

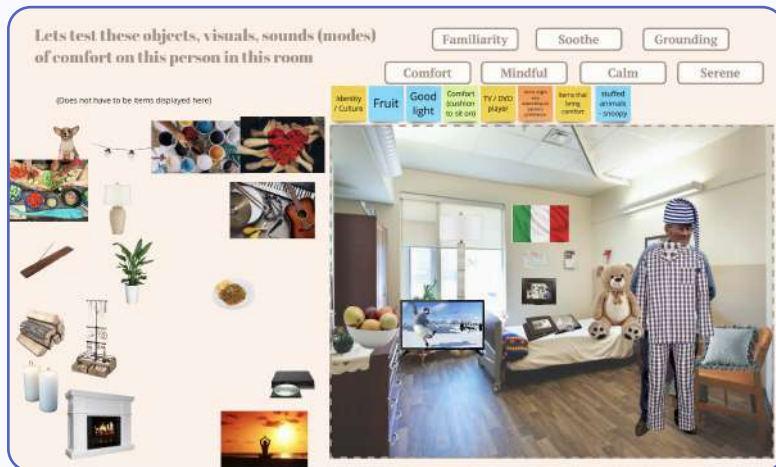
# WhatMatters – A mobile application to support person-centred care for people with dementia in care settings

Keywords: dementia, mobile application, technology, innovation, person-centred care, co-design

## Introduction

The purpose of our study is:

- To provide **comfort** through **digital resources** (e.g., music and visual materials) for patients/residents with dementia in hospitals and long-term care homes.
- To use a **co-design** approach with users (patients/residents, families, and staff).
- To develop a **mobile app** prototype called “**WhatMatters**” to enable staff to deliver person-centred care in care settings.



Co-Design Workshop #1 with Family Partners

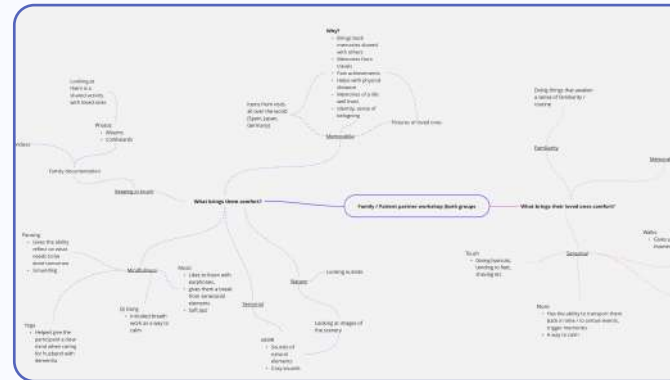
## Methods

We conducted a series of virtual co-design workshops with acute and long-term care staff (n=10), clinical experts (n=3), residents (n=3), and patient and family partners (n=7) to understand:

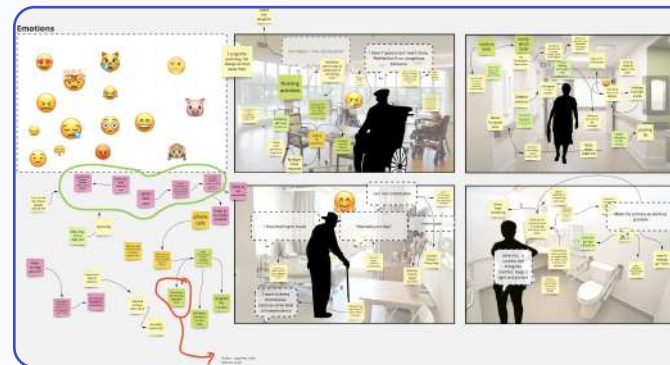
- what “comfort” means;
- how care needs are communicated and provided for; and
- how a mobile app may be used to support **psychosocial needs of people** living with dementia in hospital and long-term care settings.

## Results

Thematic analysis has revealed three themes to inform the development of the mobile app, WhatMatters: (a) **familiarity** brings **comfort**, (b) sharing information between staff and families allows for **person-centred care** and **continuity of care**, and (c) **accessible and curated content** can evoke memories and create a comforting space.



Co-Design Workshop #1 Synthesis



Co-Design Workshop #1 with Staff Partners

## Conclusion

It is necessary and feasible to work with users (including patient and family partners) and other relevant stakeholders to co-design a mobile app to support the delivery of person-centred care in hospitals and long-term care.

## Our team

Lillian Hung, Jennifer Boger, Leanne Currie, Caylee Raber, Angelica Lim, Alison Phinney, Habib Chaudhury, Candy Tran, Ellen Guo, Mariko Sakamoto, Jim Mann, Annette Berndt, George Padua, Nobel Siu, Joanna Ho, Sasha Yao, Eva Egeberg, Garima Sood, Chelsea Burke



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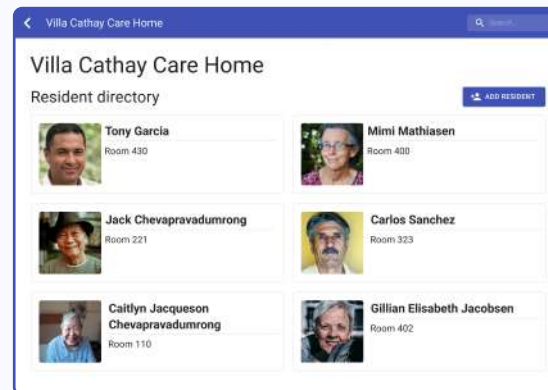
There are more than **500,000** people living with dementia in **Canada** currently. By 2050, there will be **139 million** people living with dementia **globally**. **40%** of patients admitted into hospitals are people with dementia. Dementia related risky behaviors affect **90%** of people with dementia in care. It has resulted in **negative** outcomes for patients/residents and staff.

The WhatMatters app provides a **tool** for the network of support among the people with dementia, families, and health care staff. Staff and family are **empowered** to provide **psychosocial support** for people with dementia in care.

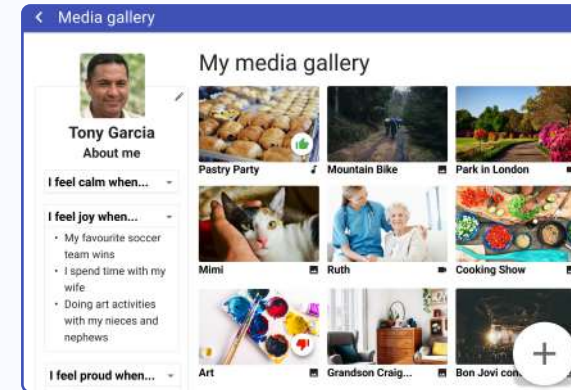
**Usefulness:** Co-designed by residents/patients and family partners, frontline staff in hospitals and LTC homes

**User-friendliness:** Accessible for people with dementia, family, and frontline staff

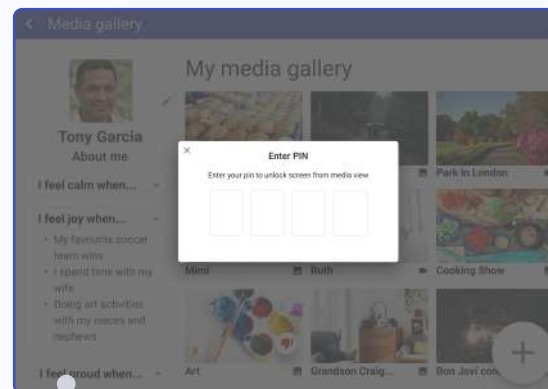
## Feature Screenshots



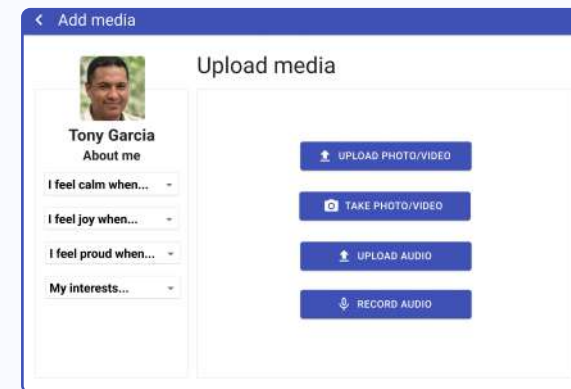
Resident Directory



Resident Dashboard



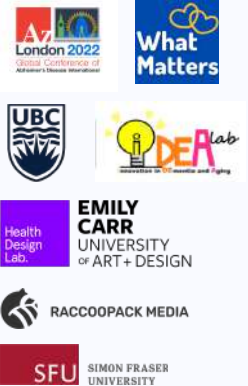
PIN Lock



Upload Page

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This digital solution can bring **comfort and joy** to people with dementia and **continuity of care** in the healthcare system.

**It can improve patients'/residents' quality of life, empower staff to provide person-centred care, improve quality of care, and relieve family stress.**