

GoMedFlow

Moving towards a smart hospital

Journey mapping as a facilitator for the digital transformation of healthcare



The design challenge

Demand for healthcare will increase exponentially in the coming years, resulting in increased pressure on the decreasing number of healthcare providers. A digital transition of healthcare is needed in order to be able to keep offering widely accessible, quality care. Digitalization offers innovative ways of facilitating patient - specialist interactions, remote care and added layers of support for patients as they undergo their treatment.

Unfortunately, the healthcare sector has difficulties keeping up with the trend of digitalization in comparison with other sectors. The Reinier de Graaf Gasthuis (RdGG) is one of the stakeholders in the healthcare sector that is still searching for the right way to adapt to this digital trend. This project aimed to determine what hinders this adaptation in order to design a solution to the identified obstacles.

The design challenge

Literature review, observations of consultations, meetings and workflows in the hospital and interviews with patients, care professionals and 'organizational employees' revealed that there are numerous factors hindering the digital transformation within the RdGG, some of which include:

- 1) The complexity of hospitals makes it difficult to keep overview over the process of digitalization.
- 2) Not all digital resources are perceived in a positive light, one reason being that they sometimes clash with existing workflows or care processes.
- 3) Patient journey maps and care pathways can help to prevent this from happening, but there are problems with the making of, managing and use of journey maps.
- 4) There are issues in the communication between healthcare professionals and organizational employees.

The design

GoMedFlow is created to help the RdGG transition into a smart hospital. The design utilizes journey mapping as a facilitator for the digital transformation of healthcare. GoMedFlow offers:

1. Overview in the current state of affairs of digitalization of care processes
2. The opportunity to easily and cooperatively form, maintain and analyze care pathways and patient journeys.
3. Aid to effectively implement digital resources in care processes, assuring digital resources fit well within the care processes.
4. Easy communication between different stakeholders in the RdGG; healthcare professionals and organizational employees

Using GoMedFlow results in an efficient deployment of employees and resources in the future.

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Design for Interaction

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