

INSTANTLY

scent the moment - encourage activity



M.A. Industrial Design degree project
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INSTANTLY

scent the moment - encourage activity

by Sophie-Catherine Ohlsen 2016

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ABSTRACT

Introduction

This project looks at the potential of integrating the human perception and specifically our own perception of scent into the design process. To create something unique, valuable and potentially tangible with a powerful perception that is the exact opposite, intangible.

In my Thesis I explored different uses cases, went on a sensual experiences myself to encounter the enriching potential, that scents can have in our daily routines. My work has researched and validated the powerful experiences we can create, when using scent as a medium to interact with.

In a world that is overstimulated by the visual, digital and audible, I created „Instantly“. A product that breaks with routines, a product, that triggers chains of beneficial reactions through scent. A way to play with your daily autopilot to establish healthier routines for yourself.

INTRODUCTION

Instantly

In the intricate interplay of our senses, scent emerges as an evolutionary messenger, instantly influencing our emotional cortex and guiding behavior. Simultaneously, time has evolved, becoming less linear and more elusive in our routines.

„Instantly“ is a groundbreaking living service that weaves subtle scent sequences into the fabric of your day, akin to learning the clock as a child. Rather than fixating on time, „Instantly“ prompts a more considerate response by associating moments with distinctive scents, encouraging anticipation for change.

Crucially, in the realm of habitual conditions, „Instantly“ highlights the importance of time. By breaking free from persistent conditions through scent-induced awareness, it sparks a proactive approach to change. Embrace the transformative potential in every moment with „Instantly.“

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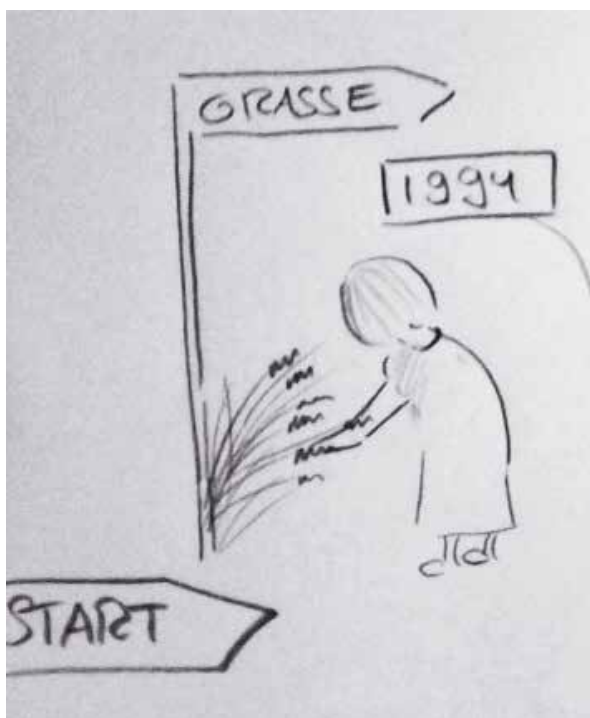
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BACKGROUND

INTRODUCTION

SCENT, SOPHIE AND DESIGN

personal motivation



Already as a child I was fascinated and often highly influenced by the scent of my surrounding environment. Growing up in the countryside I came across a diversity of scents. I remember creating own perfumes with my best friend picking rose leaves and grass, which eventually would mould in our basement, since we obviously weren't experts.

One of my strongest childhood memories goes back to family trips to the south of France. Visiting Grasse, the major perfume capital in the world sustained and intensified my relation to scents. I am very sensitive to perceiving scents in my daily environment. As inspiring and broadening experiences, it can also be a burden and great distraction, which obviously controls me subconsciously most of the times.

As a designer I have an affinity and high motivation to work within the area of the human perception. Having explored the world of sound in my B.A. Thesis and tactile exploration in my NASA project, I want to spend my M.A. within the world of scent.

Scent as it is highly personal, highly scientific and yet very nostalgic, I want to look at it from a designers point of view. As our world is mostly visually dominated, I intend to investigate the great potential of scent to influence peoples mindsets and motivate behaviour.



<http://killeenna.com/the-story/>

<http://killeenna.com/quality/>

INTRODUCTION



INITIAL THOUGHTS

personal approach

The human perception and cognitive science spark a lot of inspiration and motivation in me. From the scientific background and throughout history, scent as an immaterial influences our lives on a daily basis. I believe that design and scent have interesting relations, similarities and differences, that are worth exploring.

There is no scentless space or place on earth and we are constantly under the ambient influence of it. In relation to the omnipresence and subtle, but strong impact on humans, we neglect the benefits for people and the potential of scent in design, to enter an experience.

INVISIBILITY
IMMATERIAL

VISIBILITY
(MATERIAL)

SCENT & DESIGN

Scientific
Immaterial
Highly personal
Historical
Nostalgic
Poetic

Intervention
Break habituation
Cross fertilise
different worlds

Human centered
Functionality
Aesthetics
Technology
Innovation

INTRODUCTION

„Scent happens both before and behind all other senses. Scents hit us directly through the limbic system; they are more pre-cognitive and emotional.“

Eva Wisten

EXCLUSION AND INCLUSION

scent and society

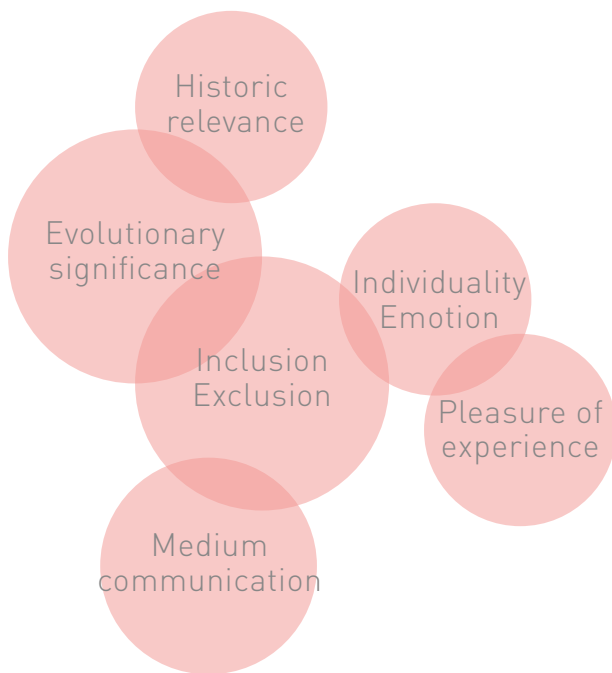
Knowledge, culture and intelligence is dominated by our visual abilities. Scent has been eliminated over history and is still excluded in our modern society. Over time it has been associated with poverty, dirt and bodily fluids. Today, odours are banned with clean surfaces, air control systems and antiseptic materials. (Wisten E.,2016)

Nowadays scent is re-integrated in society. Scent is used in branding, home appliances and hygiene articles. If one takes a closer look at the actual biological and psychological effects and importance of scent and it's relation to mental and physical health, scent has the potential to go beyond known territories in design.

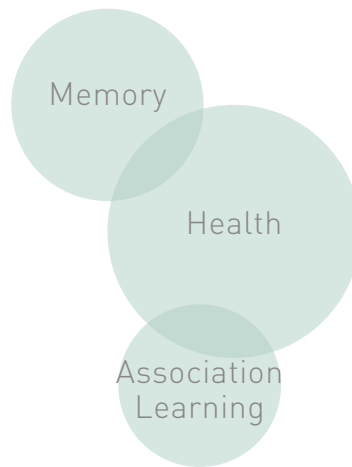


INTRODUCTION

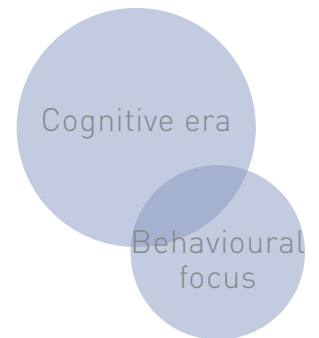
BACKGROUND



POTENTIALS



ROLE AS A DESIGNER



POTENTIALS

scent and design

„Visual, screenbased design will retain a central role, but designers will have to engage more with human senses ...“

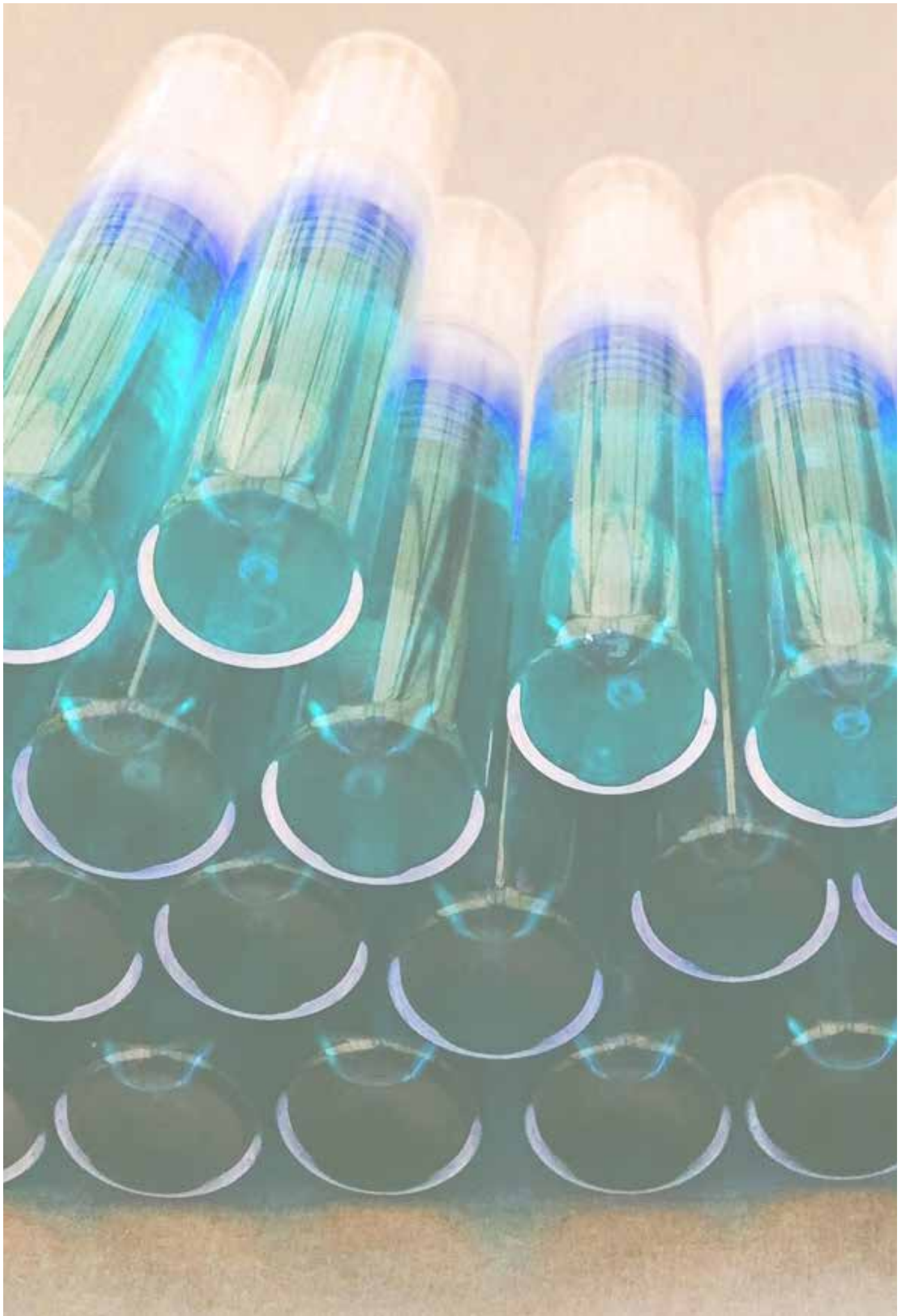
Fjord

Scents spatial and perceptive potential in creating experiences, shows various touchpoints for designers to incorporate our strongest sense. Especially in regard to contemporary design, emphasizing on the the creation of human-centered and experienceable products and services.

The direct pathway to our limbic system everytime we perceive a scent, changes our mindset instantly, wether we notice it or not. The incoming chemical information is always the same, but our personal experience is highly individual due to upbringing, cultural background and memory.

Furthermore we are missing the language to convey our olfactory experiences. (Wisten E.,2016)
A connection of scientific and chemical process, that can yet be so intimate. Linking this to the ability of a designer to observe, analyse and empathize with a persons behaviour and environment reveals interesting touchpoints in the area of health, detection of diseases, memory, learning, warning systems and signaling information. Furthermore scent builds associations and can enrich experiences in texture and depth and possibly create patterns. Nevertheless to identify and analyse scent we have to re-learn to consciously perceive and communicate it. (Wisten E.,2016)

RESEARCH



OLFACTION
instant moments

HISTORIC RELEVANCE



https://upload.wikimedia.org/wikipedia/commons/thumb/6/67/Jan_Brueghel_d._O._-_Allegorie_van_de_geur.jpg/1280px-Jan_Brueghel_d._O._-_Allegorie_van_de_geur.jpg

HISTORIC RELEVANCE

scent and society

„From incense for spiritual ceremonies to perfumes for fighting illness to products for enhancing sex appeal—they’ve all emphasized a connection between good smells and good health, whether in the context of religious salvation or physical hygiene.“

Hunter Oatman-Stanford

Throughout history humans had an intense relationship to scents. The Egyptians used natural ingredients in wax to apply a scent to different body parts, like parts of the neck and wrist. Furthermore scents were burned in religious ceremonies or carried in jewelry. Mainly to improve their own well being or for cultural applications.

On the other hand smells or bad odors were always related to bodily fluids, poverty and diseases. The knowledge about the origin of bacteria, infections and odors was poor. Since

hygiene standars were very low and to avoid bad odors, scents were applied to skin, jewelry and in the environment.

With hygiene standards rising, smells were now more related to a woman’s world and becoming more of a luxury product.

Nevertheless bad odours still existed, rather related to industrial areas, human waste and industrial byproducts, that were banished to rural areas. Trading and traveling introduced new aromas and exotic scents to society, that also influenced the image and perception of scent in society positively. Stories from foreign places were always beautified with details about exotics scents and new perceptions. (Oatman-Stanford H.,2016)

The history of scent, the individual perception, that goes beyond understanding and the intellectual neglect supports the unawareness and intolerance about scent in our modern society.

SCENT AND INTELLECT

individual and emotional

Sigmund Freud entitled our sense of smell to be the most primitive and least intellectual, because it was closely linked to sexuality and emotion. According to Plato and Aristotle olfaction was less noble than vision and audition. Due to the subjective perception of scent and the close link to our emotion, scent has been neglected in research. (Olofsson J.K. 2008). Scent being such an emotionally linked perception is hard to compute and understand. Furthermore we are missing the education and the language to converse about such an abstract and intimate perception. (Wisten E.,2016)

LANGUAGE

expressing scent

The chemical input given, when perceiving an odour is highly intimate and individual. Being a homogeneous perception, humans have difficulties describing odours accurately. We are missing the understanding and language to identify, classify and describe odours. Smelling a familiar odour or partially knowing the odour will give partial access to relevant or irrelevant knowledge, but people have difficulties naming and identifying the odour and or the source. As one would smell something familiar, that reminds one of gin, one would possibly picture a berry or a tree, but will not come to the point to be able to identify juniper as the source of scent. (Zucco. M, R.S. Herz and Schaal B., 2012)



<http://cf.collectorsweekly.com/uploads/2016/03/03143544/mum-crop-edited.jpg>

OLFACTORY COGNITION

“...a complete, comprehensive understanding of odor (...) may not seem a profound enough problem to dominate all the life sciences, but it contains, piece by piece, all the mysteries.” Lewis Thomas

SIGNIFICANCE

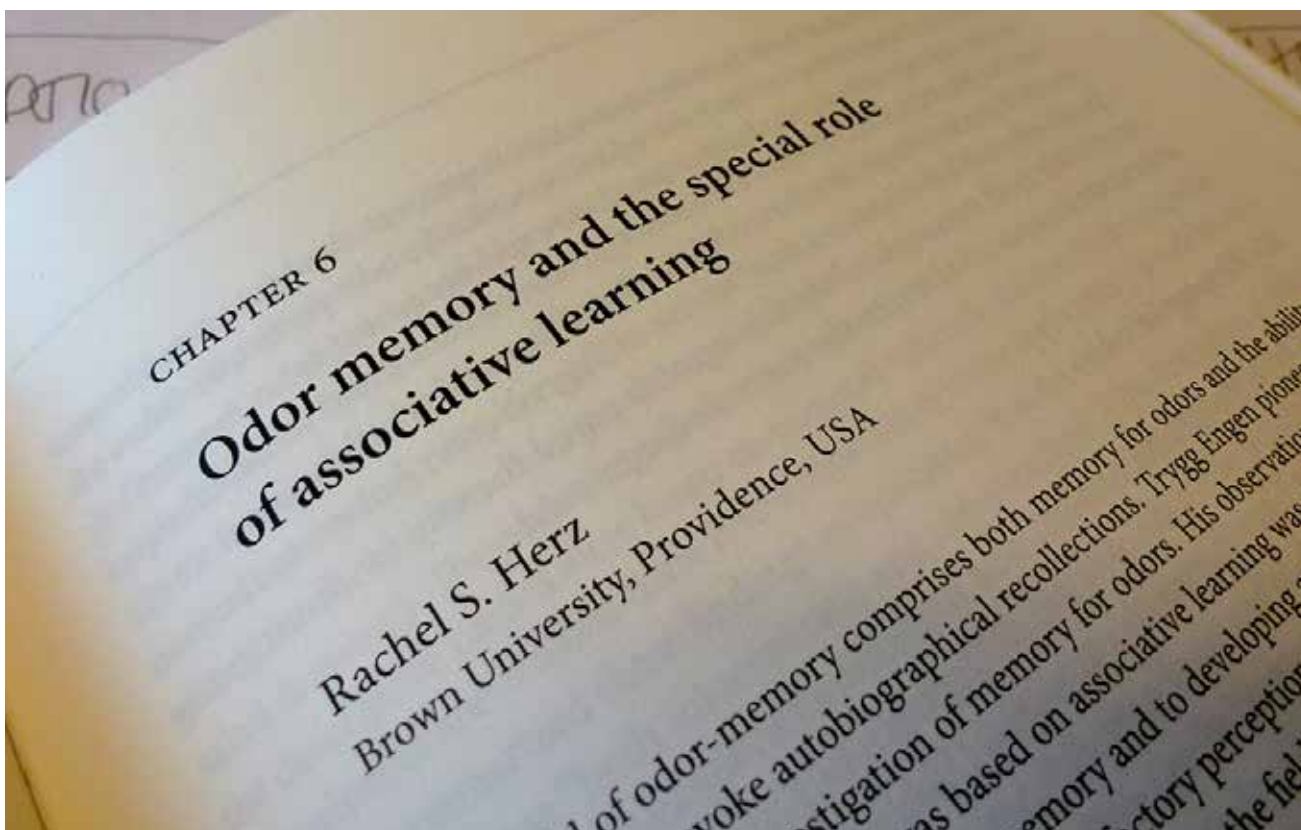
olfactory perception in humans

The ability to detect chemical information in the environment is known to be the oldest perception of living organisms. Scent is life sustaining in several ways. First of all it is essential in the role of mating, secondly odors give living organisms information and signals to evaluate and guide our responses to the environment. [Olofsson J.K. 2008]. Our olfactory perception protects us from dangerous environments, foul nutrition, but mainly gives us signals to avoid or approach situations. It therefor motivates our behaviour.

[Zucco. M, R.S. Herz and Schaal B., 2012]

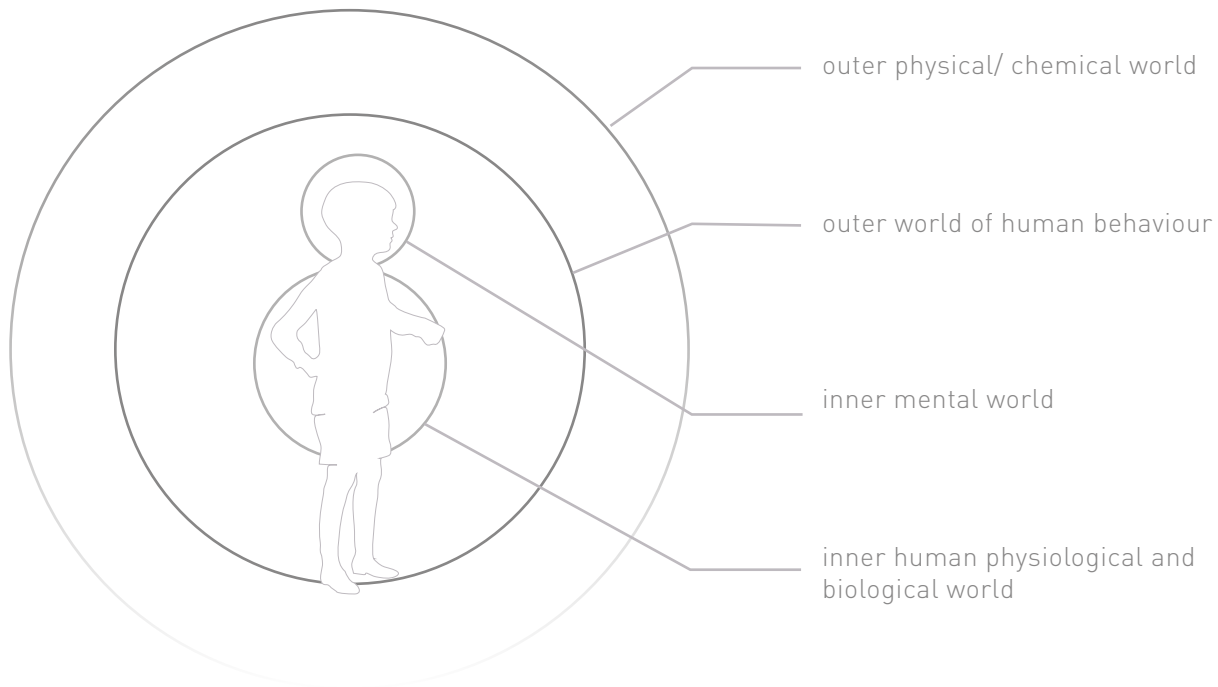
Olfactoric input is stronger and more direct than our auditive, visual and tactile perception. An odour directly evokes an emotion, a feeling, that is then related to a memory, that connects to a visual image. With all other senses, the perception triggers a recall of content, that is afterwards related to an emotion. [Zucco. M, R.S. Herz and Schaal B., 2012]

This ability to directly influence our emotional, physical state, makes olfaction the most powerful to motivate or change our behaviour.



ODOUR PERCEPTION

in humans



As we perceive a scent, we perceive a massive amount of odour qualities, that gives us information about our environment and possibly the source of odour. There is four principles of odour;

CLASSIFICATION, in which we sort, look for resemblance, differences and similarities, we manage to define an odour quality.

NAMES & ATTRIBUTES, in which we name the source as for example „wood“ and assign an attribute „earthy“.

ODOUR QUALITY CONTEXT, in which we refer to other sources.

ODOUR QUALITY MIXTURES, which afford measurement.

Odours vary in their **INTENSITY** and therefore become more or less pleasant/ unpleasant. The intensity is linked to the density and volume.

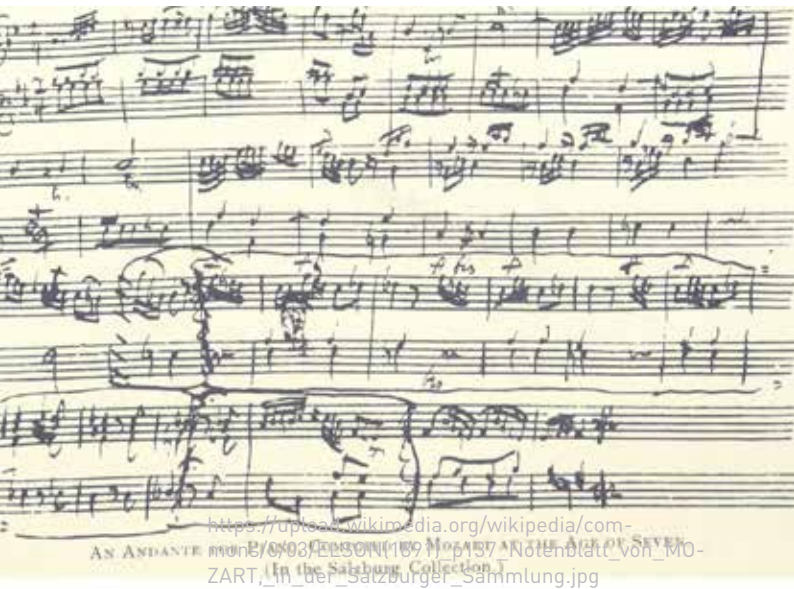
OLFACTORIC PERCEPTION describes the aesthetic perception of odours, therefore pleasant.

TRIGEMINAL ODOUR PERCEPTION is linked to our warning system and describes unpleasant or unknown odours. If an odour is perceived pleasant or unpleasant is highly individual.

ODOUR QUALITIES are impossible to recall on a component level, but linked to an experience, easily recognisable.

[Zucco. M, R.S. Herz and Schaal B., 2012]

OLFACTORY COGNITION



HETEROGENE PERCEPTION

Visual, auditive

Heterogene perceptions are the perceptions, that are being perceived distinctively together as a combination and composition of distinct details to create a whole.

As a music composition is composed in various parts or chair is visually analysable to be constructed out of different parts, the perceptions are so called heterogene.

[Zucco. M, R.S. Herz and Schaal B., 2012]

HOMEGENE PERCEPTION

Scent, colors and emotional states

When humans perceive an odour, they perceive it without knowing the distinct details. An odour is perceived as „one coherent thing“. Odours, as well as colours and emotions are perceived as homogene perceptions. An odour triggers a sensory pattern, that is then interpreted , which is highly influenced by the context, knowledge of source and past experience.

[Zucco. M, R.S. Herz and Schaal B., 2012]

EXPERIENCE AND INDIVIDUALITY

in odour perception

Perceiving odours gives us significant implications for our responses to the environment. The anticipation of perceiving and odour, the emotional state and situational cues and experiences highly influence our perception of an odour as well as the response expectancy. Emotions, associations and memories are closely linked to the smelling an odour.

The stimulus is influenced by frequency, duration and hedonic tone. The perception is influenced by attitudes, experience and personality. (Zucco, M, R.S. Herz and Schaal B., 2012)

Experience, familiarity, expectations and personality shape the way we perceive our world around us, scent has the most powerful effect on our emotional state and therefore well-being. Although lavender is generally perceived as pleasant. Smelling the blossom of a field of lavender in the warmth of a moist summer day might bring comfort and pleasure to one person, but it could arouse fear and cruel memories in another person, depending on their experience.



OLFACTORY COGNITION

PRIMING

association and patterns

If we assign a certain scent to a special task, later exposure to that scent will raise the motivation. If we get exposed to an unknown scent during a special situation, the association, that has been made will be hard to reassociate to another experience. (Zucco, M, R.S. Herz and Schaal B., 2012)

Almost everyone can relate to the scent of sunscreen and has probably good memories related to that scent, that will immediately appear in the mind, when the scent of sunscreen reaches one's nose.

OLFACTORY FATIGUE

longterm exposure

If one is exposed to the presence of an odour for a longer period of time, the ability to distinguish the presence of this odour decreases. (Zucco, M, R.S. Herz and Schaal B., 2012) Due to our sensory adaption to the environment our ability to detect smells is weakening. The signal value of an odour is only present, when we first get exposed to it. Losing the ability to detect odours in an environment due to fatigue can be harmful in terms of gases in the air.



<http://i3.mirror.co.uk/incoming/article3935992.ece/ALTERNATES/s615b/Woman-applying-sunscreen-lotion-to-leg.jpg>

MEMORY AND LEARNING

emotional and vivid

Odours are recognized via a pattern matching system to latter memory. A representation of an odour object is generated. If an input is identified and corresponds with a stored input, a pattern is recognized. Similarities help us encode combinations of odours. We recognize odours by their complexity through a combination of single information. In our brain odours are linked to autobiographical recollections. Odour memory is distinct from other memory systems. They evoke memory of past episodic events.

Odours acquire meaning through experience and trigger motivational responses. They triggers chains of associations, semantically, perceptual and emotionally.

Odours memories are emotional, highly evocative in relation to time and place and excell our other senses memory capacity in vividness. They enable us to recall and even more re-experience a certain emotion and event.

(Zucco. M, R.S. Herz and Schaal B., 2012)

OLFACTION & BEHAVIOUR

.....olfaction plays a crucial role in social behaviour that has been overlooked in humans partly because behaviours are so private, and partly because olfaction has not received as much attention as the other senses.“

Donald H. Mc Burney, Olfactory cognition

An olfactory object in the environment stands as a representation for an aspect in our environment. As one of the most important environmental cues we get through odour is related to our safety in terms of fire or faul noutrition. Olfaction is a medium of communication within humans and their surrounding environment. As humans derive comfort only from the mere presence of another person, or the opposite, similar appears within reactions to the environment. Zucco. M, R.S. Herz and Schaal B., 2012)

Even though we are not always considerate and aware about our motivations for our actions in relation to scent, scent is the strongest sensory perception, that guides and navigates us silently through our routines. Even more our emotional and therefor physical constitution is highly influenced by the odour information around us.

SCENT AND HEALTH



<https://cdn.lelabofragrances.com/media/wysiwyg/TN29-FINAL-HP.jpg>

SCENT & HEALTH

pain, well-being and t

"Scents can have positive effects on mood, stress reduction, sleep enhancement, self-confidence, and physical and cognitive performance,"

Theresa Molnar, Sense of Smell Institute

Throughout history scents have had a close relation to health and well-being. Odours, pleasant and unpleasant, influence our health.

(Zucco, M, R.S. Herz and Schaal B., 2012)

Therefore it is also known, that losing the ability to smell, has negative effects on well-being (Hedén Blomqvist, Brämerson, Stjärne, & Nordin, 2004) and often leads to depression.

(PT Staff, 2007) Scent is closely related to our emotions, behaviour and our mindset and therefore has significant physiological and psychological effects. It is known, that the scent of a loved one is comforting and supports well-being, but even the mere presence of another human being is sufficient enough to improve emotional states.

(Zucco, M, R.S. Herz and Schaal B., 2012) Furthermore olfaction is closely linked to pain. Besides the fact, that pain and olfaction are both necessary

for survival, they have many similarities, as they both are hedonic feelings and motivate behaviour. To be able to understand and communicate pain, behaviour needs to be analysed, brain imagery created and psychophysical behaviour needs to be rated. As pain can be described as burning and throbbing, so can scent and shows parallels in the way we express these feelings with our language. Evidently there is potential in the mechanisms, how to evaluate pain as well as scent. (Zucco, M, R.S. Herz and Schaal B., 2012) Besides the similarities, scents can and are used to decrease pain. Smells, especially sweet smells, are mood lifting, distracting and activate opioid systems in the brain. (PT Staff, 2007)

APPLICATIONS OF SCENT IN HEALTH CARE

using scent in health care

Therapeutic methods, that involve scent have been long known and are rooted in human history. (HOSEY L. OCT. 25, 2013)

With the effects on mental and physical health there is a number of applications in modern medicine, that go beyond treatment with essential oils.

ALZHEIMER: At Tottori University in Japan, Alzheimer patients were exposed to rosemary and lemon in the mornings and lavender and orange in the evening, which improved their cognitive functions.

PAIN CONTROL: Postoperative patients were treated with lavender and showed a higher satisfaction with the pain control.

ANXIETY: Cancer patients, who received massages with oils showed significant improvement in depression and anxiety.

ANOSMIC: Losing the ability to smell leads to insecurity and a high risk of depression

STROKE PATIENTS: Scent to trigger chain of actions in behaviour.

Besides targeted applications scent is known to be beneficial for the treatment of pain, headaches and inflammation. Improving sleep, digestion and blood circulation.

(HOSEY L. OCT. 25, 2013)



"From a conscious point of view, our perception of scent is secondary [to light and sound, but from a emotive point of view, it is primary. In particular, in relation to wellness, scent is far more powerful than light or sound."

David Edwards, Cyrano Harvard

OLFACTORIC KEY ELEMENTS

EVOLUTIONARY CONTEMPORARY SIGNIFICANCE

information to evaluate and
guide our responses to the
environment

DISEASE AND CURE

historic as well as contemporary
connections and applications in
health care

HOMOGENOUS PERCEPTION

like the perception of colors or
emotional states -
coherent without distinct details

OLFACTORY & TRIGEMINAL

Pleasant and unpleasant

MOTIVATIONAL RESPONSES

Approach and avoid situations

BELIEFS & EXPECTATIONS

with the perception of odors

MENTAL TAGGING

odor unlocks memory where
the only tag is scent

IDENTIFY AND CATEGORIZE

we miss the language to
identify odors

CHEMICAL INPUT PERSONAL EXPERIENCE

perception of scent is highly
individual

OLFACTORIC KEY ELEMENTS

SIGNAL VALUE

scent is life sustaining for humans

PAIN AND ODORS

are hedonic feelings that motivate behaviour

AMPLIFYING ODORS

scents intensity is measured in density and volume

OLFACTORY COMFORT

through presence of others reduces anxiety and increases comfort

ODORS EVOKE MEMORY

more vividly than any other stimuli

ODORS EVOKE EMOTION

before memory and content - non analytical

PRIMING

connect a task with a pleasant odor will raise motivation in performance

OLFACTORY FATIGUE

increases recognition - Affords diversity in exposure

WELL BEING AND HEALTH

scents highly influence our well being and are used in health applications

REFLECTION ON INITIAL RESEARCH

RELATIONS AND POTENTIAL

instantly change a mindset

As scents have the power to influence our mindset immediately, affect our emotions, our physical condition and motivate behaviour, they can be beneficial in a health related context, in which the mindset of a patient plays an important role for cure.

Furthermore the associations, experiences and memories we have, when we perceive a scent, can enhance the well being in a monotonous environment, such as the hospital.

Perceiving scent is the most intimate and personal perception we have. Being able to experience intimate moments, in an environment that is highly sterile and often crosses the boundaries of intimacy, can humanize the hospital for patients.

The perception of scent is closely linked to our cognitive functions.

The creation of patterns, associations and the link to our memory can not only enrich our thoughts with emotional texture and visual content, but it can also mentally transport us to another place, which could be beneficial in a disease related context.

Learning, building associations and patterns shows great potential for patients with cognitive disabilities.

Generally speaking, our olfactory perception shows many applications and perspectives in the area of future health care.

INITIAL BRIEF

Reintegration of scent through design and its abilities to instantly change a mindset and evoke memories in our daily conditions. Enable stimulating / relaxing emotions as an intervention in a monotonous environment.

Facilitate to mentally change the experience without being able to move. Support cure, ease and well being in a disease related context.

POTENTIAL

THE INSTANT POWER OF SCENTS

to change a mindset in a monotonous environment



Odors - Disease / health context

Sterility in Hospitals

Unpleasant odors in hospitals

Monotony in hospitals

Mental health and physical health

Intimacy and vulnerability

Missing context and relation to environment

Constant mindset in a chronic condition

Scents related to disease, body and cure

Exclusion of scents with clean surfaces

Scents to ease and scents to avoid

The creation of patterns and associations

Influence behaviour - break habituation

The intimacy of our own world of scents

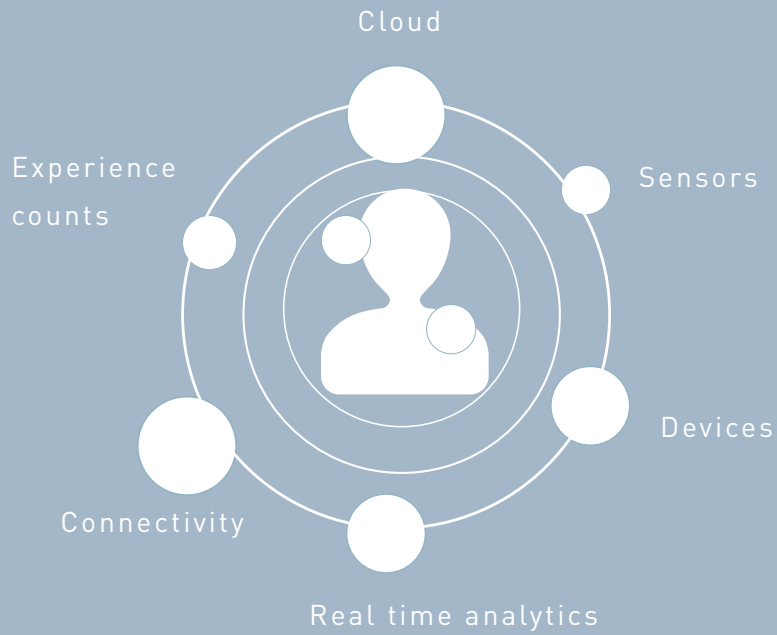
Evoke or stimulate a situation or condition

The direct pathway to our limbic system

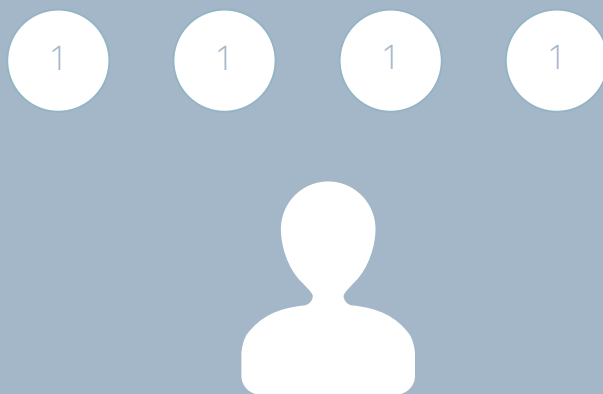


LIVING SERVICES
„surprise, delight and wonder“

DIGITIZATION OF EVERYTHING



LIQUID CONSUMER EXPECTATIONS



We demand an ever updated
best service across sectors

„Visual, screenbased design will retain a central role, but designers will have to engage more with human senses including voice, gesture and sensors on the body, and recognize ambient circumstances such as temperature and location inputs. The role of design will become more important than ever.“

Fjord

LIVING SERVICES IN THE COGNITIVE ERA

knowing and adapting

With the era of living services, expectations and services become more fluid and transformed. Sensors, devices, the cloud and smart technologies answer and analyse our needs and preferences in real time. Services, that know our needs, are experienceable and responsive. Constantly evolving and alive, the consumer will always request the easiest, intuitive and pleasureable service across sectors. Within the constant connection of devices, services will be

aware of the surrounding context and will act accordingly to the current situation. They will learn our behavioural patterns, our habits and preferences. The collection of long term data will open new opportunities for analytics across many sectors. (Fjord, Accenture 2015)

LIVING SERVICES



<https://www.artefactgroup.com/work/chronicle-health-data-devices-insights-decisions/>

„SURPRISE, DELIGHT AND WONDER“

physical closeness and emotions

Within in the evolving and future services, the human and it`s senses will play an important role. (Fjord, Accenture 2015) Emotion, intuition and an unconscious usability will fuse our daily interactions with technology.

Future services will be physical close, intuitively operated and tailored to the individual. The user will feel unique in the experience, because the service will be specifically tailored to one`s preferences. (Fjord, Accenture 2015)

„The best designed of these will have the potential to enhance our lives by injecting elements of surprise, delight and wonder into our daily routines.“

Fjord

HUMAN FACTORS

Human senses	Intuitive act & feel
Ability to surprise and delight	Emotional & physical focus
Preferences & needs	Individual, not mass product
Unconscious usability	Support human interaction
Physical closeness	

SYSTEM FACTORS

Long term data collection	Connected devices
Context awareness	Constantly learning
Tailored and flexible	Behavioural patterns
Knowing preferences	Learning habits

LIVING SERVICES

MICROMOMENTS

delight the user

Micromoments, the intent-driven moments, in which we make our everyday decisions. (Ramaswamy S., April 2015) They are the powerful moments that urge a user to immediately act upon. These moments play with the expectations of the user. If one service will not deliver a micromoment, another one will be just another tap away.

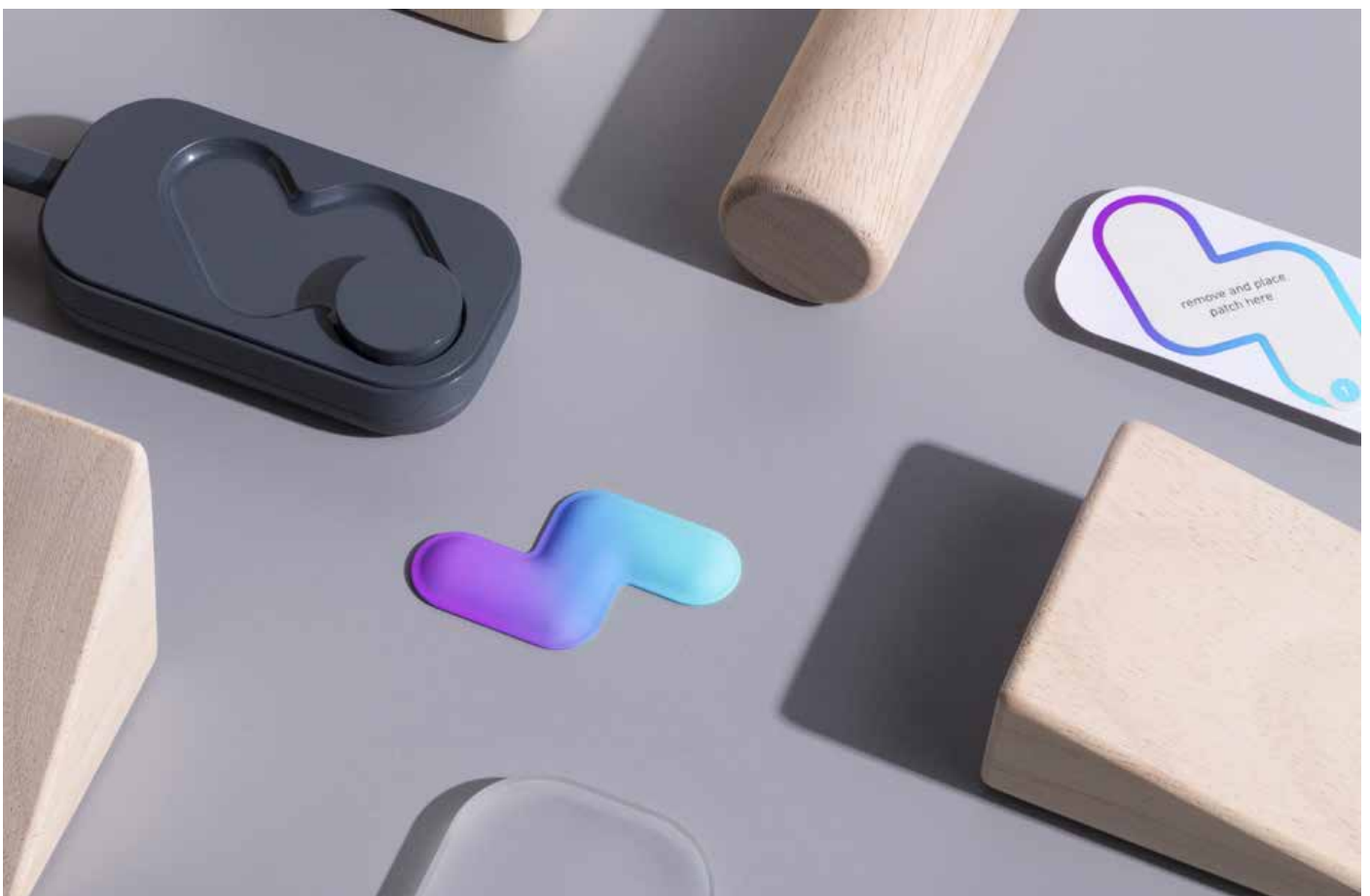
„Wearable technology that ignores emotional needs is a „major error“

Gadi Amit, fitbit

CONNECTED SENSORS

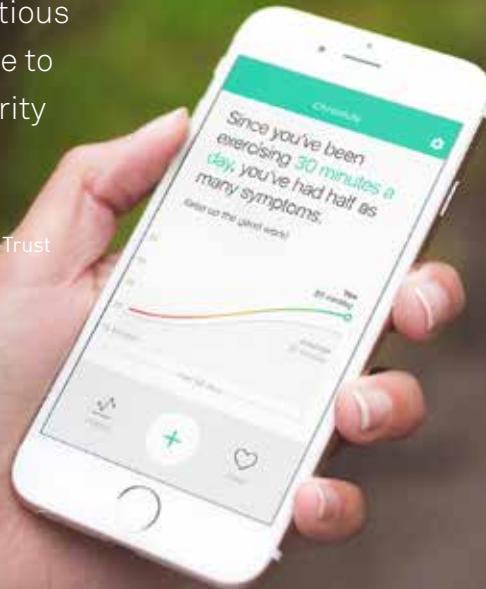
integrated, physical and connected

Connected to these moments and experiences are a variety of sensors, that are related to documenting physical processes, such as heart rate, breathing, but they also interact and collect, share data about the environment, like air quality or just connecting one`s home to be smart and responsive to the users needs. In the future there will be a body area network connecting a variety of different sensors. This requires designers to take into consideration, what is essential and curate the moments of interaction. Ambient services, which will only respond, when they are needed and otherwise are invisible .(Marcus Fairs, 2014)



54% of digital consumers are cautious about the information they share due to lack of confidence in the online security that protects their personal data.

Accenture, Digital-Trust



<https://www.artefactgroup.com/work/chronicle-health-data-devices-insights-decisions/>

IMPACT

across sectors

Our homes have already become smarter and more knowledgeable about our needs and preferences. The connectivity of sensors, services and systems will have huge effect on the car industry, smart home and especially the digitalisation of health care will play an important role in the future. (Fjord, Accenture 2015)

DIGITAL TRUST

data collection

Along with services, constant connectivity and the immediate response to personal needs comes the collection and sharing of data, that used to be kept private. User will expose more and more details about how they live, how they feel and what they desire and need. This knowledge about individuals affords new standards of handling data with trust and care. (Murdoch R., 2016)

LIVING SERVICES

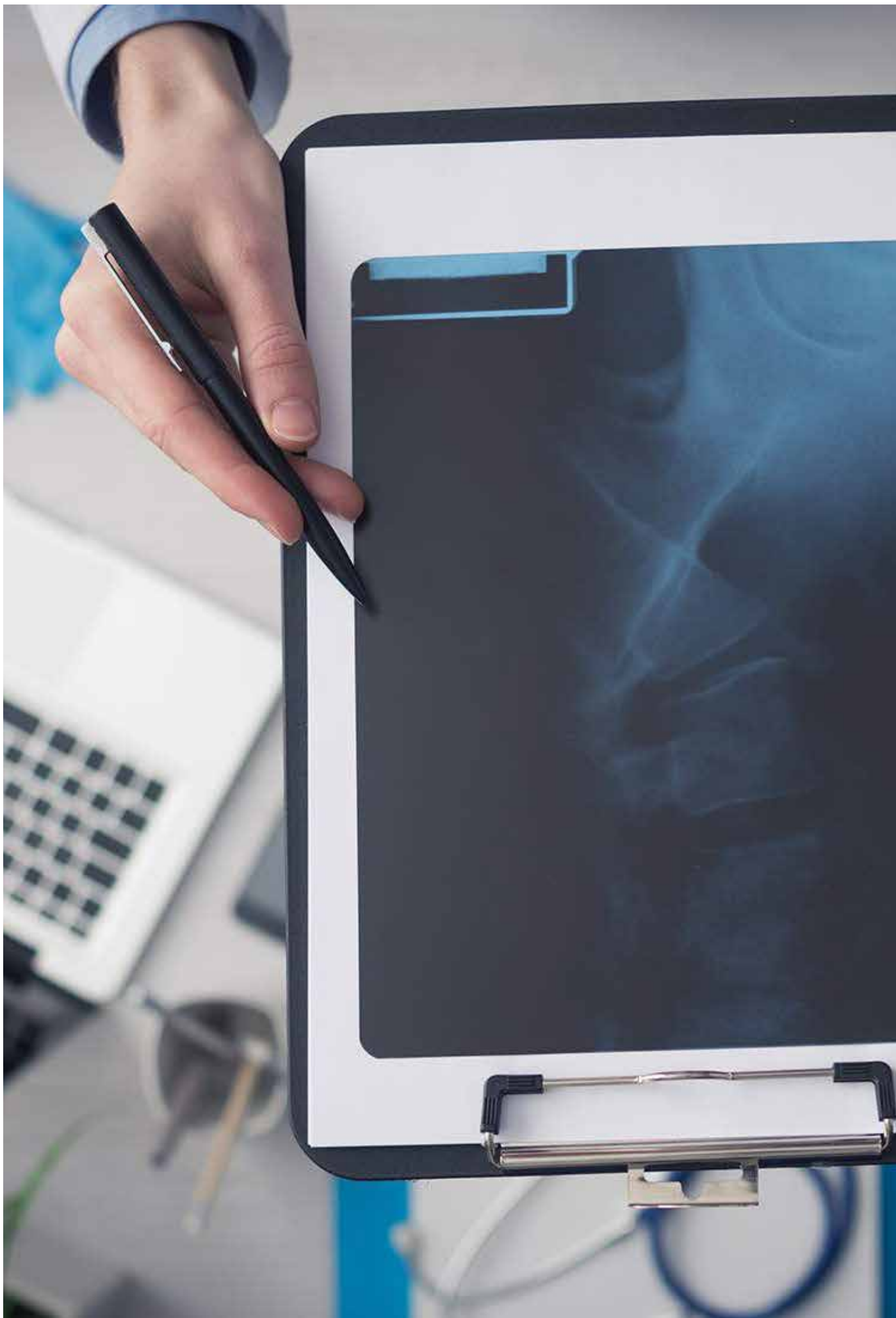
DESIGN AFFORDANCE



<https://www.artefactgroup.com/resources/artefact-report-personal-analytics-are-becoming-automatic/>

LIVING SERVICES

<p>EMOTIONAL</p> <p>emotional focus in technologies and interactions</p>	<p>PHYSICAL & SENSUAL</p> <p>close to the user and experienceable on various sensory levels</p>	<p>TAILORED</p> <p>to the individual</p>
<p>RESPONSIVE</p> <p>to the users needs, preferences and context</p>	<p>ADAPT QUICKLY</p> <p>flexible to changes and environment</p>	<p>PEOPLE FIRST DIGITAL IDENTITY</p> <p>in the digital and cognitive era</p>
<p>STATE OF MIND</p> <p>being one step ahead of the users mind</p>	<p>PERSONAL AGENTS</p> <p>service and sensors acting as our agents</p>	<p>AMBIENT SERVICES</p> <p>invisible and visible services</p>
<p>SURPRISE AND DESIRES</p> <p>enhance the service experience through elements of surprise</p>	<p>INTERACTION</p> <p>focusing on sensual experiences</p>	<p>EXPECTATIONS & MICROMOMENTS</p> <p>answering and delighting the user</p>



FUTURE HEALTH CARE
personalised and adapted

FUTURE HEALTH

FUSION OF DIGITAL, PERSONAL AND PHYSICAL

personal, preventive and digital

„49% globally wear or would be willing to wear technology that measures and tracks both fitness/lifestyle and vital signs.“

Accenture-Healthcare-Technology-Vision

Connectivity of devices and sensors, tracking of vital signs or simply just changing ones daily life routines to improve well being, are signs of how the digitization is revolutionizing the health care system and the perception and execution of health care for the consumer. A general awareness and willingness to invest into personal health will open a whole new field for design to service the body and the mind. (Fjord, Accenture 2015)

Individuals, keeping track on their health and being aware about changes, create a better platform for experts to accurate diagnoses. (Fjord, Accenture 2015)

Sensor and real-time analytics enable us, to intervene immediately on symptoms or share them with an expert to gain better insights and therefore make better decisions.

„Wearable technology that ignores emotional needs is a „major error“

Gadi Amit, fitbit

HUMAN FACTORS

Personalised care

Higher healthcare IQ

High physical awareness

Becoming unphysical

Share data that was kept private

Do-it-yourself

Prevention trend

SYSTEM FACTORS

Becoming unphysical

Data transfer

Home health care

Revolutionized health insurance

Connected devices

Share data that was kept private

Digital doctors

Data collection

Smart medicine

Connected care

FUTURE HEALTH



CHRONIC DISEASES

personal, preventive and digital

Chronic conditions are a major health problem and result in even more severe conditions. As chronic, means something being constant and continuous, it is crucial to have knowledge and data about changes and predictions for the future, as well as the possibility to change the situation instantly.

With technology evolving in the health sector, chronic conditions become more transparent and understandable, as longterm data gives a deeper and more holistic approach to understanding and treating them.

(Artefact , Mar 9, 2016)

For a chronically sick person, everyday decisions can make a big difference in their health condition. To decide upon current

state and symptoms can be crucial for the further process of the condition. Analysing different factors on personal and contextual level can bring a huge benefit to the user and majorly increase the condition and well being. In a chronic condition the balance between knowing enough to act upon and as little as possible to not interfere with the quality of life, is a crucial aspect. (Artefact , Mar 9, 2016)

FUTURE BENEFITS OF DATA

personal, preventive, digital

Not only with chronic conditions, but collecting data already at a stage in one's life being completely healthy, can bring great benefits for more severe conditions that could appear in the future.

The initial reasons for chronic conditions can be aspects of our daily routines, that are not harmful in the present, but will be in the long run, such as malnutrition and inactivity which are major reasons for chronic diseases. Analyzing behaviour and routines, knowing about habits, good and bad, not only helps people to understand and be knowledgeable about their lives, but could also bring knowledge to latter analysis of collected data for professionals.

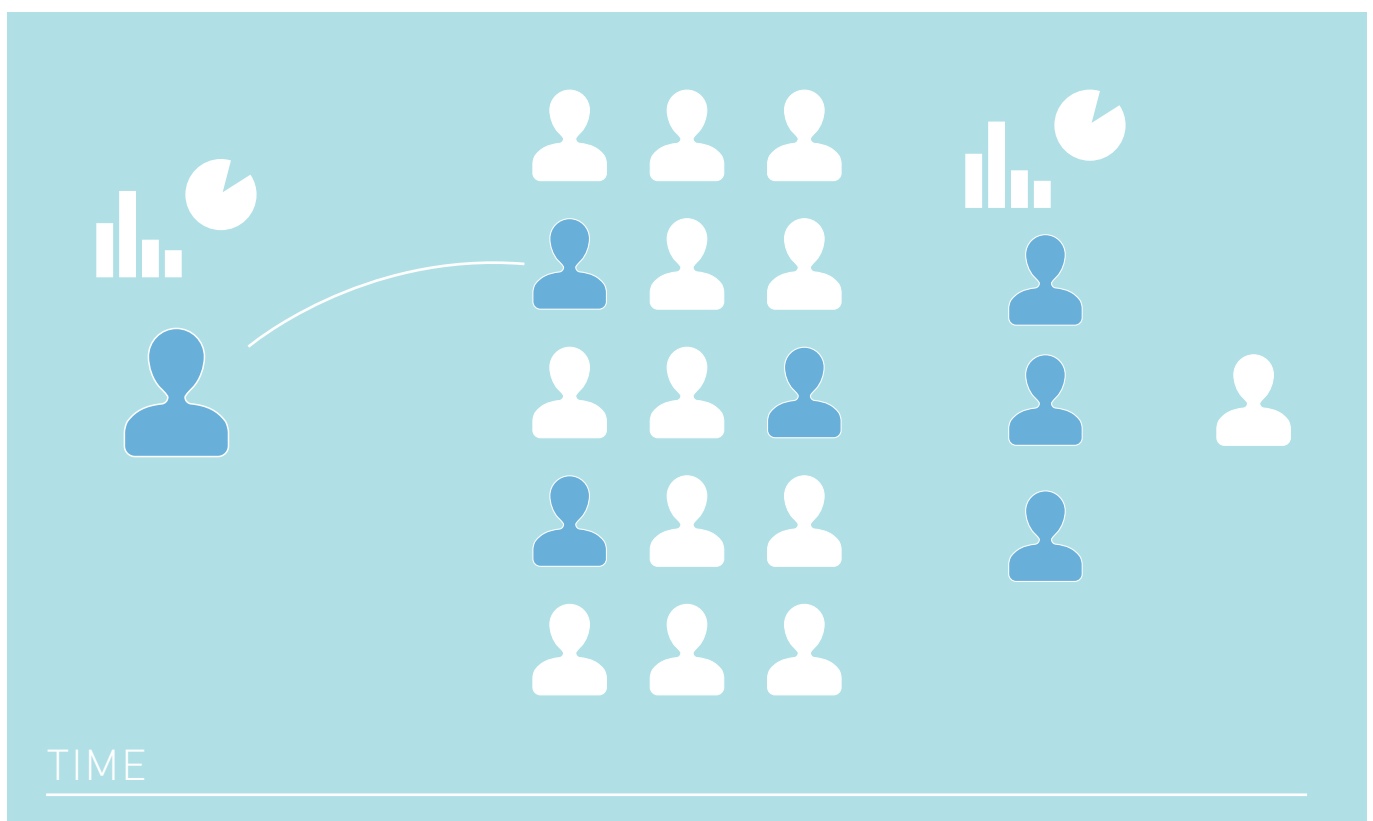
Nevertheless to encourage and give incentives to people to be aware about future consequences and benefits, is a challenge.

„PEOPLE LIKE ME“

real time analytics, compared to others

Being a person with a chronic condition means that there is not only one, but depending on the disease, this person is one out of a number of others in their city, country and the world.

With the collection of data related to personal condition, context, environmental aspects and biometric measurements the overlaying of data from various users will open new opportunities for prevention, diagnose and therapy. Depending on different parameters there will be similarities and differences showing and opening a whole new field of real-time diagnostics and prevention. (Artefact , Mar 9, 2016)



FUTURE HEALTH CARE KEY ELEMENTS

LONG TERM DATA

data to analyse and bring benefit

HIGHER HEALTH IQ

high awareness and knowledge about health

PERSONALISED

individual services for body and mind

PREVENTIVE

prevention is the new luxury

DIGITAL

digitalised health care

RESPONSIVE

adapting and flexible

REAL TIME ANALYTICS

constantly aware on changes, behaviour and context

SMART MEDICINE

CONNECTED CARE

sensors, services, systems

FUTURE HEALTH CARE KEY ELEMENTS

HOME & HOSPITAL

lifestyle and health care fusion

HOLISTIC APPROACH

considering every aspect in relation to health care

WILLINGNESS TO PAY

people are willing to invest in their health

COGNITIVE SYSTEMS

AI in systems

WELL BEING AND LIFE STYLE

high focus on well being

CHRONIC CONDITIONS

major reason for deaths and cost in health care

FUTURE BENEFITS

planning ahead

PEOPLE LIKE ME

one out of 100

FUSION OF HEALTH AND LIFESTYLE

EVALUATION AND BRAINSTORM

personal, preventive and digital

After exploring the field of chronic conditions and the potential scent might have on health it was evident that I needed to narrow down my extensive and complex research to a scenario level. In order to break down complexity and make the potential applicable and tangible to be further validated I needed to zoom out, cluster and apply my so far gained knowledge to more concrete contexts of use and behavior.

With the gathered knowledge up to this point it crystalized that my further research and focus should circle around service, product, that is personal, preventive and has some digital component to it to adapt to the every day life style.





POTENTIALS

across sectors



CROSSFERTILISE SECTORS

OLFACTION

Scent enriches, evokes memory and can stimulate a situation or condition.

Scent breaks habituation and motivates behaviour.



IOT & „LIVING SERVICES“

technology becoming more physical and experienceable to enhance our lives.

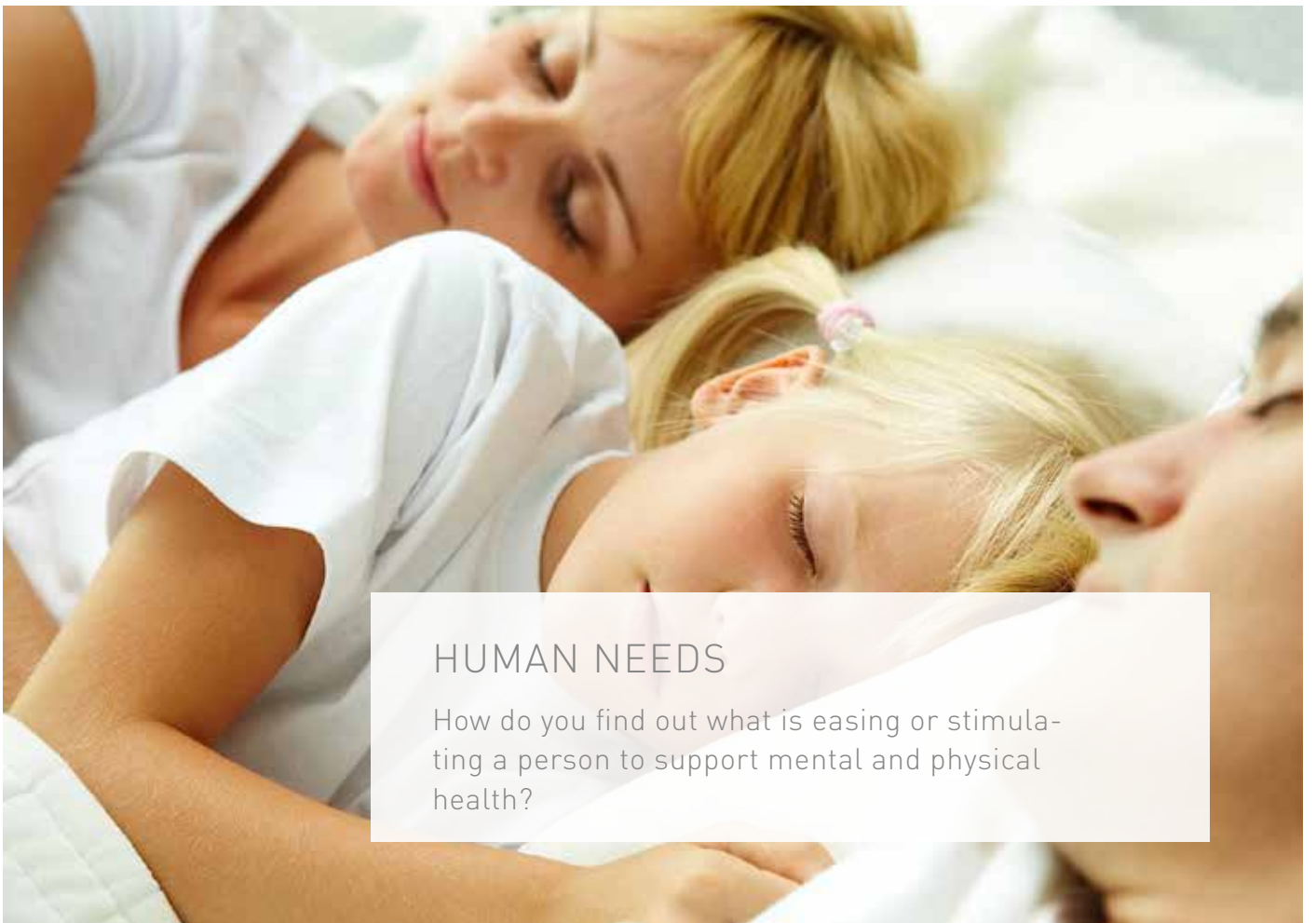


HOSPITAL EXPERIENCE

Monotony and a mindset on bad condition.
The impact of your perception in relation to wellbeing. Holistic approach to hospital experience.

FUTURE HEALTH CARE

Personalised and adaptive.
Preventive care.
Long term data collection.
Fusion of home and health.



HUMAN NEEDS

How do you find out what is easing or stimulating a person to support mental and physical health?

FIRST BRIEF

Utilise the instant power of scent to change a mindset and evoke memories.

Enable positive emotions as an intervention in a monotonous environment.

Facilitate to mentally change the environment without being able to move.

Subtleness and intimacy is essential. The ability to reflect, share and communicate memories is desirable, but dependant on the context and personal condition.

Support cure, ease and well being in a disease related context.

FOR WHOM?

CHILDREN AND SCENT



PLAYFULNESS

START LONG TERM DATA NOW
BRING BENEFIT IN THE FUTURE

SCENT PERCEPTION

DIGITAL NATIVES

CHILDREN AND SCENTS

personal, preventive, digital

Considering the aspects of living services, the potentials in olfaction and the aspect of collecting data to bring a benefit in the future lead to taking a deeper look into the hospital experience for children.

In relation to scent, children are very responsive and explorative to olfactory perceptions. In contrast to adults they do not have prejudices. Children take a playful approach to experiences. Furthermore the ability to smell is better in children than in adults. Secondly there is more associations to build in relation to new scents as it is with adults.

Thirdly their approach to new products, possibly in relation to technology is very nonbiased and the generation of digital natives enables a lot of opportunities for experience based interactions.

Thinking of how data and future health care services start in the now and will bring us benefit in the future, the perspectives for preventive care from a young age on are endless.

Generally the hospital experience for children is far more disruptive and can be traumatic, as it is for adults.

Therefore there is potential to develop ideas to enhance the hospital experience for children on a playful and experienceable base.

Relating back to scent, there is potential in changing their mindset, by distracting them with playful interactions, including scents. Furthermore it could give them contextual comfort with known scents or scents from home. It could also involve the interaction with their families on a playful basis.

Nevertheless there are also constraints appearing when working with children, as they are naturally protected by their parents. Especially in the hospital context this affords a great amount of empathy and respect.

SECOND BRIEF

Utilise the instant power of low intense / targeted scents as a tool to humanize the hospital experience for children/ young adults to escape reality (pain, mental state, monotony), stimulate inner imagery, memory, support relational interaction and playfulness.

How do you find out what is easing, stimulating or delighting a person?

Using living services and long term data collection at smart homes, previous to the hospital stay to assure a personalised treatment support tailored to the patient, that references to the home context and avoids emotionally unpleasant reactions to scent.



THE CHILD IN THE HOSPITAL

focused research

THE CHILD IN THE HOSPITAL

FAMILY & RELATIVES



ENVIRONMENT



CHILD - PATIENT

INTERACTION IS...

65 % Relational to people and surrounding



34 % Clinical

STAFF



OTHER CHILDREN



FUTURE HEALTH CARE KEY ELEMENTS

„...The release of a fragrance permits the child to develop an experimental context. It allows to escape from reality.. be part of another experience..“

Naja, Bree, Zaichowsky, 2011

THE CHILD IN THE HOSPITAL

personal, preventive, digital

In relation to childrens experience in hospitals, one has to observe the current status quo and the importance of different aspects that affect their experience.

A childrens perception of the hospital environment and experience is highly influenced by the relational context and the interaction with the surrounding people. Most important is the presence of the family and known people. Furthermore the interactions between the staff and doctors and eventually the possible interactions with other children. The clinical aspect plays a secondary role in their perception.

On the one hand there is atmospheric tangible object, that influence the childs experience, such as fixtures, carpentry, furniture and the building. On the other hand there is intangible aspects like colors, sound, temperature and scent.

Highly important is the social and playful dimension. Group forming, sharing, activities and interaction with family members, staff and other children is crucial for a curing process.

Exposing the child to a slightly scented hospital environment proved to make the general perception of the hospital experience warmer, nicer, more comfortable and gave them a feeling of safety.

(Naja, Bree, Zaichowsky, 2011)

MARIENKRANKENHAUS



TRIGGER BEHAVIOURAL PATTERNS AND CHAIN OF ACTIONS IN BEHAVIOUR

STIMULATING A GOOD MINDSET BEFORE SURGERY

FAMILIAR SCENTS TO ENCOURAGE WELL BEING

INTERVIEW MARIE-CLAIRE, NURSE, MARIENKRANKENHAUS scent treatment in hospitals

Talking to Marie-Claire, a nurse at the Marienkrankenhaus, gave some interesting insights on possible applications, where scent could be used to treat patients, stimulate a different mindset before surgery, especially with children, because it is crucial for their breathing to be calm. Currently this is done with story telling and music. Scent nevertheless shows great potential to directly influence the emotional state of the patient. The different effects of scent on humans, due to individual perception, is a fact, that needs to be considered.

Another application, which aims at the cognitive functions of patients is already used in the therapy of stroke patients. To train their patterns of associations and enable a communication, when major parts of the cognitive cortex are damaged, scent has the power to trigger a reaction in patients and develop a new code for understanding. Scent is therefore used to trigger chains of actions in behaviour, after they have lost the ability to speak.

For the alleviation of pain, anxiety or to relieve the process of deceasing, scent is used as therapy.

SCENT TREATMENT - STROKE PATIENTS

It depends on the part of the brain that is affected

Scent is used to trigger behaviour - training of chain of actions / thoughts.

A certain scent is used to trigger a reaction like lifting the hand to indicate sth.

STORYTELLING AND MINDSET BEFORE SURGERY

If bad dreams are occurring during anästhesia, bad breathing increases the risk of a failure in surgery

Especially children need to be in „good mind/mood set“ to be in surgery.

Therapy in terms of storytelling is already used

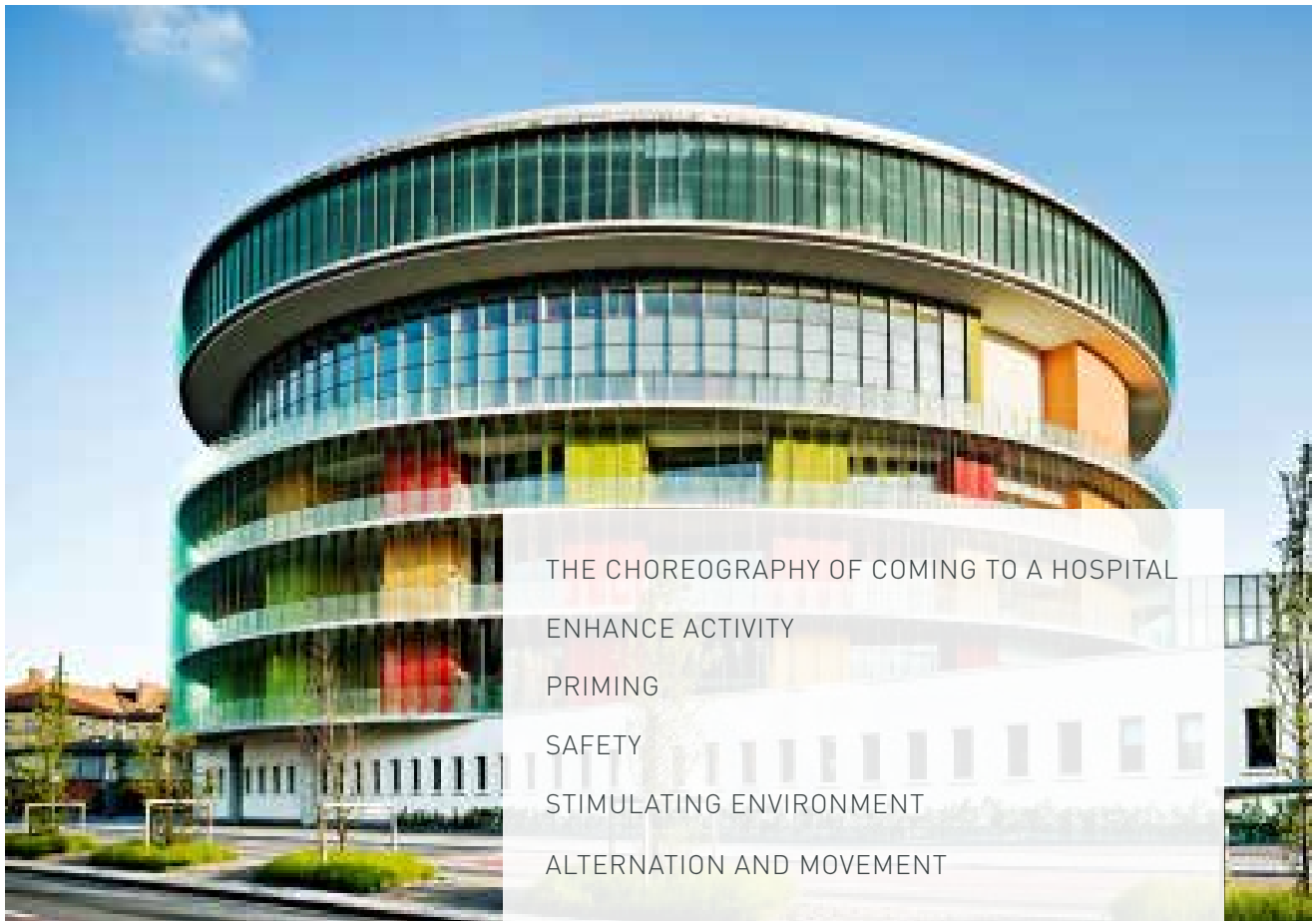
WELL BEING AND MOTIVATION IN HOSPITALS

Familiar odors encourage well being and alleviation of pain

„Nurses constantly have to be aware how patients react to certain incoming stimuli. You have to know, what triggers a reaction in patients. Either good or bad.“

Marie-Claire, Marienkrankenhaus, Hamburg

BARNAKUTEN MALMÖ INTERVIEW



INTERVIEW JOHAN BERG, PEDIATRICIAN BARNAKUTEN

scopes for application of scent and trends in health care

At Barnakuten in Malmö I had the chance to talk to Johan Berg, a pediatrician working in the emergency room for children.

The main outcome of the interview that led my process forward, was the potential he saw in applying scent for long-term and patients with chronic conditions.

Furthermore one of the most crucial points for cure and well-being, even in the hospital context is to enhance and encourage patients to be „active“, alternate their situations and move as much as possible. Enhance Activity.

As we talked about the general hospital experience and the perception of space and routines, he expanded on the trend to make

the hospital a more pleasant experience in a holistic approach. Looking at different aspects, that influence the „choreography of coming to the hospital“.

In relation to that, he mentioned potentials to prime patients with scent to enhance their return or stay in the hospital and to create a stimulating environment.

LONG TERM / CHRONICALLY ILL - SHORT TERM PATIENTS

Understanding and self awareness / No language

Teaching and learning tasks to create activities

„The return“ to the hospital environment and the emotions linked to that experience.

SAFETY AND PLAYFULNESS

Impersonalising objects

No language to explain their condition

Play & Practice

Well being & safety of the whole family

HOLISTIC APPROACH TO HOSPITAL ENVIRONMENTS

Encouraging/ stimulating environment

Effects of perceiving space support cure or suffering

PRIMING

„You could prime an environment to be safe.“

Trigger behavioural patterns.

Create a more pleasant experience.



DAY CYCLES AND NATURE

BALANCE OF TRUST THE OTHERS
AND FREEDOM SELF REGULATION (SCENT)

NATURE AS THE BIGGEST COMFORT

THE CLOSE CONNECTION BETWEEN
PLAY & SECURITY (PREPARE & PRACTICE)

„NATURE AND ANIMALS ARE A UNIVERSAL
„TOOL“ FOR SAFETY AND COMFORT“

<http://www.barncancerfonden.se/globalassets/global/barn-och-cancer/2013/clown-1.jpg>

INTERVIEW ANN ELMQVIST FRIDH, LEKTERAPI ENHETSCHEF

scopes for application of scent and trends in health care

„Oversensibility to stimuli is an issue and a risk.“

„People are encouraged to spend less time in the hospital. Home care is getting more advanced. Doctors possibly come home to people instead of people being in the hospital. Your behaviour as a doctor should always be as if you would enter their home, even if it is only theirs for 2 nights.“

„We need a universal language of play and communication across the age groups“

Ann Elmqvist Fridh

PREPARATION, PLAY AND SECURITY

Procedures with children are acted out, need to be prepared and tested.
Without „play and prepare“ there is no security.

WHAT TRIGGERS CHILDRENS ATTENTION:

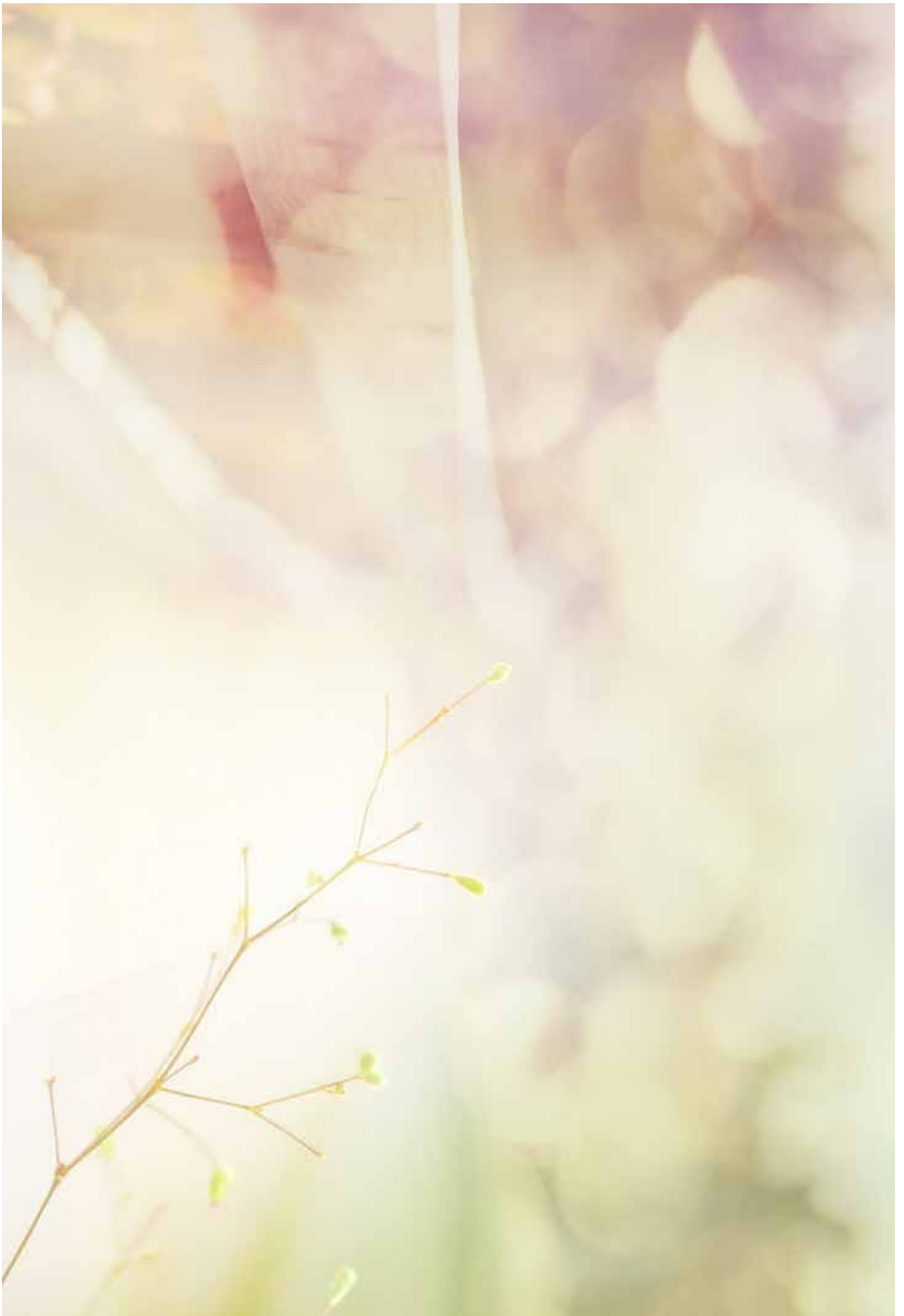
things, that signal „play“
nature and animals

TO IMPROVE A CHILDS HOSPITAL EXPERIENCE :

playfulness
friendly environment
music
cultural activities
meeting points
clowns

TO DISTRACT CHILDREN:

Garden to enhance activity
and sensual experiences



https://wallpaperscraft.com/image/lights_macro_nature_fence_73834_3840x2160.jpg

WHY IS SCENT NOT USED:

no awareness

regulations of safety

bad connotation with odors

not enough knowledge

unpredictable

OVERSENSIBILITY TO STIMULI IS A RISK

LIGHT / TIME

natural day cycle

nature has a good influence

THE VERY THIN LINE BETWEEN TRUST AND REGULATION

the patient needs to have a certain trust to the caretaker that the best is being done

the patient needs freedom to of self regulation

If blue light is supposed to be good for you in the morning, but it just does not feel good you need to have the freedom to adjust it yourself

„I would like to smell some lemon to stimulate and feel fresh so I can adjust it myself“

MATERIALS AND STERILITY

everything in the hospital needs to be sterile and white

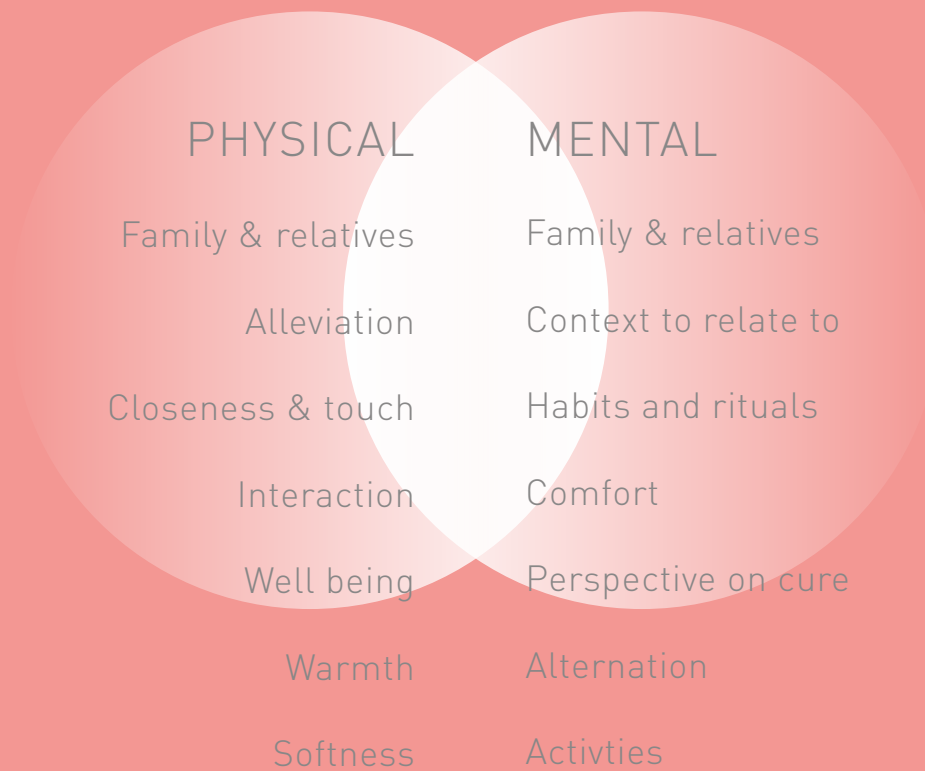
everything needs to be antiseptic

sterile materials at every level

only personal objects can be unsterile

THE CHILD IN THE HOSPITAL





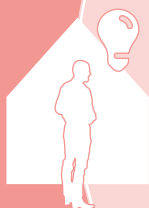
FUTURE HEALTH CARE KEY ELEMENTS

Enrich, evoke or stimulate
a situation or condition

Human needs

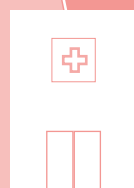


„Living Services“
Smart home
„Nice to have“



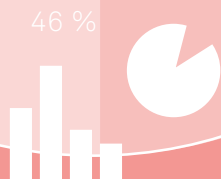
Fusion home & health
Positively connotated
routines
Smooth transition

„Real benefit“
Hospital



Personalised and learning
service
Two worlds of scent
experiences and
associations in relation

Implement scent in
the internet of
things?



What helps in which situation?

Long term data

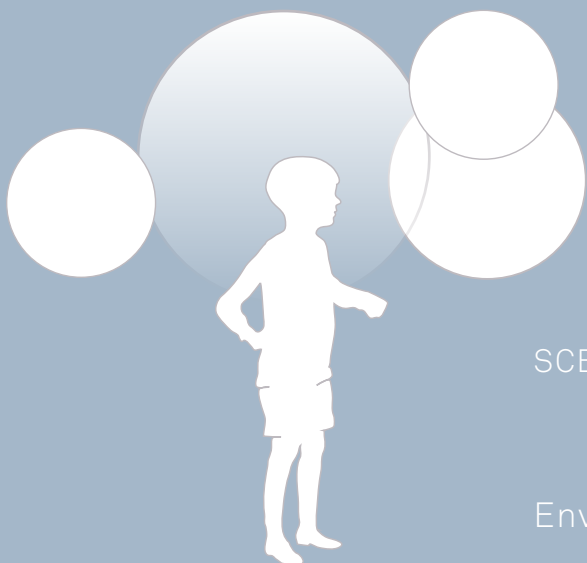


Using „living services“ and long term data collection at smart homes, previous to the hospital stay to assure a personalised treatment support tailored to the patient, that references to the home context and avoids emotionally unpleasant reactions to scent.

Utilise the instant power of low intense / targeted scents as a tool to humanise the hospital experience for children/ young adults to escape reality (pain, mental state, monotony), stimulate inner imagery, memory, support relational interaction and playfulness.



EVALUATION OF INSIGHTS, RESEARCH



SCENT SCAPES IN THE ENVIRONMENT

Environmental perception

Choreography of coming to the hospital

Negatively connotated routine

Priming the return positively

Involves unknown people



PERIPERSONAL SPACE BASED - OBJECT

Physical closeness

Personal experience

Intimacy

Objects - textiles

Involves close people

REFLECTING FIRST APPROACHES

humanice hospital experience for children

OBJECTS, PLAY & SAFETY

Considering the different aspects from the research and the focused research in the hospital lead to possibilities connecting scent, children and the aspect of play to change their mindset and distract them from a disease related context. The aspect of nature and relatives bringing the most comfort to children should be considered in this approach. Furthermore there is an opportunity to involve scent to assign it to different task of learning, possibly practicing medical routines, to enable a safe procedure. This could also be prepracticed in the home environment to enable the children to develop understanding and lose their fear.

A HOLISTIC EXPERIENCE

Another approach is the tackle the general experience and perception of space, routines and the processes a patient, child has to go through. With this comes the aspect of long term patients and their ability to cope with a return to the hospital. Scent could be a tool to fuse comfort environments and hospital environment to avoid fear and anxiety. Processes could be practiced and mentally tagged with comforting scent to erase some of the perceptual pressure moments, when changing environments.

FUTURE BENEFIT OF KNOWING WHAT STIMULATES WELL BEING

A crucial insight and potential showed, that care is becoming more personalised and tailored to the patients need. Therefor knowing beforehand, what stimulates well being or fear in a patient, collecting data in advance to a hospital stay could bring great benefits to the general hospital experience and the process of cure.

ANALOGUES

Working with scent, considering the aspect of comforting scents from the home environment and the aspect of family members being present, also in terms of habitual and comforting scents, encouraged me to taker closer look at analogues, such as textiles transportig scent from one environment to the other.

CONCLUSION ON FOCUSED RESEARCH AND FIRST APPROACH

RESTRICTIONS

scent treatment in hospitals

Through focused research and interviews I discovered, that the reputation of scent in relation to a hospital environment still carries a lot of negative associations. Especially the lack of research and the unpredictability of what scents could trigger in a patient, especially when there is the possibility of over sensitivity to various stimuli showed a lot of risk potential and affords long term on field research to develop a very focused application on a certain condition, that will bring a valid benefit.

CONCLUSION

Without a doubt I see great potential and many scopes of application for scent in the hospital environment. Especially because scent influences our mindset and therefor physical condition like no other sense.

On the other hand I also acknowledge the restrictions mentioned above. Also considering the sterility in hospitals.

In relation to analogues and the comfort of family members I do not see my role as a designer to replace analogues like the „teddy bear“, which is a perfect symbol for comfort, the scent of home and intimacy with a playful edge to it, bringing the most possible comfort and sth. to hold on to for a young patient, being replaced by something newly invented, possibly incorporating technology.

At this point of the research I therefor decide to approach the potential of scent in another environment, taking some major findings in the next ideation phase.



GATHERED INSIGHTS
TAKEN INTO NEXT
IDEATION PHASE

EFFECTS OF
SCENT ON WELL
BEING

EFFECTS OF SCENT
ON MINDSET

NATURE AS
COMFORT

THE NEED FOR
ENHANCED
ACTIVITY

THE LINK BETWEEN
MENTAL AND
PHYSICAL HEALTH

PERSONAL
REACTIONS TO
SCENT

HOW DO YOU
KNOW WHAT
SUPPORTS THE
WELL BEING OF
PATIENT
LONG TERM DATA

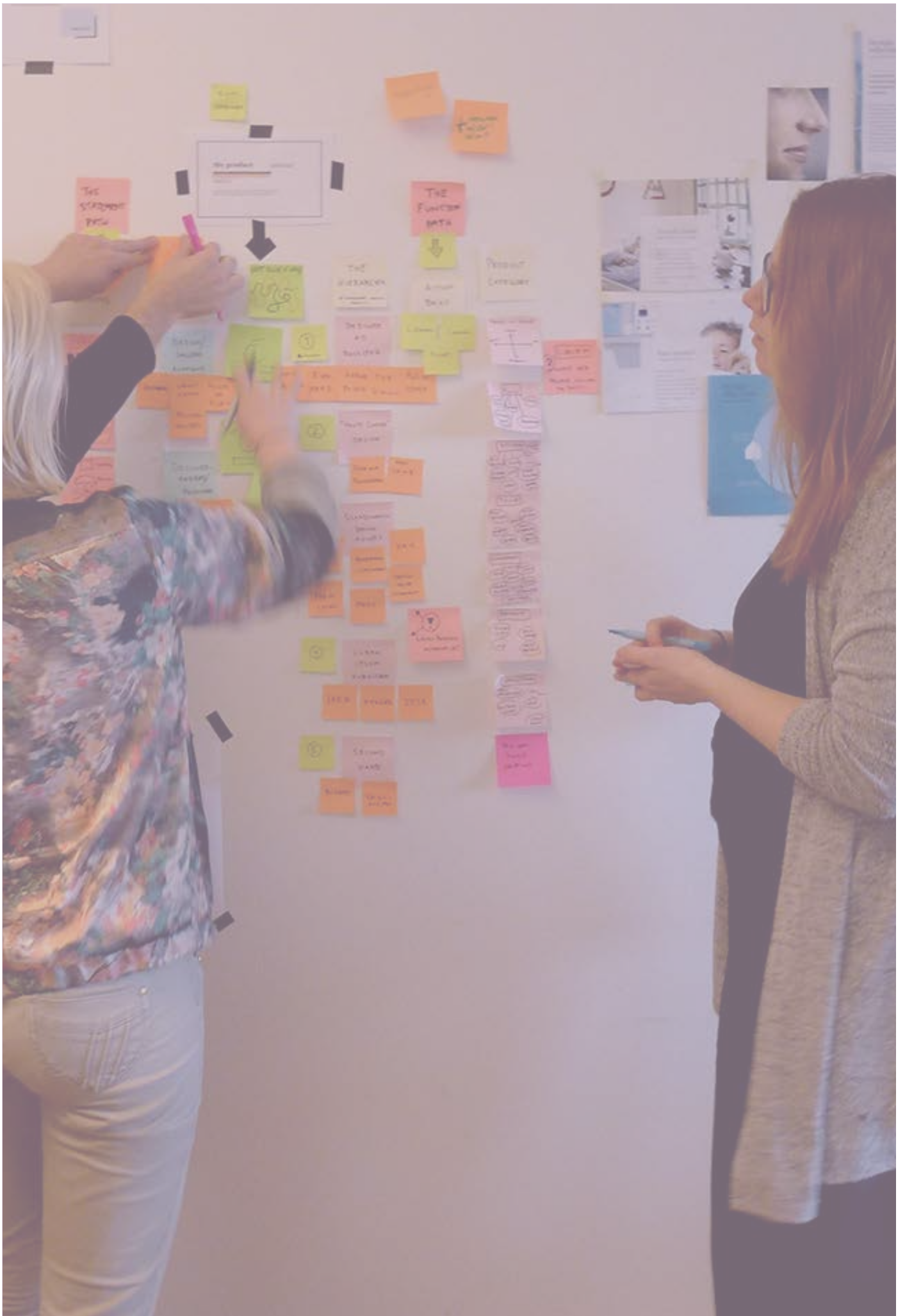
PERSONALISED
CARE

HOME AND HEALTH
FUSION

PRIME AN
EXPERIENCE TO
BE PLEASANT

SELF REGULATION
OF SCENT

APPLY ON CHRONIC
SITUATIONS



ANALYSIS
research and data

SURVEY OUTCOMES

PEOPLE AND SCENTS

insights

One thing to mention before explaining the main insights about this survey was, that almost everyone taking part in this survey had an extremely hard time describing their experiences with scent. This proves the missing of language and understanding for the perception of scent.

Nevertheless the main insights showed, that people do get affected by scents and that they act upon that. Obviously not always consciously, but it triggers behaviour.

Secondly there is a high majority of scents, places and objects overlapping in relation to scents. Nature and places connected to nature play an essential role in the pleasant perception and recollection of scents.

In assigning scents to activities the associations and activities are mainly positively connotated.



DO YOUR MOODS GET AFFECTED BY SCENTS OR RATHER DO YOU CONSCIOUSLY PERCEIVE YOUR MOODS TO GET AFFECTED BY SCENTS?



Mainly positive, motivating, relaxing, feeling good / better

CAN YOU THINK OF ONE SCENT THAT IS TRIGGERING AN EXTREMELY POSITIVE REACTION IN YOU?



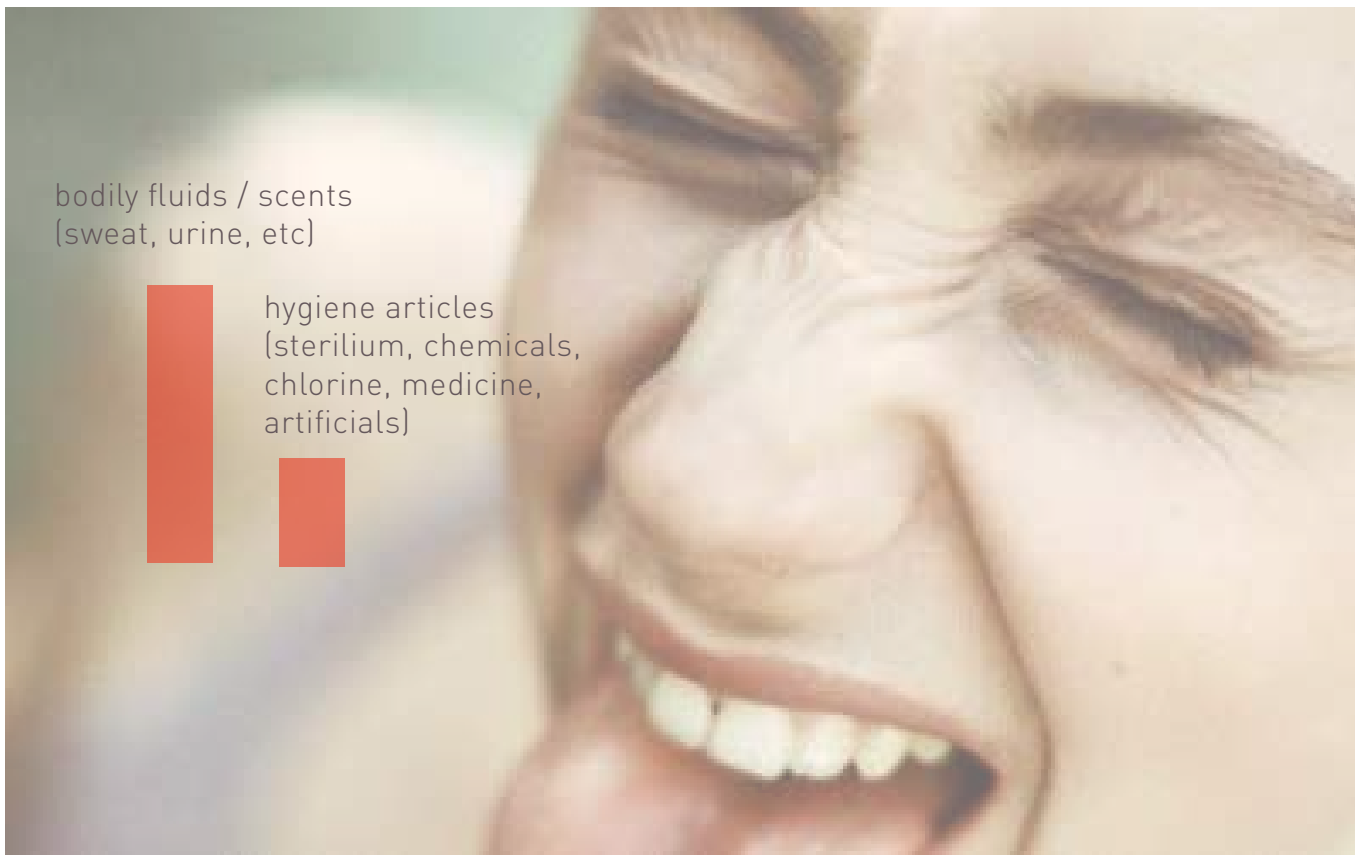
DO YOU ACTIVELY NOTICE WHEN YOU AVOID OR APPROACH A SITUATION/PLACE, BECAUSE OF THE SCENT? IF YES, DESCRIBE.



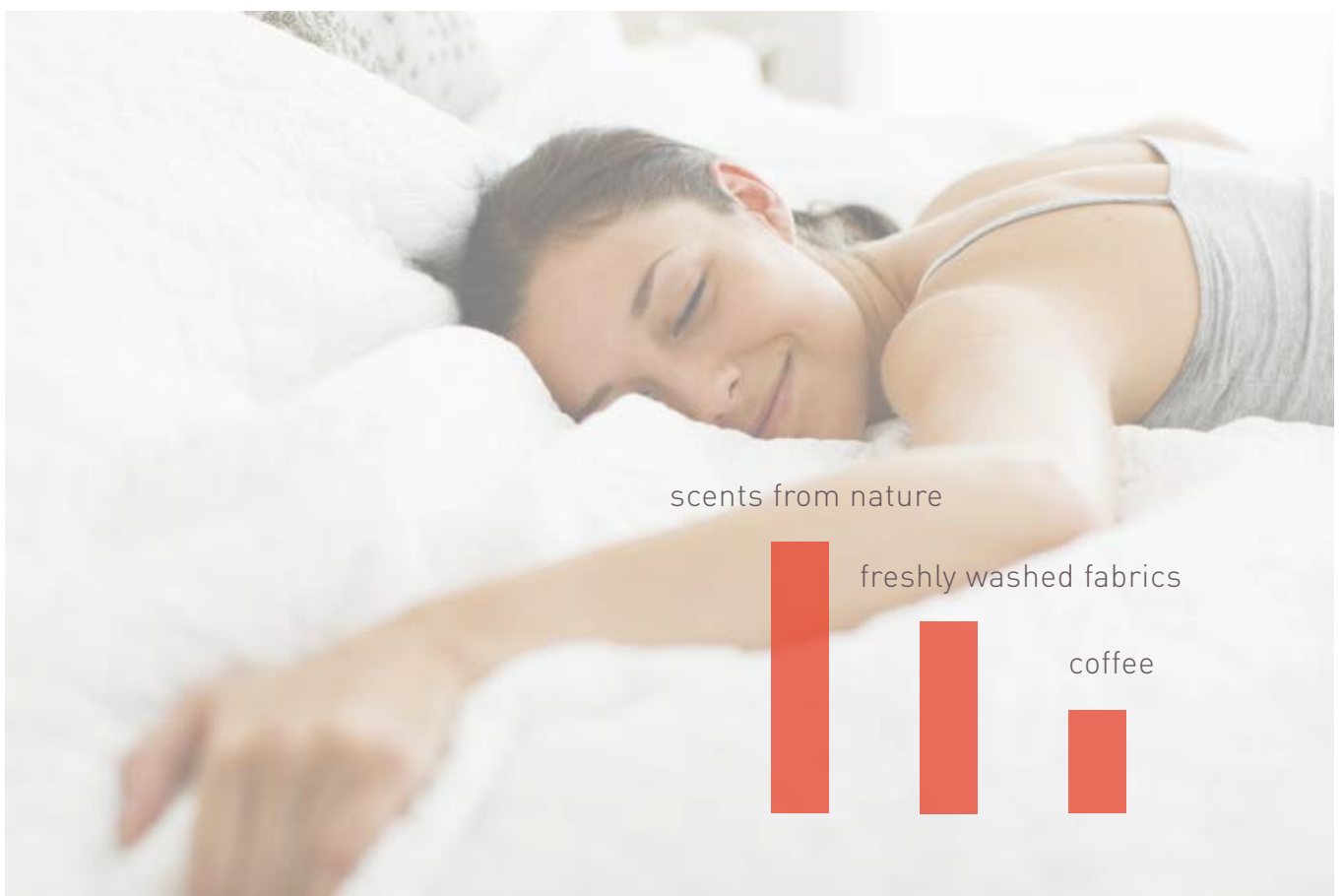
Escape bad smells.
Approach good smells.

SURVEY OUTCOMES

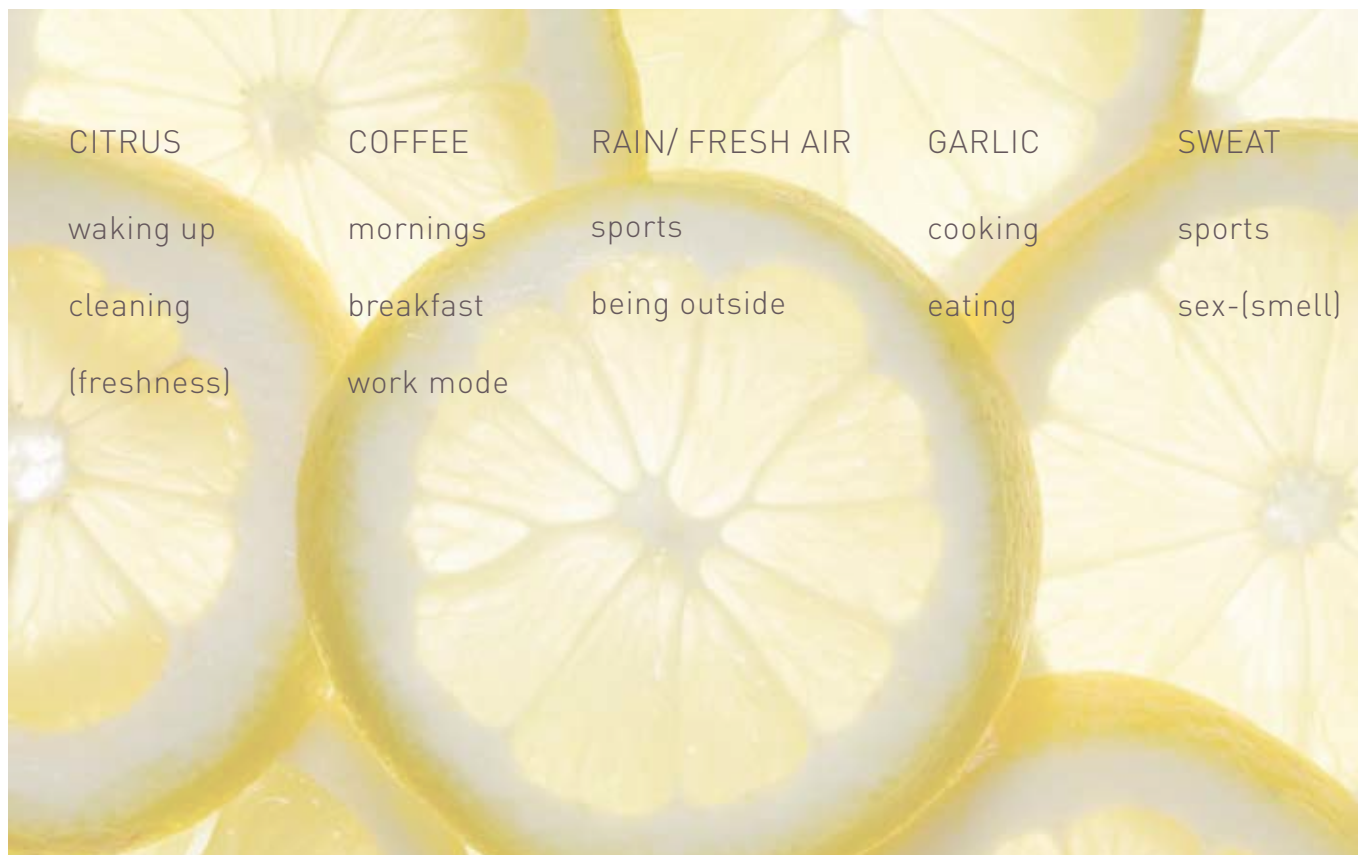
WHAT KIND OF SMELLS/ SCENTS ARE DISCOMFORTING FOR YOU?



WHAT KIND OF SMELLS/ SCENTS ARE COMFORTING FOR YOU?



PLEASE LIST SCENTS, THAT YOU RELATE TO 3 ACTIVITIES



IMAGINE 3 PLACES IN YOUR MEMORY, THAT YOU LIKE TO SMELL



CONCEPTS

first ideas and directions

CONCEPT # 1 / MEMORABLE

MEMORABLE

remember, evaluate, prefer, decide

Memorable is a service guiding your decisions on a very personal and very sensual level.

In relation to activities and moments, the user is encourage to remember, evaluate, prefer and decide to gain more insights and knowledge upon preferences in relation to activity, mental state, location and other aspects.

The main outcome for the user is to gain an understanding of what makes one happy, productive, active and what are the key parameters influencing this state.

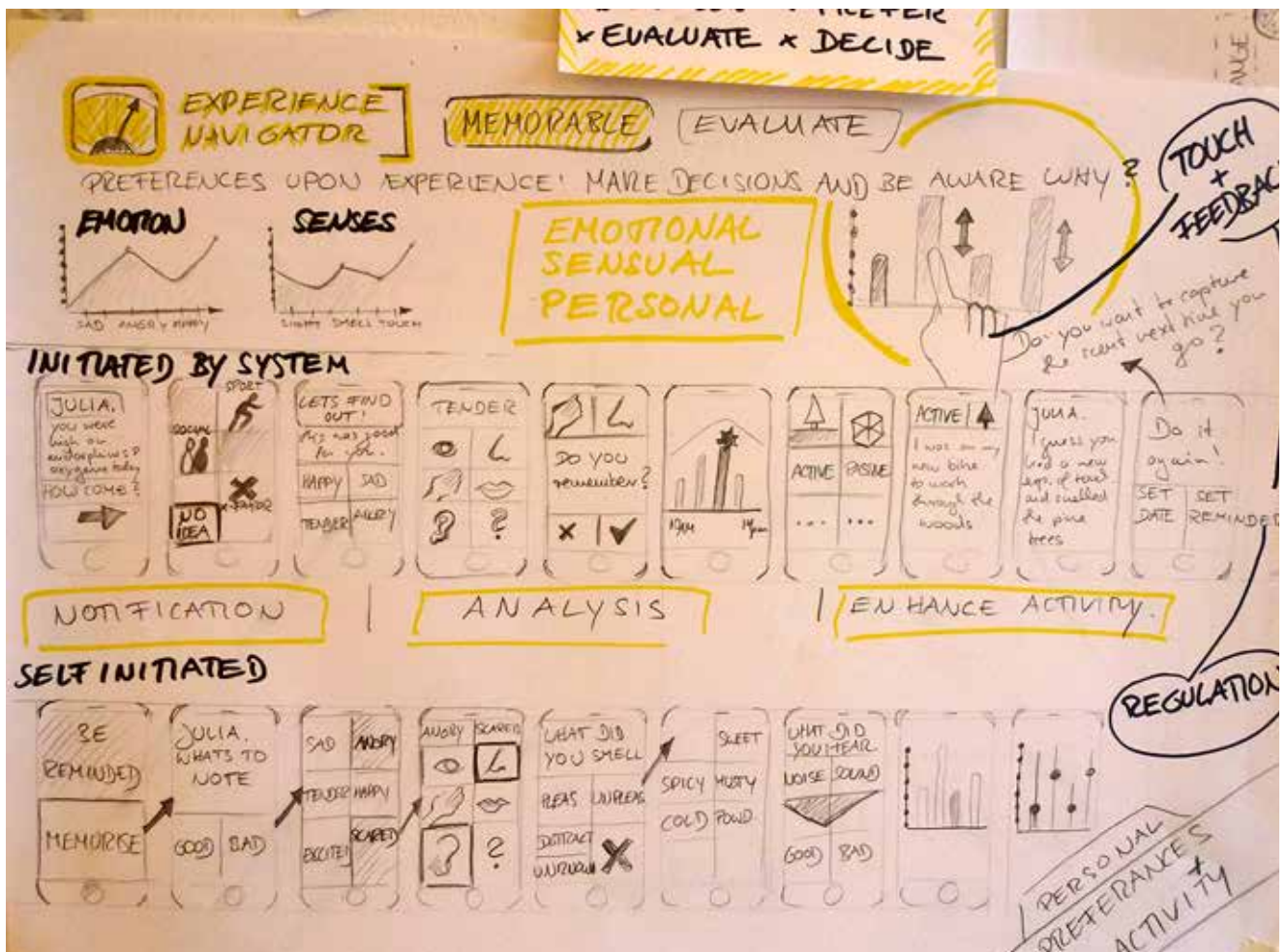
DESIGN WITH ALL THE SENSES

senses make moments worth while

Memorable is based upon a sensual and emotional focus. The more senses are involved in activities, the more extrem they become. Either in a good way or in a negative way.

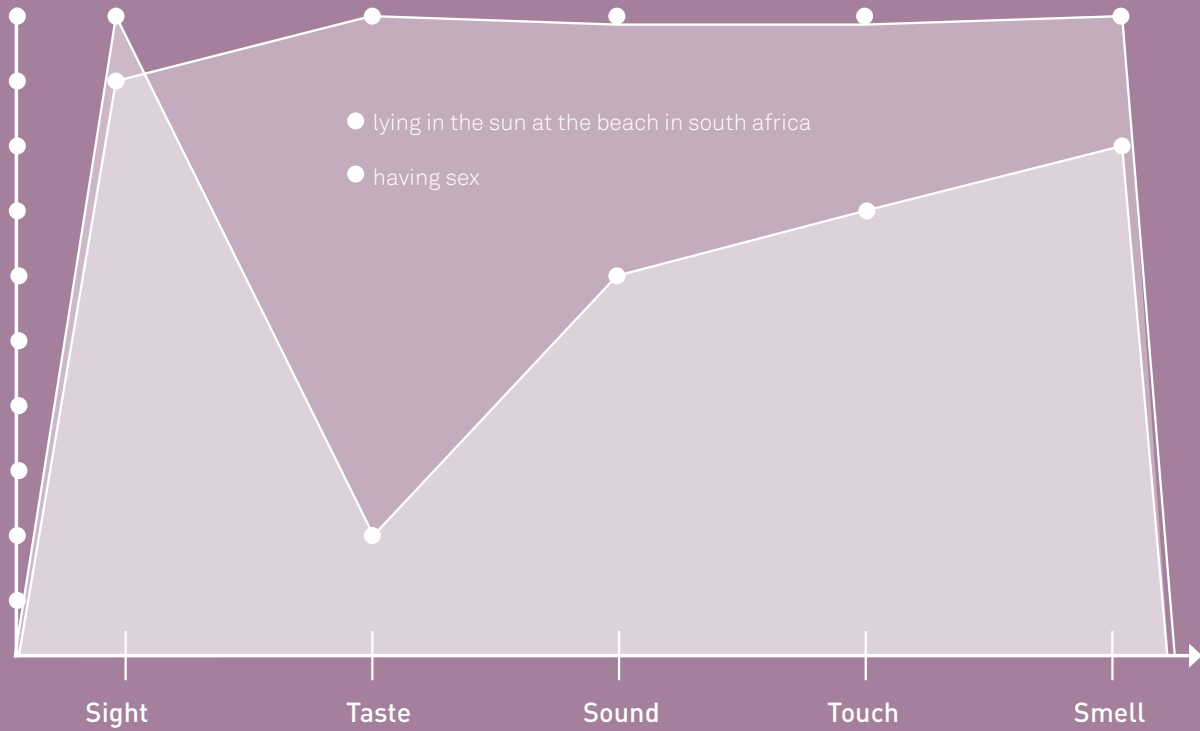
Memorable incorporates an notification system, involving all the senses and the major emotions and relates them to your actions and decisions. The service will be linked to tracking vital signs and respond accordingly.

Memorable makes it visible and experienceable which senses and emotions lead us to make or change our decisions. It supports you to repeat activities that increased your well being.



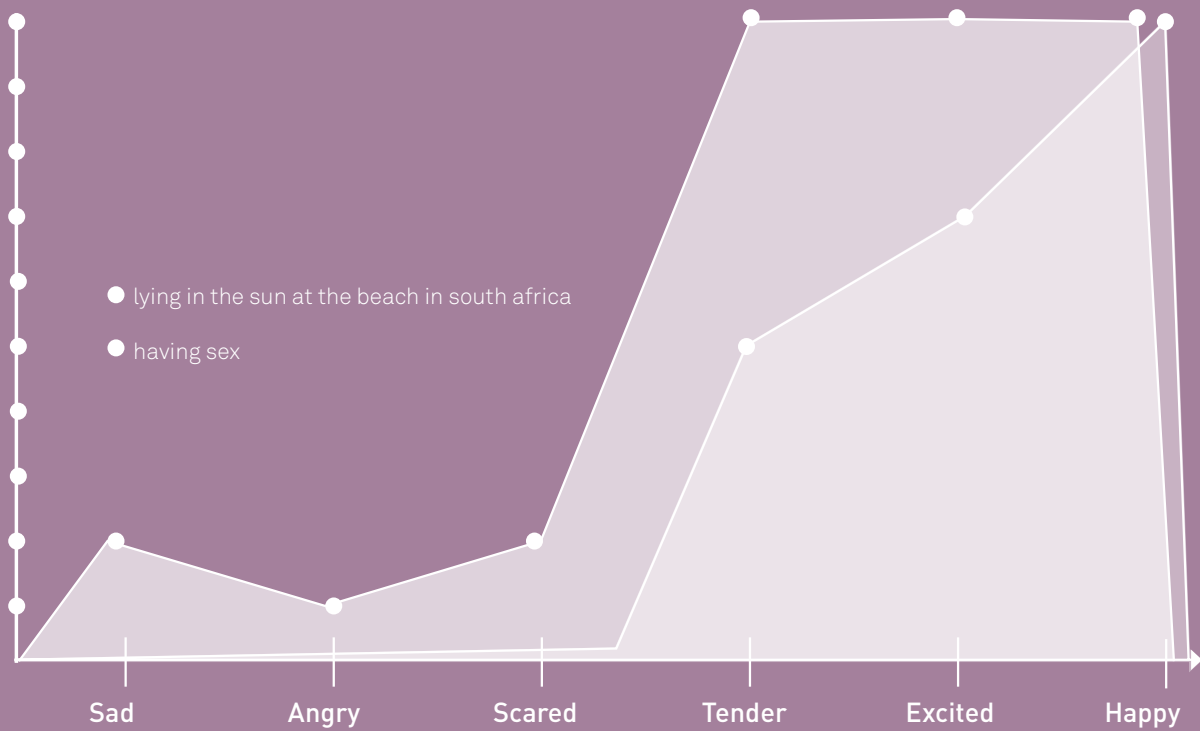
Evaluate in the 5 - senses diagraphm

evaluate, prefer, learn and improve awareness in decision making

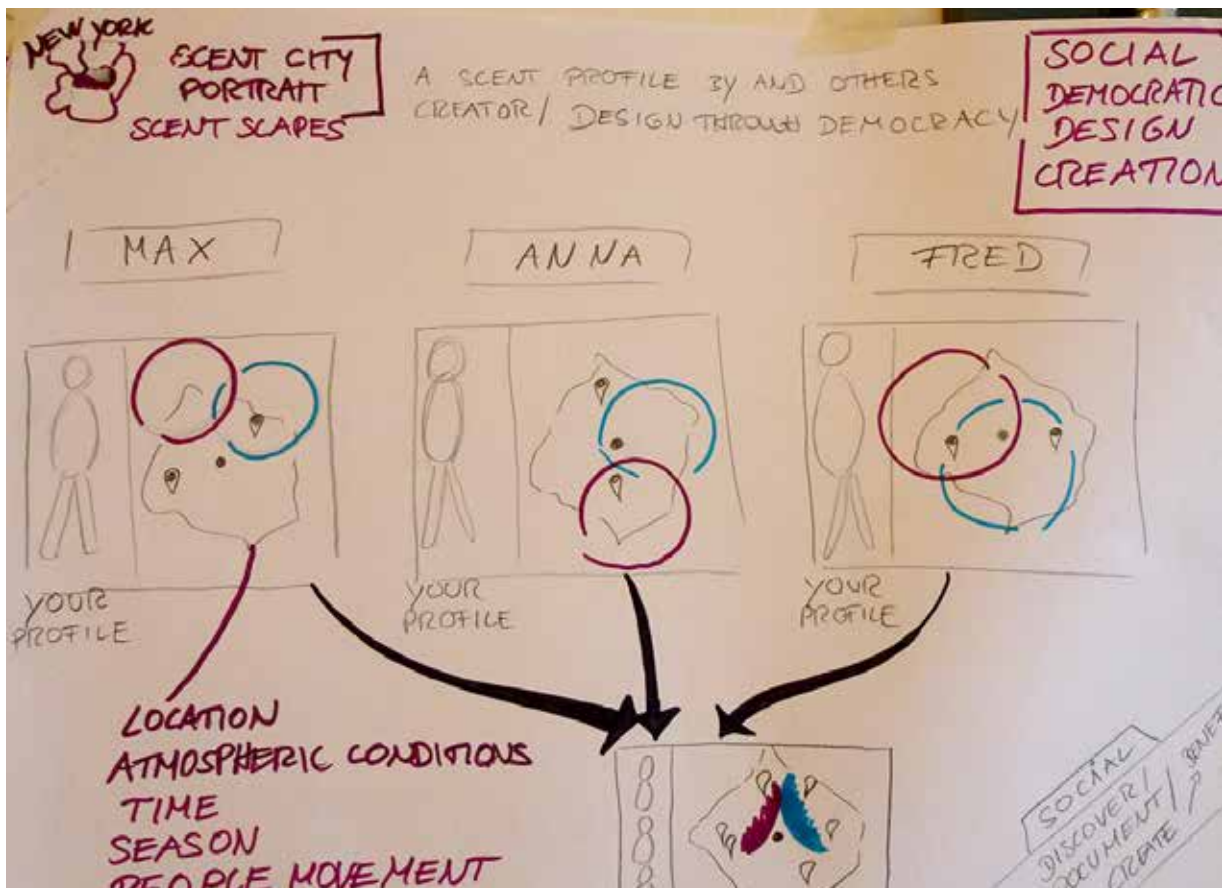
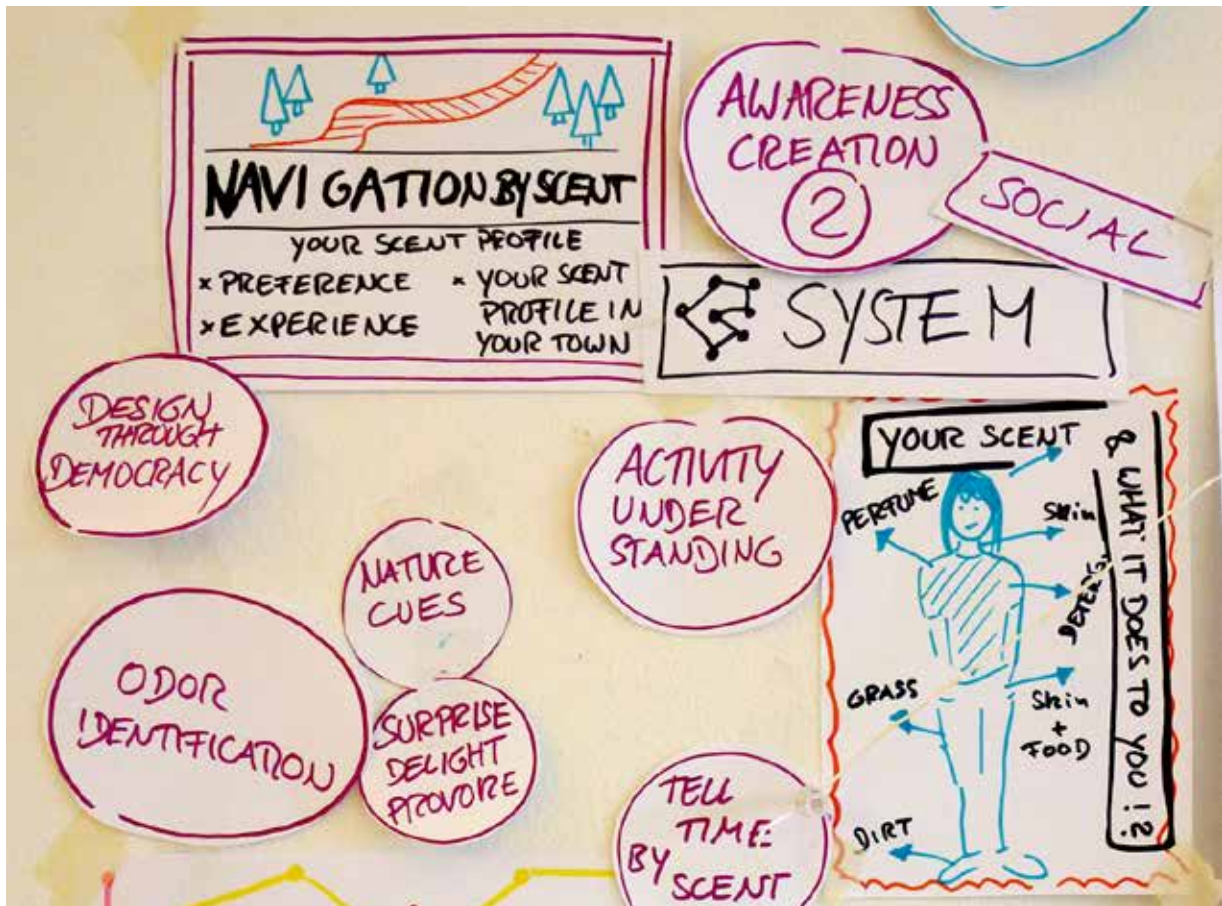


Evaluate your emotions accordingly

evaluate, prefer, learn and improve awareness in decision making



CONCEPT # 2 / NAVIGATION BY SCENT



HOW ARE PREFERENCES NOTICED AND DOCUMENTED IN RELATION TO PLACES AND ACTIONS?

Preferences and places in relation to scent, but connected to your health status/ well being can be analysed.

Is there approximate types of scent that can be listed as preferences? (like your playlist of the week due to tracked activity)

Is there even personal taste in the pure notes of scents?

CONCEPT # 3 / SCENT AS MEDICINE

IMMATERIAL MEDICINE

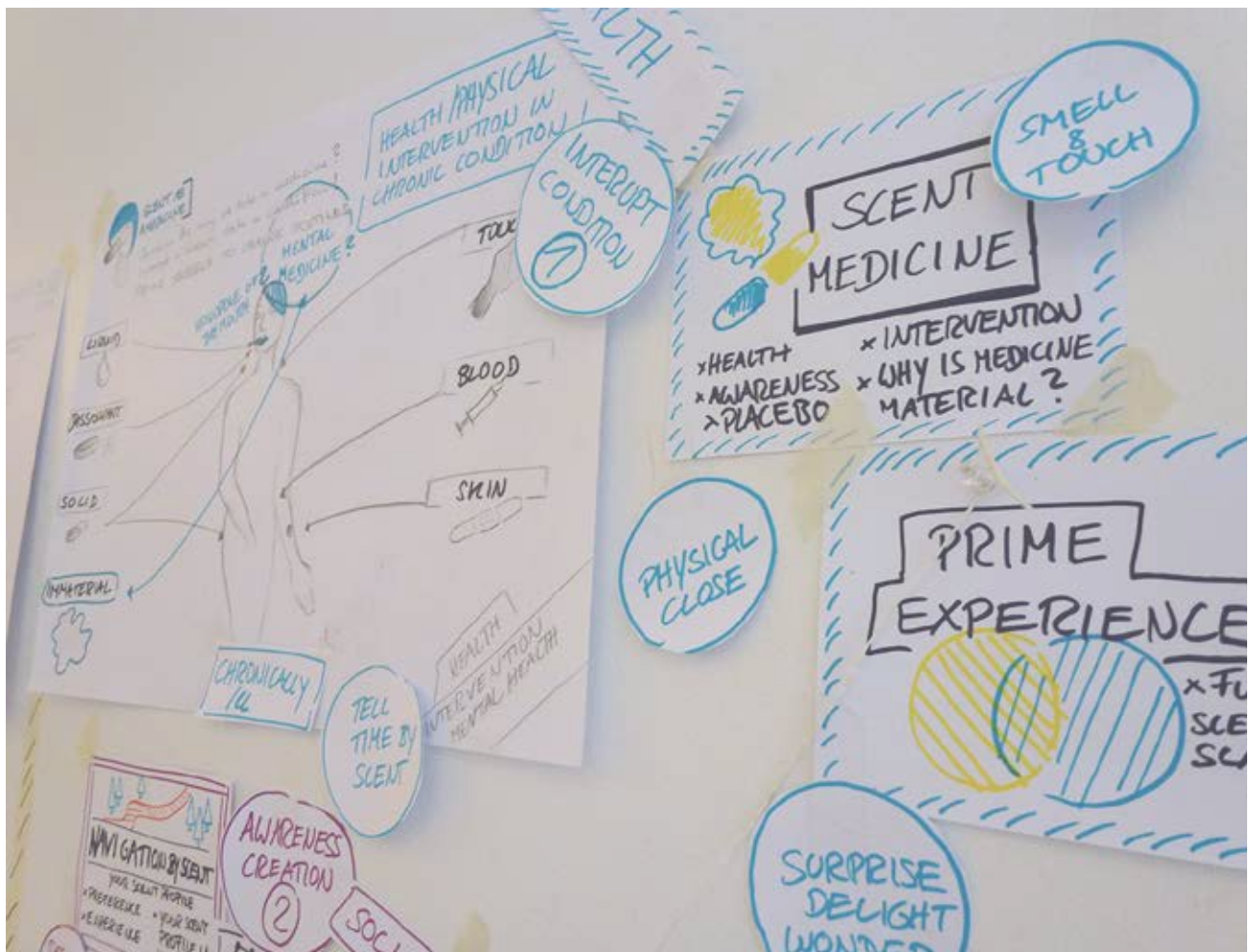
change the mindset

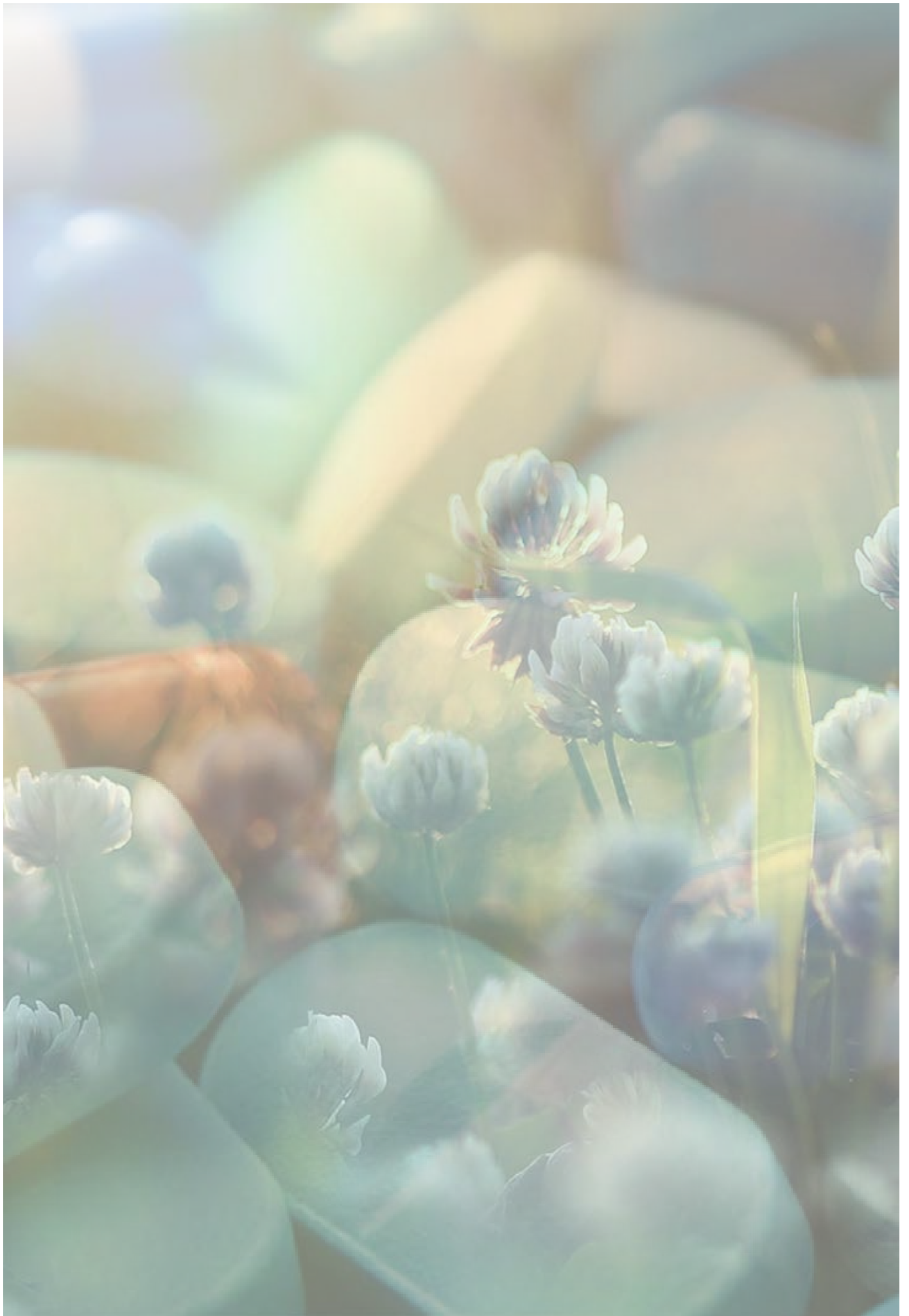
Medicine is taken in various different consistancies. Tablets, liquids, cremes, pulvered or injected. It can be applied on skin, digested, via blood or mucous membrane.

After the intensive research on how scent influences the human body and mind one could ask the question why scent is not used as medicine in an immaterial way.

Before actually taking medicine orally, injected, aplied, scent can be used to interrupt a certain condition that tends to become unhealthy and therefor intervene before actual medicine is needed.

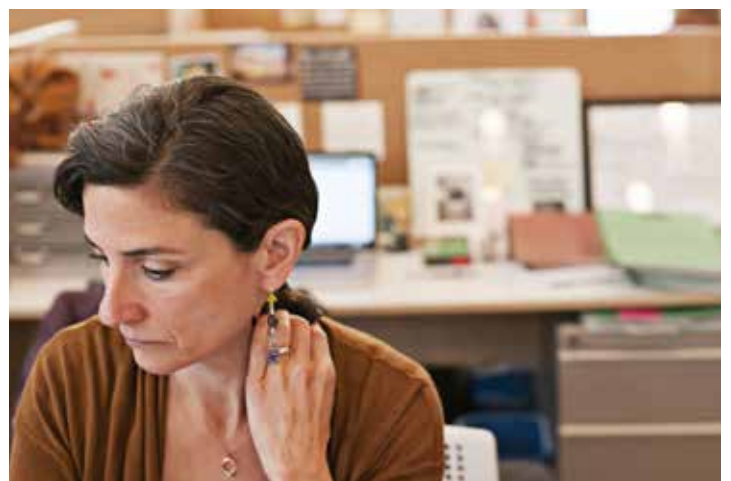
Referring back to the historical research done in relation to scent, the application of scented rooms, oils and balms has proven its calming, comforting and curing affect on the human body and mind over centuries.







SCENT AS MEDICINE
question the way we take medicine





SCENT AS IMMATERIAL MEDICINE TO INTERRUPT CHRONIC CONDITIONS

Question the way we take-in medicine.

Support well-being, prevent harmful chronic conditions through creation of micromoments with scent to instantly act upon. Utilise scent to deliver information with signal value (time) on a different sensory layer.

Monitor, collect and analyse vital signs, as well as utilisation of the product and the service to learn preferences, to be able to surprise and delight the user.

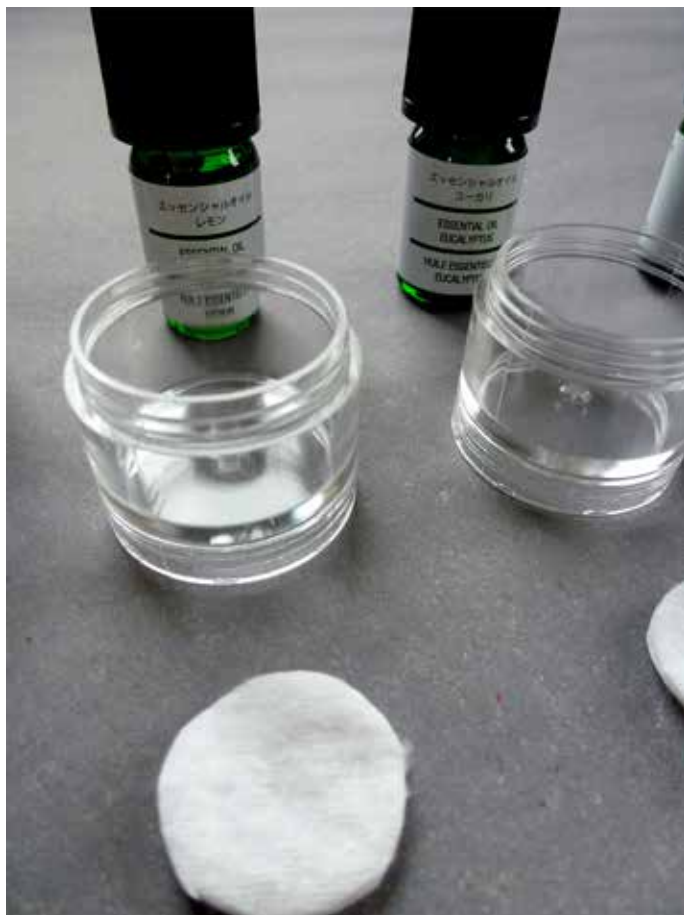


EXPERIMENTS / TESTING

with scents

PORTABLE SAMPLES

testing with scented prototypes



open and closeable
various scents

needs to be carried
convenient to use

PORTABLE SAMPLES

testing with scented prototypes

VARIETY AND CONSCIOUSNESS

One of the first scented prototypes combines five different essential oils. The different scents were assigned to different times during the day. Times assigned to certain scents I exposed myself to the same scent for 2 weeks.

Morning: Grapefruit

Mid morning: Bergamotte

After Lunch: Eucalyptus

Afternoon: Orange

Evening: Tea tree oil



LEARNINGS

One of the first conclusions I made, was that scents coming from another source other than the food one is preparing or eating are a strong distraction and evoke feelings of disgust or aversion against food.

Secondly, after the passing of only three days I awaited a certain scent at a special time of the day.

Some scents had a stronger affect in relation to the time of the day and their characteristics. Being exposed to eucalyptus in the afternoon had a very positive and awakening affect. A scent that I looked forward to already after lunch whereas grapefruit in the morning was less effectful and just passed subconsciously. Important to say is that I had to actively set a reminder and open and close my samples

which invalidates the aspect of random exposure and therefor takes away the surprise effect of noticing a scent in the environment. Generally speaking the exposure to scent at certain moments during the day changed my perception of time and how time flies by without noticing. It structures the day in perceptable episodes linked to memory and actions.

WEARABLE & CONSTANT

CONSTANT EXPOSURE

flexible, but exposed

The second scented prototype for various testings was a wearable necklace, which enables the user to experience a scented peripersonal space.

Secondly the user could actively enhance the effect by lifting the scented piece towards the nose.

This prototype characterizes through constant exposure to scent, the unconscious perception of scent during the day and the convenience to wear this piece, without the need to actively interact with the object to have a olfactic experience.

LEARNINGS

exposure time and intuitive interaction

The main outcome of testing this prototype was that a constant and passive exposure to scent defeats the whole purpose of noticing a scent in the environment. As known from the research, the constant exposure to scents leads to ignorance of perceiving this specific scent. Therefore moments of realisation only occur if exposure to scents is random and the time of perception limited.

Nevertheless the convenience of carry scent in a wearable close to the body showed various potential use cases and the possibility of intuitive interaction with the object, if the aspect of exposure time is considered.





WEARABLE & CLOSEABLE

SELECTED EXPOSURE

flexible and closeable

This scented prototype combines some learnings from previous prototypes and combines them in a new testing object. It distinguishes itself through its wearability and easy usability.

Even though the user still needs to actively anticipate the moment, when scent is released through revealing the scented patch below the wearable, this prototype creates a single moment when scent is perceived, yet it is still worn close to the body and can be carried unconsciously until the moment the user decides to interact with the object.

CHARACTERISTICS

known gesture in relation to scent
convenient to wear
easy to reach the nose
revealing moment
open and closeable

LEARNINGS

gestures and short moments of interaction

Working, wearing and testing this prototype revealed that scent and touch are closely related and enhance the experience of perceiving scent. Furthermore the gesture of lifting the wrist, the source of scent towards the nose, supports the intimate moment of this scented experience.

While testing the different prototypes with various people, the feedback was mainly positive in relation to the worn objects. The majority of users requested an object for their own to use, to enhance focus and take a short sensual moment for them to enjoy and reset.





SCENT / POSSIBLE SCENARIOS

scenarios in the health context

1/ CONECEPT / SZENARIO

Treatment + signal warning when in a harmful chronic condition

„My blood pressure is constantly too high.
But in your daily flows, you can't always
keep that in mind. „



Lars, 38 years



Lars primed himself to go running
with the scent of lemon.

When smelling it, it urges Lars to
go out and be active.

The signals and reminders
Lars gets through scent work more
direct and instant as the
alerts we are used to on a
sensory level.



„the scent of sage is proven
to decrease blood pressure
effectively.“

On a new sensory layer, in-
formation is provided. It is
TIME to act.
This is a SIGNAL WARNING
for Lars to instantly change
his condition.

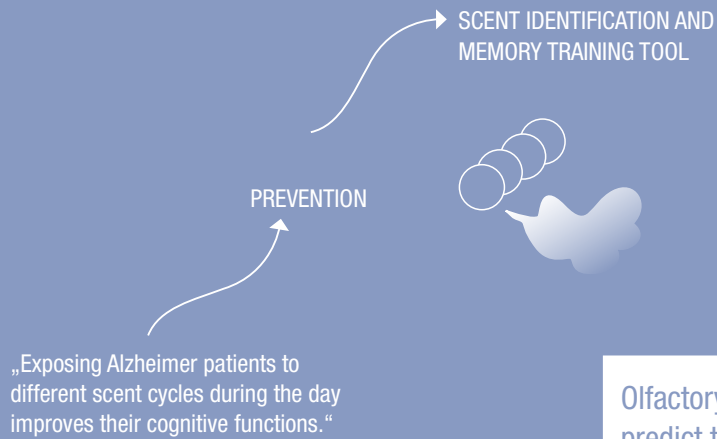
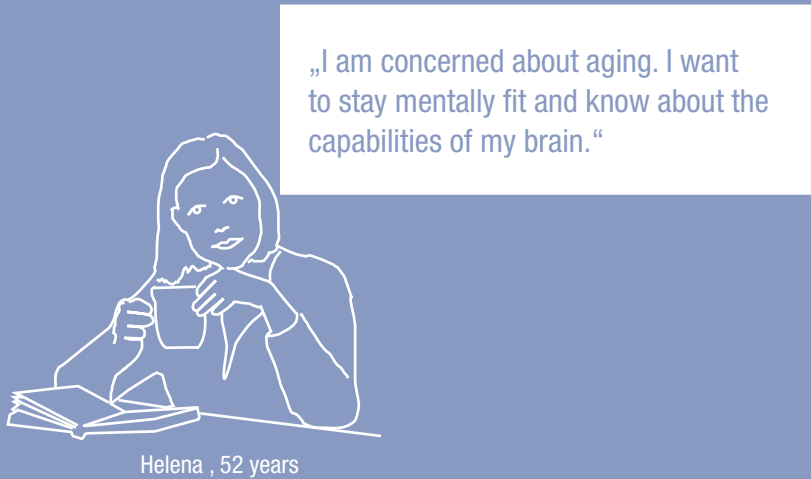
Vital signs are documented
and scent will intervene
when condition becomes
harmfully monotone.



SCENARIO 1
chronic condition

2/ CONECEPT / SZENARIO

Prevention of memory loss and prediction of mental decay



„Exposing Alzheimer patients to different scent cycles during the day improves their cognitive functions.“

Olfactory dysfunction can predict the onset of dementia years in advance. Mental decay and cognitive functions are closely related to our ability to smell.



HOME / CARE HOME ENVIRONMENT



SCENARIO 2
cognitive functions

3/ CONCEPT / SZENARIO

Short term interventions in acute situations



„Doctors know whats good for me, I hope, but I also do and want to regulate some things independently.“

„With this little helper I can be an active part of my improvement, but it also reminds me to stay active and change position. I can escape bad odors for a while.“



„The scent of Lavender is used to reduce anxiety and shows higher satisfaction rate in post-operationalpain control.“

SCENARIO 3
acute pain control

EVALUATION AND BRAINSTORM

focus on chronic conditions

At this stage of the project, with the process in mind and the feedback I decided to focus on chronic conditions, furthermore on conditions that eventually will lead to chronic diseases such as inactivity, bad posture, bad nutrition , just to name a few.



CONCLUSION FACTS

WHAT?

- A product close to the body, diffusing scent as a signal to change a harmful chronic condition.
- Body sensor, that tracks your vital signs and communicates with the product.
- A learning system that tracks your improvement and focuses on

WHO?

- People in a chronic condition, that will be harmful in the long run

WHY?

- They are aware of their condition and want to act / prevent a severe condition
- They need support to intervene / remember
- The physician recommended the service

HOW/WHEN ?

- In your daily routines at home/ work
- As a wearable / patch / jewelry etc.

PREVENT CHRONIC DISEASES

- Enhance activity
- Enhance appetite / reduce
- Relieve pain
- Relieve anxiety
- Reduce blood pressure

CONCLUSION FACTS

WHAT ARE THE MICROMOMENTS?

- The moment when you notice you need change and you act upon it
- The moment it feels better
- The relief, that sth. is reminding you
- The moment you realise, that you are improving over time
- The moment you act without being reminded
- The moment it becomes intuitive
- Scent is silent in delivering information (Intimacy)

DESIGN WITH THE SENSES IN MIND

- Design the sequence, in which scent comes first
- You smell the signal, you touch the object, you see the information, you act accordingly (system initiated)
- You touch the object, you reveal, you smell the scent, you see information, you act accordingly (self initiated)

HOW IS SCENT DIFFUSED?

- Through body heat
(applied and constant)
- Through textiles
- Action (open/close/ rotate/ reveal)
- Electricity

BENEFIT NOW?

- You become aware of your chronic condition
- You act and improve activity

FUTURE BENEFIT?

- Long term knowledge and data
- Sustainable improvement
- Knowledge about preferences

MAJOR ASPECTS FOR FINAL CONCEPT

SCENT
EVOLUTION
SIGNAL

TIME
INFLATION OF TIME

CHRONIC
CONDITIONS
SILENT
INFORMATION

SCENT TO
CHANGE A
MINDSET

SCENT TO BREAK
ANY CONSTANT
CONDITION

SCENT TO
ENCOURAGE
ACTIVITY

SCENT TO
MOTIVATE
BEHAVIOUR

TELL THE TIME BY
SCENT

MICROMEMENTS
ANTICIPATE
CHANGE

MAJOR ASPECTS FOR FINAL CONCEPT

PHYSICALLY
CLOSE

DESIGN WITH
SCENT AND TOUCH

SENSORS

SURPRISE DELIGHT
AND WONDER

LONG TERM DATA

FUTURE BENEFIT

EMOTIONAL
AND COGNITIVE
DESIGN

AMBIENT SERVICES
INTUITION
INVISIBLE

INTERACTION AND
EXPERIENCE

unp

scent and
cognition need
deeper
research

i

trend of
preventive care

scent trigger
strong reaction

chronic
conditions /
lack
of activity

freedom of
self regulation

scent influences
behaviour, mostly
positive memories

cognitive
functions

predictable

emotion &
individuality

rs
ons

prime experiences
to be pleasant with
scent

trigger
behavioural
patterns

SCENT & HEALTH CONCLUSIONS

from focused research

day cycles &
nature

perception highly
affects our health and
well being

scent motivates
activity



OLFACTION

Signal value to guide our responses

Emotional value

Breaks with current mindset

Olfactoric comfort from nature

Information on a new sensory layer

Physically close

Surprise and delight the user

Emotional and cognitive

Design for experience



LIVING SERVICES



FUTURE HEALTH

Activity to prevent chronic conditions

Personalised care

Real time analytics and long term data

Chronic conditions

High health IQ

Need for change and activity in day cycles

Delight

DAY CYCLES / HUMAN NEEDS



FINAL BRIEF

After the extensive research, several iterations of testing and scenarios, I concluded my research with the intent to focus on chronic conditions.

With “chronic” the perception and aspect of time comes into play, which plays an enormous role when dealing with chronic situations/condition. To explore the interplay of time and scent to improve well being and break with harmful patters, will be my focus in the design and realization of my thesis.

TEXT ?

are
lost in
their progress

Excitement
for new
tasks

Do

Enjoy
to chat
with others

Very
diligent
in work

Enjoy
doing things
different

may lose
focus

How is
he using
his?

Boredom
!!!
...

unstable
feel

discouraged
><

FEEL

I can't fix
this if I
don't know
how it happened

not
integrated

lonely

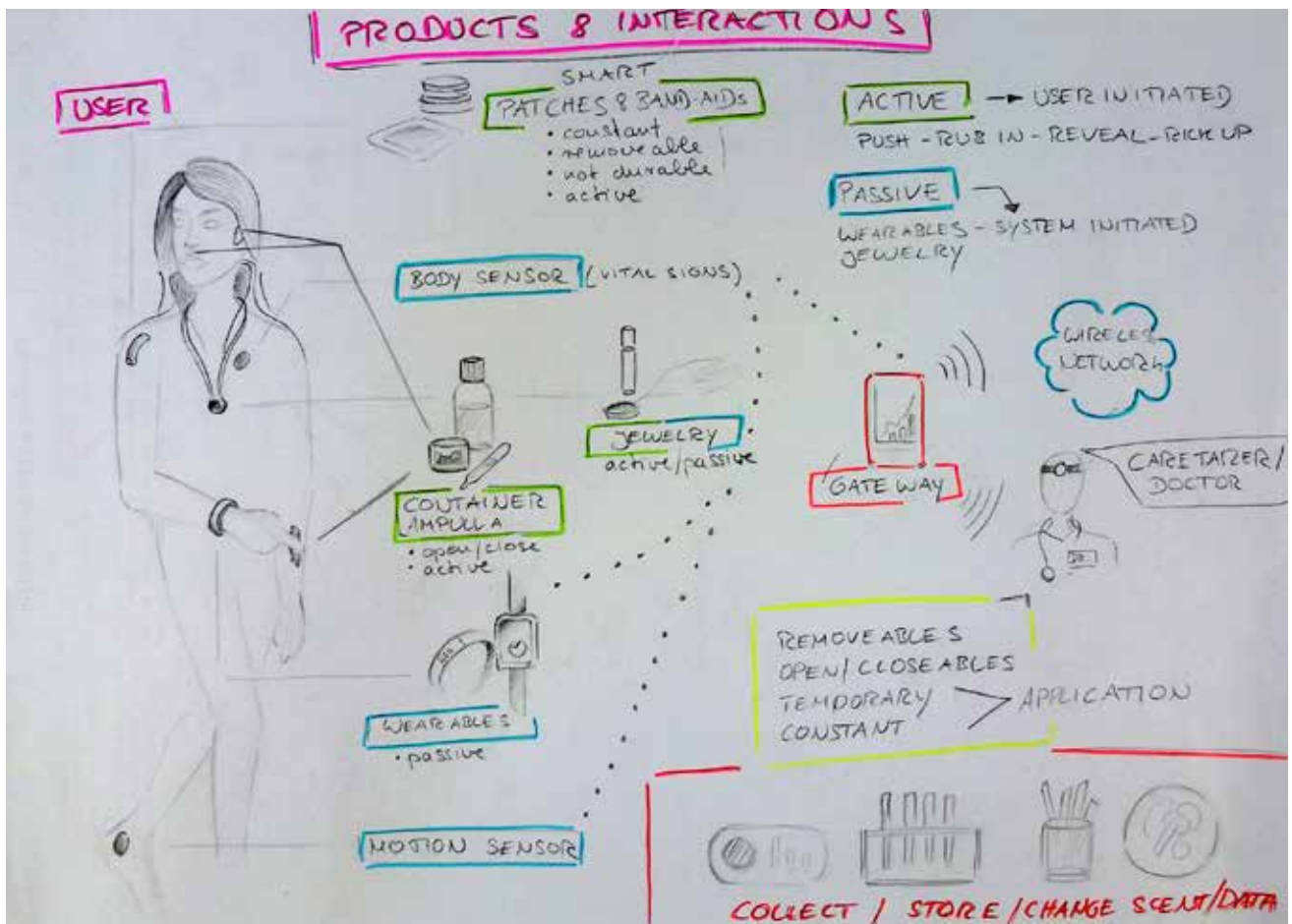
unmotivated

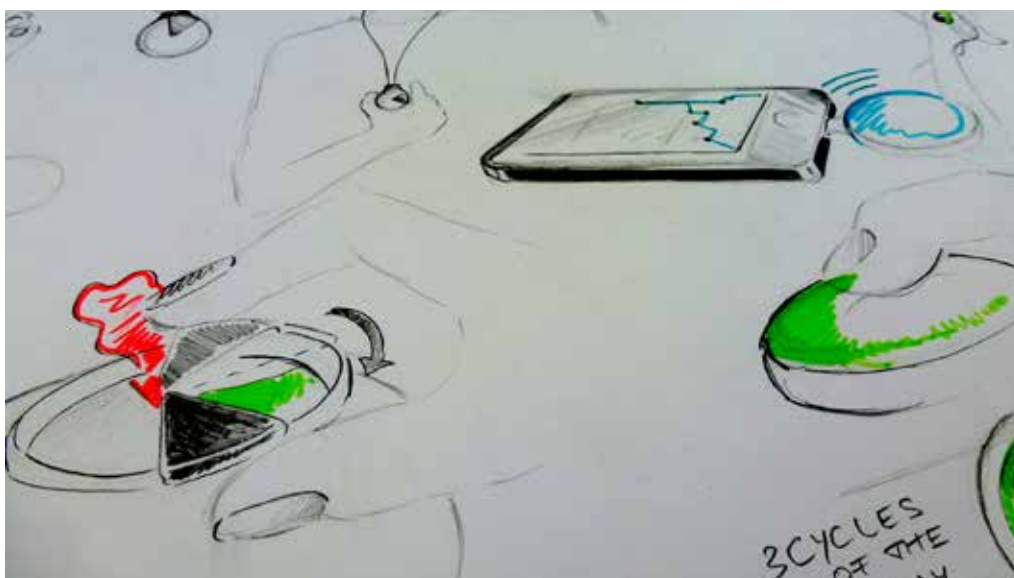
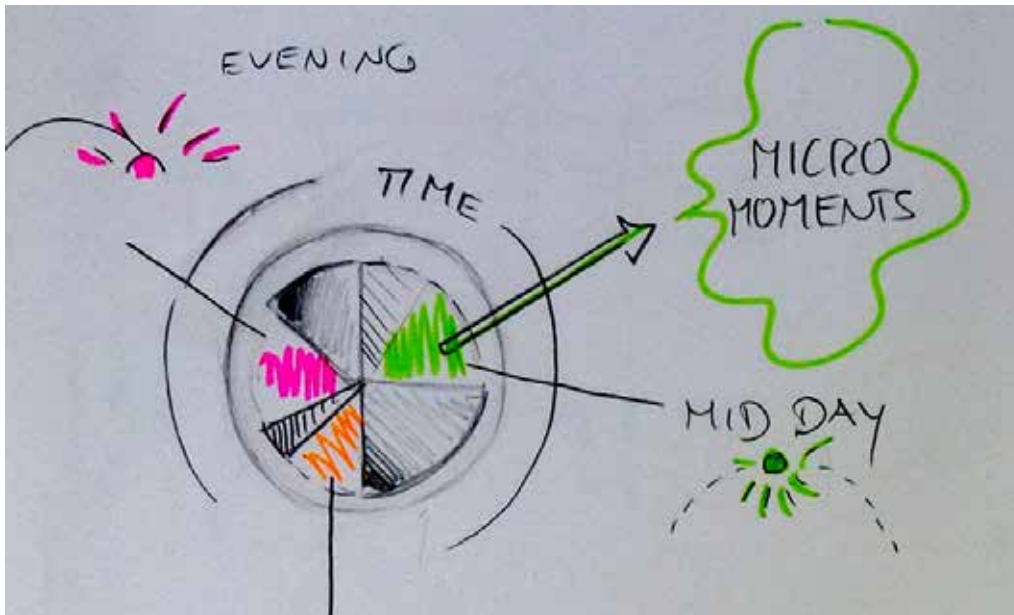
eager to
find out
more

DESIGN PROCESS

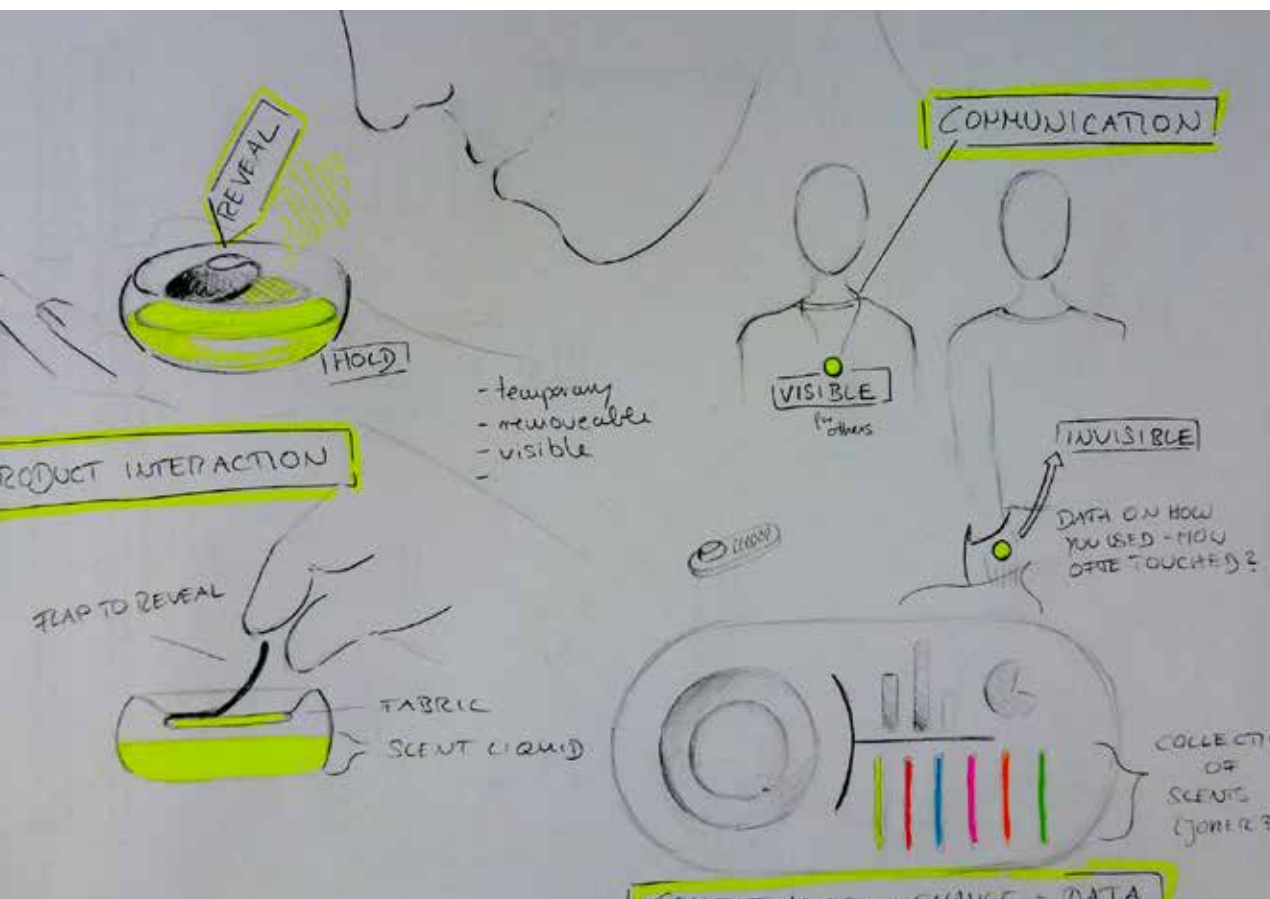
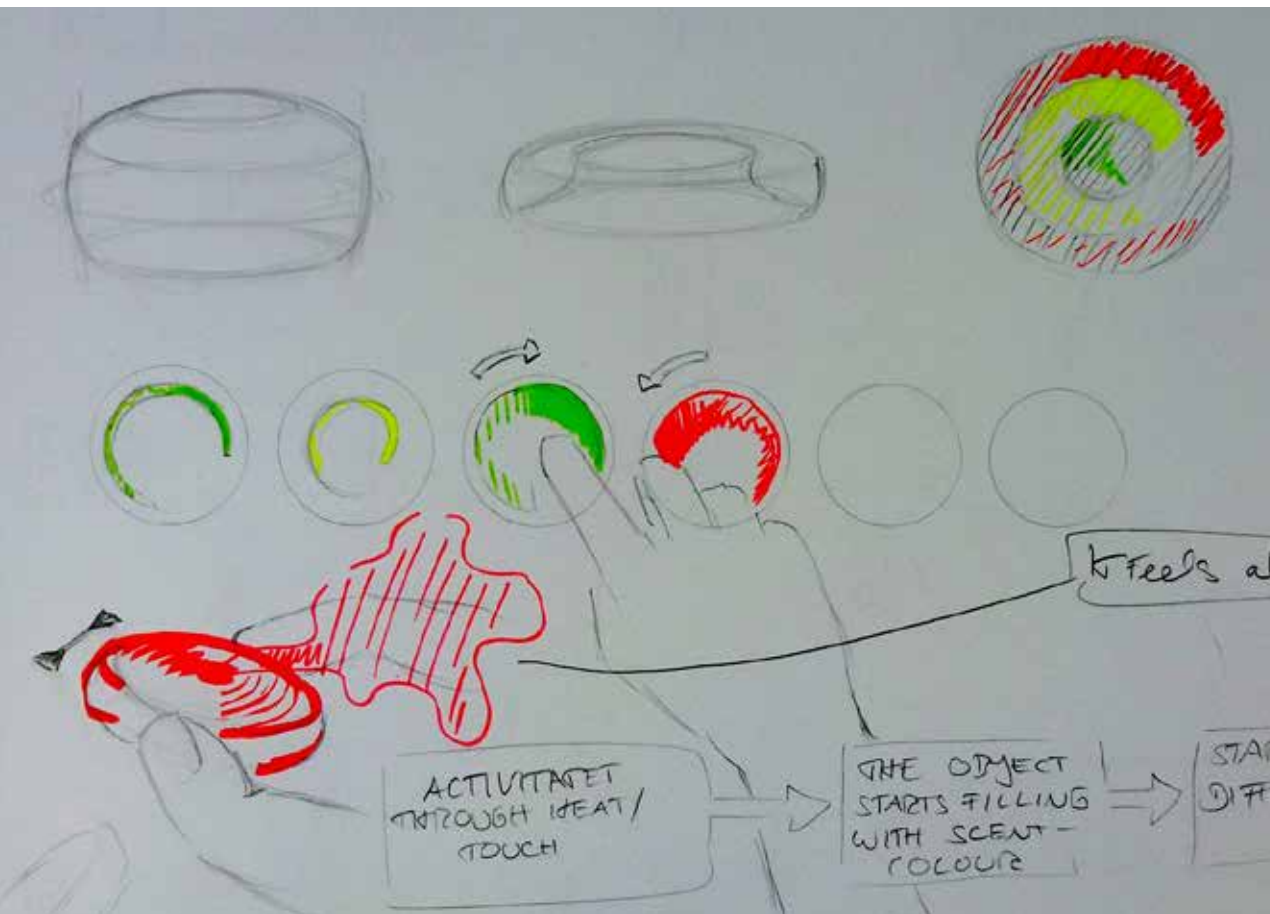
Telling time by scent

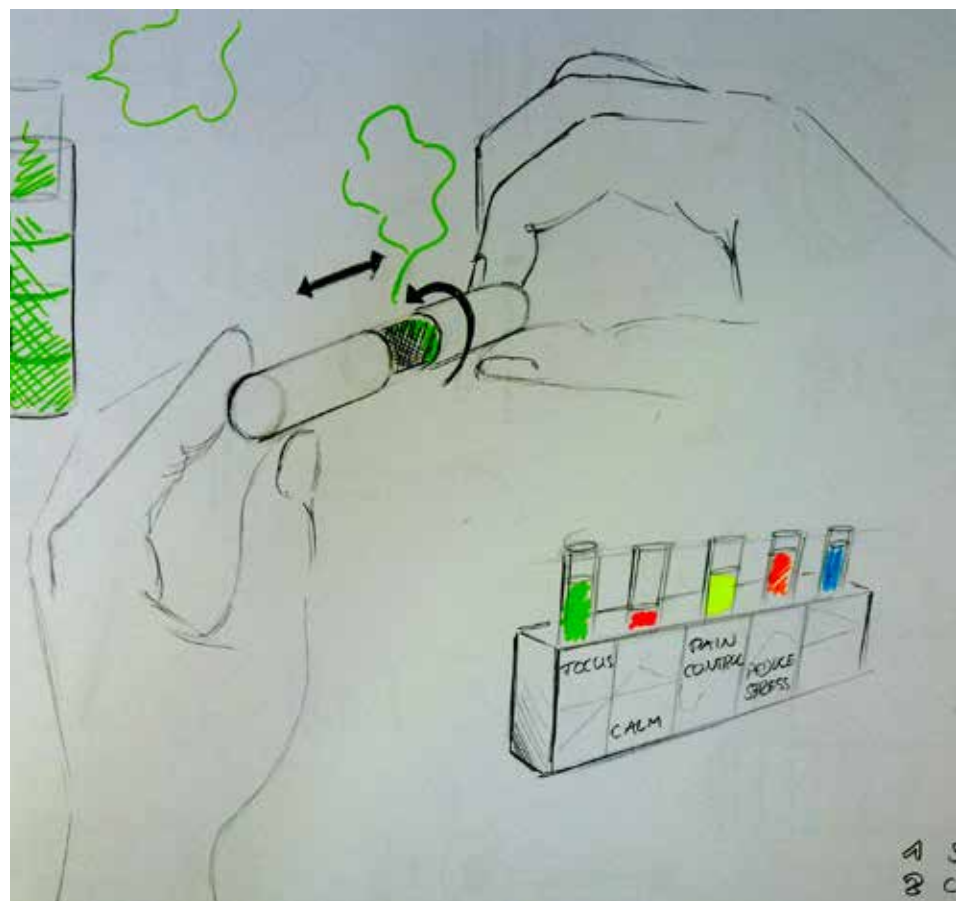
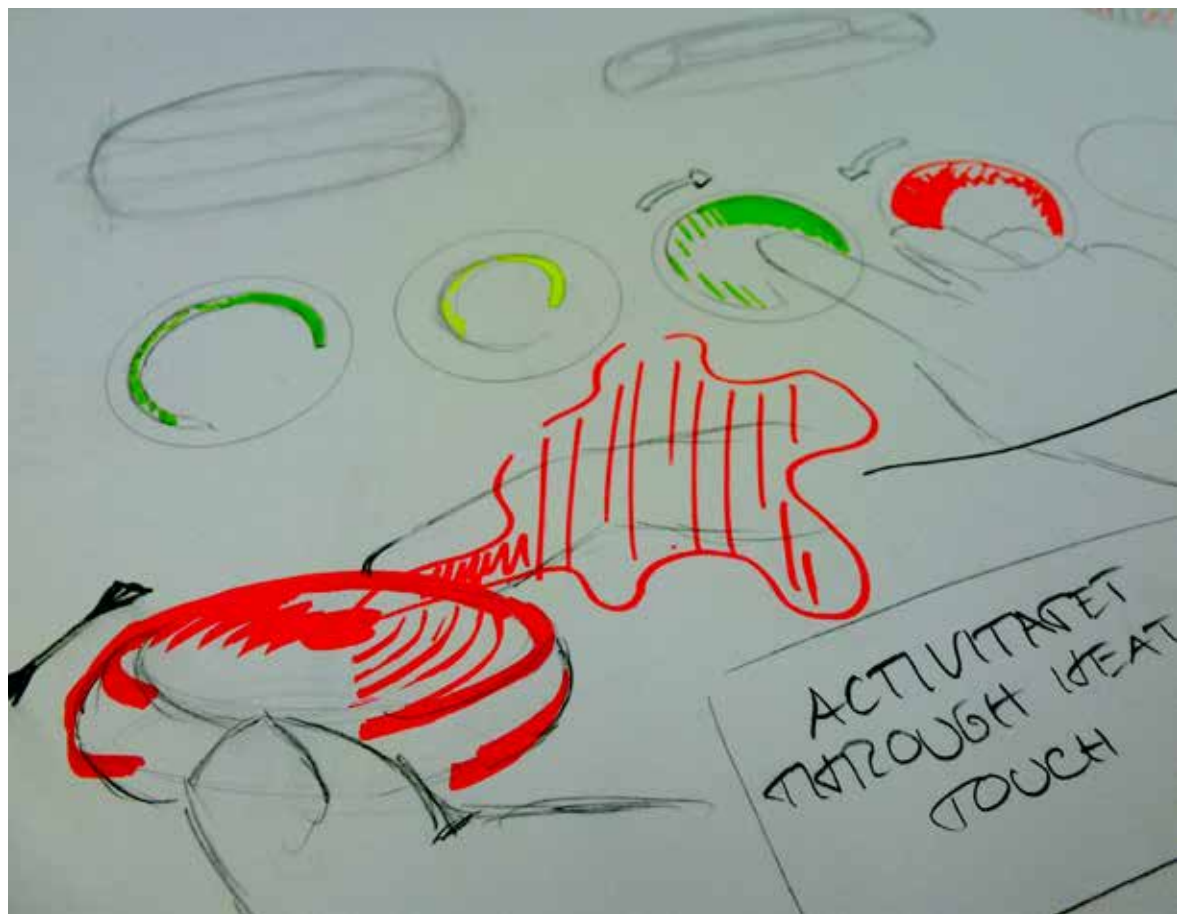
TIME BY SCENT

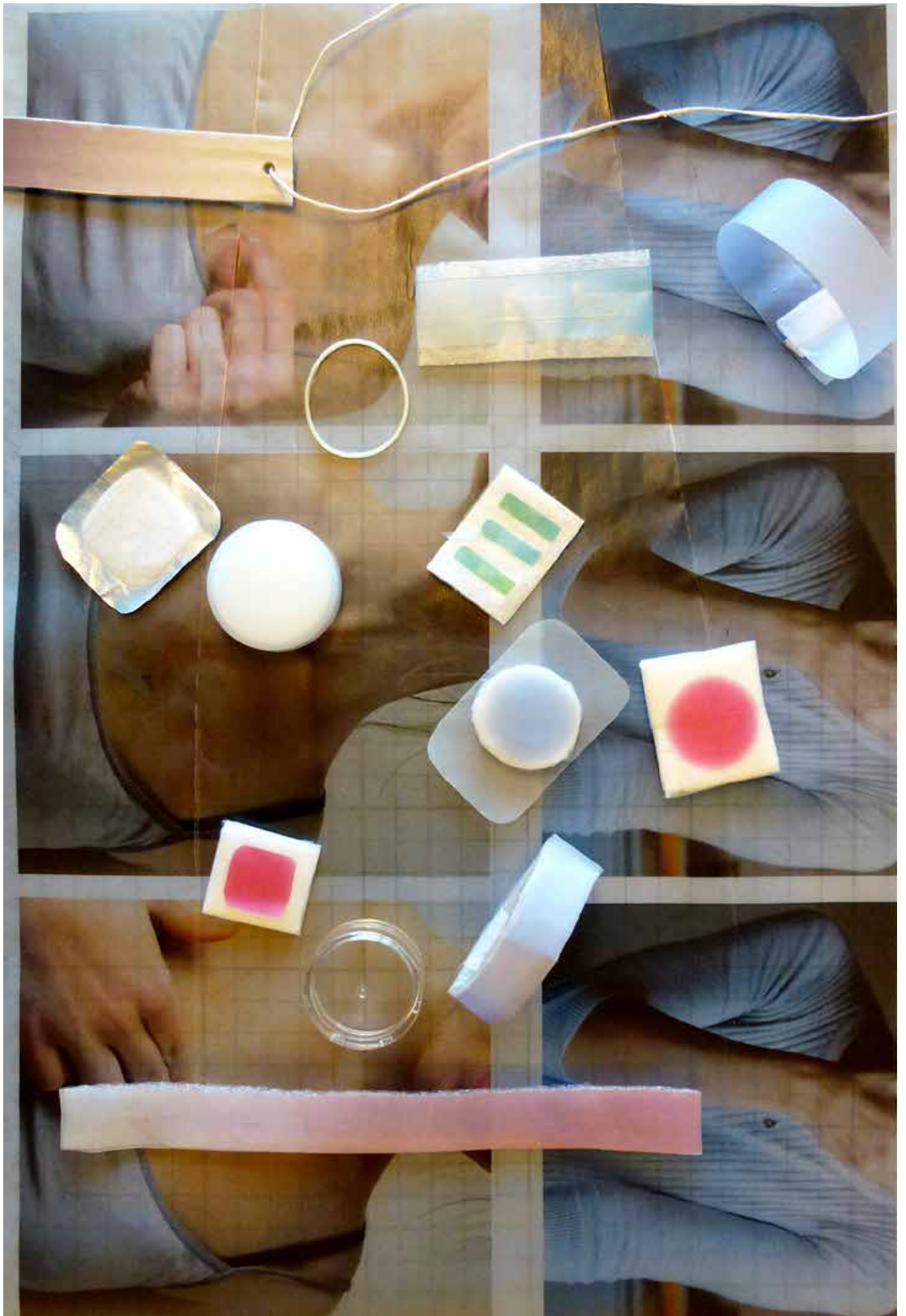




TIME BY SCENT



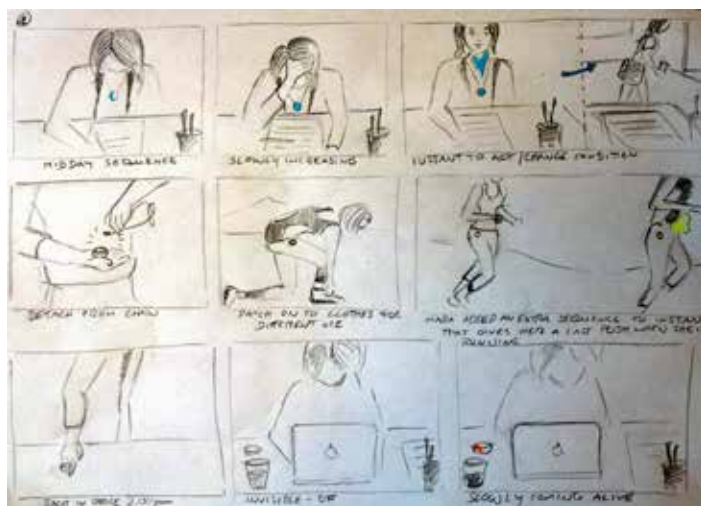
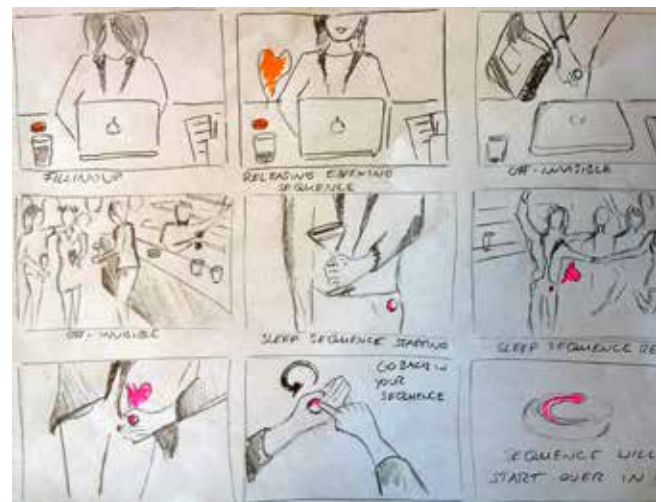
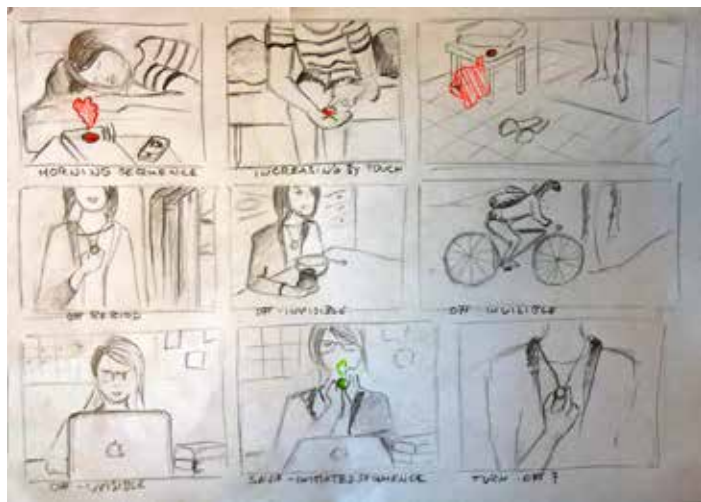
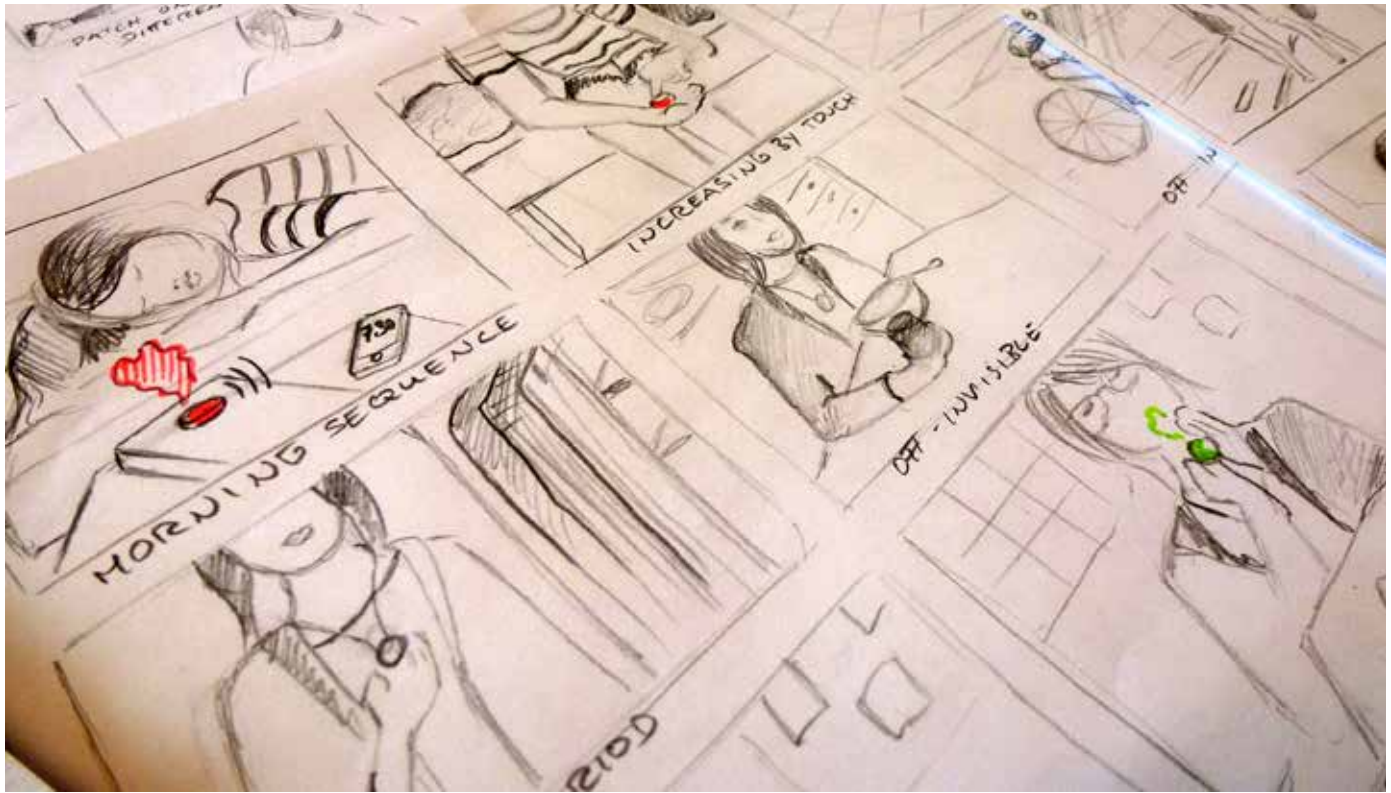


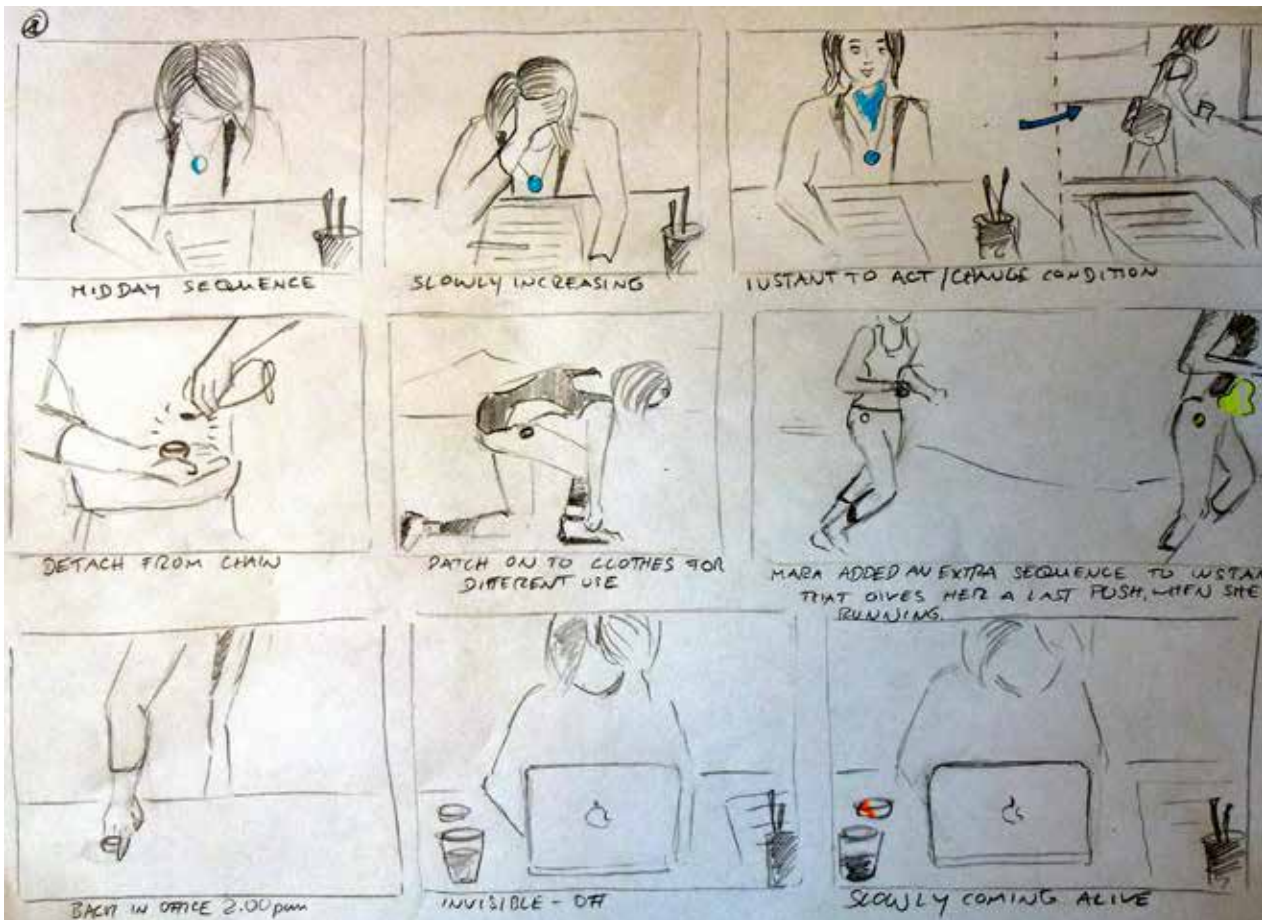
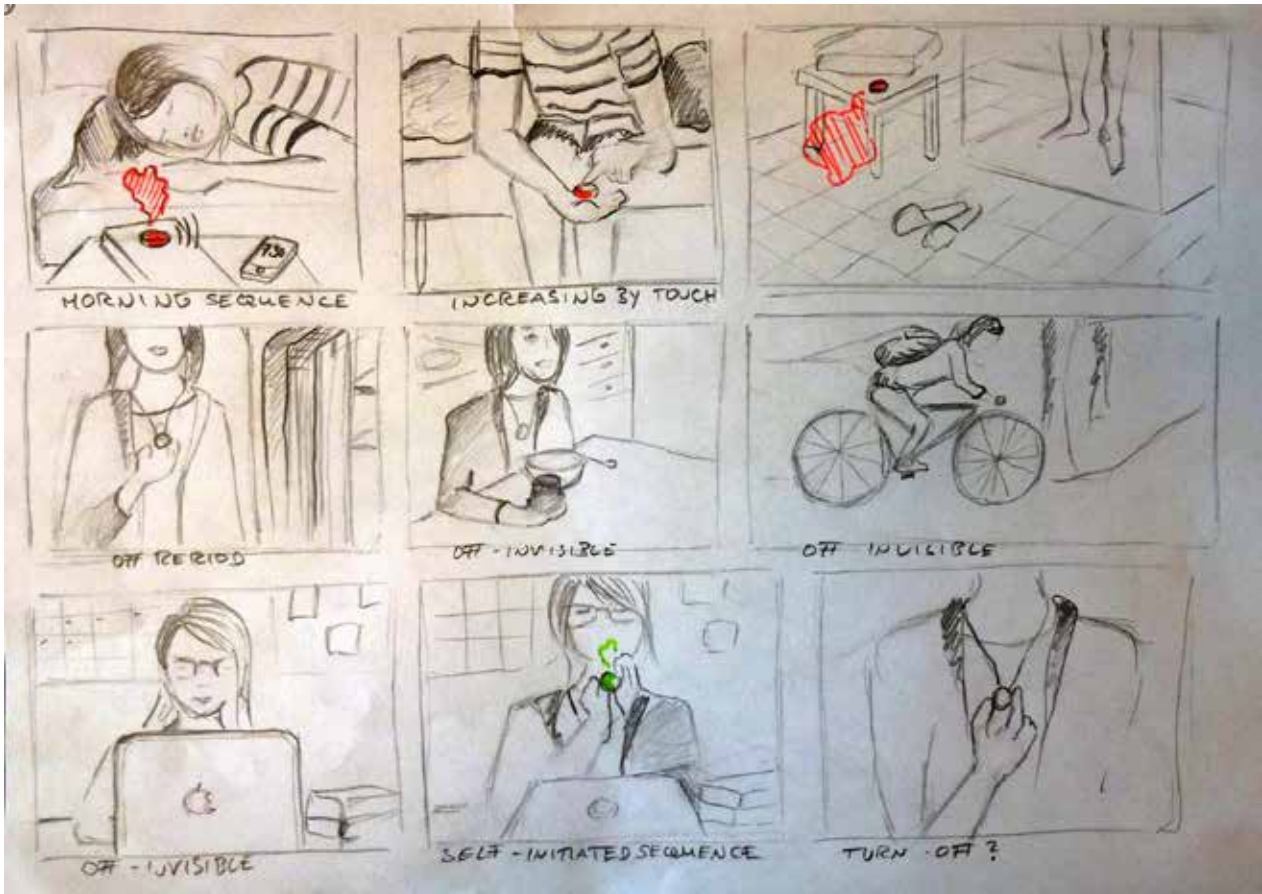


PROTOTYPING / MOCKUPS

with scents

STORYBOARDING





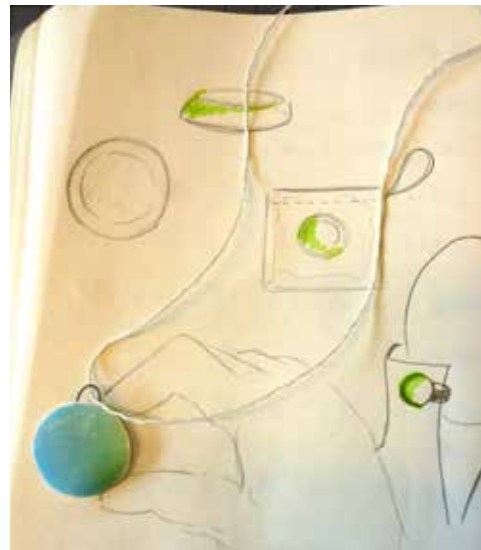
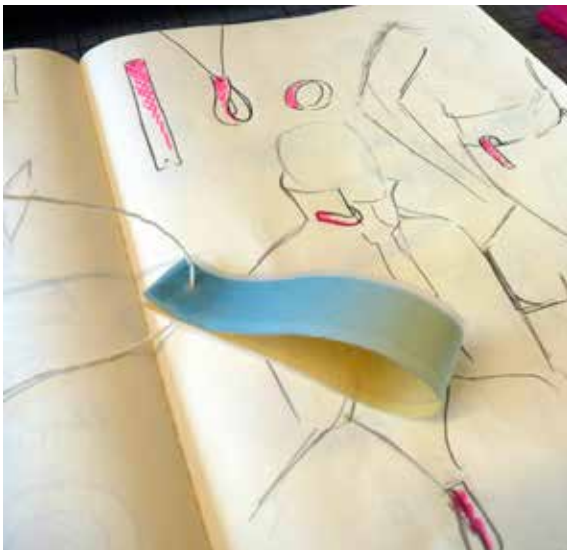
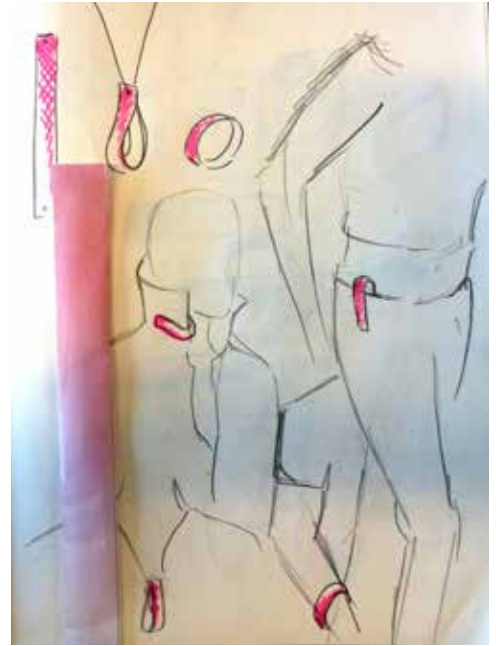
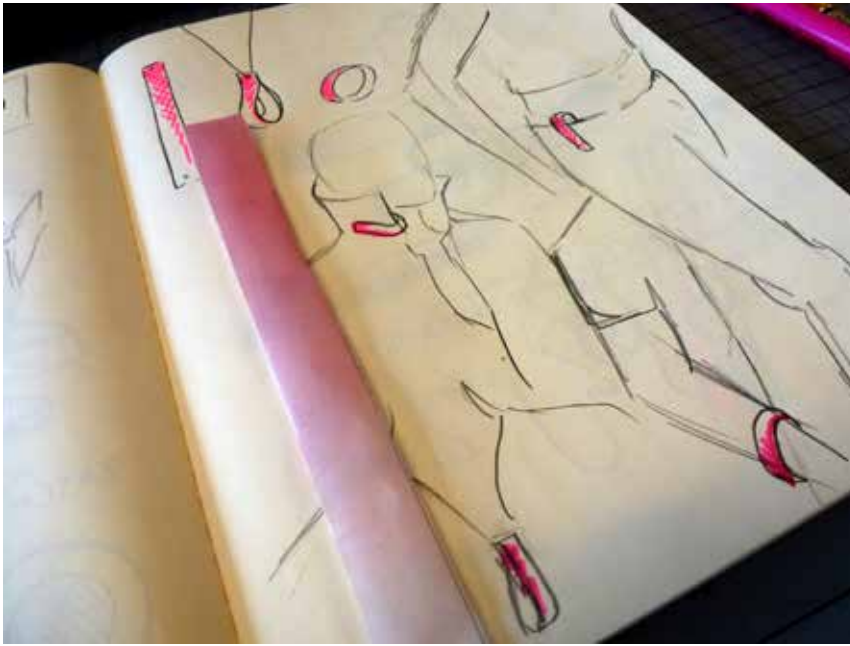
TIME BY SCENT



MOCK UPS/ MOOD

different applications

TIME BY SCENT





»I started connecting time to my scent pattern quite fast. But as I was rarely at the same place at the same time, I related the released scent into a new context, giving me a little, private break to rethink the moment.«





TESTING
one week of injecting
scent sequences
throughout the day



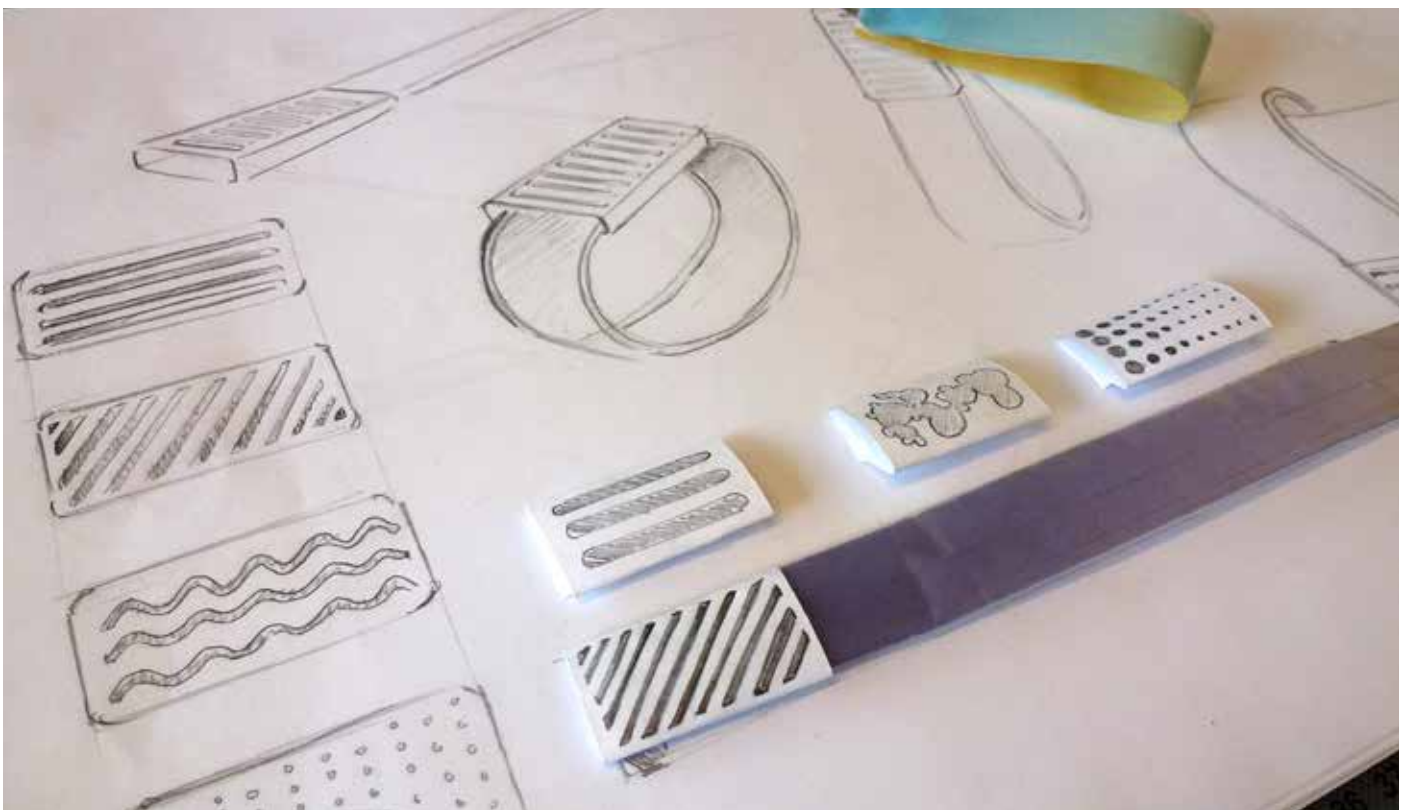
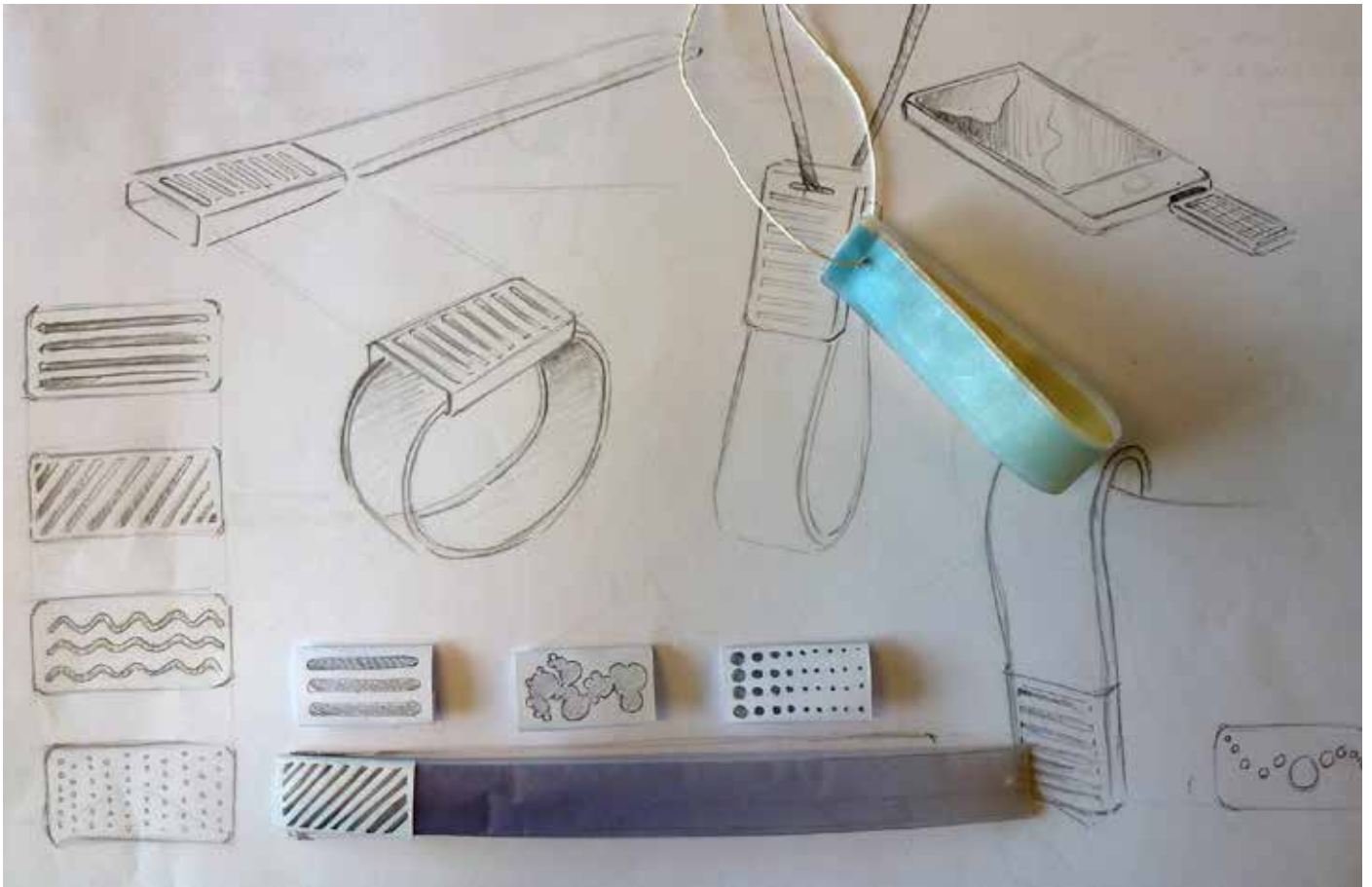
TESTING



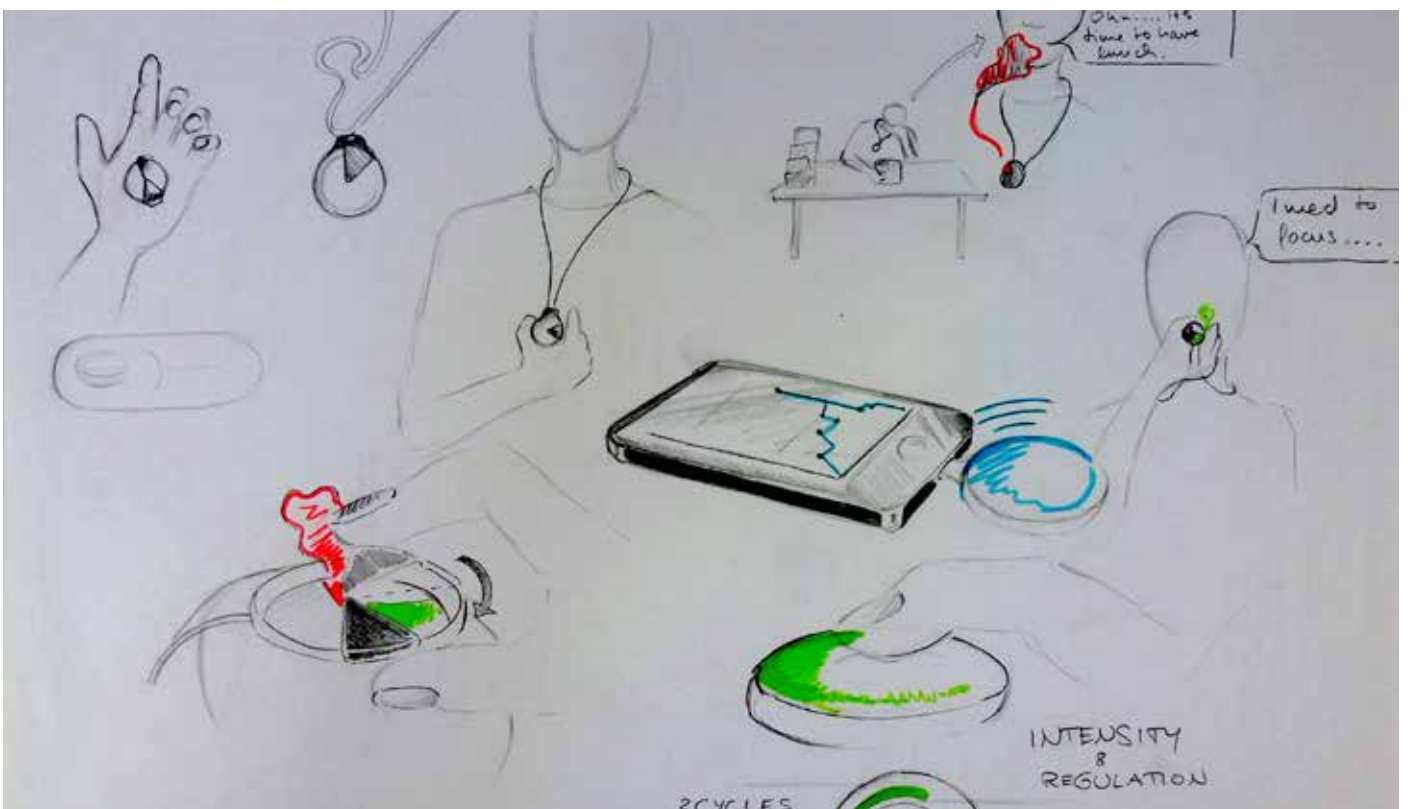
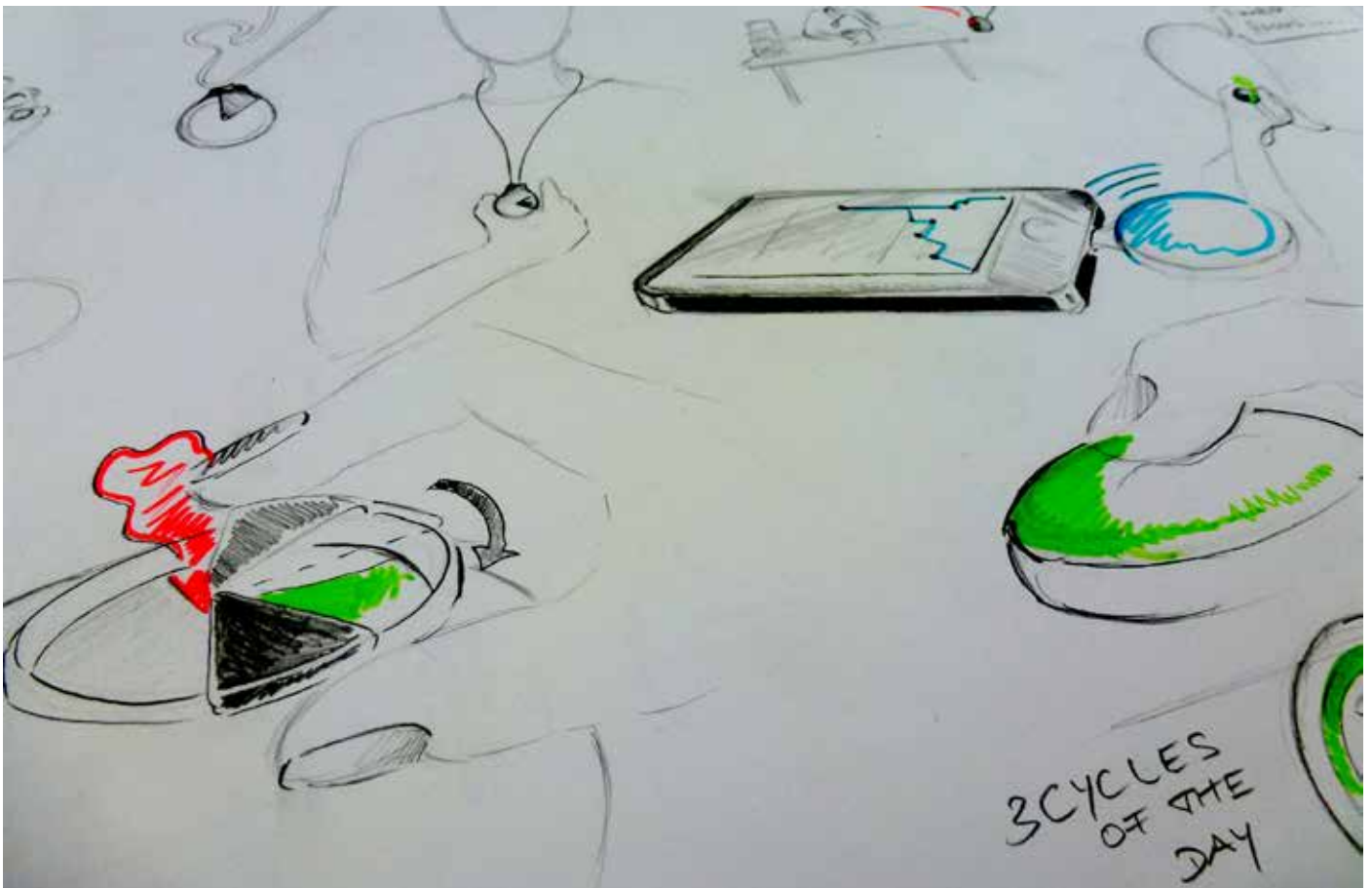
TESTING

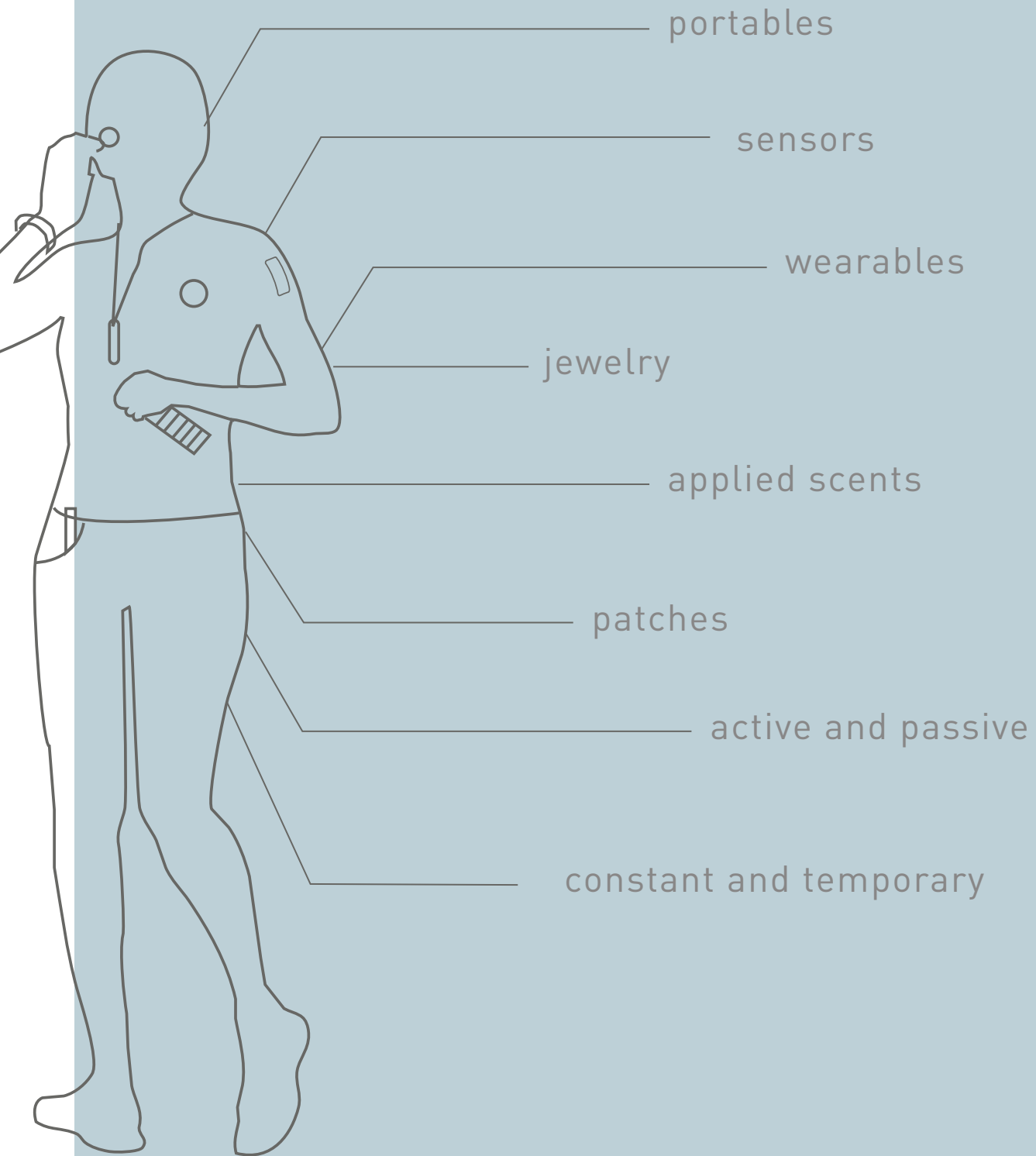


IDEATION



IDEATION



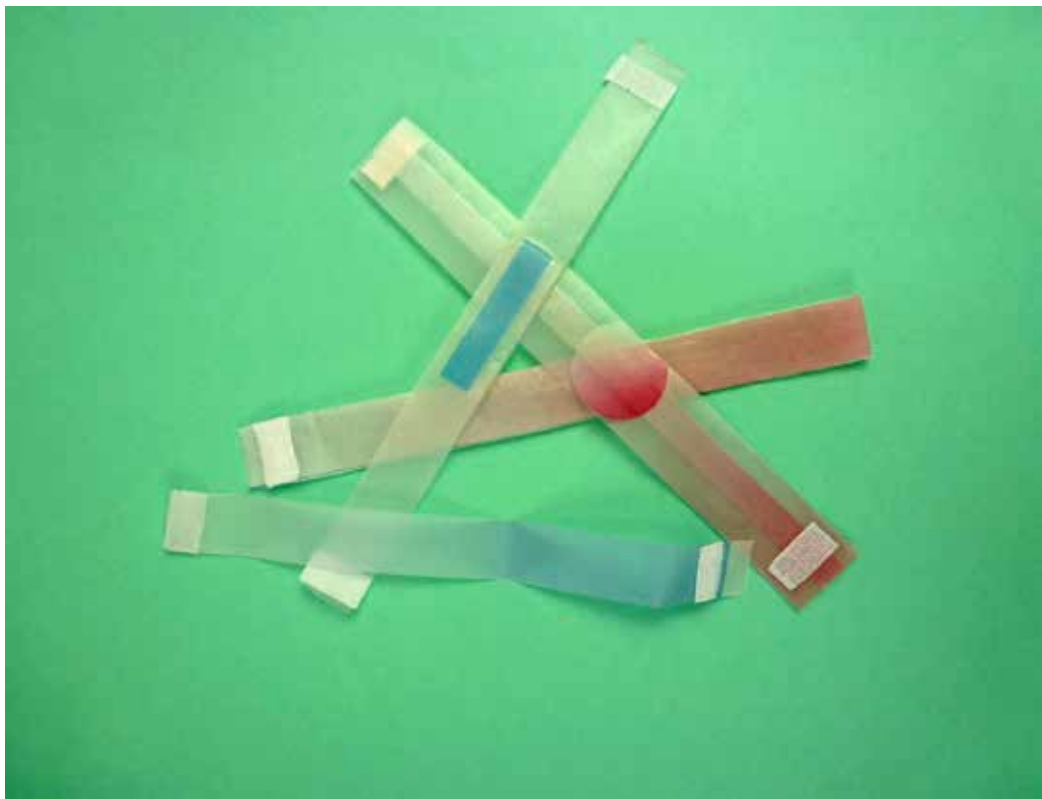


FOCUSED MOCKUS

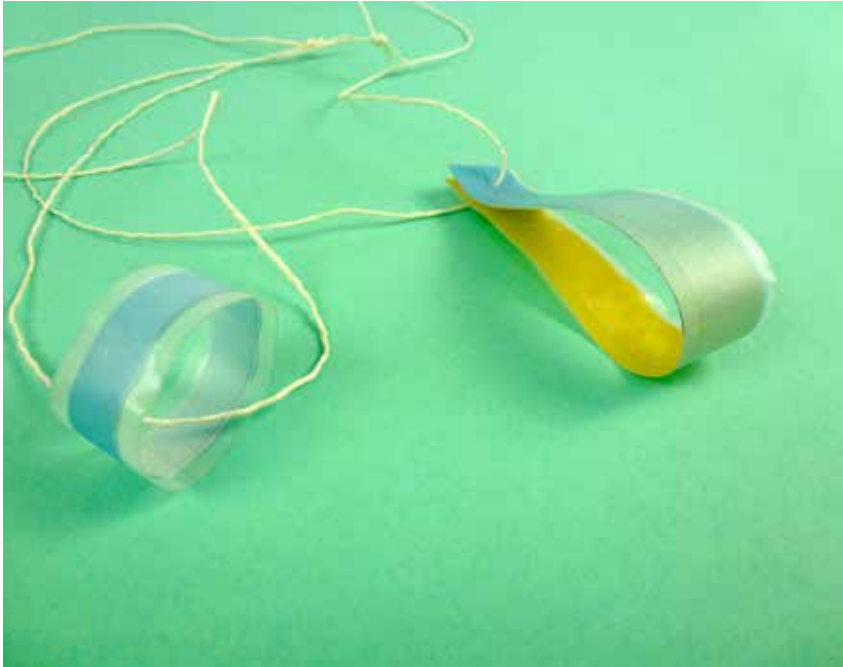
wearables

TIME BY SCENT

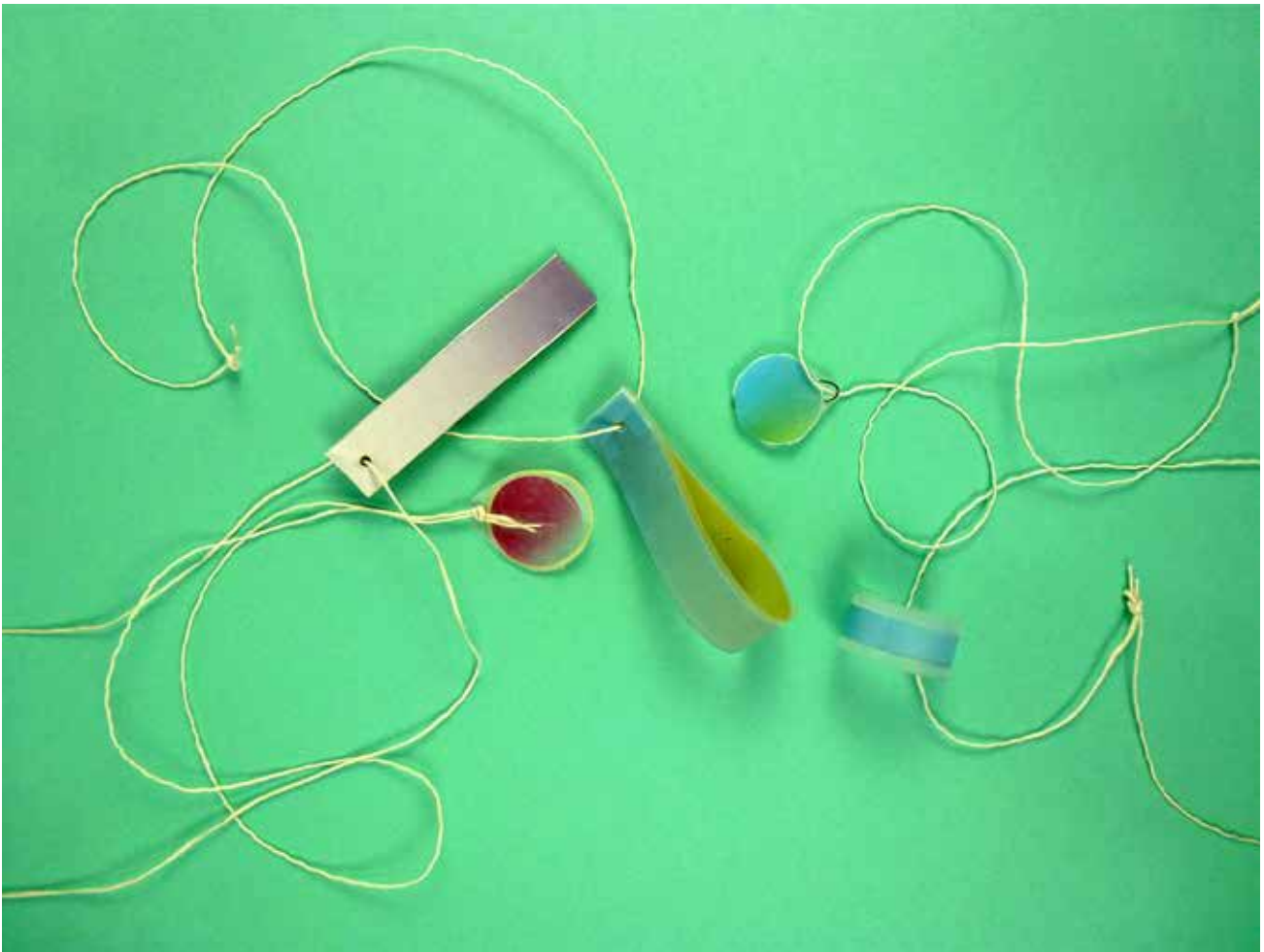




TIME BY SCENT

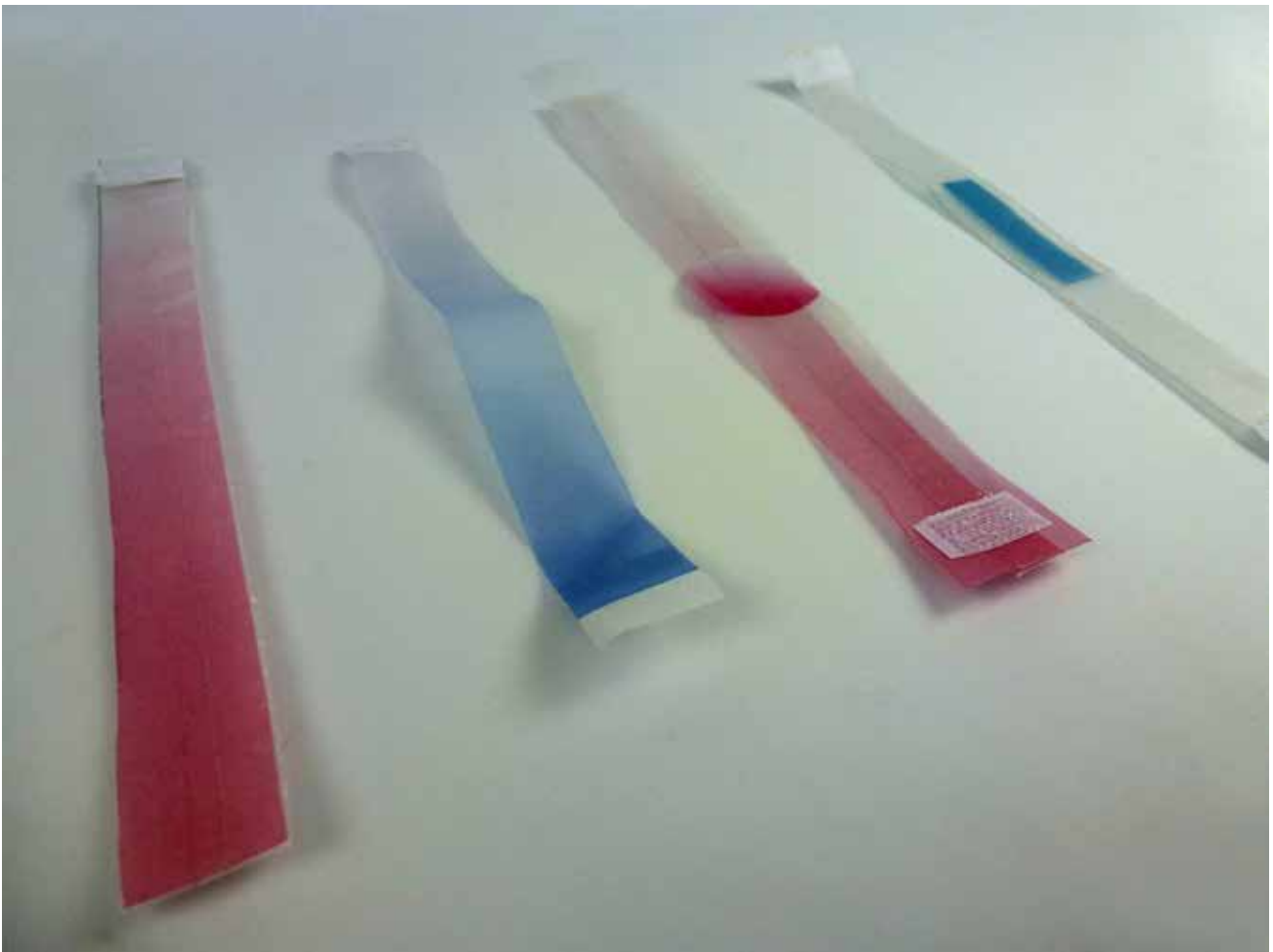


NECKLACES



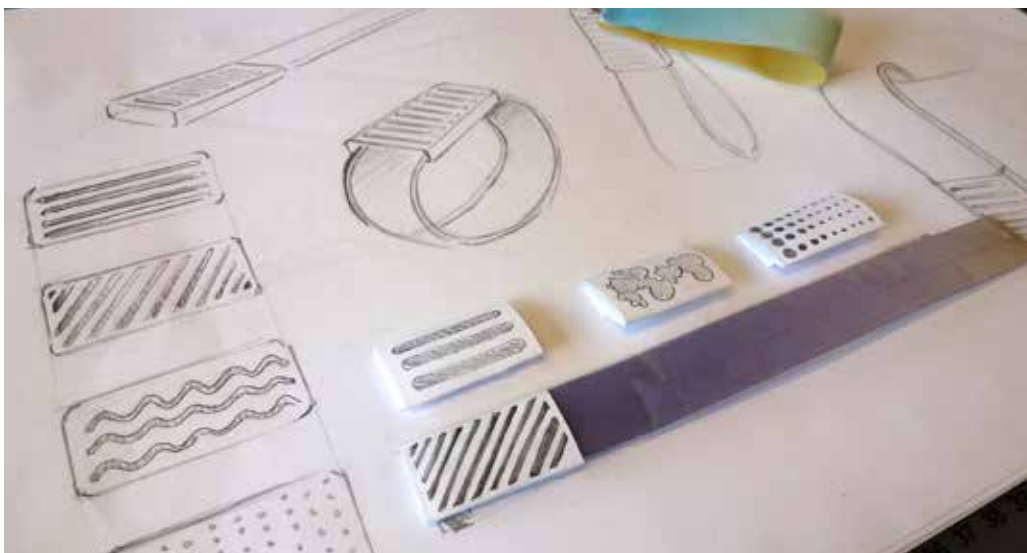
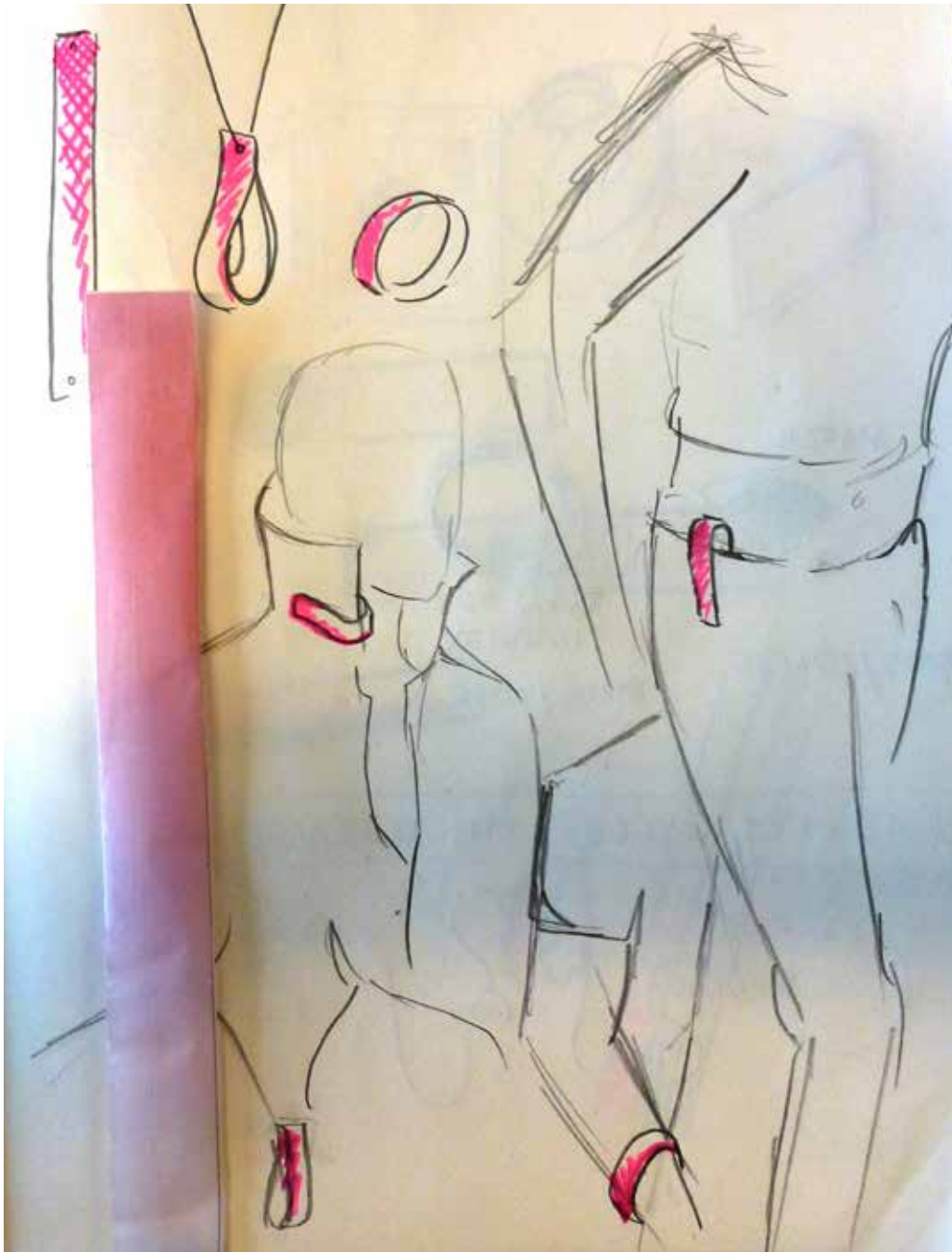
TIME BY SCENT

WRIST BANDS

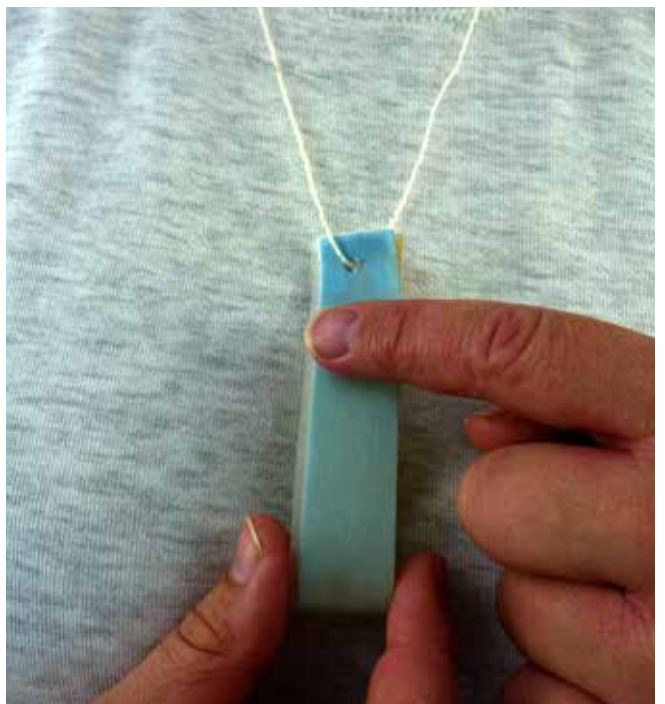
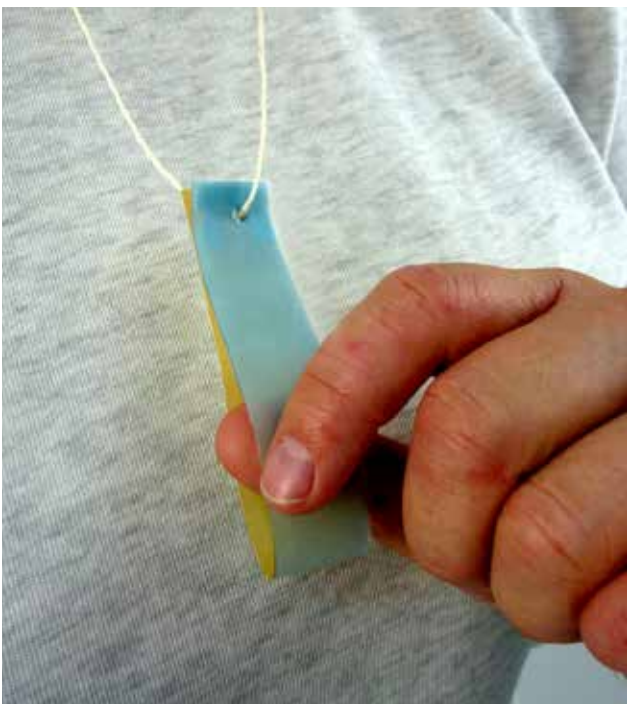




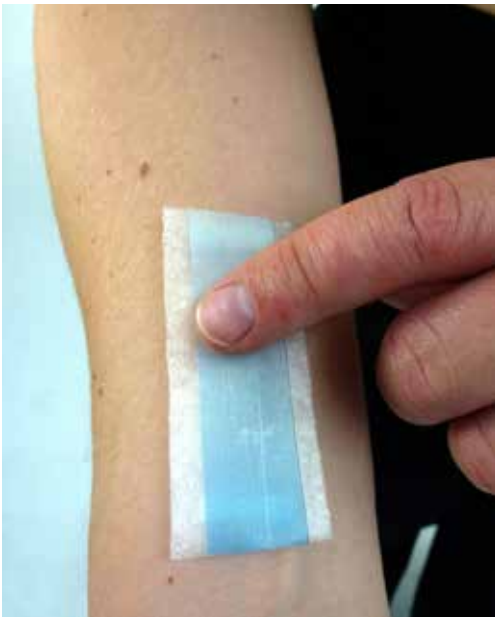
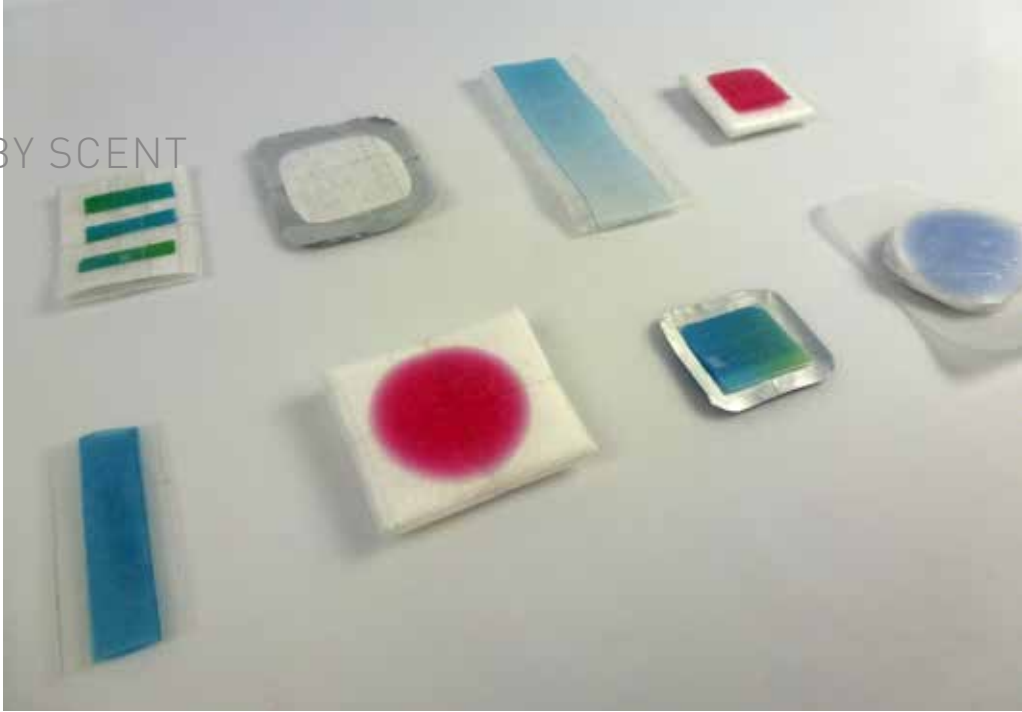
USABILITY



FLEXIBLE & ATTACHABLE



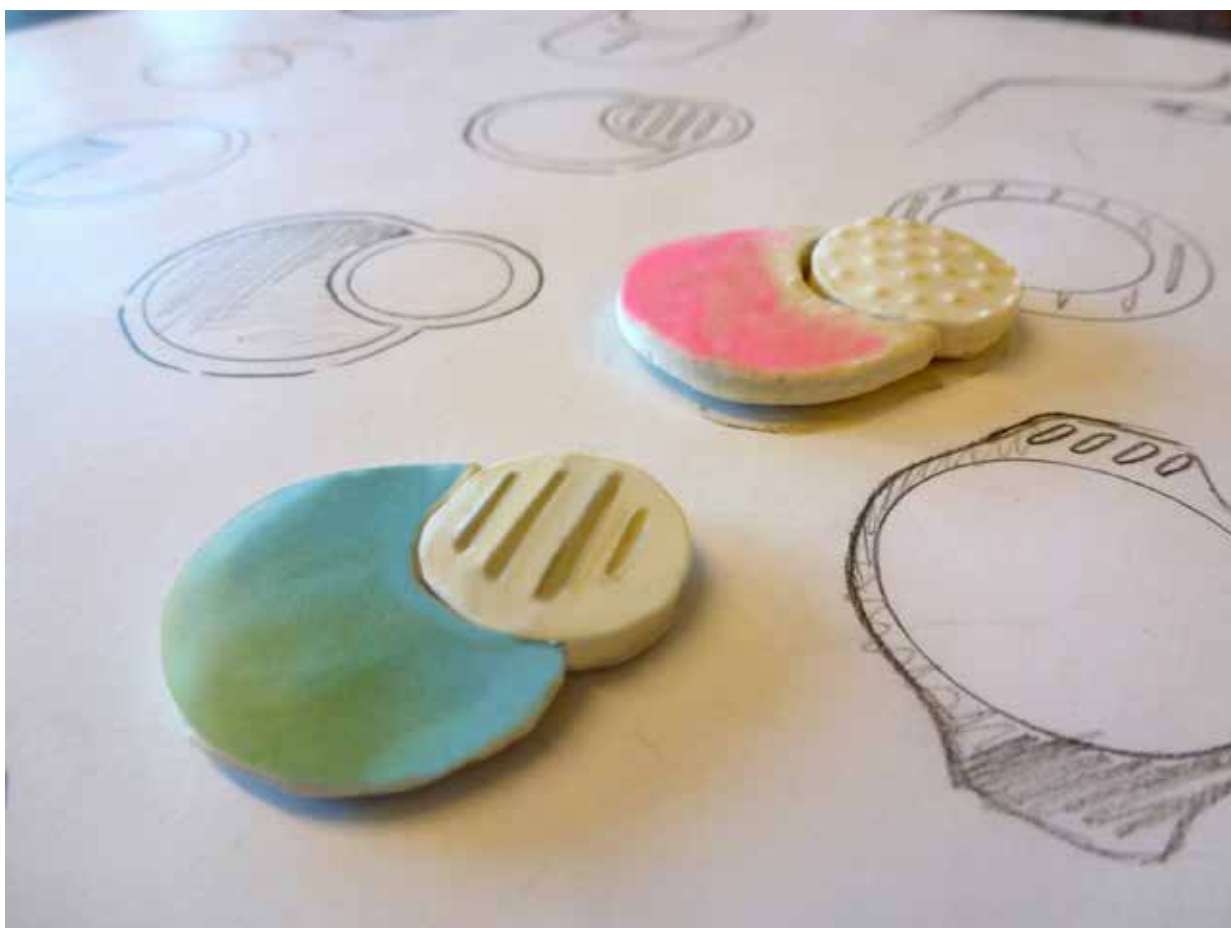
TIME BY SCENT



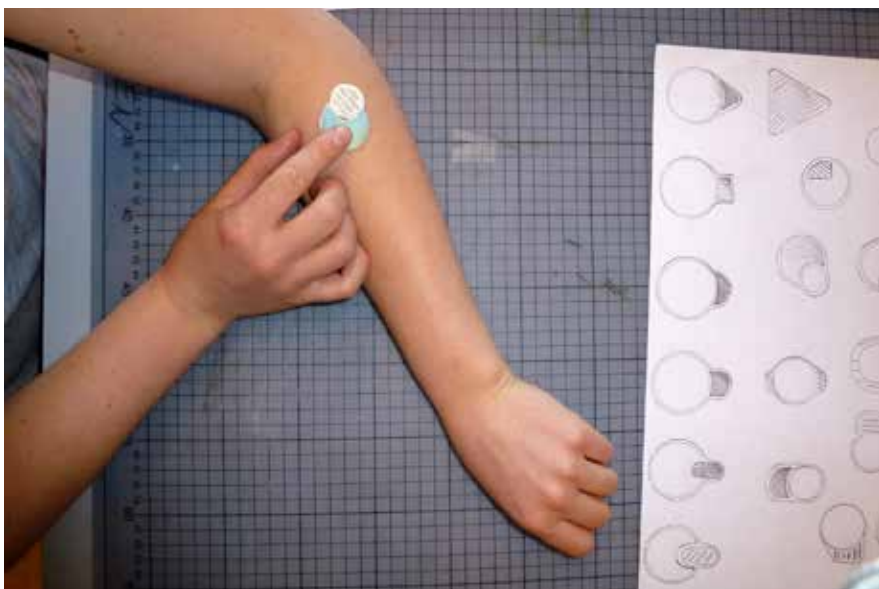
CONSTANT PATCHES



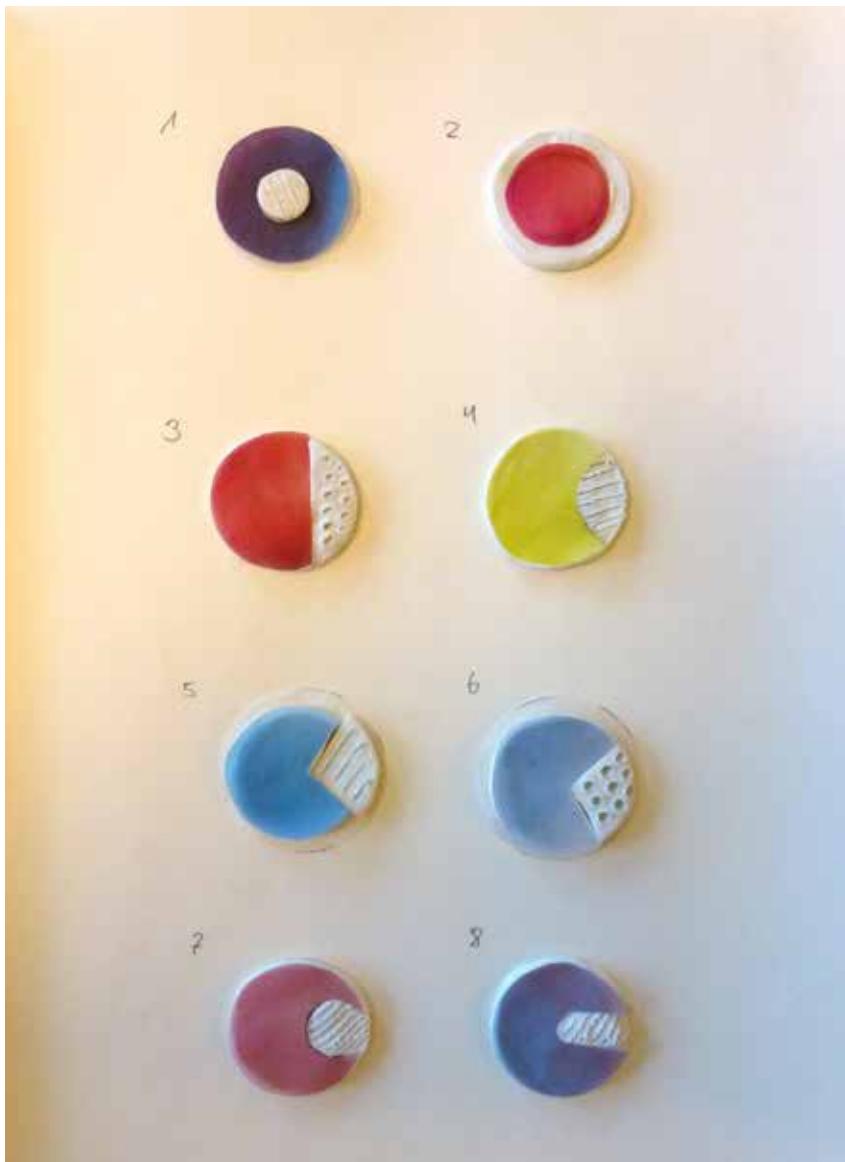
PATCH



PATCH

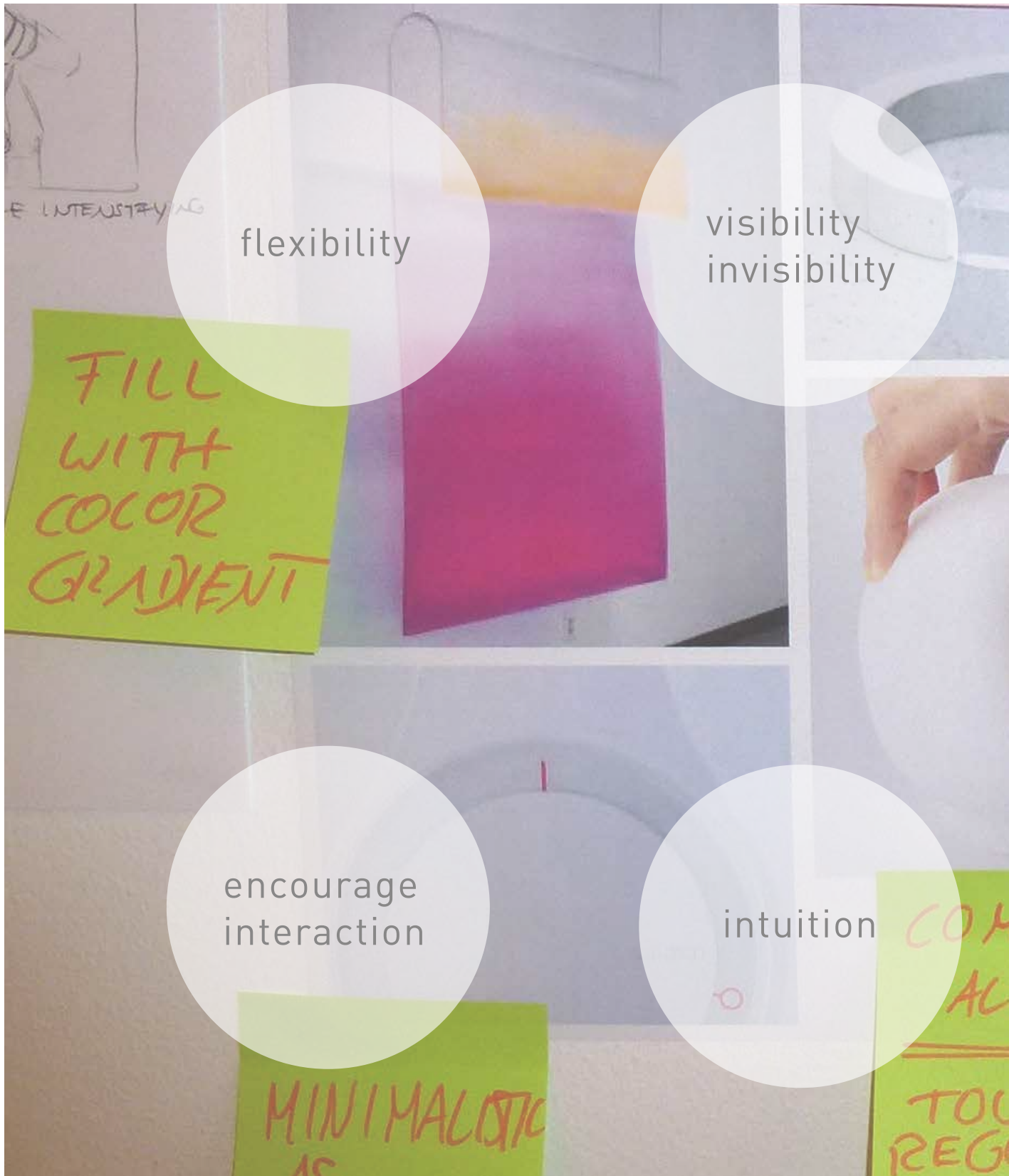


TIME BY SCENT



CONSTANT PATCHES





flexibility

visibility
invisibility

encourage
interaction

intuition

E INTERESTING

FILL
WITH
COLOR
GRADIENT

MINIMALISTIC
AS

COM
AL
TOU
REG

sensuality

FLEXIBLE

DESIGN GUIDELINES

sensual

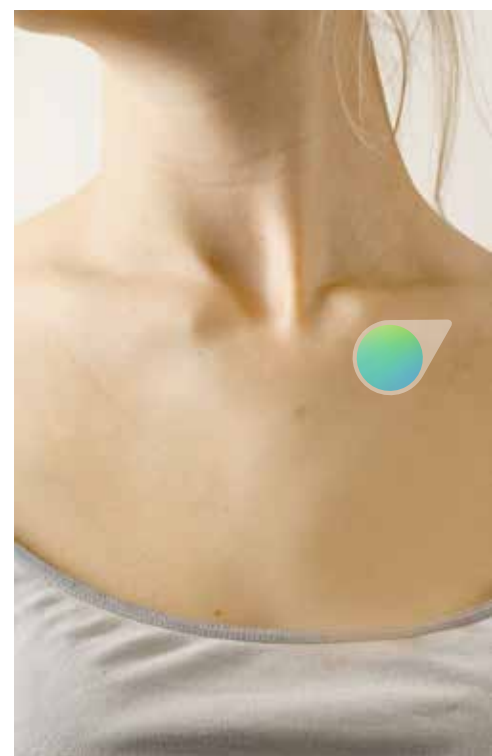
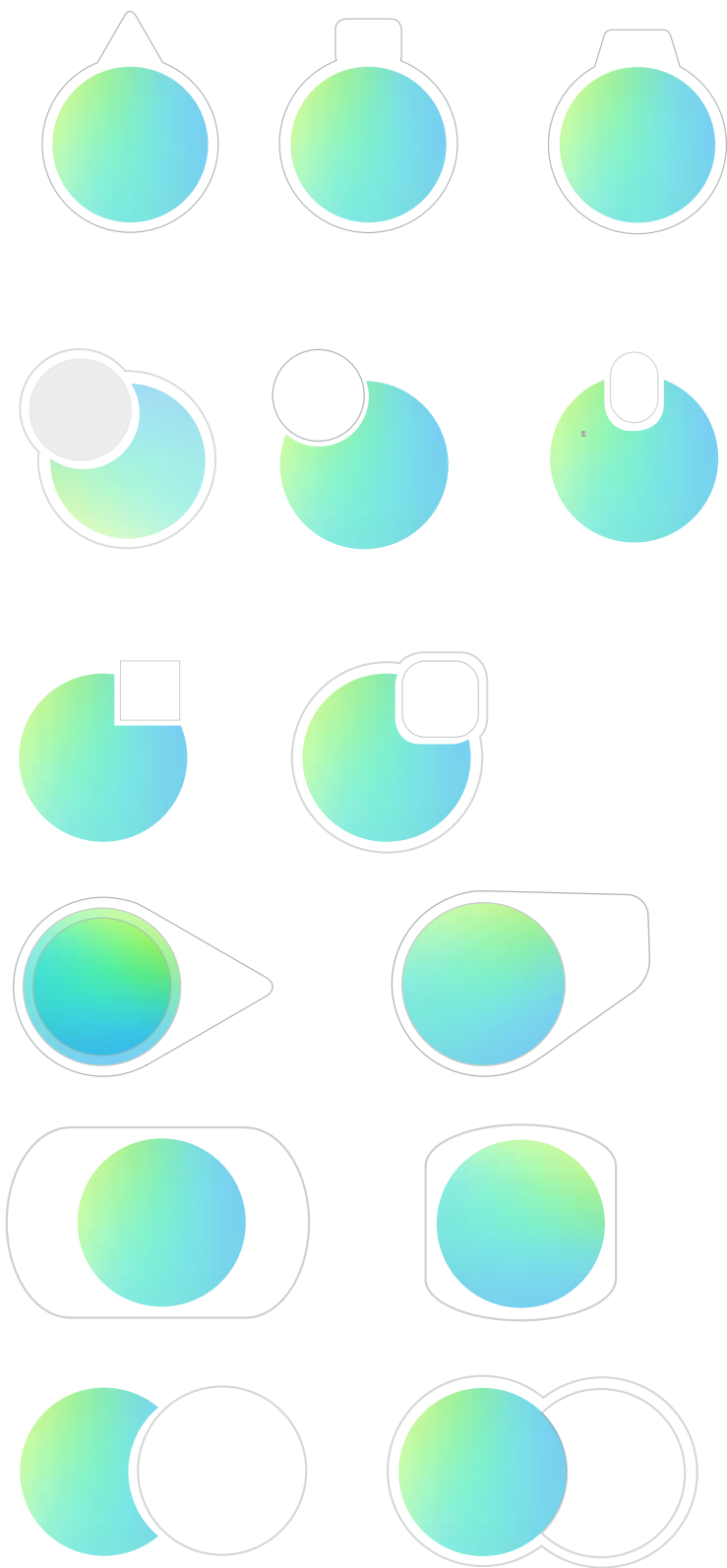
playfulness

IE
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UCH
ULATION



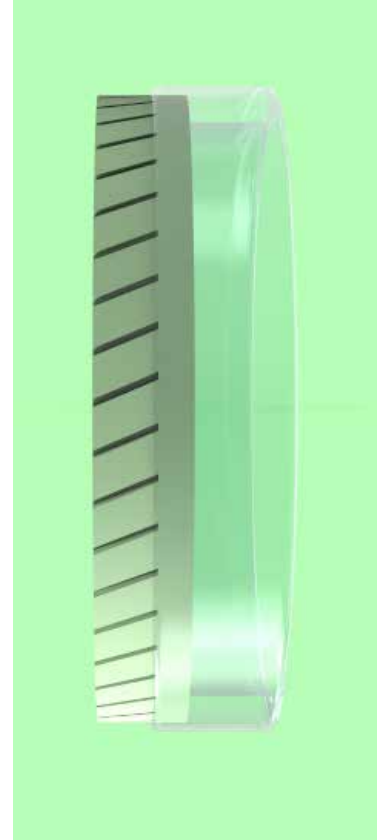


PATCH





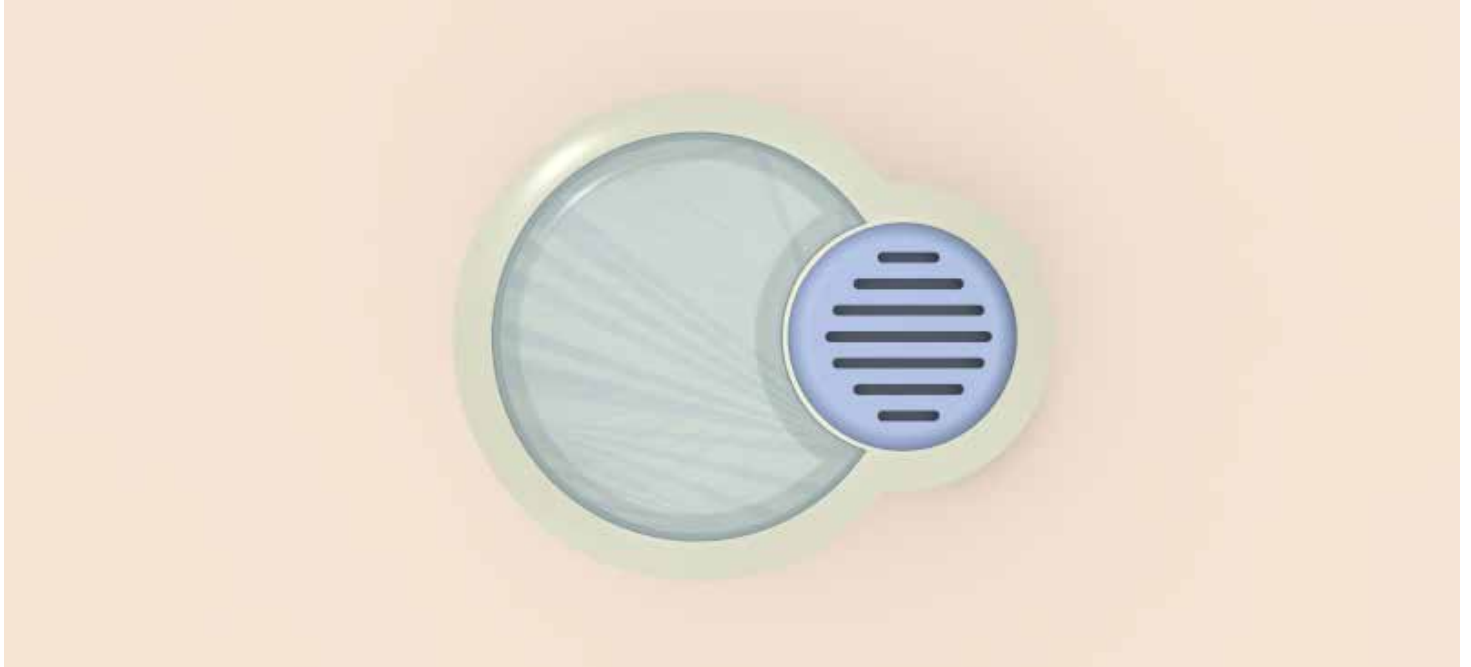
WEARABLE

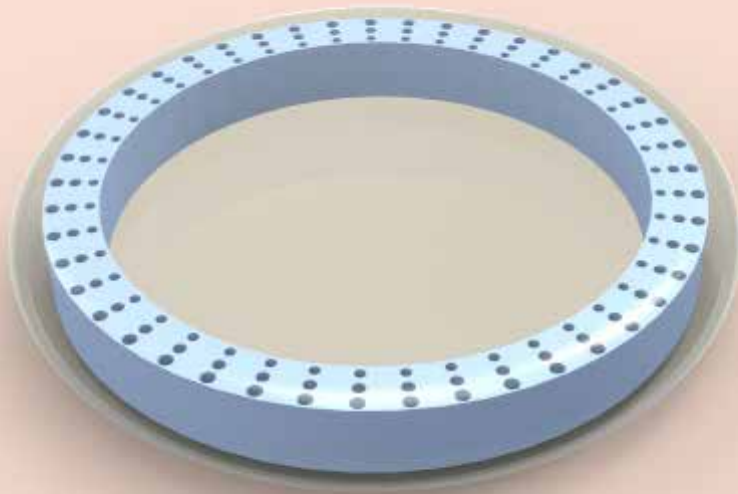
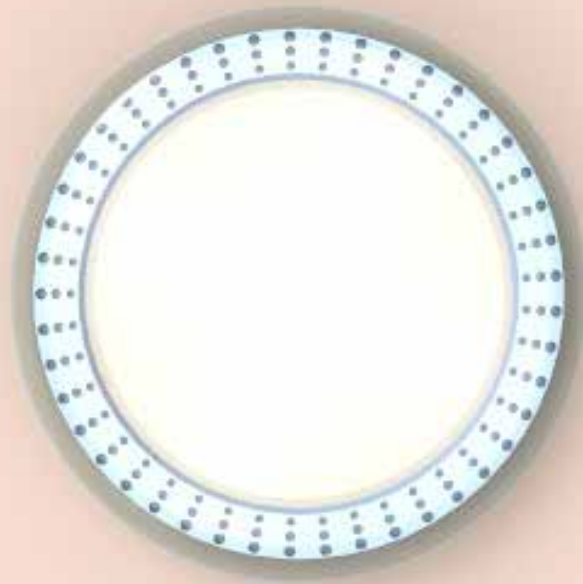


WEARABLE



PATCH





INSIDE OUT



INSIDE OUT

magnets at the ends to form a loop
attach to clothes
wrap around the wrist



outer and inner part

inner pouch contains bluetooth sensor
multitouch sensor
battery for induction
charging
six scent capsules
led (neopixel stripe)

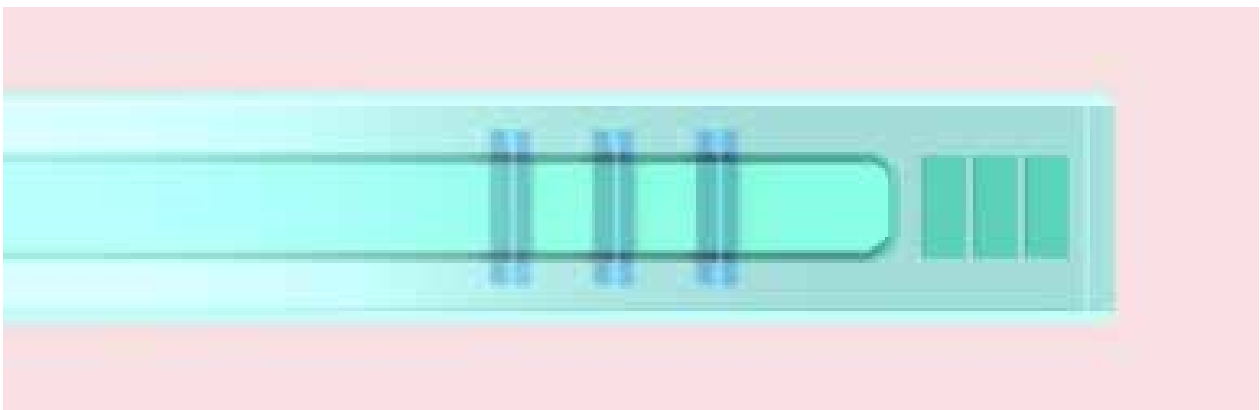
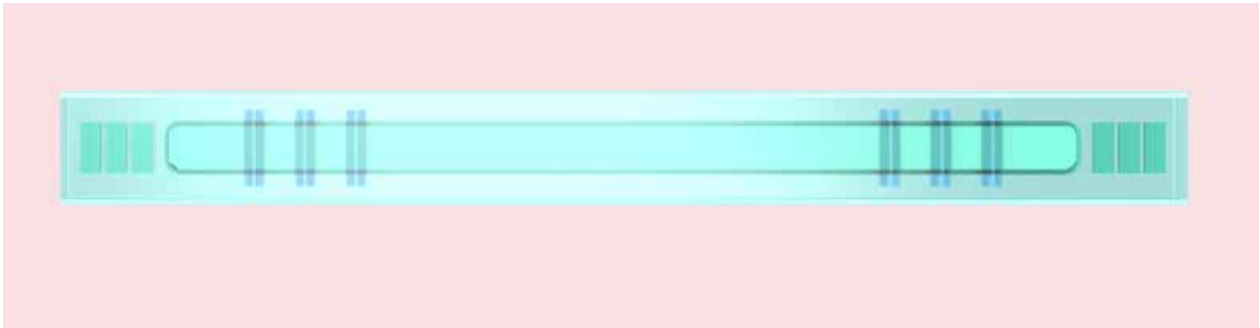
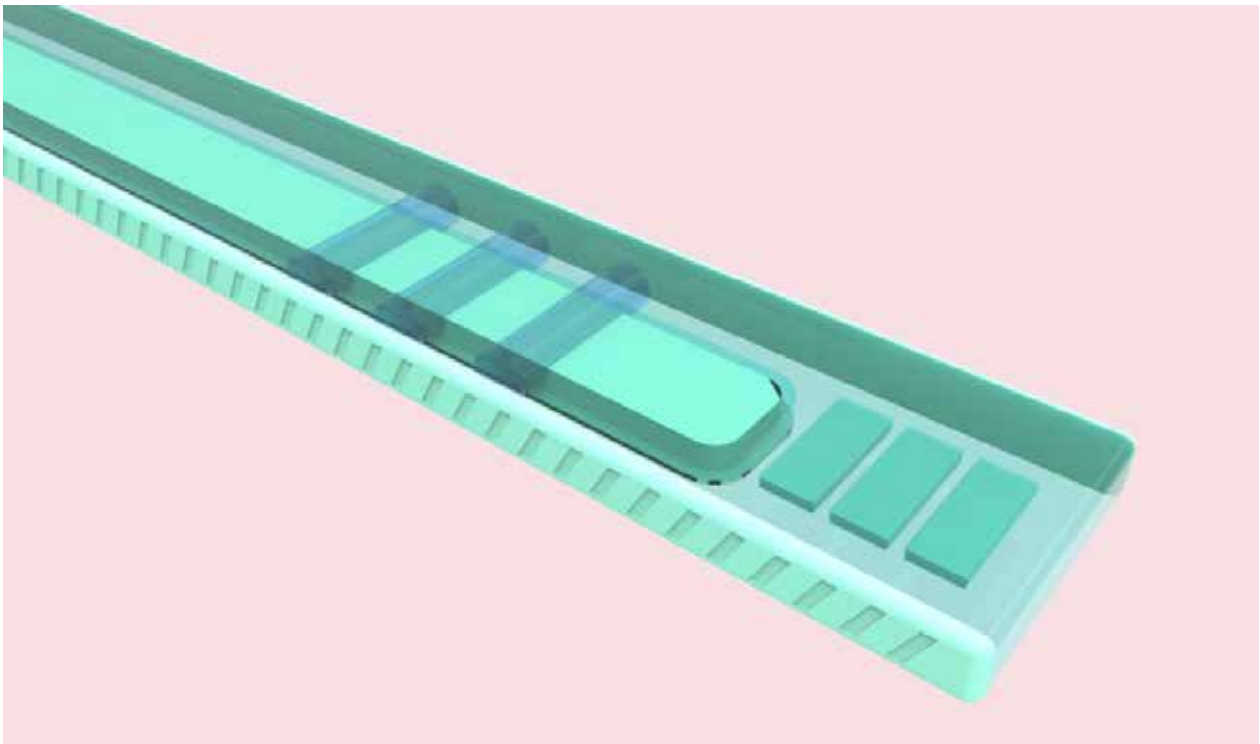
inner pouch is removeable and capsules
refillable

Scent capsules partly visible

outer part - translucent silicone
inner part - colored silikon

flexible and moveable in any direction





HALF / HALF



HALF / HALF

magnets at the ends to form a loop
attach to clothes
wrap around the wrist

2 sides

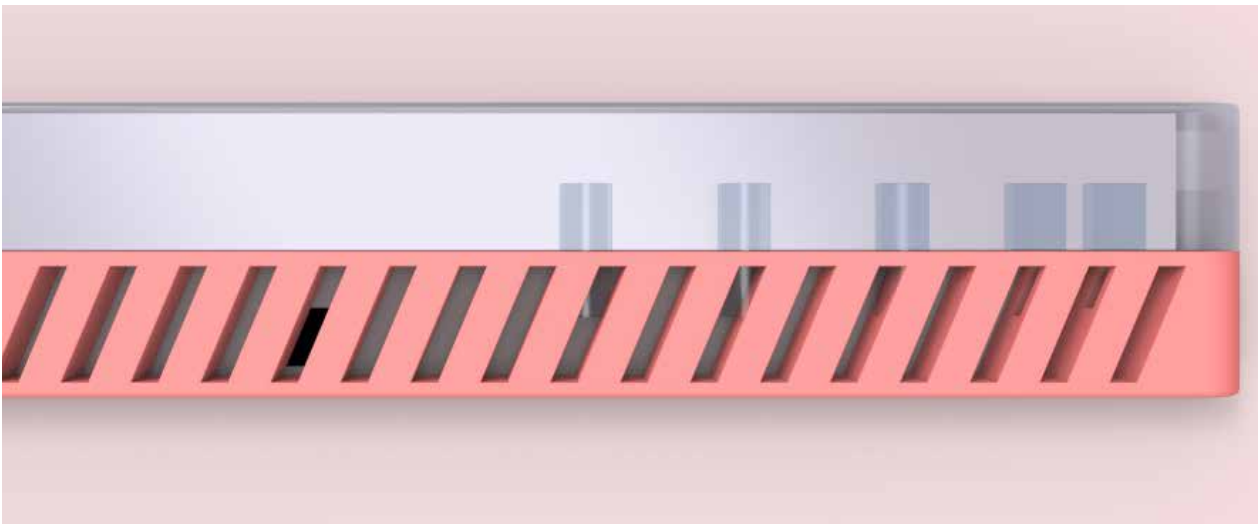
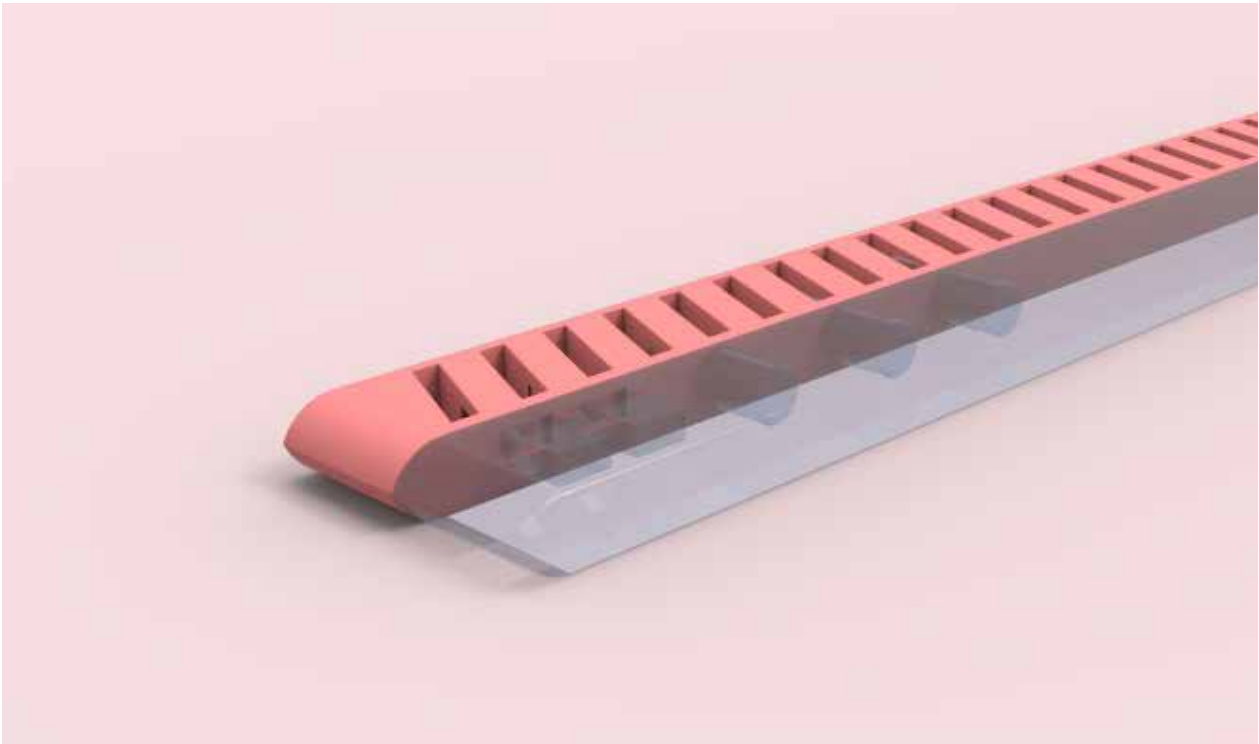
coloured part: bluetooth sensor
 multitouch sensor
 battery for induction
 charging
 six scent capsules
 led (neopixel stripe)

Scent capsules partly visible

is removeable and capsules
refillable

part 1 - translucent silicone
part 2 - colored silikon

flexible and moveable in any direction





VISIBLE / INVISIBLE

magnets at the ends to form a loop
attach to clothes
wrap around the wrist

one base with components (color)

coloured part: bluetooth sensor
 multitouch sensor
 battery for induction
 charging
 six scent capsules
 led (neopixel stripe)



is removeable and capsules
refillable

coloured part is also silikon and will adapt to
wrist, round, bended shape

translucent silicon part will only light up in a
gradient when scent is released, otherwise will
be see through (milky)



WEARABLE

EVALUATION

patch



TOUCH

touch yourself through the patch

VISIBILITY

the patch will be most likely not be visible to the user, since its placed on the chest
Scent before vision

INTERACTION

Mainly rotational and pressure
Intimite and calming.
Intensity, time laps, self initiated

ASSOCIATIONS

Patch, band aid, health care,
sickness, skin

USABILITY

could be tricky to reapply (glue,
hair, sweat)

TECHNOLOGY

hard to integrate without making
the patch too disturbing in
thickness

EVALUATION

patch



TOUCH

rather touch the object than
yourself

VISIBILITY

visible to everyone, unless it is
applied to collar or trousers

INTERACTION

Playful and functional, also
intimate and calming.
Intensity, time laps, self initiated

ASSOCIATIONS

Watch, sports, wearable, jewelry

USABILITY

habitual, known, easy to wear

TECHNOLOGY

components easier to integrate

EVALUATION

TOUCH

rather touch the object than
yourself

VISIBILITY

visible to everyone, unless
it is applied to colar or
trousers

INTERACTION

Playful and functional, also
initimite and calming.
Intensity, time laps, self
initiated

ASSOCIATIONS

Watch, sports, wearable,
jewelry

WEARABILITY

habitual, known, easy to
wear

TECHNOLOGY

components easier to
integrate



EVALUATION

of designs

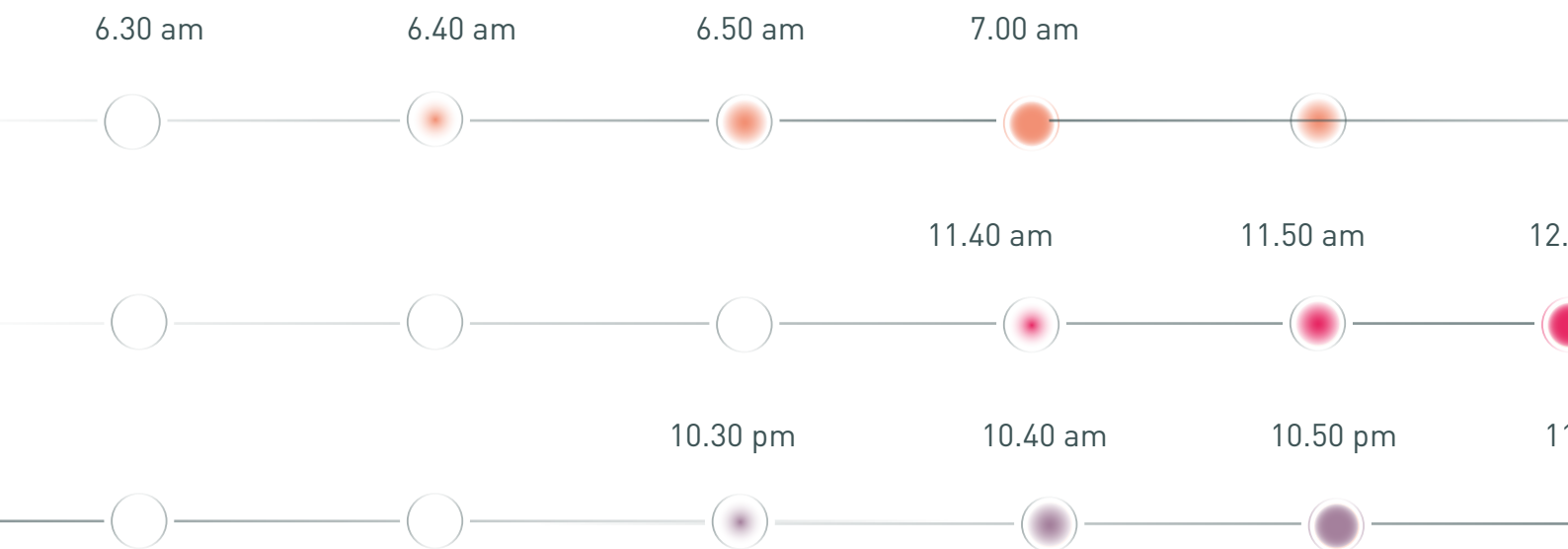




INSTANTLY

scent the moment - encourage activity

INSTANTLY

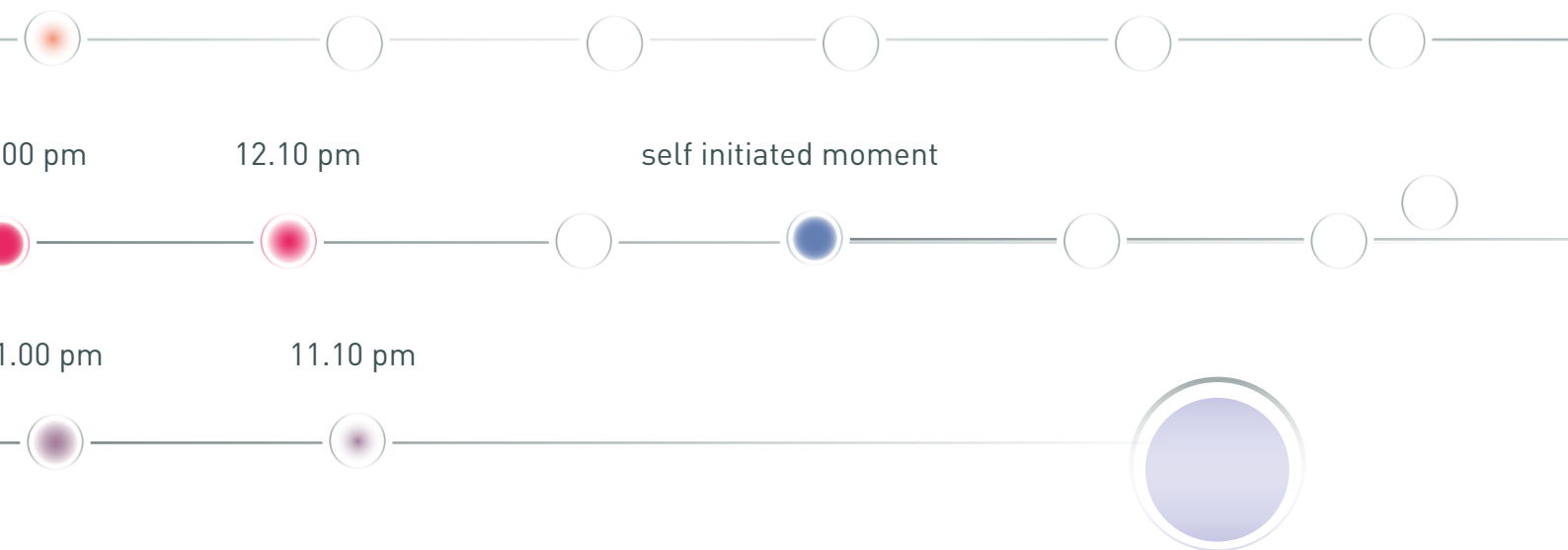


BACKGROUND

Scent is evolutionary anchored to give us signals (warning) and is the only sense, that is instantly influencing our brain (emotional cortex). It is the strongest to give ambient information, but the most neglected intellectually. Scent triggers and motivates behaviour.

Time in our daily routines and habits has become insignificant in terms of how we react to it and it is not perceived linear. Knowing the time is mostly exclusive to the visual perception in terms of „taking a look at the clock“.

In any situation that is chronic, meaning habitual and constant, time is an important factor.



DESCRIPTION

Instantly is a „living service“ that will structure your day into cycles using subtle sequences of scent. Just like learning the clock as a child, you will have to learn the sequences over time and will know what time it is by being primed on a certain scent sequence.

The crucial idea with instantly is, that your reaction to the time will be more considerate. In your daily routines it is not about the actual time, but about the moments you actively anticipate change. It should encourage you to change the condition you are in, no matter where and when. Any constant condition can be harmful in the long run.

COPY LINK TO WATCH MOVIE:

[HTTPS://DRIVE.GOOGLE.COM/FILE/D/1GZI620XS-RECRV7ZSXS_KK1AC_UBEYIKR/VIEW?USP=SHARING](https://drive.google.com/file/d/1GZI620XS-RECRV7ZSXS_KK1AC_UBEYIKR/view?usp=sharing)

INSTANTLY



THE WEARABLE

Immerse yourself in a sensory journey that organically segments your day into eagerly awaited intervals through the subtle power of scent.

This ambient device gracefully blends into the background, making its presence known only when absolutely necessary. Explore scientifically validated scent cycles tailored to harmonize with your daily rhythms. Disrupt the monotony of your surroundings with a seamless and unobtrusive experience that remains dormant until the opportune moment, coming alive precisely when the time is right.

THE EXPERIENCE

Indulge in an intuitive, ambient interaction devoid of visual or direct engagement. This device seamlessly syncs with wearables, intervening only when adjustments are required. Effortlessly control scent intensity through touch, rotation, or pressing gestures.

Fine-tune your aromatic experience with the convenience of adjusting scent cycles directly from your phone. Empower the device to autonomously initiate brief, purpose-driven scent sequences. Take charge of your daily rhythm by skillfully hacking the day cycle, effortlessly setting it back or propelling it forward to a desired stage.


INSTANTLY



TIME & MEMORY

subjective perception of time

„Odours memories are emotional, highly evocative in relation to time and place and excell our other senses memory capacity in vividness. They enable us to recall and even more re-experience a certain emotion and event.“



ambient
physical

create
micromoments

scent and touch
interactions

become visible
when its time

interrupt
mindset



element of
surprise

trigger
memories

intuitive
interactions

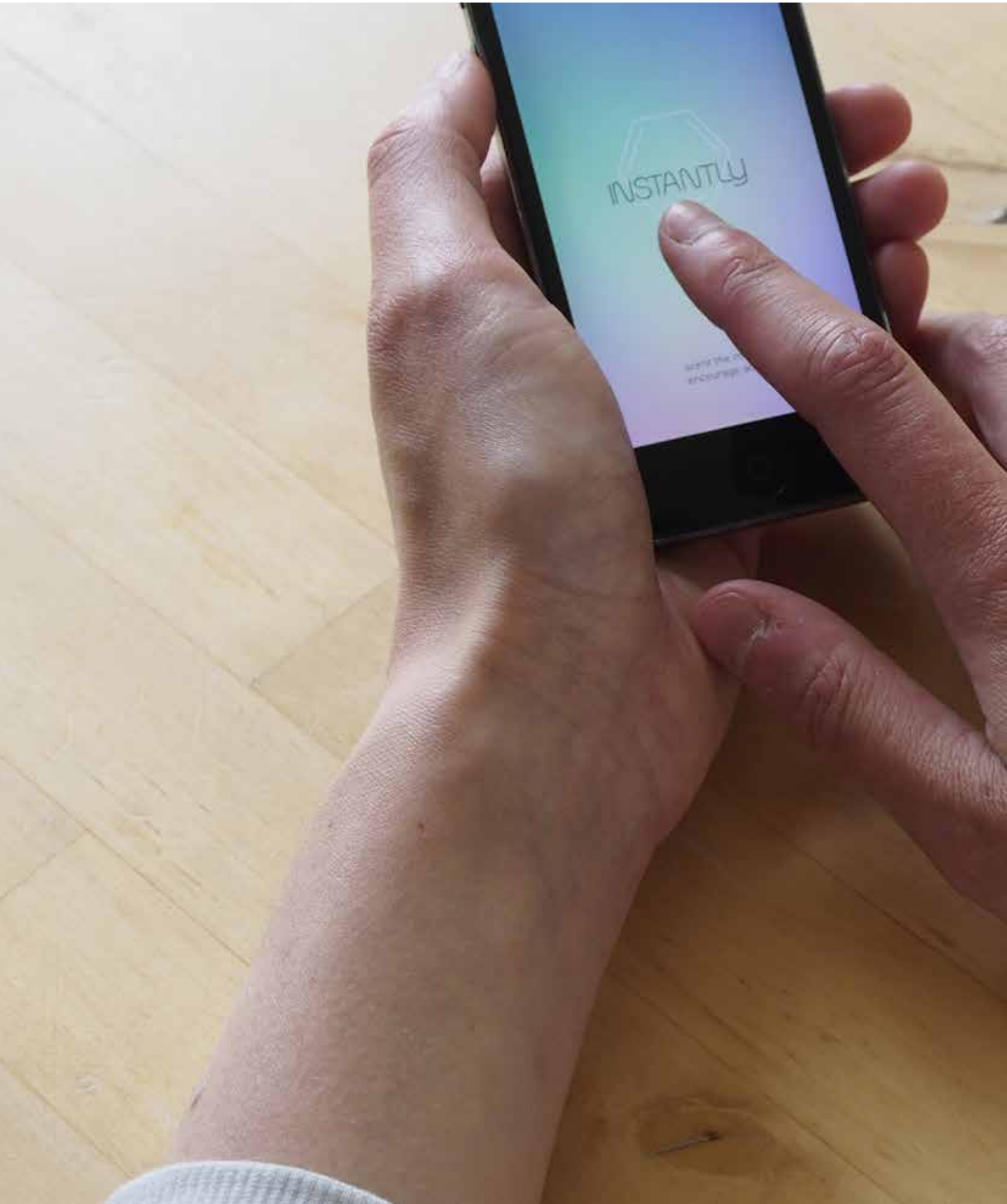
CHARACTERISTICS

subjective perception of time

signals
time

information on an
unused sensory
layer

motivate
behaviour





THE SERVICE

and main interactions

INSTANTLY

„Odours, as well as colours and emotions are perceived as homogeneous perceptions.“

Rachel Herz

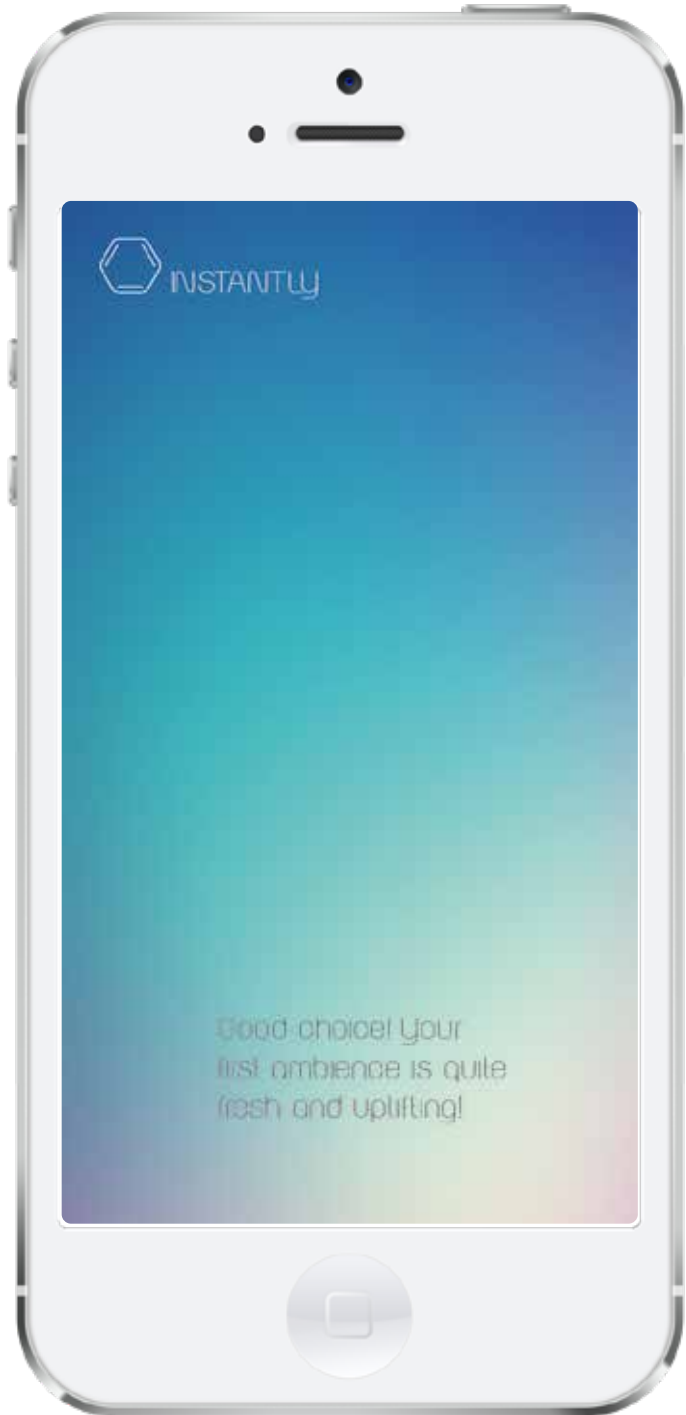
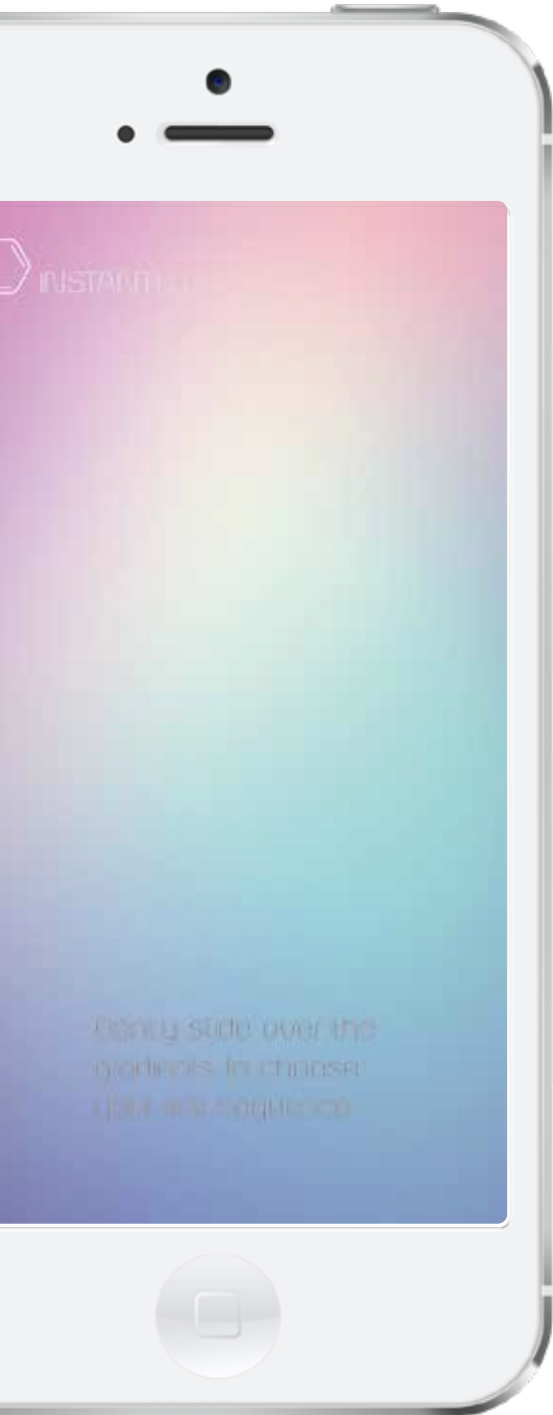


THE SERVICE

Empower your experience with personalized application settings, tailoring every aspect to suit your preferences. Seamlessly store, share, and compare data with fellow users, fostering a collaborative and enriching community. Ensuring a secure application and user-friendly behavior lays the foundation for future utilization, guaranteeing a consistently safe and reliable experience. Beyond the present, anticipate forthcoming health care benefits, aligning your well-being with cutting-edge advancements for a healthier, more informed tomorrow.



INSTANTLY

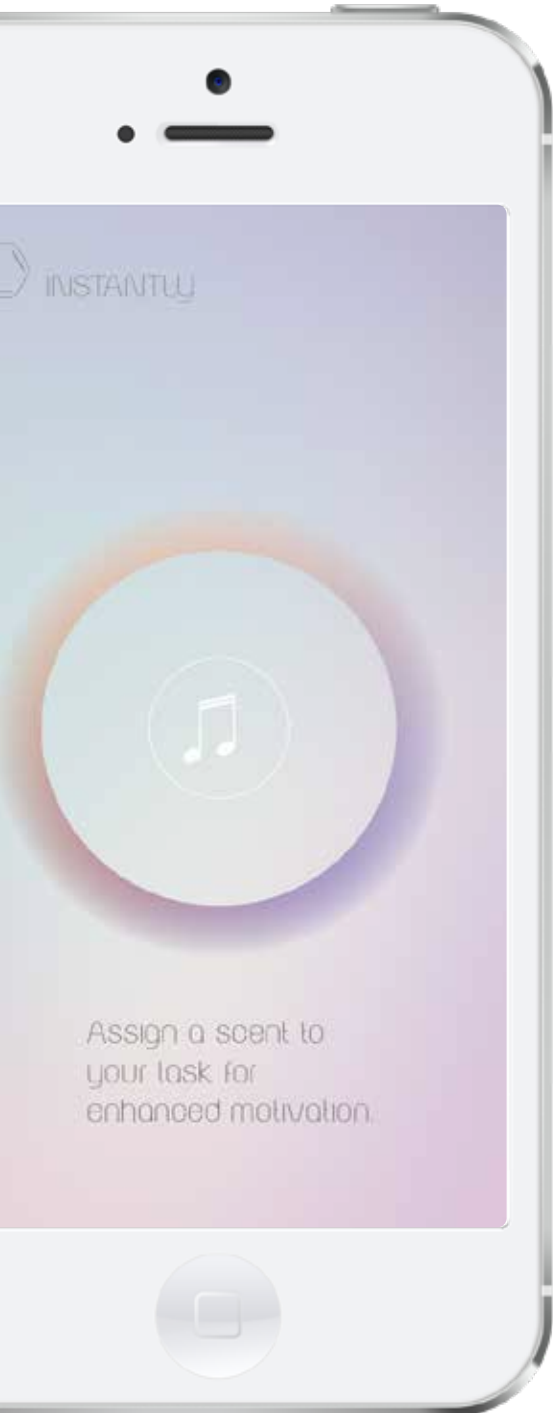


A HOMOGENE APP

play within suggested compositions

initial set up enables the user
to chose within suggested scent
compositions

INSTANTLY



PRIMING

to enhance motivation

Set times and scents for certain
tasks/activities

EXPOSURE TIME

surprise





NATURAL SCENTS

enhance well being





ASSOCIATIONS

with unknown and known scents







TOUCH & SCENT

enhanced interactions



*„Odours vary in their intensity and therefor
become more or less pleasant/ unpleasant.
The intensity is linked to the density and volume.“*

AMPLIFY INTENSITY

Stroke to amplify or go back in time.



A photograph of a person's foot wearing a grey sneaker with white laces, resting on a dark, mossy log. The background is a lush green field with many small white flowers. The scene is brightly lit, suggesting a sunny day. A semi-transparent white box is overlaid on the right side of the image, containing text.

TIME & MEMORY

subjective perception of time

„Odours memories are emotional, highly evocative in relation to time and place and excell our other senses memory capacity in vividness. They enable us to recall and even more re-experience a certain emotion and event.“



COLOR & MATERIAL

high heat stability ●

water resistant ●

non-toxic and low level
of volatile organic
compounds ●



- Highly versatile materials

- electrical resistance, can be made conductive

SILICONE

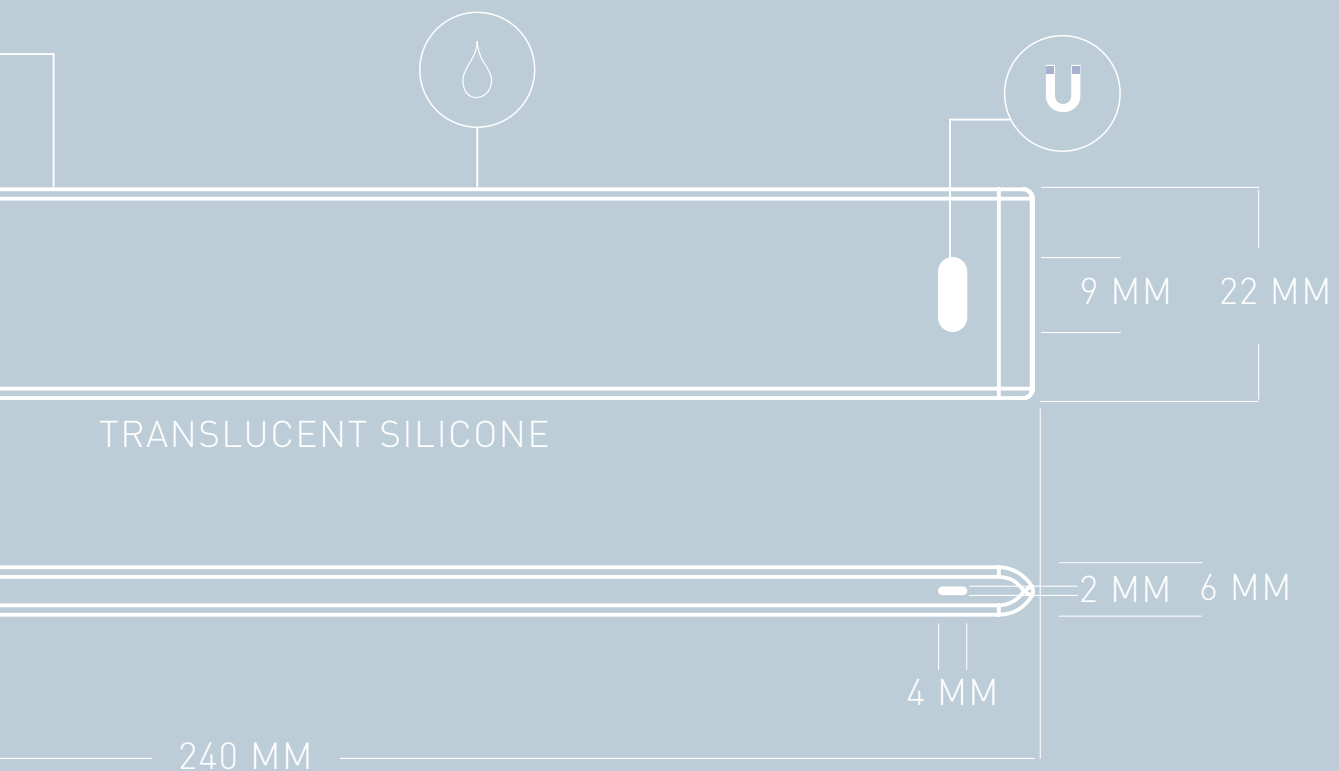
- Suitable for food and medical appliances



TECHNICAL COMPONENTS

INSTANTLY

DATA PROCESSING



MAGNETS



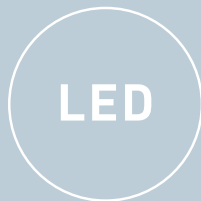
Integrated magnets at both ends of the wearable make it attachable to itself and on clothes, surfaces

SCENT CAPSULE



Release of scent connected to the timer of the iPhone and to touch for self-initiated release

LED / NEOPIXEL STRIPE



Color gradients emitted through silicon to show that scent is released. Colors through the transparent part of the silicon

WATERPROOF



Wearable should be resistant to water, possibly able to shower with

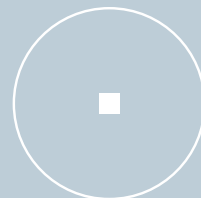
Sealed

DATA PROCESSING



Phone of user will be the main source for data processing

MICROPROCESSOR



Local microprocessor in wearable to prioritize information to be sent via „air“ to phone

INSTANTLY

SCENT EMISSION OF INSTANTLY

While designing and considering different materials and components for the wristband I consulted with Joachim Rodrigues from the Department of Electrical and Information Technology at Lund University. We were able to compose the different electronical components. For the emission of scent there was no obvious straight forward solution. There are three technologies, that could potentially be applied to release the scents from the wrist band:

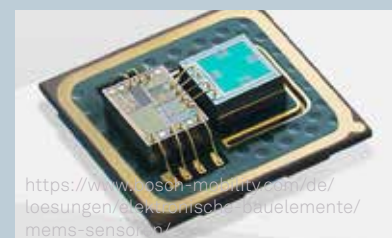
1. **Microfluidics:** Is a technology enabling the control and manipulation of fluids at a very small scale. Microfluidic channels and valves could be used to enable a precision release from the capsules integrated in the wristband.



2. **Piezoelectric Atomizers:** In this technology alternating voltage causes piezoelectric material to vibrate, which enables liquids, such as Microfluidics, to be released into a fine mist. Advantage of this technology is that there is no need for heat or high amounts of power.



3. **MEMS (Micro-Electro-Mechanical Systems):** This technology holds a combination of valves, pumps, and gears with electronic components. In this way the release of scent from the capsules could be regulated. Since this technology can be used on chip sized level it could be a feasible solution for the problem.



The product being a wristband comes with certain requirements that the chosen technology should meet. Priority being that the usage is safe for the user and assures a high level of reliability.

SCENT EMISSION OF INSTANTLY

There should be no risk of evolving heat or toxicity. Secondly the component should be as small and flexible as possible so that it does not affect the flexibility and comfort of the wearable. The component should reliably function in the way it is designed to. Considering a daily use it would not only be energy efficient, but also more convenient if power consumption is as low as possible so users do not have to deal with charging or replacement on a frequent basis.

With these requirements in mind, a combination of MEMS sensors with Microfluidics could be a feasible choice as it ensures safety, precision, size and weight efficiency, energy efficiency and a smooth integration with other components like the bluetooth sensor. MEMS sensors are robust and highly sensitive which caters to both durability as well as reliability.

With the consultation and research done this combination seems to be possible, but it would need a final approval of an expert to validate this choice of technologies as an ideal integration for the wristband.

Having that in mind I prioritized other aspects of the product such as the moments where it can be applied (priming, intervention etc.), the design and elements of the App and eventually the creation of a movie to make the experience more tangible for „the audience“. Eventhough this technology is an integral part for the feasibility of the product it would have been out of proportion in terms of research and testing with limited resources, knowing that there is a possible way to solve this.







REFLECTION



REFLECTION

Sadly and gladly we are on autopilot 90% of their days. We follow patterns and paths, that help us get through our days and routines. To an extend this is extremely helpful to save capacity and resources, but as soon as patterns turn against us, they can be the most harmful power in our routines. With the exploration of „Instantly“ I explored the “invisible“ power of scent and the effects it can have as an integrated part in our days. Away from visual stimulus, away from screens and haptics, this has been an approach to thinking with scents in designing experiences.

As abstract and complex as human perception can be, as abstract have been parts of my process in this Master Thesis. To actually combine the magic of scents with actual and measurable benefits in our practical days, I have faced a lot of challenges. Making something intangible, tangible for daily use has taught me new ways of approaching the design process in itself.

After diverging in the process and thinking of different areas for application I am happy with the conclusion I have found at this point of the project. Combining scents with the concept of time to break routines and to intervene with a new medium is something I see can have immense value.

REFLECTION

The project „Instantly“ has shed light on integrating scents in design, it shows an extensive process in different way of applying it, it has explored various uses cases and ways of integrating it in a persons life in terms of mock ups and wearables.

Even though it has been tested as low fidelity prototypes with focus groups and potential users, to exist and persist in the world, it would need further validation on how users would actually build habits around this use case. In which situations would it be valuable, in which potentially not. And which groups would potentially draw the highest value from this product.

At this point of this project I have not lost my love for the human perception and especially exploring scents. I have deepened my knowledge in the context of designing experiences with the human perception in mind and it feels like this could just be the beginning of a bigger journey, where I will always be drawn to see the bigger picture of perception, behavior and experiences when designing products.



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