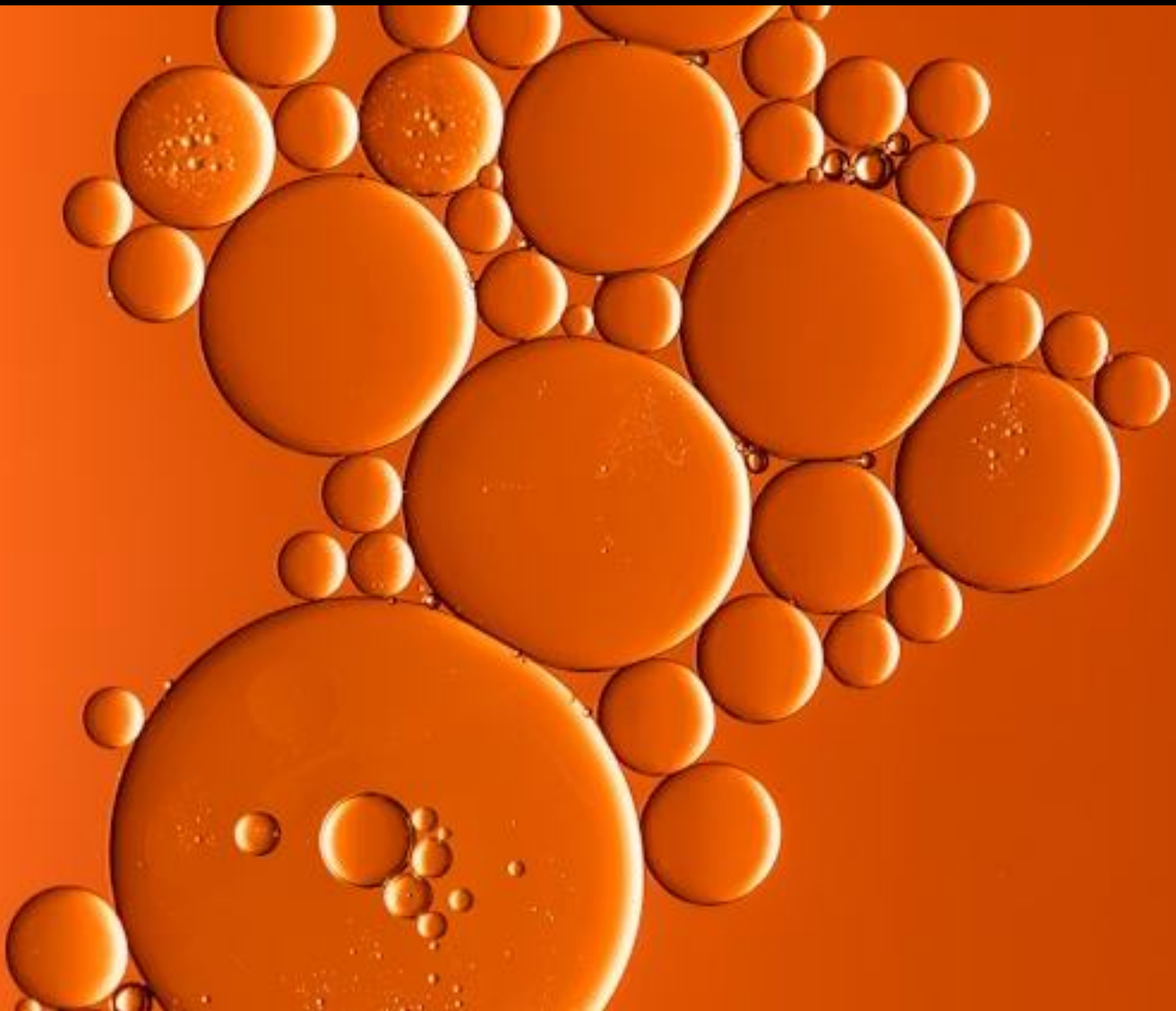


KOMODO

USING AI WITHIN HEALTHCARE TO BETTER IMPROVE A PATIENTS EXPERIENCE

Discover our outputs and findings from a design sprint held around issues faced within the health care sector and how AI can help combat it.

— **WORK BOOK**
DESIGN SPRINT



WHAT'S IN THIS WORKBOOK

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Estimated reading time: 12 mins

INTRODUCTION

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In today's digital landscape it's crucial to use emerging technologies to enhance service delivery and fend off competition from large companies. You know this — but how do you get there? Everyone points to “innovation”, yet how do you measure it, or apply it effectively?

You know ideas can come from anywhere to give you an edge over your competitors, and you want your team to collaborate and offer ideas. The problem is, you need direction.

In this workbook we give you the tools and understanding to run product innovation — based on our design team's week-long Design Sprint, following Google's Design Sprint methodology to explore healthcare and innovate with AI.

The week's theme

The week centred on the challenges faced by individuals managing diabetes — a condition affecting millions worldwide.

What's inside

Discover our Design Sprint journey — from the initial problem definition through the ideation, prototyping and validation stages.

The journey led to a smart app display prototype akin to a Google Nest Hub, giving patients comprehensive diabetes-monitoring capabilities. The platform empowers patients to manage daily routines, medications, doctor appointments and wellness check-ins.



MONDAY — UNDERSTANDING

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Initial brief meeting

Monday kicked off with understanding challenges in the health space – finding ways it must adapt to improve a patient’s overall experience. In the absence of a client, we deviated slightly from the sprint to define a problem to solve.

We listed known problems people experience using the healthcare system individually, then grouped them into themes. Usually this would be done with an actual client, with clear parameters set.



Objectives

- Create a project that integrates AI into a healthcare product to improve patient experience.
- Understand how AI could integrate into the healthcare industry, to improve the patient experience.

As an added precaution, we explored possible sticking points with the ideas we generated – identifying and mitigating risks, and enhancing product usability.

MONDAY — UNDERSTANDING

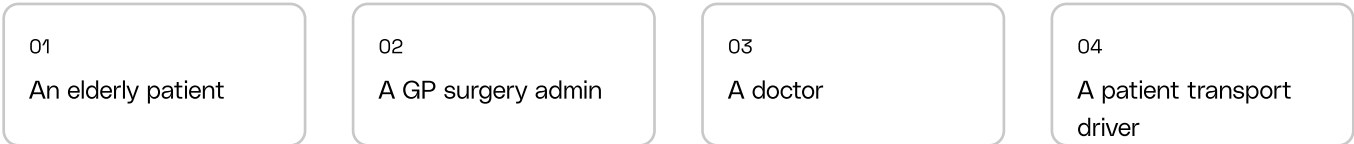
Map it out

As we were initially covering healthcare in general, our map took the form of a journey map. To understand how our interest areas would pass through the people involved, we mapped the flow of an elderly patient struggling with the GP medical process.

INTEREST AREAS



THE ACTORS



“Always interview experts from the client’s domain – it’s crucial to have the right people in the room.”

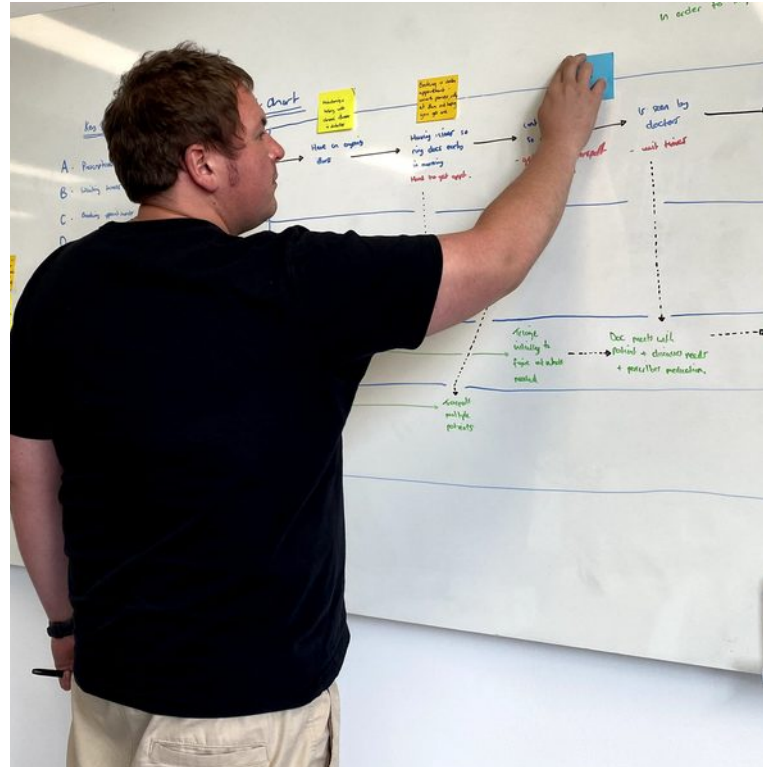
MONDAY — UNDERSTANDING

Chat with the sprint team

To understand how our interest areas would pass through the people involved, we mapped the flow of an elderly patient struggling with the GP process. In the absence of experts, we questioned ourselves: how well do we actually understand the target users, and how accurate are our assumptions?

Asking ChatGPT

As we couldn't interview an elderly patient, we improvised – asking ChatGPT (OpenAI) to act as one: “You are an elderly patient living in the UK with diabetes. Tell me about the challenges you face with X.” Scenarios covered booking GP appointments, obtaining prescriptions and long ambulance wait times.



How Might We

To wrap up day one, we took the four morning themes and generated How Might We (HMW) questions for each – then dot-voted on those we thought could make the most impact.

Pick a target & vote

Each member had two dot votes – you could vote on your own idea, or place both on one HMW. Three dot-vote clusters emerged. The selected HMW statements were all part of one flow in the user's journey, so we took them forward collectively.

TUESDAY — SOLUTIONS

TUESDAY: SOLUTIONS

Lightning demos

Tuesday got underway with individual competitor research – exploring existing products and recent innovations in healthcare. With a client, we'd analyse their competitors and any available substitutes.

We then gave demos of our findings, noting interesting ideas and important considerations. We drew all the ideas on the whiteboard to refer back to throughout idea generation, and added media – articles, infographics, videos – into Miro to revisit at any point.



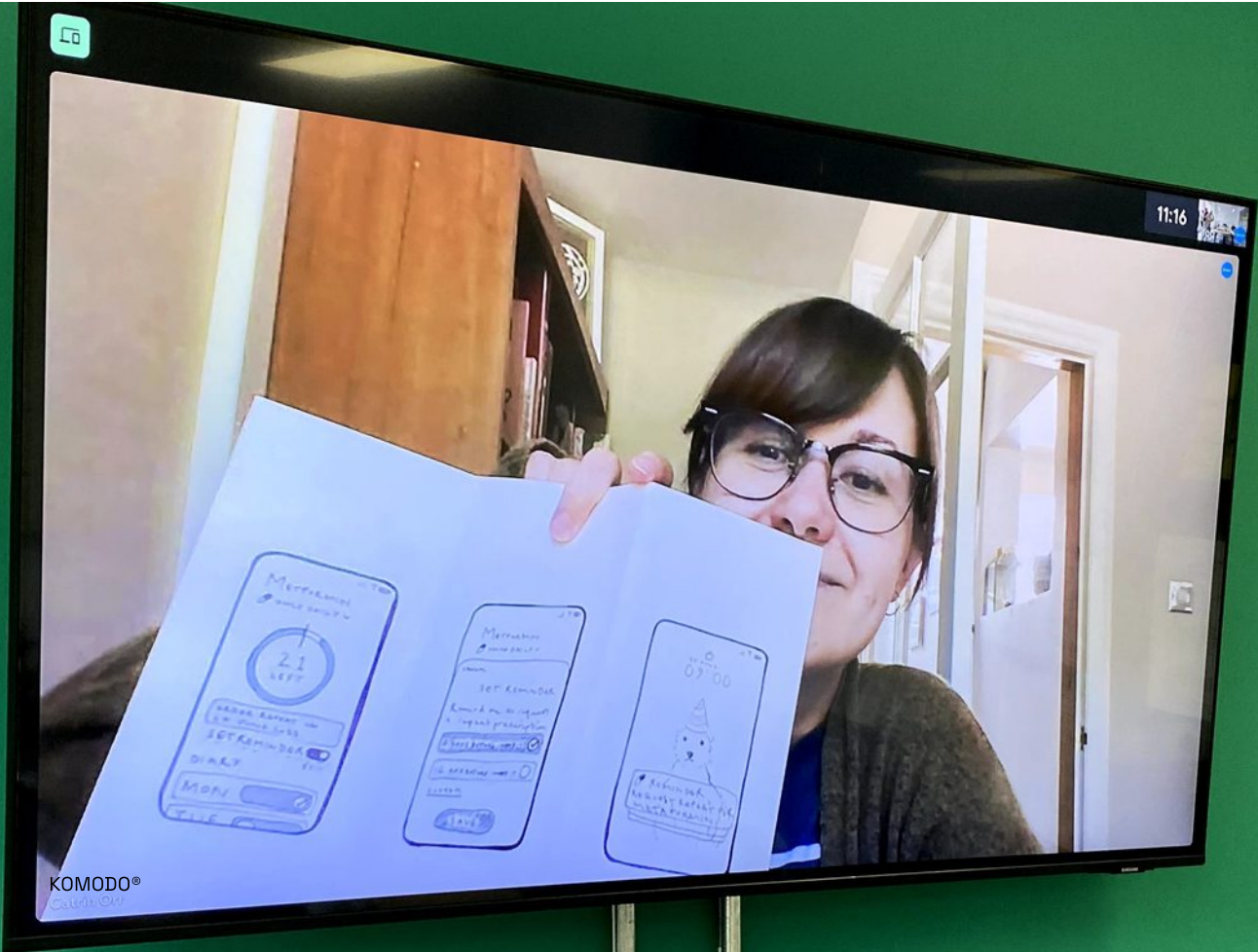
Lightning demos and competitor research on the whiteboard.

TUESDAY — SOLUTIONS

Four-step sketch

Each of the four steps involved taking notes on what we'd covered, expanding ideas via a Crazy 8's exercise before settling on a solution sketch. Despite deciding a primary focus area, we didn't constrict ourselves – we explored the other themes for interesting ideas we might have missed.

NOTES	Twenty minutes analysing outputs from around the room and gathering notes.
IDEAS	We wrote down and sketched rough ideas, circling the most promising ones to take to the next stage.
CRAZY 8'S	We split a page into eight parts and ideated eight variations of our most promising ideas – some of which combined ideas.
SOLUTION SKETCH	Each of us anonymously created a three-panel storyboard, spending ~90 minutes. Everything was kept fast and loose, and we labelled each section for clarity.



WEDNESDAY — DECISIONS

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Reaching the halfway point, we needed to decide which ideas and solutions to take forward into design and prototyping. To do this, we used a collection of techniques.



ART MUSEUM & HEAT MAP

Each solution sketch was taped to the wall; members placed 1–3 dot stickers beside every part they liked.

SPEED CRITIQUE

One member talked through all the sketches while everyone else captured standout ideas and important objections.

STRAW POLL

Each person placed a large dot against the ideas on the wall they found to be their favourite.

SUPERVOTE

The decider of the group chose the best idea to take forward, to be refined as a prototype.

After our ideas review, we found similarities in our concepts and combined them into one coherent prototype – reassuring, as it showed our ideas were coherent and tied to the defined brief.

A method for a patient to monitor their diabetes via a smart app display, similar to a Google Nest Hub. It shows the day's meals, the medication to take, upcoming doctor appointments and a daily wellness check-in with a virtual doctor assistant – all across a live daily timeline, integrated with AI.

The AI alleviates administrative tasks. By analysing personal information, health record, nutrition and CGM (continuous glucose monitor) data, it streamlines the process – building a meal plan and delivering it to the user’s door via a “Meals on Wheels” courier. Meals are nutritionally complete to keep blood sugar in control.

It also monitors medication from your prescription and medical information, manages repeat prescriptions and delivers them before you run out. A virtual wellness check-in sees how you feel, monitoring your CGM data and appointments.



Lightning demos and competitor research on the whiteboard.

THURSDAY — PROTOTYPING

THURSDAY: PROTOTYPING

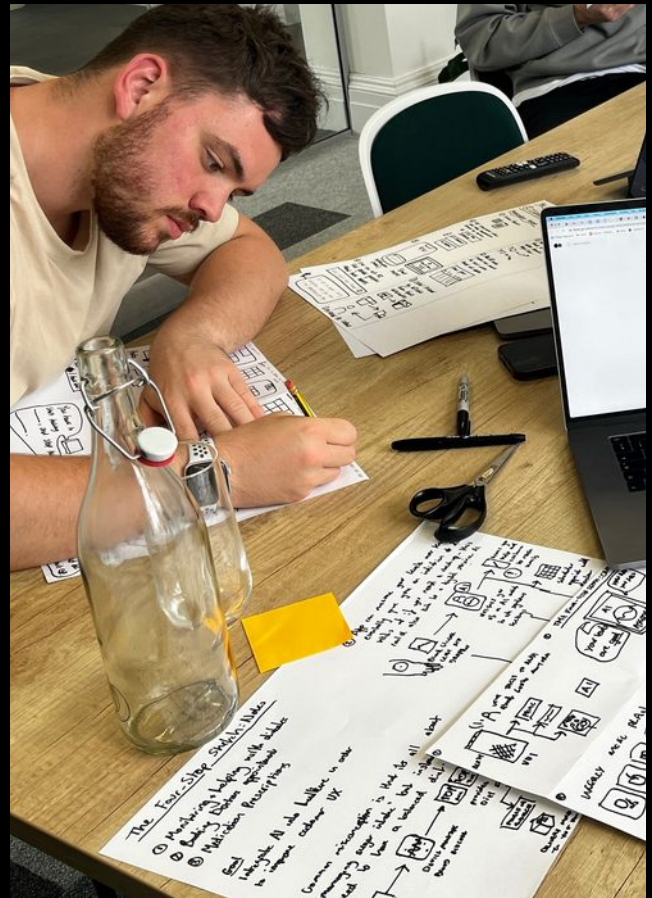
Divide and conquer

On Thursday morning the Facilitator assigned roles. We took on the Asset Collector and Maker roles, running the sprint as a design team. As we worked, the Stitcher ensured all components were consistent across everyone's designs. We assigned sections of the product to each member and divided the storyboard between us.

Prototype

After discussing the main screens, we tried Ulzard's Autodesigner – a generative AI tool that builds UI screens from prompts. It works best for high-level prompts (its demo uses "a dating app for frogs"). Our first prompt was detailed, but the output wasn't quite what we wanted.

We experimented with prompts of varying detail on different devices; some elements were usable, but shaping the outputs would've taken a long time. Instead, we worked collectively in Figma.



Generating UI screens with AI, then refining in Figma.

THURSDAY — PROTOTYPING

Trial run

We spent the afternoon iterating. With work split across the team, it was important the screens were visually consistent and the experience made sense – so we checked whether we needed additional screens to make the storytelling more effective.

The Stitcher ensured a consistent design style across all screens; we then assembled interactive prototypes and micro-interaction animations to showcase the key flows in a more streamlined way.

A timeline approach

One idea that surfaced was a timeline-based UI/UX – letting users see what’s coming up over their day without interacting too much with the interface.

Accessibility is always a key consideration. Best practices prompted several ideas, including the timeline to reduce hands-on interaction, so information is served when the user needs it – the day ahead, and clear instructions around medication.



Iterating toward consistent, connected screens.

FRIDAY — PRESENT

FRIDAY: PRESENT

Finishing the prototype

The final day kicked off by finalising the designs and prototypes. We made sure all the flows connected together intuitively, so we could communicate our concepts effectively to the audience.

Presentation

As this is usually a day set for testing, it would have been valuable to get our User Research team on board to shadow interviews or send the prototype out for usability testing. One thing we'd do next time is stay aware of the 'test' section throughout the week – making sure we create something with a clear, testable flow.



Finalising and connecting the prototype flows.

FRIDAY — PRESENT

The prototype

Our prototype maybe didn't have a flow that could be tested in detail, but it was great for getting the point across and showing a user how it could potentially be used.

A DAY WITH HEALTHPAL

7:00 AM	7:30 AM	8:00 AM	9:00 AM Breakfast	12:30 PM
 Sulfonylureas & Multivitamin Medication	 Metformin & Vitiman C Medication	HealthPal  Daily AI DOC Check-in Wellness Check	N0.4  Banana & Raisin Porridge Bowl Enjoy a nourishing breakfast with fruit, nuts, oats and other heart-healthy grains. 	 Chicken Rainbow Vegetable Salad Lunch

DAILY AI DOC CHECK-IN

A virtual doctor asks how you're feeling and reviews your blood sugar.

MEDICATION

Reminders and dosage for your prescription, managed automatically.

ORDER NEXT WEEK'S MEALS

A nutritionally complete plan delivered to your door.

CONCLUSION

CONCLUSION

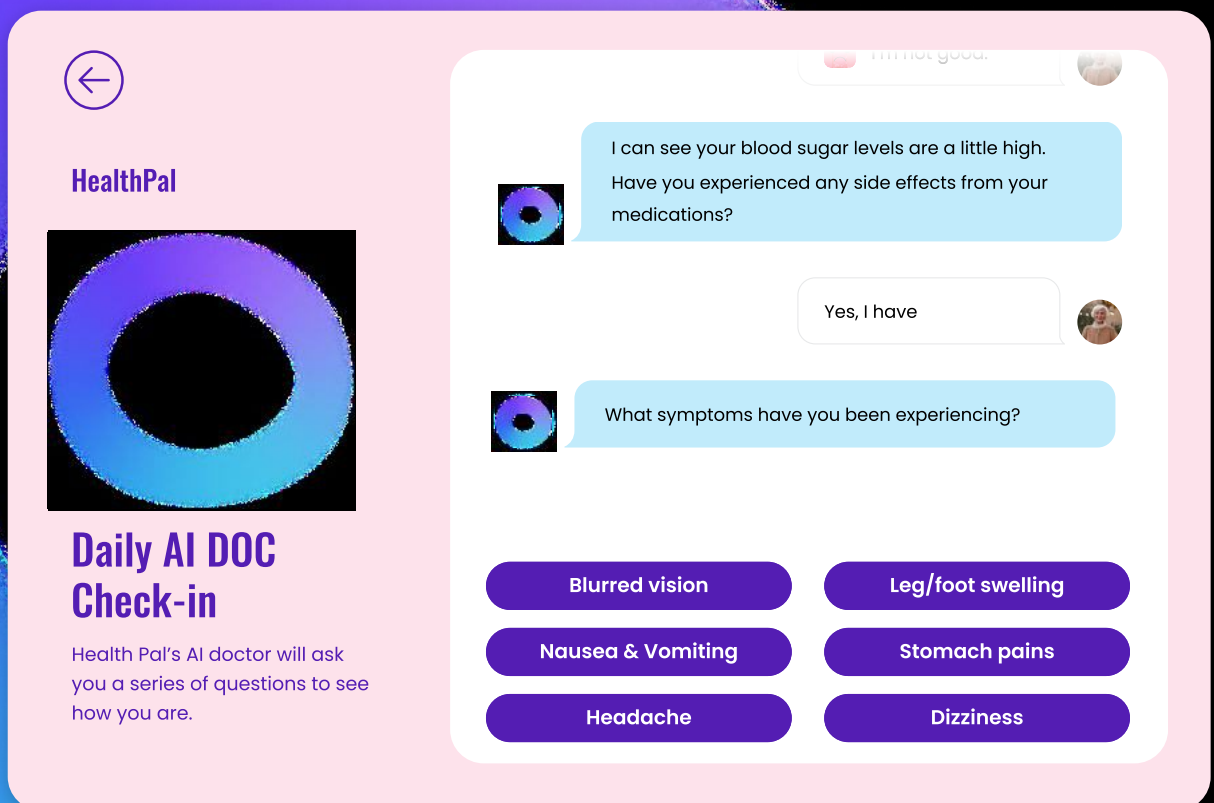
We've only scratched the surface of what's possible with the combination of AI and healthcare.

The journey shows the immense potential of Design Sprints to unlock digital product innovation and open up new revenue sources. By engaging in this methodology, your company can accelerate the development of better solutions and stay ahead in today's market.

Reduce the risk of investing in innovation by working with Komodo Digital. We understand digital challenges and are eager to shape the future of healthcare and other industries that put users at their core.

Remember: your business's future hinges on your ability to innovate. Act now and unleash innovation with Design Sprints.

Through Understanding, Creativity and Intelligence, our team stands ready to guide you on your own Design Sprint journey. Discover how we can help you unlock new ideas and maximise investment in innovation.



GET IN TOUCH

LET'S SPRINT TOGETHER.

Ready to unlock digital product innovation and de-risk your next big idea?
Get in touch and we'll guide you through your own Design Sprint.

GET IN TOUCH