Share To Care

HOW MIGHT WE ?

…connect similarly afflicted caregivers for **mutual support?**

…translate the **rules of self-help groups** into an online environment?

…give **on-demand access** to topic-based information and individual people?

USER DESCRIPTION

Family caregivers for people with dementia.

Caring for **all phases** of dementia.

Minorities with harder access to information.

SERVICE DESCRIPTION

Share To Care **connects caregivers** in remotely held **self-help sessions and chat groups**.
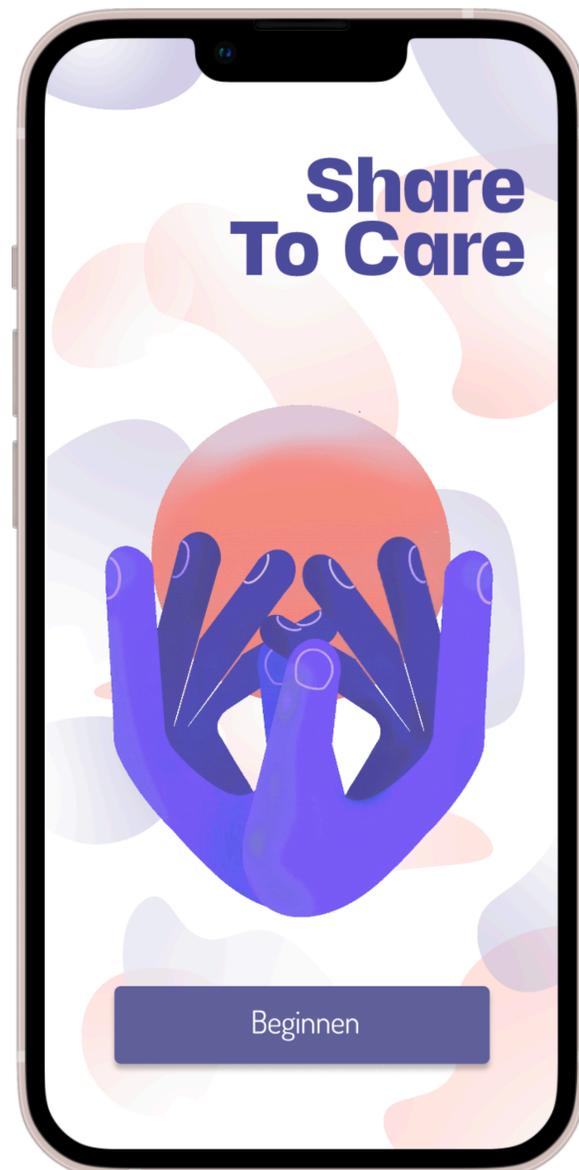
VIDEO TIME

SERVICE FEATURES !

- **Smart group creation** based on profile

- **Self-help sessions** guided by app

- **On-demand calls** for groups / individuals

- **Chat threads** organized by topics

- **Emergency call** to dementia experts

PROTOTYPE DEMO
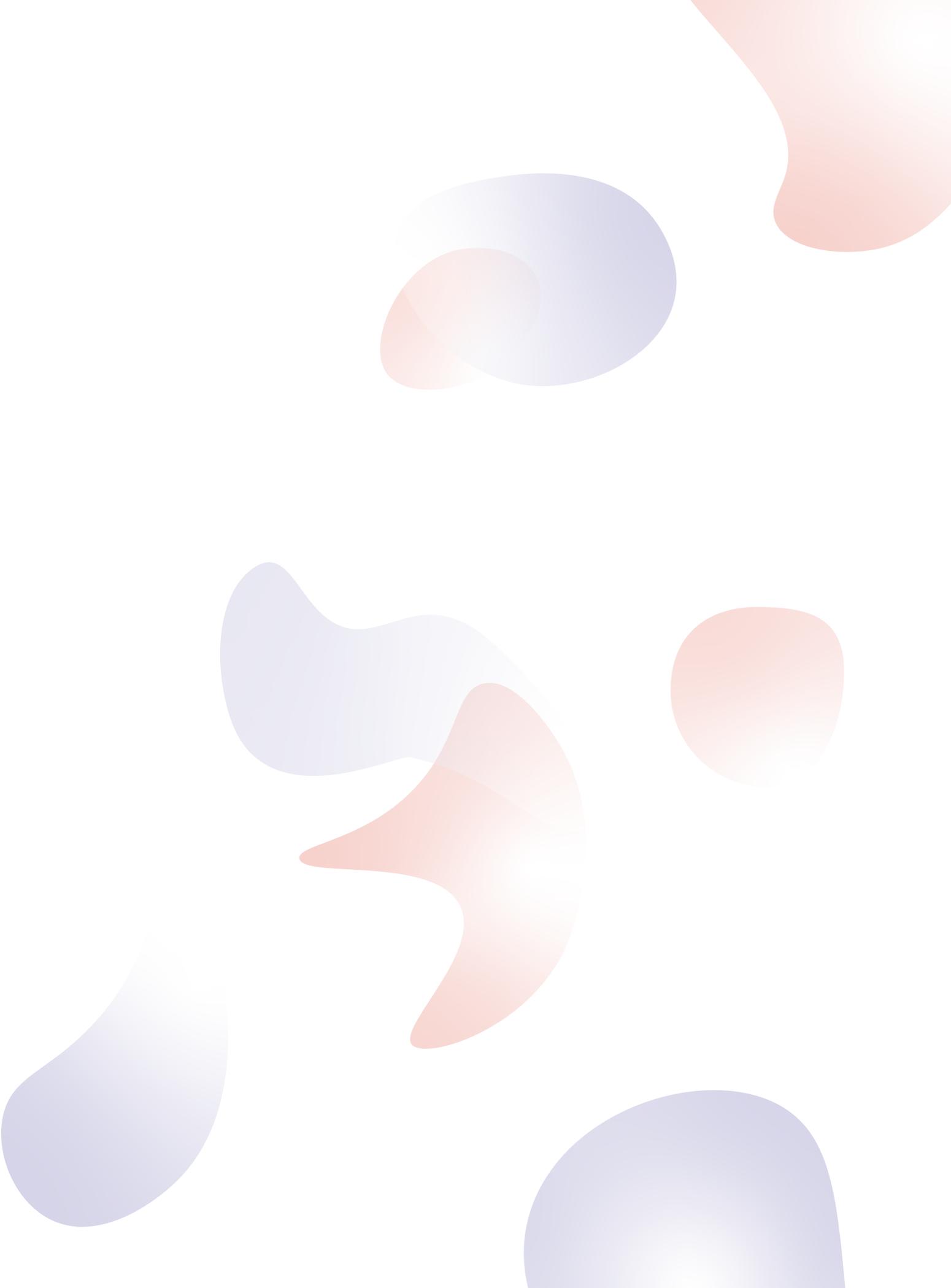
POSSIBLE PITFALLS

- **Critical mass** of people is hard to achieve

- **Community management** is difficult

- People could **feel pressure** to attend meetings

- Users might have a **bad group experience**

SERVICE SUMMARY

Share To Care allows caregivers to mutually **support one-another**, exchange their **learnings** and hopefully form long-lasting **personal connections**.
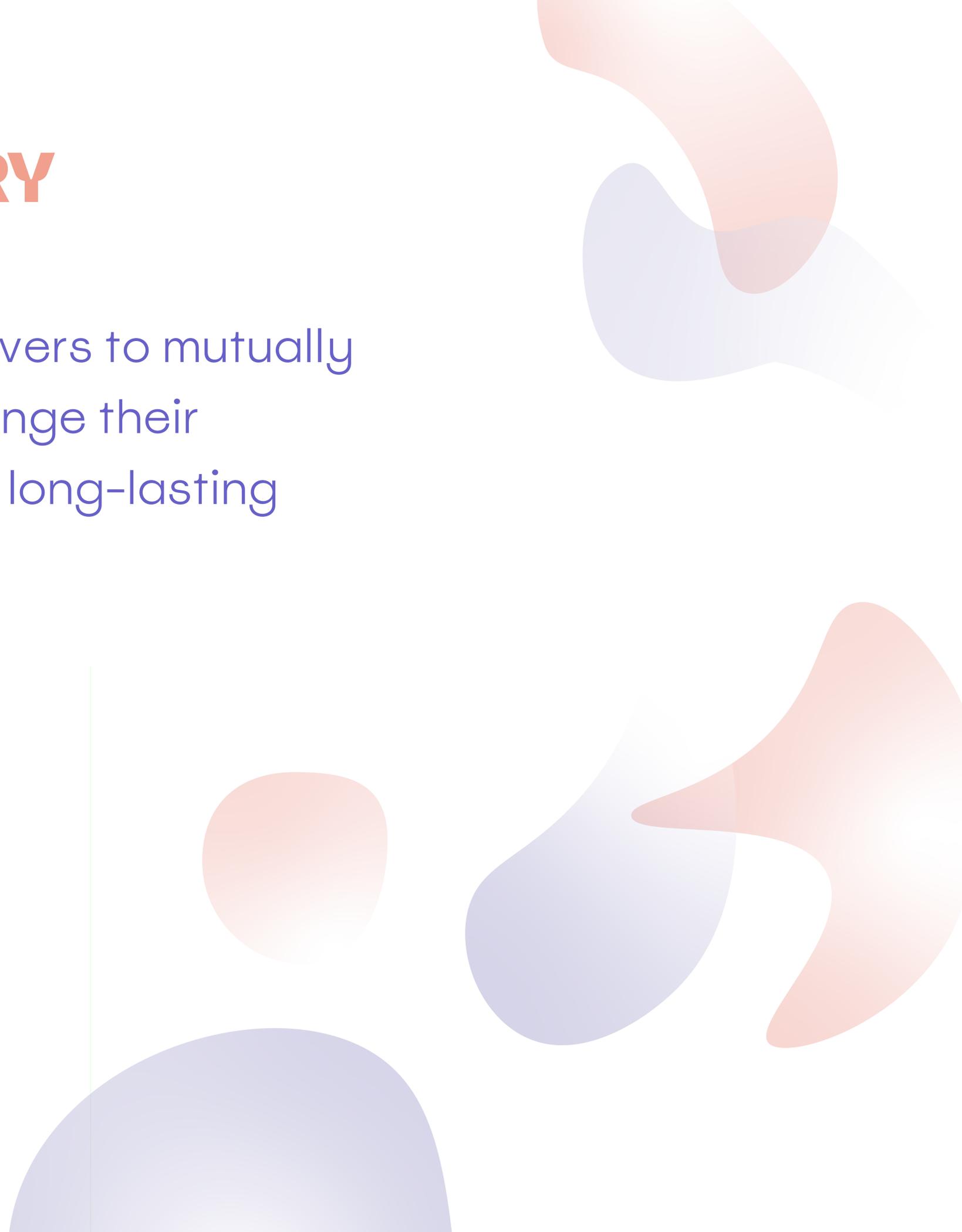
EXPANSION ↑

- **Integrate experts** into sessions and seminars

- **Implement forum** for knowledge collection

- **Find partner** for distribution / expert knowledge

NEXT STEPS →

- Consult experts on **onboarding questions**

- Higher fidelity guided **session testing**

- Test long-term **participation in sessions**

QUESTIONS?

Thank you for your attention.

Course

Service Design 2022

Project

SHARE-TO-CARE

Self-help app for dementia caregivers

Partners

Barbara Baumeister (you+care)

Samuel Wehrli (you+care)

Nadine Cocina (you+care)

Jürgen Späth (you+care)

Students

Elena De Carlo, Guan Arobei,

Johannes Reck, Silvan Weber

Mentors

Florian Wille, Nadine Cocina,

Nicole Foelsterl

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Dzhuliia Kolodko (ZHdK)

Patrick Hofer (We+Tech)