

The consultation of 2030

A tool to make the communication between patients and specialists more emphatic in the digital world of 2030

Healthcare is changing

In the future, healthcare becomes more challenging to reach and less personal. The workload for specialists is increasing (Rossen, 2018), the current health path for patients is extended and long (van Tongerloo, 2019) and more general practitioners do not want to have their own practice which results in lower accessibility (Smit, 2019). Besides, when entering the consultation room, the computer is often in-between the communication of the patient and the specialist. These developments are opposite to the ones of the on-demand society we are currently living in: people have personalised information on-demand and expect companies to understand their needs and wants on the spot (Solis, 2017). However, healthcare is, at this point, behind.

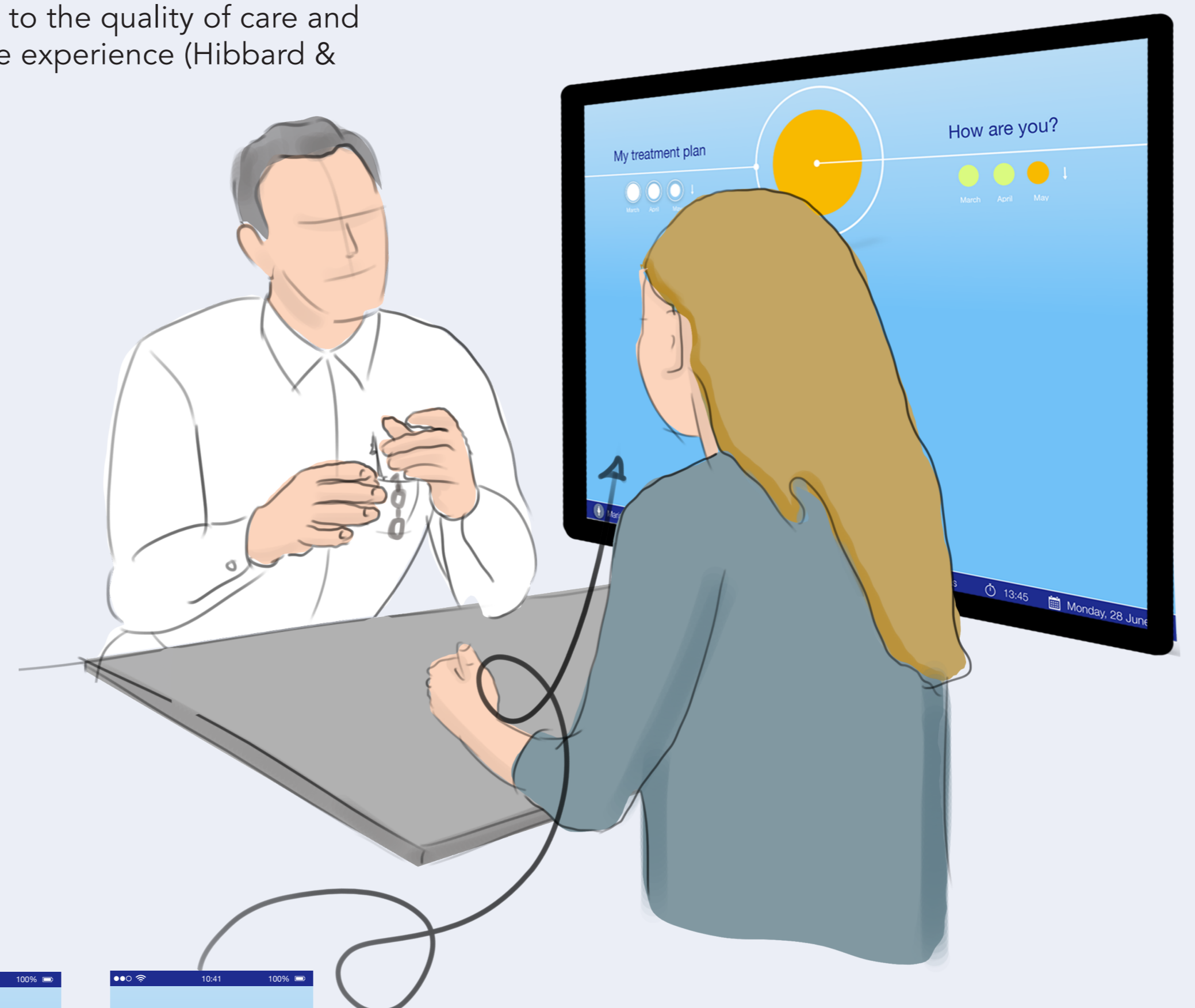
The Erasmus MC has noticed this gap, and therefore, the Erasmus MC wants to implement the value-based healthcare strategy. Within this strategy, the Erasmus MC wants to focus more on the patient experience and the patient's participation in decision making during the consultation (Kimpfen, 2019). Unfortunately, the patient experience is not optimal yet.

The renewed patient portal

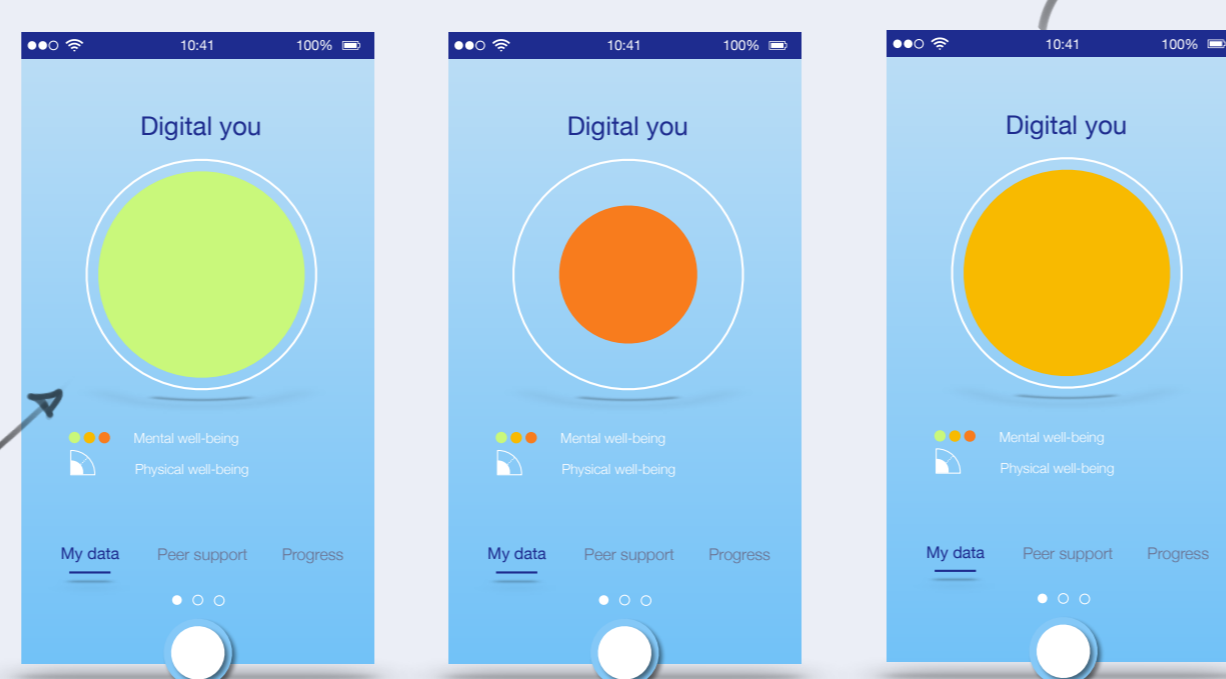
Therefore, this graduation project focusses on improving the patient experience before, during and after the consultation, to align the consultation with the value-based healthcare system. The designer proposed a renewed patient portal to do so. The portal creates a new, more continuous and trustworthy communication way between patients and specialists. The patient portal exists out of several elements, out of which one aspect is further developed in a case study.

Mijn Erasmus I.D.

The case study for diabetes type 1 patients shows a tangible example of how the patient's data can be used to give more personalised and on-demand care. *Mijn Erasmus I.D.* is a visual representation of the patient's mental and physical data. Both the specialist and the patient get a clear and quick insight into the holistic patient. The goal is to allow the specialists to understand the perspective of the patient better by gathering the patient's information up-front, and to lower the threshold for a patient to discuss the mental part of their disease. With *Mijn Erasmus I.D.* patients receive care on-demand and peer support. Furthermore, patients will have more control over their data which triggers them to become more involved and engaged with the information that contributes to the quality of care and their overall care experience (Hibbard & Greene, 2013).



1 Link your wearables, mobile phones and apps to the patient portal of the Erasmus MC. From this moment, you start sharing your health data with your specialist.



2 Your health data is visualised as a coloured circle. The colour indicates your mental wellbeing, and the width of the circle indicates your adherence to the treatment plan. By sharing your data with the Erasmus MC, the system notices when you are in need of care and an appointment can be made.

3 Within the consultation your health data is used as the starting point of the conversation. Gathering the data up-front will save time during the conversation. The data is used to create an insight in the health situation more quickly. In the end, the doctor and the patient can make a wise decision together, by linking the insights together (taking into account both perspectives) (Figueroa, 2019).

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