

zeker

MEDICATION SAFETY

For patients with polypharmacy, the Zeker app gives reliable personalised answers in finding a medication regimen. When medication is restrictive it will reduce negative emotion by taking patients seriously and helping in the search as to why and what are alternatives for patients. Knowledge and giving overview empowers patients in increasing medication safety together with their caregivers:

“Together Sure about your medication.”

The Zeker app is a result of an exploration of the opportunities on how patients, taking medication, can be helped in their day to day lives. The research revealed bottlenecks in the medication care process that cause unsafe use of medication. Unsafe medication use can cause (preventable) hospitalisation. The exploration focused on patients that are most likely to encounter problems due to medication. These are patients with polypharmacy and multi-morbidity, taking medication that influences the cardiovascular system. Using interviews with these patient a patient journey was constructed. This journey illustrated pain points in the patient's live to do with their medication and care. These were taken on as a design challenge to resolve.



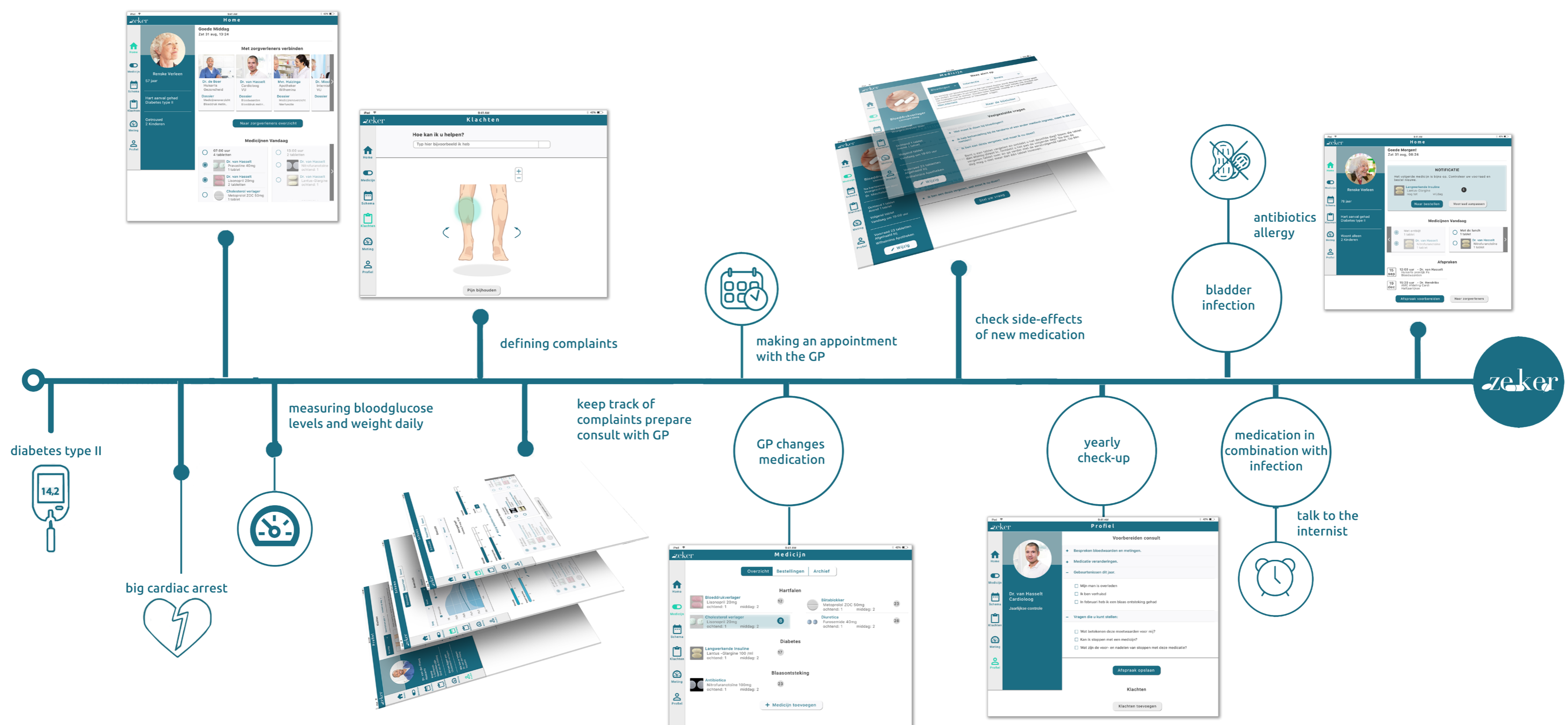
CHALLENGE

To empower patients in searching for a regimen in which living with medication is not restrictive and to take away strong negative emotion around adjustments to the medication regimen.

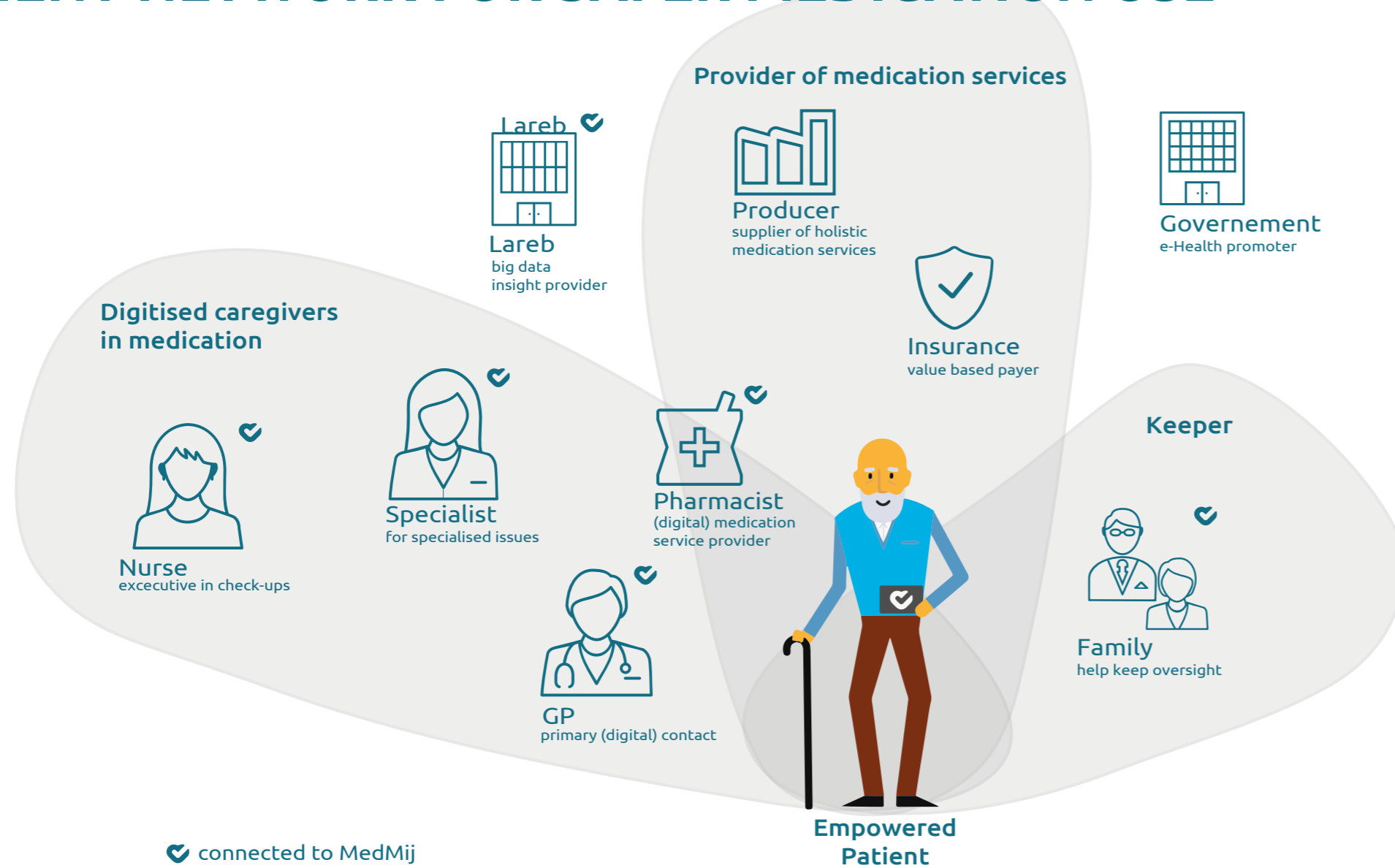
PATIENT EMPOWERMENT

A gap was established between norms for safe pharmaceutical care and patient's experiences. The Zeker app aims to resolve these problems areas through patient empowerment. With the four aspects of patient empowerment the design vision was drafted shown in the image above.

USING THE ZEKER APP



PATIENT NETWORK FOR SAFER MEDICATION USE



DIGITAL HEALTHCARE

The Zeker app embodies e-Health for improved accessibility, effectiveness, efficiency, safety and quality, of medication care for patients. Digitisation of health care is recommended to keep care affordable. Digitisation also ensures improved delivery of care for patients. Therefore e-Health is a significant part of the proposed solution.

With e-Health progressing roles of stakeholders are expected to change. The image on the left shows the future set-up of the patient's medication care and delivery network that research of current developments points towards.

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Sure
- Increasing safety in medication care through patient empowerment

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