

# Supporting patients in using their personal strengths in chronic illness management

## *participatory design approach*

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# Research Project: Incorporating Patient-Identified Personal Strengths into patient care

- Collaboration between Case Western Reserve University and SPS
- Financed by Patient-Centered Outcomes Research Institute, USA
- Project team (Norway)
  - Una Stenberg, Project Manager
  - Ólöf B. Kristjánsdóttir, Researcher
  - Jelena Mirkovic, Researcher
  - Tonje Krogseth, Patient representative
  - Cornelia Ruland, PI
- Collaborators
  - Senter for sykelig overvekt, OUS, Avdeling for smertebehandling, OUS, Enhet for lungerehabilitering, OUS, Sunnaas sykehus, poliklinikk (på Aker), Oslo kommune, Helseetaten, Samhandlingsarena Aker, OUS



# Personal strengths

- The characteristics people use to achieve well-being
  - Meaning
  - Engagement
  - Interpersonal relationships
  - Community environment
  - Optimism
  - Hope



# Background

- Why putting focusing on personal strengths?



Niemiec, 2013, Mindfulness and Character Strengths A Practical Guide to Flourishing





# Project goals

- ① Identify patient-identified personal strengths relevant to chronic illness management
- ② Develop a strength-focused Patient Assessment Tool
- ③ Identify best practices for incorporating patients' personal values and strengths in collaborative care process
- ④ In a series of experiments in practice test and optimize the proposed solution



# Research design

- Participatory and user-centered design
- People with different chronic conditions
  - obesity
  - chronic pain
  - pulmonary disease
- Various participatory methods
- Development through different phases



# Research process: Phase 1

- *Goal:*
  - Identify the strengths of people with a chronic illness
- *Methods:*
  - 15 Interviews and 7 Focus groups (39 patients)
  - Both broad and open-ended and more specific questions



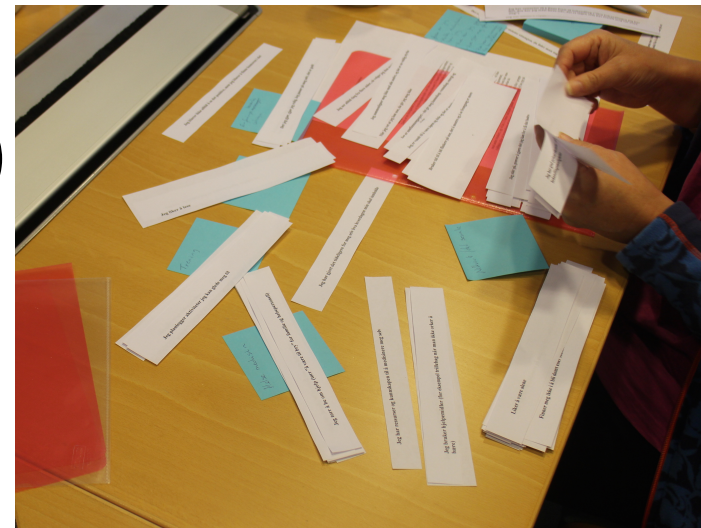
# Research process: Phase 1

- Preliminary results:
  - Three main themes:
    - (1) Taking care of myself
    - (2) Knowledge and insight into my own condition
    - (3) Focus on what is good in my life



# Research process: Phase 2

- Goals:
  - Identify meaningful strengths categories
  - Exploring how technology could be used to facilitate integration of personal strengths in patient-provider collaboration
- Methods:
  - 5 Workshops (18 participants)
  - Card sorting
  - Group interviews



# Research process: Phase 2

- Results:
  - 6 main groups of strengths categories
  - 3 topics of discussion:
    - (1) Potential contexts of use  
*(when, with who, type of device)*
    - (2) User requirements  
*(usability, functionality, barriers)*
    - (3) Usefulness of the strength-based tool



# Research process: Phase 3

- Goals:
  - Selecting final category names
  - Developing low-fidelity paper prototypes
- Methods:
  - 6 Workshops (6 patients and 2 patient representatives)
  - Prototyping
  - Prioritizing category names





# Research process: Phase 3

- Results:
  - Final categories of strengths

Category	Example of strengths items
Relations and support	<ul style="list-style-type: none"><li>- I can ask my family for help</li><li>- I receive help from competent health care providers</li></ul>
My sources of energy	<ul style="list-style-type: none"><li>- I have a hobby I am passionate about</li><li>- I spend time on advancing my skills, I enjoy the feeling of managing my challenges</li></ul>
Knowledge about my health	<ul style="list-style-type: none"><li>- I have knowledge and insights into my condition that make me feel more secure</li><li>- I have the resources and knowledge to manage my medications</li></ul>
Activity and rest	<ul style="list-style-type: none"><li>- I do relaxation exercises</li><li>- I have a routine for exercising</li></ul>
Emotions and self-awareness	<ul style="list-style-type: none"><li>- I do not accept being judged or talked down to</li><li>- I have learned to differentiate between sensible thinking and feelings</li></ul>
Positive thoughts and disposition	<ul style="list-style-type: none"><li>- I try to look at things as challenges, not as problems</li><li>- I do not perceive myself as sick even if I am in pain</li></ul>



# Conclusion and final remarks

- Important insights into various factors
  - Users requirements
  - Values
  - Contexts of use
- New potentials of technology
  - More efficient patient-provider communication
  - Self-management interventions



# Next steps

- Phase 4: Workshops with clinicians
- Phase 5: Development of high fidelity prototypes and iterative formative evaluation





Thank you for your attention 😊

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