

CHASE BREXTON TOTAL HEALTH SUITE: A CASE STUDY

THE PROJECT

The Chase Brexton Total Health Suite (CBTHS) is a versatile, customizable mobile health aid for iPhone and Android that incorporates personal medical information, health maintenance applications, and related community service content in a single tool.

THE CHALLENGE

Chase Brexton Health Services, a federally funded health care center with several locations in the Baltimore area, met with University of Baltimore graduate students to discuss development of a mobile health tool. Many of Chase Brexton's clients come from low-income households and are on Medicaid or have no health coverage at all; many are managing chronic illnesses with little support other than the time spent with their doctor. Despite their economic status, an overwhelming number of Chase Brexton clients—including those who are homeless—own and utilize smart phones. Given this, mobile health technology has great potential to improve the lives of those with limited resources.

After Chase Brexton's Chief Medical Officer and its Director of Marketing outlined their needs to help guide our research and development, we broke into teams based on common interests. Our team focused on creating a tool that would encourage patients to adhere to their treatment plans between doctor appointments as well as decrease costly emergency room visits. At the culmination of our research and development, we presented our findings to several Chase Brexton staff members in a 30 minute project presentation.

THE DELIVERABLES

Over the course of 3 months, we conducted exhaustive research, including literature reviews, paper and technical prototyping, and several rounds of carefully documented user testing. Our final project items included a lengthy document that summarized our research and supported our proposed solution, as well as a series of screen shots to illustrate the mobile tool's functionality. The screen designs, shown here, were conceptualized as a group and executed by me.

CBTHS brings several applications together in a single interface, the content and arrangement of which is customizable by the user. The client meets first with a Chase Brexton case manager. Together, they determine which apps or nodes of content are needed for that individual. There are endless possibilities, and the landing screen shown here is just one possible iteration. In this prototype, our user needs apps for monitoring diabetes and asthma, plus apps to address mental health issues and substance abuse treatment. In addition to this health-related content, CBTHS makes

community service apps available, such as a direct link to the MTA trip planner to help with transportation to and from appointments.

By teaming proprietary content such as the Asthma monitor and Mood Chart with portals to existing support services, CBTHS becomes a singular patient support hub. This individualized, interactive tool encourages users to take greater ownership over their health and lifestyle choices.