U-TOPIA

Towards Empowering Older Persons Living with HIV

D2.1 Format and workplan for co-creation (format only)

D2.2 Needs analysis, navigation co-creation toolkit & concepts for sustainable supportive technology on self-management (toolkit only)

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Impressum

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1 Introduction

1.1 Purpose of this document

This document is meant to enable shared learnings about both the chosen format, and the toolkit used in the AAL U-TOPIA project This document is provided as a public source of information for other parties willing to learn and understand the chosen methodology. In this document, the timeline and planning of the session is provided as the format for the sessions. In addition to this, the actual toolkit that we deployed is also provided. This toolkit is the collection of individual exercises and energisers that have been used in these sessions, or that have been introduced to the project-consortium during the project trajectory. The planning overview and structure that are presented in this document have been sourced from deliverable 2.1 of the U-TOPIA project. The multiple tools, their explanations and templated are sourced from the work on deliverable 2.2. Because these matters are closely related, the decision was made to bundle them in this one public document.

The purpose of this document is not to share the actual insights from the co-creation sessions that were conducted in the U-TOPIA project. Instead, this document focusses the co-creation methodology only. The actual insights and project learnings have only been shared between project partners in a more restricted way.

1.2 Introduction of original project

Before continuing, some information is provided about the origin of the project that the format and toolkit have been extracted from. This origin is the U-TOPIA project focussing on elderly persons living with the Human Immunodeficiency Virus (HIV).

Infection with HIV, thankfully, is no longer an inevitable, terrifying death sentence. With the advent of effective antiretroviral therapy, HIV has been turned into a chronic illness that can be managed in the context of a life expectancy that is pretty close to normal. Living longer, however, is not the same as living in good health with a good quality of life: The lives of the growing population of older persons living with HIV are disproportionately affected by a serious number of physical, mental and social challenges. Project U-TOPIA sets the first step towards the empowerment of older HIV patients.

The project has been designed to develop, through co-creation and explorative market analysis, sustainable concept(s) for supportive technology that match the needs of older persons living with HIV to manage and improve their quality of life. Based on the collective results, a plan and consortium for further development and commercialisation will be delivered.

The consortium includes four end user group organisations in three countries involving primary (older HIV patients) and secondary end users (HIV physicians, social workers, HIV nurses, relatives, formal carers, general practitioners). With the expertise of co-creation leader Waag, Institute for Art, Science & Technology, establish co-create ICT concepts that meet the needs and aspirations of older HIV patients once implemented.

1.3 Scope of this document

This document will only provide insights into the approach and tools used for the co-creation sessions related to the Utopia project. By doing so, this project provides the public part of deliverable 2.1 and 2.2 from the original project proposal.

1.4 Related documents

This document includes references to a wide diversity of documents (tools) that can be deployed to successfully organise a co-creation session. However, the reader should keep in mind that, in its current form, this report contains information that is tailored to the needs of the U-TOPIA project, but that can also be adapted to fit other contexts.

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2 Introduction to co-creation

This brief chapter introduces the concept of co-creation and the co-creation session design for this project. The next chapter will go on to further introduce the actual content of the co-creation sessions themselves.

2.1 On the co-creation workshop design

Discussing the overall health and well-being of HIV-positive people, HIV care providers (collaborating in BREACH, the Belgian Research AIDS & HIV Consortium), admit having to concentrating their activities on pharmaceutical interventions and medical care. Embracing the PozQal scale[1] we created an approach to structure health challenges in an understandable way, and in a way that goes further than merely looking at medical and pharmaceutical challenges. The PozQal categorisation of questions were used as a starting point to do so.

In co-creation within the U-TOPIA project we emphasize the role of the user of individual and the needs of that user of individual. Further understanding of co-creation can be achieved by turning to the following definition of Cottam and Leadbeater (2004)[2]

"Co-creation is not a one off event, like a referendum in which the community decides what should be done. […]

Nor is co-creation just a question of formal consultation in which professionals give users a chance to voice their views on a limited number of alternatives. It is a more creative and interactive process which challenges the views of all parties and seeks to combine professional and local expertise in new ways."

This definition shows that co-creation is a method for engaging users in design processes. Through co-creation (thinking, designing and creating together in multidisciplinary teams), personalised and unique experiences emerge.

But do users really have the ability to articulate their needs? Critics claiming the user is not able to do so, often quote Henry Ford who stated:

"If I'd asked my customers what they want, they would have asked for a faster horse."

However, co-creation goes further than merely asking users what they want. In an early phase of the process it is already valuable to explore and discuss the question behind the question. By using co-creation methods to get input from end-users, we expose crucial and more tacit information and ideas on needs, wishes, ideas and concepts in the development process. This introduces ideas that we might have overlooked if we had limited our perspective to a developer's or researcher's point of view and to their assumptions about reality.

For the U-TOPIA project, two types of sessions were organised between February and April 2019. These sessions took place in Amsterdam, Lisbon and Brussels and focussed on needs of, and solutions for elderly (50+) people living with HIV. Waag led the process of developing structure and content of these sessions. The actual sessions themselves were hosted by the three groups of patient organisations that are represented in the project-consortium. Partners were introduced to co-creation in a project meeting in Brussels, and were able to further

[1] Brown, G. et. Al. (2018). Development and validation of PozQoL: a scale to assess quality of life of PLHIV. Public Health. 18:527

[2] Leadbeater, C. and Cottam, H. (2008). The User Generated State

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experience this approach in a two-day workshop in Amsterdam in February 2019. This workshop also elaborated more on the soft skills regarding co-creation. That specific information is beyond the scope of this document.

The co-creation session consisted of two separate events. The first session focussed on the actual needs of people with HIV. The second session took those needs as a starting point. With these needs in mind existing solutions were aimed to be discussed, and possibilities for further development or development of new tools were considered. The project partners' intent was to letting this exploration be the starting point for a further jointly written project proposal for developing a specific solution.

To further validate the reliability and power of the co-creation sessions, an additional survey was spread amongst a broader population in Portugal. This survey is beyond the scope of this public report on the co-creation methodology.

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3 Session one setup // Understanding needs

The next two pages contain an overview of the setup of session one. This paper overview was used by workshop leaders to coordinating the meetings. Besides this planning, a wide range of elaborate documents and materials were provided to the consortium by Waag. By using printed material, workshop hosts were enables to have meetings in setting free from laptops and projectors. This allowed for more flexibility to host the session in a warmer and personal manner, staying away from the often less warm and personal office surroundings and things that reminded of that. The main question of the session is listed above page one.

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Moderator notes // Co-Creation Timeline // Session 1

Q: What are the most relevant and urgent needs for improving lives of people living with HIV?

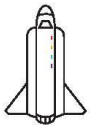
Introduction (15-20 min)

1

Introduce yourself
What is the Utopia project and why are we here (talk about central question)
Who are partners in this project? (optional)
Questions?

ENERGIZE 1 // Portrait Drawing (15 min)

2



Suggested energizer is portrait drawing
Feel free to choose another format if you want
Use the explanation A4 as a guideline for you as a host for this section

Today's goals (5 min)

3

1. To find out what, according to you as experts, are the most relevant and urgent needs for improving your life as a person living with HIV.
2. To map these needs which leads to more thorough understanding of their origin and reason for being.

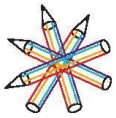
EXERCISE 1 (part 1) // Dialogue or Trialogue (30 min)

4

Depending on your group size, you can organise this in di-alogue. or tri-alogue
Remember; participants share intimate personal information here
Use the explanation A4 as a guideline for you as a host for this section

EXERCISE (1 part 2) // Structuring and rating input (30 min)

5



Remember; participants share intimate personal information here
Use the explanation A4 as a guideline for you as a host for this section

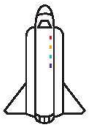
Break (15 min)

6

Take a break. Nice to let everyone relax for a second

ENERGIZE 2 // Quadrants (or other) (15 min)

7



Suggested energizer is quadrant exercise
Feel free to choose another format if you want
Use the explanation A4 as a guideline for you as a host for this section

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EXERCISE 2 // Story Puzzle (60 min)

8

Reserve time for making the puzzle (20 min) and (40 min) group reflection
Use the explanation A4 as a guideline for you as a host for this section

9 Wrapup (10 min)

Thank people for participation and openness.
Tell: Next step is to reflect on needs and start thinking of solutions.
Questions: What did you think about the session?
Does it meet expectations?
Have you been heard?
What is needed for next session about solutions and will you join?

Preperation:

Hang sheets on wall for caterising needs (before participants arrive)
Arrange coffee, tea Water, something nice to snack.
Check the assignment A4 descriptions (before session)
Ensure timely sending of need category cards to participants for preperation. (way before session)
Get participants to bring and sign non-diclosure agreements.

Notes and Advice:

Mind the seven mindsets.
Allow for time to delay. Time pressure should never be a thing
Think of "the Art of Hosting" and setting the scene.
Empathy is key for this session.
Check the presentation document provided by Waag for some more background info.
Print some sheets of the presentation to show if you think they add to your story
Customise the session to a version you feel confortabe with
Guarantee and protect safe atmosphere at all times.
Condider ending the wrapup with cooldown (see A4 Instruction)

WishList:

ENERGIZER Rollercoaster
- *A1 print rollercoaster*
- *Color Marker*

ENERGIZER QUADRANTS
- *Tape to make a cross for on the floor*
- *A4 sheets with quadrants*

ENERGIZER PORTRAITS
- *A4 paper*
- *Color markers*

ENERGIZER PICTOGRAM
- *Printed Pictorgram documents on A4*
- *Color markers*

EXERCISE 1 // Dialogue or Trialogue and rating
- *Probe cards*
- *Sticky notes*
- *Color markers*

EXERCISE 2 // Story Puzzle
- *Every group needs a story puzzle set (cut and ready)*
- *Sticky notes*
- *Color markers*

COOLDOWN
- *Sticky notes*

U-TOPIA TOWARDS EMPOWERING OLDER PERSONS LIVING WITH HIV

Files and templates will be provided in http://dmsde.joanneum.at
(Dir: WP 2 - Co Creation & Training / T2.2 Co Creation sessions)

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In this session we introduced different co-creation formats. Different organisers were allowed freedom to alter this setup based on their personal preference, and perception of fit of the method with the group's preference. The exercises that are central in this format, focussed on yielding the actual insights that we needed to answer the main question that we aimed to address.

Before the session took place, the participants were asked to prepare themselves. They did so through an exercise with different cards. These card were designed to highlight different categories of needs. By offering these cards, we aimed to do two things:

1. We allowed participants to better understand what we were asking for. Asking if the participants were dealing with any type of personal challenges related to HIV, is such a broad question that people might not be able to answer it. By offering sub questions in different categories, we aimed to suggest areas of thought, that could better enable the participant to identify personal challenges.
2. We aimed to give them time to prepare. By offering a card set like this in advance, we allowed the users to prepare for the sessions, and to take some time to properly answer the suggested areas in which they could formulate needs.

The card we used in preparation of session one can be found in the first appendix of this document.

For the first session, Waag has collaborated with the partners to provide multiple tools and resources to successfully host the co-creation event. These tools and resources were partly sourced from the co-creation navigator[3]. The co-creation navigator is an online source in which Waag shares several co-creation tools. However, the project has also generated additional tools. The complete list of tools can be found as appendices of this report.

3.1 Toolkit for this session

The co-creation format described above provided a structure for workshop leaders to follow. This structure refers to a number or energisers and exercises that have been named below, and that have been further described in the appendixes of this document. If relevant, we have also provided templates needed to carry out these energisers and exercises. Besides the preparatory card probe exercise, that has been mentioned already, we have provided:

- **Portrait Energizer** // Explanation // Appendix 2
- **Pictogram Energizer** // Explanation // Appendix 3
- **Quadrant Energizer** // Explanation and Template // Appendix 4
- **Rollercoaster Energizer** // Explanation and Template // Appendix 5
- **Interview Exercises** (based on the card probe method_ // Explanation // Appendix 6
- **Storyboard Exercise** // Explanation and Template // Appendix 7

[3] https://waag.org/en/project/co-creation-navigator

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4 Session two setup // Considering existing solutions and conceptualising possibilities

The next two pages contain an overview of the setup of session two. This overview was used by workshop leaders coordinating the meetings. Besides this planning, a wide range of elaborate documents and materials were provided to the consortium by Waag. The main question of the session is listed above page one.

For session one, we partly relied on the tools and resources that had been provided for session one. Additionally, we provided two more exercises that suited the goal of this second session. The first exercise was the People Value Canvas[4]. The second was the Tech Tryout evaluation method. These central exercises focussed on yielding the actual insights that we needed to answer the main question that we aimed to address.

[4] https://waag.org/en/project/people-value-canvas

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Moderator notes // Co-Creation Timeline // Session 2

Q: What (other) solutions to the needs can we conceptualise. What do we think about existing solutions? What should be created or improved?

Introduction (15-20 min)

1

Introduce yourself
What is the Utopia project and why are we here (talk about central question)
Who are partners in this project? (optional)
What happened in session 1? Which needs did we identify (be specific)
Questions?

ENERGIZER 1 // Free choice (15 min)

2

Suggested energizer is the rollercoaster
Feel free to choose an other format if you want
Use the explanation A4 as a guideline for you as a host for this section

Today's goals (5 min)

3

1. To explore and discuss what solutions should do to fit our identity and needs as identified in session 1
2. To present and talk about some presented solutions that somewhat fit the needs that we identified in session1
3. To find out what should be created (or improved)

EXERCISE 1 // People Value Canvas (60 min)

4

Use the template for doing this
Fill in the needs (if different needs then different colour) in the overview(s)
An instruction has been provided to guide this proces

Break (15 min)

5

Take a break. Nice to let everyone relax for a second

ENERGIZE 2 // Free choice (15 min)

6

Suggested energizer is Rollercoaster
Feel free to choose an other format if you want
Use the explanation A4 as a guideline for you as a host for this section

EXERCISE 2 (part 1) // Tech Tryout (30 min)

7

In this part, people can experience and discuss some existing solutions
The amount of groups depends on amount of participants, and the amount of solutions that will have to be considered
Use the explanation A4 as a guideline for you as a host for this section

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EXERCISE (2 part 2) // Tech Tryout (structuring) (30 min)

In this part people are presented with a structure to organise their input
This leads to a clustering of findings which they themselves will present to eachother
Use the explanation A4 as a guideline for you as a host for this section

8

Wrapup (10 min)

9

Thank:	people for participation and openness
Conclude:	What have we learned, what should be created or improved?
Question:	What did you think about the session?
	Did it meet expectations?
	Have you been heard?
	What is needed to take this proces further?
Tell:	We will send a survey to get some more info for scientific study

Preparation:

Hang sheets on wall for rollercoaster (before participants arrive)
Arrange coffee, tea, water, something nice to snack.
Check the assignment A4 descriptions (before session)
Ensure timely preperation of fitting solutions. Can people try these out? Or are these presented in a powerpoint presentation? (prepare way before session)
Get (new) participants to bring and sign non-diclosure agreements.

Notes and Advice:

Mind the seven mindsets (shared in material for session one).
Mind the risk of healthcare professionals dictating the session.
Allow for time to delay. Time pressure should never be a thing
Think of "the Art of Hosting" and setting the scene.
Allowing for flexibility is key for this session.
Customise the session to a version you feel confortabe with
Guarantee and protect safe atmosphere at all times. Don't just TELLto new group members what identified needs are. Instead, let earlier participant tell their own stories on their own terms.
Consider ending the wrapup with cooldown (see A4 Instruction) or last Rollercoaster

WishList:

ENERGIZER Rollercoaster
- *A1 print rollercoaster*
- *Color Marker*

ENERGIZER QUADRANTS
- *Tape to make a cross for on the floor*
- *A4 sheets with quadrants*

ENERGIZER PORTRAITS
- *A4 paper*
- *Color markers*

ENERGIZER PICTOGRAM
- *Printed Pictorgram documents on A4*
- *Color markers*

EXERCISE 1 // People Value Canvas
- *a3 printed template*
- *Color markers*
- *Additional paper*

EXERCISE 2 // Tech Tryout
- *Post it*
- *a3 printed template*
- *Color markers*

COOLDOWN
- *Sticky notes*

U-TOPIA TOWARDS EMPOWERING OLDER PERSONS LIVING WITH HIV

Files and templates will be provided in http://dmsde.joanneum.at
(Dir: WP 2 - Co Creation & Training / T2.2 Co Creation sessions)

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In this session we introduced new formats. Different organisers were allowed freedom to alter this setup based on their personal preference, and perception of fit of the method with the group's preference. The main tools that had been suggested by Waag, were a People Value Canvas[5] exercise, and an exercise that was aimed at evaluation of existing solutions. We called this the Tech Tryout tool. This tool was developed based on multiple scientific sources proposed by project partners.

When explaining about the methodology to the different consortium partners that were hosting the sessions, the partners looked for ways to slightly customise their approach based on earlier insights from session one. For example, the Dutch group used a video fragment that introduced so called "blue zones" in which people seemed to live healthier and enjoyed longer lives. This was used as a starting point for a discussion about determinants of quality of life.

4.1 Toolkit (additional) for this session

The co-creation format described above provided a structure for workshop leaders to follow. This structure refers to a number or energisers and exercises that have already been mentioned as part of session one. However, we have also provided multiple additional exercises. If relevant, we have also provided the templates needed to carry out these exercises. For session two, we added the following exercises to the toolkit:

- **TechTryout Exercise** // Explanation and Template // Appendix 8
- **PeopleValueCanvas Exercise** // Explanation and Template // Appendix 9

[5] https://waag.org/en/project/people-value-canvas

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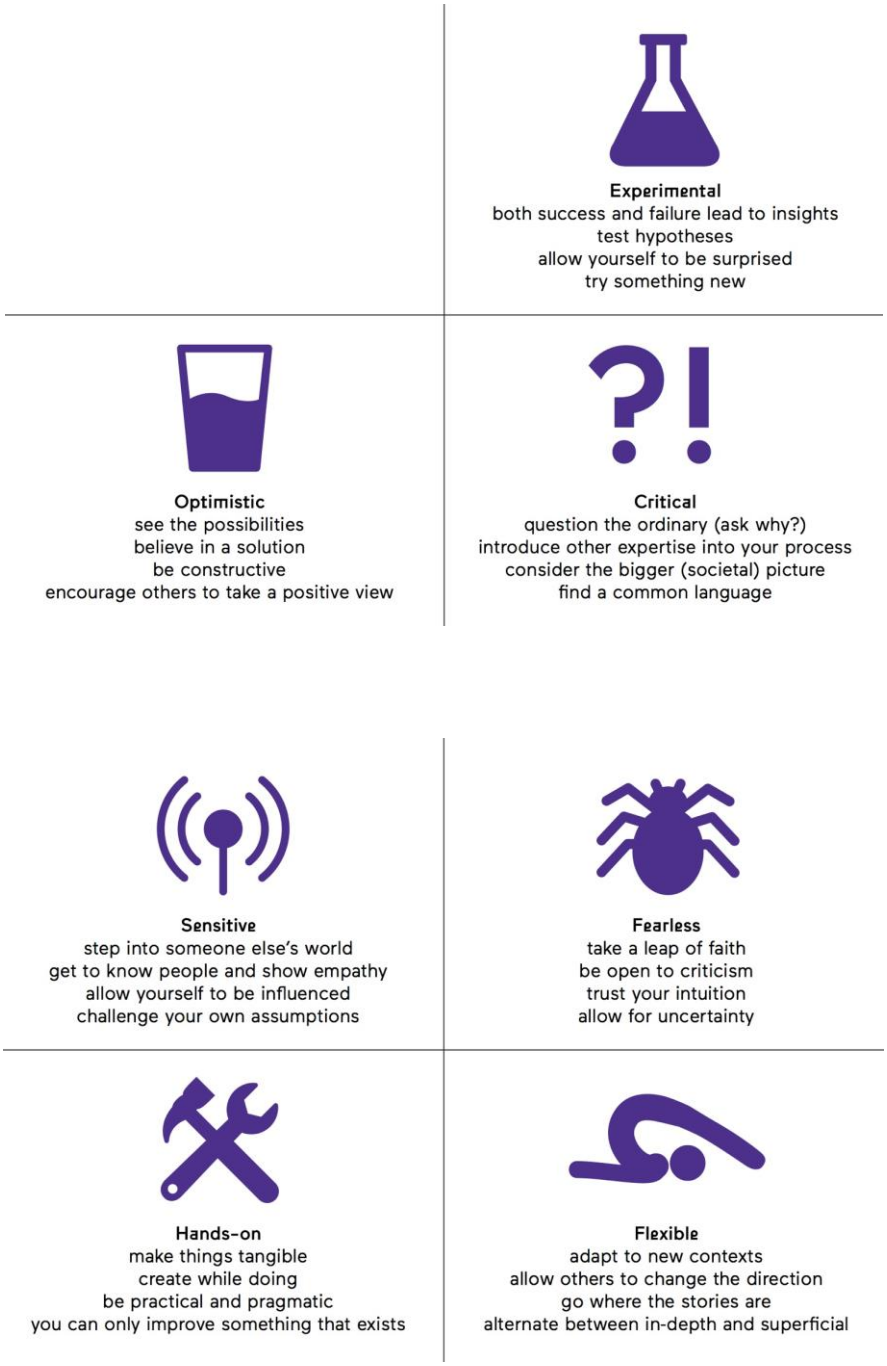
5 Final thought

The methodology and material introduced in this document, can be used by others along the lines of Creative Commons Attribution 4.0 International License. We do not advice others to follow these exact steps. Instead we advise others to embrace the mind-sets that we associate with co-creation to not only apply this specific method explained in this document, but to redesign it in a way that not only fits the preference of participants, but also of the co-creation moderators.



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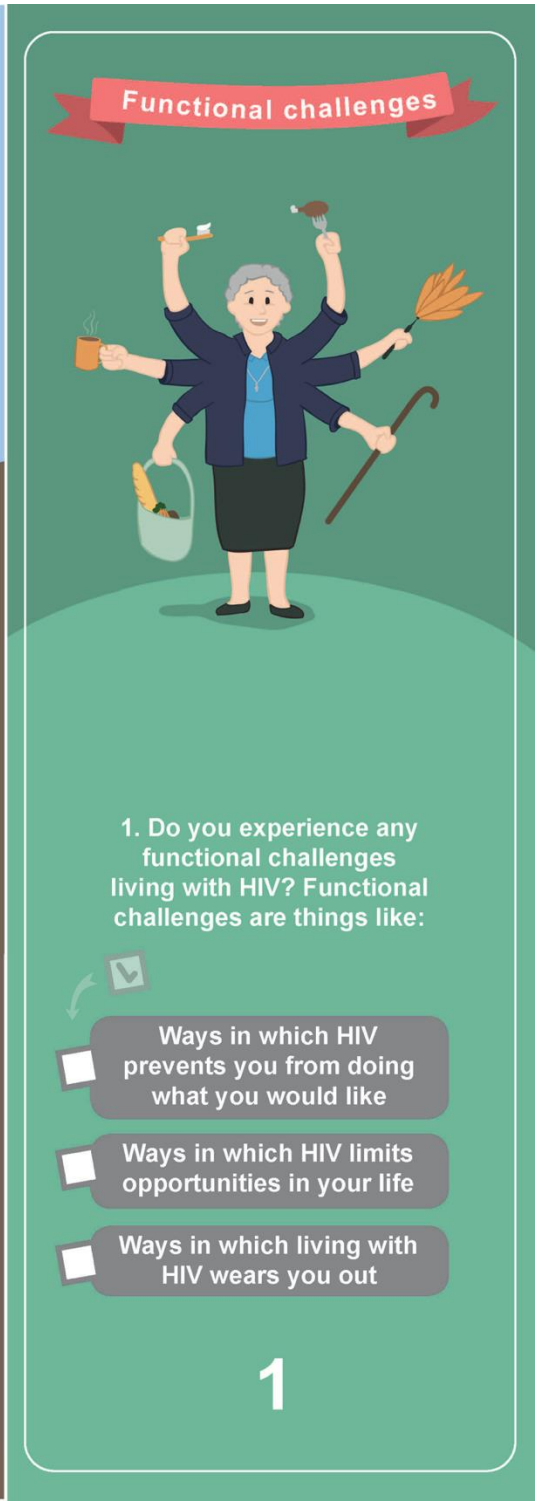
6 Appendix 1: S1 Card probe overview.



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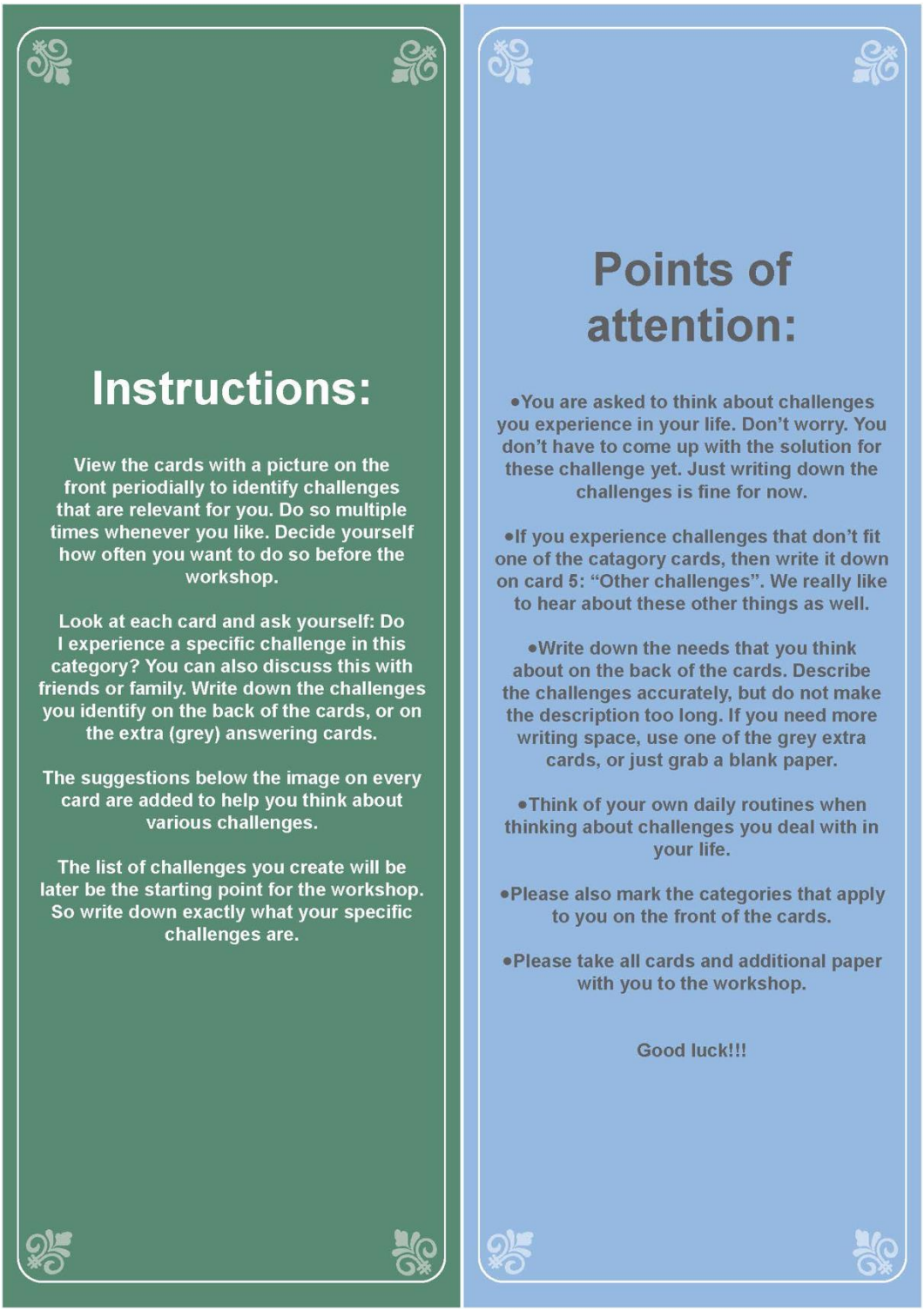

Instructions:

View the cards with a picture on the front periodially to identify challenges that are relevant for you. Do so multiple times whenever you like. Decide yourself how often you want to do so before the workshop.

Look at each card and ask yourself: Do I experience a specific challenge in this category? You can also discuss this with friends or family. Write down the challenges you identify on the back of the cards, or on the extra (grey) answering cards.

The suggestions below the image on every card are added to help you think about various challenges.

The list of challenges you create will be later be the starting point for the workshop. So write down exactly what your specific challenges are.

Points of attention:

- You are asked to think about challenges you experience in your life. Don't worry. You don't have to come up with the solution for these challenge yet. Just writing down the challenges is fine for now.
- If you experience challenges that don't fit one of the catagory cards, then write it down on card 5: "Other challenges". We really like to hear about these other things as well.
- Write down the needs that you think about on the back of the cards. Describe the challenges accurately, but do not make the description too long. If you need more writing space, use one of the grey extra cards, or just grab a blank paper.
- Think of your own daily routines when thinking about challenges you deal with in your life.
- Please also mark the categories that apply to you on the front of the cards.
- Please take all cards and additional paper with you to the workshop.

Good luck!!!

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7 Appendix 2: S1 Portrait Energizer. (EXPLAINED)

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ENERGIZER
Portrait drawing exercise
HOST MANUAL
Duration 10 minutes

As a host you will guide us trough this assignment.

This excersise is an ENERGIZER ICE-BREAKER.

In the group you form groups of two and draw your conversation partner while talking and getting to know each other. You are NOT allowed to lift the pen from the paper. Look at each other - so you are not looking at your paper portraits.

1. Draw for 1 minute - then switch conversation partners.
Collect the drawing made of you right after the conversation.

2. Continue this process until you have collected 2 or 3 portraits.

-This exercise will result many funny drawings, and will help in setting a comfortable scene for later co-creation. Coordinators only need paper, pens and possible some rigid (cardboard) background which they can use to draw while standing up. Only choose this approach if participants are physically able to join.

-After the work is done, Guide the group through step 4: Get together with entire group. Everyone chooses 1 portrait, that they have the strongest association with. Everyone in the group presents reason why they like it: I.e. it resembles my creativity / I like the cubist style / the drawing matches my outof-the-box thinking.

8 Appendix 3: S1 Pictogram Energizer. (EXPLAINED)

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ENERGIZER

Pictogram intro excersice

HOST MANUAL

Duration 1 minute pick, 10 minute aftertalk

As a host you will guide us trough this assignment.

The material for this exercise is a sheet of pictograms. The exercise is meant as an introduction for the purpose of getting to know eachtother.

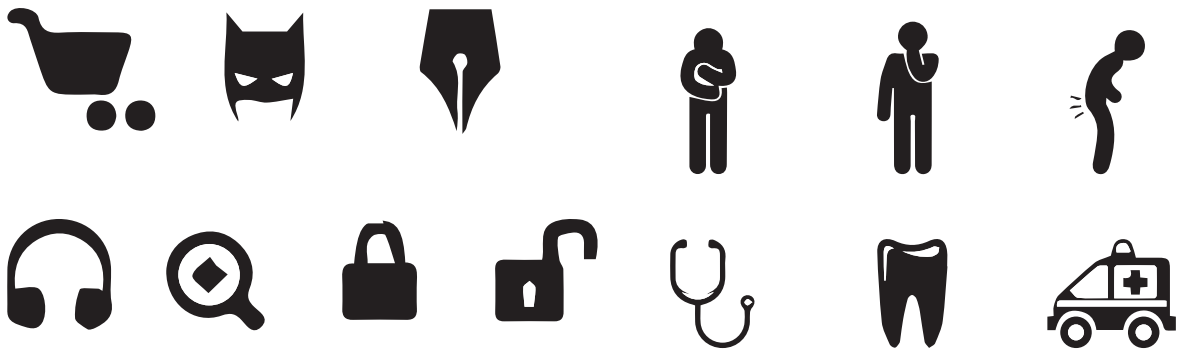
1. Get the group together and hand everyone a sheet with pictograms. Or at least present the pictograms in such a way that people can easily point as specific ones.

2 Phrase a question that could work for introductionary purposes. Examples of this are:

-Please choose a pictogram that you feel best illustrated you as a person, and tell us why.
-Please choose X pictograms to tell what you would like to get out of this session.
-? <-- Whatever YOU can think of.

3. Get everyone to choose a pictogram and tell their story accordingly.

This assignment can be made more difficult by saying that participants can, or even must choose multiple pictograms in their answer. Be sure to specify a (minimum) amount and be clear about that when instructing participants.



9 Appendix 4: S1 Quadrant Energizer. (EXPLAINED / TEMPLATE)

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ENERGIZER

QUADRANTS exercise

HOST MANUAL

Duration 10-15 minutes

Prepare the quadrants before the session starts.

waag

The idea is that people group around answers to certain questions. If participants have positioned themselves, ask them why they chose that category. A mix of serious and funny statements often works well.

-People are allowed to stand on the edge of two field is they want to. However, this doesn't have to be explained at first. Just allow it when it happens, or when people ask about it.

-When formulating questions, choose either, fun stuff, to influence the atmosphere, or serious questions (with four answers that will evoke some kind of valuable response).

Suggestion for fun quadrant content: Q: "How do you feel right now?"

A: I want more cookies!!
B: Lets get on with the co-creation
C: I want more SUN
D: Let's dance!

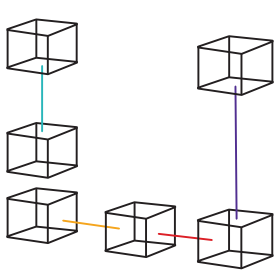
Suggestion for research related quadrant content: Q: "How do you feel right now?"

A: I'm feeling heard
B: I feel an energy-dip approaching!
C: I want to make a remark about the session
D: I'm still curious how this session will continue.

-When doing the quadrant exercise, aim for asking 2/3 questions. Aim for some relevant feedback and discussion after people have answered each question.

-Be empathic about which questions and answers you will use for the moment in workshop. It helps to prepare 8 sets, so you can actually choose which questions are most appropriate, depending on the group dynamic in the workshop itself.

As a host you will prepare and guide us trough this ENERGIZER assignment.



U-TOPIA TOWARDS EMPOWERING OLDER PERSONS LIVING WITH HIV

10 Appendix 5: S1 Rollercoaster Energizer. (EXPLAINED / TEMPLATE)

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ENERGIZER

Rollercoaster exercise

HOST MANUAL

Duration 10 minutes

This playful method creates a powerful shared picture of the feelings in the group. By using the metaphor of a rollercoaster this check-in method supports participants to think differently about how they are feeling.

People place themselves at different points on the rollercoaster, explaining their dominant feeling right now.

As a host you will guide us trough this assignment.
You ask participants to place themselves on the 'rollercoaster' that is actually a timeline. Ask the participant for instance; At this moment, right now, where would you place yourself?'
You can do this at the beginning and end of a co-creation session.
It's like a check-in to get the status of the group.

11 Appendix 6: S1 Interview Exercise. (EXPLAINED)

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EXERCISE

Dialogue about card-assignment

HOST MANUAL

Diologue (2 participants)

Duration: - 2 x 8 minutes +

- 30 minutes plenary discussion

Dialogue about card-assignment

As a host you will prepare and guide us trough this EXERCISE assignment.

- Have participants split up in groups of 2.
- Now we will go ahead and start reflecting about the home-assignment.

-Guide the conversation along the lines of the two questions on this slide. Point everyone to the screen as a reminder to the two central questions.

-NOTE: facilitate must guarantee SAFETY in this step. People must feel comfortable to talk. Talking about your own perspective can be a way to set a pleasant environment. To first share your own challenge might be a good idea. If you don't have a personal story or challenge, share another story you know about. Stay personal!

Extra. Suggested interview questions: It sends listener into exploration; a short question; open-ended; "lands" with the listener.

- Example of a powerful questions:

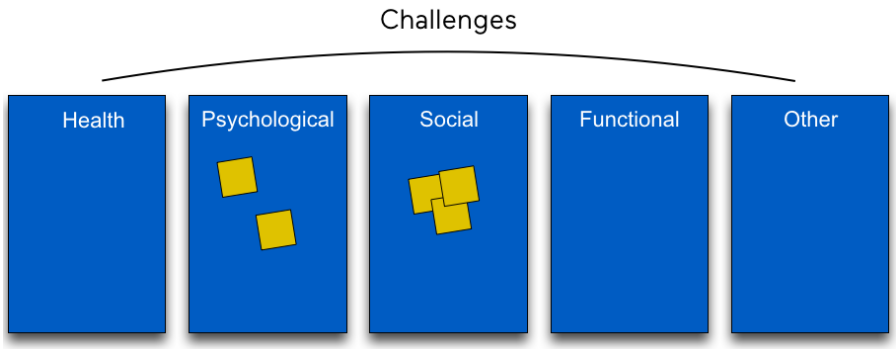
"What, in this topic, is important to you right now"

"Why is this important to you"

"What have you considered regarding {other topic}"

"What other challenges do you face dealing with HIV?"

Structuring input



-This is where the poster come into play. People can now stick post-its on those sheets with the challenges they identified. (regular flipboard-sheets with marker-written categories on them will do)

-Make sure people accurately formulate challenges. A trick is to say that all post-its must include at least one verb. This steers people towards giving more info and instead of just "Sleep" they will write "Sleeping to long

Explain that people need to cluster their needs categories. The needs are clustered through the PozQol areas. Everyone can do that while standing up.

EXERCISE

Dialogue about card-assignment

HOST MANUAL

Diologue (2 participants)

Duration: - 3 x 5/8 minutes +
- 30 minutes plenary discussion

Dialogue about card-assignment

As a host you will prepare and guide us trough this EXERCISE assignment.

- Have participants split up in groups of 3.
- The 'listening levels' translate into three roles: storyteller, interviewer and observer.
- In each group one person will share his/her thoughts based on the card categories (storyteller) while the other person asks powerful questions to encourage the storyteller to explore new possibilities based on the card categories (interviewer) and the 3rd person will listen and write the issues on sticky notes. (observer).
- After 8 minutes rotate, so that each person has the chance to experience being able to share, to question and to observe.

Extra. Suggested interview questions: It sends listener into exploration; a short question; open-ended; "lands" with the listener.

- Example of a powerful questions:

"What, in this topic, is important to you right now"
"Why is this important to you"
"What have you considered regarding {other topic}"
"What other challenges do you face dealing with HIV?"

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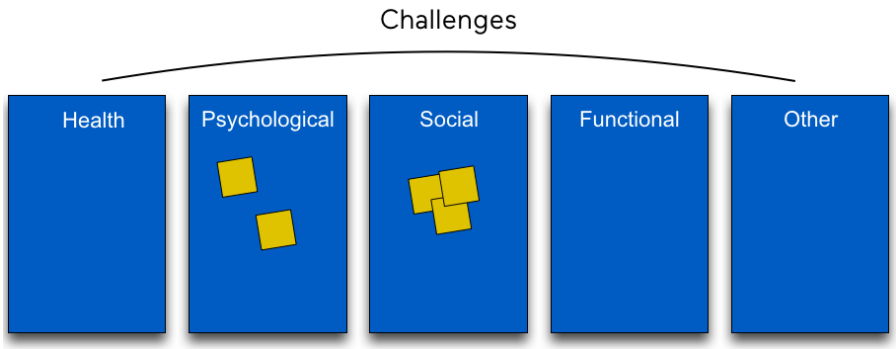

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Explain that people need to cluster their needs categories. The needs are clustered through the PozQol areas. Everyone can do that while standing up.

12 Appendix 7: S1 Storypuzzle Exercise. (EXPLAINED / TEMPLATE)

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EXERCISE

Explore Story Puzzle

HOST MANUAL

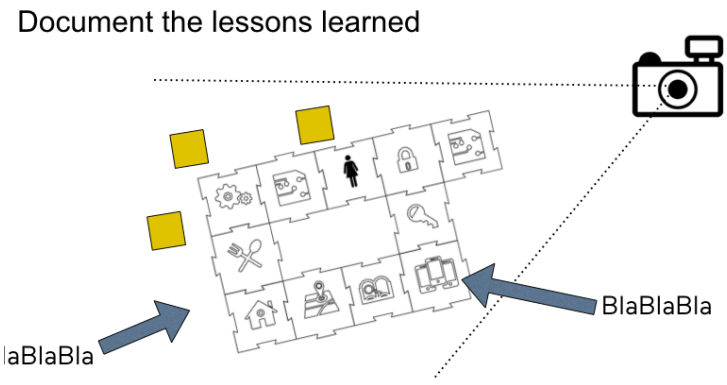
Duration: 1 hour totall (10/15 min. making puzzle, 45 min pleanary discussion)

Explore Story Puzzle

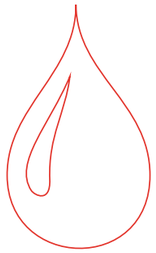
As a host you will prepare and guide us trough this EXERCISE assignment.
The story puzzle pieces encourage people to directly visualise what they are talking about. This facilitates a clear and effective group discussion, unhindered by insecurities about drawing skills; everyone knows what they are talking about at that moment.

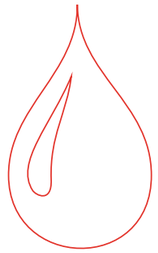
-Create 2 or 3 groups,
-Choose top 2 or 3 of proposed challenges. Try and link group member to challenges that they find most relevant:
-Question the participants: "Lay down a story puzzle reflecting the context and challenges of the problem. It is a way to investigate your challenge."
-Possibly lay down a little puzzle reflecting a challenge like having to wait in line too long at the supermarket.
-When people in the group, disagree with the puzzle that their group is making in the group proces, or if they start creating their own separate puzzle, guide their cooperation by asking WHY they can't relate to the other puzzle. Better understanding their motives can also improve understanding of the subject, through identifying that there are multiple perspectives.
-When executing this assignment, think of the seven mindsets, with some added attention to being open and empathic.

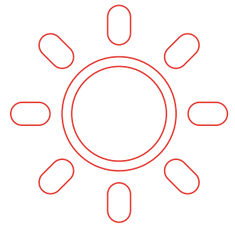
Document the lessons learned

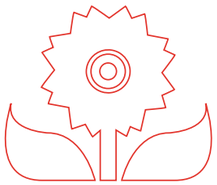


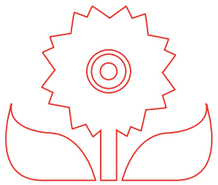
-After the puzzles are laid out, participants are asked to give some background info.
-Key to this is that it makes sense to an outsider reviewing the overview. That makes it easier to not forget what the challenges were, and which factors were involved here.

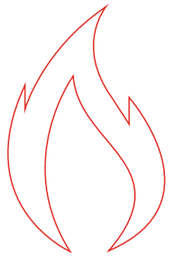


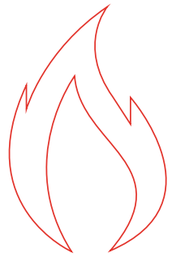


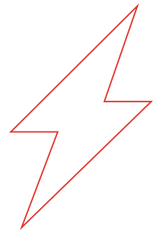


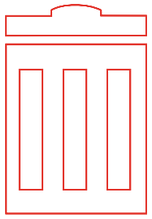


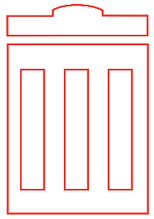


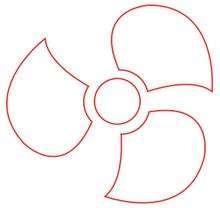


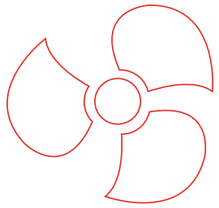


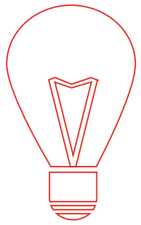


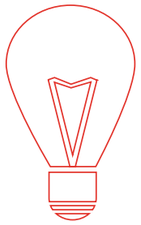


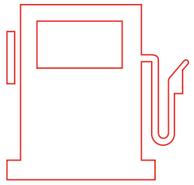


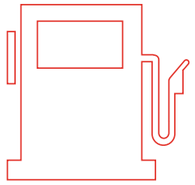


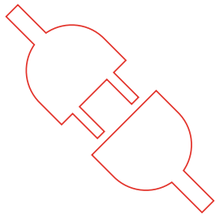


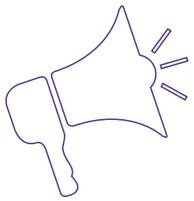


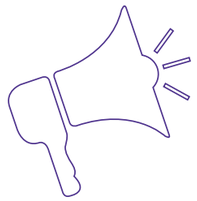


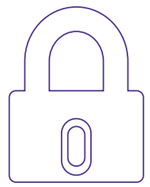


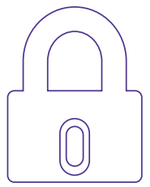


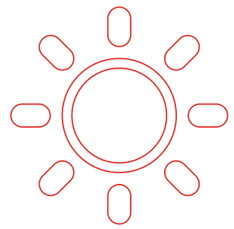


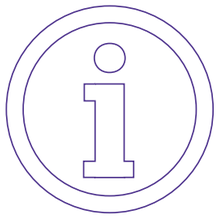


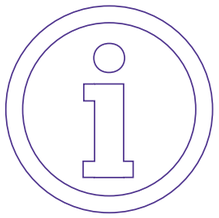


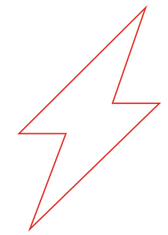












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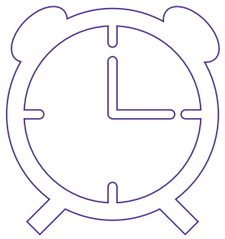

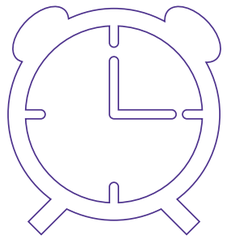

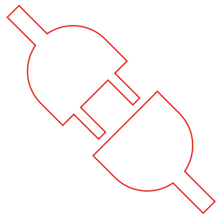

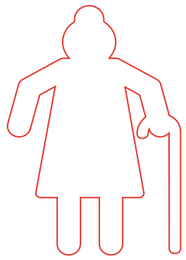

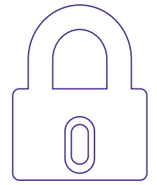

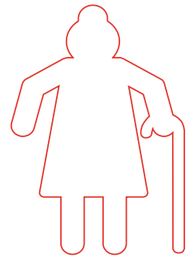

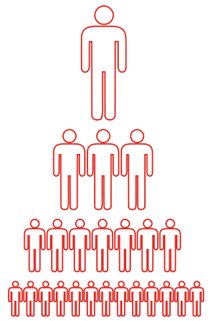

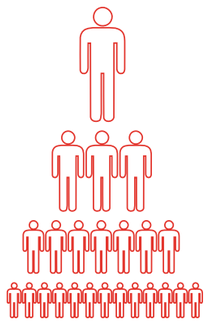

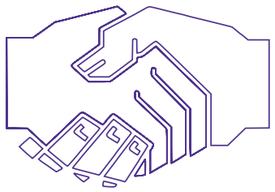

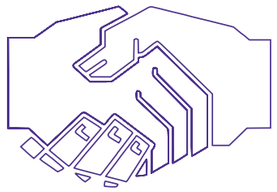

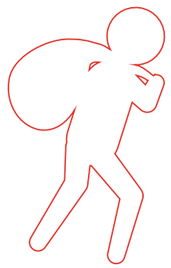

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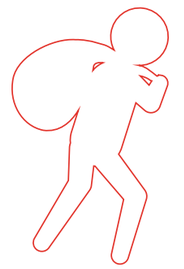

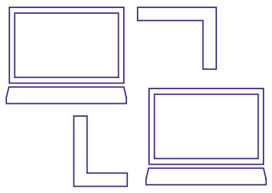

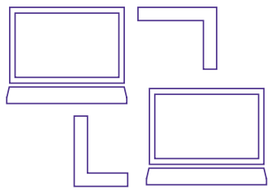

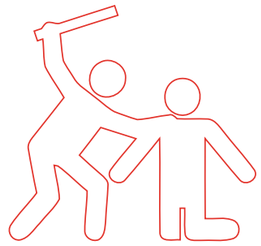

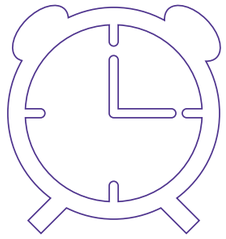

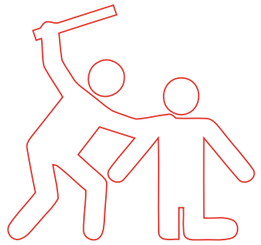

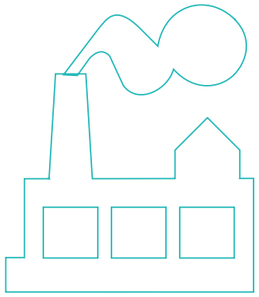

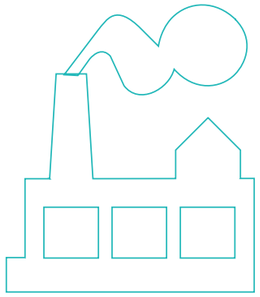

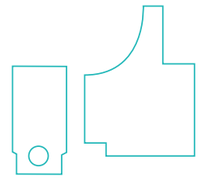

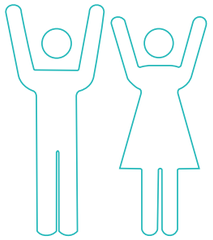

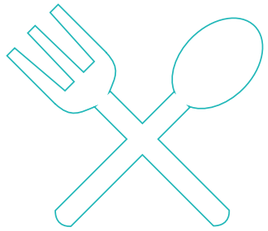

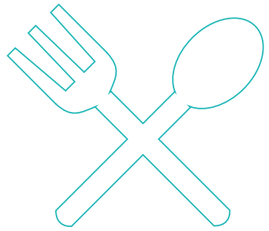

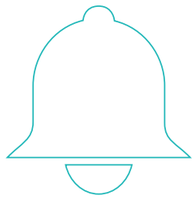

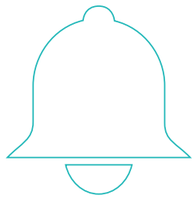

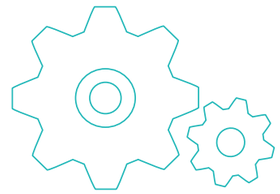

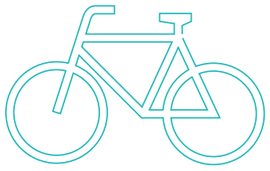

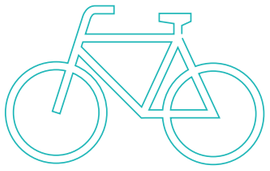

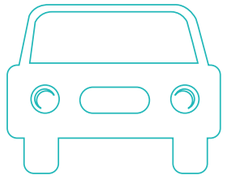

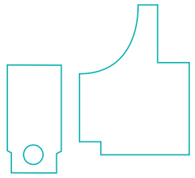

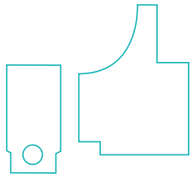

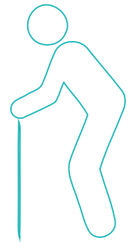

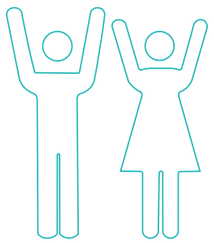

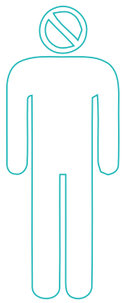

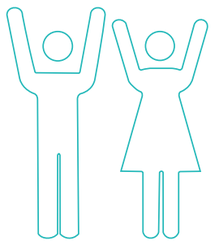

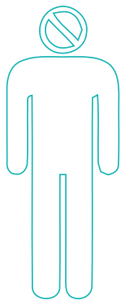

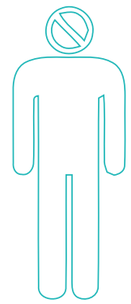

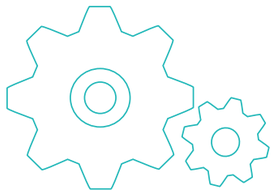

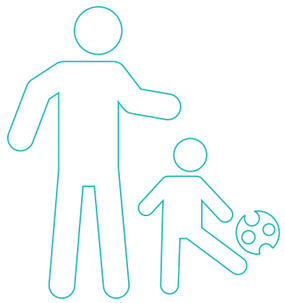

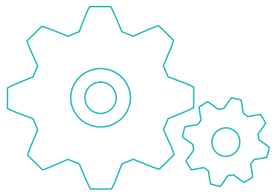

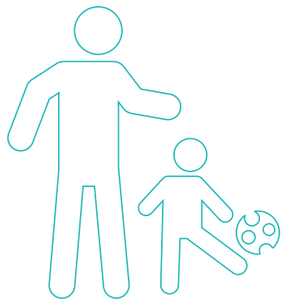

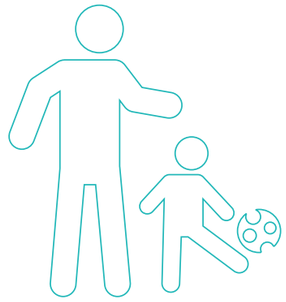

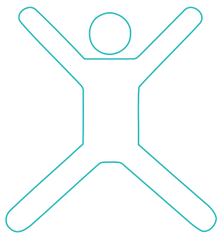

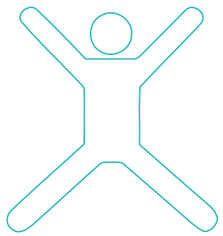

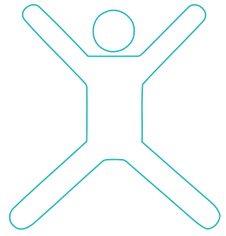

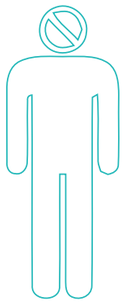	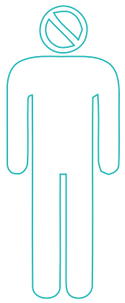	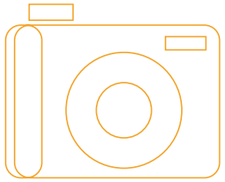	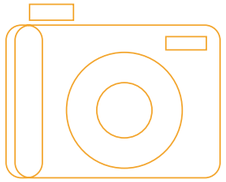	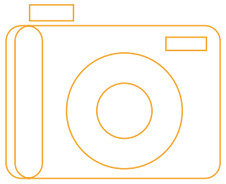
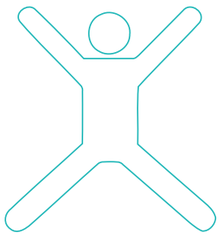	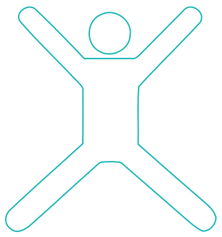			

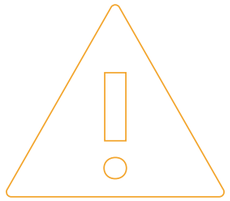

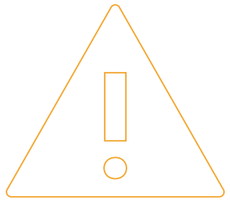

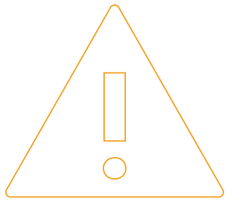

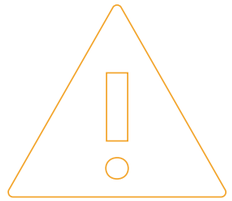

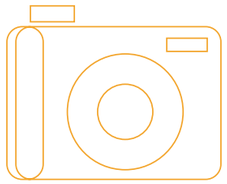

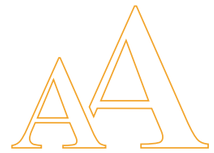

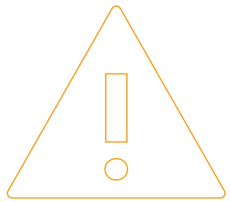

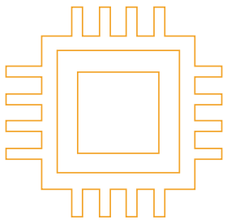

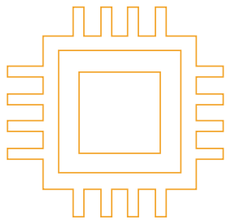

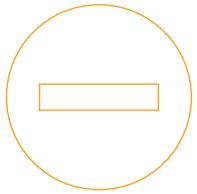

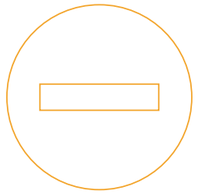

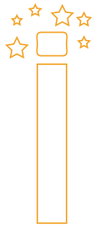

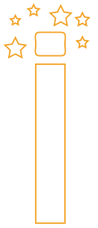

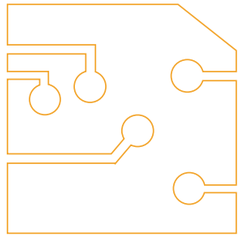

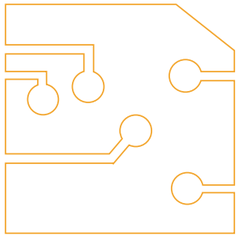

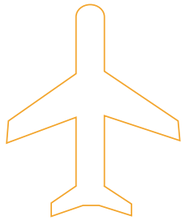

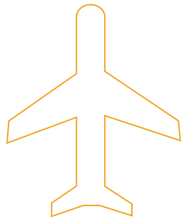

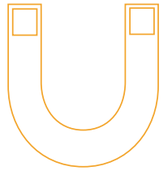

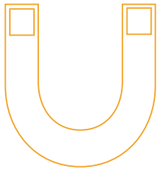

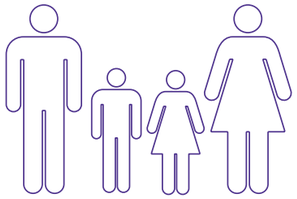

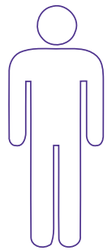

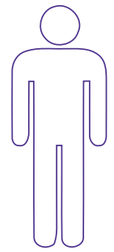

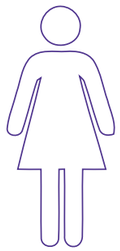

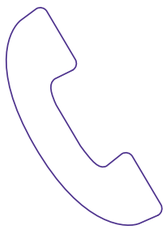

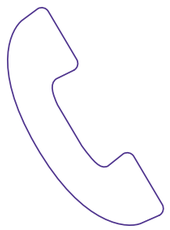

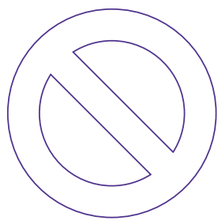

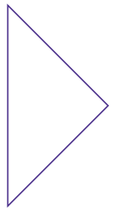

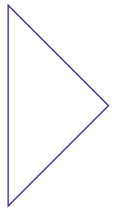

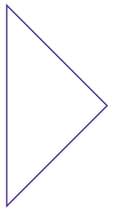

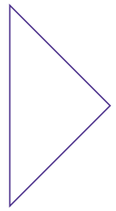

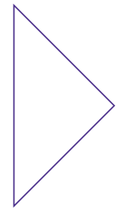

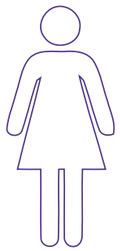

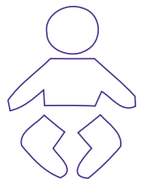

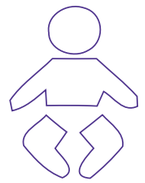

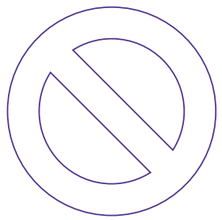

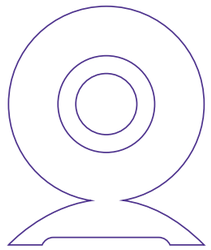

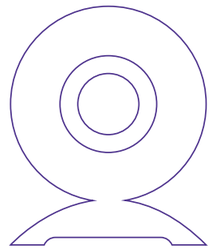

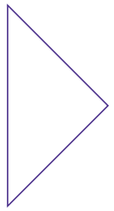

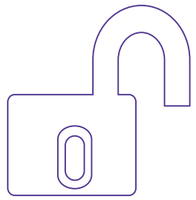

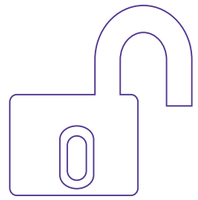

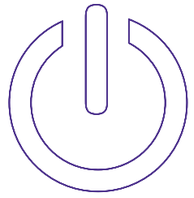

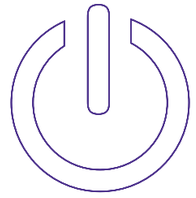

13 Appendix 8: S2 TechTryout Exercise. (EXPLAINED / TEMPLATE)

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SESSION II EXERCISE II

Tech-TryOut

HOST MANUAL

Duration: - 2 x 30 minutes

Instructions for this assignment

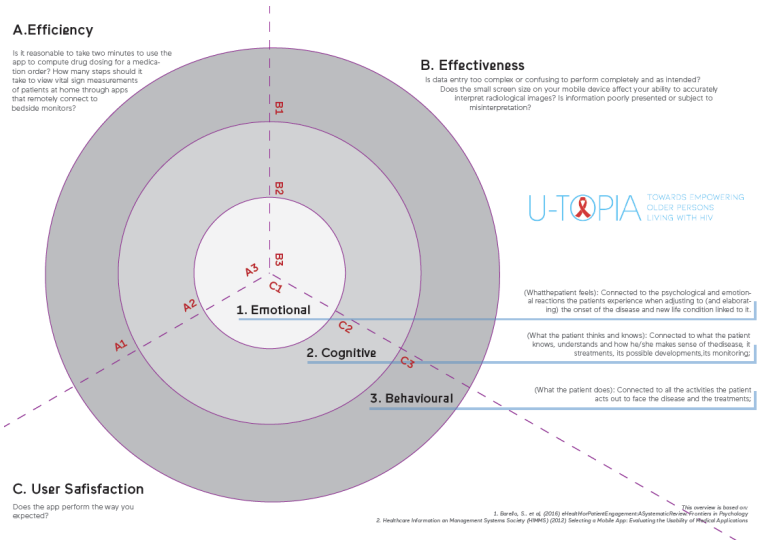
Being a host you will prepare this assignement by looking at the needs of session one. Using the technology raster, you try to find testable existing solutions that can be tried out by the participants during the session. That means that your selection HAS to be presented in such a way that the participant can experience the solution, or at least get an idea of what experiencing it would be like.

Steps:

-Shortly recap on identified needs.
-Introduce technology.
-Create groups based on the amount of needs and/or found technologies
-Ask groups to brainstorm (per proposed solution) of what they see or perceive as strenths and weaknesses. (part 1)
-Introduce the proposed structure, and the 2×3 categories.
-Let the particants categorise their input on areas where they think there is most fit. (part2)

Pointers:

-If you havn't been able to identify an existing solution that fits the needs of participants that have been identified further, you can either take more time for exercise 1, of shorten the meeting.
-Use the template provided to structure post its. (Suggestion: "write the red references to categories on the post it's.)
-Be sure to provide a translation of the text in the template if you want a translation for your local contect.



A.Efficiency

Does it take a lot of time or steps to use the poposed solution? Does taking you through this steps mean that the solutions pro-vides a more efficeint way of dealing with your challenge than some other alternative you can think of would?

B. Effectiveness

Doet the solution add anything to your life that is of added value? And most importantly, do you yourself perceive this as valuable yourself? This is not about how much time it takes to use the solution, but more about if you feel that the outcome is or can be valuable or of help to you.

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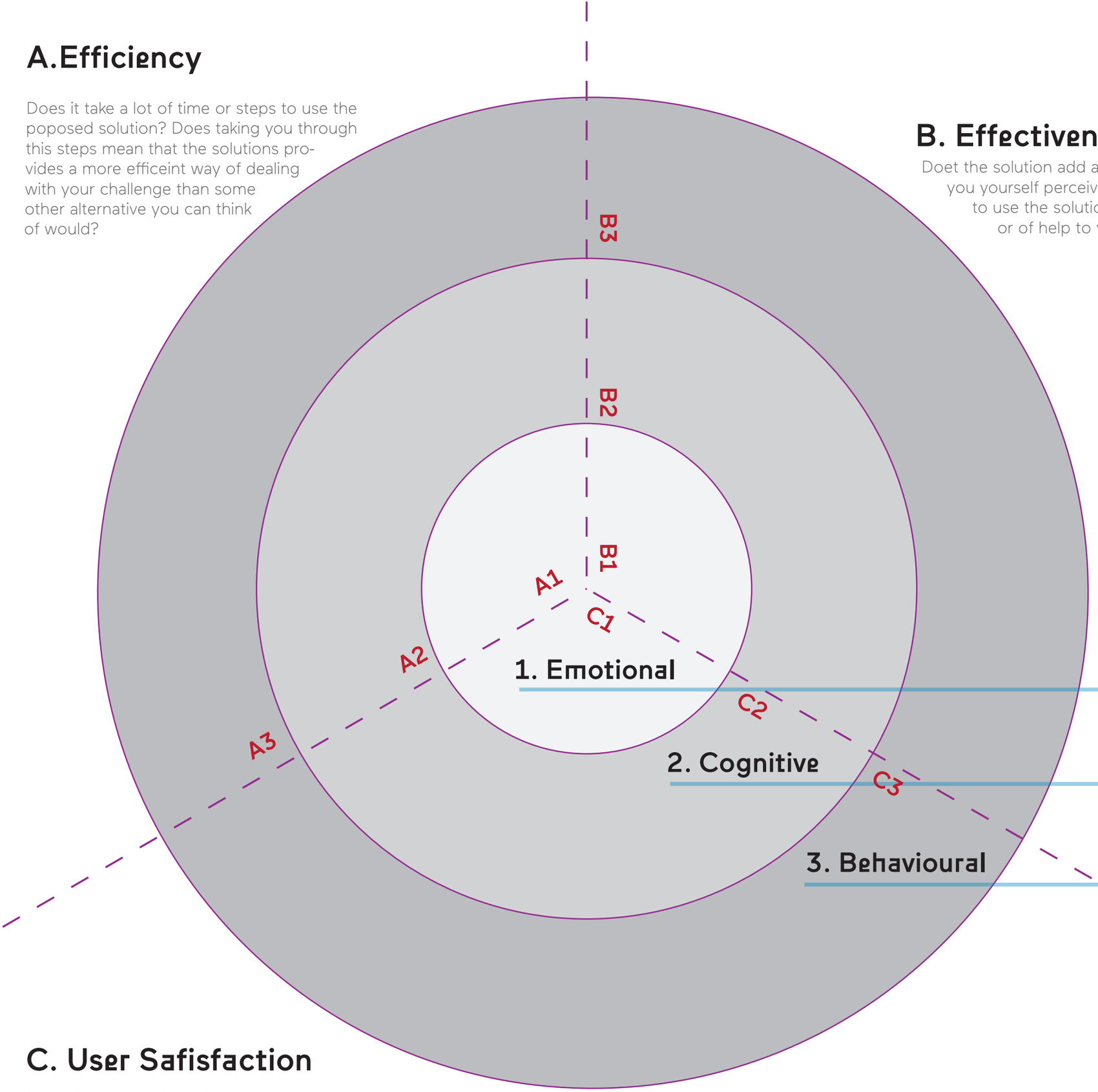

(Whatthepatient feels): Connected to the psychological and emotion-al reactions the person experience when adjusting to (and elaborat-ing) the onset of the disease and new life condition linked to it.

(What the patient thinks and knows): Connected to what the patient knows, understands and how he/she makes sense of thedisease, it's treatments, its possible developments, its monitoring.

(What the patient does): Connected to all the activities the patient acts out to face the disease and the treatments.

C. User Safisfaction

Does the app perform the way you expected?

This overview is based on:
1. Barello, S.. et al, (2016) eHealthforPatientEngagement:ASystematicReview. Frontiers in Psychology
2. Healthcare Information an Management Systems Society (HIMMS) (2012) Selecting a Mobile App: Evaluating the Usability of Medical Applications

14 Appendix 9: S2 PeopleValueCanvas Exercise. (EXPLAINED / TEMPLATE)

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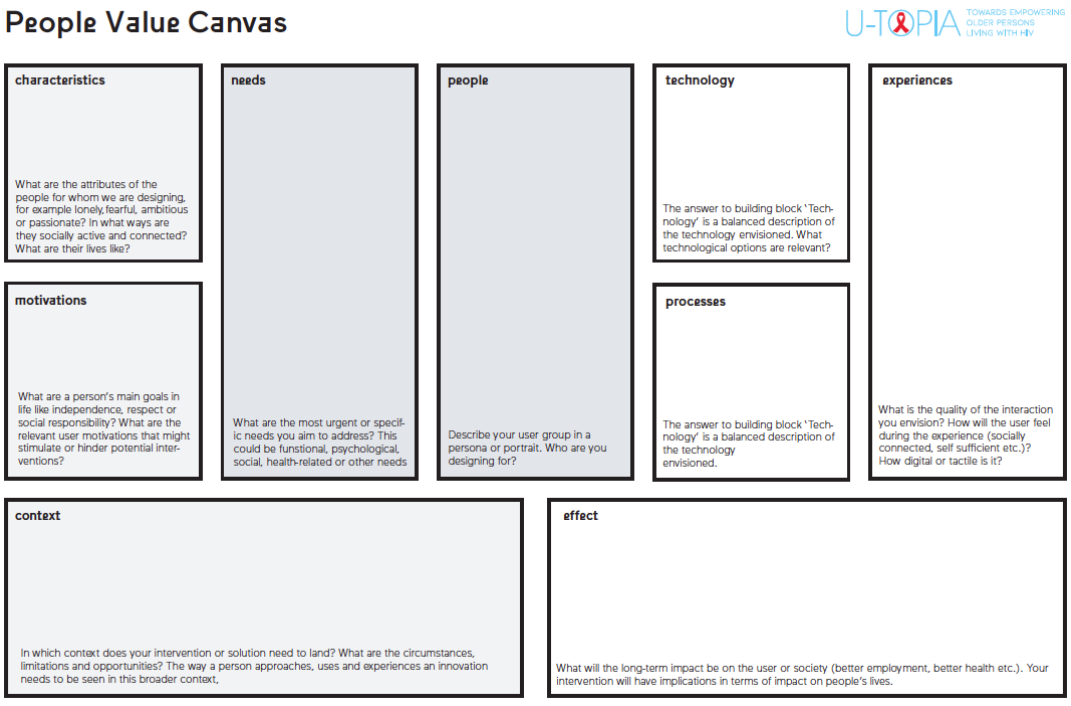
SESSION II EXERCISE I
People Value Canvas (PVC)
HOST MANUAL
Duration: - 60 minutes

Instructions for this assignment
As a host you will prepare this assignement by looking at the needs of session one. If those were really clear, and if the user identity was really clear, please fill that in already using the template file, before presenting it to participants. You can also use the jpg version of Word version to have an editable overview.

Steps:
-Recap the needs from session one.
-Split in groups depending on the needs people want to explore solutions for.
-Introduce the method
-Get people to fill in the canvas in more detail. They can also draw.
-Recap by discussing how people filled this in in the end.

Pointers:
-If people need more space, let the write on seperate papers. Ask them to write the PVC box-name on each paper as a reference.
-On the next page, you'll find some more info on the PVC. We advice the host to study this so you know what the general idea is.
-Be sure to provide a translation of the text in the template if you want a translation for your local contect.



How to use it
People take centre stage in the user value canvas. The PVC consists of nine building blocks —that have to be filled in when developing new concepts— describing the input that has to be provided in order to establish the value proposition for the user. The building blocks are intrinsically linked and have to be revisited iteratively. Roughly the canvas is divided into a 'user insights' (left) part and a 'intervention' (right) part. The first part should reflect the outcomes of your user research whilst the second part describes your envisioned intervention or solution. The tool is valuable in discussing (new) concepts as it gives structure to constructive conversations and shows the interdependencies between the different design aspects.

Building block I: People
Describe your user group in a persona or portrait. Who are you designing for? In the central building block you place the people you are designing for. Who is this person?

Building block II: Needs
What are the most urgent or specific needs you aim to address? This could be physical, spiritual, social, intellectual, occupational or emotional needs. People have all sorts of needs. People need to feel related to others in order to feel socially connected. People need input to take informed decisions. People need food when they are hungry.

Building block III: Characteristics
What are the attributes of the people for whom we are designing, for example lonely, fearful, ambitious or passionate? In what ways are they socially active and connected? What are their lives like? What kind of relationship do they have with others and with technology? The insights arising from qualitative research can be channelled into 'portraits' describing the characteristics of your target.

Building block IV: Motivation
What are a person's main goals in life like independence, respect or social responsibility? What are the relevant user motivations that might stimulate or hinder potential interventions? Motivation is what drives a person to behave in a certain way: your target audience direct need might be food, which could be solved with more meat, but their motivation to live a conscientious life might steer their choices towards solely ecological options.

Building block V: Context
In which context does your intervention or solution need to land? What

are the circumstances, limitations and opportunities? The way a person approaches, uses and experiences an innovation needs to be seen in a broader context, which include people's life circumstances, such as income, geography (urban or rural), and distance from family members, but also the location where the product or service is used, or where a person's comfort zone is.

Building block VI: Technology
The answer to building block 'Technology' is a balanced description of the technology envisioned. What technological options are relevant (iPad, mobile phone, smart phone etc.). Think of how this particular technology will take the users' needs and motivations into account. In order to create real value, the technology should lead to empowerment, reciprocity, and transparency.

Building block VII: Process
Describe the entire product-service system within which your interve tion or solution is located. How is the application or service introduced into their lives? How do they find the application/service? For instance, support: there is no point developing an alarm button in the absence of an emergency room with people who cannot react to the alarm. The answer to building block 'Process' therefore is a reflection on the potential challenges and desired touch points with the users related to the intervention you envision – some visible to the user, some very much in the background.

Building block VIII: Experience
What is the quality of the interaction you envision? How will the user feel during the experience (socially connected, self sufficient etc.)? How digital or tactile is it? How is it connected to the user's daily life, routines and flow? Will it contribute to the sovereignty of the user? Give a vivid description of the nature of the e perience you design from the perspective of the user.

Building block IX: Effect
What will the long-term impact be on the user or society (better employment, better health etc.). Your intervention will have implications in terms of impact on people's lives. In the context of people value, the effect of a solution is measured in terms of its contribution to wellbeing. Give an estimate of the anticipated impact of the intervention.

Origin
The framework has been developed in an iterative manner within the Express to Connect project, supported by AAL, www.express2connect.org.

The PVC is strongly connected to the use of the Business Model Canvas with a focus on creating value for the user. It is a method to support designers and stakeholders in a systematic manner to gain insight into what people actually consider to be valuable. An extensive context of the Express to Connect project is published in: Wildevuur, S. E., Van Dijk D., Äyväri, A., Bjerre, M., Hammer- Jakobsen T., and Lund,

More info? Check out this link:
https://waag.org/en/project/people-value-canvas

People Value Canvas

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characteristics

What are the attributes of the people for whom we are designing, for example lonely, fearful, ambitious or passionate? In what ways are they socially active and connected? What are their lives like?

motivations

What are a person's main goals in life like independence, respect or social responsibility? What are the relevant user motivations that might stimulate or hinder potential interventions or solutions?

needs

What are the most urgent or specific needs you aim to address? This could be functional, psychological, social, health-related or other needs

people

Describe your user group in a persona or portrait. Who are you designing for? Who is that person?

technology

The answer to building block 'Technology' is a balanced description of the technology envisioned. What technological options are relevant? Which are referred?

processes

Describe the entire product-service system within which your intervention or solution is located. How is the application or service introduced into their lives? How does user find the application/service?

experiences

What is the quality of the interaction you envision? How will the user feel during the experience (socially connected, self sufficient etc.)? How digital or tactile is it?

context

In which context does your intervention or solution need to land? What are the circumstances, limitations and opportunities? The way a person approaches, uses and experiences an innovation needs to be perceived in this broader context,

effect

What will the long-term impact be on the user or society (better employment, better health etc.). Your intervention will have implications in terms of impact on people's lives.

//The more grey these areas are, the more we have already gathered insights about it in session 1 of utopia co-creation.