Patients motivate themselves and/or their children to change health behaviors.

They self-educate to understand cause-and-effect relationships between actions and outcomes.

They coordinate information, resources, and people.

Patients motivate, self-educate and coordinate to act on health goals.

We paired patients and providers in a participatory design workshop. They turned a health goal into a board game. Patients represented three types of work that characterize the burden of health management: motivational, educational, and cooperative.

Please use the following citation if you incorporate the content of this workbook into another resource: The REMIND Project: Inspiration Workbook. Kaiser Permanente Washington Health Research Institute. Funded by AHRQ Grant # R01 HS 021590; April, 2016.
“Stacey” motivates her children to become more physically active by earning points towards electronics time.
“Kiley” has to move together with all of her children as they learn how different actions affect their health.
“Lucy” coordinates health tasks with school teachers, health providers, and her child’s father from whom she is separated.
Reflection on patient work
What are some examples of motivational, educational, and coordination work?
Patients want social, adaptive, introspective, and symbolic health reminders.

We engaged patients in participatory design of future reminder systems. Participants foregrounded 4 types of persuasive features of desirable reminders: introspection, social support, adaptation, symbols.

Introspection helps patients to plan and prioritize health tasks.

Social support helps patients to build confidence.

Adaptation helps patients to cope with changes in care.

Symbols motivate health change through personal rationales.
Lisa wants a reminder to step back and reflect so that she can prioritize her health tasks.
“Kevin” wants text reminders that encourage him to get his lab tests at the appropriate time before a doctor’s appointment.
“Stephanie” created a super app that gives her health tips personalized to each family member and appropriate to the season and the care plan.
Images of flowers, nature, and the sky were reminders to stay well. Images of medications were reminders to stay healthy because of the cost of sickness. Images of children reminded mothers to take care of themselves as well as their children.
Reflection on persuasive design
What are some affordances of paper and digital media for introspection?
“Steven” and “Ben” imagined an app that symbolized their health goal as a road map, and delivered affirmations along the journey.