

A DESIGN PERSPECTIVE ON THE SCALE-UP OF TELENEO IN DUTCH HEALTHCARE



What is TeleNeo?

In January 2024, a research team from Erasmus Medical Center (EMC) in Rotterdam, in collaboration with Amphia Hospital in Breda, launched the TeleNeo pilot project. TeleNeo is a digital health service that facilitates **audio-visual communication** between healthcare professionals at EMC and Amphia, offering **remote medical advice** to prevent unnecessary patient transfers. This pilot marks the first use of TeleNeo in the Netherlands.



Implementation Issues

Digital health solutions often face challenges during implementation like conflicting stakeholder values and the need for alignment with both the end-users and the broader healthcare system. In the TeleNeo pilot, specific barriers included **difficulties in planning and scheduling** consultations, and **unclear roles and responsibilities** for healthcare professionals during the preparation, execution, and follow-up of consultations.



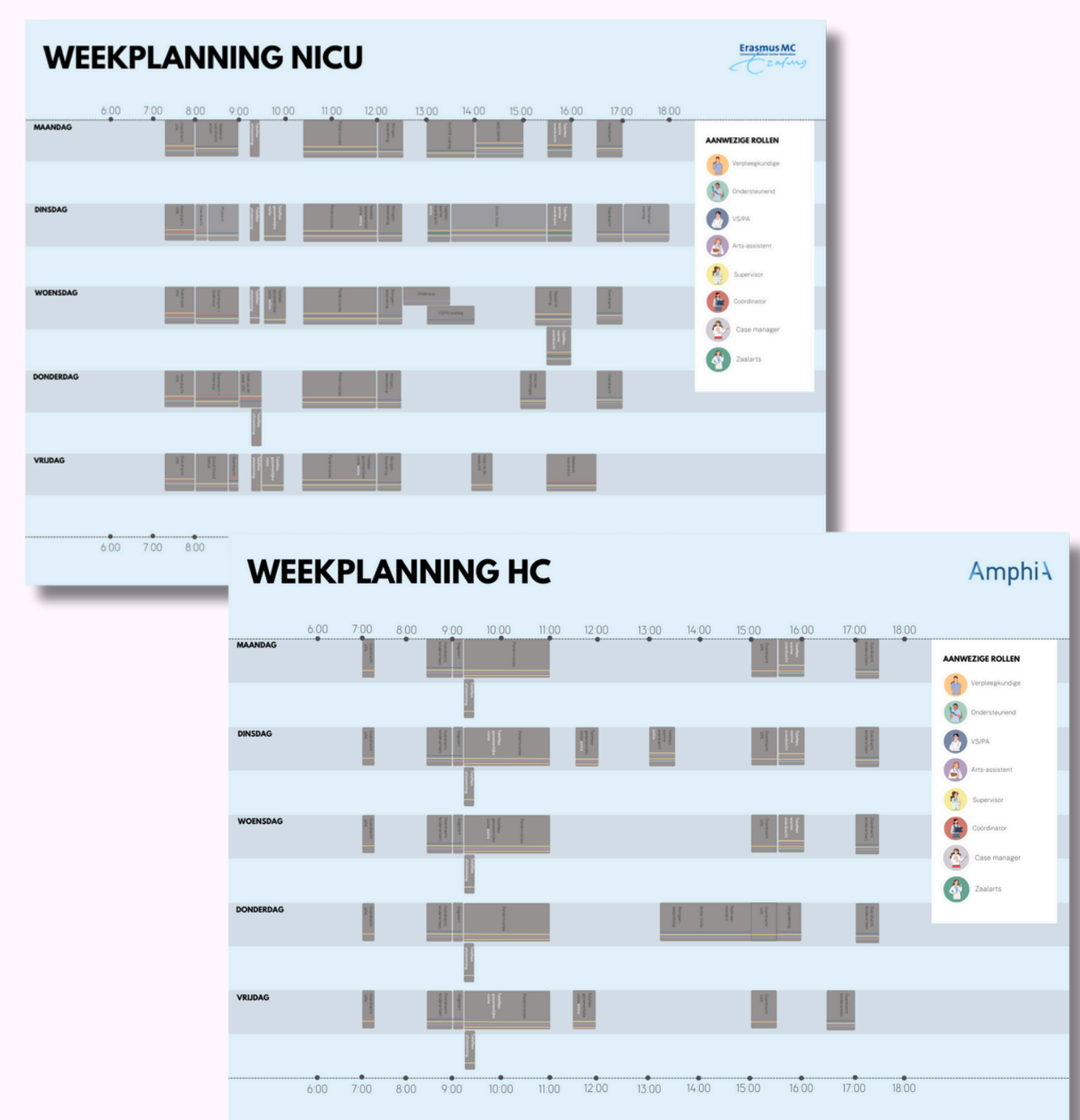
Why Design Practice?

A key challenge in implementing digital health solutions is the lack of adaptability and proof of concept often stemming from inadequate prototyping, which hinders their usability and effectiveness in real-world settings. Design practices play a pivotal role here, particularly through the use of **visualizations as service prototypes** by envisioning how solutions should ideally function and integrating them into existing healthcare systems.

Therefore, CoVisioning was developed: a visualization guided co-design technique to engage healthcare professionals in a collaborative session to address the situation-specific barriers through visually guided activities. This approach led to revised workflows for the NICU (EMC) and HC (Amphia) departments by integrating the different types of planned TeleNeo consultations with clearly allocated roles.



Healthcare professionals from EMC and Amphia utilizing CoVisioning during a physical session



Revised NICU and HC co-workflows with integrated TeleNeo consultations and allocated roles

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A visualization guided co-design technique for the implementation of health monitoring of newborn infants
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