

Category: Healthcare

Project: Miscarriage Corner: an app designed to improve the accessibility and usability for immigrant women after a miscarriage

What was the challenge?

Miscarriage is the most common pregnancy complication affecting one in four pregnancies. The loss of a baby can seriously impact a woman’s physical and mental health, leading to anxiety, depression, anger, self-blame, and self-harm. Women who receive support after their miscarriage are more likely to manage their mental health well. Despite this, research shows that many women do not have access to the support they need after a miscarriage. Immigrant women have more difficulties accessing support due to communication barriers, cultural barriers, differences in their religion compared to their host country, and living far from family and support networks. The objective of this research is to:

1. Understand the current process in which women receive physical and emotional support after a miscarriage.
2. Identify the areas that lack support for women experiencing a miscarriage.
3. Design a digital health solution/digital information platform to provide further support for women who experience a miscarriage.

What was the solution?

The goal of this project is to explore the ways technology could promote accessibility and usability for immigrant women after experiencing a miscarriage. Semi-structured interviews were conducted with experts in the fields of obstetrics/gynecology, psychology, grief counselling, and user experience design to better understand 1) The challenges women experience after having a miscarriage, 2) How immigrants’ experience with miscarriage is different from the Canadian experience, and 3) How the design of an application could help women better manage their health physically and mentally after having a miscarriage.

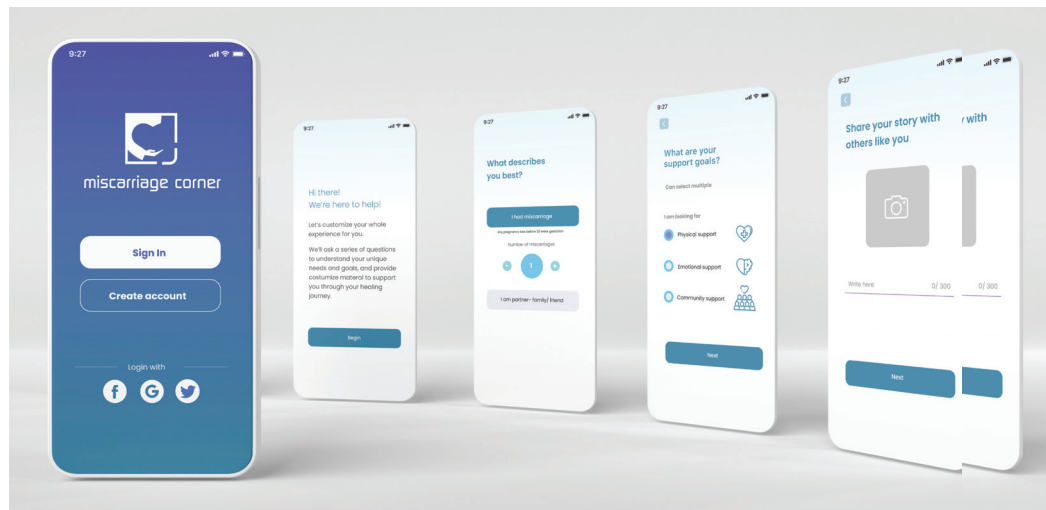


Figure 1: Prototype of a user logging in to Miscarriage Corner on a mobile

In this research, a series of user-centred design approaches (including storyboards, user personas, co-design session and user testing) were employed to ensure the end-user is involved in the process of designing

the application. A participatory approach was chosen to bring healthcare professionals in different fields with a vested interest in miscarriage together to design a digital solution for immigrant women.

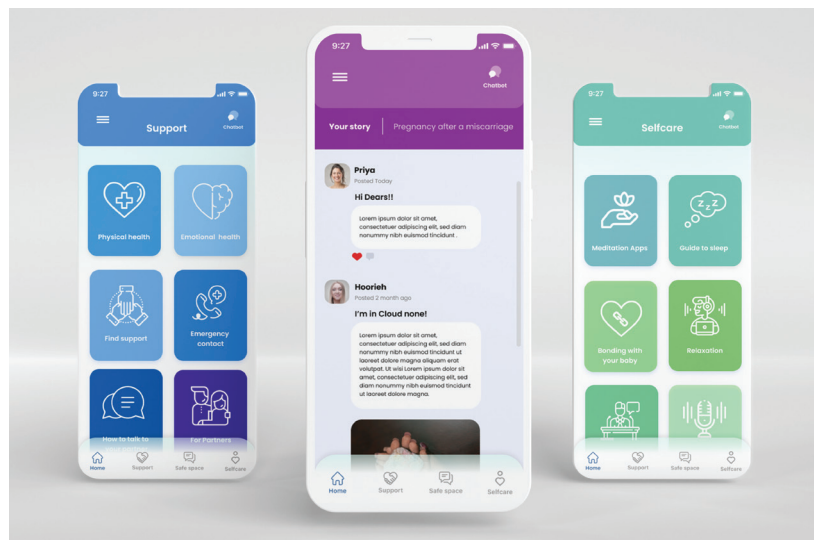


Figure 2: Support (The support section helps users find the resources they need to provide support for themselves physically and mentally)

The co-design session helped me identify some of the problems that immigrant women face after a miscarriage and the ideas and solutions for solving the stated problems. The data analysis from the interviews, analysis of existing miscarriage applications, co-design session with experts and literature review were employed to design and develop a mobile application called Miscarriage Corner. The application aims to support immigrant women through their healing journey after a miscarriage. This research project explores the potential benefits of employing technology to improve the accessibility and usability of a mobile application to provide a support system for immigrant women who have had a miscarriage.

What was the effect?

Going through a miscarriage can be a painful and challenging experience that can bring up feelings of resentment, anger, self-hate, etc. This project presents the potential for technology—through an mHealth application—in providing physical and emotional support for immigrant women who have experienced a miscarriage. Creating a platform that can offer women a community of other women who have experienced a similar situation can be both supportive and empowering. The application “Miscarriage Corner” aims to design an easy to navigate informative platform to create a satisfying user experience for women with different needs through their miscarriage experience.



Figure 4: This app provides information related to health and wellbeing in addition to what to do after a miscarriage

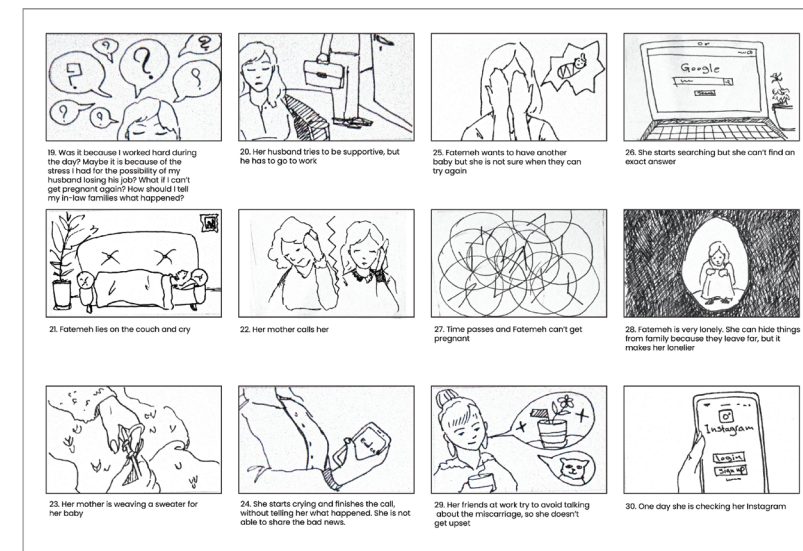


Figure 3: Storyboarding the experiences that women have after they have had a miscarriage.

In this project the physical and emotional needs, frustrations and challenges that immigrant women experience during and after their miscarriage has been investigated and used to create a customized experience for this population. The project explores the possible solutions and design recommendations for creating a more holistic and accessible support system for immigrant women experiencing a miscarriage and empowers them with knowledge and information they may need for their healing. Further research and testing on possible solutions for women experiencing a miscarriage is crucial to create a better experience through this vulnerable time, which will help them through their healing process.

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