Co-creating the ICU-PAUSE Tool for ICU-Ward Transitions

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Focus Group 1: Questions Mapped to Steps of Human-Centered Design Process;

1. **Empathize:** At this point we're going to do an empathy exercise, which essentially is trying to share stories with the group about personal experiences you might have had with patients transferring from the ICU to ward. You can recall things that either went well or fell through the cracks, but what stood out to you. And when we do this, I'm actually going to pass out Post-It notes for everybody so you can write down things that have stood out that other people have said as well.

2. **Define:** The next thing that we want to do is linked to the empathy exercise. How do we define the problem here? What is your viewpoint?

3. **Define:** With Post-Its, go through the steps of the transfer process as you understand it at our institution.

4. **Ideate:** The last challenge and then we'll come back and look at these process maps is to create your dream handoff. You have 10 minutes with your Post-It notes. Create as many ideas as possible without judgment.

5. **Ideate & Prototype:** Most of the time we'll spend today will be sort of in small groups talking about what template or tool you use when you are receiving patients. What tool would have the right information and how might that look? What information is the most important in a written tool?

Focus Group 2: Questions Mapped to Steps of Human-Centered Design Process:

1. **Prototype:** First, we will go through Prototype A. I will allow you just a minute or 2 to take it in visually, the idea is that this is automatically imported via Epic. What do you like about this? What do you dislike about this? What do you wish were different?

2. **Prototype:** Next, we will go through Prototype B. I will allow you just a minute or 2 to take it in visually. If you're not recognizing it, this is our 'current state' which has been adopted at our hospital. What do you like about this? What do you dislike about this? What do you wish were different?

3. **Iterate:** If you were to design your own, would you prefer Type A, Type B, or neither and want to create your own? Talk to me about this…