

From Prototype to Proposition: a Design Perspective on Scaling The Box

*Framing Design Opportunities for Scaling while Supporting
an Efficient Workflow that Reduces the Burden on Healthcare Professionals*



WHAT IS THE BOX?

The Box contains monitoring devices patients can use to perform monitoring activities in the comfort of their own home. The success of the service relies on active patient participation. With The Box. The treating medical team now has insights in the patient's health condition from a distance. It doesn't require the patient to be physically present in the hospital, and there's now even more reliable data available to adjust the treatment to. It makes the care path insightful and approachable by both parties, resulting in accessible digital consultations.



WHY WORKLOAD?

The healthcare staff at LUMC is experiencing more workload with the implementation of The Box as its intended use is mostly focussed on remote and safe patient monitoring, while missing out on an opportunity for assisting the care-team. It occasionally happens that additional staff is hired to cope with the excessive workload, or that LUMC is also investing in an intelligent system that prioritizes patient data. But momentarily, healthcare staff's solution is simply to not check up on every patient that sends in data.



HOW TO SCALE?

The Box may appear as an implemented innovation in the care practice of LUMC, but in reality it is still a prototype. Therefore it requires scaling to towards an improved standard healthcare practice. The goal is to turn The Box into a mature proposition that can be implemented hospital-wide, but also that has the ability to change the current healthcare system. The burden on the care team must be suppressed or else the future will include an immense scarcity of healthcare professionals of which the majority will be burnt out.

Therefore, a roadmap is created to show both opportunities for continuous prototyping and what value they bring, scaling strategies, patient monitoring and what level of staff involvement it demands, required developments and finally stakeholder collaboration. What it actually proposes are the changes that need to be made to create an integrated healthcare solution that is focussed on "unburdening" the staff.

HORIZON 1 2022

STANDARDIZE AND MODULARIZE

Standardize common capabilities and functionalities and modularize different system and service components

PREPARING FOR
SPREADING



CARE-PATH SUPERVISION
+ active contribution of staff

HORIZON 2 2024

DEEPEN AND BROADEN

Deepen and broaden the user centered service and value based care through data enabled design

SPREADING



PREVENTATIVE CARE MODEL
+ balanced participation of staff

HORIZON 3 2027

RELIEVE AND OUTSOURCE

Relieve healthcare staff from pressure and workload and outsource to (commercial) (medical) organisations

PREPARING FOR
SCALING



LIFECOURSE TREATMENT
+ minimal involvement of staff

FUTURE VISION

MATURE PROPOSITION FOR STANDARDIZED CARE with an integrated low-burden, efficient workflow, through urging collaboration between significant parties

SCALING



HARMONIZED CARE SUPPORT
makes sure staff becomes unburdened

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