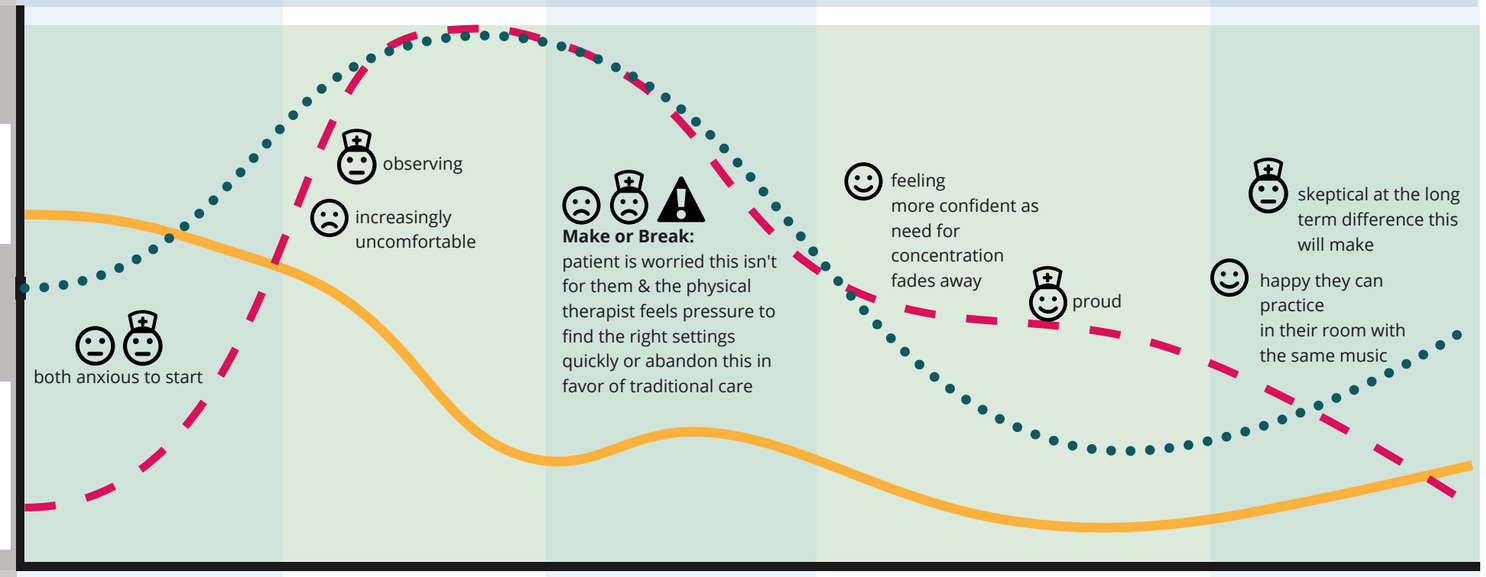
LumoPlay Walking Physical Therapy
User Journey Map: 60 minute session

Patient Story

As a nursing home patient with Parkinson's Disease, I want to build my muscle memory for walking so that I shake less and slow the degeneration of my ability to walk by myself.

Physical Therapist Story

As a physical therapist in a large nursing home, I want to provide care that can make a large difference in a small amount of time so that I can assist as many patients as possible in a day.

Journey Step	1 Setting Up (5-10 minutes)	2 Testing (5-10 minutes)	3 Recalibration (5-10 minutes)	4 Walking the Path (5-20 minutes per rep)	5 Debriefing (5-10 minutes afterward)
Patient Needs & Expectations	*"This is a fun idea. I hope I can get the hang of this easily"*	*"This is overwhelming and I can feel myself stiffening up, trying to concentrate"*	*"This better go better than last time!"*	*"This is less intimidating. I like this song and can reach the dots. It's nice to zone out for once, but I will need a break soon"*	*"I'm going to tell my roommate about this. I think she also uses it & we might be able to compare experiences"*
Patient Actions	• Gives personal information • Voices readiness and concerns • Selects background and music	• Tries to walk on the dots to the beat • Misses many and loses momentum	• Gives Physical Therapist feedback • Goes back to start position and waits	• Tries to walk on the dots to the beat • Falls behind but does not lose momentum, continues to chase dots until program ends	• Loads prior profile evaluation information • Makes sure patient is ready to start
Patient Physical Experience / **Emotional Experience**	both anxious to start	observing increasingly uncomfortable	**Make or Break:** patient is worried this isn't for them & the physical therapist feels pressure to find the right settings quickly or abandon this in favor of traditional care	feeling more confident as need for concentration fades away proud	skeptical at the long term difference this will make happy they can practice in their room with the same music
Physical Therapist Actions	• Loads prior profile evaluation information • Offers background and music choices • Makes sure patient is ready to start	• Starts program • Observes patient & takes note of speed and gait • Encourages them to keep going	• Changes gait, speed, turn radius as necessary • Offers new music and background choices as necessary	• Observes and encourages the patient • Pauses program in real time as necessary • Ends program once goals are complete	• Reviews accuracy data and progress graphs • Saves profile for quick start next time
Physical Therapist Needs & Expectations	*"I'm glad I can load their patient profile so I can get going. I have 15 patients today."*	*"Okay, I can see the patient is discouraged. Maybe this is too fast and I should take away the accuracy statistics so it's more positive for them."*	*"I'm glad I can change these settings quickly, but I hope these changes work because I have other patients to get to."*	*"This seems to take their mind off of their own body, which is great."*	*"I like that it displays all the results for me, so that I can quickly make care decisions and move on. I wonder if it will really save time in the long run, though"*
Takeaways	• **Showing a patient an example of how it works, or having a demo option before they begin might ease anxiety**	• **Setting the expectation that most everyone will be uncomfortable at first is important**	• **Making the settings easily accessible in one place so that quick, easy alterations can be made is crucial to the success of sticking with this solution**	• **Building a pause feature that can allow for setting changes and restarting from the same position might be crucial to lower patient and practitioner frustration**	• **Including information about the effectiveness of this program might be beneficial as many care workers are very skeptical of learning new programs and are stretched for time** • **Community stats displays could also be useful in nursing home or hospital settings, if it is motivational to patients**