The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in a large, bold, black, sans-serif font.

# NAVIGATING THE SYSTEM AS A PERSON WITH A SUBSTANCE USE DISORDER

ATHENA HUCKABY, MPH

# HUMAN CENTERED DESIGN: ACCESSIBILITY

ACCESS TO SYSTEMS STANDS IN CONTRAST TO THE DEFAULT APPROACH TO CREATING INTERVENTIONS, WHICH IS TO TAKE THE POINT OF VIEW OF THE PROFESSIONALS OR OF THE LEADERSHIP IN CHARGE OF THE SYSTEM...THE HUMAN-CENTERED DESIGN APPROACH ARGUES THAT TO IMPROVE THE FUNCTIONALITY AND EXPERIENCE OF GIVEN SYSTEM, **THE NEEDS AND PREFERENCES OF THE USER SHOULD BE THE GUIDE.**

HAGAN, MARGARET D. (2018) "A HUMAN-CENTERED DESIGN APPROACH TO ACCESS TO JUSTICE: GENERATING NEW PROTOTYPES AND HYPOTHESES FOR INTERVENTION TO MAKE COURTS USER-FRIENDLY," INDIANA JOURNAL OF LAW AND SOCIAL EQUALITY: VOL. 6 : ISS. 2 , ARTICLE 2.

AVAILABLE AT: [HTTPS://WWW.REPOSITORY.LAW.INDIANA.EDU/IJLSE/VOL6/ISS2/2](https://www.repository.law.indiana.edu/ijlse/vol6/iss2/2)

# LAST WEEK

WE REVIEWED THE WAYS OUR ORGANIZATIONS COULD ASSIST “CLIENT X”

CLEAR WE HAVE MANY RESOURCES AVAILABLE

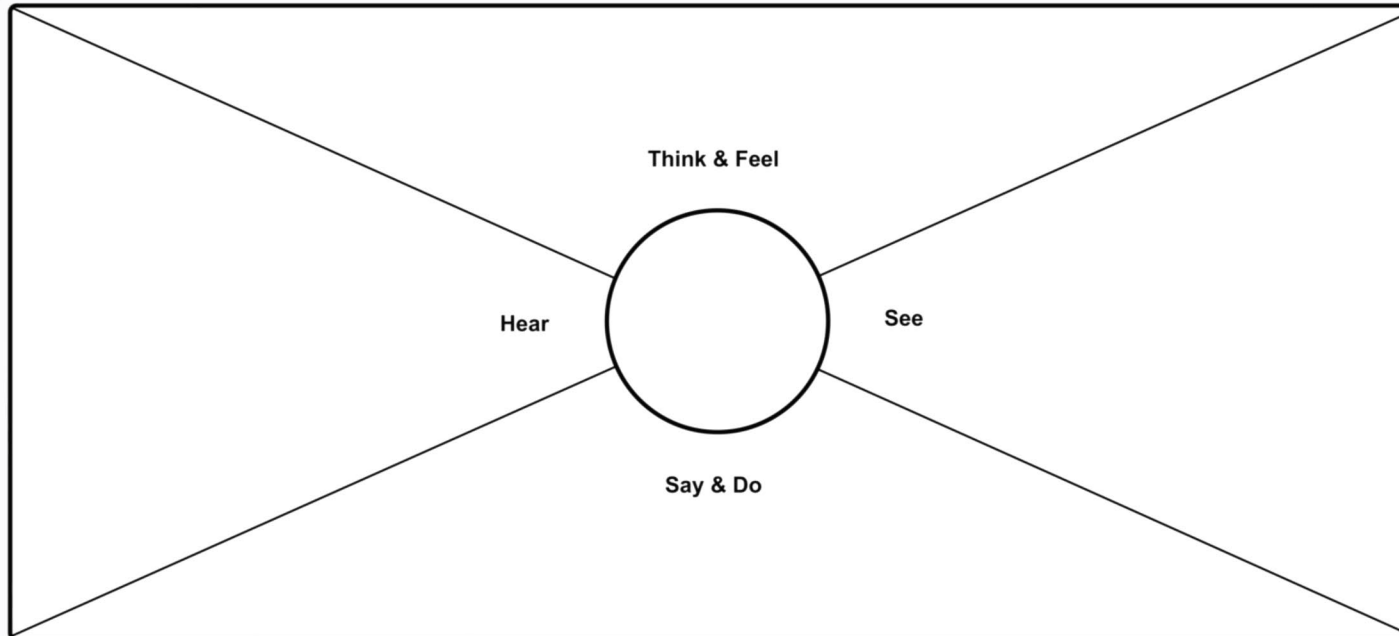
AND YET...

RESOURCE GUIDES AS A PROBLEM-SOLVING TOOL – DO THEY SOLVE THE PROBLEM

CONSIDER: THE SYSTEM ITSELF MAKES IT DIFFICULT FOR PEOPLE TO ACCESS THE SERVICES THEY  
NEED

## Customer Empathy Map

PivotBot.



Pain

Gain

[www.pivotbot.com](http://www.pivotbot.com)

# EMPATHY MAP

- HOW MUCH PAIN FOR HOW MUCH GAIN?
- WHAT WE THINK OF AS A SIMPLE PROCESS MAY BE EXTREMELY PAINFUL, ESPECIALLY IF THE PERSON IS DYSREGULATED
- PERSONAL EXAMPLES

# BEST PRACTICES, EXAMPLES



**Navigable Pathways**



**Wayfinding Tools**



**user-friendly signage**



**warm and efficient welcome experiences**



**visually clear, prioritized, and manageable paperwork**



**online tools that can help people prep for their visits and get their tasks done correctly**



**Work-stations and materials**

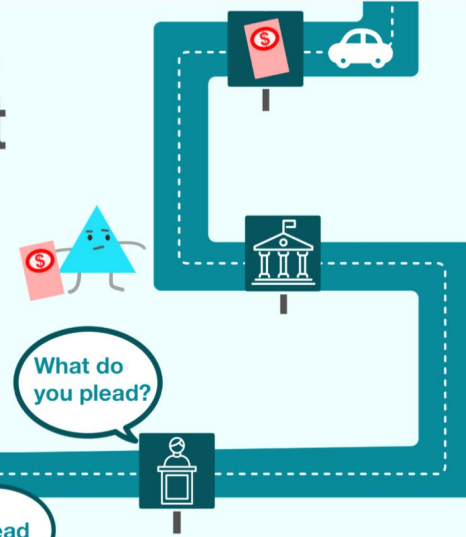


**a culture of usability testing and feedback**

# A VISUAL GUIDE

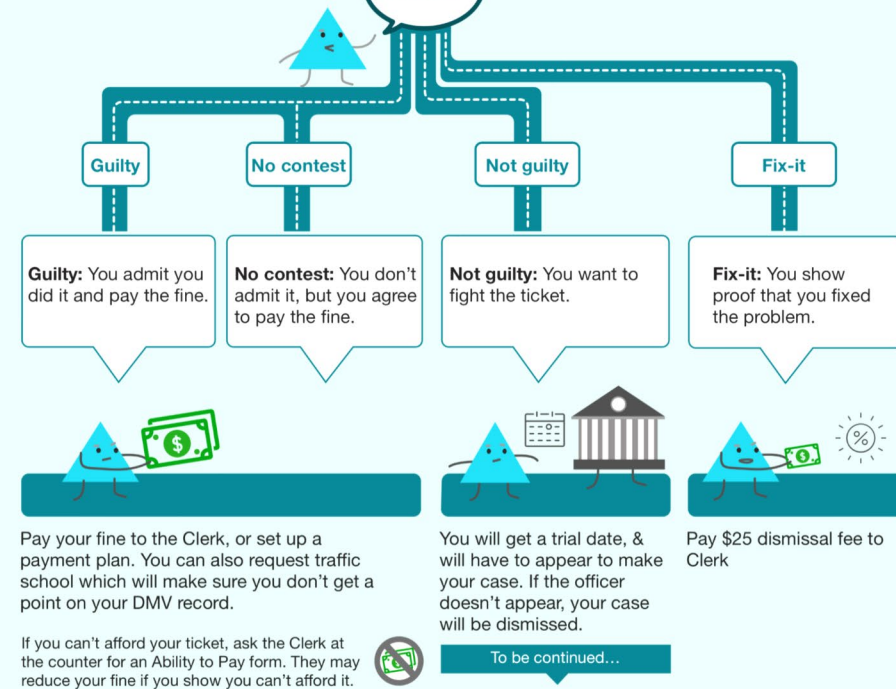
## What happens at traffic court

After you get a ticket, you can come to court for the **arraignment**, where you hear the charges & make your plea.



At the **arraignment**, the Judge will call you to the front and ask you what you plead.

I plead





**CONSIDER  
ALSO,  
DIFFERENT  
TYPES OF  
USERS**

# ADDITIONAL TYPES TO CONSIDER

FIGURE 5: Personas developed based on information gathered from interviews with consumers

				
<b>Tom Sedona</b>	<b>Sierra Webster</b>	<b>Brian Baxter</b>	<b>Roger Mason</b>	<b>Susan Goodman</b>
Experienced consumer who's dependent on the system and needs a push	Experienced consumer who picks up the phone on her own	New consumer who's feeling pressured by family	Family member who doesn't know what to do or who to trust	Family friend in recovery who believes in a single path



# OTHER THINGS TO CONSIDER

*Connect consumers to a treatment setting that is personalized to their needs and preferences.*

*Improve workforce development to reduce missed opportunities.*

*Reduce the hardships for consumers and families while waiting for treatment.*

*Facilitating more person-centered care.*

*Ensure that staff/providers are adequately prepared to provide effective treatment to consumers.*