

# Improving the Patient Experience for Children at the Paediatric Acute Medical Unit

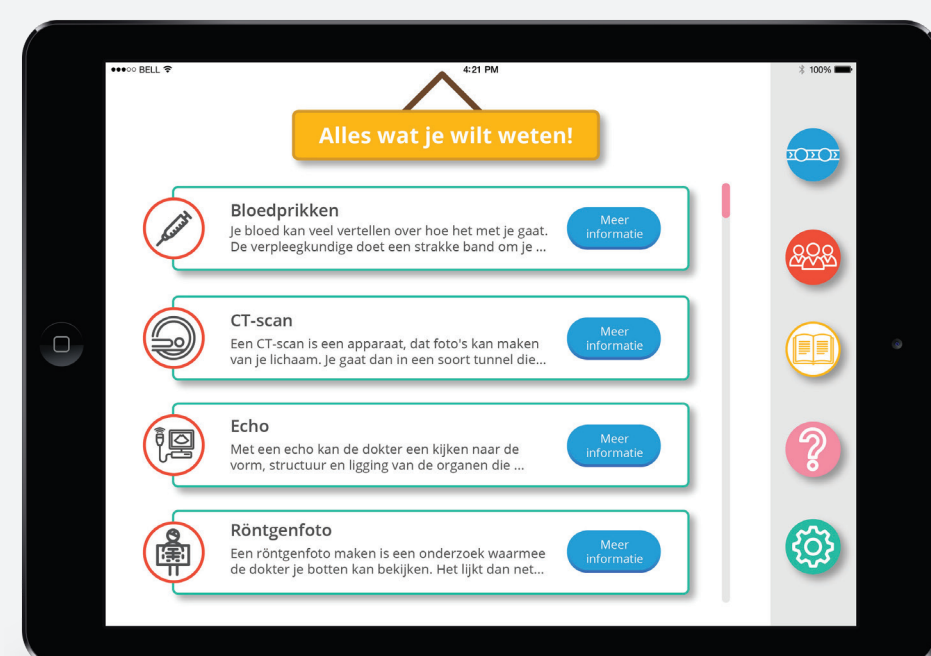
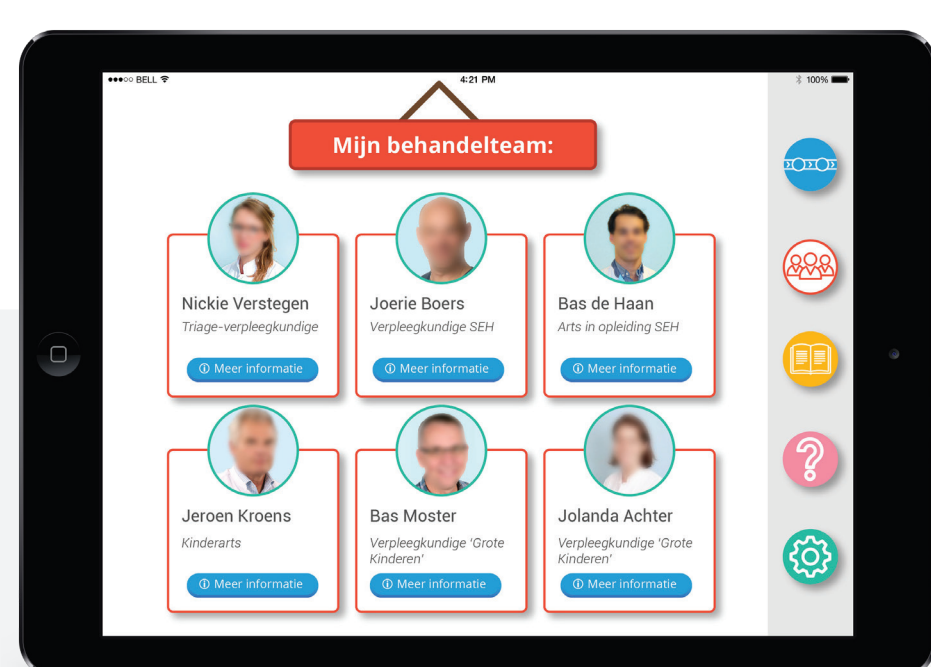
Making child patients and parents feel less unsure and bored by enhancing communication with the healthcare system



## MIJN BUDDY

During an acute admission a child patient most often comes in via the Emergency Department (ED). If more tests or treatments are necessary the child patient will then be transferred to the Paediatric Acute Medical Unit (P-AMU). Instead of solely focussing on the P-AMU, design research has shown that in order to improve the patient experience at the P-AMU it is necessary to address the problems found at the ED. Child patient and parents indicated experiencing two problems during the acute admission; feeling unsure; not knowing what, who, where, and when to expect things to happen, and bored; because of the many moments of waiting.

The 'Mijn Buddy' application helps 8-13-years-old child patients by giving an overview of the journey of an acute admission. The children can create their own buddy or avatar that will guide them through the hospital. Their journey will be personalized along the way. The application is connected to EPIC, the electronic patient record, so when a medical professional puts an order in the system, for example 'blood test', the application will provide information about this step.



'Mijn Buddy' puts child patients in control so they actively participate instead of letting it all happen around them. By providing information in a playful and understandable way, child patients as well as their parents will have a better idea of what to expect, which will lead to a decrease in the uncertainty about the acute admission process, which ultimately leads to a better patient experience.



"MIJN BUDDY" PUTS CHILDREN BACK IN CONTROL BY GIVING THEM INFORMATION ABOUT THE ACUTE ADMISSION PROCESS IN A PLAYFUL WAY SO THEY KNOW WHAT TO EXPECT AND FEEL LESS UNSURE.



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Improving the Patient Experience for Children at the P-AMU (Paediatric Acute Medical Unit)

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Design for Interaction

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