At Philips, we are striving to make the world healthier and more sustainable through innovation, with the goal of improving the lives of 2 billion people a year by 2030. Philips Research is a global organization with research departments in Europe, North America, Africa, Asia and South America. It helps introduce meaningful innovations that improve people’s lives. We are continuously looking for new options for innovations in the area of health and well-being, taking care of both developed and emerging markets. Philips Research in health solutions services is strong and competitive in the market of Radiology, Cardiology, and Intensive Care.

**Project Context**

We understand how streamlining workflow is crucial in the Cardiology domain, and the need for integrated solutions is evident.

**Workflow Orchestration – Challenges**
- Disempowered staff
- Process design and variation
- Process deviation
- Not connected and with multiple data entry points

"New strategies are needed for intelligent automation in healthcare organizations to save time and resources, accelerate throughput, enhance patient safety, and improve outcomes."

**Existing Solutions**
- Automation
- Dynamic Workflow
- System of engagement

"We have identified the nursing department and the 'Cath lab' are in the most need for workflow orchestration solutions."

**Project Focus**

We map out a cardiac patient journey to understand how a patient would go through a cath lab day. We contacted with people in Philips, LUMC (Academic hospital) and Elisabeth-TweeSteden (Peripheral hospital) in the personnel and patients’ experience and experience in the Cardiology domain.

"We have a clear roadmap for the cath lab rooms. Having a visual overview of patients details, staff agenda, and variation helps the Cardiology staff to make the best decisions and plan the right actions, and help them collaborate more effectively."

**Problem Definition**

The aim of this project is to design a product-service offering.

- Gives the right information at the right time and place, helps the Cardiology staff to make the best decisions and plan the right actions, and helps them collaborate more effectively.

**Unmet Needs And Requirements**

1. Key Requirement 1: To be context-aware of the situation happened about patients, even if the personnel is not present. To have a head start at the beginning of the day.
2. Key requirement 2: To establish teamwork and support in decision-making.
3. Key Requirement 3: To have accessible and usable data with high-mobility.
4. Key Requirement 4: To classify the urgency of tasks and plan the right actions at the right time.
5. Key Requirement 5: To be proactive to interact with passive information and reduce information overload.
6. Key Requirement 6: To have control over their working habits, with a short learning curve to operate and manage a new system.
7. Key Requirement 7: To be flexible on the fixed schedule from both the personnel and its context, and to be adaptable to plan the right actions.

Cardiologists in the cath lab need the flexibility to maximise the effective use for the cath lab rooms, having a visual overview of patients details, staff agenda, room availability and the ongoing progress of procedures is essential.