Understanding Multiple Sclerosis symptoms and feelings

Designing a bridge of understanding between those with M.S. and those without

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Abstract

This work is to them who have recently received the diagnosed with Multiple Sclerosis (MS), since the disease is quite a life changer this by creating limitations and cause serious health problems. Problems that would changes their life forever, this in adapting to their new life situation where communication has become harder this to express in an understandable way and understanding has become even harder. Since being diagnosed with MS it affect more than a single person, the one diagnosed family is also experiencing almost the same sort of difficulties and life changer. In not knowing what their family member is trying to express, this in order to make the family understand them will create a gap between them of misunderstanding. Even the healthcare experience this sort of troubles when they are trying to understand what their patient is trying to express, without the proper understanding it might cause mistreatment of the patient. With a clearer understanding of their patient could they early understand their patients in knowing what they are trying to express. Since the healthcare staffs has been educated about this sort of disease would an easy understanding about their patient be helpful, this to provide the patient with the proper care. People that has never heard and been in contact with this sort of disease and what sort of features it could cause would be enlighten about the disease as well how it is to live with it. Providing an eye-opener to the public in what this disease is and what sort of problems it causes, this to inform and sharing the information. By sharing the information concerning this would the public be enlighten and have an understanding about the problems, which the person with MS experience. In order of enable, this sort of understanding between those with MS and the healthy ones would to use design in order of creating a sort of platform of common understanding. Creating a sort of bridge of understanding between healthy people and those with MS, it would improve the understanding of the person with MS as well the disease itself. This sort of tool would be helpful in the health care in helping those who recently been diagnosed with MS, reducing the stress in knowing their disease. This would as well ease and milder the shock of them diagnosed, providing them some sort of comfort in knowing their disease. To understand this sort of problems and symptoms, it would be possible to enlighten people as well health care, about the hardship that those who live with MS which they are enduring each day. To be diagnosed with MS and not knowing about what it is could cause extreme stress, worsening the diseases, being in a new situation with an unknown disease, without having someone to ask about this, expect the healthcare. In healthcare there exists no book written by one having MS describing the different symptoms as well the troubles, which they experience, this sort of information would be helpful since the one having MS wants to know from one experience the same troubles as they. To feel the comfort regarding their disease as well to feel that there is someone that has gone through the same experience as they have gone through. The result, which is a book that would act as a tool for understanding the disease, its troubles and problems in a clear as well informed way. This would create a sort of bridge of understanding between those with MS and those without. The pictures in the book are illustrating and informing in a clear way about the disease and its different symptoms. Since the disease is difficult to understand due to its diversity of problems, the book is
displaying some of the most common problems in how it is to experience MS. This sort of book could help the already diagnosed in understanding their disease and be something they could find comfort to know as well knowing that someone else has experienced the same things as them.

Keywords
Designing bridges, creating connections, Multiple Sclerosis.

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1 Introduction

This work is to them who have recently received the diagnosis with Multiple Sclerosis (MS), since the disease is quite a life changer this by creating limitations and cause serious health problems. Problems that would changes their life forever, this in adapting to their new life situation where communication has become harder to express in an understandable way and understanding has become even harder. Since being diagnosed with MS it affect more than a single person, the one diagnosed family is also experiencing almost the same sort of difficulties and life changer. In not knowing what their family member is trying to express, this in order to make the family understand them will create a gap between them of misunderstanding. Even the healthcare experience this sort of troubles when they are trying to understand what their patient is trying to express, without the proper understanding it might cause mistreatment of the patient. With a clearer understanding of their patient could they early understand their patients in knowing what they are trying to express. Since the healthcare staffs has been educated about this sort of disease would an easy understanding about their patient be helpful, this to provide the patient with the proper care. People that has never heard and been in contact with this sort of disease and what sort of features it could cause would be enlightened about the disease as well how it is to live with it. Providing an eye-opener to the public in what this disease is and what sort of problems it causes, this to inform and sharing the information. By sharing the information concerning this would the public be enlighten and have an understanding about the problems, which the person with MS experience. In order of enable, this sort of understanding between those with MS and the healthy ones would to use design in order of creating a sort of platform of common understanding. Creating a sort of bridge of understanding between healthy people and those with MS, it would improve the understanding of the person with MS as well the disease itself (Jones, 2013). This sort of tool would be helpful in the health care in helping those who recently been diagnosed with MS, reducing the stress in knowing their disease. This would as well ease and milder the shock of them diagnosed, providing them some sort of comfort in knowing their disease (Eriksson and Wikström, 2009). To understand this sort of problems and symptoms, it would be possible to enlighten people as well health care, about the hardship that those who live with MS which they are enduring each day. To be diagnosed with MS and not knowing about what it is could cause extreme stress, worsening the diseases, being in a new situation with an unknown disease, without having someone to ask about this, expect the healthcare. Being in the situation of denial and fear, causes the person to seek after people that have experienced the same, this feeling secure. In healthcare there exists no book written by one having MS describing the different symptoms as well the troubles, which they experience, this sort of information would be helpful since the one having MS wants to know from one experience the same troubles as they. To feel the comfort regarding their disease as well to feel that there is someone that has gone through the same experience as they have gone through. The result, which is a book that would act as a tool for understanding the disease, its troubles and problems in a clear as well informed way. This would create a sort of bridge of understanding between those with MS and those without. The pictures in the book are illustrating
and informing in a clear way about the disease and its different symptoms. Since the disease is difficult to understand due to its diversity of problems, the book is displaying some of the most common problems in how it is to experience MS. The book itself is made of tile, this to illustrate one of the most common difficulties that is the experience of a person with MS which is the tiredness also called fatigue. This sort of tiredness is experienced as a heavy burden of constantly feeling tired. The tile itself also is an illustration the strength of the one with MS as well the vulnerability, strong as the tile but in the same time easy to break. The red colour inside of the tile represents the inside of the person with MS with their nerve fibbers displayed. Opening the book is like opening up the MS person, seeing all the troubles and problems displayed by the pictures, these explains the different symptoms and gives an easy understanding of them. This sort of book could help the already diagnosed in understanding their disease and be something they could find comfort to know as well knowing that someone else has experienced the same things as them.

1.1 Brief project description and presentation of results.

This work is to them who have recently received the diagnosed with Multiple Sclerosis (MS), since the disease is quite a life changer this by creating limitations and cause serious health problems. Problems that would changes their life forever, this in adapting to their new life situation where communication has become harder this to express in an understandable way and understanding has become even harder. Since being diagnosed with MS it affect more than a single person, the one diagnosed family is also experiencing almost the same sort of difficulties and life changer. In not knowing what their family member is trying to express, this in order to make the family understand them will create a gap between them of misunderstanding. Even the healthcare experience this sort of troubles when they are trying to understand what their patient is trying to express, without the proper understanding it might cause mistreatment of the patient. With a clearer understanding of their patient could they early understand their patients in knowing what they are trying to express. Since the healthcare staffs has been educated about this sort of disease would an easy understanding about their patient be helpful, this to provide the patient with the proper care. People that has never heard and been in contact with this sort of disease and what sort of features it could cause would be enlighten about the disease as well how it is to live with it. Providing an eye-opener to the public in what this disease is and what sort of problems it causes, this to inform and sharing the information. By sharing the information concerning this would the public be enlighten and have an understanding about the problems, which the person with MS experience. In order of enable, this sort of understanding between those with MS and the healthy ones would to use design in order of creating a sort of platform of common understanding. Creating a sort of bridge of understanding between healthy people and those with MS, it would improve the understanding of the person with MS as well the disease itself (Jones, 2013). This sort of tool would be helpful in the health care in helping those who recently been diagnosed with MS, reducing the stress in knowing their disease. This would as well ease and milder the shock of them diagnosed, providing them some sort of comfort.
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1.2 Personal background and motivation.

I am designer and was myself diagnosed with MS, this condition made me want to solve the understanding between healthy persons and those with MS.

By combining my background as a designer and my own personal experience as a patient with MS, this is an investigation to develop form of physical understanding, in empathy as well in understanding their feelings between patient and non-patient.

Multiple sclerosis (MS) is an autoimmune disease that is disabling the brain and the spinal cord (Central Nervous System), the cause is that the immune system attacks the protective sheaths which is called myelin, which is the cover on the nerve fibber and causing communication problems between the brain and the rest of the body (Ferdossian, 2009). Eventually, the disease can cause permanent damage because of the attack, therefore the name; Multiple Sclerosis (Many Scars). The sort of
problems that would be experienced is numbness which appears on one of the body’s limbs, making the affected body part to feel completely numb (MacLean, 2011). Another problem, which the MS also causing, is the loss of the person’s eyesight on one eye but it can as well affect both eyes. This sort of problem is not without pain since moving the eye could cause pain (Jones, 2017). MS persons can also have slurred speech, lack of coordination, dizziness, the feeling of having a tingling feeling through their body and pain (Ferdossian, 2009). People with MS also experience fatigue, which is the feeling of being completely drained out of energy, this sort of feeling causes the ones with MS to anticipate their energy and make plans in order of conserve as much as possible (Greger and Karlsson 2011).

Since the feeling of fatigue is constant to those with MS, they cannot complete tasks in a hurry since their nerves have been damage causing as well the ability to perceive and understand much slower (Greger and Karlsson, 2011). What is causing this sort of disease is unknown as it is incurable, there are medications that could slow down (break) the process of the disease (Medication, 2018). There is nevertheless, a sort of possible "cure" to this disease but receiving this is not without complications that come with it (Henderson, 2017). According to studies would the environment play a role in why people may have this kind of disease (see fig. 1).

**Fig. 1** (Earth map locating where in the world is the highest as well least frequency in get ill with M.S.)

By using different design fields consisting of emotional design, this design field would contribute in finding a common emotional point of bond between the ones with MS and those without. Using the field of services design to understand the ones with MS journey, this in order to know what sort of journey does they MS have, to understand each process they go through, their different emotions and thoughts. The field of design and health would also be approached, this in order of understanding what have been written about this subject and what a functional and supportive result in developing a clear as well understandable result, would enlighten people about Multiple Sclerosis (MS). This is to inform and to understand about the disease, of the person's situation with the disease, to understand the sorts of difficulties that they experience as well their thoughts.
Based on the insight of M.S. and its various difficulties could a target group be established, between healthy and those with M.S. Since there exists no document written by one with M.S., describing the ones with M.S. process from being ill to receiving care, as well the social awareness and knowledge in knowing the disease, upon this it is important to reflect, knowing what sort of difficulties as well experiences of a person with MS. By having M.S. helps with the understanding about the disease in both the experience and understanding of the different troubles, this would help in developing the right sort of design. This would help not only those who have already received MS but also people who are new to this disease. With this sort of disease, it would as well being helpful finding the right sort of understanding between the one who is healthy and those with M.S. The disease, their possibility of function as a healthy person, deprived the person diagnosed with M.S. This effected them as well of their possibility of communicating normally, the opportunity to live a normal, healthy life and being in the need of care. The thing that makes a person an independent individual have become a need for the ones with MS in re-discover it once more, only this time the journey is different as well difficult (Eriksson and Wikström, 2009). To inform people what sort of hardship and difficulties that those with M.S. experience every day, how to live with the uncertainty and hope that the affected persons experience each day would contribute in understanding their situation (Hinton and Kirk, 2016). Understanding M.S. is difficult for those who is healthy, this in what sort of difficulties in expressing them self as well the hardship in explaining their experiences (Andersson and, Andersson. 2017). This sort of difficulty is straining the person strength in constantly repenting themselves, without letting go of the thought of being sick. It is not until it has been diagnosed with MS it can be fully understood. Until then it is therefore important to find a way of expressing the problems and thoughts in a clear and understanding way without developing wrongfully thoughts about the ones with MS.

1.3 Aims and purposes: what do you seek to contribute, question, challenge, solve or change to help facilitate sustainable development considered from an ecological as well as an economical, cultural and socio-political perspective.

Healthy people do not appear to understand what the person with MS experience each day, what they think about having it and what sort of emotion they experience (National MS Society, 2017). The communication in understanding the same experience between patient and health staff is vital as well important, this to understand the patient in what troubles the patient is experiencing enabling the healthcare staff to help them in a proper way.

When being told that you are having an incurable disease that will progress and cause irreparable damage, this thought is a form of the scar itself (See fig. 2), (Eriksson and Wikström. 2013).
There are break medications that only slow down the disease, reduce the seizures, also named relapse, but not the pain that is constant. The break medication only helps to reduce the relapses but not the pain, which is constant (MacLean. 2011).

Being aware of what hardship that those with MS is enduring, explaining them self about their difficulties, that in every step of social, hospital meetings it exist the doubt of feeling less understood. This in what they have to go through such as experiencing the different features that strain them, it also strains them in explaining what they feel in a way of being understood easily. It is therefore important to know more about this disease and help them, their family as well to help others, providing help in understanding MS. By finding, a proper understanding between each other, as well understand how they struggle with their experience would help retain their dignity that they think they have lost when the patient was aware of this disease (Sommerfelt, 2014).

To accomplish some form of understanding between each other would be a start in knowing more about this disease. This might not cure the disease, but this could inspire some hope, restoring their dignity as a human being that has to struggle to survive. This could change the way people perceive the disease, it is worth of being able to understand how the person in question is perceived by its (Henderson, 2017). Being able of understanding in what way their dignity was deprived of this disease. Through this, healthcare, friends and family could as well understand what trials they go through each day and experienced each day (Hinton and Kirk. 2016).

Without having, a proper understanding of their experience would cause misunderstanding between the health staff and the patient (Eriksson and Wikström. 2009). By providing, a proper and sustainable understanding between the one with MS and the healthy people could the one with MS feel understood. The MS patient...
has to live with the insecurity is not properly understood of the healthcare, this could cause stress that would not only stress the one with MS but as well the person with MS family (Walter, 2011). Being unable to understand, what their family members with MS are trying to express stresses them as well (Hinton and Kirk, 2016). Having M.S. and knowing the difficulties of it, the emotions as well what the sort of thoughts, which they experienced every day could a proper understanding result will be produced. Being able of understanding the person with MS as before the disease, which deprived them of their possibility of communicating properly, making them lose their opportunity to live a normal healthy life is difficult without the proper understanding. Understanding their fears of losing their possibility to communicate is something that those with MS strive after to explain in a clear way (DaSilva, 2013). All of this that makes a person an independent individual became a need of re-discover it once more only this time the journey is different as well difficult (Ghanbarighalati and Persson, 2016, Burke, 2018). There are even preconceived sentence about being lazy and drunk, this is false, since the M.S. have cause this sort of reduction due to its attacks, making them to appear in that way. This sort of preconceived sentences do not only affects the understanding, but causes as well a general perception of the sick person's appearance, this in being fully healthy, to have control over their body functions, such as speech and walking (Jaffee, 2012, Greger and Karlsson, 2011). Providing an understanding and sustainable solution of the disease as well knowing what those with MS is going through, their experience and reactions would create an clear sustainable solution of understanding regarding those with MS. This sort of design would be helpful within the healthcare area, creating sustainability between healthcare and patient, this in being able of understanding their patients in a clear way. It could also create an understanding between those who do not know about this disease creating an sustainable future between them and the MS persons.

1.4 Delineation of the field of study: describe the discursive and contextual field you are working with and how it relates to environmental as well as economical, cultural and socio-political sustainability.

The sort of fields, which is used in this work, varies from emotional design, service design, and product design as well the fields of health care. By using the knowledge of MS from a personal aspect, will be helpful in this work, providing with usable information that would then be used in the design areas, creating a design structure in translating the knowledge about MS. After translating the information into proper design language, this will then provide knowledge regarding how it could be implemented into the design. This will furthermore be the starting process of the design ideas, this in how to structure them into ideas that have a solid ground creating this bridge of understanding. To separate the different inputs regarding MS, the information concerning it narrowing down to their most common feature, this in order to understand the diseases. Each of the main features that the MS is creating and analyzed to see in what way it could easily be understood. The main issue for patients diagnosed with MS is how to communicate their experience of living and
working with such a disease, understanding their suffering, its uncertainty that they must endure every day. This acts as a reminder of their disease, which would make the disease worse (Roy, 2015. McGlensey and Burke, 2017). Thereafter the research phase would the right type of design is analyzed to see how it could be merged together with the information regarding health care. Since the cost of the MS is in both on a personal level as it is a social cost, it is therefore important for viewing the cost of the medication which is a great amount, not only to the person but as well the health care (Kobelt, 2006). The MS medication produced by the medicine companies provides the hospitals to then be distributed to the right health care department costs a great deal, ensuring the persons with MS the medication that they need. It is therefore necessary for the hospitals and health care to pay this sort of amount, this to provide the necessary medicine to their patients (Kobelt, 2006). Second is the cost of the person, the cost of adapting their life to this sort of disease, this is in order of keeping them first before the disease cripples them permanently. Another cost is that those with MS might have to rearrange their homes in order of adapting it to their new lifestyle, this sort of adaptation is to ensure them of living as a normal as possible without difficulties. This sort of disease as well what sorts of disadvantage it is causing is unknown the most of the people, making it difficult to have a proper understanding causing preconceptions about those with MS. To exemplify: becoming annoyed on a person that seems to be tired, lazy and do not want to join in group activities might as well be a person with M.S. since it is causing this sort of fatigue. Since the disease is creating this sort of disadvantage of the person it creates a general perception of the people with MS, this for example, seeing a person stumble as if the person was intoxicated and do not consider if the person is sick with MS (Singler. 2016). This sort of generalization of a person affects them in their social aspect in how the person is, furthermore would it affect them in looking for a job or when they are meeting their friends. Living with this sort of disease does not only come with disadvantaged but also it can also provide new possibilities, this in meeting new sort of people that are understating of their situation. Adapting to themselves to this new sort of community where there are gladly helping the one with M.S., since they have an understanding of what sort of difficulties they experienced and are experiencing.

1.5 Delineation of the project: describe the focus of your project and how it is situated within the field of study.

To enlighten people about MS people and know what sort of battle those with MS have to go through every day, making it possible to those who are healthy understand them.

Through this, the public might become enlightened, thus finding an understanding of the disease as well as the person with MS, the other aspect is that the person who is sick with MS wants the community with understands their opportunities as well their life situation to live a healthy life. With the help of different design methods and solutions would MS finally be properly understood, this in understanding the person's situation as well the disease. It is therefore that this sort of design field, which this work is touching in a design-led, is in the field of design and emotions.
The different design methods may differ as well be touched in order of processing this sort of subject, this to conducting and managing a result. This may shift under the course, depending on what the gathered research information is suitable and manageable. By using whiteboard, interviews, stakeholder maps, storyboards, brainstorming and desktop research, this would gather the information that would then be sorted (Martin and Hanington, 2012). Multiple design areas will touch the subject and one of them is such as emotional design and universal design, whereas each method will then contain a key feature in translating the context, processing the information to conduct a result in finding a common denominator (Straker and Wrigley, 2015). By using several design methods in understanding the person with MS journey, would enable a clear distinction in understanding them. As mention earlier would emotional design contribute to understanding persons with MS, this understanding them in an empathic way of communicating between patient and non-patient. The understanding of the disease (MS) is lacking, making the people with MS misunderstood, causing mistreatment to the person in not knowing what they are trying to express. Furthermore is to ensure a certain view, whereas the beginning of understanding the subject as well the individuals. The use of customer’s journeys is to know the process, which the ones with M.S. are going through from the start, visiting the hospital to receiving the proper health care. This sort of method would enable the process which the persons are conducting, this to create this sort of bridge of understanding. The bridge of understanding is between those who is healthy and those with MS. By exploring the different fields of design regarding health care as well what sort of design that exist today, this in explaining MS, a certain amount of design methods is therefore required in exploring what each of them could contribute with its information. The subject will touch on several aspects providing the right sort of context material, this in order of processing as well being able of proceeding further in translating the information in understanding of the context. The use of emotional design as well as universal design would enable the understanding of the person's journey, its hardships in explaining them self to people. This sort of design would contribute in an empathic way, as well able of communicating spaces between patient and non-patient (Mercer, 2002). Using design into creating a kind of bridge of understanding between people with the MS and the healthy people, this to enable the understanding of the problems which that they are experiencing every day. The result will be a clear, understandable, and informative as well, giving a sense of security to the person with MS, their family, their friends, as well people who have no knowledge about this sort of disease.

1.6 Formulation of question: articulate your project as a question.

How could design create a bridge of understanding between those with MS and those without?
2 Theoretical and Methodological Framework

2.1 Describe and discuss the theoretical, methodological and analytical frameworks drawn upon in your report.

AND

2.2 Describe how you intend to implement the theoretical, methodological and analytical frameworks are drawn upon in your artistic and design process.

By using the means of the design to development, a clear as well understandable result this would function as a support and enlighten people about Multiple Sclerosis (MS). (Medications. 2018). The different methods that would be used is participatory design as describe by Bella Martin and Bruce Hanington, Design for care as described by Peter Jones, service design as described by Hyde, P. and Davies, H. Emotional design as described by Simon Schütte. This sort of methods would contribute in describing the situation of the person in knowing the sort of process that they are going through.

By using participatory design it would contribute with the help of contacting the local MS group as well the health care, this to initiating the customer journey method. The participation design would be used on the MS group and the health staff in order of gaining a deeper knowledge in how they understand their experience between each other's (McDonagh 2010, Andersson, and Andersson, 2017).

Service design will be used in order of understanding the process that the person goes through when visiting the hospital, providing with information on different steps. This to be able of understanding the aspects from the MS persons and those from health care (Carter, 2011, Hyde and Davies, 2004) Using the method service design in order of understanding the information, the information would be reviewed once more (McDonagh, 2010).

Design for care would provide information regarding how to create a suitable approach to those in need of care, as well, how to design a suitable design solution that would enable a better life style for the patient (Mercer, 2002, Alanis. 2013). Design for care would contribute as well providing with methods in how to create this sort of understanding (McDonagh, 2010, Andersson, and Andersson, 2017).

The use of emotional design would contribute with understanding the need of emotional value to the design, using design and health to gain the aspect regarding the wellbeing of providing a healthier lifestyle, this in combination with design for care. By this sort of method would it contribute with their knowledge and aspects concerning how they could understand each other properly. The persons with MS journey are as well with different thoughts as well emotions that they sometimes
need someone to confine themselves with, therefore would emotional design be helpful to find a solution (Mercer, 2002, Straker, and Wrigley, 2015). The method thereafter would be emotional design this to understand the sort of emotions and feelings, as well the experience that a person with MS experience during their visit to the hospital (Hyde and Davies, 2004).

In order to have a deeper understanding of what this type of disease is, what it does to the diagnosed person, what kind of limitations they experience every day, this would enlighten people about this disease. The sort of design methods that could contribute is a mixture of design approaches as well methods in understanding (Andersson and Andersson, 2017). When established the centre point would the information within the centred points be displayed, this being able of finding a point of connection. After gaining the basic understanding would the design direction become clear, the direction is a part of design and health, emotional design, customer journey and service design where each of them will contribute with essential parts.

To complete this task would be possible with the help of different design methods, the methods will help in collecting the necessary information. Obtain a result of this particular approach is by using different design methods that will then produce a result that would possibly create an understanding between the two parties, the healthy people and MS people (Burke, 2018). Each of them would contribute in their own unique way, since the focus is the understanding between the ones with M.S and the healthy (Lind, 2018). The result will have a clear, understandable, and informative as well, giving the sense of security to the person with MS their family, their friends, as well people who have no knowledge about this sort of disease. One of the methods is desktop research, this method would collect the necessary information, and the information would then process to know if the information is necessary.

Using desktop research in searching information regarding what is MS, what might cause this disease, how does it affect the person and if there is a treatment this could establish and create a centre point regarding this disease (MacLean, 2011, Marrie, et al, 2018, Olsson, 2013 Mercer, 2002). Starting with conducting a desktop research in order of searching on what sort of design and help exists today, which would enable a better understanding between a person with MS and those who is healthy (Carter. 2011). The result would give in a better understanding of the persons with MS, understanding the person's role and the process when being at the hospital, the role patient this to understand their difficulties in explaining themselves as understandable as possible (Eriksson and Wikström, 2009).

Another method is researching about this topic in books as well as previous method would this information be processed. Thereafter, a book research where carried out that would complement the information that was gathered through the desktop research, by structure the gathered information sorting and analysing it a clear perspective regarding in what direction as well what sort of design could the result be produced.
As well would be conducted some interviews, interviewing the ones with MS and the health staff in the MS department in the hospital. This sort of information is directly from the different source points, sharing their understanding about their situation as well their thought about the other party. This sort of information contains strong emotions about their situations, this by finding themselves misunderstood and those who cannot understand their expressions (Idbrant. 2013).

The second thing to do is constructing a research form that will be distributed to the local M.S. group and hospital nursing staff in the Neurological Department. Interviewing doctors, nurses and the health staff at the hospital, gaining their perspective in understanding a person with MS. Since they have a professional aspect to this disease as well the humanitarian aspect, this in how the treatment their patients with care and understanding would they have a deeper aspect in understanding. By interviewing, those on the local MS group would provide useful information concerning MS, the different problems that this disease might cause, their journeys as well their thoughts. This sort of information would provide a deeper understanding since they have MS since they have the most reliable information concerning the disease. This sort of information would provide a deeper understanding since they have MS since they have the most reliable information concerning the disease. Interviewing those on the local MS group would provide useful information concerning MS, the different problems, their journeys as well their thoughts.

Sketching some ideas, would the sketches be processed once more, this to see if they correspond to what the information shows, this to see if the ideas are speaking the same language as the information.

A form would be created and sent to the healthcare staff in the MS department, this to be able of understanding their aspect in what sort of improvement is necessary, to understand the patient in a better way. Because of this would a formulary be created to them in order to understand their aspect.

Making an customers journey over the journey which the persons with MS have when visiting the hospital would establish how they feel and what thoughts they may experience.

Using the whiteboard to write down all the significant information from each reference and to put in a diagram, in the diagram would the basic information regarding the reference be broken down to its core in what do the information state. From this would several possible ideas, thoughts and sketches be conducted, this sort of ideas would fix a centre point in what will be the result.

After gaining enough information would the information process once more, by doing this is to create specific points of what the information is sharing. Each information where then divided into two groups, one with the persons MS informs about their experience about the disease, the other group where those who was healthy described what sort of feature that could come with MS and what it might feel (Hansson and Persson, 2015). Based on these two standpoints, with the insight of the disease itself, this could provide important information the work. Since only those with MS could understand each other's without having to try to explain in a
way that others can easily understand, there would take more time and energy in properly explaining the problem and be understood. When the direction is established could the direction break down into smaller parts like what would be a proper design, what could be helpful in having an easy understanding, which will benefit by this design and what could be improved in the understanding. Thereafter would the ideas evaluated if they are expressing the understanding, if not would the idea change to fit with what is intended as in understanding MS. After making some sort of decision, this to know what sort of ideas that should be constructed, the ideas have been a mixture touching ideas as Virtual Reality. This idea was not preceded further due to its advanced feature as well the lack of time. Based on this kind of understanding, an opportunity, as well as an understanding of their current situation should affect the global understanding of this disease. By creating and making an easy way of understanding this sort of process, would then require a lesser amount of energy from the MS persons, making it able for them to save their strength in understandable.

3 Contextual Analyses

3.1 Critically discuss the appropriate ecological, economical, socio-political and cultural contexts within which your project is situated focussing on sustainability and using the theoretical, methodological and analytical frameworks drawn upon.

MS is today without cure and the injuries that it causes are irreparable (MacLean, 2011). Based on today's knowledge of the disease and its understanding, science has progressed, but the understanding of the disease has progressed in a slowly rate.

Peter Jones explained in his book Design for care a certain sort of approach in designing, this sort of approach where to re-think what makes design "design". This would be like designing that we have to re-think what makes design "design" moreover to understand the new models of services (Jones, 2013). This may be that the design it consists more than just designing for the sake of design, where the design could contribute a feeling that connects two differences.

This means that what is incomprehensible and indescribable in an understandable context, would be possible to understand once the right type of design is constructed. In this way would two groups (Ms people and healthy people) where the understanding of how they are experiencing the same experience be possible, creating a sustainable future between each other's in health and understanding. By this could the ones with MS

In this way, this kind of misunderstanding can bridged and linked together by the two groups creating a bridge of understanding between each other's. By this could a person with an incurable disease with great hardship explaining their problems and people could have the understanding without the person having to end too much of his energy.
This would result in that people could understand a person's situation as well the disease.

The person with MS is not a weak person, despite their disease, but a strong person that could withstand the pains and troubles (Schneider, 2018). This because the one with MS have to adapt them self constantly depending on their wellbeing, the constant repetition of explaining their wellbeing to others takes a lot of their energy causing them to conserve their energy.

In order to understand the suffering, its uncertainty that they must endure as well, explaining in a way that other people could understand serves as a reminder of their disease, this can make the disease worse (McGlensey, 2017, Burke, 2017).

Having the constant reminder of the disease does not only make those with MS worse physically but as well psychic, the thought goes through their mind every day and act as a reminder of their disability. This forms a limitation to their lives in diminishing their life emotionally, which can make the disease inferior and cause permanent damage (Ghanbarighalati and Persson 2016).

To constantly repeat them self in order of being properly understood, as well knowing what sort of difficulties they experiencing is a complex process that takes time, energy from the person with MS as well the one who is listening. Since this sort of process will take much time from them, their energy will decrease in a rapid rate, making them extremely tired causing them to reprioritise their plans due to the energy they have left (Hinton and Kirk, 2016). The differences is that the one without MS could rest for a short while in order to regain energy, the one with MS have to have a longer rest in order of gaining some energy but they cannot regain the same strength as one without MS. To be able of conserving their energy, they would have time to take on the activities that they find valuable, this would gaining the feeling of having energy and to forget for a short while that they are sick. By having, an understanding that does not require so much effort in explaining is especially important to ones with MS, due to this their apprehension of understanding things have become harder (MacLean, 2011). Some of the people who have MS may have a severe physical limitation caused by the disease, this sort of limitation could limit their ability to move freely. Based on this sort of limitation it is difficult to know experience and know the same kind of feelings (Gunnarsson and Alef. 2016). The relapse can cause permanent damage that prevents the sick person from living a normal life, what causes this is that the immune system has perceived that the body has a disease and thus begins to attack the body. This causes as well fatigue, which is a constant fatigue, even nerve pain can drain the person's energy and no form of pain reliever could help.

Understanding in what sort of process they with MS have to go through could then contextualise an understandable process. Starting with the understanding, the person with MS is journey from their first visit to the hospital, by arriving to the hospital, the person/patient would explain their problems. The energy to explain them self to the healthcare staffs, which have a medical degree, then on a humanitarian degree in which their feelings and thoughts are in focus. This is to ensure a sort of bond between their healthcare staff and the person with M.S. This
sort of connection is essential between patient and healthcare staff, which could ease the patient's feelings and finding themselves secure. The healthcare staffs bond to the patient is not easy which depends on the patient if they can feel the security in order of trusting the healthcare staff with their problems. The sort of problems depends on a patient in their ability to trust and rely on the healthcare staff, it also depends on the disease itself if the disability has made the patient afraid of having other people close viewing their disability and might judge them (Eriksson and Wikström, 2009).

Today there are many people living with this disease, which they are suffering in silence, being unable to communicate about their problems and as well understood, this is most common today despite society's advanced progression of communication (Jones. 2013). To be stripped of their dignity, their validation of being a human being with endless possibilities causes sorrow, being less human than before knowing their diagnose. Feeling less worthy in living their life has caused people commit suicide, it depends on how severe the illness is as well to end the constant pain, which they constantly endure (McGlensey, 2017).

Therefore is the communication and the understanding today not only technology based but as well meeting between persons and exchanging information between each other. Despite this advanced technological era, there exists a gap between people in understanding each other, being fully understanding of each other's situation (Lundgren and Ramsted-Lidén, 2008)

The complexity of MS and how to explain it is complicated making it hard to deliver the information in a proper ethical way, this would stress the person who will deliver the information. But having the knowledge as well the understanding of the disease, knowing in how to provide the information in an ethical and gentle manner could ease the chock (Eriksson and Wikström. 2013). Being fully aware and have the knowledge about this disease, in explain in a proper manner would ease the persons thoughts of losing their will to live, making them feel a positive feeling in being understood. To avoid early misunderstanding and protect the persons from having a chock would be to supply the person with good information regarding the disease as well the future possibilities.

Having good support and enriching the person in question with information eliminates the life-threatened thoughts, feelings of their future vision. The first reaction is usually caused by the fear of dying due to the disease, cripple them preventing to be able to live their life fully (Lundgren, Ramsted-Lidén, 2008).

Those types of emotions do not fade with time, which can cause stress to the patient (Carter, 2011). This sort of thoughts stresses the person and can cause more damage to them if they cannot manage the stress. Managing stress for a person with M.S. is difficult due to the M.S., which disables them in, comprehend the ability to handle stress, this is a problem for them since they have to constantly handle the current situations. This sort of thoughts do not appear physical which makes it hard to know without having an open dialogue with each other as well know more about the disease (McGlensey, 2017).
Being able of having a deeper understanding of what the disease means to the persons that are living with it, what sort of limitations that have been set aside for how to their live their life and how it will progress in the future.

The concerns about what it means to live with the disease every day are a constant reminder of their limitations.

Since a cure would permanently take their need for an expensive medication, hospital visits, health staff appointments, therapist as well visits to exclusive wellness centres. Since the diseases make joining in social activities complicated where the lack of having the right sort of understanding from the start tend to deprive them of having a fair impression from the beginning, this would result in having preconceived sentences which deprive them of having a fair impression (Lundgren and Ramsted-Lidén, 2008).

This is important when they meet people and future employers because it will deprive them of having the same rights as the rest of the people (McDonagh, 2010 Burke, 2018). Depending on the different symptoms and diagnoses, the person with MS tends to hide their disease and pretend to be well and continue to uphold the charade, which makes it impossible to notice if they have M.S. or not (Carter, 2011). It depends of course if they have minor flaws in their disabilities, which would not be noticed, they are usually in a stage of denial and want to forget that they have this kind of disease.

A certain outcome in how to communicate about how this type of disease affects the daily life would be of such design importance in designing a possible solution to express and have a proper understanding.

By consulting different literature regarding M.S. this in order to have a deeper knowledge of what is MS such as the different problems, which is encountered with this disease that each of the persons has come through. The definition of the field is design and healthcare, communication as well emotion design.

In order to have a clear understanding of the health care perspective, one has to understand the whole process, which include the regular visits to the hospital, this for testing such as blood, doing an MRI, receiving their infusion, meeting with the crisis therapist, the occupational, doctors and nurses (DaSilva,2013), (Ghanbarighalati and Persson, 2016).

The whole process of having MS takes much of their energy just in attending all of their meetings and appointments, reducing their energy to do what they want at their free time (Andersson 2017).

The information gathered from this kind of form is to know from each of them in the neurological department what they know, what they would like to know more about and if they would be interested in having help in understanding people with this disease (Jones, 2013). This is very crucial in their sort of job
since they have to understand the patients quickly and be able to help Hyde and Davies, 2004, Gunnarsson, 2016, Eriksson and Wikström, 2009.

In the local MS group, the information on how they perceive the help they get at the hospital from, if they had experienced misunderstanding and if some help would be a benefit for them for the future. By having this information from the forms, some understanding of what could be helpful for the future, the research concerns about their feelings and their different thoughts. By this, a certain common source would establish and what sort of important topics could be helpful in order to understanding the dilemma, by establishing what kind and sort that should be focused on some clarity could be established.

If something that would be brought forward and focused on due to its importance it will then go through thorough, all this in order to be better informed and to inform people of how it feels to live with this disease.

Encountering different sort of information related to health staff education which goes through in how they should act regarding this sort of neurological disease, as well informed in how the home should be restructured accommodating to be suitable for MS people (Jaffee et al, 2012, Carter, 2011).

Depending on how serious the disease is, the homes have to restructure in order to make it their life functional. This depends if they have they rearrange their entire homes already if they have to move, this might affect them economically if they have to rearrange their homes (Carter, 2011).

Since they cannot work properly and need sufficient resting hours, they have trouble with being able finding a job that could accept them with this sort of condition. This disease makes them a target of preconceptions, which is not suitable where there are laws that will help people with this sort of trouble (Heydarpour et al, 2015). To be of understanding with the patient with MS symptoms, both physical and emotional, might not only be helpful for the non-patient in order to understand but also to understand the patient.

There are no M.S. that is like one another and they experience different things, as well their emotions are completely different depending on the persons, this disease is as well called "Snowflake disease" since there is no MS patient that has the same sort of disease (Idbrant, 2013).

This would make it quite difficult in being able finding a certain centre to focus on their emotions, which they experience depends on the person and their experience (Idbrant, 2013).
Being able of finding a way of communication between patient and non-patient would help the ones with this disease, this being able of informing and finding a certain point of understanding between the patient and non-patient. This kind of possibility would benefit the patient as well as the non-patient. The patient’s dignity would then be restored to being a human being, to be finally heard and understood, knowing their struggles and have an understanding of the person's difficulties (Hyde and Davies, 2004, Hansson and Persson, 2015, DaSilva, 2013).

The emotional struggle which the patient suffers from in trying to be in control of themselves is one of the most difficulties, which the MS can cause them (Wenneberg, Isaksson, 2014).

By conducting a design approach in focus on feelings, their feeling as well their emotions where their own feelings as emotion should be analysed, in order to find a common source of understanding between patient and non-patient. By conducting this sort of design between the patient and non-patient could then be able of finding a common level of understanding (Carter, 2011).

Another option in finding more materials, exploring different possibilities to explain the disease is by theatre, this kind of research is conducted by interviewing the people, which perform as a person with MS since the people with MS is upholding a charade makes it theatre connected to the theatre (Andersson, Mattias, Andersson, Ylva. (2017).

Then there are several of ways in that would contribute to finding an understanding and the sense of feeling secure, which is an important step in processing further with the information.

The challenge to determine what sort of step would contribute would to gather people with MS and let them contribute to their experience as well as their thoughts.

This work might presumably change the way people would think about MS and it would not only affect the people who do not have M.S, but their family would be of understanding with the disease. To have an understanding their difficulties and their way of thinking would not only be helpful for those with without this disease, but it would be a comfort to those with the disease (Ghanbarighalati, Persson, 2016).

Being constantly describing their pain (see picture), their difficulties and thoughts to those without this disease take energy from them.

If this sort of explanation could be easily described it would comfort those with the disease and ease their struggles. As the pressure on the health service is already intense as time is important, the time it takes to put into the patient’s situation and have an understanding (Daniel Olsson, (2013)

This only leads to pressure on every individual in healthcare, including the patient that is going through an unhealthy situation. The nursing staff should not have to have the whole world's problems on their shoulders, but they should being able to easily and quickly put themselves into a patient's situation. Having this sort of
understanding and knowing between health staff and MS patient, it would create a confident bond of trust between patient and health staff. With the information about the disease as well what the patient’s have shared, it could help the health staff understanding them without ease (Ghanbarighalati, Persson, 2016).

According to recent studies from Cambridge, their scientists have developed a cure towards MS this might seem like a revolutionary thing as well hope. According to their studies, they had only managed to isolate a certain atom from the stem cell, but it could only survive for twenty min outside their stem cell area. (Henderson, 2017)

One of these issues would be the waiting in the hospital for the healthcare staff and doctors to inform what the problem is. In order to know more, they could only say they would perform a series of tests, which would be painful (Andersson and Andersson, 2017, MacLean. 2011).

One of the tests that are especially painful is the spinal fluid test - lumbar puncture. The reason for this test is to extract fluid from the spinal with a syringe, to extract the fluid they had to be precise under the fifth rib where the backbone starts.

Depending on the symptoms that are active, this test is necessary in order to know on a medical basic level what kind of infection that is active (Gil Z Shlamovitz, MD. 2017).

These sorts of test were to verify their speculation depending on the symptoms that had expired as well present, the thoughts that could go through the patient’s mind could be all from cancer to the disease, Amyotrophic lateral sclerosis (ALS) which is characterized by stiff muscles, muscle twitching, and gradually worsening weakness due to muscles decreasing in size. This would result in difficulty speaking, swallowing, and eventually breathing (Henderson and Wendy, 2017, Lind and Hanna, 2018).

First is the value of understanding the person with M.S. in the emotional area since they are living with it and must endure constantly aware of the disease, each disease of this sort is individual as it is common.

The disease itself has some common source, which enables a way of understanding that the disease itself is different from each other, one point is the emotional struggle which each individual has when receiving the confirmation of having the disease.

By beginning with contacting the local MS group in order of conducting a contextual inquiry regarding each individual’s experience, this will only be conducted if each of them is willing of sharing their experience of how they comprehending the news about living with the disease.

The discursive and contextual field that focus this subject is the history of health care regarding this disease from past information to the more recent, as well how the disease is perceive then and now.
The discursive and contextual field that focus this subject is the history of health care about this disease from passed information to the more recent, as well how the disease are perceived then and now.

In certain societies, especially in the west, they tend not to speak openly about this because it is taboo. By as well using the direction of emotional design and participatory design to gather information that could contribute, this has then to be translated in the area of generative design research. (Heydarpour, et al. 2015).

The project focuses on the emotions that are the person that is newly diagnosed with MS what kind of thoughts they have as well their different feelings (Mcglensey, 2016)

In order establish this sort would to start in a design-led area where design and emotion would contribute with their sort of knowledge to further involve a sociological, participatory and critical thinking.

By having, this sort of focus in this area some conclusions as well an understanding of how to approach a common platform of understanding between the patient and those that have this kind of disease (Idbrant, 2013).

With the information gathered through various research papers could an understanding of the situation for those with M.S. be understood (Ghanbarighalati and Persson. 2016).

By using the help of design in order to be able of communicating as well, reaching out about this kind of topic would help the status to those with this disease.

Applying these different methods, the information may become more relevant in other branches than the one sought after.

By going through every information and carefully review them, they could be applied, if they present relevant information. MS is a disease with very difficult symptoms and the damage it does is usually permanent, which can reduce the person's mobility and can make it impossible for a safe future from multiple points of view, including work and family.

With current tools as well as emergency medications, a future could be possible.

Because there is no cure for MS so with this disease, they have to rely on medicine that slows down the disease, the result is not a cure but at least it can help them to have a normal life.

Even their concentration capacity creates limitations of their lives, because of the fact that they cannot handle multiple things at the same time. In order for a life to be bearable, life has to re-plan from the beginning.

People with this disease must rest more in order to continue their lives properly, because of this, preconceived sentences may arise.
This affects them emotionally and can affect their prospects of having a future job. This is a limitation in their job and those who have hired them must have a good understanding of the person's disease.

Although various studies in medical research have been conducted into exploring nature (Martin and Hanington, 2012), causes and treatment (Mult-sclerosis.org, 2017), of the disease, this work would focus on MS from a design perspective (Martin and Hanington, 2012).

One of the most common disabilities with MS is the both spoken as well the non-spoken compunction between the patient and health staff, this sort of communication consists of the unspoken bond between them (Wikström and Eriksson, 2009).

Future prospects of a job that understands their situation when it comes to working hours because they do not have the same capacity as those without the disease.

The disease causes them to take several hours to rest than those without the disease, creating confusion among people who do not understand the disease. Because the disease creates this kind of limitation, it can be perceived by the people, which create preconceived sentences about the person.

The mental struggling and the confusing in order to try to understand that they have this disease might be something that people have trouble processing the information (see picture) (Hansson and Persson, 2015).

Having a physical disturbance and being constantly reminded not only affects their thoughts but also their feelings (see fig 3). By experiencing these things, being able to handle this without understanding every day requires a lot of that person. By having physical constraints, it affects more on their thoughts and feelings, this can lead to their disease being affected for the worse.

![Image](https://www.pinterest.se/pin/8435102051777770437/)

**Fig. 3** (Describing the situation of one with M.S.) (https://www.pinterest.se/pin/8435102051777770437/).
Each of the different sources will contribute to their information, this in order to be clearer in describing the sort of help that is in need.

By creating a special kind of form containing a different kind of questions regarding health care, nurses and patients whom the healthcare staff as well doctors would answer on.

The answers from the form would then form the design concept.

The sort of information in the form would contain their different views and thoughts, this sort of information is necessary in order to understand the health staff’s view of MS as well what sort of design could be helpful.

The different methods for implementing this will vary depending on the angle of incidence.

The methods used in this project may vary depending on the situation, such as staff, users and their families. Each of them will provide necessary information in understanding how each of them understands MS and what sort of design would be helpful.

Based on their information and description of their situation and how they handle everyday life, a possible entry point could be found.

By conducting desktop research, interviews, workshops as well hands-on research would enable a certain path of understanding between the ones having the disease and those who have the disease.

By utilising hands-on research because of related disease as well, current situation a close-up view is then established in order of gaining information.

By using the method of interviewing both staffs at the hospital at the same time as people with the disease, a base of information of both parties can be carried out, with information from the viewpoints and perceptions of the boat, a deeper investigation can be carried out.

By conducting hands-on research, information from a patient's point of view can be understood and become more discovered.

The information obtained from this approach can be the starting shot to understanding how they live with the disease.

Because the disease cannot be imitated by someone who is healthy, it means that a hands-on research from a person with the disease can reach the required information.

The desktop research will explore the various effects that already exist on this subject and if this approach has been implemented.

Research through this approach, thorough research on this topic on which this thesis is based can be viewed and evaluated for further use.
Creating a form that is then sent to health staff in the neurology department, the answers would then contribute reviewing their thoughts regarding this subject.

Since the knowledge about this specific disease, as well the understanding is difficult to understand and could be misinterpreted, this could cause harm to the person not only physically but as well psychically.

Therefore, it is most important to have a proper understanding about the disease as well as the person with the disease, this by recognizing what sort of symptoms they may experience.

By using the information that is acquired concerning this specific topic could a careful equally as valuable research be conducted, in order to acquire the right sort of information.

The forms results would serve as the aspect of the hospital, in their specific area as well their current understanding.

Interviewing the ones from the local MS group would result in their aspect of understanding regarding this subject. By having the information from both the professional health staff and from those with the disease in what sort of level of understanding do they understand each other.

With the information gathered by using desktop research would contribute to understanding if the understanding has evolved or if it has been the same for many years. Information gathered the desktop research would contribute in what sort of information is currently known as well what sort of analytic aspects are currently in process.

This regarding understanding, methods as well knowing what could contribute to this project.

The design approach of this is to know if the certain contribution has been applied in understanding the situation as well contribute in knowing more about understanding to those without the disease.

This would result in a better understanding between patients and their specific healthcare staff because M.S. healthcare patients are not only challenging for the patients but also on the healthcare staff, who meet not only a patient each day with various patients with various symptoms which experience separate from each other (Erikkson and Wiksröm, 2009).

Therefore is the communication as well understanding clearly something that should be strived after.

Beginning with locating suitable information, which describes the hardship of an MS person, then to locating suitable information in the area of health and design concerning MS would then enabling if this have been done before. To begin with, by visiting the hospital and interviewing the doctors and nurses gaining their professional understanding, this in regarding in how to understand the person with MS providing the proper understanding of their disease. Another option that would
be helpful is the local MS group, this group would provide useful information in their experiences as well the daily social perception which they encounter. One perspective is that people without this disease do not appear to understand what the person with Multiple Sclerosis (MS) experience each day, what they think about having it and what sort of emotion they experience (National MS Society, 2017).

For those with this kind of disease would ruin them economically because of the cost of medication, hospital visit, rearranging their homes so there could be adaptable to their present situation. They become more dependent on their families and help from the society. (Kobelt, 2006). This disease has a high cost considering the treatment, staff, therapy, rearranging the home environment as well the cost of the patient's strength and patience. Having MS is not only costly to their health but also as well, it can cost a great deal in redesigning their lifestyle such as adapting their homes by redesigning their homes, making it easy to save their energy (Carter, 2011, Kobelt, 2006).

Since The MS is constantly making the person feel tired, disabling them from engage in activities that would require additional movement (Lind, 2018).

In certain cultures, this kind of disease doesn't exist because they believe it's their ancestors or some sort of spirit that has done wrong with them because of something they did (Hansson and Persson, 2015).

By having an improved understanding of the disease, the person's ability in handling the MS in their life everyday would increase the awareness and the possibility of being understood, to those with the disease, understanding of just how that patient feels can increase.

By having an increased sense of knowledge of the disease knowing how the person is able of manages it, this would help their self-esteem as well as increase their quality of life.

Through the questionnaires, they, with the disease, like those without the disease, can have a chance to describe their situation and get a speech on the matter.

In order to go on to see how the understanding of the disease is today.

In the west when it comes to society's issues, knowledge, and understanding of the disease has been taken into account, thanks to the development of science, they can now live as normal by the means of the break medication.

By being more active in telling and explaining how their disease is, more information can be provided on how the disease acts on the individual. To the east, understanding, as well as social treatment, has come as much progress. The shame that this type of disease and that it is their own fault is still strong. In the West, these thoughts has been handled, because most people think they are responsible for having the disease, but no one knows how this disease occurs. Depending on the diet it can ease the pain as well make the life of the one who has this kind of disease bearable (Wahls, 2011). It is necessary to change their lifestyle with this type of
According to recent studies, exercise training can recreate damaged parts of the brain, but the question is if successively training and changing their food intake, is a better alternative instead of their brake medication. Brake medications neutralize the effect of the disease and slow it down, they are of course a necessary substance and taking such high risk of not taking it might be too high. On the other hand, they are a strain on the body itself and its side effects can cause more harm to the individual, but if one would consider managing the disease in a natural way where exercise and a more natural diet where the focus is more on fruit and vegetables, maybe their lifestyle and life can be exorbitant without medication (https://ungmedms.com/topic/den-stora-kosttraden/).

Since it is natural to treat and think that you should have a medicine for their illnesses, no natural option is considered. (Wahls, 2011)

The alternative substance is not seen as obvious as it has not been proven academic and is considered a placebo alternative without scientific warranty. Because the brake medications are so expensive, drug companies do not want the doctors to rely on this method for scientific reasons. Since this disease is centred on a single individual, it is not consideration on those surrounding the one with the MS could feel the pain of seeing their family member in great pain. This causes the individual hurts many changes to the individual, its family, their friends and surroundings, it is a fearful risk to take if the disease shifts and disables the person both physically and psychologically. With this in mind, these alternatives are seen as a terrible choice to take, the disease does not only affect the individual but it also affects close relatives and friends.

3.2 Discuss, contextualise, analyse and critically evaluate the history of work carried out in your field focussing on sustainability issues considered from an ecological as well as an economical, cultural and socio-political perspective and using the theoretical, methodological and analytical frameworks drawn upon.

Since there are several books written about the disease describing it as well what it feels having M.S., there are no book written of a person with MS since the pain and feelings having MS is hard to describe and understand would the ideal writer be one that experience the problem, in this case the diseases. Just by having, the diseases might make the writer blind since focusing on the subject too much and do not understand the other perspective. Understanding the subject in an economical as well cultural, socio-political perspective would be to understand how much money the treatment costs for the MS person and to understand the preconceptions that this disease has. One person living with this disease have to endure daily misinformed thoughts, making them tired, tired of being told that they look healthy, that they don't look sick so they don't need the handicap parking space. The cost is not only
the medication and treatments, but as well, the rearrangement of the home and transportation costs.

3.3 Discuss, contextualise, analyse and critically evaluate current projects and contemporary work carried out in your field focussing on sustainability issues considered from an ecological as well as an economical, cultural and socio-political perspective and using the theoretical, methodological and analytical frameworks drawn upon.

As discussed above there are no books written by a person with MS describing what it feels like having the disease. As far as I know this is the only project of its kind, concerning either MS or other diagnoses.

3.4 Describe and discuss the changes you hope to facilitate, the questions you seek to raise or the assumptions you hope to challenge with your project focussing on sustainability issues.

With the help of this design, it would contribute into having an enlightened understanding of the feelings and thoughts of a person with MS this in order to reduce as well the sort of preconceptions that those with MS have to live with.

4 Design Project

4.1 Describe, analyse and critically evaluate the different steps of your design process focussing on sustainability issues considered from an ecological as well as an economical, cultural and socio-political perspective and using the theoretical, methodological and analytical frameworks drawn upon.

First was to establish a certain specific schedule, this was in order to divide the time into specific areas whereas the time in each area was specified (see fig. 4).

The areas, which were established, was research in finding academic material, this was in the order of knowing how the nurse and doctor understand the patient with MS The other areas where stakeholders, workshop, analysing the already written materials and building test models.
After conducting the schedule and planned the process on how to proceed further within the attended area, which where the area regarding the nurses and doctors in the neurological department within MS (see fig 5-6)
Since the area is vast, with multiple choices certain focus had to be clear on the area, selecting the area of the nurses and doctors, during this sort of process would the questions be answered (see fig.7).
In order to clarify in what the intentions of the project would suit the area, as well what sort of information could contribute in order of further research (see fig 8.) Since the research question started with grand diversity the project had to begin to focus more, this was to be able of conducting further with the project.

**Fig. 8** (Translate from Swedish: Purpose: Increased understanding between patient and healthcare. How? Through a specific training and a specific service/product. Why? In the current health care, there are significant shortcomings in the treatment and understanding. Implementation: Based on the own experience of this disease as well as having current contact with nurses and doctors.)

This part of the process was in order to establish a better understanding what was the reason for the project and what the outcome would result in.

**Fig. 9** (Own picture. Overview of different sources)
After research certain academic papers and books a specific understanding had to make, this was in order to understand what each of them discussed by creating different sections (see fig.9-10.). By writing down the most important information, this was discussed frequently as well by its importance.

Fig.10 (Overview of different sources)

Each of the sources had their own standpoint regarding patients understanding as well the nurses and doctors understanding about MS. One of the sources, written by a nurse had the information about how to change the accommodations to the patients since they have to adapt to their new lifestyle (Carter, 2011), another was written by a doctor in MS that investigates more in how the understanding between the patient and nurses could be improved.
After translating all the sources into an understandable way what their purpose and goal is and what sort of important information they contain to this project, then a certain diagram with similarity could be done (see fig.11).

The outcome was to understand what could be made and what was missing to be explored, from the summary a decision was made into a final concept.

By starting sketching the concept and how it would answer the different questions regarding the understanding between patient and health care employed (see fig.12). After establishing and conclude the concept certain questions arise regarding the concept, which would then improve the concept (see fig 13).
After the idea of the concept was made, certain ideas arose as well questions regarding the concept which would contribute to a more refined concept. Certain sketches were made in order to understand if the ideas were worth to proceed further with or if it was abandon.

Fig. 13 (Finalisation of possible idea and sketch of the concept)

Fig. 14 (Sketch of concept)
Certain ideas of the concept were at first interesting, but then was abandoned due to time shortage as well possibility of creating it (see fig 14).

By creating a map of the where each of the different areas as the stakeholder’s relationship to the patient and where the design concept would be on the map became an interactive map of how each of the areas is affected by each other.

**Fig. 15** (Sketch of developing the concept idea)

This sketch was an development out of the early conceptual idea as well suited what the nurses had answered on the form that was distributed through neurological healthcare (see fig 15).

Each nurse has this sort of writing tablet with already information regarding different MS symptoms, which would make the nurse experience the symptoms just by reading about it.

By interviewing the patient, the nurse would the write down their information that would be helpful further if the nurse forgets and needs to be reminded which patient and what sort of symptoms. The model of this would be with the logo of MS that would make this product especially to a neurological patient with MS symptoms (see fig. 16-17).

**Fig. 16** (Sketch of the idea)
By creating a cardboard model of the concept would make a more suitable way in order to finalise the concept (see fig. 18-22).
Creating the model in a square form would make it easier to customise the ideas for future demands.

The book inside the model contains every symptom describing them in a way that would make the reader experience the same symptom as the patient without having the disease, this in order of being able if become more aware of these symptoms.
The book which they read is with an extra blank page to the nurses for write down the experience they have with the patient as well the experience with the book.

The figure shows the person with MS different needs and where they are placed on the diagram, the different positions may vary from person to person. This sort of diagram is vital because it is difficult to understand a person with MS and knowing what their need, as well as knowing if they can feel safe with them. This will also illustrate the importance and how vital it is to understand the person with the disease, as well how important communication between patient to family and health staff (see fig 23).

Scenario: The person in focus who is with the name patient, this in order of having a clear and direct understanding of the subject and the scenario.

Patient.

Direct contact: Family

Secondary contact: Friends, Nurse.

Third contact: Doctor, Nurse

Fourth contact: Other people.
Fig. 23 (Chart over MS person's contacts)

Scenario: The person in focus is named patient, this in order of having a clear and direct understanding of the subject and the scenario.

Patient.
Direct contact: Family
Secondary contact: Friends, Nurse.
Third contact: Doctor, Nurse
Fourth contact: Other people.

Family: Family is aware or unaware of this disease, but the family have a deeper understanding of their son/daughter or their contact is not so deep and their understanding may falter.

Friends: Friends to the patient might know partially or know deeper how and what the patient is feeling and thinking. This sort of contact could be stronger or less than the contact to the family.

Doctor: The doctor is in contact with the patient when dealing information and testing the patient. The doctor informs the patient as much as he knows about the disease about as well if they have any questions that only the doctor can answer on.

Nurse: The nurse helps the patient in dealing with handling the information as well be on the patient side to help them with their questions as well ventilating their feelings and thoughts.
Other people: People that do not have a close contact with the patient might not have the same understanding and knowledge about the patient’s situation.

By making a customer journey with different steps would the process of being ill be understood, the different steps might be developed or left when the final product is applied. The first picture illustrates a person in need of medical care visiting the hospital (see fig 24.).

Making the method, customer journey, the different key points would be clear, the importance of the different key points as well the necessarily of them. Looking at the first section on the left, the person is feeling ill or experiencing psychical problems like numbness, have the hierarchy of relining on the family first or depending on the situation in the family his/her friends. The second section is when he/she arrives at the hospital, the doctor as well nurse have the equal hierarchy of the person that is now named patient. In this section, the doctor is important to the patient and the nurse has the stationary part, by gaining the confidence in the doctor as well nurse to feel secure as well rely on them is a process that will take time. In the third section is the when the different tests are conducted in order to know what sort of disease is causing the illness. The fourth section is when the different thoughts in the patient beings rush, thoughts that cause an emotional setback, here the nurse is the key point in calming the patient. When the test results are concluded the patient will go into a crisis, if the test result is indicated Multiple Sclerosis, the patient will need the comfort and support of their family or friends in order of processing the information. The processing time will take a long time to process, it might take more than a year to finally come to an acceptable, even if the patient is willing to accept his/her situation the patient is not willing to give up. Depending on how severe the disease is the treatments are different, some people with this disease do not need the break medication while others need the strongest. While gaining the treatment the nurse is important to the patient since the nurses is educated in listen and support the patient when the patient needs to ask questions, the nurse might not have all the answers to the patient but the nurse acts like a safety point. This sort of safety point is important to follow up after the treatment, this to check if the treatment is responding correct to the patient or if the treatment is not functioning. Since this is an incurable disease life have to go on, by rethinking current life situation and think of future processes the person as well family and friends will handle the disease.

![Customer journey chart describing the process of visiting the hospital](image)

**Fig.24** (Customer journey chart describing the process of visiting the hospital)
The second customer's journey is different since the end product is then introduced and the different situations will become altered differently (see fig. 25). The first section is the same, but in the second section, the end product is then available, depending on the patient's current situation to the end product might be usable in this section. On the third section, it is all the same, but in the fourth section, the end product reappear once more depending on the person. In the test result section, the end result becomes important, the person becomes safe, calmer as well information provider in providing the information that is explained. The explanation is not to cause panic or disorder but to provide the personal information that is understandable, this is providing the information in a clear and understandable way. In the last section the end product is in the centre, this in order of being a vital instrument to the healthcare as well for the patient, their family, their friends, but also it could provide understanding about the disease to those who do not know about how this sort of disease works.

![Figure 25](Customer journey chart describing the process of visiting the hospital and have the design result in disposal)

4.2 Describe, analyse and critically evaluate the results of your design process focussing on sustainability issues considered from an ecological as well as an economical, cultural and socio-political perspective and using the theoretical, methodological and analytical frameworks drawn upon.

After testing the ideas as well gaining much feedback from the users as well as the healthcare staff, the final idea became an information booklet, that would contain describing the text as well pictures of the main problems that a person with MS experience. The booklet itself should make an unforgettable as well memorable thought, therefore it should be made in tile, this to symbolise the heavy burden which the one with MS is experiencing from there Fatigue. The booklet itself is a person with MS and the reader should handle the book, as it was a person with the disease, strong but also fragile and could easily be broken (see fig.26-28).
Once opening the book the reader is opening the person reading about the different symptoms, which the book is experiencing and trying to inform about, the red colour of the inside of the tile is symbolic of opening up the person, the markings inside of the tile should resemble nerves. The chosen colour of the paper was to match the colour of the tile.

Fig. 26 (Model of final concept)
Fig. 27 (Model of final concept)

Fig. 28 (Model of final concept)
To put this together into a book was possible by using rings that could hold together the tile and the paper. The selected problems, which the disease causes, were then carefully selected, and then it could be illuminated as closely as the disease was experienced. Observe that the sickness itself is perceived worse than what the images are displayed, but thanks to these images, they can give a better understanding of it. The selected problems and problems of disease were carefully selected, and then they could be illuminated very closely as the disease was experienced. Observe that the disease itself is perceived as worse than the pictures, but thanks to these images, a better understanding of what those with MS go through every day could be achieved.

The stabbing pain that is constant from morning to evening makes you tired, no pain reliever helps because it is a nuisance pain. In some cases, it feels that the pain is like needles that are put in everywhere in the body (see fig. 29), sometimes the pain feels like there are hooks that pull the body (see image B). “The feeling of having small needles all over the body that is then pressed in and out at the same time slowly” (Quotation from Eduardo, 2017). This kind of feeling can lead to the experience of re-living past relapses. Occasionally the pain feels like hooks that are attached and constantly dragging and pulling parts of the body (see fig.30.)

Fig.29 (Pain) Image A.
Planning can be difficult due to emotions, which can interfere and cause a feeling of being emotionally paralysed (see fig 31).
Having too much to do can cause a feeling of being overwhelmed, which can put the person in a state of panic where the person cannot do anything (see fig.33).

Stress is something that people with M.S in particular should avoid since it can make the disease worse. Stress can include having to handle too much at the same time, and the feeling stressed about the disease (see fig.34).
It is easy to forget things if too much is happening at the same time, and it is often only possible to concentrate on one thing at a time.

The feeling of being completely drained of energy but still have to keep on going. It can feel like carrying a heavy load on the shoulders that cannot be put down, and like pulling heavy weights with the legs (see fig.35).
Feeling all empty and unable to finish things fast. It is like there was an invisible wall in front of the person, which only disappears after a long period of rest. This type of fatigue makes it hard to focus and concentrate, and to continue working only makes it worse (see fig. 36).

Brain fog occurs suddenly and can last a while, cannot focus and it feels like having a heavy cloud in the head, which makes it difficult to focus. The difference between

Fig. 36 (Brain fatigue)

Fig. 37 (Brain fog)
this and brain fatigue is that brain fog is a fatigue that lies within the person (see fig. 37).

**Fig. 38** (Vertigo)

The feeling of vertigo can occur suddenly without warning and can last a few minutes to several hours. Occasionally, it can feel like being pulled down, and sometimes it can resemble the feeling of drowning (see fig. 38).
The onset of an eye inflammation is very painful, will be very painful, almost like having an arrow running through the eye. Eye inflammation also comes with severe headaches and pain when moving the eye (see fig 39).

Feeling numb in certain parts of the body and having no control over these, body parts can be very frightful. is very frightful. Sometimes the feeling last for long periods, sometimes it is only a pseudo-relapse (see fig 40).
5 Summary and Discussion

5.1 Summarise your project and discuss your learning outcomes, any problems you might have encountered and any questions your project and process might have raised.

In able of summarizing this sort of summering this sort of help would be a success and come to the full text of the project in its entirety, it considered adapted to those newly ill and healthcare professionals.

5.2 Discuss the potential for future work in the field focusing on sustainability issues and design as an agent for sustainable development and change.

The benefits of this particular project are not just a help for those with multiple sclerosis, but it can also be helpful for their family and friends in understanding and support.

What Jones (Jones, 2013) meant by that we have to rethink design as "design", could be translate into design as service design whereas the service is to be able of understanding MS.

Design in order of just designing products after a certain demand would mean to design a translation of M.S. through the help of design. This sort of translation in understanding the disease would take more work and researching in order of finding a proper translation. Since this sort of translation in design have the purpose in helping healthy people know what MS Is as well helping the newly diagnosed with the transition in being ill with MS. This sort of smoothing in knowing about MS would ease their worries as well calm their family, this by knowing about the disease in time so they could with the knowledge already presented accept the situation.

In what way would this sort of design provide to future healthcare is that the healthcare would provide this book in their hospitals, sharing the knowledge making the ones with MS visible as persons. This by making the social accepting enlightened and less judging about the MS, sharing the knowledge about this disease as well the problems. Educating about this invisible disease, M.S., providing knowledge to those who do not know about this disease.
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List of illustrations

List of illustrations (images, diagrams, etc.) in the order in which they appear in the report.

Fig.1: https://multiplesclerosis.net/what-is-ms/statistics/

Fig.2: https://www.pinterest.se/pin/39568351724497786/

Fig.3: https://www.pinterest.se/pin/843510205177770437/

Fig.4 - 40: Own picture.
Appendix A

Questions to nurses about the disease Multiple Sclerosis

Scenario 1
A patient with Multiple Sclerosis at the ward appears to feel unwell and has difficulties explaining to the nurses how he/she is feeling. Would it be helpful if a person with an own experience of Multiple Sclerosis is available at the ward to understand and communicate the patient's thoughts and feelings? Describe how? Suggest some physical aids or similar which could assist in this?

Scenario 2
A patient arrives for testing and/or treatment and feels concerned about his/her illness.

If health staff could understand the patient's thoughts and feelings, would they be able to support the patient better? Describe in what way? Suggest some physical aid or similar which could assist in this?

Which of the following would be helpful? If health staff could understand the patients:

Thoughts
Feelings
Physical symptoms
Psychical barriers
Describe in what way? Suggest some physical aid or similar which could assist in this?
# Appendix B

Customer Journey, Multiple Sclerosis

## Fig 1.

<table>
<thead>
<tr>
<th>Person situation</th>
<th>Person goes to hospital</th>
<th>Testing</th>
<th>Different thoughts and feelings</th>
<th>Test result</th>
<th>Crisis</th>
<th>Treatment</th>
<th>Aftermath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/Patient</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Doctor</td>
<td>Person/Patient Nurse</td>
<td>Nurse</td>
<td>Person/Patient Family</td>
<td>Nurse</td>
<td>Person/Patient Nurse</td>
</tr>
<tr>
<td>Family</td>
<td>Doctor, Nurse</td>
<td>Doctor</td>
<td>—</td>
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<td>—</td>
</tr>
<tr>
<td>Friends</td>
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<td>—</td>
</tr>
</tbody>
</table>

## Fig 2.
**Fig 3.**

<table>
<thead>
<tr>
<th>Person feeling sick / experiencing problems</th>
<th>Person goes to hospital</th>
<th>Testing</th>
<th>Different thoughts and feelings</th>
<th>Test result</th>
<th>Grid</th>
<th>Treatment</th>
<th>Aftermath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person / Patient</td>
<td>Person / Patient</td>
<td></td>
<td>Person / Patient</td>
<td>Person / Patient</td>
<td>Person / Patient</td>
<td>Person / Patient</td>
<td>Person / Patient</td>
</tr>
<tr>
<td>Doctor, Nurse</td>
<td>Doctor</td>
<td>Nurse</td>
<td>Doctor</td>
<td>Nurse</td>
<td>Doctor</td>
<td>Nurse</td>
<td>Nurse</td>
</tr>
<tr>
<td>Family</td>
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<td></td>
<td>Friends</td>
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<td>friends</td>
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</tr>
</tbody>
</table>

Feeling sick, going to hospital.

Have experienced problem in some time.

Thought it was going to pass.

Feeling afraid that it something sever.

**Fig 4.**
<table>
<thead>
<tr>
<th>Person situation</th>
<th>Person goes to hospital</th>
<th>Testing</th>
<th>Different thoughts and feelings</th>
<th>Test result</th>
<th>Crisis</th>
<th>Treatment</th>
<th>Aftermath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/Patient</td>
<td>Person/Patient Doctor, Nurse</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Doctor, Nurse</td>
<td>Person/Patient Doctor</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Nurse</td>
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<tr>
<td>Family</td>
<td>Friends</td>
<td>Friends</td>
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</table>

**Fig 5.**

- Person goes to hospital

- Person/Patient Doctor, Nurse

- Arriving at hospital, feeling insecure.
  - Starting to feel reassured that the doctors would find something.

- Thought it was going to pass.

- Feeling afraid that it something sever.

**Fig.6.**
### Fig 7.

<table>
<thead>
<tr>
<th>Person situation</th>
<th>Person goes to hospital</th>
<th>Testing</th>
<th>Different thoughts and feelings</th>
<th>Test result</th>
<th>Crisis</th>
<th>Treatment</th>
<th>Aftermath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/Patient</td>
<td>Person/Patient Doctor, Nurse</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Nurse</td>
<td>Person/Patient Doctor</td>
<td>Person/Patient Family Nurse</td>
<td>Person/Patient Nurse</td>
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</table>

**Life**

Doctor explain the process, reassuring it is ok. The standard testing begins.

Still have the thought of it might pass. Since some test is painful as well new to the patient it creates questions, such as is that bad? Is it Cancer?

Deep down it might be something else but you don't think about it.

### Fig 8.
<table>
<thead>
<tr>
<th>Different thoughts and feelings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/Patient</td>
</tr>
<tr>
<td>Nurse</td>
</tr>
<tr>
<td>Doctor</td>
</tr>
</tbody>
</table>

Since the doctor as well nurse have reassure them with information the patient is calm.

The thought of having something else begins to feel more likely.

The thought of cancer starting to build up and hearth rate starting to excel more making the person more and more stressed.

**Fig 5.**

<table>
<thead>
<tr>
<th>Test result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/Patient</td>
</tr>
<tr>
<td>Patient</td>
</tr>
<tr>
<td>Doctor</td>
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</tbody>
</table>

Feeling reassured when test result have arrived.

Thoughts of having something like a flue or cold linger there just to comfort them.

Ok. So you have M.S. What is Multiple Sclerosis? Never heard of it. Is it curable?

**Fig 6.**
<table>
<thead>
<tr>
<th>CUBB</th>
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<tbody>
<tr>
<td>Person/Patient</td>
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<tr>
<td>Family</td>
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<tr>
<td>Friends</td>
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</table>

**Fig 7.**

So that is M.S.?
Ok, what do I do now?
Family and friends tries to understand their situation.

What have caused this?
Have I done something to have this?

Why should I receiving this?
My life is destroyed!

**Fig 8.**

Feeling slight secured and trusting the health staff

Begins to think of the things you wanted to do. Asking more questions to the nurses. Is this going to be forever?

What sort of future do I have?
I'm going to die of this.
Fig 9.

<table>
<thead>
<tr>
<th>Aftermath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/ Patient</td>
</tr>
<tr>
<td>Nurse</td>
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</tbody>
</table>

Slight reassured, feeling better.

So this is like having M.S.?

At least the pain have slightly stopped after the treatment.

Fig 10.

<table>
<thead>
<tr>
<th>Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person/ Nurse</td>
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<tr>
<td>Patient</td>
</tr>
<tr>
<td>Family</td>
</tr>
<tr>
<td>Doctor</td>
</tr>
<tr>
<td>Friends</td>
</tr>
</tbody>
</table>

Feeling secure now that knowing about the treatment. Living life as normal as possible.

Family and friends tries to understand their situation, are reassured that there are a treatment.

Feeling ashamed over having this disease.

Wont tell people about this disease due to preconceptions
<table>
<thead>
<tr>
<th>Person situation</th>
<th>Person going to hospital</th>
<th>Testing</th>
<th>Different thoughts and feelings</th>
<th>Test results</th>
<th>Self/acceptance</th>
<th>Treatment</th>
<th>Life</th>
<th>Future health care clearer understanding</th>
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**Fig 11.**

Feeling sick, going to hospital.

Have experienced problem in some time.

Thought it was going to pass.

Feeling afraid that it something sever.

**Fig 12.**
Fig 13.

<table>
<thead>
<tr>
<th>Person goes to hospital</th>
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<tbody>
<tr>
<td>Person/Patient Doctor, Nurse (M3 book)</td>
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</tbody>
</table>

Arriving at hospital, feeling insecure. Starting to feel reassured that the doctors would find something. Doctor informs it might be something neurologic.

Thought it was going to pass.

Feeling afraid that it something severe.

Fig 14.

<table>
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<tr>
<th>Testing</th>
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<tbody>
<tr>
<td>Person/Patient Doctor, Nurse</td>
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</table>

Doctor explain the process, reassuring it is ok. The standard testing begins.

Starting to feel calm that the doctors would find something.

Still have the thought of that it might pass. Since some test is painful as well new to the patient it creates questions. Is this something bad? Is it Cancer?

Deep down it might be something else but you don't think about it.
Since the doctor as well nurse have reassure them, giving them information the patient becomes slightly calm.
Are introduced to new information like a book about Multiple Sclerosis.
Becomes relieved but still feel nervous.
Thinking of it might be other neurologic diseases. Starting to get more nervous creating scenarios over different diseases.

Fig 15.

Feeling reassured when test result have arrived.
Feeling calm over having already read about it.
Feeling a bit down knowing it was M.S. but yet the information was reassuring to know beforehand.
Knowing about the disease beforehand eased the shock.

Fig 16.
### Fig 17.

<table>
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<th>Data/acceptance</th>
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<tbody>
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<tr>
<td>Family</td>
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<tr>
<td>Friends</td>
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<tr>
<td>M.S. book</td>
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</tbody>
</table>

Family and friends try to understand their situation. Explains it to them with the help of the book.

The questions like, what have caused this? What have I done to have this?, becomes less important to linger the thoughts on. Accepting the situation.

Knowing more about the disease, knowing that it was written from one in the same situation became some like an assurance.

### Fig 18.

<table>
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<th>Treatment</th>
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<tr>
<td>Person/Patient Nurse</td>
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</table>

Feeling secured and trusting the health staff

Begins to think of the things you wanted to do. Asking more positive questions to the nurses.

Starting to plan the future according to this.
Feeling more secure now that knowing about the treatment. Living life as normal as possible. Family and friends tries to understand their situation with the help of the book. Are relieved that there are a treatment.

Feeling ashamed over having this disease becomes less important to feel and think of.

Are more open to tell people about this disease in order to make people more informed about his disease.

**Fig 19.**

Feeling more confident over that the health care as well people are becoming more informed over once situation.

The more people know about this disease as well how it is to live with it, the better the healthcare and peoples awareness becomes.

**Fig 20.**