

HealthEdToGo: Using Design Thinking to Understand the Needs of Health Science Learners during Clinical Placement

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The University of Minnesota Medical School, in collaboration with the University of Minnesota College of Design and the Office of Information Technology, has initiated a groundbreaking initiative to support healthcare professional learners, including MDs, nurses, dentists, and others during their rotations across diverse clinical education sites. These sites encompass hospitals and outpatient clinics, constituting an integral component of their clinical training.

Our overarching goal is to enhance communication and support for these students by facilitating seamless access to real-time information, aiding in preparation for clinical experiences, and streamlining the assessment process. Leveraging human-centered design methodologies, such as user research, focus groups, and interviews, we delved into understanding the unique needs of these learners. Our poster encapsulates the transformative journey from identifying challenges to data gathering and comprehension of the potential impact.

Our findings illuminate the students' preferences for on-demand information, uniformity across clinical sites, and ease of access to critical data. Recognizing their proactive engagement in seeking and sharing information, this research serves as a pivotal foundation for developing a user-friendly platform or app. This technological solution aims to empower students with efficient access to vital information about their clinical sites, ensuring a seamless and informed clinical training experience.



Image 1. Meet Goldy and Goldy's rotation journey.

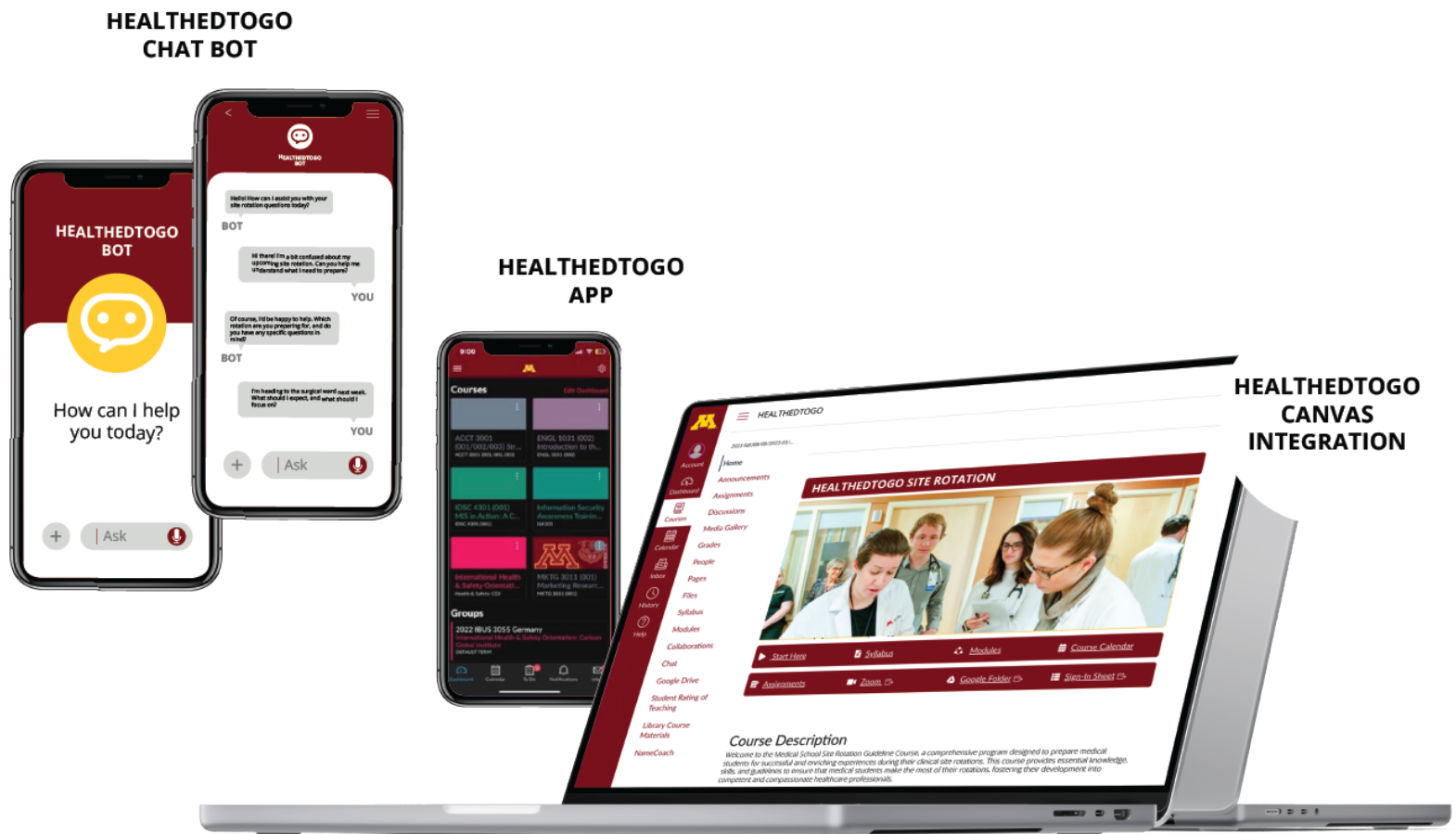



Image 2. Final solution ecosystem.



Mary Lee

Age 22
3rd year
African American

"Rotation is about taking the initiative. You need to show up, be accountable, and know where you should go"

I am a busy medical student and am on my 3rd rotation with a different hospital. I am uncertain where I need to go, but want to take the initiative, and make a good impression. I'm tired of bothering the security desk. This means I need clear directions and logistic information so I can be prepared my first day and every day at this hospital.

I rely heavily on **email communication**, but don't read it until I have time to absorb.

I need to know the **basic expectations**. Once I have that information, I can fill in the rest.

Rotation is about **taking the initiative**. I need to show up, be accountable, and know where I should go.

Knowing **who or where to go** to for help is extremely important to me. It is often easier for me to ask someone than to stop what I'm doing.

I don't have time to look/search for information, I need it to be **readily and easily accessible**.

I want to be part of the team, but find it hard to be when I don't have the **proper information**.

Image 3. Persona.



Image 4. Stakeholder ecosystem.