

BACKGROUND

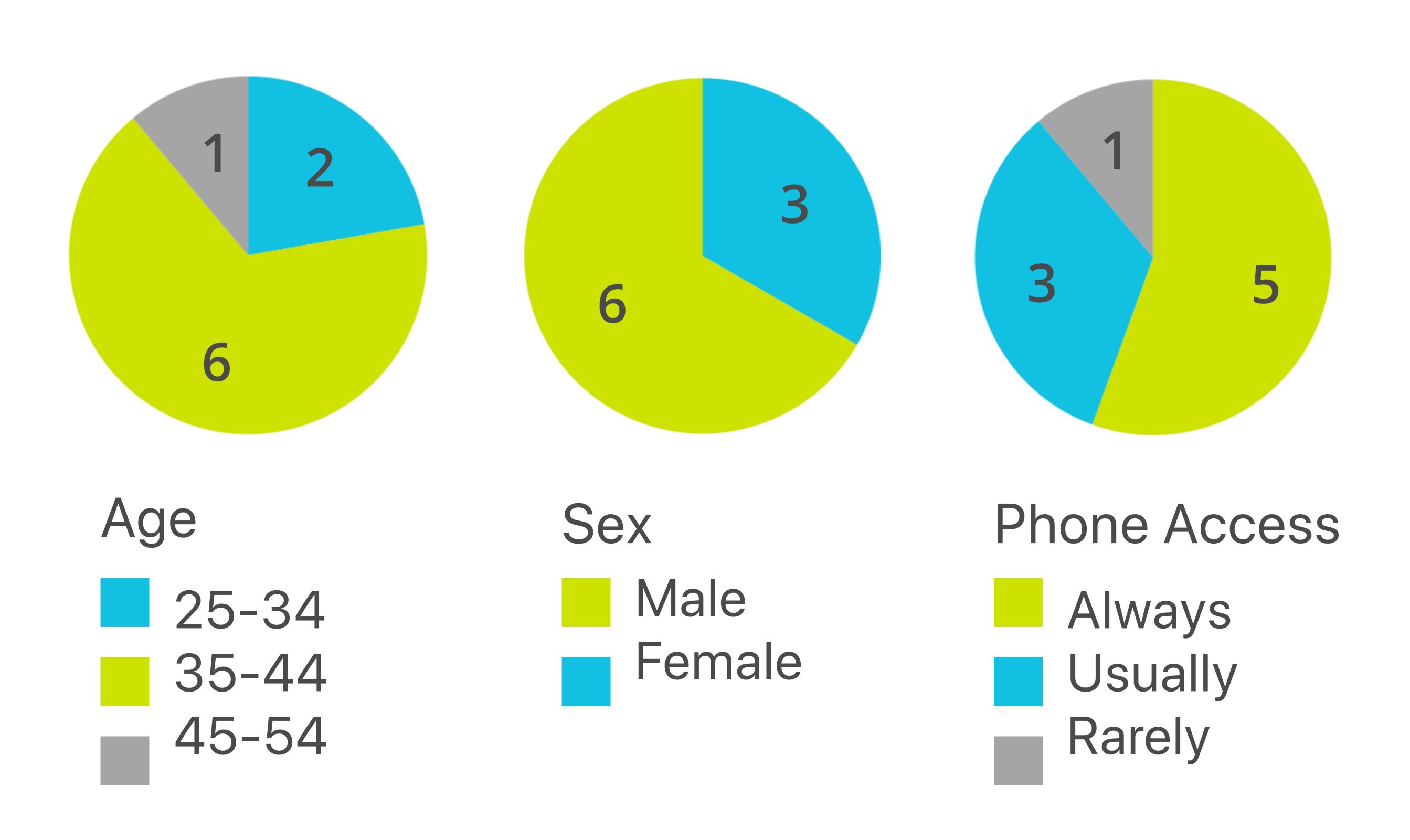
Opioid use disorder is a growing issue and is associated with an increased risk of fatal overdose. The healthcare system has failed to treat opioid use disorder because it treats addiction as an acute condition, not a chronic disease. A mobile application built upon the evidence-based Community Reinforcement Model has the potential to decrease fatal overdoses and improve the recovery process.

PROCESS

Design	Initial design was based on a competitive analysis and previous substance abuse research.
Research	User interviews were conducted to determine user journey and features of mobile health intervention.
Iterate	The mobile application was redesigned based on insights gained from the interviews.

METHOD

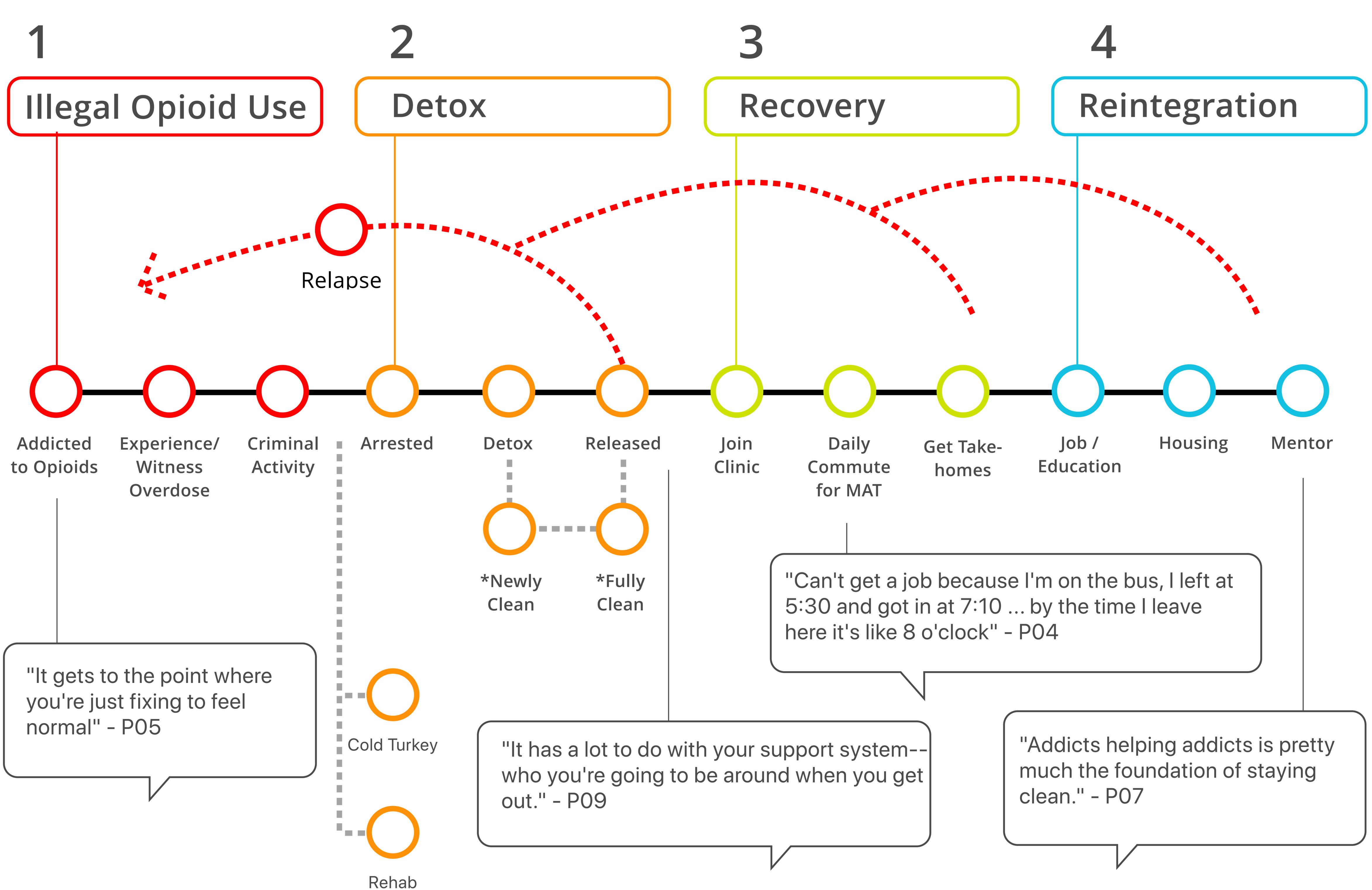
We conducted semi-structured interviews at a local methadone clinic. Interviews typically lasted 70 minutes and participants were given monetary compensation.



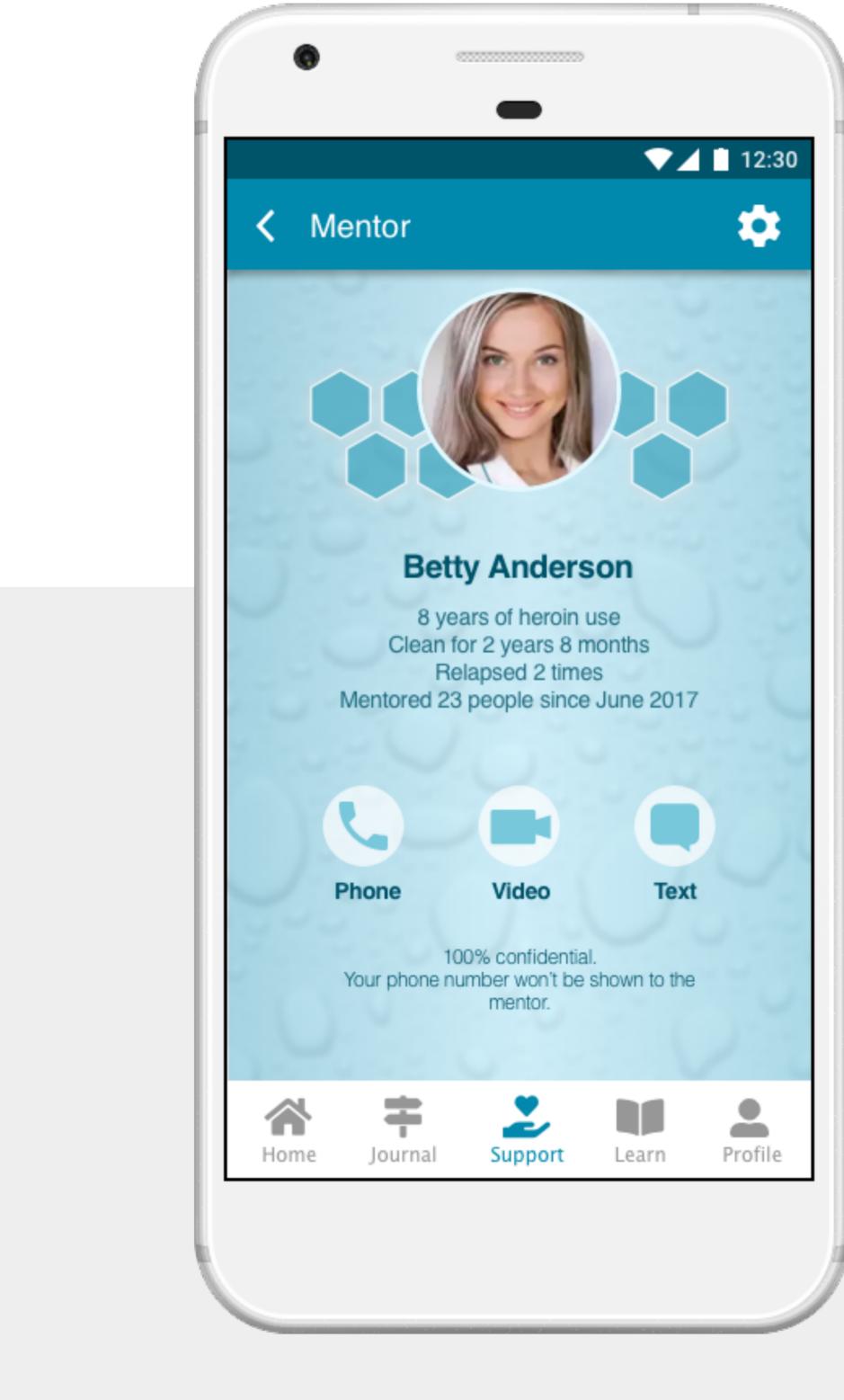
Designing a Mobile App for Individuals **Recovering from an Opioid Addiction**

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RESULTS

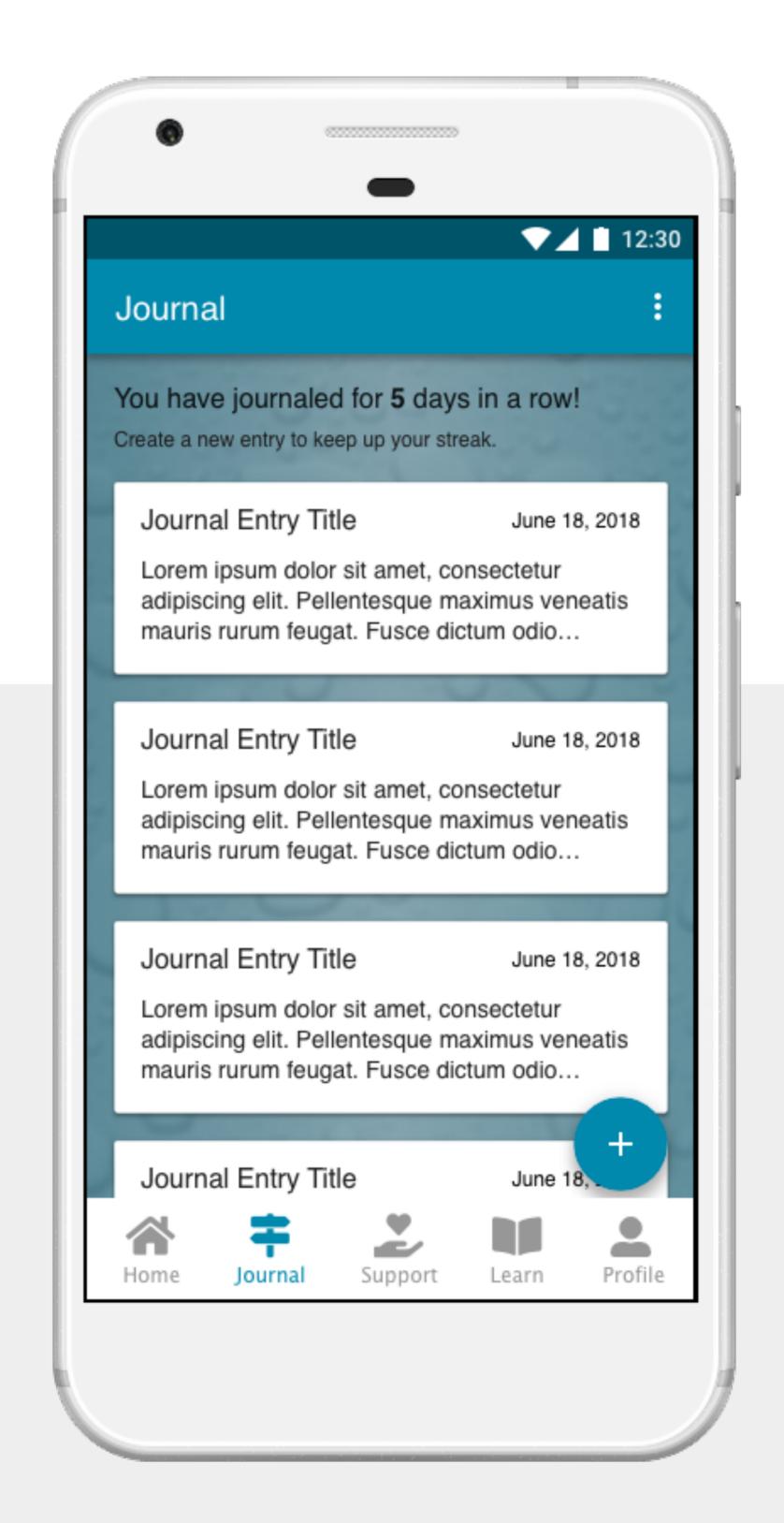


Main Features



Community

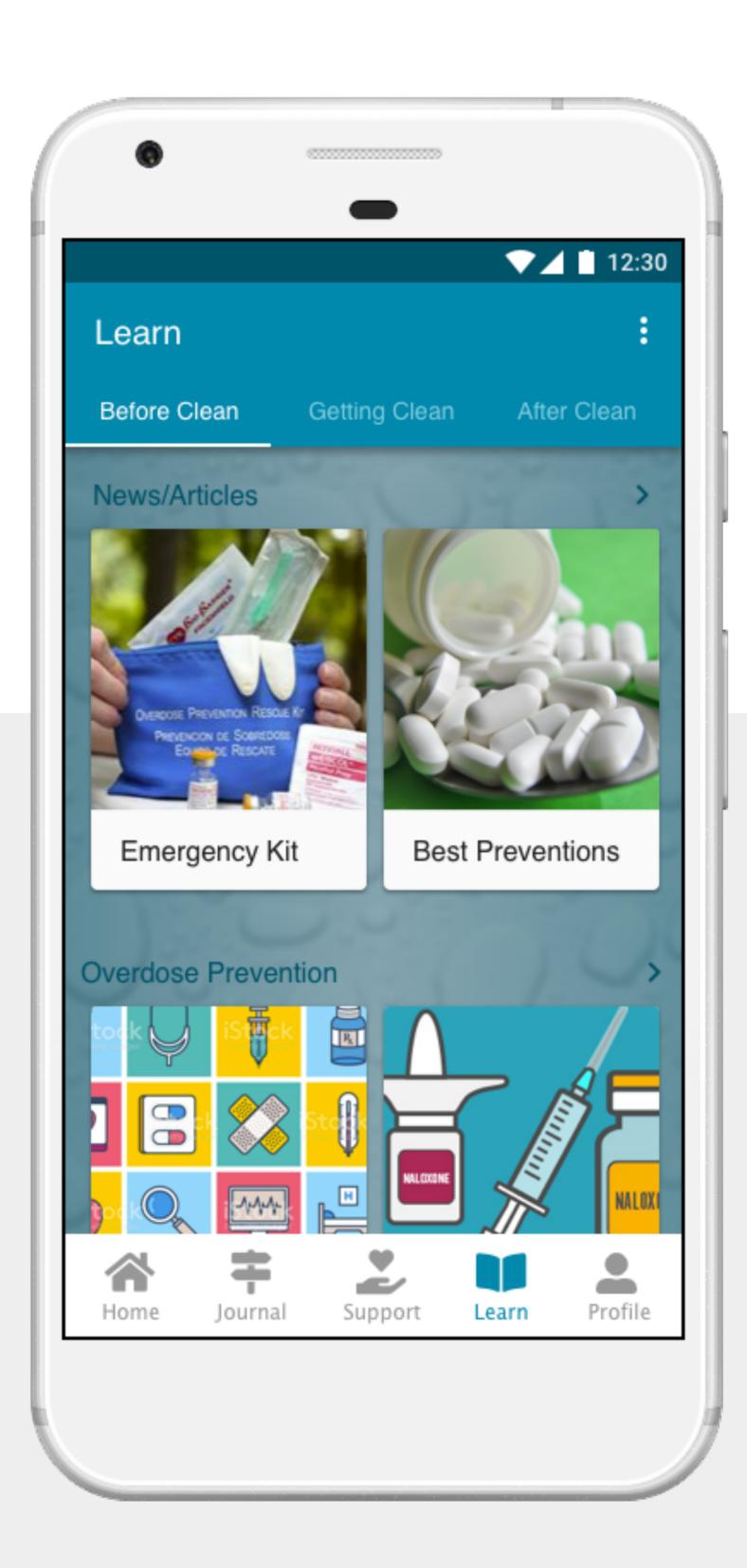
"I would totally sign up if someone needed to talk. I'm sure there's a lot of people who would want to do that" - PO3



Journal

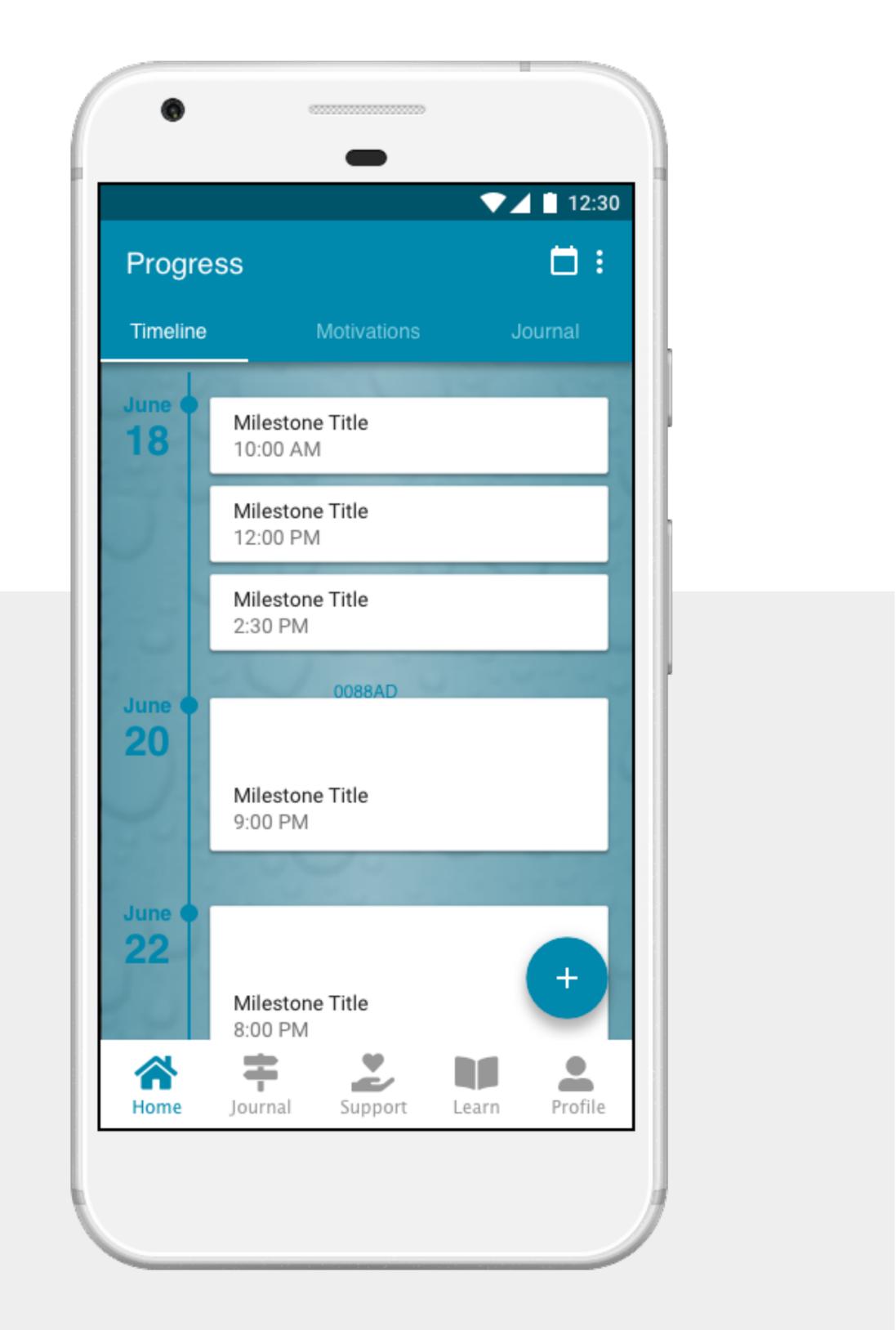
"I only get to see my counselor once every two weeks....l've already forgotten what happened two weeks ago. With [the journal feature] | could tell her what's going on day by day." - P01

*Potential to "get clean" dependent on time incarcerated



Learn

"Even the social workers here are basically like 'Hi, how's your month been?' They don't give resources or it's basically 'how are you doing' .. it's the same stuff, it's not really [helpful]. I think people need to be more educated" - P03



Motivation

"Other people see you saving money too, give them hope that maybe they can do that too" -P05

Best practices for conducting UX research with sensitive populations

J Use Their Language

Consult with a professional in social work to learn respectful language. Avoid using stigmatizing language and use the same phrases that the participant uses. **Example:** During the interview, the participant used the phrase "locked up" so we then felt comfortable using that phrase.



Work Around Their Schedule

Understand the participant's schedule and accommodate. Meet the participants where and when they are most comfortable. **Example:** The participants arrive at the clinic early in the morning for their MAT. We scheduled the interviews at the clinic after their MAT.



Understand the Power Dynamics

It is especially important to make participants feel comfortable when they have a history of being degraded and minimized. **Example:** The participants were afraid to speak their mind because of the fear of ridicule and legal consequences. Participants were reassured that all statements were confidential.

CONCLUSION

Based on results of the user interviews, we designed a mobile health application. The main features of the application include Community, Journal, Learn, and Motivation. The application is intended to be used in conjunction with local methadone clinics and health professionals. Further testing must be conducted to determine usability of current design.

