Intro to d.thinking

Participant Guide
Design the ideal EHR
Sketch your idea for a better EHR
Create a quick interview guide
(with open-ended questions)

1. Introduce yourself. “How are you today?”

2. Seek stories.
   “Could you tell me a story about...
   (... how you acquired (that item) in your wallet?)
   (... a time your wallet had an adventure?)
   ?”

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“Would I find surprising about...
   (... why you still keep (that item)?)
   (... how you shop for yourself?)
   ?”

   [Write more of your own]

3. Talk about feelings. Dig deeper by following up.
   “Why do you say that? ... “Tell me more.”
   “How did you feel at that moment, when... happened?”

   [Write more of your own]

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Interview your partner (just have a conversation!)

Interview notes:

3 min each
Hear a good story

Interview your partner about their experience as a patient, including any EHR experiences

Go deeper into one story: remember to ask “Why?”

3 min each
Imagine the meaning
(notice something, then infer what the meaning might be)

Imagine possibilities for the following statements:
It's interesting/surprising/telling that s/he...

One thing that seems to be important to him/her is...

I wonder if this means...
[WRITE A COUPLE HUNCHES]

Create a brainstorming topic
(turn your insight into a question)

Select one hunch ("I wonder if this means . .") that gives you the most unique and exciting perspective. Write it below to make a brainstorming question.

Given my hunch that

how might we redesign the EHR experience?

What does it mean?
Gain insights by thinking of what might be the deeper meaning behind what you heard. Have fun with it.

Your goal is to take an extreme, inspired stance.

2 min

3 min
New ideas!
Generate a diverse set of concepts in response to your brainstorming questions.
Your goal is to build on the ideas of others.

Come up with ideas with a new partner
(tell a new partner about your hunch, and then brainstorm together)

1 min share,
4 min brainstorm, each
Sketch it out

Pick an idea and stay in a generative mode as you work out the details.

Your goal is to develop the idea and make it visual.

Choose one idea and flesh it out into a product or service
(what is it? how does one use it?)
Let's get physical, physical

Let me hear your body talk.
Your goal is have your partner experience the concept (not just be told about it).

Bring your solution to life
(use improvisation to create an imaginary world where your solution already exists)

Consider these aspects of the imaginary world you are creating:

- **Scene**: The context of experience
- **Roles**: People involved in experience (you may want to play one yourself)
- **Props**: Simple tangible things in experience

Test with your partner
(invite your partner into that imaginary world)

4 min each

What's working?
What could be improved?

New questions
New ideas