

The case of the Alternate Level of Care patient and a Decision Aid Tool

CHALLENGE

The design of a Decision Aid Tool to help alternate level of care patients understand how their values impact their choices when transitioning from ALC to other designations.

PARTNER

**St Joseph's
Healthcare**



St Joseph's Healthcare Hamilton is one of Canada's longest standing healthcare providers and prides itself in delivering quality healthcare service coupled with a focus on improved patient care experience.

TEAM

- Jane Loncke, Clinical Director
- Alyson Rowe, Director, Community Partnerships and Transformation
- Andriana Lukich, Director, Digital Solutions
- Debbie Thibeau – ALC Coordinator
- Andrea Hemmerich - Lecturer, McMaster University
- Robert Fleisig - Associate Professor, W Booth School of Engineering Practice and Technology
- Samuel Seffah-Nyame - MEng Design
- Veera Narayanan - MEng Manufacturing

MILESTONES & OUTCOME

- Conducting interviews with key stakeholders and discovering insights to inform design solutions
- Identifying decision-making barriers in ALC transition
- Developing decision aid tool prototypes and testing to get feedback
- Improving design of tool to give patients a better understanding of their values and empower them in the decision-making process regarding their next designation

VALUE

The outcome of this project would enable faster and precise decision-making times which would aid in shorter ALC wait times. It would also improve the overall patient care experience.

NEXT STEPS

- Further user research to understand the process flow of decisions in ALC designation
- Further testing with a wider range of users to improve upon current prototypes

STUDENT REFLECTION

- Constant ideation, feedback and iteration is the backbone of a good design
- Working as a team generates more output and results

