

Stroke recovery with loved ones

	PHASE Crisis & Immediate Care 24 hours			PHASE Acute Recovery 2 weeks			PHASE Long Term Rehab 8 months					PHASE Longer-Term 6+ months	
PATIENT	Maya is not feeling well. She has headaches and lost her ability to control her left arm.	Maya sees the doctor and she is rushed off to the ICU.	Maya begins to stabilize, but is really confused on what is happening as she rests in the ICU bed.	Maya regains partial awareness and movement. She begins to understand what is happening.	Maya starts rehab with more simple exercises and tests.		Maya and her PT, OT, and ST chat about what her goal is.	Maya feels really encouraged that she is going to get better.	Maya has daily therapy sessions (PT, OT, and ST) in her spare time at home, she practices with David.	Maya has been going to therapy for 1 month now and has not noticed much change. She does not think she is improving.	Maya feels very discouraged. She loses sight of her goal. She also feels bad for David for always helping her.	Maya is slowly getting better, but she does not feel like herself. She only goes to therapy once a week now.	Maya is much better physically, but emotionally she is much worse. She feels lost.
CAREGIVER	David sees that Maya does not seem like her usual self. He demands to take her to the hospital.	David rides in the ambulance with Maya.	David communicates Maya's medical history to the medical staff.	David stays by Maya's side.		David learns about Maya's rehab schedule and activities.	David drives Maya to her therapy sessions. He sits into each session, observing what Maya is doing.	David encourages Maya the best he can while working full-time.	David practices with Maya while juggling work. He wants to support Maya but he is fatigued.	David feels stressed because he has not seen much improvement from Maya.	David needs to understand and accept that Maya will never be how she was pre-stroke. He tries to encourage her.	David is happy that Maya is getting better physically, but notices her mental state is starting to decline. He tries to encourage her.	David is worried for Maya. He keeps encouraging her but he is beginning to give up.
MEDICAL STAFF	The doctor tells David that Maya needs to go to the ICU to get treated immediately.		Medical staff are trying to get Maya into a more stable condition & understand why this happened.	Neurologists, nurses, PT/OT/ST coordinate a care plan for Maya.	Rehab team (PT, OT, and speech therapy) visit Maya for an early assessment.	Rehab team communicates to David what to expect and how to support Maya.	PT/OT/ST encourage Maya to define a main goal to get back to. They will use this to help keep Maya motivated.		PT/OT/ST work with Maya. They have her practice and send her home with some activities to do.		Therapists tell Maya that her recovery is not about getting back to her pre-stroke self, it's about being comfortable with this new normal.	PT/OT/ST see Maya's progress and feel accomplished with their job.	
	hospital	ER, ICU	ER, ICU	acute hospital	acute hospital	acute hospital	rehabilitation center	home, rehabilitation center	home, rehabilitation center	home, rehabilitation center	home, rehabilitation center	acute hospital	home

FEELINGS & MOTIVATION



Pain Points

- Patients and caregivers often feel powerless and uninformed while waiting for updates.
- Medical staff feel pressured to make critical decisions quickly, meanwhile keeping family informed during these times of emergency.

Pain Points

- Patients are overwhelmed by these new limitations. There are high levels of confusion with inadequate explanation from the medical team.
- Caregivers often are not given any resources throughout this process. They take on a huge emotional burden while supporting their loved one.
- Medical staff have limited time to emotionally support patients.

Pain Points

- Motivation is difficult to maintain when progress feels slow / invisible. Many patients feel infantilized during therapy.
- Patients often feel very discouraged because they realize that they will never get to who they were pre-stroke. It is difficult for many to accept the "new them", leading to depression and feelings of loneliness, even when surrounded by loved ones.
- Patients often feel that they are a burden to their caregivers because they are not able to be independent on their own for quite some time.
- Caregivers often feel burnt out from constant care of their loved one while juggling their own lives (work, children, etc.).
- Medical staff rarely track the emotional state of patients.
- Medical staff have difficulty tracking patient improvement outside of rehab. There is limited visibility post-discharge.

Pain Points

- Stroke survivors often experience identity shifts and isolation.
- Caregivers have difficulty adjusting to the "new normal" of their loved ones. They too can feel loneliness.
- Medical staff lose contact with patients after discharge.

Key:

- Stroke survivor's motivation (Maya)
- Stroke survivor's feelings (Maya)
- Caregiver's feelings (David)