

GROW

Empowering Psoriatic and Rheumatoid Arthritis patients with a low socioeconomic position in self-managing their disease

The Design Challenge

The rheumatology department of ErasmusMC wants to improve the effectiveness of their future Psoriatic arthritis and Rheumatoid arthritis care paths. The expected lack of capacity on the department asks to solve this problem in a capacity-efficient way. Shifting towards a patient self-management approach, where the patient takes an active role in their care path, creates an interesting opportunity for this. Currently, patients with a lower socioeconomic position are associated with limited health skills and lower disease outcomes than patients with a higher socioeconomic position. When designing a support approach that should enable patients to take an active self-management role, it is important to take this patient group's specific characteristics and needs into account to prevent the gap in disease outcomes from increasing further.

This thesis project aims to find out what the future hospital self-management support should look like to better support patients with a lower socioeconomic position in self-managing their disease and what opportunities the remote monitoring intervention that ErasmusMC is currently designing could provide in this

Research revealed that in the current situation, a lacking communication about the topic of self-management between healthcare workers and patient causes the patient to start off their self-management journey with an insufficient knowledge base, negatively influencing their ability and motivation to take an active self-management role. Along their journey, patients' issues in developing an understanding of the personal disease manifestations and thinking in a solution-oriented way decreases this ability and motivation further. The patients experience a lack of security and satisfaction which decreases their acceptance of the disease and overall motivation to engage in self-management which withholds patients from reaching their personal optimal health-related quality of life.

It became clear that the future support approach should enable lowSEP patients to translate their own experiences into understanding about their disease and its management and should stimulate them to communicate their insights and needs with the healthcare workers to allow them to receive tailored support in this.

Scan to see GROW in use



The Design: GROW

The **GROW support approach** focuses on facilitating the communication between healthcare workers and patients and guiding and engaging patients in developing an understanding of their personal disease and management situation.

It consists of a **communication approach** that provides healthcare workers structure to establish a clear, consistent, and engaging way of communicating about self-management between healthcare workers and patients.

The **GROW app** extends the hospital support to the at-home situation of the patient. The app triggers and guides patients in learning from provided information and their own experiences to develop a deeper understanding of their personal disease manifestations and how to adapt to this in a personally fitting way. It supports patients in keeping track of these experiences and learnings to communicate during appointments. Connecting the app with remote monitoring allows for providing patients additional input to learn from their experiences. It provides healthcare workers with real-time insight into the patients' experience of the disease.



Use Scenario



After diagnosis the consultant uses the communication approach GROW flyer and GROW map to explain self-management



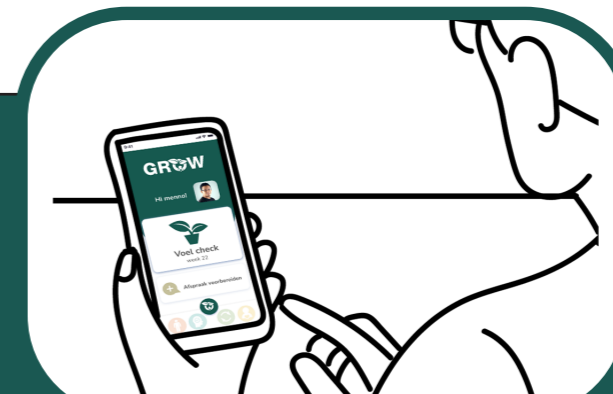
At home the patient installs the GROW app and fills in the personal settings



The patient receives a weekly Feel check notification that stimulates the patient to consciously feel and learn



Every month the patient receives a Month Check that stimulates the patient to learn from disease developments over time



The patient can browse the menus for additional information and use the app to prepare for the appointment



During check-ups the GROW map inspires and stimulates the patient to engage in the conversation. The app can be revisited to help recall insights.

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04-07-2023
Design for Interaction - Medesign

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