

# Dr. ATCHAYAA KRISHNAN

## SERVICE DESIGNER FOR HEALTHCARE

### CONTACT

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### EDUCATION

#### Master of Arts (MA) in Design Focused on Health

July 2023 - Present

The University of Texas at Austin  
Austin, Texas

#### Bachelor of Medicine and Bachelor of Surgery (MBBS)

July 2016 – July 2021

Pondicherry Institute of Medical  
Sciences  
Pondicherry, India

### SKILLS

User Research

Service & System Design

Human-Centered Design Thinking

Storytelling

Anthropology of Design

Business in Design

Illustration /Data Visualization

Design Futures

Bedside manners

Medical Ethics

### FRAMEWORKS

System Mapping

User Journey Mapping

Service Blueprint

Ecosystem Mapping

Empathy Mapping

### TOOLS

Adobe Suite

Photoshop

Miro

Procreate & Sketch

Canva

### ACHIEVEMENT

[Named as a Student to Watch  
2024 by GDUSA](#)

### PERSONAL STATEMENT

Drawing upon my background as a General Physician, I bring a deep understanding of healthcare dynamics, patient needs, and the intricacies of care delivery. This practical insight, coupled with my design expertise as a service designer, allows me to craft solutions to create empathetic, efficient, and user-centred healthcare services that improve outcomes and empower individuals.

### PROFESSIONAL EXPERIENCE

**M.A in Design Focused on Health at UT Austin** | July 2023 – Present | Austin, Texas

- Enrolled in a 10-month graduate program specializing in advanced human-centered design research methods within the healthcare domain, aiming to innovative tools and services that improve healthcare delivery and foster the well-being of individuals.
- Worked with multiple stakeholders in healthcare projects implementing user-centred design principles and successfully executing the design outcome.
- Proactively engaged in every phase of the design process, from meticulous user research to ideation, prototyping and comprehensive user testing.

**Compulsory Rotatory Residential Internship (CRRI)** | July 2021 – July 2022 | Pondicherry, India

- Facilitated over 50 daily consultations as an Intern Doctor in diverse clinical and surgical specialties, honing a deep understanding of patient needs.
- Independently executed minor procedures, including IV-line placement, urinary catheterization, Ryles tube insertion, wound debridement, suturing, and dressing.
- Actively participated in open surgeries and closely observed endoscopic and laparoscopic procedures, demonstrating a comprehensive understanding of surgical processes.
- Engaged in patient care within COVID-19 wards, conducting COVID-19 screening tests and adapting to dynamic healthcare challenges.
- Collaborated with multidisciplinary teams in the Emergency Department and Critical Care Unit, contributing to patient-centered care and treatment plan development.
- Demonstrated exceptional bedside manners, approaching patients with empathy while adhering to stringent medical ethics.

### PROJECTS

**Austin Age Friendly Ecosystem** | January 2024 – Present | Capstone Project | Dell Medical – Department of Health Equity, City of Austin

- Applied user-centric design and Design thinking methodologies, to understand the needs and preferences for fostering intergeneration connections within the community of Austin.
- Successfully navigated the Institutional Review Board (IRB) Process, ensuring ethical consideration in the design research process.
- Presented the opportunity areas and concepts to the client clearly and currently working on the System level concept of revamping the Austin City Hub Services for older adults.

**End-of-life Planning** | October – December 2023 | UT, Austin

- Researched and identified barriers to completing Advanced Directives among adults aged 18+ years old through one-on-one interviews with users and SMEs
- Successfully implemented user-centric design principles, and service design tools and framework collaborating with stakeholders and conducting user testing for the exhibit prototype.

**Digital Application for the elderly population** | September 2023 | UT, Austin

- Worked on a fast-paced 6-day challenge to create an accessible and user-friendly social app for elderly adults for social connection and mental well-being.
- Addressed the challenges posed by advancing technology to empower and engage older adults by facilitating secondary research and one-on-one interviews with the users.
- Co-created digital design intervention by rapid prototyping and iterating with user feedback which gave confidence in social connection for older adults by 75%.