

# Connected Care

## A Strategy for the Digital Transition of Patient - Care Provider Interaction During Transmural Health Journeys

### Introduction

Digitalisation is something most people have encountered in the last 20 years. People have gotten used to most of their life being digital, using phones every day, and working on computers. However, the healthcare system is falling behind in the field of digitalisation. The system does not work efficiently enough to facilitate the provision of care, hindering it instead. Patient - care provider interaction during transmural healthcare journeys can be improved to place the person once more at the centre of their own health care journey.

### Project Approach

This project aims to create a strategy for the digital transition of patient - health care provider interaction during transmural health journeys. This is done by first completing a literature review and context analysis of the current system, followed by observations and interviews. The insights from this research were then summarised in a synthesis map, which highlights the interconnecting relations within the complex socio-technical system. Three system levels were analysed, splitting the system into macro, meso and micro influences. Macro influences come from legislation, meso influences from organisational strategy, and micro influences come from person-specific interactions.

- The synthesis map identified six leverage points that can be used to improve the barriers for digitalisation at the Reinier de Graaf hospital (RdGG):
1. Improve system interoperability
  2. Improve system connections
  3. Streamline the number of systems used in healthcare
  4. Take ownership/ responsibility surrounding digitalisation at the RdGG
  5. Make more space in the budget to spend time facilitating the digital interaction transition
  6. Improve digital literacy

Using these points the following future vision was set up:

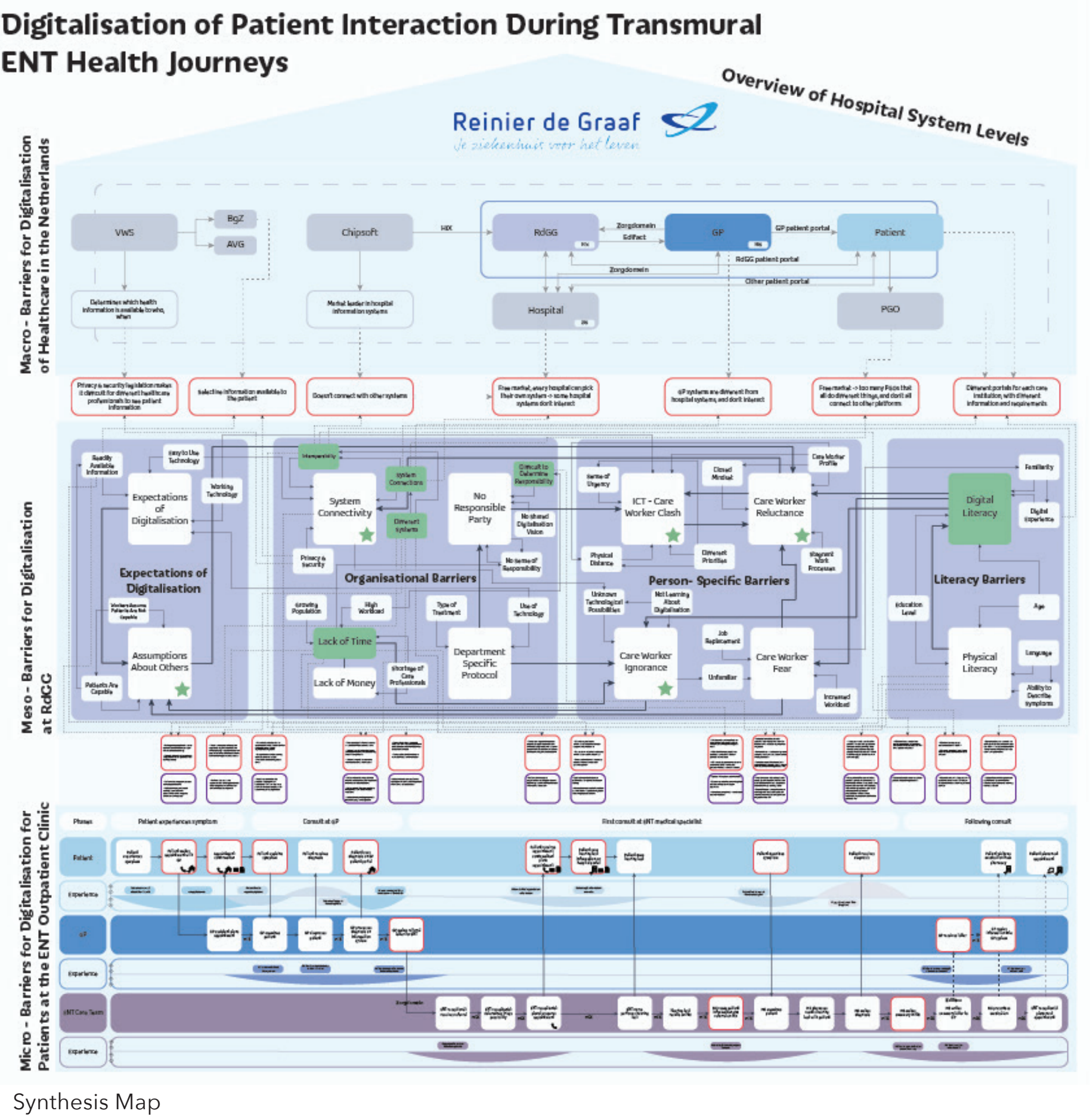
*In the future, the RdGG simplifies patient - care provider interaction by using a shared data space for care plans, allowing patients to play an equitable part in their health journey.*

### Project Outcome

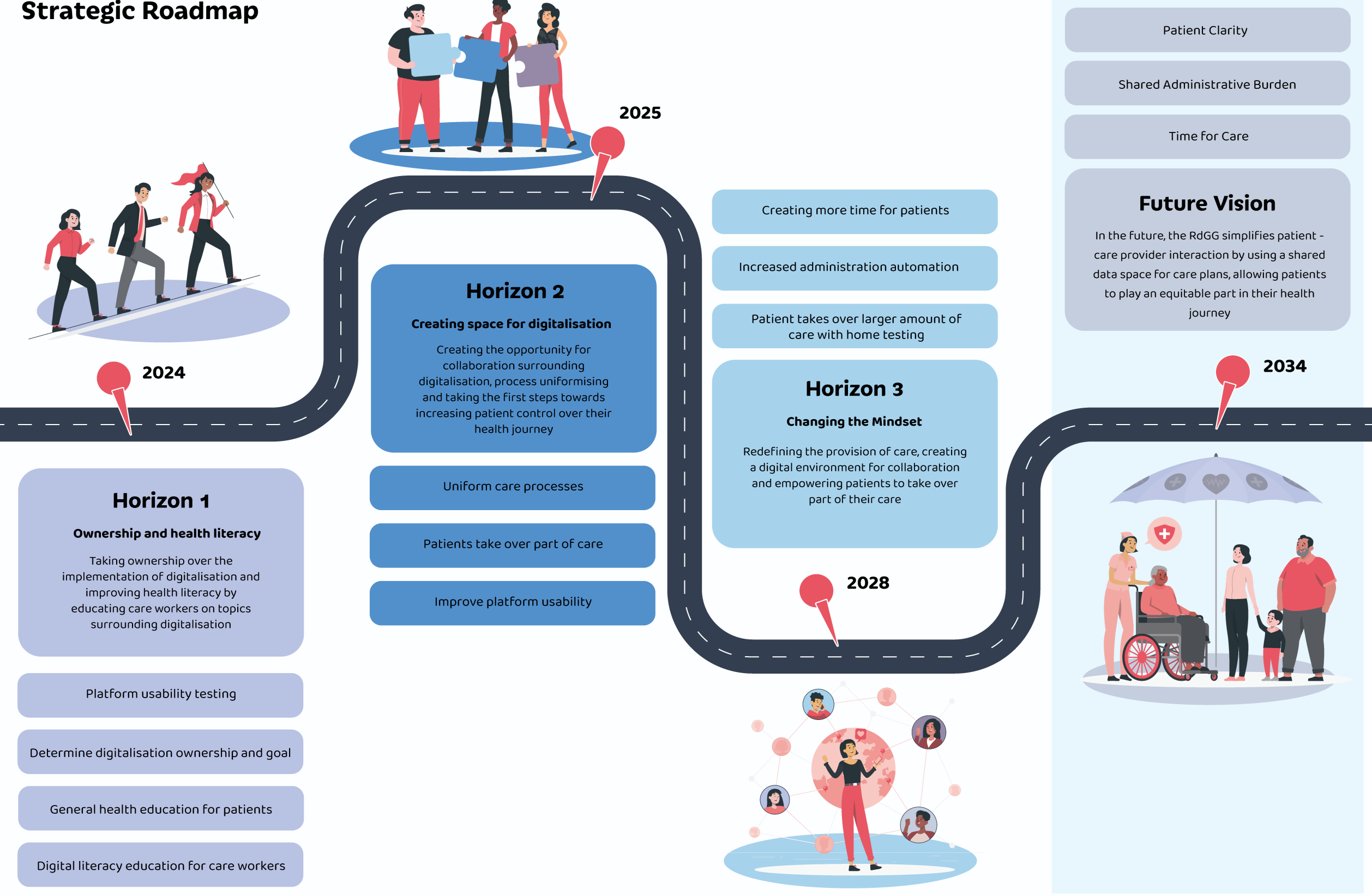
A strategy was made for the digital transition of patient - care provider interaction at the hospital, visualised in a strategic roadmap and a tactical roadmap. The three main pillars of the future vision - patient clarity, time for care, and shared administrative burden - form the basis for the envisioned future of healthcare in the Netherlands. In this future vision, patient - care provider interaction happens from one central point, where all actors have access to the same medical data. This forms the basis for a shared data space for care plans, where the separate systems used by the actors have automated data-sharing during a patient's treatment. The patient's care plan is determined through

collaboration between all relevant care providers treating the patient, and the patient themselves. This is supported by the systems each actor uses, such as a hospital information system (ZIS), GP information system (HIS), and a patient's personal health environment (PGO).

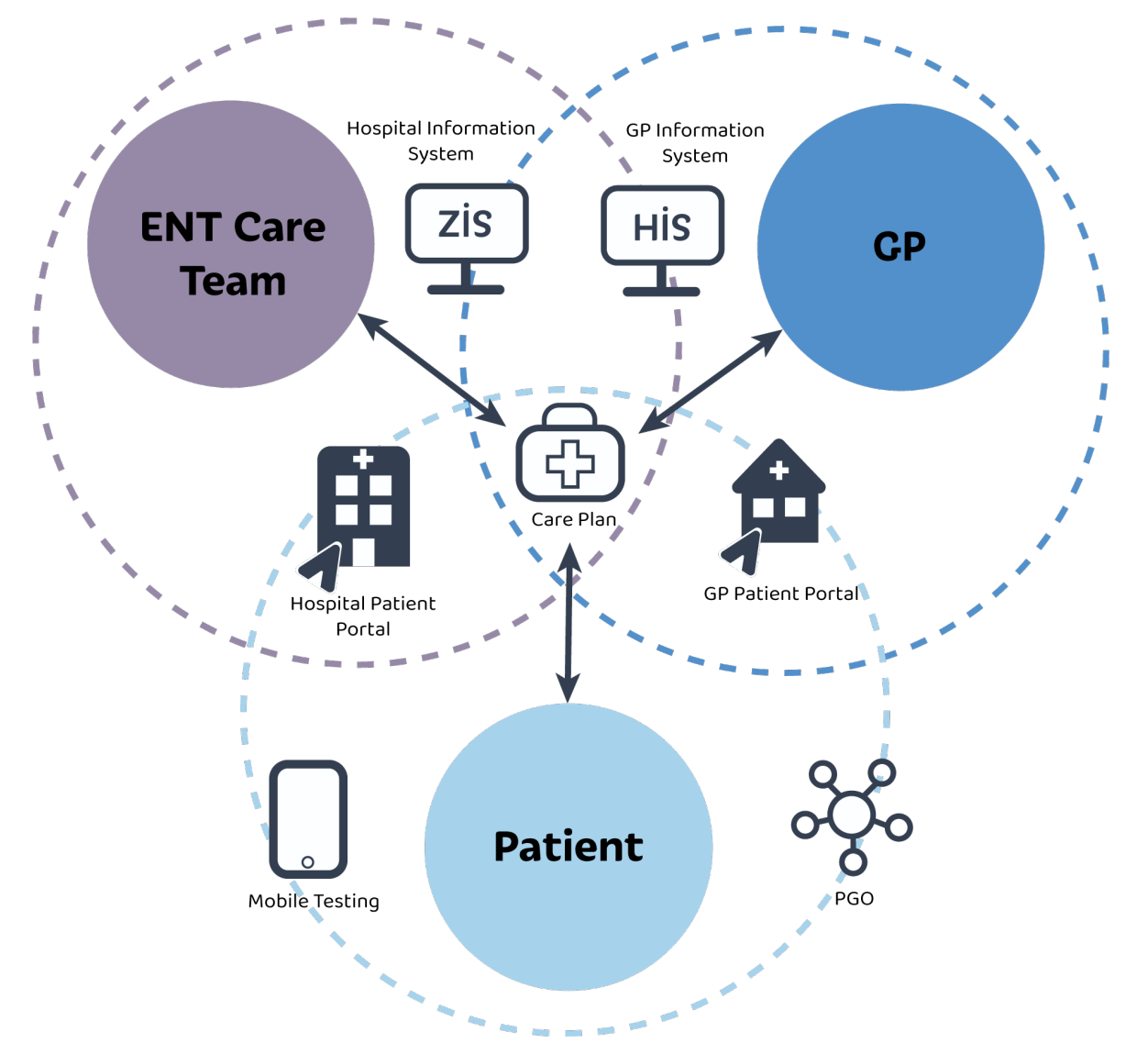
The digital transition of patient - care professional interaction will be made possible by taking the first steps towards the future of healthcare together.



### Digital Transition of Patient - Care Professional Interaction: Strategic Roadmap



Strategic Roadmap



Future Patient - Care Provider Interaction

Jonelle Irene Ooms  
Connected Care  
4th July 2024  
Strategic Product Design - Medisign

**Committee**  
Dr. Ir. A. Albayrak  
Dr. Ir. L. Simonse  
Dr. P. Kok  
**Company**  
Reinier de Graaf Gasthuis

