

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

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