

# Wellness Management for Nurses

CS 6454 Qualitative Methods for Design of HCI  
Georgia Institute of Technology  
Dr. Elizabeth DiSalvo  
Fall 2021



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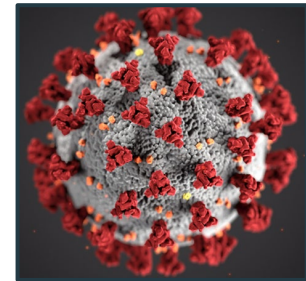
Sarah Mathew




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# Being a nurse

- Nurses are leaving the field
  - Understaffed
  - Overworked
  - Long hours
  - High stress environment
- Effects of COVID on work/life balance
  - frontline, essential workers
- Nurses **make a difference!**





“How do nurses manage their **health**  
and **wellness** with the demands of  
their work?”



# Research Goals

Define the **needs** and **values** of nurses

Identify the **constraints/stressors/challenges**

Uncover ways they currently **manage** stress

Describe their relationship with **technology**

# Methods

- Participant recruitment through personal network
- Online interview + contextual inquiry (1 hour)
- Open coding
- Affinity diagram of contextual inquiry



# Demographics

- 4 nurses
  - Ages ranged from 26 to 36
  - Three are from New York City
  - Cultural groups
    - Two South Indian, One ukrainian
- Roles
  - One nurse practitioner for 2 years, with 5-9 years of RN experience
  - One in master's program, and with 10 years of RN experience
  - Two with < 5 years of RN experience





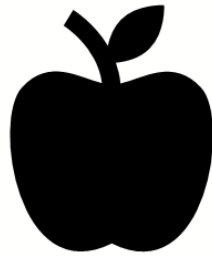
What are nurses' **wellness** priorities?



## Wellness priorities



Better **Sleep**



Healthier **Diet**



More **Exercise**



**Mental Health**





Implementing **priorities**, however, can be hard



# Constraints/stressors/challenges



- **Work-related**
  - Schedule
  - Not being appreciated enough
  - COVID



- **Life-related**
  - **Sleeping problem**
  - Maintaining relationships
  - Others



What are their **solutions**?



# Dealing with Stress



## Management techniques

- **Prevention** -- Actions with a goal to prevent stress from happening or increasing
- **Mitigation** -- Actions with a goal to reduce stress
- In-between **prevention** and **mitigation**



What is the role of **technology** in this?



What technologies they use for **health** and **wellbeing** purpose:

- **Sleep-assistive**: Musi-cozy (sleep headband), **Headspace** (meditation)
- **Social**: **Instagram**, **TikTok**, Facebook, FaceTime, Skype
- **Tracking**: Garmin smartwatch, tracking apps
- **Workout**: Peloton bike and online courses
- **Other**: **music apps**, online therapy apps, meal plan apps

What technologies they use for **stress management**:

P1 - TikTok

P2 - Instagram

P3 - Instagram & Amazon Music

P4 - Headspace



- **Conflicting perspectives on social media**

*“feel like Instagram is stress reliever, but actually gives more stress”*

- + “want to get my mind off things, and use these as distraction tools”
- - “leave you feeling unsatisfied with your own life”

- **Making and acting on priorities is hard**

*“(the hard part is) making things a priority? When you just have no motivation to do them?”*

- **Solution: passive use**

- “aimless scroll down”
- “(stop using a function because) it is more effort, harder to make time, and even harder when a partner has different schedules”

- **Take an active role in passive use**

*Time* -- when have pocket time or day offs

*Connections* -- flexibility in social components (“cool to influence people” VS “don’t like connect with people”)

*Content* -- common topics: nurse/healthcare-related, food/cooking, travel/art

# Perspectives on Features



What features they like

- Variety and options
- Automation: playlist, recommendation
- **Low barrier: technology, participation**
- Chance to influence people and share knowledge



What features they dislike

- Addicting
- Comparison with others
- **High commitment: money, time, effort**
- Overwhelming



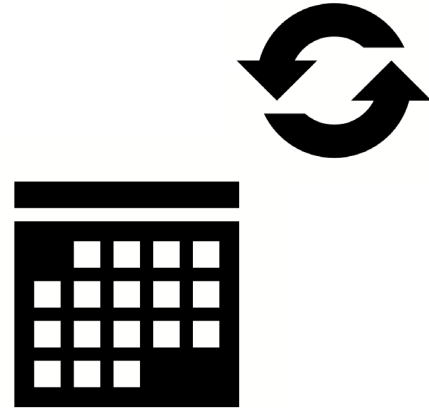


How to move **forward**?



# Improve Scheduling

- **Flexible** scheduling
  - Lots of options
- Prefer **passive** solutions
  - Recurring activities
  - Getting ahead of stress
- Prefer **automated** solutions
  - Daily reminders
- Ways to support **consistent** effort
  - Set their own terms



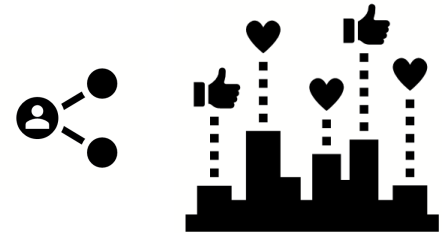
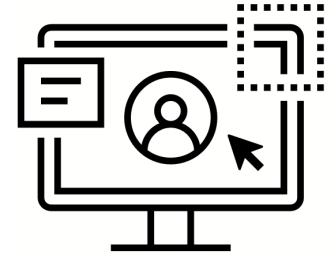
# Provide Support

- Supporting **yourself**
  - Setting boundaries, priorities, goals
  - Using experience to get ahead
- Support from **others**
  - Family / Friends / Co-workers
- Ways to support
  - Giving advice
  - Spending time together
  - Actively listening



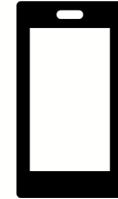
# Reduce Complexity

- Technology is already hard!
  - It does not need to be harder
- Lower the **barrier** to entry
  - Make functions easier to use
    - Content creation
    - Sharing content
- Let nurses **share** their knowledge with the world
  - They have valuable experience
  - Participating in the conversation



# Raise Awareness

- **Human-centered** technology
  - More conscious of usage
- More **ubiquitous** technologies
  - Mobile, wearable, on-the-go
- Awareness of the general **public**
  - Nurses deal with patients all day
    - Be nice to your nurse!
  - Happier nurses  $\Leftrightarrow$  happier patients





Thank you!

Questions?



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