Co-construction of child personas in the development of a digital communication support system for increased participation in pediatric rehabilitation

Team:
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Background

Children in healthcare lack methods to independently communicate their needs, experiences and preferences in relation to their life situation

- The Convention on the Rights of the Child shall become Swedish law
- Children want to be more involved in their own healthcare than they are today
- Healthcare services have no strategies or tools to turn a child-centered care into practice

Client: Children are not influential enough in planning and forming their rehabilitation

- Digital communication support systems have great potential to facilitate child-centered care, and enable children to participate in planning and decision-making.
- A digital tool (app) lets children engage with different subjects when they feel fit for it, not requiring them to deliver answers only at habilitation visits.

Design Process

How can we design a relevant tool for this group?

Participatory Design & Co-creation

- Iterative participatory process
- Problems with co-creation

Personas – based on demographic data and interviews

- Problems with Personas

Personas

User profile
+ goals
+ motivators
+ values
+ struggles

& contextual scenarios
Sketches of the app