CRISIS RESPONSE CENTER

Janice Vuong | May 2021

BACKGROUND

A **24-hour** psychiatric emergency service where individuals experiencing behavioral health crises receive evaluation, treatment and referral for additional care.

At the **Crisis Response Center (CRC)** they aim to provide immediate care to people in crisis, and connecting them to long-term support within their community
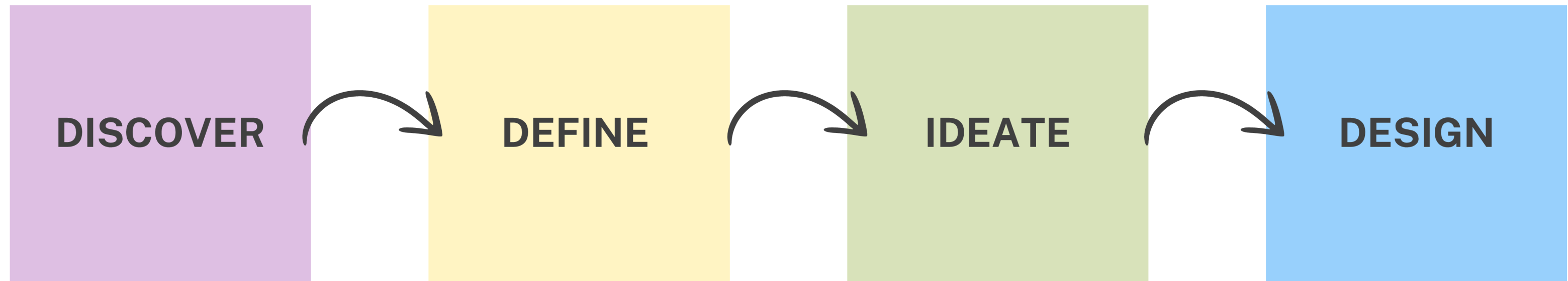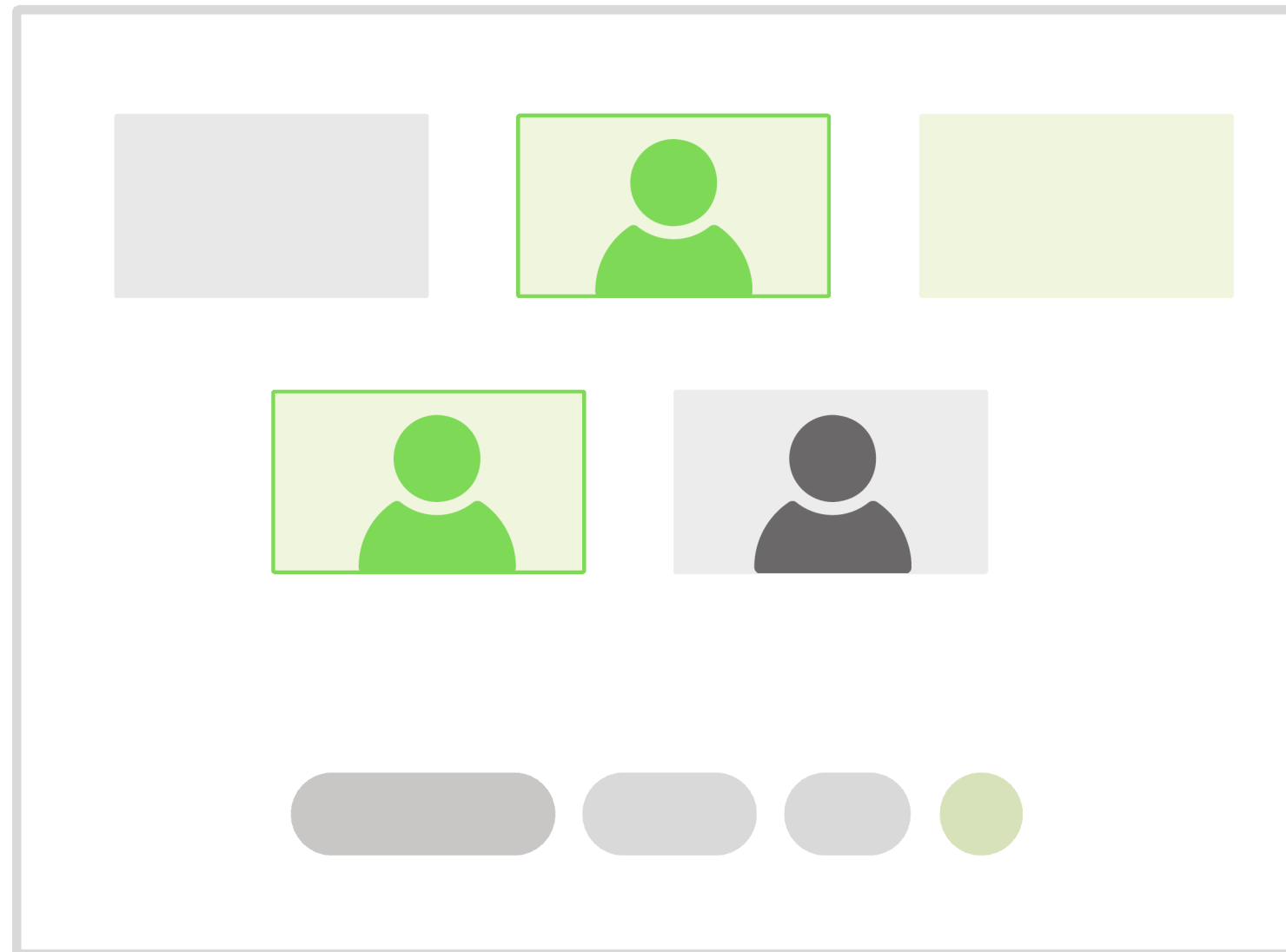
PROBLEM STATEMENT

The Behavior Health Technicians (BHT) personnel at the Crisis Response Center (CRC) are scheduled on one of four shifts available, and the staff is 75% full-time and 25% part-time.

With shifts being short on staff with the addition to staff calling-off, scheduling has been time consuming.

DESIGN THINKING

DISCOVER → DEFINE → IDEATE → DESIGN

USER RESEARCH

Listening session is a structured meeting designed to provide a platform for groups to express their thoughts and perspective.

Hosted a listening session with Nurse Managers and Behavioral Technicians to gain a better understanding of the people at Crisis Response Center (CRC)

USER RESEARCH →

COMPETITOR ANALYSIS

MIS441 Senior Capstone

	findmyshift	VISUAL PLANNING	When I Work
Shift Scheduling	○	●	●
Staff Shift Availability	●	●	●
Time Off Management	●	●	●
Communication Platform	○	○	●
Third Party Access	○	○	○
Tiered User Access Levels	○	○	○
iOS and Android Available	●	●	●

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MONICA

ABOUT

Monica is a seasoned Nurse Manager with extensive experience in crisis response operations. While she excels in her role, she faces challenges related to staff scheduling (Excel Spreadsheets), communication, and handling unexpected disruptions.

"I need a smarter way to manage schedules so my team can focus on what truly matters — patient care"

MS EXCEL
●●●●●●●○

MOBILE PHONE (SMS/CALLS)
●●●●●○○○

CREW (MOBILE APP)
●●●●○○○○○

ROLE

Nurse Manager

WORK

Crisis Response Center (CRC)

GOALS

1. **Improve Scheduling Efficiency**: Implement an intuitive scheduling system that reduces manual workload.

2. **Optimize Crisis Response**: Reduce operational disruptions caused by shift call-outs.

PAIN-POINTS

1. **Scheduling Complexities:** Manual scheduling processes using Excel spreadsheets are time-consuming and error-prone.

2. **Operational Efficiency**: Need for better tools to streamline operations and improve responsiveness.

JACK

MS EXCEL

● ● ● ● ● ● ○ ○

MOBILE PHONE (SMS/CALLS)

● ● ● ● ● ○ ○ ○

CREW (MOBILE APP)

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"I need clear communication and efficient tools to keep shifts covered, so my team is ready to respond during critical moments"

ABOUT

Jack, a dedicated Behavioral Health Tech Lead, brings years of experience to his role at the Crisis Response Center. He faces challenges related to staff management, communication, and ensuring optimal shift coverage during crisis situations.

💼 ROLE

Behavioral Tech Lead

🏥 WORK

Crisis Response Center (CRC)

GOALS

1. **Enhancement Communication**: Improve coordination with full-time staff and management for seamless operations.

2. **Support Team Effectiveness**: Ensure optimal staffed shifts to maintain patient safety, care quality, and team effectiveness.

PAIN-POINTS

1. **Communication Challenges**: Lack of a centralized system to coordinate with teammates and management.

2. **Team Integration**: Wants better alignment with team and expectations during crises.

A J

ABOUT

AJ, a part-time Behavioral Health Tech at the Crisis Response Center through a staffing agency. He faces challenges related to finding available shifts, communicating with managers on scheduling matters, and maintaining flexibility to accommodate his part-time commitments.

ROLE

Part-Time Behavioral Technician; Staffing Agency; and College Student

WORK

Crisis Response Center (CRC)

GOALS

1. **Achieve Work-Life Balance**: Have access to a user-friendly system for shift trades and updates.

2. **Simplify Scheduling**: Use a system that provides clear and accessible scheduling options.

PAIN-POINTS

1. **Shift Flexibility**: Limited ability to trade shifts or request schedule changes efficiently.

2. **Time Management**: Unclear scheduling system makes planning ahead difficult.

APPLICATIONS

MS EXCEL
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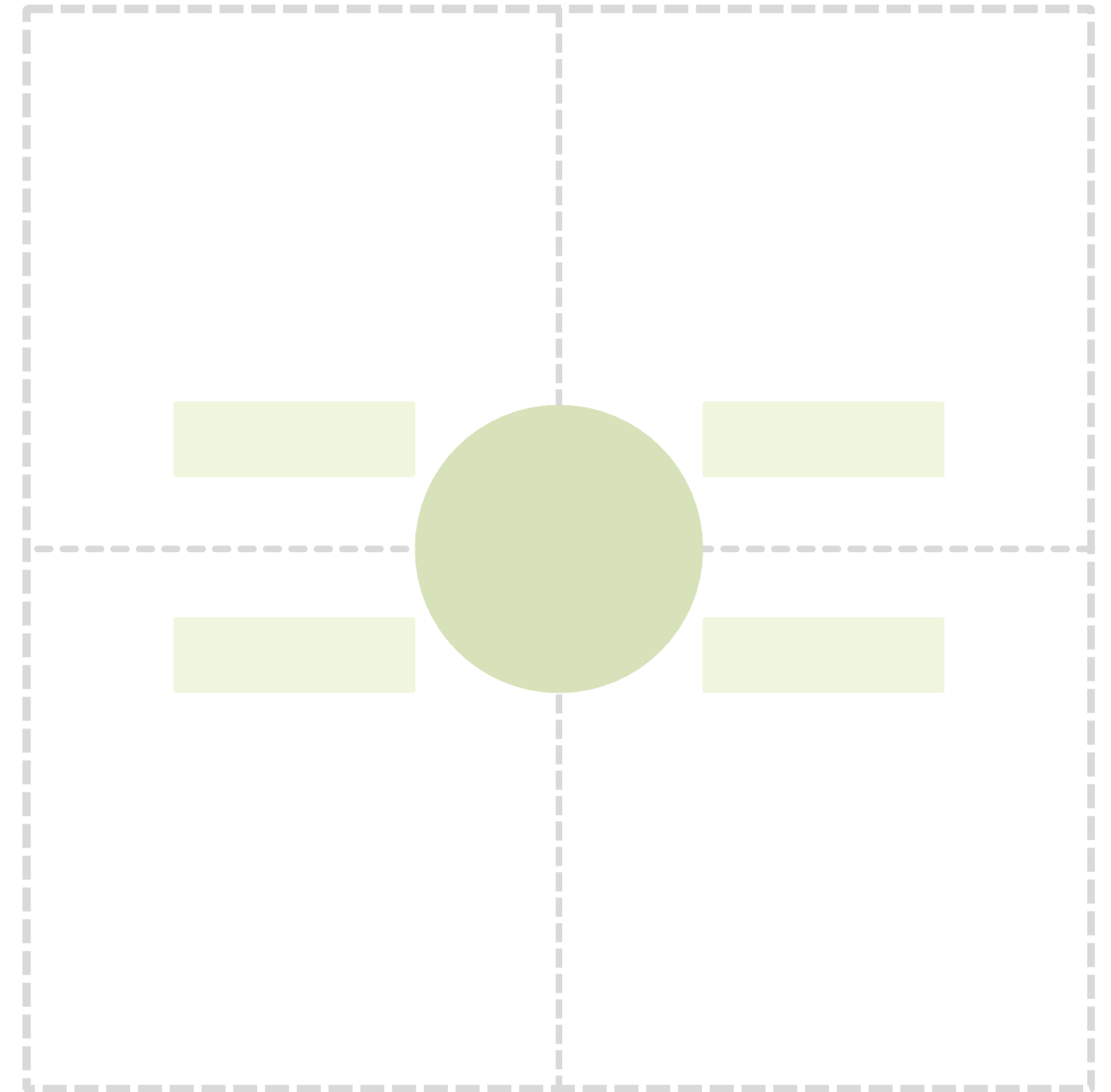●●●●●○○○

CREW (MOBILE APP)
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EMPATHY MAP

Empathy maps are made to gain deeper insights about the users, through understanding user behaviors or attitudes.

I have made an empathy map with the understanding of pains and gains of Sam, a Director of Staff at the Crisis Response Center (CRC)

EMPATHY MAP →

S A M Director of Staff at the Crisis Response Center

Says

"I want a solution that allows me to easily coordinate with the team, and helps me make decisions quickly"

"I need to ensure all shifts are fully staffed so we can provide excellent patient care"

"It's overwhelming trying to keep track of it all"

Thinks

"I need a better way to communicate with managers and staff so everyone is on the same page"

"If we don't address the gaps in staffing, it will impact patient care and response times"

Does

Sam sends out communication to managers and BHTs regarding scheduling needs

Coordinates with agency staff to fill shift shortages when necessary

He looks for solutions to improve scheduling efficiency and staff communication

Feels

Sam frustrated by the scheduling inefficiencies and constant changes

He worries about the impact on patient care if the staffing issues are not managed well

Managing the daily challenges of call-offs, short staffing, and shift trades feels overwhelming
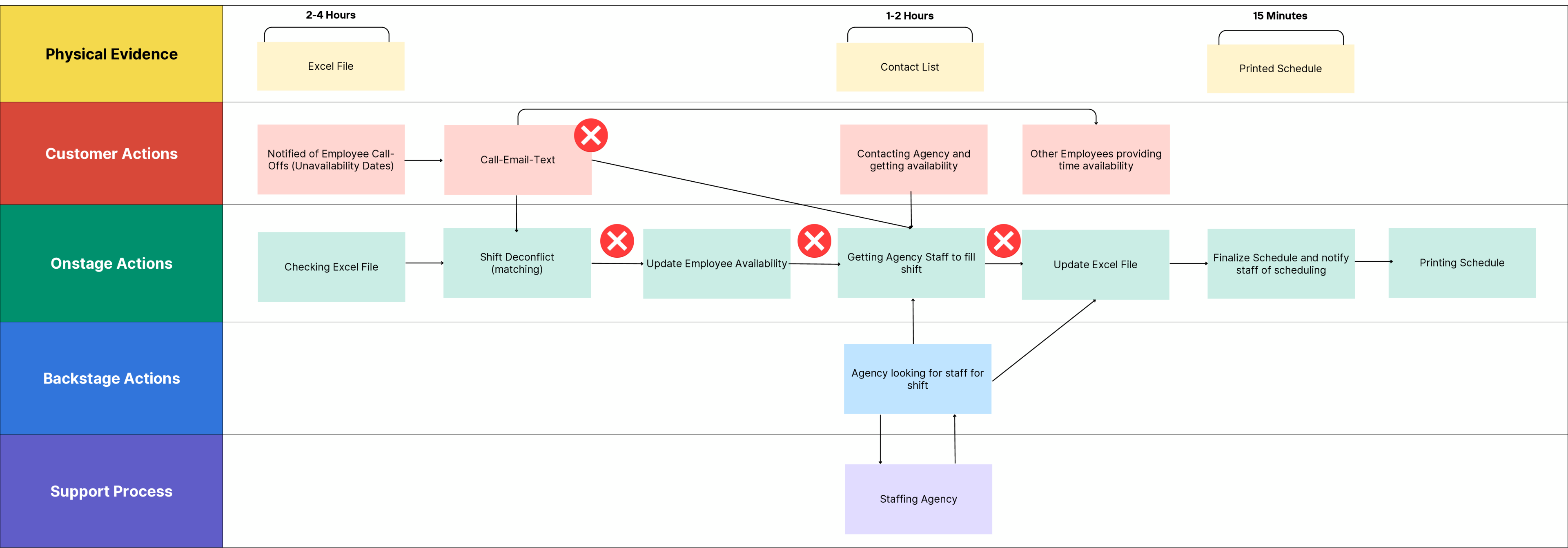
Pain

1. Not having enough employees available, not staffed enough for emergencies

2. Not being able to provide enough care to visitors and can have harmful results
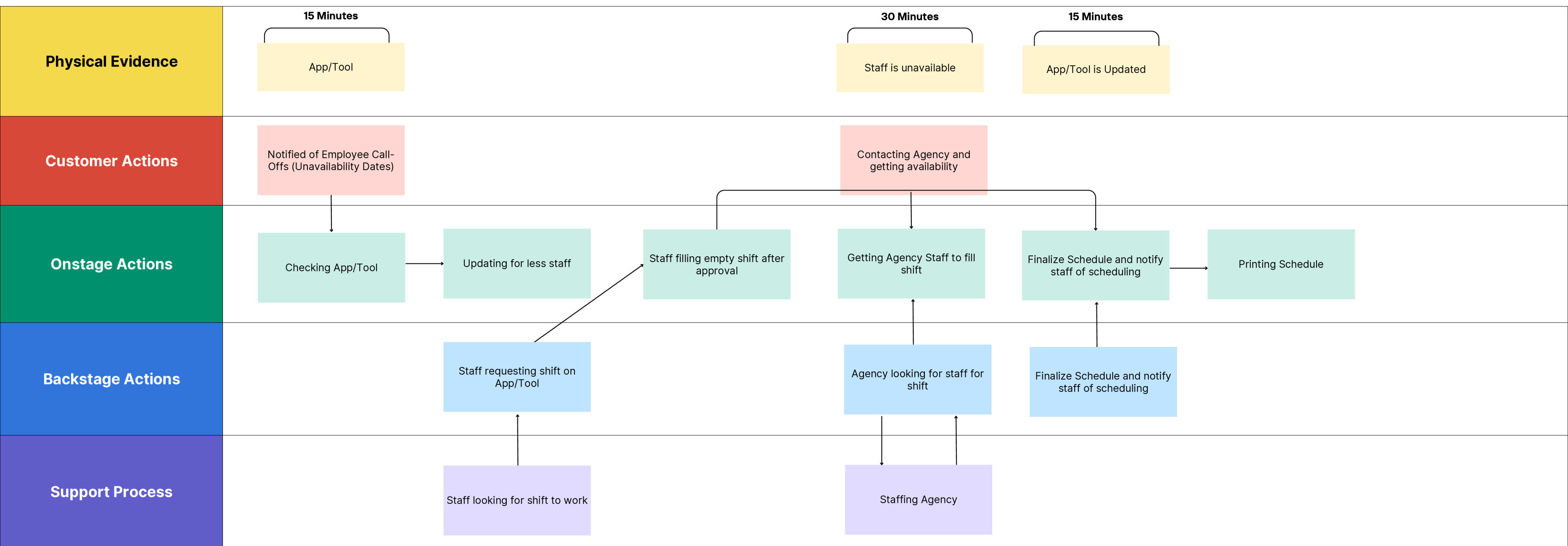
Gain

1. Efficient system to keep track of employees

2. Reducing shifts callouts, and shifts are well covered

3. Provide the best possible care for patients

Service Blueprint Diagram v1

Service Blueprint Diagram v2

Physical Evidence	15 Minutes App/Tool	30 Minutes Staff is unavailable	15 Minutes App/Tool is Updated

Customer Actions
- Notified of Employee Call-Offs (Unavailability Dates)
- Contacting Agency and getting availability

Onstage Actions
- Checking App/Tool
- Updating for less staff
- Staff filling empty shift after approval
- Getting Agency Staff to fill shift
- Finalize Schedule and notify staff of scheduling
- Printing Schedule

Backstage Actions
- Staff requesting shift on App/Tool
- Agency looking for staff for shift
- Finalize Schedule and notify staff of scheduling

Support Process
- Staff looking for shift to work
- Staffing Agency

Design

Transitioning to wireframing and creating a minimal viable prototype (MVP)

Then followed the steps in the design phase

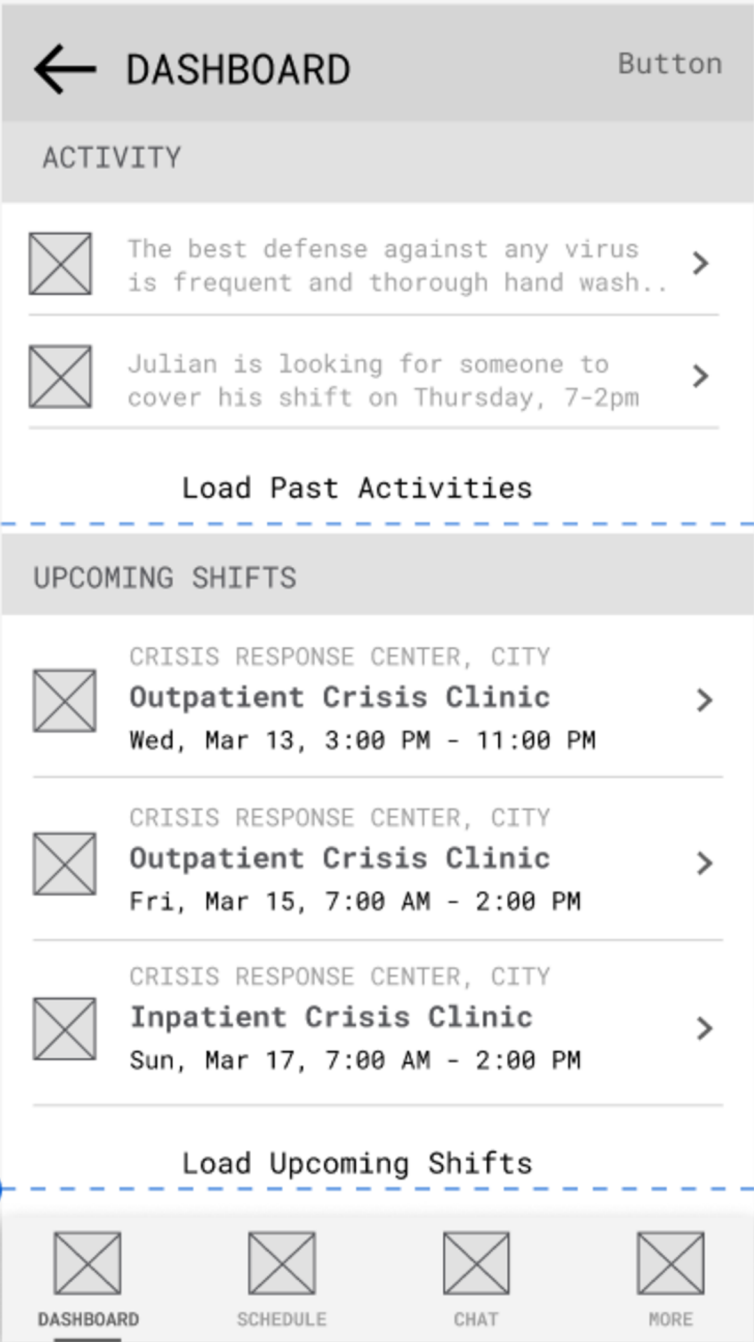1. Low-fidelity wireframes with variations

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2. Mid-fidelity wireframes

....

3. Final Design

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Frame 1 - WELCOME

Welcome to ShiftSync

Check shift schedules from anywhere. Get reminders & see who is working with you

Log In

Sign Up

Frame 2 - DASHBOARD

← **DASHBOARD**   Button

ACTIVITY

☒ The best defense against any virus is frequent and thorough hand wash.. ›

☒ Julian is looking for someone to cover his shift on Thursday, 7-2pm ›

Load Past Activities

UPCOMING SHIFTS

☒ CRISIS RESPONSE CENTER, CITY
Outpatient Crisis Clinic
Wed, Mar 13, 3:00 PM - 11:00 PM ›

☒ CRISIS RESPONSE CENTER, CITY
Outpatient Crisis Clinic
Fri, Mar 15, 7:00 AM - 2:00 PM ›

☒ CRISIS RESPONSE CENTER, CITY
Inpatient Crisis Clinic
Sun, Mar 17, 7:00 AM - 2:00 PM ›
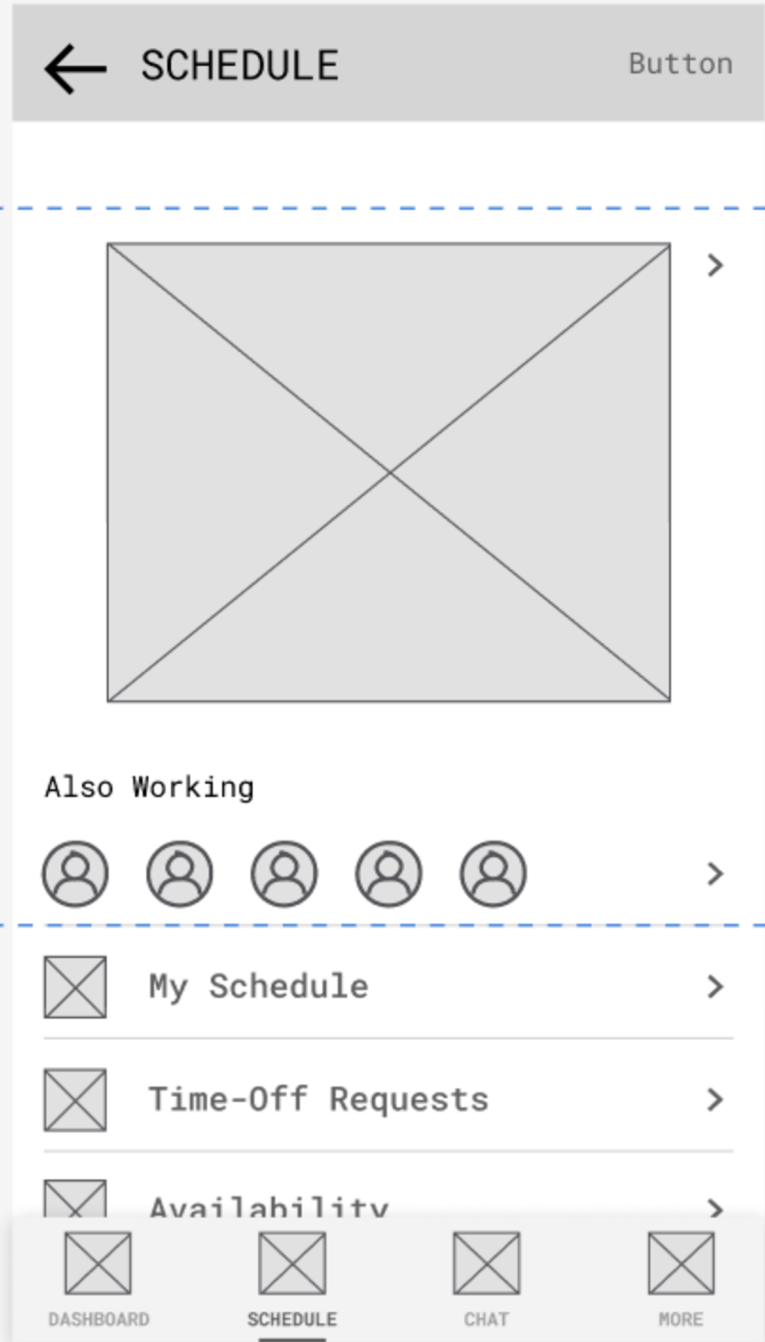
Load Upcoming Shifts

☒ DASHBOARD ☒ SCHEDULE ☒ CHAT ☒ MORE

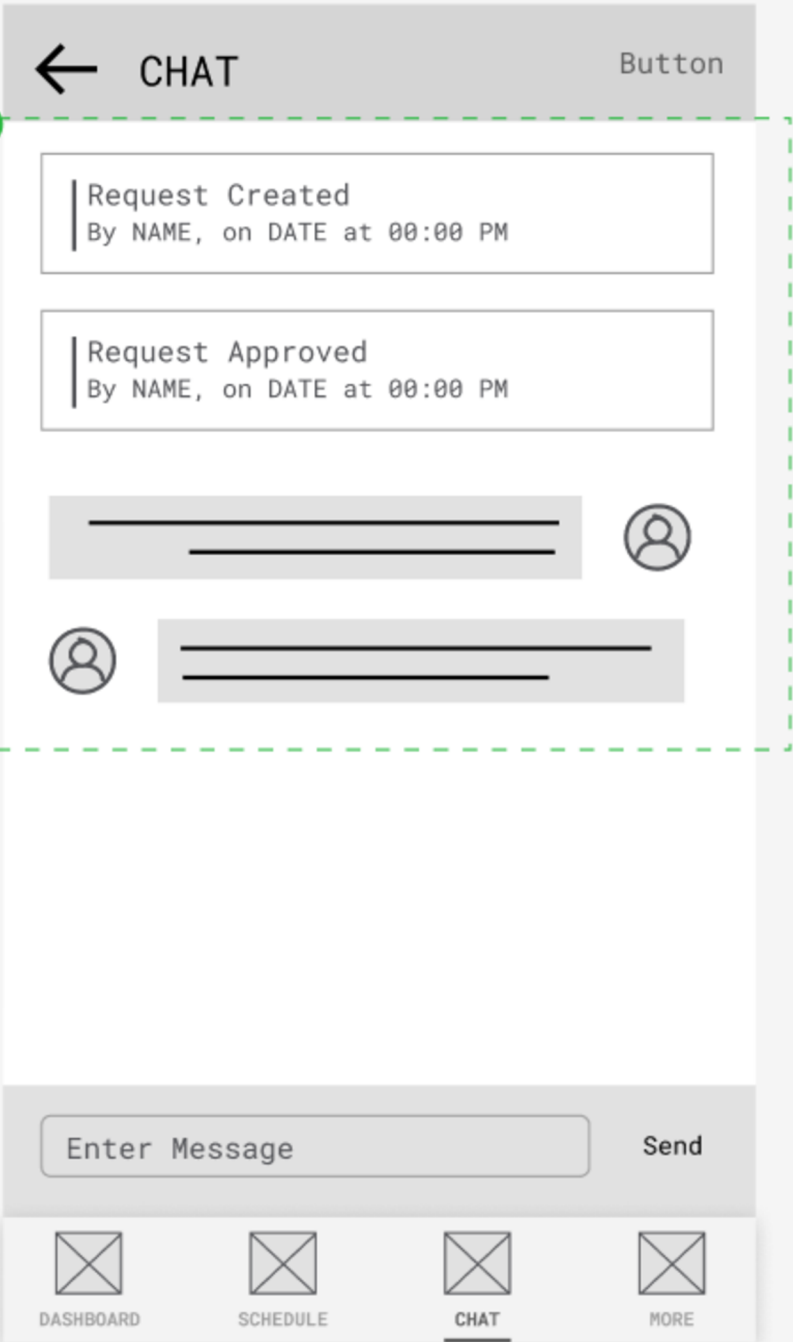users can see upcoming shifts at a glance easily

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users can see a "snapshot" details of their current shift (location, dept,time) and who is working with them on that particular shift!
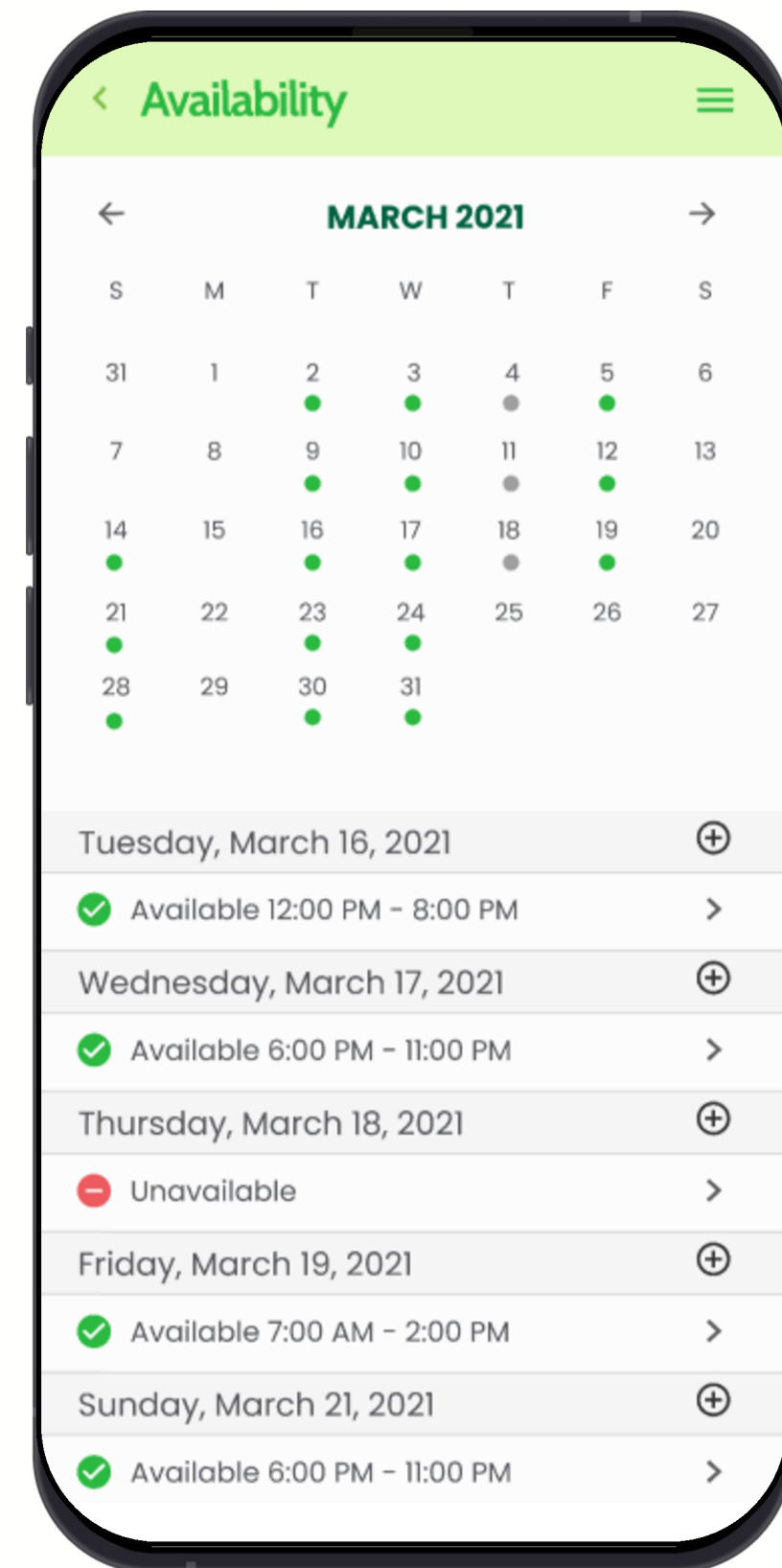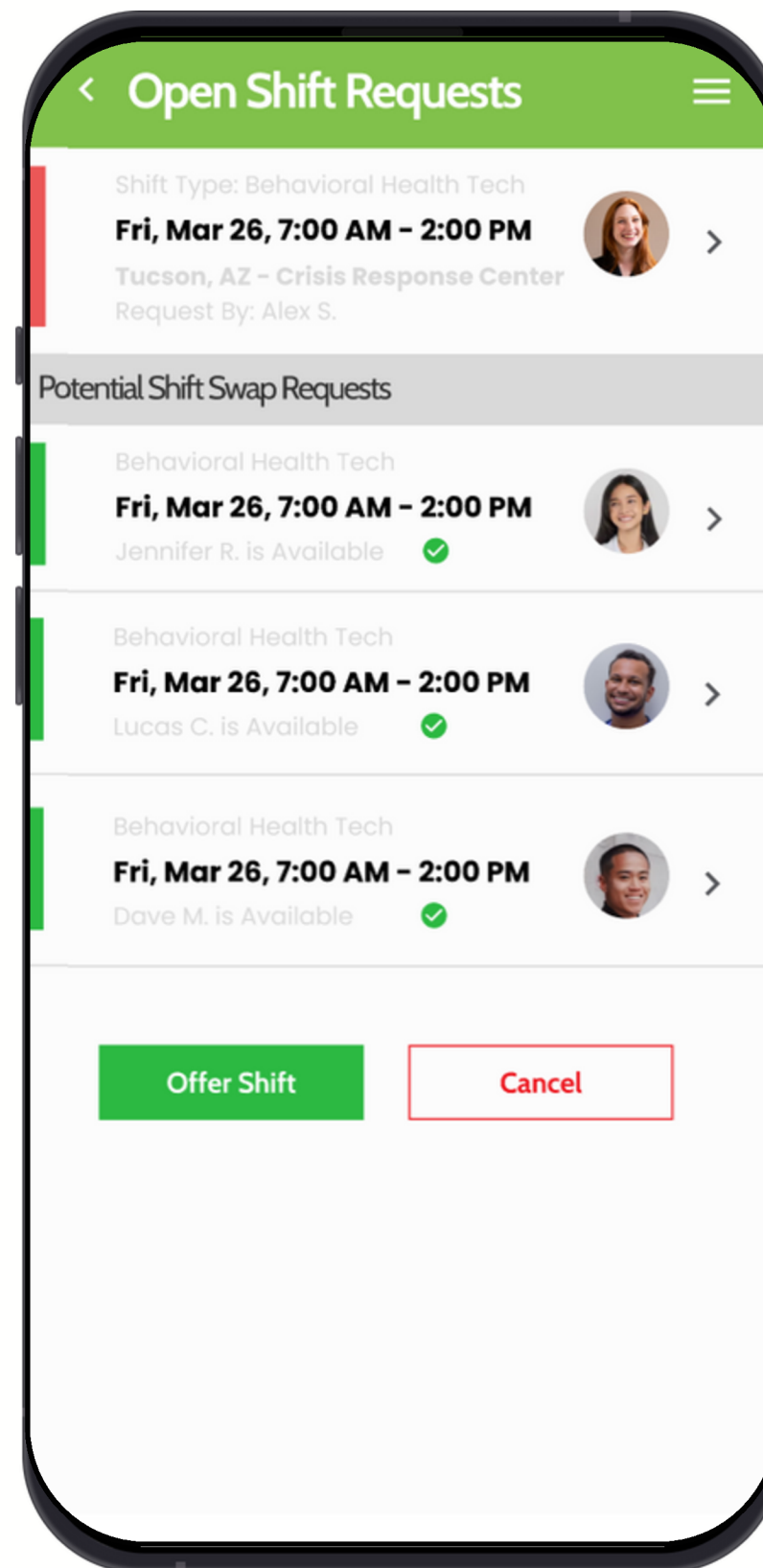
FRAME 3 -SCHEDULE

← **SCHEDULE**   Button

Also Working

☺ ☺ ☺ ☺ ☺   ›

☒ My Schedule ›

☒ Time-Off Requests ›

☒ Availability ›

☒ DASHBOARD ☒ SCHEDULE ☒ CHAT ☒ MORE
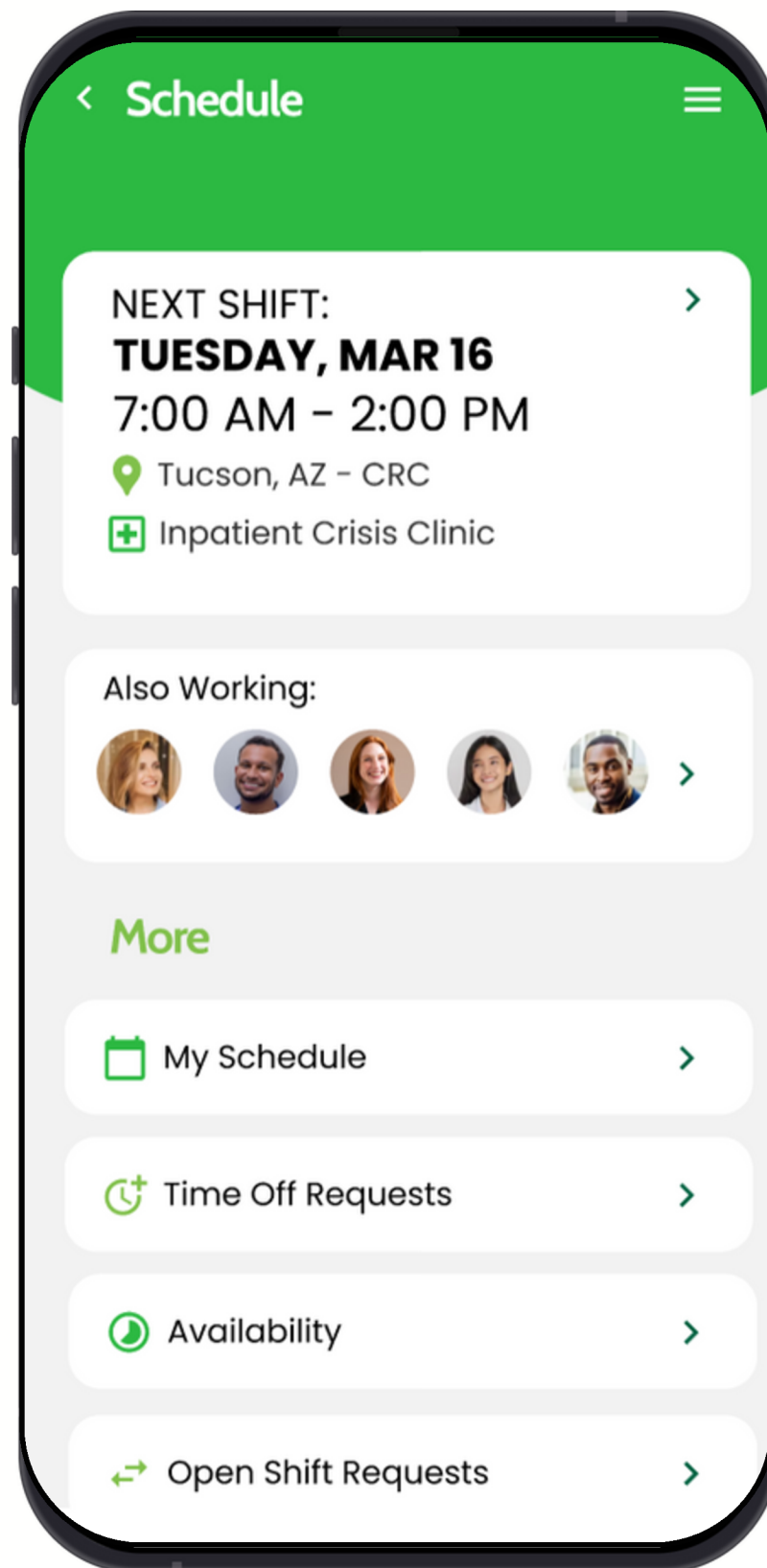
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users can chat with management to submit time-off requests and management can respond and notify of the request being approved

Frame 4 - CHAT

← **CHAT**   Button

| Request Created
By NAME, on DATE at 00:00 PM |

| Request Approved
By NAME, on DATE at 00:00 PM |

Enter Message   Send

☒ DASHBOARD ☒ SCHEDULE ☒ CHAT ☒ MORE

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Reflection

🌱 **Embrace Flexibility**

Is important because we often try to come up with an "ideal" solution for the client that requires a lot of effort to develop. Later down the design process, client needs may change, and being adaptable and flexible, encourages new ways of thinking and facilitates growth.

🔁 **Continuous Feedback**

I learned from having regular feedback from the client, aided my design to be more aligned with the end-user preferences. Fostered a more user-centric approach in my work, and a thoughtful user experience.