

# Using Trading Games to Interpret a Health Environment

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## Introduction

- One of the major issues with the development and deployment of computer information systems is the lack of understanding between the designers of the system and its users
  - Systems are over complicated to address situations which rarely if ever occur
  - They demonstrate more about the underlying architecture of the system than an understanding of how they will actually be used
  - Users have unrealistic expectations of what the system can actually do for them
  - Designers have unrealistic expectations of the level of computer literacy of their users
- This project aims to tackle some of these issues by:
  - bringing together student designers and users in an important domain (health)
  - encouraging dialogue to develop an effective and useful product
- The objective is to produce an economic trading game to illustrate some of the decisions that health service managers have to make
  - the software is intended to be used as a teaching tool within Health & Wellbeing

## Teaching Objectives

- The teaching objectives for the simulation have been specified as:
  - Understand how a health economy responds as a system
  - Understand the policy framework for health and social care
  - Explore organisational relationships in health and social care - competition or collaboration
  - Consider the operational consequences of policy decisions
  - Analyse the impact of individual actions on wider non-linear systems.

## The Current Position

- We have a basic design and prototype

## The Current User Screen



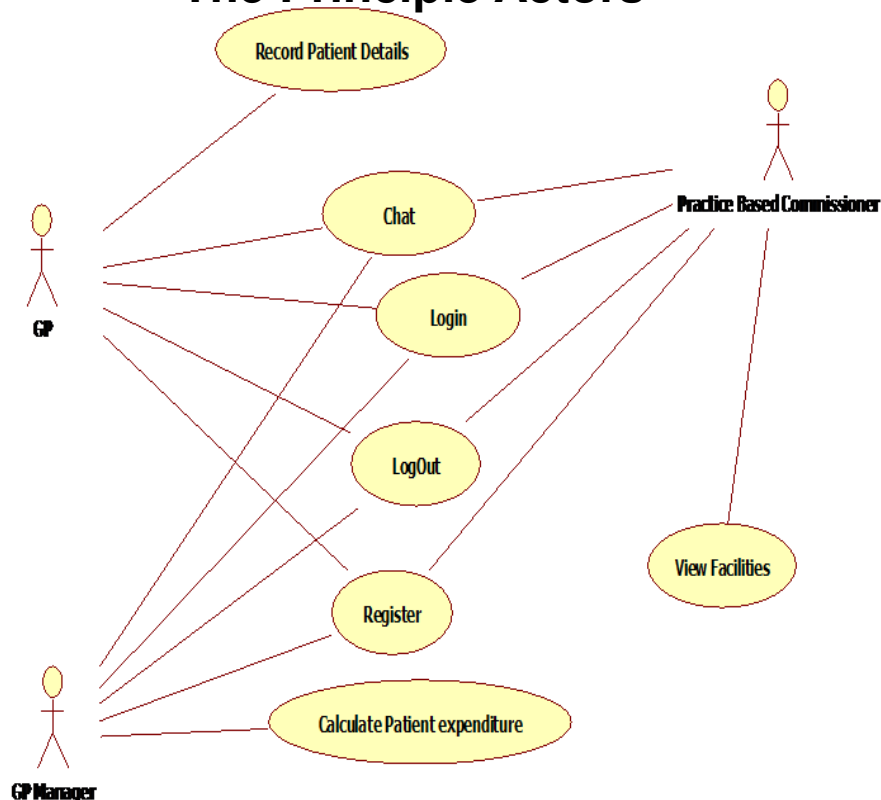
## Health Economy Simulation

- The system has been built using Rapid Application Techniques (RAD)
- The objective was to develop a system with sufficient user capability for the healthcare lecturing staff to understand how the system could be used in a teaching environment
- Only a small part of the NHS "economy" was considered
  - This means that the current system is considered to be much too hospital based
- Minimum technology was used to drive the interfaces
  - A minimum set of agents is available
  - They have just sufficient functionality to perform their allotted tasks
  - There is no automatic monitoring or mentoring

## Objective of the Project

- To develop a positive interaction between Health & Wellbeing and Computing students so that they
  - understand what each can offer the other
  - can be better informed when dealing with the other discipline
  - develop the design for a useful teaching tool
  - This will be done by running a workshop which will be used by the

## The Principle Actors



## Future Directions

- The current prototype only considers a small part of the NHS
  - It is a simple prototype to allow the Health Teachers to visualise how such a system could be used
  - It is very much hospital service oriented for simplicity
  - It is still too simplistic for practical teaching use
- A proper prototype now needs to be produced that:
  - Handles a realistic sub-set of the the services offered by the NHS
  - Is robust enough for practical use in demonstration teaching situations

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