Opportunities and Design Considerations for Peer Support in a Hospital Setting

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Link to paper: http://tinyurl.com/hospitalpeersupport

PURPOSE

To understand the previously unexplored needs, barriers, and design opportunities for peer support tools in the hospital environment

METHOD

A survey asking patients and caregivers about their advice for peers

Semi-structured interviews with patients and caregivers about their thoughts on interacting with peers during their hospital stay

KEY NEEDS FOR PEER CONNECTIONS IN THE HOSPITAL

Ask Questions
Learn about Providers
Report and Prevent Medical Errors
Exchange Support
Manage Time

DESIGN OPPORTUNITIES

Leverage the EHR to match peers

Accommodate for a patient’s dynamic peer support needs and interaction preferences throughout their hospital stay