

# An exploration into health activity logging to facilitate motivation, accountability and progress tracking.

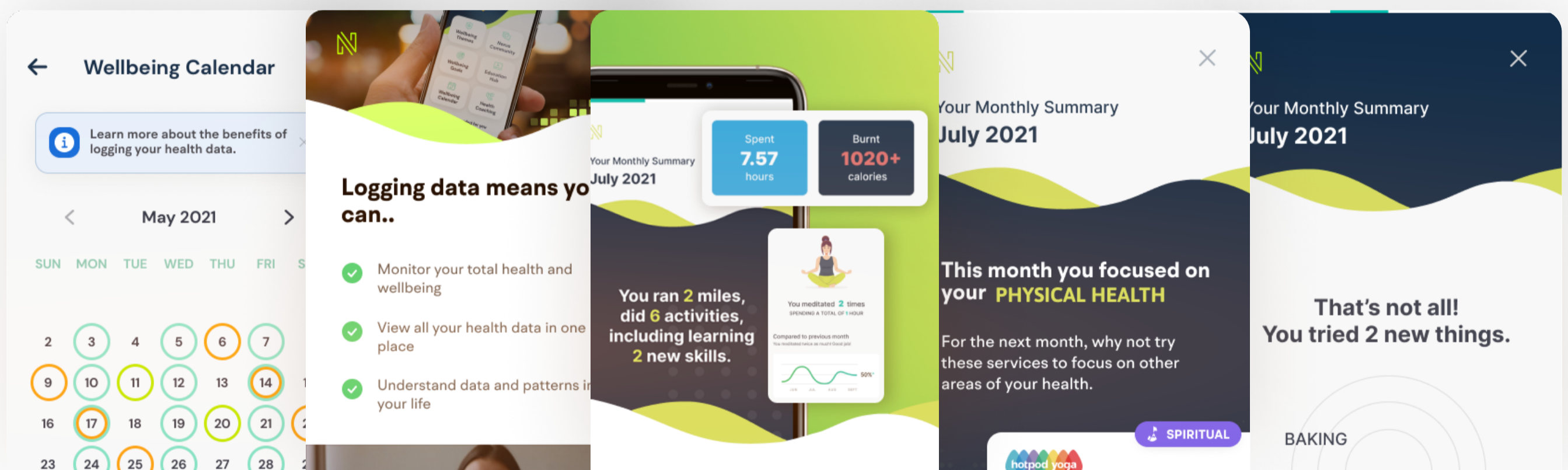
## ABSTRACT

A problem centric design project in collaboration with **Nexus Digital Technology** who are in development of an preventive health app which aims to empower individuals to take control of their own health and wellbeing. The project focuses on exploring health activity logging (self-quantification) as a means to facilitate motivation, accountability and progress tracking.

## BACKGROUND / PROBLEM

Logging data is easy for experienced self-quantifiers and those who have a clear goal but many casual users don't see any point in logging data. It's a **challenge to encourage people to log their data in the long term**, as many people often start well but then after a couple of days, weeks or months, lose motivation and stop logging their data.

## DESIGN (PROTOTYPES)



## METHOD / DESIGN PROCESS

Through an in-depth literature search, the project explored how individuals' health mindset (i.e. their willingness to change their health behaviour and how far they are in their self-quantification journey) influences their behaviours around logging (i.e. their frustrations and pain points). Consequently, a journey map was created which helped identify opportunities for intervention. In parallel, a set of hypotheses were developed around two particular areas – onboarding and data visualisation. The set of interventions to be prototyped were prioritised through a prioritisation matrix. Finally, hi-fidelity prototypes were created and tested.

## TESTING / EVALUATION

A set of hi-fidelity concepts were tested with 8 participants to verify the hypotheses and obtain feedback on the designs/concepts. The findings supported the hypotheses made, identified several opportunities for improvements in the concepts and highlighted some usability problems. There was indeed a lack of awareness in regards to self-quantification benefits. Overall feedback indicated individuals enjoyed the "monthly summary" data visualisation feature and there was an appetite for the feature. Individuals felt as though it was motivating and rewarding, suggesting that it could aid in long(er)-term adoption of the app.

## CONCLUSIONS & FUTURE WORK

The project was completed with a set of recommendations for future design iterations. These included: (1) Ensuring sources of educational information come from healthcare professionals to facilitate trust (2) Tailoring education screens to align with users health goals to support intrinsic learning (3) Giving users flexibility to access education screens more than once and providing easy control on postponing or dismissing these notifications (4) Ensuring the health coach and the data logging are more tightly integrated whilst maintaining privacy (5) Providing suggestions of new activities each month that contribute towards a user's goal(s) and (6) Facilitating collaboration on the working towards of goals with friend groups and in the sharing/comparison of data.