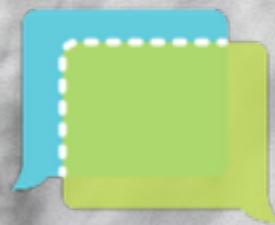


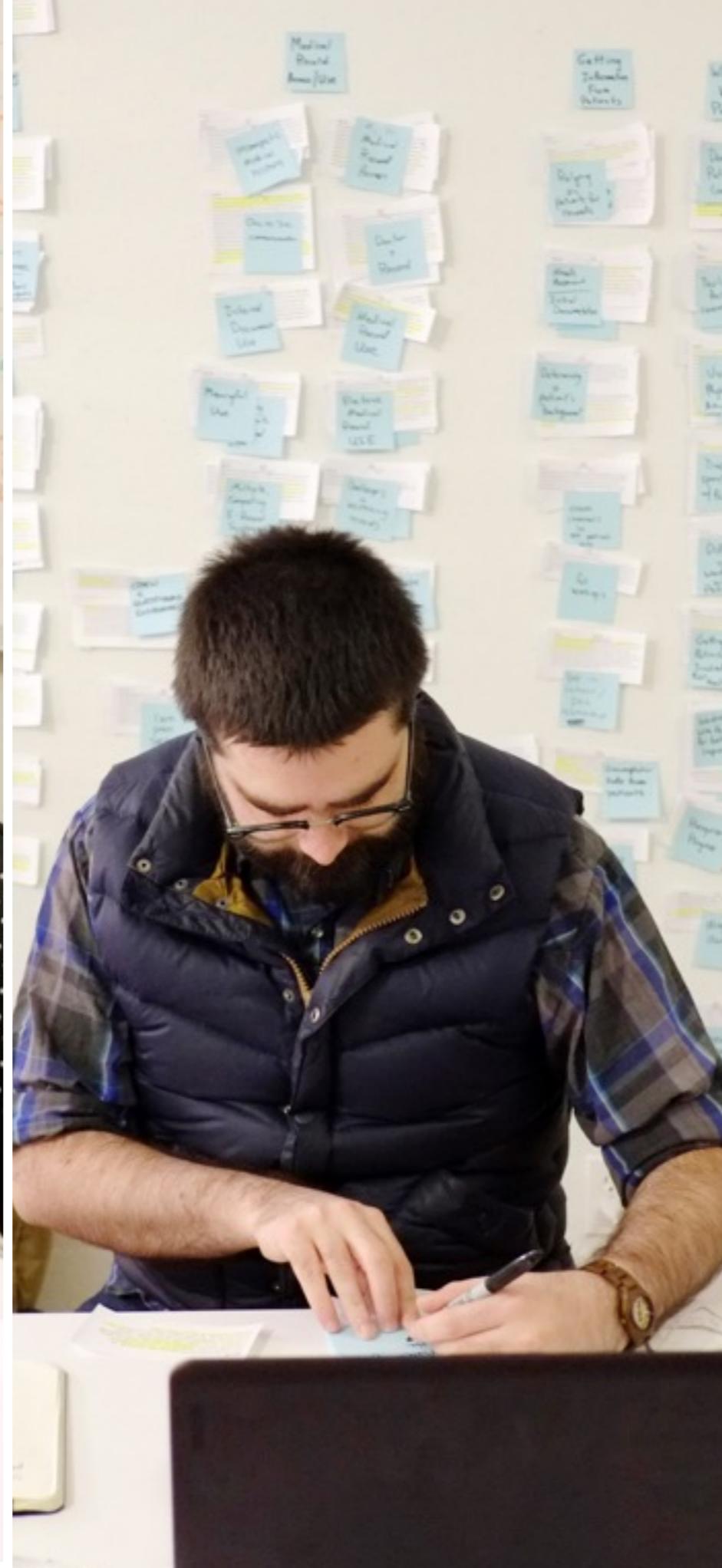


ac4d
Austin Center for Design



Stitch

A shared view of medical recovery







NIKE

Robert + Mary

 **Stitch**



You Have An Appointment



Department of Veterans Affairs
Austin Outpatient Clinic

Your appointment details:

Date: Tuesday, Nov 12, 2013

Time: 8:30 am

Clinic: A Primary Singireddy

Location: Austin Clinic

1st Floor

Desk B

Can't make it?

Please call

(512) 823-4010
to cancel.

A fellow veteran
can have this time
slot if you call to
cancel at least
24 hours ahead.

Please bring all your health insurance cards.

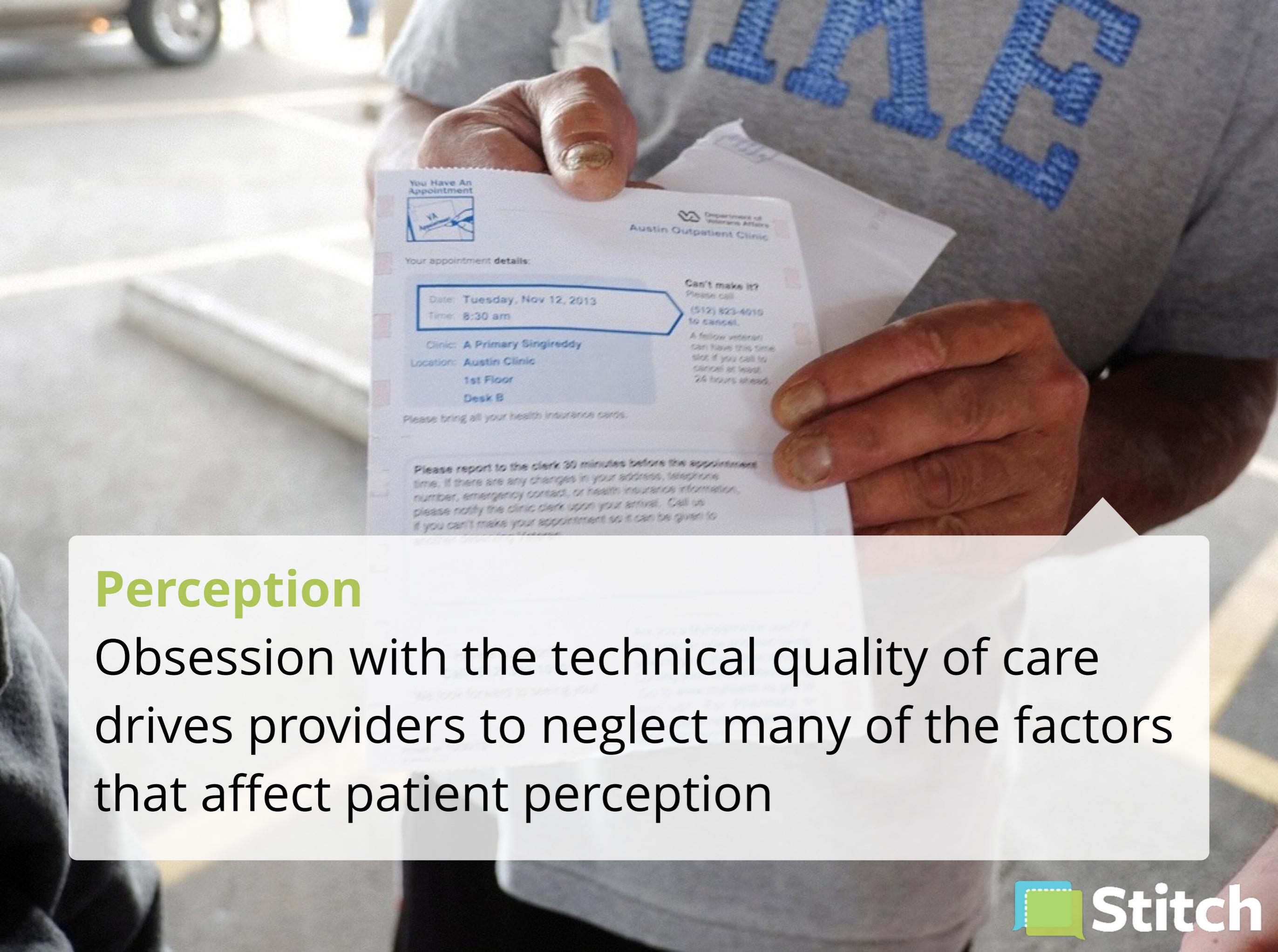
Please report to the clerk 30 minutes before the appointment time. If there are any changes in your address, telephone number, emergency contact, or health insurance information, please notify the clinic clerk upon your arrival. Call us if you can't make your appointment so it can be given to another deserving Veteran.

Have a question?
Call (512) 389-1010

We look forward to seeing you!

Are you a MyHealthNet user? If not, register now and start taking advantage of the online services. Coming soon Secure Messaging. Go to www.myhealth.va.gov to sign up! For Pharmacy or prescription refills please call 1-800-983-0822

Printed on 10/30/13
4 Version 1.0



Perception

Obsession with the technical quality of care drives providers to neglect many of the factors that affect patient perception



Beth



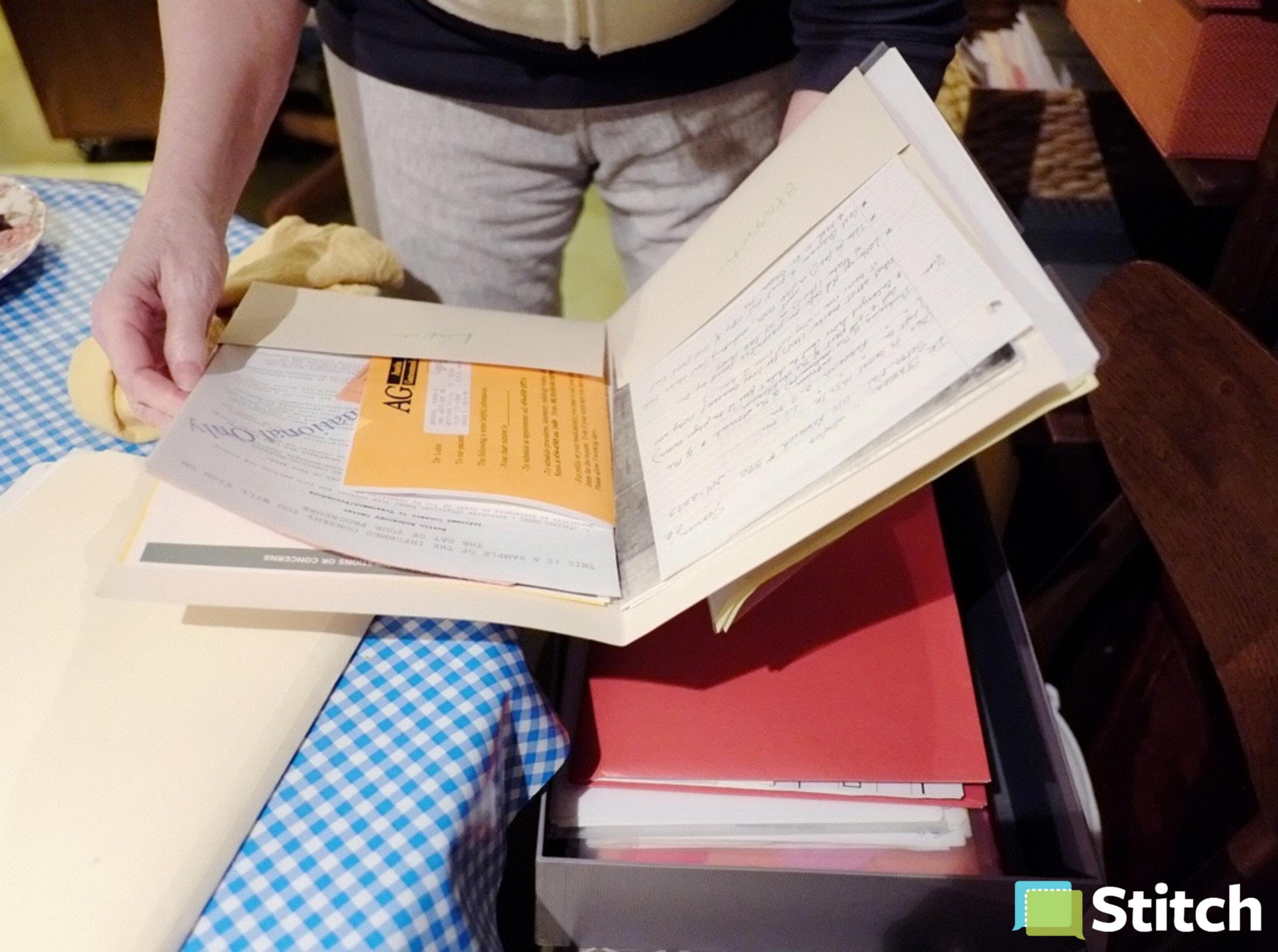


Recovery

Healthcare doesn't help patients understand recovery



Sarah



National Only

AG

THIS IS A SAMPLE OF THE INFORMED CONSENT YOU WILL SIGN

INFORMED CONSENT TO TREATMENT/PROCEDURE

DATE: _____

TIME: _____

LOCATION: _____

THE FOLLOWING IS A SUMMARY OF THE INFORMATION PROVIDED TO YOU:

1. I understand the nature and extent of the proposed procedure.

2. I understand the risks and benefits of the proposed procedure.

3. I understand the risks and benefits of not having the procedure.

4. I understand that I have the right to refuse or delay the procedure.

5. I understand that I have the right to stop the procedure at any time.

6. I understand that I have the right to ask questions and to get answers.

7. I understand that I have the right to get a second opinion.

8. I understand that I have the right to get information about the procedure.

9. I understand that I have the right to get information about the provider.

10. I understand that I have the right to get information about the facility.

11. I understand that I have the right to get information about the costs.

12. I understand that I have the right to get information about the insurance.

13. I understand that I have the right to get information about the privacy.

14. I understand that I have the right to get information about the confidentiality.

15. I understand that I have the right to get information about the quality of care.

16. I understand that I have the right to get information about the safety of the procedure.

17. I understand that I have the right to get information about the effectiveness of the procedure.

18. I understand that I have the right to get information about the duration of the procedure.

19. I understand that I have the right to get information about the recovery time.

20. I understand that I have the right to get information about the pain management.

21. I understand that I have the right to get information about the anesthesia.

22. I understand that I have the right to get information about the sedation.

23. I understand that I have the right to get information about the monitoring.

24. I understand that I have the right to get information about the vital signs.

25. I understand that I have the right to get information about the oxygen saturation.

26. I understand that I have the right to get information about the heart rate.

27. I understand that I have the right to get information about the blood pressure.

28. I understand that I have the right to get information about the temperature.

29. I understand that I have the right to get information about the respiratory rate.

30. I understand that I have the right to get information about the pulse rate.

31. I understand that I have the right to get information about the blood sugar.

32. I understand that I have the right to get information about the electrolyte levels.

33. I understand that I have the right to get information about the kidney function.

34. I understand that I have the right to get information about the liver function.

35. I understand that I have the right to get information about the thyroid function.

36. I understand that I have the right to get information about the parathyroid function.

37. I understand that I have the right to get information about the calcium levels.

38. I understand that I have the right to get information about the magnesium levels.

39. I understand that I have the right to get information about the potassium levels.

40. I understand that I have the right to get information about the sodium levels.

41. I understand that I have the right to get information about the chloride levels.

42. I understand that I have the right to get information about the bicarbonate levels.

43. I understand that I have the right to get information about the pH level.

44. I understand that I have the right to get information about the oxygen levels.

45. I understand that I have the right to get information about the carbon dioxide levels.

46. I understand that I have the right to get information about the acid-base balance.

47. I understand that I have the right to get information about the fluid balance.

48. I understand that I have the right to get information about the electrolyte balance.

49. I understand that I have the right to get information about the acid-base balance.

50. I understand that I have the right to get information about the fluid balance.

Handwritten note on lined paper with cursive text.

I. Started feeling [redacted] symptoms sometime in [redacted]

II. Was diagnosed with [redacted] around that time by three doctors:
1. a psychiatrist
2. an MD
3. a chiropractor

III. Was diagnosed with [redacted] in the late [redacted] by a gastroenterologist
A. My ex-husband
B. I was told I **most likely got it** from one of three sources (so I most likely had had it for 15-20 years at that time):
1. **Caesarian section**
2. **Blood transfusion**
3. Blood transfusion

IV. My liver enzymes were only slightly elevated (and had been ever since I had gotten [redacted] where I had had the Casaerian), so I decided upon the advice of my doctor to put off treatment until a better treatment became available (against the advice of my gastroenterologist).

V. By early 2000's [redacted] my symptoms (especially extreme FATIGUE) had worsened to the point that i **gave up my career** in counseling, **gave up my house**, and moved into a tiny trailer. I even went on unemployment for a time, then got a job at an [redacted]

VI. Some time in 2004-2005, my doctor ran some kind of tests which came up high for ANTI-NUCLEAR ANTIBODIES and RHEUMATOID FACTOR. I decided to go to a **rheumatologist** to see if i had RA. [redacted] tests and said he **did not find any evidence of**

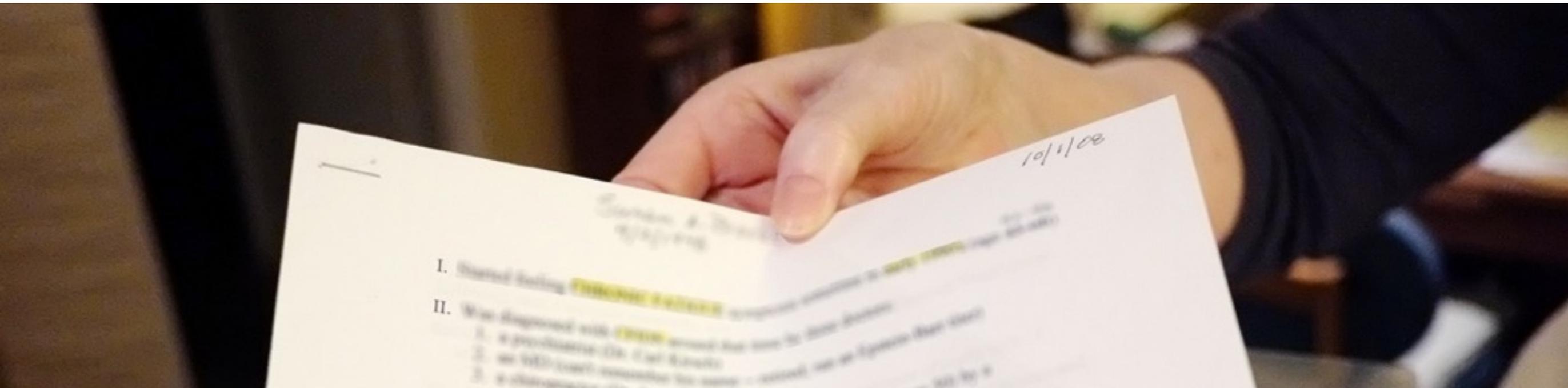
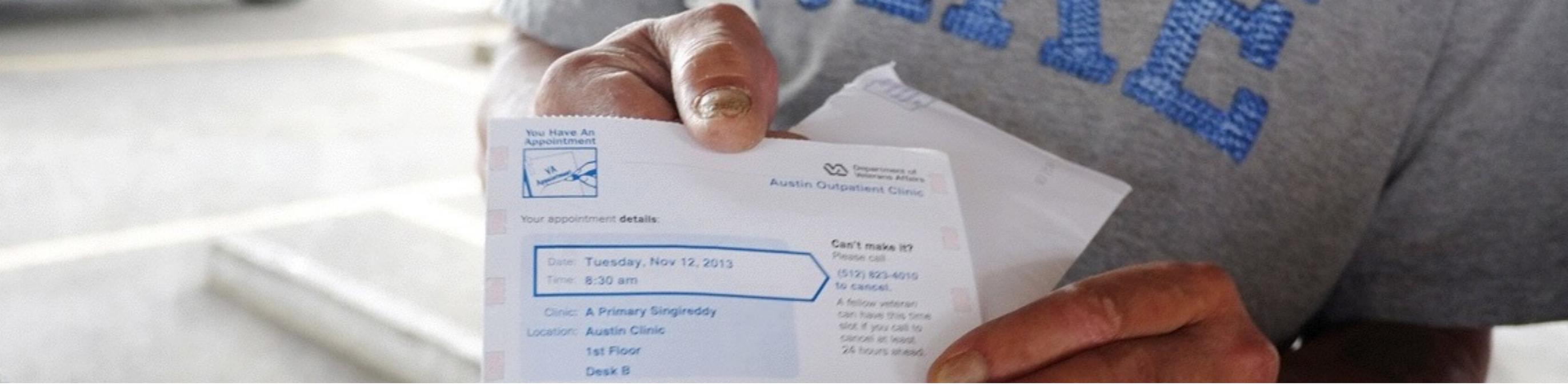


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 - B. I was told I **most likely** got it from one of three sources (so I most likely had had it for 15-20 years at that time):
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One-sided

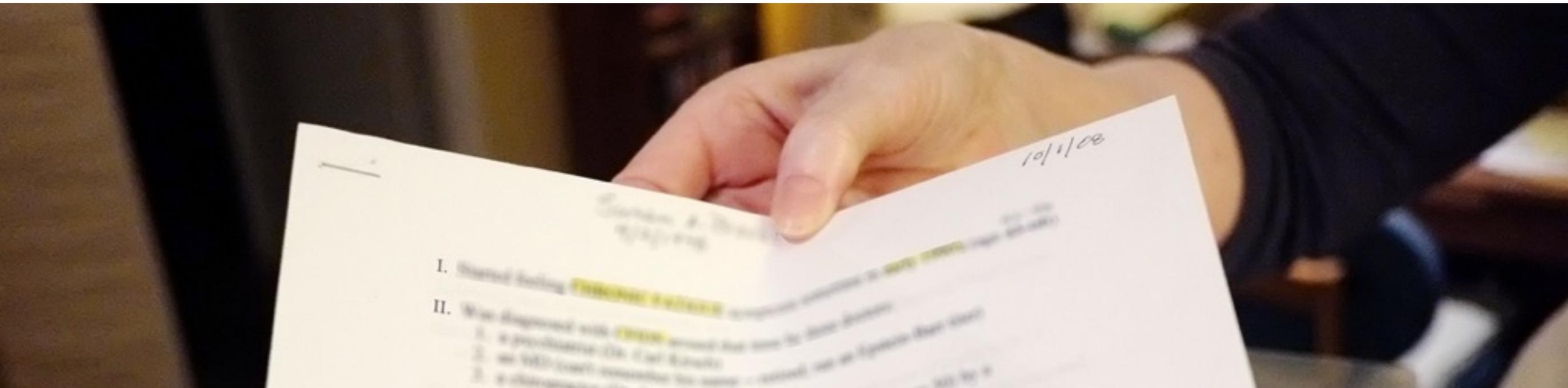
The one-sided nature of knowledge in healthcare leaves patients feeling disconnected from their own health

VI. Some time in 2004-2005, my doctor ran some kind of tests which came up high for ANTI-NUCLEAR ANTIBODIES and RHEUMATOID FACTOR. I decided to go to a **rheumatologist** to see if I had RA. [redacted] tests and said he **did not find any evidence of**



Practical

The delivery of health services should be timely and practical for us



Practical

The delivery of health services should be timely and practical for us

Structured

We need structured frameworks to help us define our recovery

- 10/1/08
- Section 4.1.1
- I. Started taking **CHAMBERLAIN**
 - II. Was diagnosed with **CHAMBERLAIN**
1. A professional (Dr. Carl Smith)
 2. An NCI-certified specialist for cancer-related care
 3. A specialist in the field of cancer-related care

Practical

The delivery of health services should be timely and practical for us

Structured

We need structured frameworks to help us define our recovery

Collaborative

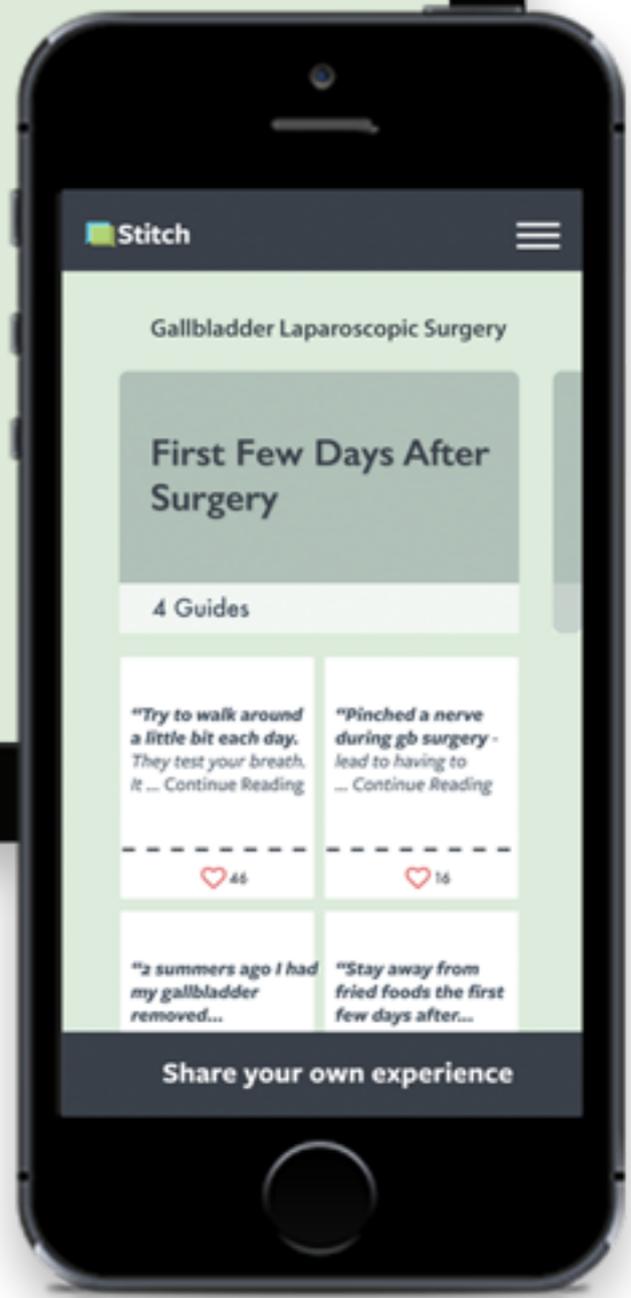
The generation of health knowledge needs to be collaborative



A shared view of medical recovery

Patient Value:

- Improves the structure and clarity of information related to medical recoveries
- Delivers information in practical ways that improves patient perceptions of care
- Balances patient experience with professional expertise in a collaborative effort to understand medical recovery



Gallbladder Surgery (Laparoscopic)

- Reasons to contact your doctor 3 3
- First Few Days 4 10
- First Week 4 5
- Second Week to Follow-Up 3 7
- Longterm 3 3

Gallbladder Laparoscopic Surgery

First Few Days After Surgery

4 Guides

"Try to walk around a little bit each day. They test your breath. It ... Continue Reading

"Pinched a nerve during gb surgery - lead to having to ... Continue Reading

 46

 16

"2 summers ago I had my gallbladder removed...

"Stay away from fried foods the first few days after..."

Share your own experience



 **Timely**

Have information sent to you as text messages or emails that you receive over the course of your recovery at times when it's more relevant.



 **Bite Sized**

Each recovery is broken into reasonable phases. Each phase contains short, digestible messages that are based on professional knowledge and shaped by community suggestions.



 **Social**

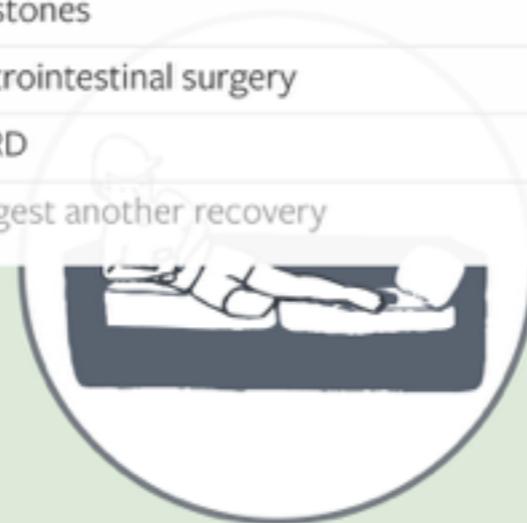
Read experiences from other patients related to the phase of recovery you are going through. You can also share your own experiences as you recover.



Timely

Have information sent to you as text messages or emails that you receive over the course of your recovery at times when it's more relevant.

- gallbladder surgery (laparoscopic)
- gallbladder surgery (open)
- gallstones
- gastrointestinal surgery
- GERD
- suggest another recovery 



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Gallbladder Surgery (Laparoscopic)

[Support](#)

Reasons to contact your doctor



First Few Days



First Week



Second Week to Follow-Up



Longterm



Gallbladder Surgery (Laparoscopic)

[Support](#)

Reasons to contact your doctor



First Few Days

[+ show description](#)



Recovery Guidelines

No heavy lifting. Restrict to 20-25 lbs for a few weeks. Other activities not really restricted. Encourage ambulation and light exercise. No exercise that involves jumping or bouncing.



No driving while taking narcotic pain medications.



Ok to shower day after surgery using soap and water. Usually restrict baths or swimming for several weeks. No special cleaning needed.



Most patient's will feel bloating, gas type pain from laparoscopy, rather than pain from the actual incisions. This improves with time without any specific intervention.



Think something is missing? [Make a suggestion](#)



Patient Experiences

"Try to walk around a little bit each day. They test your breathing, it hurt to breath deeply because of the cuts, they kept me an extra day because I couldn't pass the breathing test: a plastic thing where you have to blow a ball and they measure your breath."



"I felt a lot of soreness from the incisions, I pretty much didn't move off the couch for the first week except for a little walking around the house each day as recommended."



[+ show more](#)

Gallbladder Surgery (Laparoscopic)

Reasons to contact your doctor 3

First Few Days 4

[+ show description](#)

Recovery Guidelines

No heavy lifting. Restrict to 20-25 lbs for a few weeks. Other activities not really restricted. Encourage ambulation and light exercise. No exercise that involves jumping or bouncing. ♥ ✎

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Think something is missing? [Make a suggestion](#) +

First Few Days 10

Patient Experiences

"Try to walk around a little bit each day. They test your breathing, it hurt to breath deeply because of the cuts, they kept me an extra day because I couldn't pass the breathing test: a plastic thing where you have to blow a ball and they measure your breath." ♥

"I felt a lot of soreness from the incisions, I pretty much didn't move off the couch for the first week except for a little walking around the house each day as recommended." ♥

"Super important to eat little to no fat foods the first week! Your body will NOT process fats very well. Even thing like peanut butter and avocado will make you have diarrhea immediately." ♥

"My gallbladder was removed via a one and a half inch incision in my chest, the other three holes were for items used to hold the camera and the cutters. I was going to do the recovery without painkillers, and they all wished me luck. I'm happy to say that despite two days of massive uncomfortableness, I did it. The first few days I had bad gas pains, and the incisions hurt incredibly. I couldn't lie on that side." ♥

"The first few days I had bad gas pains, and the incisions hurt incredibly. I couldn't lie on that side. After the first two weeks I was able to do light housework and to be out of the house an hour or so." ♥

Gallbladder Surgery (Laparoscopic)

Support



Send Me Texts

Stitch can break up the information related to your recovery and send you messages to a mobile phone throughout your recovery.



[Set Up a Mobile Phone](#)

Reasons to contact your doctor



First Few Days



First Week



Second Week to Follow-Up



Longterm





Interaction Design

Social Entrepreneurship



University Medical Center

University Medical Center Brackenridge

601 E. 15th

 **Stitch**

Transitioning from Fee-based to Quality-based

“In a fee-for-service environment, the system is not financially affected by how many times you get admitted. It may call into question the quality of the care you receive, but from a purely financial perspective, it is advantageous to have you readmitted. In a value-based system, it’s just the opposite.”

Affordable Care Act Hospital Readmission Reduction Program

“In the second year of the HRRP, beginning October 1, 2013, CMS estimates 2,225 hospitals will be penalized \$227 million because of excess readmissions.”

University Medical Center Brackenridge
EMERGENCY

University Me
Medical Center



A shared view of medical recovery

Professional Value:

- Reduce readmissions by improving the quality and delivery of information related to recovery
- Create new opportunities for patient engagement by broadening the scope of interactions with patients
- Create resilient, dynamic models of medical recovery by balancing professional experience and patient experience



University
Medical Centre
Bracknell
A member of the
Buckingham Health Partners

INFORMATION
DEPARTMENT

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| 888 | 888 |

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