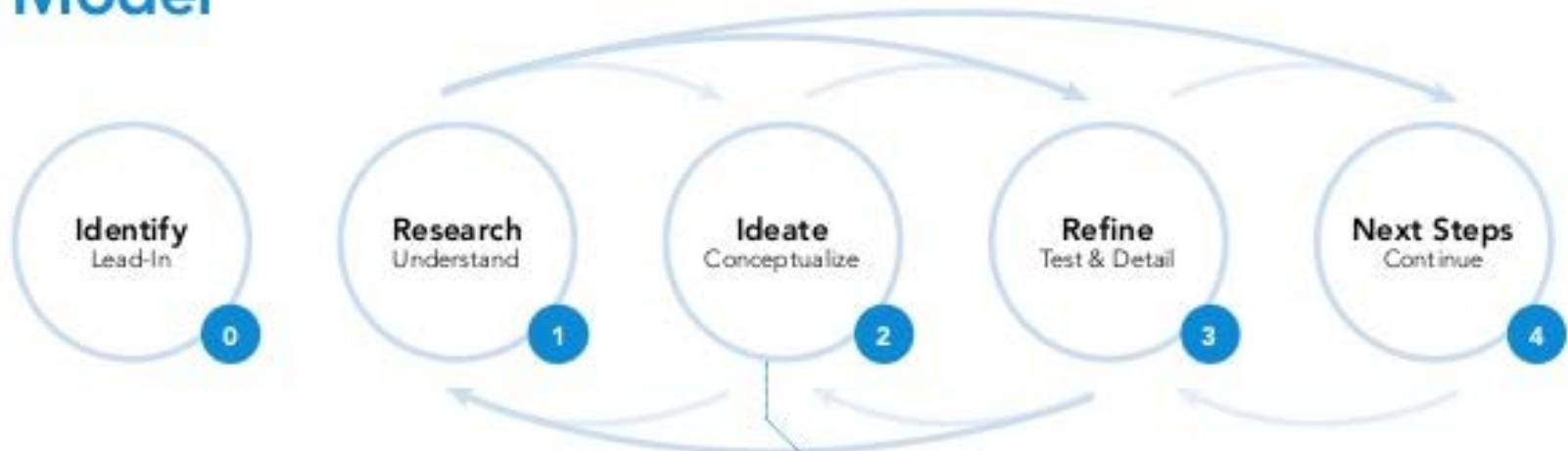
Autumn 2014

- The focus for the autumn semester was on an analog tool that would empower youth in foster care to take control of their healthcare.

Spring 2015

- The focus for the spring semester was to design a healthcare utilization website that could be used as an educational resource for youth in foster care, foster parents, group homes, independent living services, and healthcare facilities.

Live Well Collaborative Design Studio Process Model



Phase 0

Before the project

During the planning stage of a project, the principle investigator identifies the problem space and collaborates with the LWC on the project brief.

Phases 123

During the 15 week Semester

The research team focuses on obtaining knowledge about the topic, translates insights into concept ideas and tests and refines concepts to meet the needs of the healthcare sponsor.

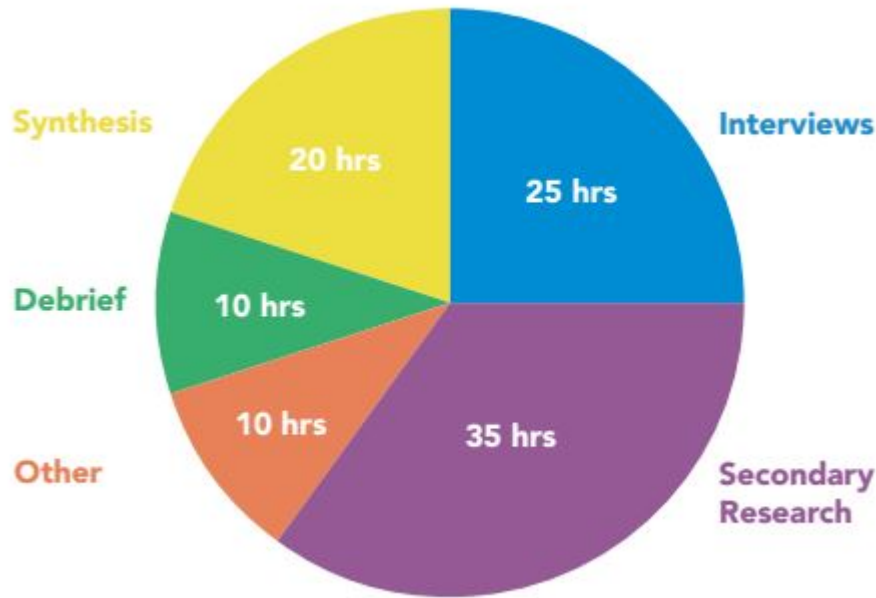


Phase 4

After the Project

Possible future opportunities regarding the project results for the member and LWC. This should also be discussed in Phase 0.

Research Methods



Benchmarking
Observations
Interviews
Literature reviews
Time study
Photo documentation

Research Insights

Trust

- Through interviews and mapping exercises, the team learned who the youth would respond to and trust most.

Desire

- A desire for healthcare utilization tools, both analog and digital, became apparent through interviews and interactions.

Useful

- Developing healthcare utilization tools that would be useful and added value to the life of the youth was crucial to the creation of the design.

Relatable

- Both the analog and digital tools must be relatable and approachable through wording, imagery, and graphic design.

Ideation Methods



Co-creation Sessions

Website Surveys

Prototyping

Questionnaires

Image Boards

Activities

Ideation Insights

Portability

- Creating healthcare utilization tools that could be portable and durable between home and healthcare facilities became a primary design focus.

Interactive

- The youth wanted an interactive tool that would include them in the process of managing and keeping track of their healthcare.

Comprehensive

- The youth expressed the want and need for a comprehensive guide to their health that would cover a range of topics.

Graphic

- Clear and representative icons and graphs were more relatable to the youth than paragraphs of explanatory text.

Ideation Solutions



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Refinement Methods



Branding Creation

Feasibility Studies

Architecture Finalization

Content Edits

Website Development

Graphic Improvements

Design Modifications

Refinement Insights

Economic

- For the CCHMC team, an economically viable solution was important to the sustainability of the project.

Durability

- The analog guide must be durable because of the need expressed by the youth for a transportable and mobile design solution.

Personalization

- A personalized feature to both the analog and digital solutions were important to the youth in order to give the youth a sense of ownership.

Concise

- Concise wording was used throughout the analog and digital solutions to help with the comprehension of the text.

Refinement Solutions



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Refinement Solutions



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Next Steps

- Recruiting 200 youth for evaluation of materials and impact on healthcare utilization
- Working with community partners to integrate website into service provision and education for foster youth
- Exploring opportunities for wider distribution of resources

Value of Design Thinking

- Identify user-centered solutions
- Present information, package materials in user-friendly ways
- Develop unique solutions and leverage existing resources
- Collaboration – with users, stakeholders, and investigators

Change a Lifetime

May is National Foster Care Month

www.FosterCareMonth.org | (877) 836-WAYS



THANK YOU!

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