

Synergy Workshop Agenda

TITLE

Technology for self-care and self-monitoring to help heart failure patients, dementia patients, and family caregivers with problem solving

WORKSHOP TASK

“Identify and define potential problem solving technology opportunities, living environments, and quality care approaches that will help us achieve as much independent self-care and self-monitoring as possible. This includes when we are faced with heart failure, other chronic conditions and physical issues, medications, loss of social contacts, and sometimes a slowing of cognitive processes as we age.

Day One Process- Tuesday, December 6, 2005

1:30 Participants arrive, put on nametags, and get refreshments.

2:00 **Welcome from our sponsors and brief overview**

2:15 **Round Robin of Introductions by all participants**

3:05 **Rules of the Road for Goldfish Bowls**

3:15 Break before first “Goldfish Bowl” Patients please return to the round table.

3:45 **Technology and Health Independence-**

Objective: to understand more about the lives of the patients

Gold fish bowl- PATIENTS (60 minutes) and open discussion with large group

1. How has this illness affected your personal and professional life? What is more difficult to do? Frustrating? Any positive outcomes? (Do you experience breathlessness? How do you manage it?)
2. Please describe one of the most difficult periods managing with this condition.
3. Do you participate in a health management program? What do you like or dislike about it?
4. Have you established any new routines for managing your health and your life that you would like to share? (Exercising? Medication management processes? Support groups? New approaches that feel really good?)
5. How independent do you feel in terms of caring for yourself? How do you and your family member’s view differ?
6. Imagine you have a magic wand, wave it now and finish this sentence, “I wish I had technology which....”

For example: “I wish I could ask a question, or state a problem or emergency into my wristwatch, and I’d get a quick, reassuring verbal response followed by action” or “ I wish for a heart monitor in my home that reads out in my doctors office and in my daughter’s home in LA”

4:45 Observers read aloud the notes they want to share

5:00 Advisory voting

5:15 Patients will leave and those remaining will adjourn to dinner.

5:30 Dinner

6:15 **Technology and Health Independence**

Objective: to understand more about the lives of the patients and patients families today

Gold fish bowl- CAREGIVERS: Family Caregivers, medical providers who make house calls

For caregivers of both heart failure patients and dementia patients:

1. How does dementia/heart failure affect family caregivers and patients?
2. What kinds of problems do you/they have to deal with?
3. What new routines/skills have been or have you seen being established for managing daily life?
4. What new routines/skills would you like to see established? E.g. Reminder systems? Other?
5. How might the skill requirements change as these family members age?
6. Here is your technology magic wand. In your wildest dreams, if anything could help what would it do? Finish this sentence, "I wish"

7:25 Advisory voting

7:30 **Quality of patient and provider information**

Objectives: to have medical providers dialogue about health information practices and barriers

Goldfish bowl process continues

1. What window into a patient's life would you like, so that you can make better diagnosis and recommendations for behavior change?
2. What information do patients bring or share?
3. How do you need information to be presented in order for it to be useful?
4. What are the barriers to achieving this information exchange?
5. Build on the Ideation discussion: "I wish..."

8:00 **Advisory voting and homework assignment**

Scientists: Come prepared to discuss the question: What trends and opportunities do you see for invention?

Everyone: Review blank Concept Sheet and think about ideas you may want to write up tomorrow during Concept Sheet writing opportunities.

Day Two Process- Wednesday, December 7, 2005

7:45 Healthy light breakfast

8:15 **Technology directions (brief presentations + Q & A)**

Objective: for everyone in the room to understand the technology orientation of each of the scientists and providers in the group. To stimulate ideas for new uses of technology for problem solving—(Bell with one minute warning)

- Martha Pollack
- Ned Kirsh
- James Allen, George Ferguson
- Margie Morris
- Sherry Dukes
- Laurie Kopin/Deb Guenther
- Leway Chen/Jill Quinn
- Adrian Leibovici
- Mark Bocko

Participants please jot down notes about insights, observations, implications, how you see this technology or similar technology eventually fitting into your every day lives

9:45 Open discussion to the larger group.
They read their thoughts and Kevin does rapid scribing/imaging

10:10 20-minute Break and VOTE

10:30 Concept teams activity. Report Back at 10:55

11:10 **Good solutions and barriers to adoption**

Objective: to understand the acceptance issues of providers and patients, and to identify ways of addressing them

Mini Fishbowls- exercise- 25 minutes each

Patients, then providers:

1. What are the characteristics of good solutions?
2. How do you learn about them?
3. What are the barriers to use?
4. What about privacy- is that an issue for you? Why or why not?
5. Do you see this kind of assistive technology as isolating or improving connection and communication?

12:10 Good-byes to patients who are leaving and Lunch

Advisory vote on the way

1:00 **Trends and Opportunities for Invention—Dialogue among scientists**
Objective: Given the issues described by patients and caregivers, how could technology be of assistance?

1. What themes do you see?
2. What important research opportunities do you suggest?
3. How can you create products or systems that are part of the health care system and also part of self-care?
4. What kinds of collaborations are needed for this kind of research?

Participants jot notes: Ideas, thoughts, questions, needs, and opportunities for large group sharing

2:30 VOTE. Circle and initial one you are willing to write as a Concept Sheet.

2:45 Concept writing exercise. Individuals, duos or trios may select and write Concepts from the entire output of the workshop, or a new idea they have.

3:15 Final report back and rapid imaging of Concept Sheets.

3:45 Workshop 2-page Evaluation Form.

4:00 Closing Statements