

Appendix

A	Personal Project Brief
B	Service Blueprint
C	Interview Set-up Users
D	Customer Journey Maps
E	Consent forms
F	Creative session Welzorg
G	Co-Evaluation session Basalt
H	Concept 1

A. Personal Project Brief

IDE Master Graduation

Project team, Procedural checks and personal Project brief

This document contains the agreements made between student and supervisory team about the student's IDE Master Graduation Project. This document can also include the involvement of an external organisation, however, it does not cover any legal employment relationship that the student and the client (might) agree upon. Next to that, this document facilitates the required procedural checks. In this document:

- The student defines the team, what he/she is going to do/deliver and how that will come about.
- SSC E&SA (Shared Service Center, Education & Student Affairs) reports on the student's registration and study progress.
- IDE's Board of Examiners confirms if the student is allowed to start the Graduation Project.

! USE ADOBE ACROBAT READER TO OPEN, EDIT AND SAVE THIS DOCUMENT

Download again and reopen in case you tried other software, such as Preview (Mac) or a webbrowser.

STUDENT DATA & MASTER PROGRAMME

Save this form according the format "IDE Master Graduation Project Brief_familyname_firstname_studentnumber_dd-mm-yyyy". Complete all blue parts of the form and include the approved Project Brief in your Graduation Report as Appendix 1 !

family name	<u>Wiersma</u>	<u>5512</u>	Your master programme (only select the options that apply to you):
initials	<u>N</u>	given name <u>Nathalja</u>	IDE master(s): <input type="radio"/> IPD <input type="radio"/> DfI <input checked="" type="radio"/> SPD
student number	<u>4497988</u>		2 nd non-IDE master: _____
street & no.	_____		individual programme: _____ (give date of approval)
zipcode & city	_____		honours programme: <input type="radio"/> Honours Programme Master
country	_____		specialisation / annotation: <input type="radio"/> Medisign
phone	_____		<input type="radio"/> Tech. in Sustainable Design
email	_____		<input type="radio"/> Entrepreneurship

SUPERVISORY TEAM **

Fill in the required data for the supervisory team members. Please check the instructions on the right !

** chair	<u>Sylvia Mooij</u>	dept. / section: <u>DOS, MCR</u>
** mentor	<u>Sonja Paus-Buzink</u>	dept. / section: <u>HCD, AED</u>
2 nd mentor	<u>Agnes Kloosterman</u>	
organisation:	<u>Welzorg (Louwman Group, Care)</u>	
city:	<u>Raamsdonksveer</u>	country: <u>The Netherlands</u>

comments
(optional)

⋮

Chair should request the IDE Board of Examiners for approval of a non-IDE mentor, including a motivation letter and c.v..



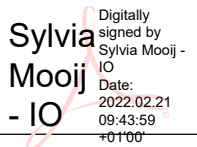
Second mentor only applies in case the assignment is hosted by an external organisation.



Ensure a heterogeneous team. In case you wish to include two team members from the same section, please explain why.

APPROVAL PROJECT BRIEF

To be filled in by the chair of the supervisory team.

chair Sylvia Mooij date 21 - 02 - 2022 signature 

CHECK STUDY PROGRESS

To be filled in by the SSC E&SA (Shared Service Center, Education & Student Affairs), after approval of the project brief by the Chair. The study progress will be checked for a 2nd time just before the green light meeting.


Master electives no. of EC accumulated in total: 30 EC

Of which, taking the conditional requirements into account, can be part of the exam programme 30 EC

List of electives obtained before the third semester without approval of the BoE

YES all 1st year master courses passed

NO missing 1st year master courses are:

name C. van der Bunt date 21 - 02 - 2022 signature 

FORMAL APPROVAL GRADUATION PROJECT

To be filled in by the Board of Examiners of IDE TU Delft. Please check the supervisory team and study the parts of the brief marked **. Next, please assess, (dis)approve and sign this Project Brief, by using the criteria below.

- Does the project fit within the (MSc)-programme of the student (taking into account, if described, the activities done next to the obligatory MSc specific courses)?
- Is the level of the project challenging enough for a MSc IDE graduating student?
- Is the project expected to be doable within 100 working days/20 weeks ?
- Does the composition of the supervisory team comply with the regulations and fit the assignment ?

Content: **APPROVED** **NOT APPROVED**

Procedure: **APPROVED** **NOT APPROVED**

comments

name Monique von Morgen date 01 - 03 - 2022 signature _____

Design of a roadmap for Welzorg's portfolio, based on user insights project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date 14 - 02 - 2022 04 - 07 - 2022 end date

INTRODUCTION **

Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

Welzorg (part of Louwman group) housed in Raamsdonksveer in the Netherlands, is specialized in providing mobility aids, home adaptations, car adaptations and improving accessibility. They are fundamentally a rental company. The customer base consists of a wide target group with people from all ages with a disability and various disability types. Welzorg is the mediator between municipalities, health insurers, care offices, UUV, housing associations, entrepreneurs and naturally, the consumers (see Figure 1). Their goal is to increase the mobility and self-reliance of the customer, but also unburden customers from all the concerns that come with requesting aid. Welzorg works together with municipalities on helping clients receive the mobility aids they need. Welzorg is one of the four big mediators in The Netherlands that offers advisory support and rentable assets by introducing preselected models from trusted suppliers to clients to choose from. They offer home/car adaptations, mobility scooters, hand bikes and wheelchairs among other things. Welzorg can offer made-to-fit service, but there is a lot of room for errors (incomplete deliveries, not meeting expectations, follow-up visits needed, extra costs due to complexity of customization, extended waiting time etc.) during the process of finding and creating the right fit. Not only can it be time-consuming but it is also very costly for the client because of the personal contribution that you have to pay besides the PGB (personal bound budget). It is also costly for Welzorg to personalize the models or offer products outside the product portfolio. The resources from Welzorg are lease-lend, so there are only so many options and adjustments possible. The resources have to be reused to be worth the investment. This is a complex balance therefore Welzorg is looking for ways to innovate.

The last couple of years Welzorg had to make cutbacks and reorganize. The various facilities were centralized in a central warehouse and a central office. In addition to the money KPI, the people KPI has become increasingly important. Welzorg wants to include customer wishes of end users in services and add to functional benefits. Moreover, municipalities want to move towards a system in which the customer assessment is considered in the choice of the right intermediary. Choosing Welzorg or a competitor then depends on customer satisfaction. Welzorg is very good at determining the functional requirements of the customer and matching them with the functional requirements set by the municipality, but the latent needs and wishes of the customer are often not included. By using customer insights Welzorg wants to come up with improvements for the product portfolio to improve the customer satisfaction in the end.

So, Welzorg wants to know more about their customer. Who is this customer? In this project, the focus is on children with manual wheelchairs. The customer journey is mapped from the starting point, before contact with Welzorg, until use of the product after the service of Welzorg. It is interesting to record the journey for this target group because for children there is an extra level of complexity. There are the needs of parents, the rest of the family and together they go through the process several times as children grow and needs change over time. In addition to functional needs, there are also other needs to consider. Perhaps functional needs are not the most decisive factor in choosing the right aids. That also leads to questions like: what processes outside of Welzorg play an important role? How do rental services and municipalities in other countries, like Belgium or Germany offer their services (more customer centered approach) compared to The Netherlands? Usually children with manual wheelchairs use more aids besides the wheelchair, how do these play a role in the journey? Figure 1 shows the stakeholders from the point-of-view of Welzorg, but what are the stakeholders from the customers point-of-view? It is interesting to compare the different factors in the customer journeys and find what is the common thread throughout the story and gain new insights.

space available for images / figures on next page

introduction (continued): space for images

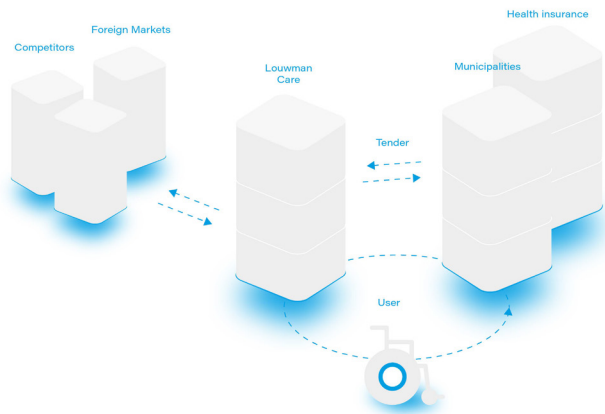


image / figure 1: Stakeholders, Welzorg's point-of-view

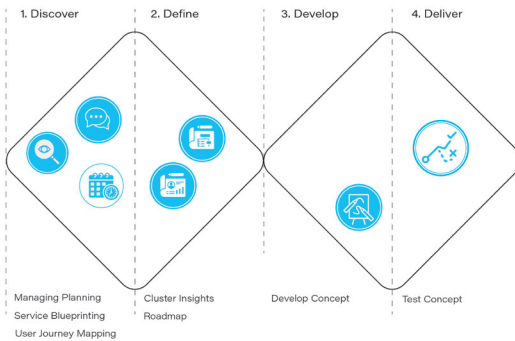


image / figure 2: Double Diamond process

PROBLEM DEFINITION **

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

The main problem is that in the future customer satisfaction will be more and more the determining factor for choosing companies such as Welzorg that rent out aids to consumers. Welzorg needs to know which improvements have priority and where opportunities are to keep being chosen by the customer. Welzorg currently still links the customer to aids based on functional needs and finance. The process of choosing the right fit for the customer is strongly linked to legislation, choices of the municipality and other stakeholders, so money and practical things often come first and not necessarily the customer. As a result, the needs and wishes of the customer are not always met. Welzorg is changing the focus from the functional needs to giving the people KPI more emphasis. What Welzorg wants, is to get insight into the pain points, wishes and latent needs of customers, especially when it comes to aids.

A sub problem is that Welzorg has a product portfolio with a limited variety of products that they can offer the customer. Are the products offered enough to meet customer needs? Ideally purchasing, service and good agreements can be made with suppliers and the wishes of the customers are met. Unfortunately this is not always possible unless it is functionally necessary, it can be deviated from but in order to deliver the range from Welzorg quickly, keep it manageable and as cost-efficiently as possible, the range of products has to be limited.

Welzorg already has existing delivery flows and has put effort into gathering customer feedback and data. With the data that is already available and by creating new insights while mapping customer journeys, I will focus on developing the product portfolio to improve customer satisfaction.

ASSIGNMENT **

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, ... In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

Design a roadmap for Welzorg's product portfolio for improving customer satisfaction, based on user insights from customer journey mapping.

I will investigate the latent needs and wishes of children (and direct stakeholders) when it comes to ordering a made-to-fit manual wheelchair, to better understand how to make the product portfolio of Welzorg stronger in the future. I want to know who this customer is, why this target group specifically rates lower on customer satisfaction and how to develop a roadmap for improving the experience for this target group in the upcoming years. The final concept will be a integrated plan, based on the roadmap with customer insights, to improve the customer satisfaction.

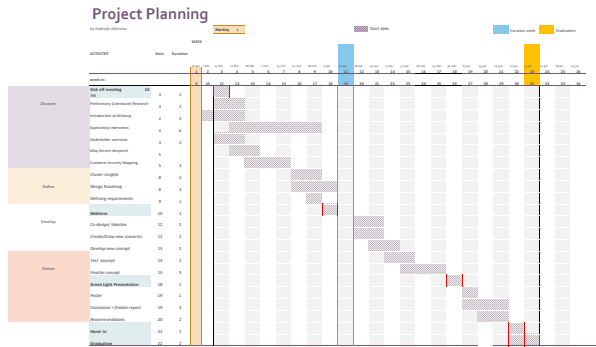
Deliverables

- Main deliverable - Roadmap for the product portfolio and a new concept for Welzorg
- Sub deliverables - Visual overview of the customer journeys and a service blueprint

PLANNING AND APPROACH **

Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date 14 - 2 - 2022 end date 4 - 7 - 2022



I will use the double diamond method for my design approach (see Figure 2). The double diamond offers an overview of different phases of a design process and gives me the framework to balance the links between the levels of detail throughout the project. Figure 2 also gives an overview of all activities.

- I will address the main issues by following the next steps:
- Talking with and shadowing advisors at Welzorg to learn about the company and the process
 - Mapping the service of providing made-to-fit aids at Welzorg (service blueprint)
 - Interviewing 5-8 customers via Welzorg & 2-3 outside of Welzorg
 - Design and visualize customer journey maps by using user insights
 - Turning the pain points from the created customer journeys and service blueprint into a design for a roadmap
 - Create the first step for a new concept based on the roadmap
 - Test with the customers and Welzorg

Graduation is 20 weeks, 5 days a week
 Start in week 3, week 1-2 are for preparing the brief, contracts and planning, End in week 23

Important dates:
 14 Feb kick-off
 04 Apr midterm
 30 May green light
 27 Jun hand-in

MOTIVATION AND PERSONAL AMBITIONS

Explain why you set up this project, what competences you want to prove and learn. For example: acquired competences from your MSc programme, the elective semester, extra-curricular activities (etc.) and point out the competences you have yet developed. Optionally, describe which personal learning ambitions you explicitly want to address in this project, on top of the learning objectives of the Graduation Project, such as: in depth knowledge on a specific subject, broadening your competences or experimenting with a specific tool and/or methodology, Stick to no more than five ambitions.

In many of my previous Strategic Product Design projects I found that I have an interest in medising, health and wellbeing. I found that in this area I am able to combine engineering (my bachelor) with creativity and problem solving. Health care systems are often complex and challenging when it comes to innovation and change, but here is where I see the opportunity to gain the most. Advances in this field result in meaningful visions. I believe I am a little bit of a dreamer when it comes to product design. In a way I think design (also on system level) can have a really influential role in the everyday life of people.

The first time I really experienced this was during my Bachelor End Project, where I worked for Duchenne Parent Project. This project was a close collaboration with the children (the users) and their parents (main stakeholder). The aids they requested and that were made-to-fit changed their daily routine and interactions. They were so happy with every improvement, that I could only think 'What else can I do for people, but on a bigger scale.'

My ambitions

As mentioned above, I believe it is worth tackling these systemic problems. I have some experience in this area because of projects during the first year of the master, where I was able to use similar tactics to improve a strategy, create roadmaps or map a service system. I want to familiarize myself even more with the methods I learned about building an understanding of the client and bring this information to Welzorg. I believe that even though it is said many times, most companies do not take the client into account enough. There is definitely room for improvement still.

This project is for a cause I feel a connection with. I hope to create a design that helps, not only Welzorg in innovating, but mainly brings value to the user. I want to show with this project that I explicitly want to bring something to this community.

FINAL COMMENTS

In case your project brief needs final comments, please add any information you think is relevant.

B. Service Blueprint

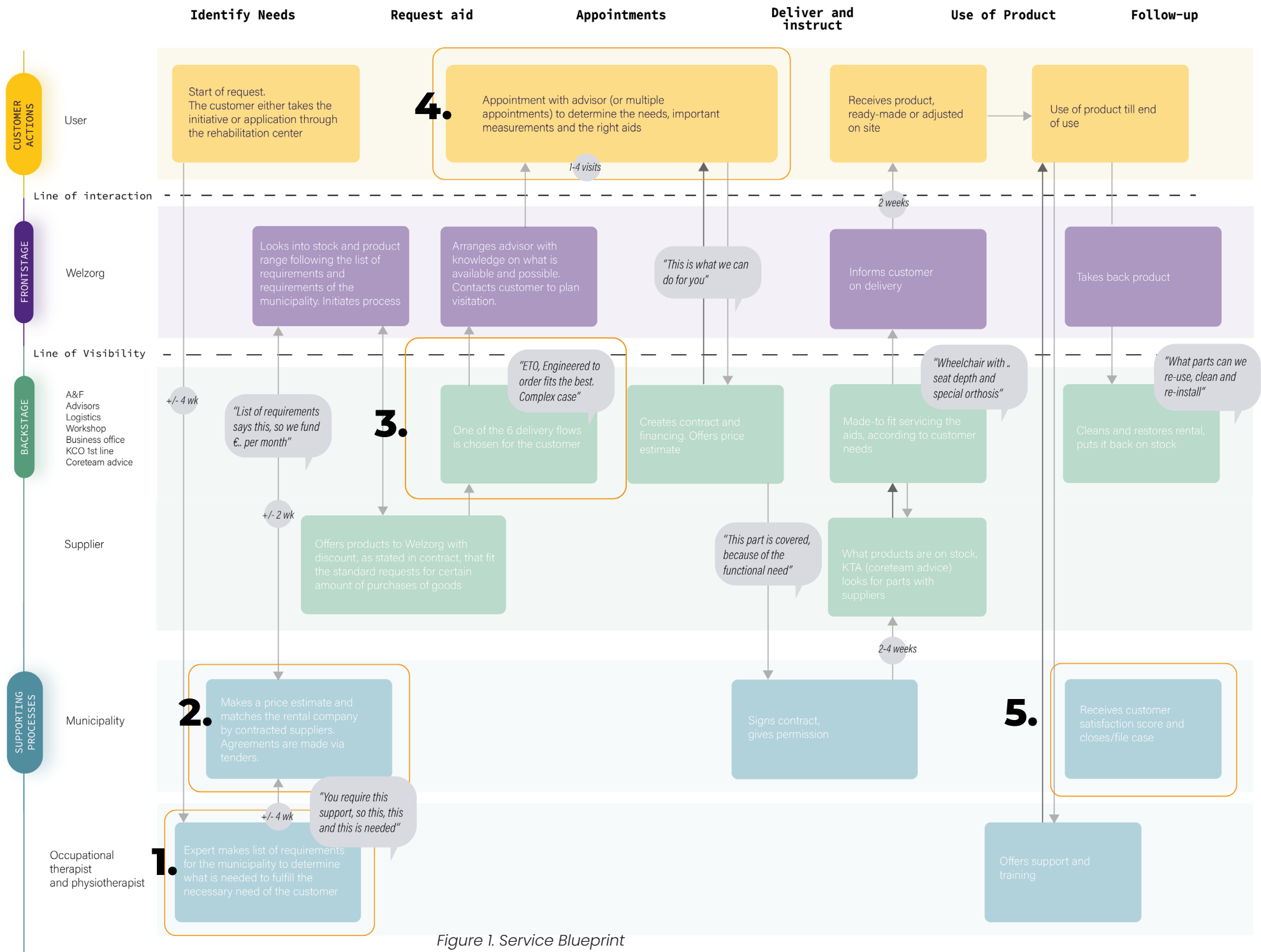


Figure 1. Service Blueprint

Isolating the fail points

Now that the blueprint is there, it is possible to point out where potential fail points can create bottlenecks. The goal of isolating the fail points (see Figure 1 service blueprint indicated by numbers 1- 5) is to reduce the consequences of service failures and create a continuous process flow with less overproduction, as described in The Toyota Way (Ito, Hiroto, 2016).

1. Listing the Requirements

There are many templates for occupational therapists and most have the same structure with the functional needs as the main subject because this is what the municipality asks for. An example from ALS Centrum Nederland (Parren, J., 2018) (see Figure 2), already includes the categorisation of the request, in this case for a manual wheelchair (often indicated by the municipality at a later point in the process while they have little or no knowledge about it), the functional needs, the future functional needs and the suggestion and motivation. Often there is a listing of relevant measurements included as well because the occupational or physiotherapist therapist, for example, has the most knowledge about the customer's sitting position and preferences in use. This document guides the next steps in the process and should therefore include the knowledge written from the customer's point of view. There is a need for structure and knowledge transfer, but no format has been made obligatory.

What is missing is the clear indication between wishes and needs, but also the total picture of what is important for the customer, and needs that cannot be identified immediately (the latent and emotional needs). Then there is the follow-up question: 'what happens with this document after?'. This document is sent to the municipality and translated into a new document.

This new document has a different goal. No longer is it in the interest of the customer but in the interest of the municipality that wants to solve the problem as easily and cheaply as possible. This version of the document is the one that Welzorg gets to see and misses the background story and therefore the emotional needs of the customer.

Even if during visits the customer hands over the document directly from the occupational therapist to the advisor, as later discussed in chapter 2.4 The advisor and occupational therapist, the advisor cannot take this document as a guideline or store the information online. The advisor is obligated to make its assumption first and verify those with the ones from the municipality.

Only the measurements and functional needs get documented, not if it concerns other factors such as someone else's life like the partner, caregiver or the family (aka support). The added value of the list of requirements, therefore, is lost at that moment.

What is often mentioned in interviews indicates that this is indeed a relevant problem because it indirectly leads to unstructured visitations and appointments where advisors don't know the situation at hand, medical devices with features that aren't suitable in daily life, a customer service that cannot help due to lack of knowledge and eventually costly delays.

Uw kenmerk:
Ons kenmerk:
Afdeling:
Doorkennummer:
E-Mail:

Utrecht, datum

Betreff: Voorlopig programma van eisen voorziening

Aan dhr./ mevr.

Deze informatie ontvangt u ter aanvulling en ter ondersteuning van uw aanvraag bij de gemeente.

U heeft aangevraagd bij de gemeente:
Handbewogen rolstoel

U vraagt deze voorziening aan omdat u de volgende beperkingen ervaart:
A.L.S.

Voorlopig programma van eisen:

- **Vouwframe:** De rolstoel moet gemakkelijk ingeklapt kunnen worden.
- **Lichtgewicht** in verband met beter rijndement en zodat de rolstoel gemakkelijker in de auto getild kan worden.
- **Achteras instelbaar:** zodat deze zodanig afgesteld kan worden dat de rolstoel niet te snel kiept.
- **Zitbreedte:** tijdens passing te bepalen.
- **Zitdiepte:** tijdens passing te bepalen
- **Zithoogte:** Tijdens passing de juiste zithoogte bepalen. voorwaarde is dat mw. goed kan opstaan uit de rolstoel. Beestunen; standaard, naar achteren weg zwenkbaar en uitneembaar
- **Voetplaten:** opklapbaar
- **Rugleuning:** Voorzien van een spanbanden rug en polstering om voldoende steun in de rug te kunnen krijgen. Met name lumbale ondersteuning is van belang!
- **Rugleuning:** hoogte tijdens passing te bepalen.
- **Duw-trekremmen;** Remmen moeten licht versteld zijn in verband met verminderde handfunctie.
- **Zitkussen**
- **Zitting** horizontaal

• **Grootte voorwiel:** tijdens passing te bepalen

• **Materiaal voorwiel:** massief

Te verwachten eisen in de toekomst.

- **Hoofdsteen:** dhr./mevr. heeft nu nog geen hoofdsteen nodig, maar wel in de toekomst. Dus nu wel alvast meenemen bij deze passing. Het moet mogelijk zijn om een hoofdsteen op de rugleuning te kunnen plaatsen.
- **Naspanbare zitting**
- **Zitkussen;** preventief AD kussen, minimale dikte 5/6 cm.
- **Duw-trekremmen;** Voorzien van remverlengers. Remmen moeten licht versteld zijn in verband met verminderde handfunctie.
- **Duwhandvatten:** in hoogte verstelbaar
- **Armlenningen:** in hoogte verstelbaar; lange en brede, zacht gepolsterde armlenningen
- **Hoepels:** rubber gecoat.

Voorstel tot passing met de volgende voorziening en motivatie

Een passing in aanwezigheid van de ergotherapeut behoeft sterk de voorkeur, omdat zij inhoudelijk goed op de hoogte is van het functioneren van u.

Wanneer de passing in De Hoogstraat revalidatie plaatsvindt, is het zeer wenselijk dat de technisch adviseur op de hoogte is van bovenstaand programma van eisen en contact opneemt met de behandelend ergotherapeut om de passing zo effectief mogelijk te laten verlopen.

Voor het maken van een afspraak kan de leverancier contact opnemen met de afdeling planning, telefoonnummer bereikbaar op

Ergotherapeut:
Revalidatiearts:
Aanvrager:

Concept versie
Project Team
Afdeling Revalidatie
Afdeling Revalidatie

Figure 2. Concept version of the List of Requirements Parren, J. (2018)

Uw kenmerk:
Ons kenmerk:
Afdeling:
Doorkiesnummer:
E-Mail:

Utrecht, datum

Betreft: Voorlopig programma van eisen voorziening

Aan dhr./ mevr.

Deze informatie ontvangt u ter aanvulling en ter ondersteuning van uw aanvraag bij de gemeente.

U heeft aangevraagd bij de gemeente:

Handbewogen rolstoel

U vraagt deze voorziening aan omdat u de volgende beperkingen ervaart:

A.L.S.

Voorlopig programma van eisen:

- Vouwframe. De rolstoel moet gemakkelijk ingeklapt kunnen worden.
- Lichtgewicht in verband met beter rijrendement en zodat de rolstoel gemakkelijker in de auto getild kan worden.
- Achteras instelbaar zodat deze zodanig afgesteld kan worden dat de rolstoel niet te snel kiept.
- Zitbreedte: tijdens passing te bepalen.
- Zitdiepte: tijdens passing te bepalen
- Zithoogte; Tijdens passing de juiste zithoogte bepalen. voorwaarde is dat mw. goed kan opstaan uit de rolstoel. Beensteunen; standaard, naar achteren weg zwenkbaar en uitneembaar
- Voetplaten: opklapbaar
- Rugleuning: Voorzien van een spanbanden rug en polstering om voldoende steun in de rug te kunnen krijgen. Met name lumbale ondersteuning is van belang!
- Rugleuning: hoogte tijdens passing te bepalen.
- Duw-trekremmen; Remmen moeten licht versterkt zijn in verband met verminderde handfunctie.
- Zitkussen
- Zitting horizontaal

Category
request

Functional
needs

- Grootte voorwiel: tijdens passing te bepalen
- Materiaal voorwiel: massief

Te verwachten eisen in de toekomst.

- Hoofdsteun: dhr/mevr. heeft nu nog geen hoofdsteun nodig, maar wel in de toekomst. Dus nu wel alvast meenemen bij deze passing. Het moet mogelijk zijn om een hoofdsteun op de rugleuning te kunnen plaatsen.
- Naspanbare zitting
- Zitkussen: preventief AD kussen, minimale dikte 5/6 cm.
- Duw-trekremmen; Voorzien van remverlengers. Remmen moeten licht versteld zijn in verband met verminderde handfunctie.
- Duwhandvatten: in hoogte verstelbaar
- Armleuningen: in hoogte verstelbaar; lange en brede, zacht gepolsterde armleuningen
- Hoepels: rubber gecoat.

Future functional needs

Voorstel tot passing met de volgende voorziening en motivatie

Een passing in aanwezigheid van de ergotherapeut behoeft sterk de voorkeur, omdat zij inhoudelijk goed op de hoogte is van het functioneren van u.

Wanneer de passing in De Hoogstraat revalidatie plaatsvindt, is het zeer wenselijk dat de technisch adviseur op de hoogte is van bovenstaand programma van eisen en contact opneemt met de behandelend ergotherapeut om de passing zo effectief mogelijk te laten verlopen.

Voor het maken van een afspraak kan de leverancier contact opnemen met de afdeling planning, telefoonnummer _____ .

Suggestion and motivation

Ergotherapeut:

Revalidatiearts:

Aanvrager:

This raises the question if the advisor should not be in a direct contact line with the occupational therapist before the municipality is approached. This allows for devising a more suitable solution and only then discussing financing instead of the other way around.

2. What information the municipality considers and what is in a tender with Welzorg

The municipality receives the request and analyzes what is possible based on the necessary needs. The occupational therapist has already made a plan for this in the List of Requirements, but the municipality is looking more closely at the level of relevancy. Many interviewees indicated that they had to pay close attention to their choice of words when telephone conversations took place about the request. If another solution is possible, the cheapest and easiest way to solve a problem will be chosen. Many requests contain details regarding the customer's living environment and habits, so it creates a grey area. What is a necessity for one person is a nice convenience for another. As a guideline, the municipality has already made agreements with distributors through tenders. This states who reimburses what and which rules apply.

The municipality has also drawn up a policy that determines what percentage of the budget is available, for example, for medical device per the number of inhabitants of the municipality and how much personal contribution can be asked from the resident. The result of this interaction between the rehabilitation centre and the customer ends up at Welzorg.

These parties are not aware of, for example, the product range and possibilities, so expectations beyond Welzorg's control are set. It may be interesting to provide more product information to these parties as a preventative measure. Not only to speed up the process but also to avoid getting a surprised or disappointed customer when the advisor comes to visit and has to order something completely different than from what was described previously. **A great opportunity is managing customer expectations earlier to influence satisfaction.**

3. How a customer becomes a complex case

Within Welzorg there are different delivery flows. Based on functional needs or depending on how many medical devices someone needs the case is then classified in one of the following six delivery flows:

- DFS (direct from stock, covers 37% of requests)
- MFS (made from stock)
- DTO (purchase of goods)
- ETO (engineered to order)
- BTO (medical device with loose parts)
- Made to order

The segment that includes children is often considered more complex because often the medical devices need adjusted sizing and accessorizing. Rarely is a standard manual wheelchair sufficient. The delivery flows DTO, ETO, BTO and Made to order are then more applicable.

These four delivery flows are relatively more extensive and require more internal organization because multiple parties (multiple suppliers for separate parts) are often involved. Parts, such as orthoses or seats sometimes have to be custom made outside of Welzorg and take extra time. As a result, Welzorg has to be responsible for communicating with multiple suppliers to ensure that everything is done in time. Regularly the processing takes longer and there is a higher chance of mistakes in customization. The advisors do not know about the complications of such a process. **The advisors do not have the means to properly inform the customer during visitations.** The same goes for customer service via the helpline. **Expectation management is therefore difficult.** The customer actually doesn't know much until the final delivery is announced via mail and that can cause frustration.

4. What appointments add value

Ideally, the occupational therapist's document with the List of Requirements should be leading, but it is necessary to verify all information (necessity of the request, measurements passed on from the occupational therapist, circumstances at home, habits in use of the product) before processing the request.

The verification is first done by the municipality and then by an advisor and takes place at the customer's home. It starts with an appointment to agree on the best solution, then an appointment to measure the sizes and then the delivery. In practice, it is an iterative process because often not everything fits right at first try. **A lot of time and patience is asked of the customer.** The more half-days the customer has to reserve to complete the request, the greater the chance that the customer will become frustrated. There is also a big chance of information being lost in translation between different advisors who come by alternately. There is still a lack of structure and a way to store information.

is that they prefer to help the customer who does not stand out as much. Not all vulnerable people are heard in such a system. There is also no feedback asked of the customer on the product after use. Welzorg takes the medical devices back to the warehouse without knowing if the experience with the product or the service was good or bad. Here lies an opportunity to not only look for improvements in the experience, including the service but also improvements in the products in the product portfolio. It may be interesting to design this stage in the process further on in this project because Welzorg wonders how they can consistently improve the product range based on the wish or need of the customer.

5. Forms of feedback

A major point for improvements that Welzorg is addressing in its mission for 2025 is to improve customer satisfaction. At the moment there are only a limited number of contact moments between Welzorg and the customer, but these are not used optimally. The feedback that the advisor receives during a home visit is not documented in notes or included in an online file. Customer support can only help or use a special arrangement if the customer notifies that there is a problem or files a complaint. What many advisors also indicate, mentioned in the interviews (see chapter 2.4 The advisor and occupational therapist)

The Toyota way

Toyota is a benchmark in Japan for several reasons. The Toyota company (part of Louwman hold) has become successful by developing a socio-technical system that makes production, logistics, but also interaction with suppliers and customers more efficient. This is to minimize costs and waste.

This is described on the basis of 14 principles for managing a healthy company (see Figure 3, on the next page). The term **lean management** comes from this. These principles are also something that is being promoted within Louwman but have not yet been implemented at Welzorg, as Welzorg is relatively new to Louwman Group. This is interesting for Welzorg because they want to go for maximum value for the customer. And it is interesting for Louwman because they want to align all divisions.

How to build a healthy system

Just as described in the experience section, the repository of value, the goal is to convert limitations into possibilities. This starts with identifying the primary obstacles and deviations in existing systems. You can analyze this based on the 4 P's: Philosophy, Process, People & Partners and Problem Solving.

The book also discusses how to build systems and then automate them with a human touch (jidoka - autonomy).

A system is first built and improved by hand until it is reliable and safe. This starts with the human engineers, the professionals (operators) who carefully build each line component based on strict outlines. Over time, everything is optimized to ensure the highest possible quality (Ito, Hiroto, 2016). Then it becomes important to only make what is needed in the right amount. A lot of repetition makes 'the machine' smarter and more independent.

The operators are less essential in the end and it becomes a jidoka mechanism or something in itself. The skill of craftsmanship evolves and is transferred to continue to guarantee the quality, but especially during this project, it is important to put the interests of the customer first. This is where the tension arises.

The principles and 4Ps are used in this thesis report to contemplate what a world built from now until 10 years might look like, and the implications of such changes. Throughout the project, the benefits of this way of thinking about the link between people, technology and business become evident.



Philosophy	Principle 1: Base your management decisions on a long-term philosophy, even at the expense of short-term financial goals.
Process	Principle 2: Create continuous process flow to bring problems to the surface. Principle 3: Use "pull" systems to avoid overproduction. Principle 4: Level out the workload (Heijunka). Principle 5: Build a culture of stopping to fix problems, to get quality right the first time. Principle 6: Standardized tasks are the foundation for continuous improvement and employee empowerment. Principle 7: Use visual control so no problems are hidden. Principle 8: Use only reliable, thoroughly tested technology that serves your people and processes.
People and Partners	Principle 9: Grow leaders who thoroughly understand the work, live the philosophy, and teach it to others. Principle 10: Develop exceptional people and teams who follow your company's philosophy. Principle 11: Respect your extended network of partners and suppliers by challenging them and helping them improve.
Problem solving	Principle 12: Go and see for yourself to thoroughly understand the situation (Genchi Genbutsu). Principle 13: Make decisions slowly by consensus, thoroughly considering all options and then implement the decisions rapidly. Principle 14: Become a learning organisation through relentless reflection (Hansei) and continuous improvement (Kaizen).

Figure 3. The principles from *The Toyota Way*

Establishing a time frame

The municipality has requirements listed for the distributor (for Welzorg) and suppliers considering the time frame, among many other things. The most relevant ones concerning the process will be discussed.

The municipality can choose the form of the contract and the duration. Often the contracts state that the cheapest distributor will be chosen unless described differently in the list of requirements concerning a specific case. The contract also states, for example, if the distributor or supplier is responsible for service and maintenance and if they are responsible for the intake of material. The distributor registers the request dates, delivery dates, intake dates, and service completed dates and submits the invoice once a month using a prescribed WMO format.

The agreements for prices, delivery, service times, assignments, preventive maintenance, rejection of products, handling damage and sometimes agreements for customer satisfaction surveys are coordinated. An example is shown in Figure 4, where a distinction between the minimum lifespan of medical devices is made.

Logically, sanitary medical devices have a shorter expected lifespan than wheelchairs because of more intensive use.

As for the agreed delivery times, figure 4 is an example from the contract with the municipality of Veenendaal, Rhenen and Renswoude (documents of Welzorg). Type of requests and duration between request and final delivery:

- Delivery without customization: maximum 10 working days
- Delivery with customization, (factory adjustments): maximum 20 working days
- Delivery with individual customization: maximum 40 working days
- Post-modification, factory adjustments: up to 10 working days
- Post-modification, individual customization: maximum 40 working days

As a result, the agreements stated above form the basis for the timeframe of the service for Welzorg.

These municipalities also stated that if exceeding delivery times happens the following applies:

- Exceeding the delivery times will be communicated in writing to the customer by the distributor (Welzorg) stating the reasons and the (adjusted) expected delivery date.
- If the delivery time is exceeded, the distributor (Welzorg) will consult with the customer about a suitable temporary solution to bridge the expected delivery time.

In addition to processing times internally at Welzorg, the municipality itself also has processing periods for applications.

This varies from 2-4 weeks to sometimes months for complex applications. All in all, this creates an unpredictable final delivery time for the customer. Because each process uses estimated times, the waiting time can be long. Advisors at Welzorg, therefore, prefer not to mention a delivery time when making agreements with the customer, if this is requested (from chapter 2.4 The advisor and occupational therapist).

It is insightful to see that the municipality has the task of protecting the interests of the customer when it comes to the service of a company. On the one hand, the municipality acts as a gatekeeper of the money that becomes available through WMO, but on the other hand, the municipality has the best interests of the customer and the therapists. Many things are made possible by the municipalities if it is substantiated and arguable. In summary, the municipality has a leading role in determining the time and the expectations that Welzorg must meet.

Minimal lifespan:	
Indication-group	
1	Manual wheelchair occasional use adults/ children
2	Manual wheelchair (semi) permanent or active use adults/children
3	Manual wheelchair with tilt function adults/children
4	Handbike adults/children
..	
9	Simple bath and shower facilities adults/children

Figure 4. Overview of the minimal required lifespan of medical devices

Analyzing the profitability

To analyze the viability and benefits, it is useful to use Toyota principles (Ito, Hiroto, 2016). This can be done by eliminating what is superfluous in the process to save money, time and manpower. The bottlenecks are already described in the Service blueprint (see Figure 1). Subsequently, the next step is to name the opportunity areas.

Reduce links to simplify the process

In “How is the List of Requirements drawn up?” in the Service blueprint, it is mentioned that it may be more advantageous to organize a direct line of contact between the advisor and the occupational therapist. The first impression is that another link is then better utilized, fewer fittings and at-home appointments with the customer are needed.

This has the advantages that the occupational therapist is more informed of what Welzorg is doing, the advisor is better informed of the customer’s wishes are, the customer loses less of its time and the municipality immediately knows what is the most inexpensive and adequate option without having to communicate back and forth with Welzorg afterwards.

Reducing workload

Reorganizing or reducing the links not only saves time for all stakeholders but also costs and workload for the employees. Sending an advisor with a Welzorg bus with different products to a customer for a fitting appointment costs more than € 350,- excluding hourly wages. You want to limit the number of necessary appointments to only the most needed (also discussed in “What appointments add value”). It is expected of the advisor to keep an overview of the progress of the application. Being constantly aware of all customer requests is of course an impossible task. You do not want to put this pressure on the employees, but instead, for example, by documenting information online and limiting the number of appointments.

Fewer processing hours

In addition, the processing of applications takes a lot of time. The municipality appoints two weeks for processing requests, then Welzorg another two weeks. It goes back and forth until agreed upon. The customer is not informed about this in advance, because the municipality, the occupational therapist and Welzorg do not know exactly about each other’s processing time and do not actively ask or urge for updates.

Less dependent on human error

The occupational therapist and the municipality are not always aware of the constantly changing product portfolio of Welzorg. An example of this is, sometimes wrong product categories are chosen for requests at the municipality, this leads to a delay of +2 weeks because applications within Welzorg cannot be processed. As a result, the customer then has to wait longer. This is not desirable and can be prevented by improving communication and/or spreading information. You want the passing on of information in the request to become a standardized task. The Toyota principles also state that standardized tasks are the foundation for continuous improvement and employee empowerment (Ito, Hiroto, 2016). There is currently no room for spontaneous improvement because, as stated in the Service blueprint, there is no feedback moment via any of the links in the process and therefore no learning moment for the parties working together.

C. Interview Set-up Customers

Method

Interviewing, observing, sketching family picture/situation, clustering data, designing customer journey maps

Interview set-up 'the wheelchair experience'

Often the wheelchair experience is described with functional needs and problems, but the process of requesting aids, receiving funding and getting the wheelchair made-to-fit are just as much part of this experience. Therefore the interviews will be used to get insight into the complete picture and to identify the problem areas.

The main questions below are important to get answers to, but are meant as a guideline. It is more important that the interviewee naturally starts telling a story. In the analysis, afterwards, the structure can be formed by listening back to the audio recording. At the start of the interview a consent form is given to the interviewee where he/she will be asked to give permission to record the audio and for use of pictures in the report.

The situation considering the age of receiving a manual wheelchair is discussed upfront. The conversation can diverge from the questions based on the circumstances of the interviewee and be more about what the experience was in a more general sense then following the named steps.

Identify Needs

- Can you describe your wheelchair and how you use it daily?
- Can you describe the family situation?
- Is it easy or possible for you to join all the activities with family and friends that you want? for example going for walks (nature) or the beach or fun parks? or to sports?
- What is stopping you if it doesn't work? (the right aid/time?)
- What other aids do you use?
- How do they compare in requesting, use and satisfaction?
- What is on your wishlist?
 - Do you use technology related aids or to the wheelchair?
- What is the reason you haven't gotten it yet?

Request at municipality

- Can you describe the process of requesting your current wheelchair?
 - in detail! What appointments were there?
 - How long did it take? Waiting time?
 - Was it hard to give the information asked upfront?
 - Was it what you expected?

Appointment with advisor

- How did you experience the appointment?
- Was there enough supportive info upfront?
 - Did you miss something like a forum with info?
- Did you feel involved by the advisor?
- What did you think about the amount of choices you were offered?
- Did you feel unprepared at any point?
- What did you think about the outcome?
- How was it funded?
- What would you have liked to see done differently?

Delivery

- Were you informed enough between the appointment and the delivery?
- What happened at delivery?
 - Was it adjusted at the spot or pre-adjusted?
- Any other problems during delivery?
- Something you would have liked to see differently?

Use Product

- Were there obstacles in the beginning?
- Fit, sizing, weight etc?
- Was there a learning curve?
- Driving skill training available?
- Did or do you experience problems while you use it?
- What did you add or adjust (yourself or via?) of the wheelchair?

Welzorg

- Do you know Welzorg?
 - Do you have any thoughts on the company?
 - What did you enjoy? What did you like?
 - What bothered you most?
 - Do you think they do enough for children, specifically?
 - Would you like to have Welzorg invite you to opportunities and activities for you and your family to improve wheelchair tech

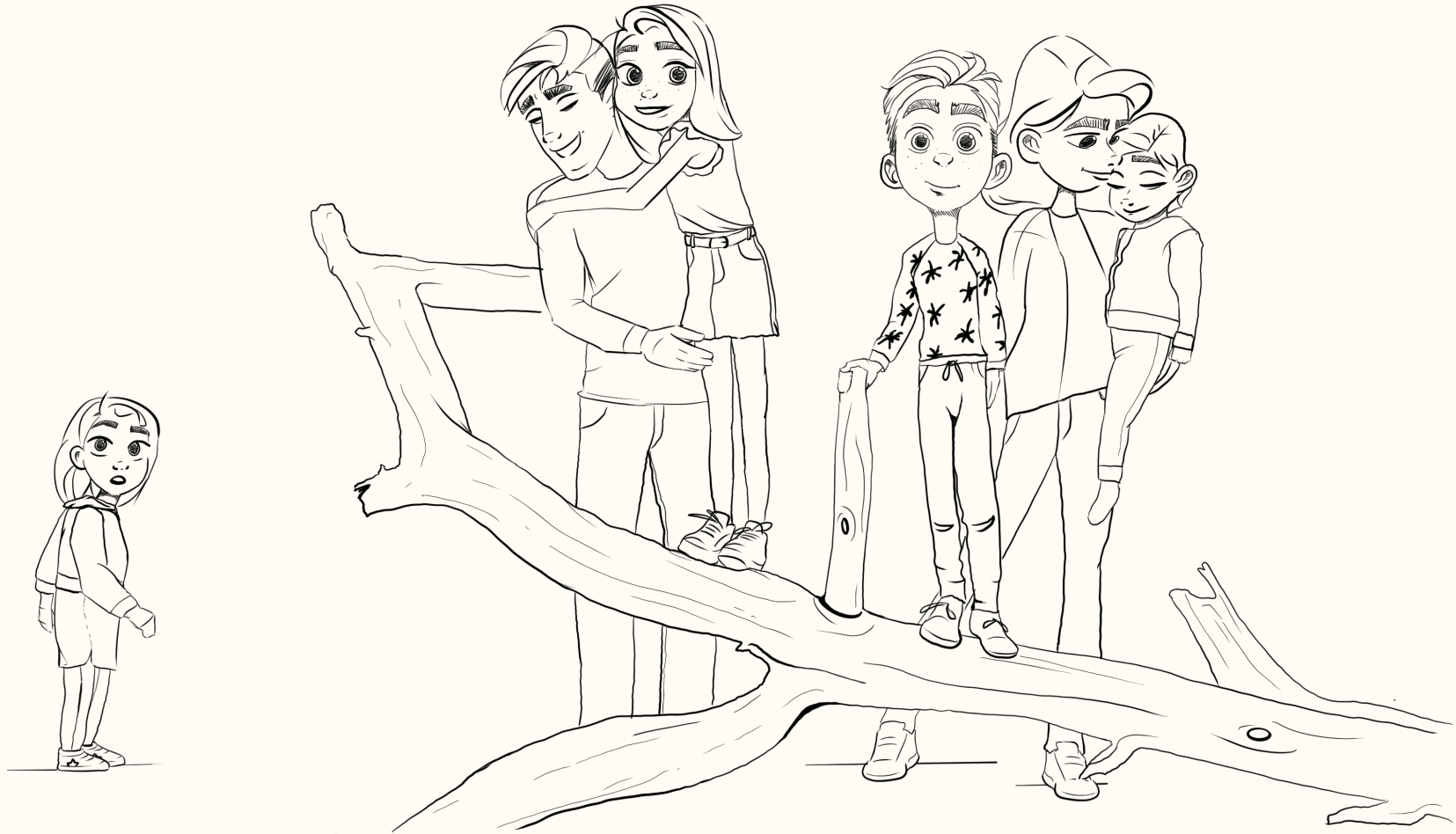
etc?

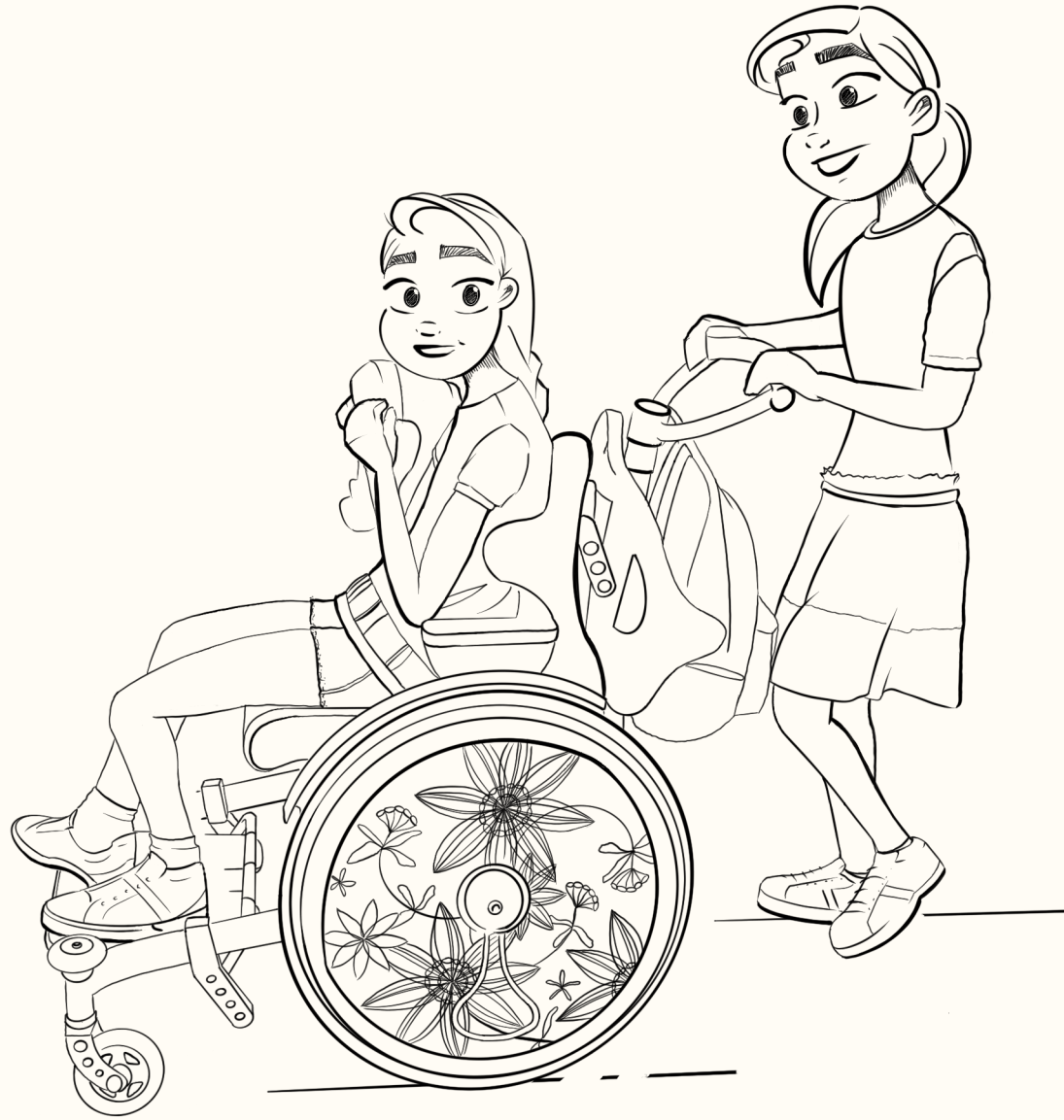
- Are you interested in receiving updates for new aids that are privately sold/available?
 - via mail, Mijnwelzorg, youtube or just news updates on the website?

Use Service







- About the service you use, did you feel you got what you wanted and expected?
 - Welzorg has a specific range, with limited products
 - Was it enough for you?
 - What was lacking?
- You probably know how Welzorg works, it rents out the aid from suppliers in collaboration with the municipality. That is why they often offer the most strategic products
 - Did Welzorg consider other options enough in your opinion besides the 'most affordable option'?
 - Did you feel the need to see or try more options?
 - Would you say you are good at taking initiative? Do you feel it is necessary?
 - Have you arranged things outside funding and WMO from your own budget?
 - What products?

D. Customer Journey Maps





■ -----
 ----- 12 years old, chromosome abnormality
 Loves the Efteling
 Has a younger sister Jade
 Interview with Lysian, the mother

STAGES	 Stage 1 Identify Needs	 Stage 2 Request aid	 Stage 3 Appointments	 Stage 4 Deliver and instruct	 Stage 5 Use of Product	 Stage 6 Follow-up
ACTIVITIES	<ul style="list-style-type: none"> ➤ Luna has had many aids, so it is easier to know what is necessary ➤ Visit fair Jaarbeurs in advance with occupational therapist ➤ Research is done on Google and Facebook ➤ A list of wishes (products) is saved ➤ The occupational therapist indicated that a new wheelchair was necessary 	<ul style="list-style-type: none"> ➤ The municipality works with Medipoint, which is good but options are limited ➤ Most contact was between the occupational therapist and the municipality ➤ Familiar woman is the contact at the municipality. She understands the situation ➤ This time it is possible to choose from some options, because experience has shown that you have to actively ask 	<ul style="list-style-type: none"> ➤ Advisor sent came in 10 minutes to see if she really qualified ➤ There was a check appointment ➤ No blue! ➤ Then a measuring appointment with Veldink present too <p>(and a lot of time in between appointments)</p>	<ul style="list-style-type: none"> ➤ A standard black wheelchair was delivered after a lot of arrangements via WMO, built way too light ➤ It was said that they should do it with that and that they should be very happy with it ➤ Little to no instructions, but Luna has her own habits, so that was not surprising or remarkable 	<ul style="list-style-type: none"> ➤ Luna can move wildly and is very strong so everything bends or breaks, that's why standard is often unsuitable ➤ Most of these things are so specific for Luna that the municipality does not think they are standard and therefore does not want to continue 	<ul style="list-style-type: none"> ➤ Arranging stuff for Luna is always an ongoing process ➤ Very important that the wheelchair and toys fit her and her age/personality ➤ Has a lot of info on what products are good and what not, but no where to give feedback

EMOTIONS						
GOAL	<ul style="list-style-type: none"> ➤ Arrange new wheelchair ➤ Due to visiting the fair and having experience, highly committed to arranging the ideal wheelchair of, eg Veldink ➤ Properly substantiate the needs together with the occupational therapist 	<ul style="list-style-type: none"> ➤ Ensure that the municipality participates in the process ➤ Ensure that the municipality also takes the wishes into account ➤ Get and do everything that is possible 	<ul style="list-style-type: none"> ➤ Convey the story as clearly as possible ➤ Fast and efficient communication ➤ Make sure the work is done 	<ul style="list-style-type: none"> ➤ Make sure everything is as agreed on ➤ Make sure it fits and is sturdy ➤ Find out if it needs improving like the previous one 	<ul style="list-style-type: none"> ➤ Find out if it works and what is missing ➤ It is an ongoing proces, so iterate and learn ➤ Try to make Luna's and the families life easier 	<ul style="list-style-type: none"> ➤ Get what is received to work as long as possible if it is good, because arranging new resources is time consuming and trial-error
PROBLEMS	<ul style="list-style-type: none"> ➤ The image they sell is often not realistic ➤ What the occupational therapist promises is not necessarily what will happen ➤ you don't know how long something like this will take 	<ul style="list-style-type: none"> ➤ The lady at the municipality can only do so much ➤ Much is already fixed and cannot be influenced ➤ No idea what will remain of the request once they have processed it into a tender 	<ul style="list-style-type: none"> ➤ Planning never works out well. The whole family has to adapt ➤ The advisor often seems unaware ➤ Sometimes it's a lot of pulling and little feedback ➤ Info is not documented well 	<ul style="list-style-type: none"> ➤ Details were lost in the process, the advisor said it seemed to work nonetheless so he wouldn't change it ➤ Not taken seriously when adressng the problem to Welzorg ➤ "Van kastje naar de muur gestuurd" 	<ul style="list-style-type: none"> ➤ Often luna's strength is underestimated. she breaks everything that is loose. It is difficult to make that clear to an advisor ➤ Luna has no known disease so the advisor does not have the complete picture or sees what her habits are 	<ul style="list-style-type: none"> ➤ Try to plan ahead but it is hard, because Luna grows differently than others
OPPORTUNITIES	<ul style="list-style-type: none"> ➤ Instead of a fair, the info can be found via welzorg ➤ Welzorg becomes an orientation point ➤ Updated information about delivery time parts 	<ul style="list-style-type: none"> ➤ Expectation management via the website, that with certain functional needs and certain wishes you will receive something in this manner, but additional stuff can be bought seperately ➤ Similar to this situation, a contact person that knows the circumstances 	<ul style="list-style-type: none"> ➤ Process shown in online portal, so the customer can point out where to refer back to ➤ Documents and notes from advisors to advisors with must-have info ➤ Time slots, so the customer has options and doesn't have to cancel 	<ul style="list-style-type: none"> ➤ Keep the occupational therapist more involved in complex cases (measure with them maybe) ➤ Keep the previous notes as reference during visitations ➤ Measure more elaborately at a later stage in the process instead of at the beginning 	<ul style="list-style-type: none"> ➤ Build a database on a customer so the advisor can link the info to the right solutions ➤ Document what works and what doesn't so mistakes are not repeated for Luna and others 	<ul style="list-style-type: none"> ➤ Nothing after? Why not use this opportunity to show second life or ask for feedback client specific about service, not only about the product or supplier

"I learned really quickly that you have to plan far ahead if you want something to be arranged before it is really needed"



"We know the lady that does the WMO requests at the municipality. I wouldn't know what to do if she wasn't there"

"She fights for us because she know how hard it is on us"



"Why do I have to repeat myself so much.. If you go to the doctor they know what the appointment is about. These advisors sometimes come over and don't have a clue"



"For us scheduling a day to stay at home for an appointment is a nightmare"



"The second time we were allowed to choose a color, only because we asked"



"Luna needs sturdy material otherwise they have to come back tomorrow because it breaks"



"Many things were wrong, no one listened."

"The things that were wrong and missing had to be re-ordered and adjusted. This took forever. Actually it is still going on after months"









"We are very very grateful for all the help, but the effort and time we put into it sometimes seems so unnecessary"

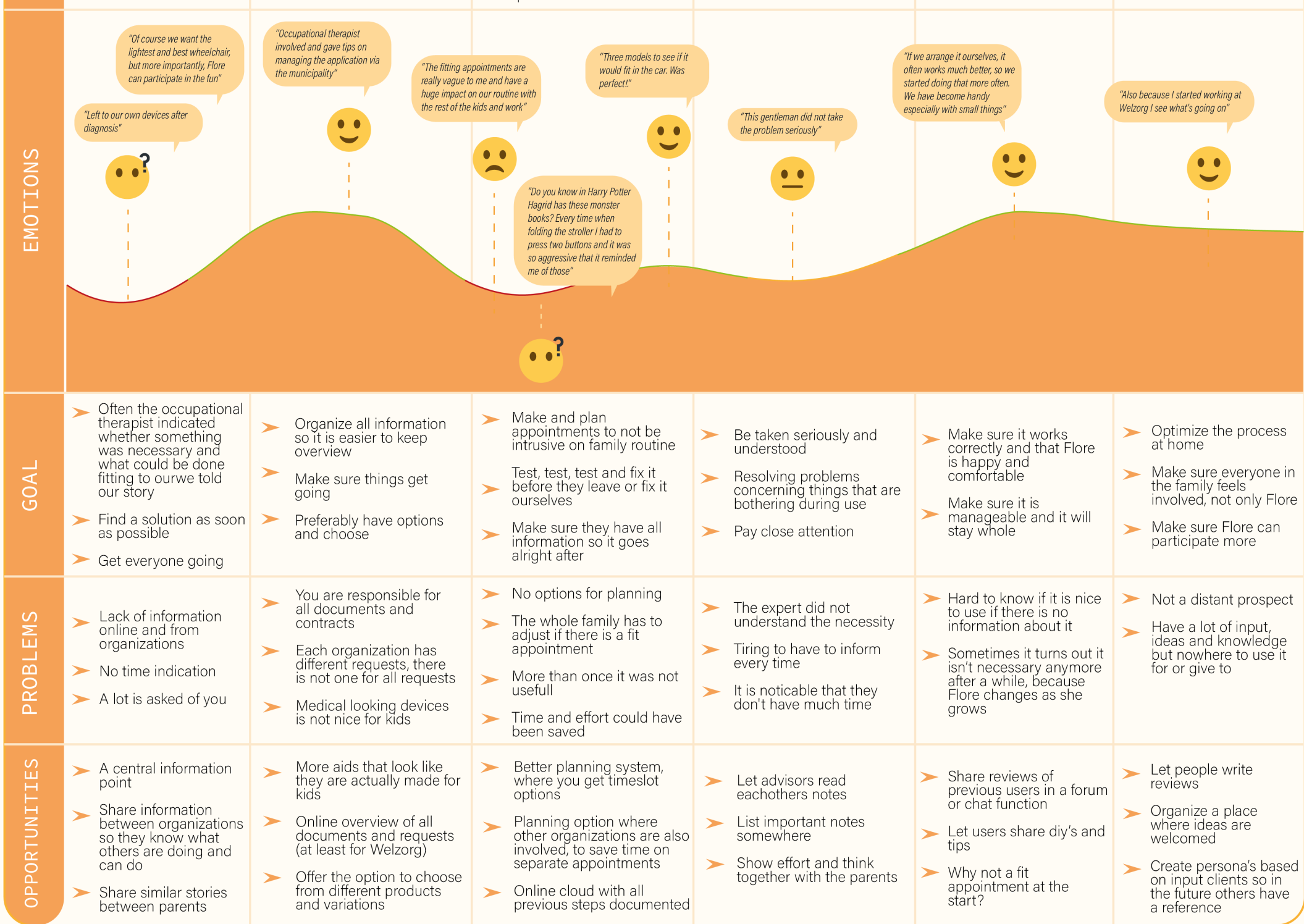
"Smooth or easy are words we don't use, ever"





6 years old
Loves going outside with the rest of the family,
Interview with Agnes, the mother

STAGES	 Stage 1	 Stage 2	 Stage 3	 Stage 4	 Stage 5	 Stage 6
ACTIVITIES	Identify Needs	Request aid	Appointments	Deliver and instruct	Use of Product	Follow-up
<ul style="list-style-type: none"> ➤ Occupational therapist and stomach- and intestinal doctor were a relief after hospital left us to our fate ➤ Know what is necessary and what is absolutely not, but it wasn't like that before ➤ Had to actively search because the disease of Flore was rare ➤ No information about how to deal with all of it ➤ Important that Flore can be involved with the rest of the family 	<ul style="list-style-type: none"> ➤ Municipality and occupational therapist familiar with story ➤ No idea who you are talking to (at Medipoint) ➤ Kept a folder (Flore 1 & 2) with all the different applications for reimbursements and aids ➤ Medipoint probably doesn't keep track of everything they lend to us ➤ Often have to make calls to check ➤ Solution should also be nice to look at and not such a medical looking thing! 	<ul style="list-style-type: none"> ➤ Wheelchair fit appointment was with a chair with nothing on it. Didn't make sense because a lot was already known ➤ Staying at home is a hell organization-wise ➤ During the push stroller fitting we were able to try a lot. ➤ Stroller was too big, heavy, no choice, almost impossible to push, not usable and not suited to the family life ➤ Had to make a compromise because one fits better in the car and another was better for Flore's posture ➤ Scheduled appointments by phone 	<ul style="list-style-type: none"> ➤ One time we noticed that something was not right with a specific part, there was an advisor with us who said to us: <i>"It's not that bad, is it? I don't know, you can just explain it to others how to use it differently then anyway"</i> but if you use it daily you will of course continue to notice the problem and it will start bothering you ➤ There are so many people involved that you would have to inform. It would be impossible if everything needs a manual or description ➤ In the end he didn't fix it 	<ul style="list-style-type: none"> ➤ Some things turned out not to be user-friendly or unnecessary afterwards, but you can't predict that ➤ Parts sometimes increasingly jam when unfolding. Had to bend the part back and smear it with grease, problem solved in no time ➤ Same with bolts that come loose after a while, you have to choose to call someone to come for it or fix it yourself. Fortunately parents are handy, prevents frustration 	<ul style="list-style-type: none"> ➤ Flore seems to be doing better lately because routine is more possible ➤ For the rest of the family as well ➤ Still have wishes but now know what is realistic ➤ Have a lot of ideas how the process and products could be better 	

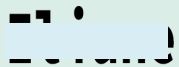




6 years old
NAC football fan (like his dad)
Only child, Cerebral palsy
Interview with Danielle the mother









	✓ Stage 1	✓ Stage 2	✓ Stage 3	✓ Stage 4	✓ Stage 5	✓ Stage 6
STAGES	Identify Needs	Request aid	Appointments	Deliver and instruct	Use of Product	Follow-up
ACTIVITIES	<ul style="list-style-type: none">➤ New wheelchair is necessary Stijn has grown➤ More support arms, neck and legs needed➤ Previous wheelchair was too standard for the increased spasms/ movements➤ Wheelchair no longer compatible with the car➤ In conversation with rehabilitation center about possibilities new wheelchair	<ul style="list-style-type: none">➤ Appointment with occupational therapist at rehabilitation center for writing down needs and wishes➤ Application via known contact person at the municipality about financing via WMO➤ Calling to check if the request is being processed	<ul style="list-style-type: none">➤ Contact with a known contact person from the supplier➤ List of requirements and wishes shared➤ Receive an appointment with advisor on a specific date, date is inconvenient➤ Wait for reschedule and have the appointment at home➤ Specifics are discussed and finalised➤ Many more appointments follow to clarify the measurements➤ Supplier requests specific aid based on needs	<ul style="list-style-type: none">➤ Check confirmation from supplier about order➤ Check update delivery time➤ Call to check if it is correct➤ Move scheduled appointment for delivering, fitting and for asking questions➤ Test product and adjust with at delivery	<ul style="list-style-type: none">➤ Practice handling the product with the occupational therapist➤ Experiment and tinker with the small defects➤ Schedule a new appointment with supplier for things that are still missing or not working properly	<ul style="list-style-type: none">➤ Must be picked up at some point, but not thinking about it yet

EMOTIONS						
GOAL	<ul style="list-style-type: none"> ➤ Get clear a clear picture of what is needed ➤ Find a solution as soon as possible ➤ Initiate a plan 	<ul style="list-style-type: none"> ➤ Get accros what is needed ➤ Try to get the best as much as possible ➤ and as smoothly and quickly as possible 	<ul style="list-style-type: none"> ➤ Ensure that it is arranged quickly and preferably right the first time ➤ Ensure that the result makes it easier for Thijs ➤ That everything is thought through 	<ul style="list-style-type: none"> ➤ Make sure everything is okay and as expected ➤ Find out everything that is necessary to know ➤ Try to find options, there is not a lot of choice 	<ul style="list-style-type: none"> ➤ A lot of lost time, try to make the appointments matter and tell everything ➤ Lots of trial and error but trying to the mimimize mistakes 	
PROBLEMS	<ul style="list-style-type: none"> ➤ No idea about possibilities ➤ What is a need and what a wish? ➤ How long will it take? 	<ul style="list-style-type: none"> ➤ It's hard to defend what is a need and a wish ➤ It's difficult to defend the importance of something that seems very small to others ➤ Everything is expensive 	<ul style="list-style-type: none"> ➤ A lot of lost time ➤ Difficult to plan when you can plan at all ➤ Lots of trial and error ➤ Advisors who are not expert or measure poorly 	<ul style="list-style-type: none"> ➤ The actual time of the appointment is unpredictable. A lot of time lost ➤ You have to think of everything to prevent having to make another appointment ➤ Not every advisor is as qualified 	<ul style="list-style-type: none"> ➤ So many small problems you couldn't think of ➤ Advisor doesn't always informs correctly about some parts or measure poorly 	<ul style="list-style-type: none"> ➤ Never done, it's a never ending process
OPPORTUNITIES	<ul style="list-style-type: none"> ➤ More info should be available ➤ Quicker link between occupational therapists, municipality and advisors 	<ul style="list-style-type: none"> ➤ More influence preferably on the list of needs, wishes and how heavy these weigh for advisor ➤ There should be one contact person assigned to a complex case 	<ul style="list-style-type: none"> ➤ Better overview online with info about what party does what and when, also product info ➤ Option to get a advisor that is more qualified for complex or repeating requests 	<ul style="list-style-type: none"> ➤ Opportunity to allow sharing of medical info online of client dossier to do e.g. repeat orders ➤ Also for the advisor to read up on what happend previously and what the specific needs are 	<ul style="list-style-type: none"> ➤ Instructions or forum with info on use and tricks within Welzorg community ➤ The client doesn't see new opportunities, maybe update on what is possible in the webshop 	<ul style="list-style-type: none"> ➤ Nothing after? Why not use this opportunity to show second life or ask for feedback client specific about service, not only about the product or supplier



26 years old
Complex disease, one functional arm
Lives alone since recently

STAGES	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
	Identify Needs	Request aid	Appointments	Deliver and instruct	Use of Product	Follow-up
ACTIVITIES	<ul style="list-style-type: none">➤ Wheelchair necessary according to occupational therapist due to illness, the strength in legs decreases➤ Walking again seems possible so preferably an active wheelchair where there is a challenge➤ Looking at options together with the occupational therapist	<ul style="list-style-type: none">➤ The task of applying for and financing with the municipality goes almost entirely through the occupational therapist➤ The occupational therapist makes a list of requirements based on her insights	<ul style="list-style-type: none">➤ The wheelchair was ordered without too much hassle via Welzorg➤ No idea what or when the wheelchair is coming	<ul style="list-style-type: none">➤ Order delivered after mail announcement➤ The delivery was different than expected because it was not the discussed and promised type of chair➤ Received limited instructions	<ul style="list-style-type: none">➤ Practise with the occupational therapist➤ No wheelchair agility training➤ Coming up with solutions for convenience at home➤ Going outside to practise a lot more now, to the supermarket and to friends➤ Couldn't find much via the Welzorg website about disassembling or	<ul style="list-style-type: none">➤ Already made a list with wishes for the next steps in trying to recover➤ Saves new finds online and stays in contact with others with similar diseases via Instagram about lifeupdates tips and tricks

EMOTIONS	<p>"My body just went through something heavy, I don't have the energy to arrange and research everything. I don't know yet what I need later"</p> <p>"I am very lucky to have my family help me so much. The website alone is very vague"</p>  <p>"The occupational therapist did a lot. She arranged WMO and really involved me."</p>   <p>"There were no appointments to check. I actually had to reach out a couple of times because I didn't hear anything back"</p>  <p>"It is so much more heavy and bulky. The folding and taking of the wheels for transportation is so heavy. I overloaded my working arm and I feel bad for my family that has to take it with"</p>   <p>"The occupational therapist arranged electrically powered assistance. This makes my life so much easier and better in so many ways!"</p>  <p>"There were some ups and downs, but I am really grateful for the help. I know what I want more now, for in the future"</p> 	<p>"The rehabilitation center didn't want to help me, because my case is too complex."</p>	<p>"When the wheelchair came I was really surprised it was different then discussed. Somehow my wishes for a 'more active posture' wheelchair, were ignored."</p>	<p>"The occupational therapist arranged electrically powered assistance. This makes my life so much easier and better in so many ways!"</p>	<p>"There were some ups and downs, but I am really grateful for the help. I know what I want more now, for in the future"</p>	
USER GOAL	<ul style="list-style-type: none"> ➤ Try to find something that helps with increasing mobility ➤ Find something that makes life a bit normal again ➤ Also something to be less dependent on environment 	<ul style="list-style-type: none"> ➤ Get an active wheelchair to increase the chance of being able to walk again ➤ Try to get the occupational therapist on the same page 	<ul style="list-style-type: none"> ➤ Influence in making choices related to preference, color, size, weight, fit etc. ➤ Get it sorted out quickly 	<ul style="list-style-type: none"> ➤ Make sure everything is right ➤ Make sure it works in the at-home setting 	<ul style="list-style-type: none"> ➤ Adapt to the change of choice, but make the best of it ➤ Making sure everything works practically and smoothly ➤ Ensure that everyone in the area can work with it 	<ul style="list-style-type: none"> ➤ Take the new learnings and apply to future requests ➤ Negotiate differently ➤ See if anything else can be arranged, plan A
PROBLEMS	<ul style="list-style-type: none"> ➤ Little information available ➤ New with everything ➤ Low energy 	<ul style="list-style-type: none"> ➤ What you want is not necessarily the best ➤ A lot is done in the background, no access to ➤ Because a lot was done by others via an acquaintance (via Welzorg), vno interim appointments were planned 	<ul style="list-style-type: none"> ➤ Not able to see what is happening ➤ No insight into what is decided 	<ul style="list-style-type: none"> ➤ Try working with what is given ➤ Predict and discuss beforehand what foreseeable problems are going to be there and how to tackle them 	<ul style="list-style-type: none"> ➤ The expectations were too high ➤ Try getting used to the weight of the wheelchair ➤ Try saving strength to protect only good arm 	<ul style="list-style-type: none"> ➤ Hard to predict the future ➤ Hope it will get better, but chances are that it gets worse ➤ How to plan and create a routine fitted to having a wheelchair
OPPORTUNITIES	<ul style="list-style-type: none"> ➤ Create orientation point online ➤ Make a clear step-wise order of tasks 	<ul style="list-style-type: none"> ➤ Create insight into what is done and what is going to happen next ➤ Ask for permission or approval from the client 	<ul style="list-style-type: none"> ➤ Visible timeline of process and parties involved 	<ul style="list-style-type: none"> ➤ Offer more options for customization to personalize or improve the product for the customer ➤ If not satisfied, other policy like 30 days return possible? 	<ul style="list-style-type: none"> ➤ Document what went well and what not ➤ Document customers wishes for future requests ➤ Offer additional service or follow-up, if not satisfied then start new request 	<ul style="list-style-type: none"> ➤ Ask for feedback online and use that to create tips for the future or product recommendations ➤ Ask for product review









18 years old, spina bifida
Loves his handbike
Will move out by himself soon
Interview with him and the family

		✓	✓	✓	✓	✓	
		Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
STAGES		Identify Needs	Request aid	Appointments	Deliver and instruct	Use of Product	Follow-up
ACTIVITIES	<ul style="list-style-type: none"> ➤ Has been with Meyra, Medipoint and Welzorg ➤ Welzorg was great years ago when they had a physical location ➤ Has had many wheelchairs 4-5 ➤ Often fell with the wheelchair (forward) ➤ Loves to go outside, but poor traffic insight. Handbike is the fastest safe option ➤ Lives near the beach 	<ul style="list-style-type: none"> ➤ Contact person arranged extra options at Welzorg because a family friend ➤ Must be able to take a beating, frame extra firm ➤ Contact person at the municipality was super friendly and helpfull ➤ The municipality advised an handbike over a car seat ➤ Complicated because blended family in two municipalities ➤ Joking with the advisor made it relatively fun to manage 	<ul style="list-style-type: none"> ➤ When the advisor came it was always fun ➤ The fit-appointments were pleasant too ➤ Emergency service is excellent ➤ The advisor does not always see what is necessary. He doesn't feel seriousness and heaviness in some situations ➤ He did the measurement appointment with the wheelchair personally ➤ One time an appointment was made and no one came 	<ul style="list-style-type: none"> ➤ Difficult because no handbike in the meantime when broken ➤ Drove to the repair point myself ➤ Tire and wheel were skewed ➤ Backrest and seating pillow caused pain and sores, not good with scoliosis ➤ Had wheelchair training during special secondary education 	<ul style="list-style-type: none"> ➤ Very positive about all the wheelchairs ➤ The options to choose from were okay. Rims, support and main color. ➤ Finishes you had to order yourself (stickers, wraps or attachments) ➤ Had airplane wings stickers on the wheels when he was younger, but then for older children there is less options ➤ You grow out of the colors and stickers really fast 	<ul style="list-style-type: none"> ➤ After use of the sport wheelchair (bought themselves) the chair was donated to the sports association. The sport wheelchair is still being used by other kids ➤ Would have liked to try on more options when choosing the right chair, but the chair was always fine ➤ Support from surroundings was very helpful. Welzorg mostly lacked in communication and follow-ups ➤ Was pgb an option? 	

EMOTIONS						
GOAL	<ul style="list-style-type: none"> ➤ Make sure it's possible to go outside as much as possible ➤ Mover around more and more independently ➤ Safety! 	<ul style="list-style-type: none"> ➤ Get in contact with municipality or advisor when something is off ➤ They usually know what to do or else google ➤ Get someone to help arrange it 	<ul style="list-style-type: none"> ➤ Go into the options with the 'experts' and explore the possibilities ➤ Find the right fit ➤ Check if all is alright 	<ul style="list-style-type: none"> ➤ Keep being able to do what is possible ➤ Discovering wheelchair sports opportunities ➤ Practice and make it your own 	<ul style="list-style-type: none"> ➤ Make the wheelchair more personal ➤ Make it not too childish, the right age ➤ Find fun options 	<ul style="list-style-type: none"> ➤ Make it shorter waiting time ➤ Get things to go past the call center, no call backs but real actions ➤ Improve communication
PROBLEMS	<ul style="list-style-type: none"> ➤ No idea about possibilities, only what the advisor and municipality recommend ➤ Mom has all the knowledge, but will retire soon ➤ Welzorg website is outdated 	<ul style="list-style-type: none"> ➤ Very dependent on others ➤ Welzorg is not as helpful, they do things without verifying ➤ Rules and regulations limit the ease to arrange things quickly and efficiently 	<ul style="list-style-type: none"> ➤ Process of seeing advisors via appointments is rather enjoyable, no problems ➤ Rules again are the main issue, because of circumstances with two households 	<ul style="list-style-type: none"> ➤ Make the stakeholders understand the importance of sometimes simple things ➤ Rather have Welzorg to be there faster if something is wrong that isn't an easy fix 	<ul style="list-style-type: none"> ➤ There are limited options when you are a little older but not fully adult yet ➤ Colors are limited, wrap? ➤ Welzorg doesn't show options 	<ul style="list-style-type: none"> ➤ No time indication ➤ No call-backs ➤ The people at the call center aren't always nice ➤ Long waiting time
OPPORTUNITIES	<ul style="list-style-type: none"> ➤ Expand website ➤ and show offer or option to request a fit model ➤ Share reviews and stories of other user trajectories 	<ul style="list-style-type: none"> ➤ Make a to-do list guide via the website that shows what to expect and what to do and when ➤ Manage expectations via school, rehabilitation center or municipality 	<ul style="list-style-type: none"> ➤ Encourage meaningful interaction between advisors and customers. If the advisor knows more he/she can do the job better. ➤ Document the customers story and relevant circumstances 	<ul style="list-style-type: none"> ➤ More than once it was mentioned that the 'expert' advisor didn't understand the necessity. Potentially this is a point for improvement for training new advisors ➤ Show more details to advisors that aren't familiar with the case 	<ul style="list-style-type: none"> ➤ Suppliers offer so much more why not offer it via the Welzorg webshop? (maybe discount deal) ➤ Have more age appropriate options for teenagers instead of only kids 	<ul style="list-style-type: none"> ➤ People often don't know that PGB is a good alternative with more options ➤ Make the help call service more customer friendly ➤ Update customer regularly



30 years old, spina bifida
 Has a scooter for the wheelchair
 Lives with her husband
 Volunteer baking cakes, wheelchair dancing

STAGES	 Stage 1 Identify Needs	 Stage 2 Request aid	 Stage 3 Appointments	 Stage 4 Deliver and instruct	 Stage 5 Use of Product	 Stage 6 Follow-up
ACTIVITIES	<ul style="list-style-type: none"> ➤ Mother arranged most things previously ➤ She was good at finding stuff and details ➤ Now info is mostly from Facebook or elsewhere online ➤ Has had 4 manual wheelchairs over the past years ➤ Since the scooter, being able to travel and go out has become a necessity as a grown-up 	<ul style="list-style-type: none"> ➤ Switch within the municipality of suppliers (Medipoint to Welzorg) ➤ Wheelchair process went okay (Medipoint), but the scooter was a big issue (Welzorg) ➤ The scooter is very important because going outside and doing activities is necessary in daily life and work ➤ A list of wishes was made with the with the occupational therapist and physiotherapist through the municipality for both requests 	<ul style="list-style-type: none"> ➤ First model for the wheelchair had the wheels placed oddly far to the back. This made use very heavy and scary ➤ The fit appointment wasn't done correctly ➤ Asked for help with adjusting the seating, but wasn't possible according to Welzorg. ➤ Eventually they adjusted it 2 cm and later even more, so it was possible from the beginning 	<ul style="list-style-type: none"> ➤ Took forever to get a reply from Welzorg ➤ Had to call and after 3 months something happenend, finally ➤ But there was another model scooter available in the depot, so they chose that one ➤ It didn't fit. It wasn't compatible with the wheelchair but the advisor left it anyway 	<ul style="list-style-type: none"> ➤ All sidewalks were dangerous in the beginning ➤ Handles broke of really fast. Request for repair was handeled in a few weeks. ➤ Contact person Welzorg agreed it wasn't how it was suppose to go ➤ Someone else matched a different model 	<ul style="list-style-type: none"> ➤ Complaint letter municipality and Welzorg. Within a day reaction ➤ Now start and wait again. Papers with wishes re-uploaded. Maybe in a month they know more ➤ They mentioned a estimated month, not a day or week ➤ Hope to get a cargo bike in the near future

EMOTIONS	<p>"I want to be able to move freely and be independent in what I do on a daily basis. Also for hobbies and volunteer work"</p> <p>"I wasn't happy with the change to Welzorg, because a change means confusion and longer waiting times. I heard nothing good about Welzorg, so I was worried."</p> <p>"Finally someone arranged it!"</p> <p>"Adjusting the wheelchair would be too dangerous and not possible with the model they had said to me."</p> <p>"No one knew what was going on but they did want to help. They simply couldn't and told me to wait"</p> <p>"The scooter didn't fit the wheelchair, it is too wide. It is dangerous in traffic when you have to hit the brakes"</p> <p>"It was clearly a second hand model because it started falling apart pretty quickly"</p> <p>"They responded quickly and listened, but it still isn't solved"</p> <p>"The last scooter lasted 10 years, this one clearly won't. I will receive a different one as soon as possible. They are working on it"</p>					
GOAL	<ul style="list-style-type: none"> ➤ Similarly to when the mom did most, get everything sorted out ➤ Do good research ➤ Ask around 	<ul style="list-style-type: none"> ➤ Try to go from idea to request ➤ List all the wishes and the personal story checked by physicians ➤ Try to see what is coming 	<ul style="list-style-type: none"> ➤ Make sure it will be as close to the requested measurements ➤ Easy to use, not too different from the previous model 	<ul style="list-style-type: none"> ➤ Try to get it sorted as good as possible ➤ Make sure it works correctly ➤ Make sure its comfortable 	<ul style="list-style-type: none"> ➤ Test quality ➤ Is it really what was promised? ➤ Does it fit my lifestyle? 	<ul style="list-style-type: none"> ➤ Get help to come and fix the problems ➤ Make waiting time shorter ➤ Think ahead and make sure it works better next time
PROBLEMS	<ul style="list-style-type: none"> ➤ Online examples are shown that are not necessarily relatable ➤ Hard to see what Welzorg can do. Website is not great 	<ul style="list-style-type: none"> ➤ You can only get so much from the municipality ➤ The choices are limited ➤ Not sure what is possible and what is too much to ask 	<ul style="list-style-type: none"> ➤ An advisor is the expert, but doesn't know everything especially about use ➤ It is hard to explain if you feel something is off about the measurement in the moment 	<ul style="list-style-type: none"> ➤ The advisor can only do so much on the spot ➤ If something isn't right should you then accept it or let them take it back? (then you have nothing) 	<ul style="list-style-type: none"> ➤ There is no guarantee that you receive something you had imagined ➤ An occupational therapist can influence what you hope for and what you expect 	<ul style="list-style-type: none"> ➤ Welzorg makes promises it can't keep ➤ Still a lot of waiting ➤ There is no guarantee it will be fixed by the next appointment
OPPORTUNITIES	<ul style="list-style-type: none"> ➤ Improve the website with user persona's for example ➤ Design better onboarding experience 	<ul style="list-style-type: none"> ➤ Show options online or at the occupational therapists office of supportive aids for specific lifestyles or ages ➤ Improve transparency info exchange between stakeholders 	<ul style="list-style-type: none"> ➤ Plan fit-appointments early on (with other stakeholders) instead of many fit appointments with only an advisor ➤ Have the advisor take videos/photos and notes to look back at 	<ul style="list-style-type: none"> ➤ Have spare parts prepared or already attached to be prepared instead of having to go back ➤ Have a easily adjustable temporarily deployable model ready as back-up (save the data of the configuration) 	<ul style="list-style-type: none"> ➤ Order fit model with occupational therapist to know what is coming ➤ Have the occupational therapist be well informed so that there are less misunderstandings 	<ul style="list-style-type: none"> ➤ Interact more with the customer ➤ Also with waiting time, let the customer know the request is in the works ➤ If it takes too long, compensate their time by giving something back

E. Consent forms

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:

(select what applies for you)

in which I am recognisable in publications and presentations about the project.

in which I am not recognisable in publications and presentations about the project.

for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name

First name

Date (dd/mm/yyyy)

Signature

Participant ID:.....

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
- in which I am not recognisable in publications and presentations about the project.
- for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name

First name

Date (dd/mm/yyyy)

Signature

Participant ID:.....

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
- in which I am not recognisable in publications and presentations about the project.
- for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name

First name

Date (dd/mm/yyyy)

Signature

Participant ID:.....

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
 in which I am not recognisable in publications and presentations about the project.
 for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name

First name

Date (dd/mm/yyyy)

Signature

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
 in which I am not recognisable in publications and presentations about the project.
 for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name

First name

Date (dd/mm/yyyy)

Signature

Participant ID:.....

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
- in which I am not recognisable in publications and presentations about the project.
- for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name First name

Date (dd/mm/yyyy) Signature

The Manual Wheelchair Experience

This research is conducted as part of the MSc study Industrial Design Engineering at TU Delft.

Student: Nathalja Wiersma

Contact person: N.Wiersma, nathaljawiersma@gmail.com, 0657584071

Informed consent participant

I participate in this research voluntarily.

I acknowledge that I received sufficient information and explanation about the research and that all my questions have been answered satisfactorily. I was given sufficient time to consent my participation. I can ask questions for further clarification at any moment during the research.

I am aware that this research consists of the following activities:

1. Interview
2. Observation

I am aware that data will be collected during the research, such as notes, photos, video and/or audio recordings. I give permission for collecting this data and for making photos, audio and/or video recordings during the research. Data will be processed and analysed anonymously (without your name or other identifiable information). The data will only be accessible to the research team and their TU Delft supervisors.

The photos, video and/or audio recordings will be used to support analysis of the collected data. The video recordings and photos can also be used to illustrate research findings in publications and presentations about the project.

I give permission for using photos and/or video recordings of my participation:
(select what applies for you)

- in which I am recognisable in publications and presentations about the project.
- in which I am not recognisable in publications and presentations about the project.
- for data analysis only and not for publications and presentations about the project.

I give permission to store the data for a maximum of 5 years after completion of this research and using it for educational and research purposes.

I acknowledge that no financial compensation will be provided for my participation in this research.

With my signature I acknowledge that I have read the provided information about the research and understand the nature of my participation. I understand that I am free to withdraw and stop participation in the research at any given time. I understand that I am not obliged to answer questions which I prefer not to answer and I can indicate this to the research team.

The researchers take the COVID-19 measures into account. I confirm to respect the COVID-19 measures taken and will follow instruction about these provided by the researchers.

I will receive a copy of this consent form.

Last name First name

Date (dd/mm/yyyy) Signature

F. Creative session Welzorg

Set-up

In the beginning it is difficult to give concrete answers, so it is important to start thinking about which steps will get you closer to defining what you want to achieve.

Beforehand the participants were brought up to date with the findings from the stakeholder analysis. To start of the session the participants were asked to look into the future and describe what would be there, what would Welzorg distinguish itself with, then what would we like the customers to say about us and then make a plan on how to get there. This makes forming the vision a matter of connecting what has been stated together as group. The vision includes: a project goal, an end user, the main need, a part of the journey that concerns the design and the ultimate future ambition.

Hats

Yellow hat

Green hat

Red hat

Blue hat

	1.	2.	3.	4.	5.	
	<p>Where do you see Welzorg in 5 years?</p>	<p>How do we want to distinguish ourselves from the rest? (what do we want to offer?)</p>	<p>What do we want the customer to say about us in 5 years?</p>	<p>Ultimate future ambitions Today's challenges Project goals</p>	<p>Milestones Climbing equipment Ways of working</p>	<p>What will be our shared vision?</p>
	<ul style="list-style-type: none"> ➤ Biggest player in the field of lease lending aids ➤ Not only in NL, but also elsewhere in Europe ➤ No more overcomplicated delivery flows ➤ Work more fluidly, like a drive through 	<ul style="list-style-type: none"> ➤ Become the Apple in the field of distributing aids (desirability) ➤ All aids are 24/7 available (in stock) ➤ No more unnecessary adjustments needed ➤ Wheelchair car wash or assembly line with Welzorg products 	<p>"Wow!"</p> <p>"Fantastic!"</p> <p>"I am very glad!"</p> <p>"Super!"</p> <p>"What a cool thing!"</p> <p>"I want a wheelchair from Welzorg!"</p>	<ul style="list-style-type: none"> ➤ Nr. 1 in The Netherlands ➤ Take over/ eliminate competition ➤ More awareness among the population so that everyone knows and wants Welzorg 	<ul style="list-style-type: none"> ➤ 1 million followers on social media ➤ Social media and marketing ➤ - 	<p>How can we make customers happy by helping them do what they could again, when they come forward, in order to ultimately become number 1 in the Netherlands</p>
	<ul style="list-style-type: none"> ➤ Be there for every customer! ➤ Know what the target groups are and their needs and how to provide for them ➤ At Welzorg we think outside of the rules and regulations ➤ Aids with modern look and techniques are the core of the portfolio ➤ Customer input forms the base for innovation 	<ul style="list-style-type: none"> ➤ Choices For every question an option ➤ Source of information Platform Personal Health Environment ➤ Equal partner For partners and customer ➤ Knowledge ➤ Fast & good The delivery Reliability ➤ Insights Online portal Data ➤ Integral advice Advice+ Customer perspective ➤ Overview Look further ahead (in the future) 	<p>"Welzorg thinks "out-of-the-box" with me."</p> <p>"Good idea, I would never have come up with that myself!"</p>	<ul style="list-style-type: none"> ➤ The right aid, at the right place, at the right moment ➤ Lower budgets, living at home, longer independent ➤ Gather data, more service oriented, data analysis Good advice and forecasting through objectification 	<ul style="list-style-type: none"> ➤ Customer needs - data - advice ➤ Quadruple aim, information out DMU (Decision Making Unit), new competences ➤ Goal is using knowledge 	<p>How do we achieve optimal availability of resources for customers by providing appropriate advice via data and information so that mobility is guaranteed and the customer can join in</p>
	<ul style="list-style-type: none"> ➤ Fast solutions and insight, be able to give input and make decisions ➤ Possible to see options, to see where help is needed ➤ Online chatfunction, to do task when it is convenient (from the couch) ➤ Do yourself what you can do by yourself ➤ Different relationship with Welzorg then now. (different from the other stakeholders and competitors) 	<ul style="list-style-type: none"> ➤ Go along with Coolblue and similar concepts. Partly paid by the municipality and partially itself ➤ Internally: desire to put the customer first ➤ Do you need something? Arrange it quick via Welzorg ➤ Trust Welzorg will help you 100% ➤ Relationship with the customer is 10/10 	<p>"It's great that I can think along with what I need and know what I will receive when."</p> <p>"Welzorg is the place to go to when you have questions."</p>	<ul style="list-style-type: none"> ➤ Leading in customer satisfaction. ➤ Dutch healthcare system, restrictive and many walls, communication and efficiency. ➤ Understand customer Help / relieve customer Simplify Making the process less complex and energy-consuming Offer choices. 	<ul style="list-style-type: none"> ➤ Optimize offer, implement FGI (functionally oriented indication), mapped customer needs, include marketing. ➤ Think freely, design good coat racks, take companies along. ➤ Welzorg and the customer work together to fulfill the customer's needs. 	<p>How can we find a fitting solution together by helping everyone that is in need of help to get insight into the options when they want to be self-reliant in order to work well together and have a satisfied end user</p>
	<ul style="list-style-type: none"> ➤ New projects implemented within Welzorg ➤ All KPI's have been achieved ➤ Clear description new KPI's ➤ Sherpa (Computer system) done and fits all departments and delivery flows within Welzorg ➤ Clear SMART goals for 2030 ➤ Customer journey mapped 	<ul style="list-style-type: none"> ➤ FGI project (functionally focused indication) ➤ Complete customer maps; unambiguous communication throughout the chain based on the basic guideline for medical aids ➤ From data analysis predictive power for: tenders, customer population, inventory management and the core range of the product portfolio ➤ Leading on KPIs versus competitors 	<p>"It's great that I can think along with what I need and know what I will receive when."</p> <p>"Welzorg is the place to be with questions."</p>	<ul style="list-style-type: none"> ➤ KPI's reached IT system complete (sherpa) Smart goals for 2030 Customer map Implement FGI (functionally oriented indication) project ➤ Connect IT (sherpa) and FGI Analyse KPI's ➤ Collaboration Set clearly stated goals Comply with strip planning Everyone knows the KPIs and knows how/ what his/her positive influence is 	<ul style="list-style-type: none"> ➤ Collaboration Purposeful responsibility ➤ - ➤ - 	<p>How can we make profit by helping all stakeholders and customers when they need mobility aids</p>

Opdracht 1. Waar zie je Welzorg over 5 jaar?

insicht in ophes, hulp waar nodig

snel inzicht zelf meedaken, keuzes maken

online + chat functie wanneer het mij uitkomt (in de avond, op de bank) zoals AH bestelling.

of nwe computer kieten

welzorg heb ik net zo'n relatie mee als met de fysio / ergo / revalidatiecentrum.

help!

manente voot of na contact met Welzorg kan ik Welzorg ook altijd vragen om mee te denken of te helpen

Waar ik net zo'n relatie heb als met de fysio / ergo / revalidatiecentrum.

Opdracht 2. Waarin willen we ons onderscheiden van de rest? (Wat willen we dan bieden?)

meegaan met coolblue / ... / ...

waars betaald via gemeente, deels zelf.

relatie met klant

Intern: wil om klant voorop te zetten

hebt je iets nodig? Regel het snel via Welzorg €€ / 0.-

vertrouwen dat welzorg 100% je wil helpen

Opdracht 3. Wat willen we dat de klant over ons zegt over 5 jaar?

wil ik Welzorg alles delen? (informatie over producten / kluisen?)

"geweldig dat ik ~~ik~~ meedenk ik ~~wat~~ ik nodig heb en weet ~~wat~~ ik ~~de~~ ~~wal~~ ik ~~wanneer~~ ik geleverd krijg!"

"Welzorg is de plek om te zijn met vragen."

Opdracht 4. Welke stapjes kunnen we nemen richting dit doel?

The mountain of tomorrow

Building innovation in a world of ever-changing conditions

Ways of working

Climbing equipment

4. Project Milestones and sprints

3. Project goals

2. Today's challenges

1. Ultimate future ambitions

Welzorg en de kluis werken samen om de behoeft van de klant te overtuigen

Ways of working

Climbing equipment

4. Project Milestones and sprints

3. Project goals

2. Today's challenges

1. Ultimate future ambitions

What are the ultimate future ambitions for you (vision/inspiration)?

What challenges do your end users/organization and society as a whole face?

What goals do you want the project to reach? What do you want to create and learn? Who will benefit and how?

What milestones and activities can you distinguish towards your project goals?

What abilities, knowledge, data, skills and resources do we need to reach our goal?

Who do we need to involve from within and outside our organization to make the project a success? How will we collaborate?

Opdracht 5. Wat wordt onze gezamenlijke visie?

The compass for your journey

Challenge question: how can we [project goals] by helping [end user] to [main need] when they [part of the journey you are designing for] in order to [ultimate future ambition]?

[main need] inzicht, grip 2 keuze mogelijk te maken geven

[ultimate future ambition] welzorg en de kluis samenwerken een heel goed verband

[end user] iedereen die (welzorg) hulp nodig heeft.

[part of the journey you are designing for] reflecteren

[end user] een (meer dan) keuzerichden de eindgebruiker (meer dan) keuzerichden te laten zijn

Opdracht 1. Waar zie je Welzorg over 5 jaar?

FGI geïmplementeerd binnen Welzorg
 alle KPI's behaakt: -FTY -MTBI -MOS -duidelijk/nieuwe KPI's
 -OTIF -NPS -smad
 shexpa uitgerold MD365 sluit aan bij alle afdelingen & leverstromen
 duidelijke, smart geformuleerde doelstellingen voor 2030
 klantkaart in beeld

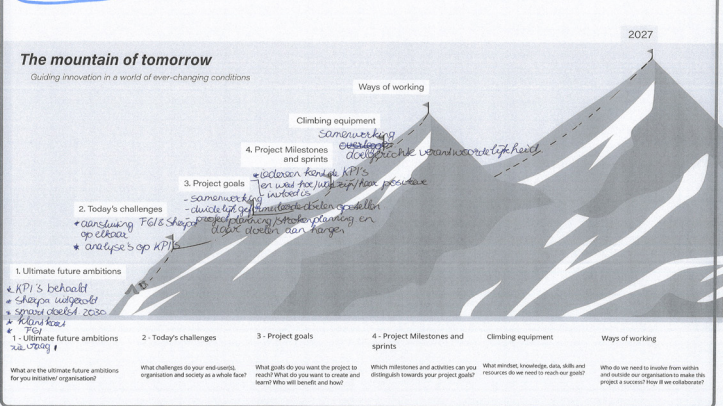
Opdracht 2. Waarin willen we ons onderscheiden van de rest? (Wat willen we dan bieden?)

- FGI
- volledige klantkaart; een duidelijke communicatie in de gehele keten vanuit basisrichtlijn hulpmiddelenzorg
- vanuit data-analyse voorspellend vermogen voor:
 - tendens
 - klompopname
 - voorraadbeheer
 - kennisovername
- toerangewend op KPI's tov. concurrentie

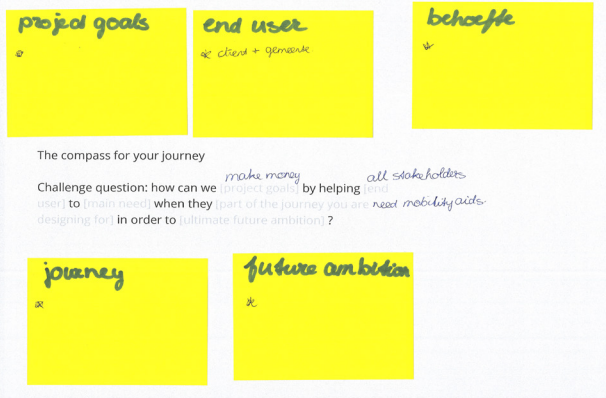
Opdracht 3. Wat willen we dat de klant over ons zegt over 5 jaar?

Welzorg levert snel en volgens afspraak
 Welzorg communiceert duidelijk; ik weet wat ik kan verwachten.
 Welzorg geeft mij inzicht in het proces.
 goed.

Opdracht 4. Welke stapjes kunnen we nemen richting dit doel?

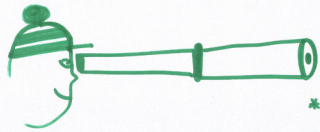


Opdracht 5. Wat wordt onze gezamenlijke visie?



Opdracht 1. Waar zie je Welzorg over 5 jaar?

~~Dat doen we niet~~



~~"goedkoop adequaat"~~

~~domein-discussie~~

- * We zijn er voor elke klant!
- * Wij weten welke doelgroepen er zijn, welke behoeften, en hoe we daarin kunnen voorzien
- * "Bij Welzorg denken ze mee in mijn situatie & wensen, los van regels en kaders"
- * Mobiliteitshulpmiddelen met moderne uitstraling & techniek zijn de basis
- * Klant als basis voor elke innovatie

Opdracht 2. Waarin willen we ons onderscheiden van de rest? (Wat willen we dan bieden?)

* Vraagbaak

- platform
- PGO

* gelijkwaardig partner

→ voor klant & cliënt

* Kennis

* Snel & goed

- Leven
- betrouwbaarheid

* Keuze

- voor elke vraag en/of casus een optie

* Inzicht

- portaal
- data

* Integraal advies

- advies 2.0
- klantperspectief

* Overzicht

- buiten eigen opdracht ook verder kijken met de klant

Opdracht 3. Wat willen we dat de klant over ons zegt over 5 jaar?

- Welzorg denkt "out-of-the-box" met mij mee
- "goed idee, daar was ik zelf nooit op gekomen"

Opdracht 5. Wat wordt onze gezamenlijke visie?

project-goals

end-user

achieve optimal assistive compensation

Klant in ~~in~~ Customer in ~~in~~

Hoe bereiken ~~we~~ de optimale beschikbaarheid van hulpmiddelen voor de cliënt door via data ^{passend} te geven zodat ^{passend} mobiliteit ^{passend} gewaarborgd blijft & de ^{passend} cliënt kan meedoen

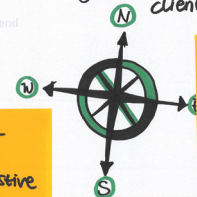
The compass for your journey

Challenge question: how can we [project goals] by helping [end user] to [main need] when they [part of the journey you are designing for] in order to [ultimate future ambition]?

main need

Maintain mobility

part of the journey
Data-collection
customer & assistive
technology



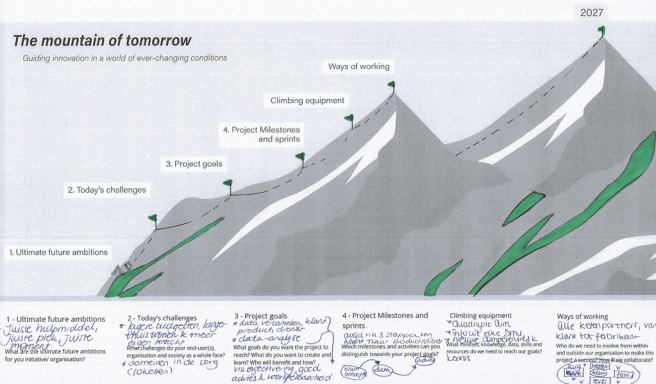
ultimate future ambition

tijd meedoen

Opdracht 4. Welke stapjes kunnen we nemen richting dit doel?

The mountain of tomorrow

Guiding innovation in a world of ever-changing conditions



Opdracht 1. Waar zie je Welzorg over 5 jaar?

- * Grootste WMO-hulpmiddel verlener
- * Niet alleen in Nederland maar uitgebreed naar EU
- * Geen MDS meer



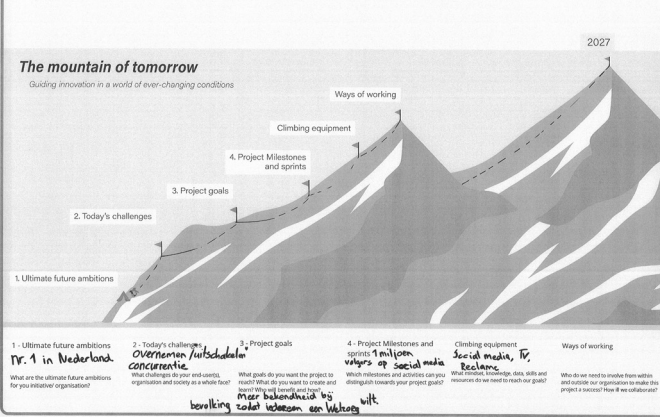
Opdracht 2. Waarin willen we ons onderscheiden van de rest? (Wat willen we dan bieden?)

- * De Apple onder de hulpmiddelen
- * Alle hulpmiddelen zijn 24/7 beschikbaar (voorraad)
- * Onnodige aanpassing zijn niet meer
- * Rolstoelwasstraat

Opdracht 3. Wat willen we dat de klant over ons zegt over 5 jaar?

Wow!
Fantastisch!
Top!
ik ben er heel blij mee!!
Super!
Wat een gaaf ding!
Geweldig!
Leuk!
Wow ik een een Rolstoel van Welzorg!

Opdracht 4. Welke stapjes kunnen we nemen richting dit doel?



Opdracht 5. Wat wordt onze gezamenlijke visie?

The compass for your journey

Challenge question: how can we (project goals) by helping (end user) to (main need) when they (part of the journey you are designing for) in order to (ultimate future ambition)?

Project goals: Zorg voor alle maar blij klanten

end User: mensen die hulp nodig hebben De gebruiker

main need: weer te doen wat ze konden

Project goals: Ultimate future ambition: Nr. 1 in Nederland

G. Co-Evaluation session Basalt

4.1.3 The set-up

The creative session was done with 9 occupational therapists (three groups of three people) at Basalt. Each with a set of A3 posters with 5 assignments and smaller sub assignments.

Assignment 1. Warm-up

The participants were asked to design a film poster showing what their goal is in their work.

This exercise is included to show that even though not everyone can draw you can still convey information quickly by just putting things on paper. There are no mistakes.

Assignment 2. How do you proceed

While continuing the discussion the question of how it is going now and what to add/improve in the future was next. In addition, a question was asked about what makes you a star in the ward or why the patient would give you 5 stars, to create a little lightness and stimulate interaction.

Assignment 3. Then and now

This third assignment was to get the participants to think a little bit about the evolution of their work over time. First what they have seen changing and then what they would imagine to be possible in the same time frame. Or is healthcare that traditional that it doesn't change anymore?

Assignment 4. Frustrations

This part was to introduced as a fun element. Here the participants can indulge themselves with what could be done better by others. Handy as input for the new proposals and for creating support from the occupational therapists.

Assignment 5. Thoughts

The participants were shown the first version of the concepts. This part was about thinking along with what is currently on the table: the praatplaat but also the other concepts for horizon 1. To collect input, flaws, doubts and suggestions to refer to later and to show that it can work.

Assignment 1. Warm-up

Think of a movie title for the work you do and sketch the blockbuster movie poster (stick figures, smileys, anything goes)

Assignment 2. How do you proceed

The patient comes in and then what? What questions do you often ask to complete the list of requirements? What questions does the patient often ask?

What makes you the ★ of the department?
And why would the patient give ★★★★★ you?

Assignment 3. 3. Then and now

What has changed in the last 5 years?

What do you think will change in the next 5 years?

Assignment 4. Frustrations... You can say it

Welzorg (and similar meyra, medipoint, Kerstens)

Municipalities

Someone else,

Assignment 5. Thoughts? Je mag eerlijk zijn

First impression?

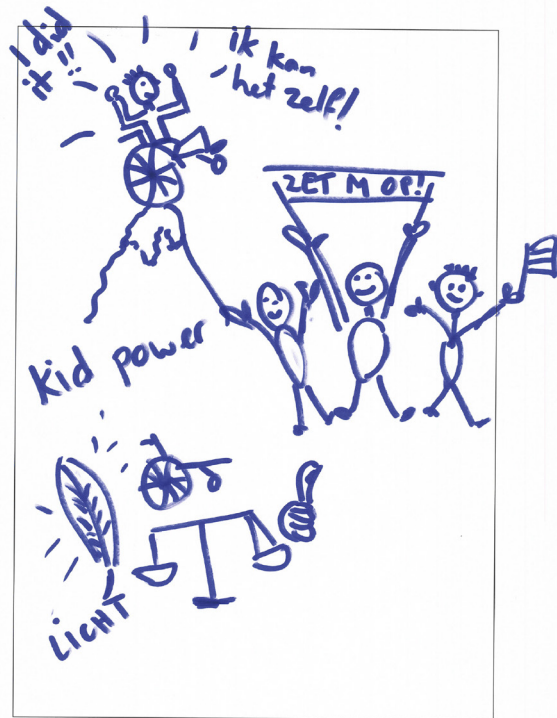
What needs to be done so that this can really work/help improve the application of medical aid (such as a manual wheelchair for children?)

Assignment 5. Thoughts? part 2

Can you sketch how you would like it to be in the future? Can also be in text

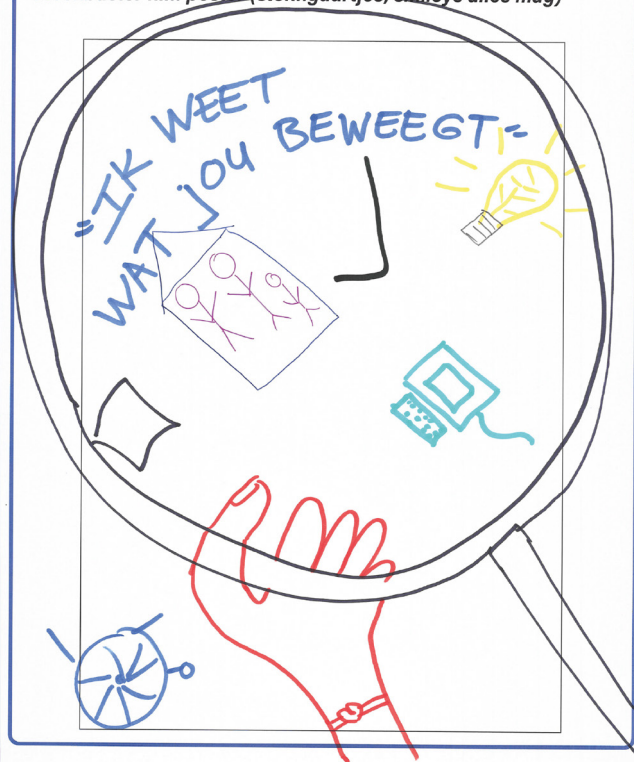
Opdracht 1. Even warm worden

Bedenk een film titel voor het werk wat je doet en schets de blockbuster film poster (stokfiguurtjes, smileys alles mag)



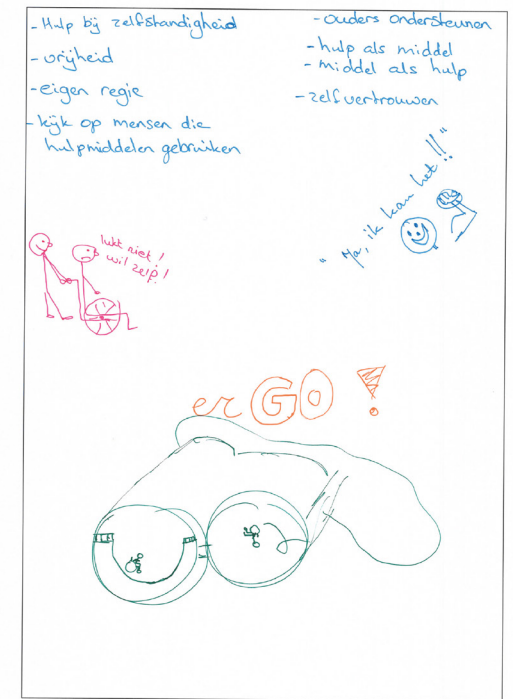
Opdracht 1. Even warm worden

Bedenk een film titel voor het werk wat je doet en schets de blockbuster film poster (stokfiguurtjes, smileys alles mag)



Opdracht 1. Even warm worden

Bedenk een film titel voor het werk wat je doet en schets de blockbuster film poster (stokfiguurtjes, smileys alles mag)



Opdracht 2. Hoe gaan jullie te werk?

De patient komt binnen en dan?	Welke vragen stel je vaak om de lijst van eisen compleet te maken?	Welke vragen stelt de patient vaak?
<p>Wat is er en wat nodig is en hoe kan ik helpen?</p> <p>spreek ouders + kind over wensen/eisen voorzorgingen.</p> <p>waar ligt je logopedie?</p>	<p>Wat gaat het nu - wat wil je bereiken - lichaamselijke mogelijkheden - cognitief - wensen</p> <p>Wat zijn de obstakels binnen de voorzorgingen?</p>	<p>knijp ik het vergeed</p> <p>Kan ik het meenemen hoe is de aanvraagprocedure hoe lang duurt het onderhoud</p>
<p>Wat maakt jou de ★ van de afdeling? En waarom zou de patient jou ★★★★★ geven?</p>		
<p>aandacht</p> <p>gij nemen duidelijke communicatie voor met ouders/waars ouders/kind voorop.</p>	<p>rust geduld</p> <p>husterend oor soms een stapje harder/mee!</p>	<p>overzicht: instanties</p> <p>ervaring met hulpmiddelen/voorzorgingen en proces</p>

Opdracht 2. Hoe gaan jullie te werk?

De patient komt binnen en dan?	Welke vragen stel je vaak om de lijst van eisen compleet te maken?	Welke vragen stelt de patient vaak?
<p>kennismaken</p> <p>situatieschets</p> <p>probleemanalyse</p> <p>hulpvragen</p>	<p>waarvoor op welke momenten wat is belangrijk ook voor de omgeving praktische struikelpunten</p>	<p>- past 't in huis/autisme</p> <p>- kan ik 't uitproberen, foto's zien</p>
<p>Wat maakt jou de ★ van de afdeling? En waarom zou de patient jou ★★★★★ geven?</p>		
<p>brede blik</p>	<p>aandacht voor zelfredzaamheid en beleving</p>	<p>kennis van verschillende opties</p> <p>behulpzaam & bemiddelend</p>

Opdracht 2. Hoe gaan jullie te werk?

De patient komt binnen en dan?	Welke vragen stel je vaak om de lijst van eisen compleet te maken?	Welke vragen stelt de patient vaak?
<p>hulpvraag / gesprek</p> <p>lijken te informeren, onderzoeken/wensen</p>	<p>waarvoor gebruik je de rolstoel - medische eisen / voorzorg - deelen - voors / tussen huidige rolstoel - hoe gaat de transfer - tillen 't - vervoer / auto / taxi / ovr - PMA / houding</p>	<p>- mag ik kleur kiezen? - kan hij lichter van gewicht? - spraakbeschermers kiezen - lichaams in de wagen</p>
<p>Wat maakt jou de ★ van de afdeling? En waarom zou de patient jou ★★★★★ geven?</p>		
<p>meedankend, luisterend, praktisch, ondersteunend, deskundig.</p>	<p>voorzorg kennis luisterend meedankend evenwichtig kennis zelfstandig kennis enthousiast creatief</p>	<p>kennis zelfstandig kennis ondersteunend kennis praktische kennis</p>

Opdracht 3. Toen en nu

Wat is er veranderd in de laatste 5 jaar?

- visie op de functie van een rolstoel
- van comfort naar zelfredzaamheid

- zelfstandigheid ouders vergroten / beter weg wijs maken in voorzorgingenwereld.

Wat gaat er in de aankomende 5 jaar veranderen denk je?

- waarschijnlijk meer bezuinigingen in het voorzorgingen pakket
- vaker de wens voor iets buiten het pakket
- grotere rol voor de ergotherapeut

Wisselvallig aanbod van voorzorgingen, maar wel een keuze. Het proces van aanvraag van voorzorgingen is vaak een proces van ontdekken en leren.

Opdracht 3. Toen en nu

Wat is er veranderd in de laatste 5 jaar?

- te weinig
- geen zicht op mogelijkheden verschillende voorzieningen: ouders weinig regie in keuze.
- geen passende voorziening mee bij passagingen
- het proces aanvraag tot leveren lijkt iets versneld

Wat gaat er in de aankomende 5 jaar veranderen denk je?

- proces nog sneller?
- hopelijk meer invloed / inzicht in keuzes & producten
- hopelijk meer evaluatiemomenten vanuit leverancier
- hopelijk meer lichtgewicht rolstoel in 't voorkeurspakket

Opdracht 3. Toen en nu

Wat is er veranderd in de laatste 5 jaar?

- meer bewustzijn van belang van rolstoelvaardigheid
- elektrische ondersteuning in heupwiel en keuze heen
- juridische op kantoren rolstoel
- meer bewustzijn bij artsen en therapeuten
- onderzoek naar implementatie van rolstoelvaardigheidstraining binnen kinderrevalidatie (minder sel)
- niet veranderd: kindrolstoelen zijn nog steeds zwaar, groot, stabiel
- vaker evenwichtsoefeningen bij rolstoeltraining is niet veranderd

Wat gaat er in de aankomende 5 jaar veranderen denk je?

- lichtere kindrolstoelen
- meer bewustzijn van rolstoelvaardigheid
- huidige andere visie bij wmo en leverancier op te zware rolstoelen der meegeleverde stabiliteit
- meer bewustzijn en minder actieve houding bij andere
- meer abstractie in mer centra
- betere samenwerking tussen wetenschap, kindrolstoel, PTJ
- training specifiek op handbeogen rolstoel met joystick
- betere afstemming van orthoses op frame

Opdracht 4. Die is stom... Zeg het maar

Welzorg (en soort gelijk meyra, medipoint, Kerstens) Atlas kidtech, Peereboom

Gemeenten *Den Haag, Westland, Almere, Vlieland / Lelidam*

lemand anders, namelijk.....

↳ afhankelijk van adviseur

- vaak tijden vaak lang tot adviseur is toegewezen
- eigen bijdrage voor woning-aanpassingen
- onduidelijkheid over regels en verschillend beleid per gemeente
- slecht contact te krijgen
- slechte informatie-verstrekking
- door drukte snel eenrichtings-verkeer naar gemeente

Opdracht 4. Die is stom... Zeg het maar

Welzorg (en soort gelijk meyra, medipoint, Kerstens)

Gemeenten

lemand anders, namelijk.....

↳ je moet ovensal achteraan weinig kennis & ervaring

↳ ervaren betrokken adviseur (korte lijnjes!)

Wmo-den Haag ↳ korte lijnjes met WMO-adviseur goede samenwerking band

↳ Onze eigen voorzieningcoördinator (neemt vaak uit handen)

Atlas Peereboom Panoram

Opdracht 4. Die is stom... Zeg het maar

Welzorg (en soort gelijk meyra, medipoint, Kerstens)

Gemeenten

lemand anders, namelijk..... *Perteon Atlas*

Medipoint fijn: vaste contactpersoon minder fijn: kg is te druk, waardoor dingen blijven liggen.

Kerstens - minder frequent, -de ervaring die er is, is goed.

Gemeente Westland Vaak stijgt.

Gemeente Den Haag -> fijne samenwerking, -> korte lijnen -> interactie.

Gemeente Rijswijk

Perteon - veel kennis / ervaring - goede service -> knip.

Atlas - afh. per adviseur

Opdracht 5. Wat vinden jullie ervan? Je mag eerlijk zijn

geeft dit ook meer inzicht in mogelijkheden vanuit wmo en Psg?

- Eerste indruk?**
- nodigt dit niet uit om vooral te kijken naar wettelijke (door ouders), ipv wat er nodig is.
 - dat ouders eisen voor de rolstoel gaan aanpassen a.d.h.v. wat ze zien. *↳ uitbreiden*
 - samen met de Therapeut invullen met helpend om verschillende opties te kunnen bespreken en daarover te informeren.
 - Passend voor veel ouders => meer regie en verantwoordelijkheid *↳ maar voor te doen met ouders die meer willen dan nodig is voor het kind.*
- Wat moet er gebeuren zodat dit echt kan werken/helpt bij het verbeteren van de aanvraag van hulpmiddelen (zoals bv een handbewogen rolstoel voor kinderen?)**
- moet snel en efficiënt ingevuld en bekeken kunnen worden
 - test fase app door ergotherapeuten *↳ laatste*
 - snel en gemakkelijk te vinden
 - alle informatie bieden/complex overzicht (dus bij optie psg: ook uitleggen hoe dat dan precies werkt)
 - alle aangeboden voorzieningen moeten realite te maken zijn alvorens de aanvraag definitief wordt gemaakt. *↳ uitproberen met kind en ergotherapeut*

Opdracht 5. Wat vinden jullie ervan? Je mag eerlijk zijn

- Eerste indruk?** *digitale beslissboom (pve) heel goed idee!*
- ouders (ouder kind) + therapeut samen doorlopen zodat de keuzes realistisch zijn.*
- geeft handvaten waar allemaal over nagedacht moet worden voor juiste keuzes / opties.*
- Wat moet er gebeuren zodat dit echt kan werken/helpt bij het verbeteren van de aanvraag van hulpmiddelen (zoals bv een handbewogen rolstoel voor kinderen?)**
- > Het moet compleet zijn (verschillende aanbieder)
 - > Het duidelijk zijn wat wel / niet wordt vergeed
- In besliss boom moet o.a.: wensen ouders -> tot meest gedruge adequate v's*

Opdracht 5. Wat vinden jullie ervan? Je mag eerlijk zijn

- Eerste indruk?**
- ouders actief betrekken in mogelijkheden = top!
 - maar er wordt een verwachting geschapt... kan daaraan voldaan worden? of worden er belangrijke zaken/eisen vergeten.
 - ouders/therapeut verantwoordelijk voor PVE (Pakket van Eten), niet voor keuze 'merk' voorziening. Ga je hier zo niet aan voor bij.
 - hoe ga je om met ouders die 'alles' willen geven eisen. Is dit medisch gemerkt?
- Wat moet er gebeuren zodat dit echt kan werken/helpt bij het verbeteren van de aanvraag van hulpmiddelen (zoals bv een handbewogen rolstoel voor kinderen?)**
- duidelijke en transparante info geven aan ouders, niet 'lekker' maken met een dode muur. (wat ze toch niet krijgen)
 - niet te commercieel maken *↳ richten op PVE (www.checkjeer.nl)*

Opdracht 5. Wat vinden jullie ervan? maar deel 2

Kan je een schetsje maken van hoe jullie het zouden willen in de toekomst?
Mag ook in tekst

- begeleiding bij aanvraag voorziening blijft noodzakelijk
↳ met kennis persoonlijke
- wens: procedure minder complex, minder bureaucratie, kortere lijntjes
meer uitprobeer mogelijkheden op maat van het kind !!
↳ zodat er uiteindelijk een betere keuze gemaakt kan worden
 - meer adequaat
 - langer mee doen
 - wordt beter gebruikt.
- voorzorg =
 - organisatie in pandig in Basalt (met depot)
- wens:
 - andere visie op kinderrolstoelen
 - minder gericht op veiligheid en comfort
 - meer gericht op zelfstandigheid
 - lichtere rolstoelen
 - meer instelmogelijkheden
 - beter hankeerbaar
 - meer richting sport/rolstoel (combi)

Opdracht 5. Wat vinden jullie ervan? maar deel 2

Kan je een schetsje maken van hoe jullie het zouden willen in de toekomst?
Mag ook in tekst

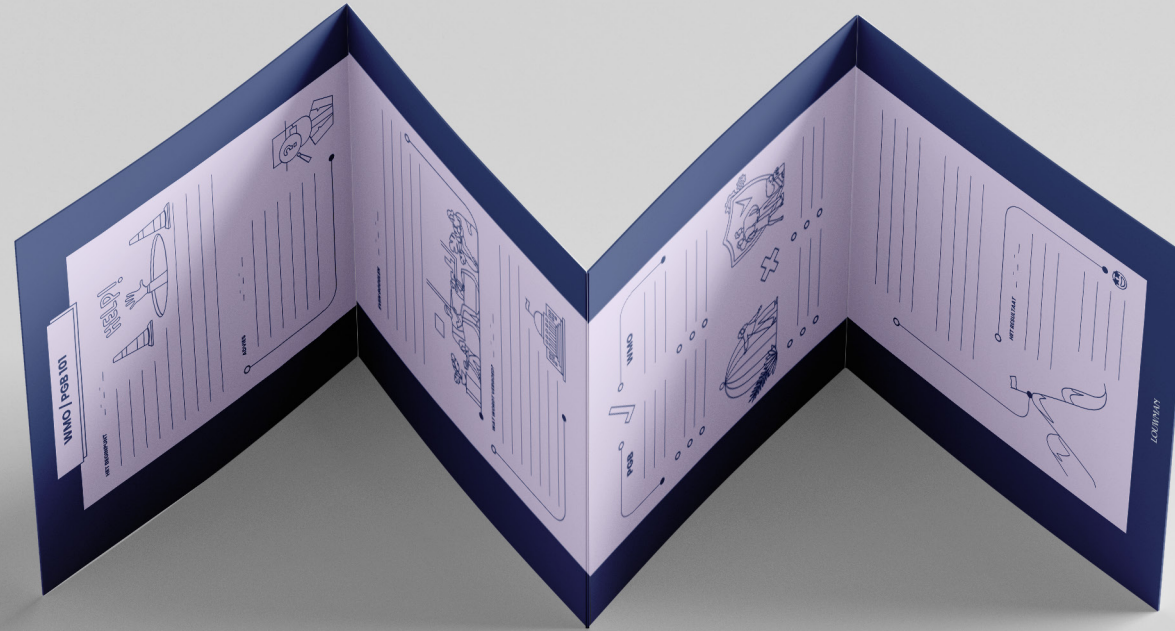
1. Ergo + ouders **probleemanalyse/hulpvraag**
→ start wmo melding
2. Beslisboom → op welke producten zou je uit kunnen komen
3. Passing met ou / ET / adviseur + kind
↳ + leverancier
met 1 of meerdere passende hulpmiddelen.

Opdracht 5. Wat vinden jullie ervan? maar deel 2

Kan je een schetsje maken van hoe jullie het zouden willen in de toekomst?
Mag ook in tekst

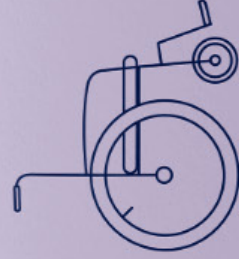
- actieve ouders die hebben nagedacht over wat ze willen.
- vooraf aan de passing een betere analyse vd Hulpvraag/wensen
→ opnieuw PVE optellen.
- dan passing plannen met kind/ou/adviseur/ET, evt. met wmo erbij
mits het om een eenvoudige transportrolstoel gaat. ↳ bij complexere Voorziening.
- Het blijft Maatwerk!

H. Concept 1



WHEELCHAIR 101

HELP!



HET BEGINPUNT

Het aanvragen van een rolstoel is een proces waarbij veel partijen betrokken zijn.

Een rolstoel is iets persoonlijks, daarom wil je dat het goed geregeld wordt. Hierbij een overzicht van waar je rekening mee moet houden en waar te beginnen.



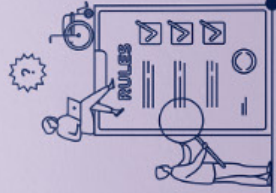
GOED VOORBEREID

Mak een persoonlijk plan. Schrijf je eigen indicatie met daarin wat bij jou past. Bespreek dit met een arts, specialist of bij het keukentafel gesprek met de gemeente.

HET OVERLEG

Je weet zelf het beste wat wel/niet werkt, dus bespreek
- wanneer je ondersteuning nodig hebt,
- hoe je ondersteuning eruit moet komen te zien,
- over welke mogelijkheden en middelen je al beschikt.

Samen kijk je naar wat er mogelijk is en welke stappen nodig zijn.



TEAMWORK

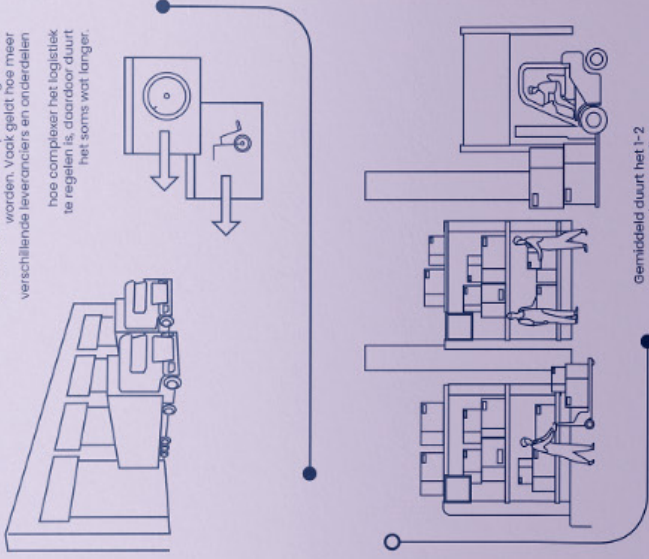
Een aanvraag moet goed onderbouwd worden, daarom is het belangrijk dat iedereen op de hoogte is en instemt. Communiceren kost tijd, daarom kun je uit gaan van 2-3 weken doorlooptijd.



SAMENSTELLEN

Als de rolstoel niet standaard is of op voorraad is moet deze op maat gemaakt worden. Vaak geldt hoe meer verschillende leveranciers en onderdelen

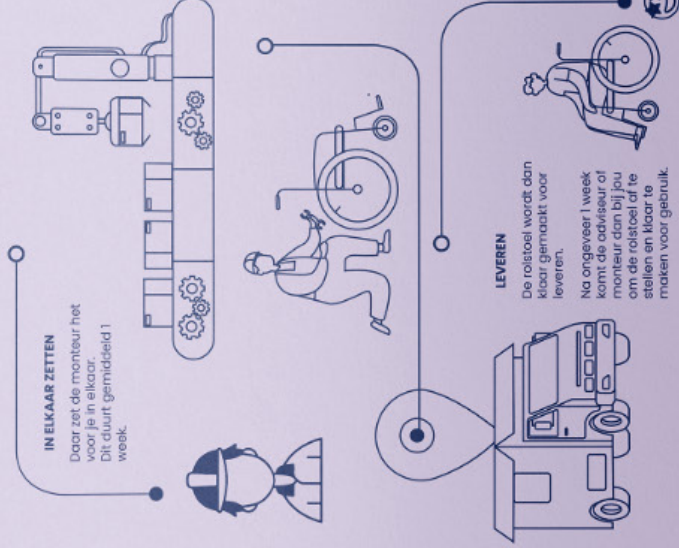
hoe complexer het logistiek te regelen is, daardoor duurt het soms wat langer.



Gemiddeld duurt het 1-2 maanden voor alles verzameld is op het depot.

IN ELKAAR ZETTEN

Daar zet de monteur het voor je in elkaar. Dit duurt gemiddeld 1 week.



LEVEREN

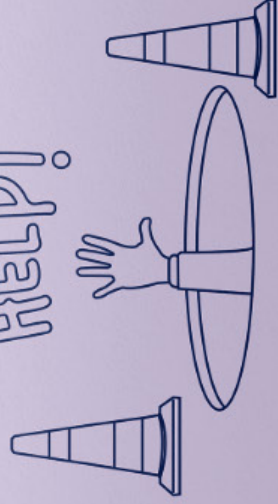
De rolstoel wordt dan klaar gemaakt voor leveren.

Na ongeveer 1 week komt de adviseur of monteur dan bij jou om de rolstoel af te stellen en klaar te maken voor gebruik.

LOUWMAN

WMO / PGB 101

HELP!



HET BEGINTPUNT

Hulpmiddelen zijn duur. Toch blijkt dat bijna 50% een hulpmiddel zelf koopt of via het PGB (sponsortbus Utrecht).



Er zijn veel verschillende opties en het is makkelijk om daarin te verdwalen. Daarom is het belangrijk om je goed te oriënteren.



ADVIES

Voor advies kun je op verschillende plekken terecht:

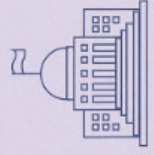
- Gemeente: WMO loket met informatie over WMO financiering
- Leveranciers: opties voor het zelf kopen of leasen van hulpmiddelen
- De ergotherapeut: advies over de juiste hulpmiddelen en doorverwijzingen

EVEN GOOGLEN

Het is belangrijk om zelf een beeld te vormen van wat je nodig gaat hebben.

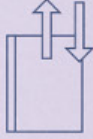
- is dat standaard te leveren?
- is het functioneel noodzakelijk?





WAT WORDT VERGOED?

Het opte van de gemeente is niet groot, het geld dat beschikbaar is moet daarom eerlijk verdeeld worden. Stel dat je kiest om iets in brulken te nemen, dan zal de gemeente met een leverancier kortsuiken wat er mogelijk is. Dit verschil per gemeente en is op de website te vinden.



Ook als je niet veel vermogen hebt en het gaat om een kleine aanvraag zijn er mogelijkheden.

Naast WMO is er ook de optie om PGB te gebruiken. Dit zijn de grote verschillen.

PGB

(Persoonsgebonden Budget)

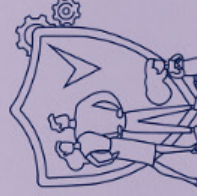
- Zelf kopen is zelf kiezen
- Voor complexe zorgbehoeften of maatwerk
- Minder afhankelijk van andere partijen



WMO

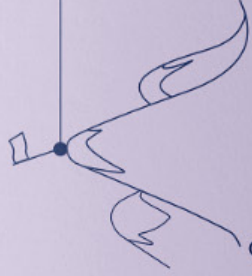
(Wet Maatschappelijke Ondersteuning)

- Minder/geen kosten
- Onderhandelen gebaure tussen partijen
- Dekk reparaties en onderhoud



- Verplichte administratie
- Aantonen dat jij (of een vertegenwoordiger) hier toe in staat is
- Kosten van onderhoud kunnen hoger uitpakken

- Tweedehands materiaal als dat herbruikbaar is
- Minder/green keus
- Je krijgt het goedkoopst adequate product



HET RESULTAAT

Zo zijn er meerdere routes om je doel te bereiken, om een passend hulpmiddel te ontvangen.

