

## Working Title for Case: **ACCESSIBLE HEALTHCARE**

Client: **INDIAN INSTITUTE OF SCIENCE BANGALORE, MEDICAL DEVICE LAB**

Problem statement: **Parents of hearing-impaired children need to consistently deliver goal-oriented speech therapy at home, otherwise the child's progress in learning to understand language and speak will be hampered.**



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**Proposals:** Proposals for how to motivate parents and children to conduct therapy at home:

**1. Role model:** therapists give parents and children the opportunity to get to know existing cases of successful therapy, role models, who have learned to understand and speak language.

**2. Self-learning:** A robot-animal toy conducts therapy with child by stimulating the child to different sounds, words and phrases according to the child's level. The toy is not a compensation for the parent, but an addition to the therapy that the parents does at home.

**3. Gamification and data-tracking:** In order to make the following of a child's progress fun, the tracking of the progress is a digital board game where parent and child together can play. The child is rewarded by every step of progress. The game tracks all the progress of the child and shares it automatically with the therapist.



**Methods/Tools Used:** Knowledge exchange, visualising the problem, background research, pain point definition, interviews, observations, mapping spaces, customer journey mapping, clustering challenges, re-defining problem, definition of problem statement with stakeholder need analysis, dot voting, “how might we” – questioning, brainstorming, rapid prototyping, criteria validation of prototypes, morphological chart, evaluation of solutions, key categorising, personas

**Learning Outcomes:**

- Understanding the complexity and whole life cycle of a child’s therapy, the stakeholders involved and the different processes
- Learning problem-based approaches to look at problems and understand, that the hearing device is only a tool for change, not the solution in itself
- Learn to communicate and work across disciplines and find common ground and values in project work
- Project management
- Leadership

**Limitations faced:**

- Time
- Limited access to a diverse range of stakeholders
- Language barrier and being able to communicate over professions



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