Project Theia

Executive Summary

Community Partner
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Background

Project Theia is a 501(c)(3) nonprofit organization founded by trained oculoplastic surgeons Katie Duncan, MD and Jenny Yu, MD. With a passion to improve the lives of patients with vision loss and facial deformities, the founders created the organization to improve surgical care to those in low-to-middle income and developing countries, with a particular specialization in oculoplastic, reconstructive, facial and orbital surgery. Supported by foundation grants, donations, and fundraising campaigns, Project Theia engages in mission trips to countries including India, Ghana, Kenya, and Honduras. The organization provides free care to community members there while educating local surgeons on best practices to help build a sustainable model for ongoing delivery of quality care.

Project Description

Project Opportunity

As a relatively young organization working with international healthcare providers, Project Theia faces challenges related to decentralized communication spread across various third-party platforms. Educational resource sharing between providers is inconsistent and non-uniform. Because Dr. Yu serves as the main point of contact for these providers, this requires her to relay information to each provider separately, causing duplication of efforts and time spent away from the organization's core mission.

Project Vision

The team created a Slack workspace to address the disparate communication streams between the Project Theia team and the providers they serve. The Slack workspace allows Project Theia to continue to provide private consultation for their providers as needed, but also fosters provider-to-provider communication. By allowing all providers to easily access organized educational resources and be notified of channel posts, the platform aims to build a community for providers to support each other.

Project Outcomes

The final project centralized all internal and external communication on Slack, streamlining previously disparate communication channels and standardizing the onboarding process and educational resources given to the providers they serve. Internally, this gives all members of

the Project Theia team the ability to remotely assist providers. The platform also connects all the providers Project Theia works with, giving them the chance to support each other through facilitating the exchange of medical equipment and knowledge.

Project Deliverables

The final project consisted of an organized Slack platform with embedded educational resources in a Google Drive Hub and two Google Documents with documentation. For Project Theia, the team curated ways to adapt the communication and educational hubs as the nonprofit scales. For providers that Project Theia works with, the team documented how to download and use Slack, as well as the intention of all the channels and pinned resources.

Recommendations

Although the team has created a strong foundation for Project Theia to facilitate communication, there are still many opportunities for continued development. Some recommendations include training staff members, building a medical taxonomy for easier navigation of educational materials, and introducing similar communication channels to volunteers as the organization grows in the future.

Student Consulting Team

Brianna Wang led quality assurance. She is a third-year student majoring in Information Systems with minors in Human-Computer Interaction and Computer Science. She will be interning at Amazon this summer as a software development engineer.

Erica Fu served as the project manager. She is a third-year student majoring in Information Systems and Human-Computer Interaction with a minor in Design and Soft Technologies. She will be interning at Equinix this summer as a UI/UX designer.

Victoria Zhang was the client relations lead. She is a third-year student majoring in Information Systems with a minor in Media Design. She will be working as an UX/UI designer for Epic Systems this summer after graduation.