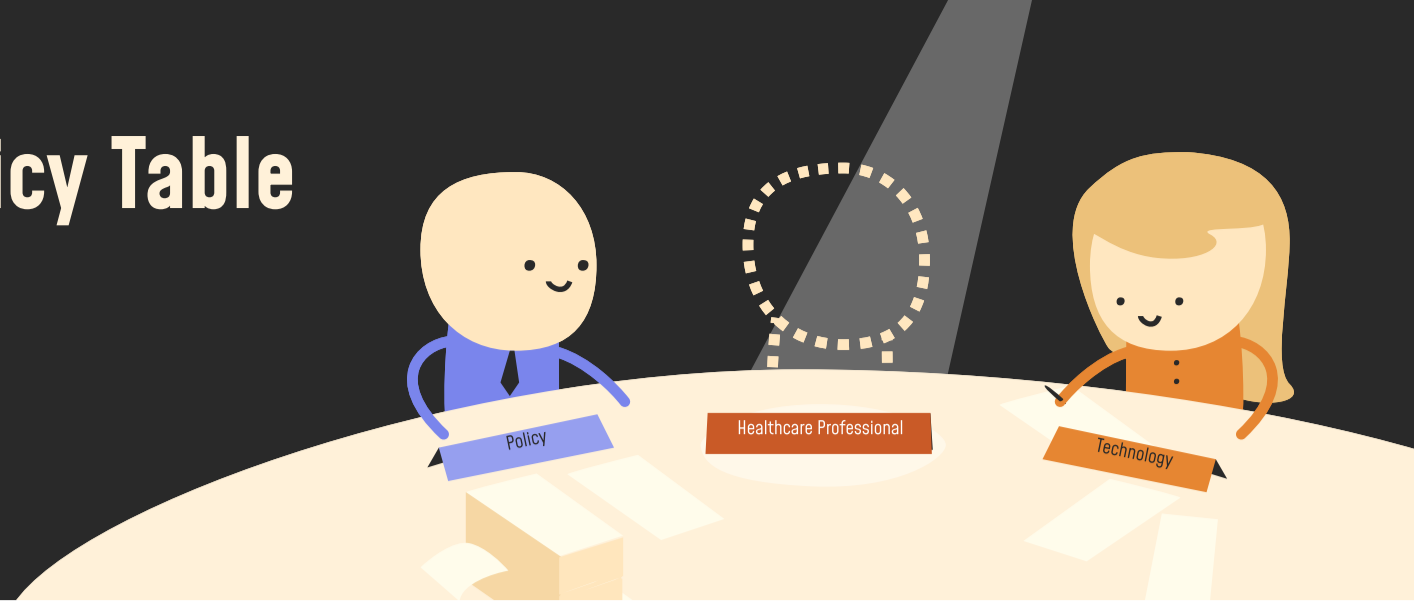# Bringing Healthcare Professionals to the Policy Table

Engaging Healthcare Professionals in Creating Data Exchange Systems to Support Meaningful Use

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Policy

Healthcare Professional

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motivation

The Dutch healthcare system is under pressure. Standardizing digital data exchange is one of the strategies to improve quality and reduce costs. The BgZ will be the first standardized exchange implemented.

stakeholders

The Ministry of Health, Welfare, and Sport (VWS), healthcare institutions, Nictiz, and other stakeholders are collaborating to facilitate this standardization. However, they are struggling to deliver a truly usable system. Why is this?

leverage

My leverage analysis indicates that balancing power is the most crucial way to guide the system. Balancing **power** is inherent in almost all relationships, as different interests vie for influence on decisions and priorities.

meaningful use

The most critical relationship where power needs to be balanced is that between the healthcare professional and their software supplier. System actors with power apply it to prioritize technical and societal developments. Healthcare professionals need to be empowered to push the system to create software solutions that provide *meaningful use* in healthcare context.

Future Vision

A future where the **power** of healthcare professionals is enshrined in system **values, processes and actions** so their healthcare process can be shaped by not not only technical or societal relevance, but also their **experience, knowledge and needs**
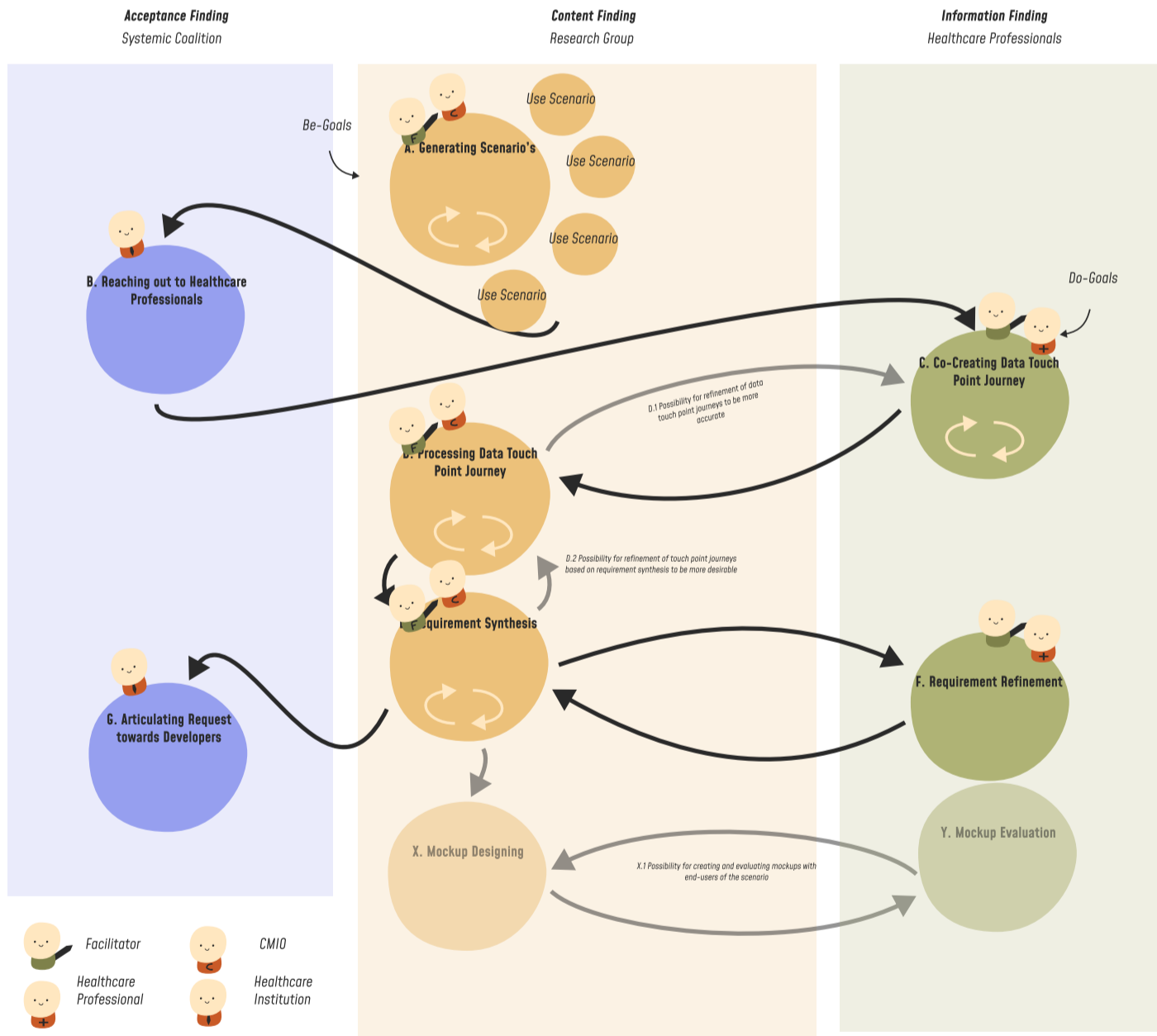
Roles of Power

The stakeholders in this system have 5 key aspects of how power can be used to influence decisions, actions and priorities. Healthcare professionals especially lack autonomy, opportunity and recognition.

Autonomy
What constraints are placed on my actions and decisions?

Recognition
How is my power and relevance recognized by others with power?

Power
"Power is The capability of one social actor to overcome resistance in achieving a desired objective" [Pfeffer, 1981].

Opportunity
What processes can I access to influence my objective?

Value
What value can I contribute for others?

Leverage
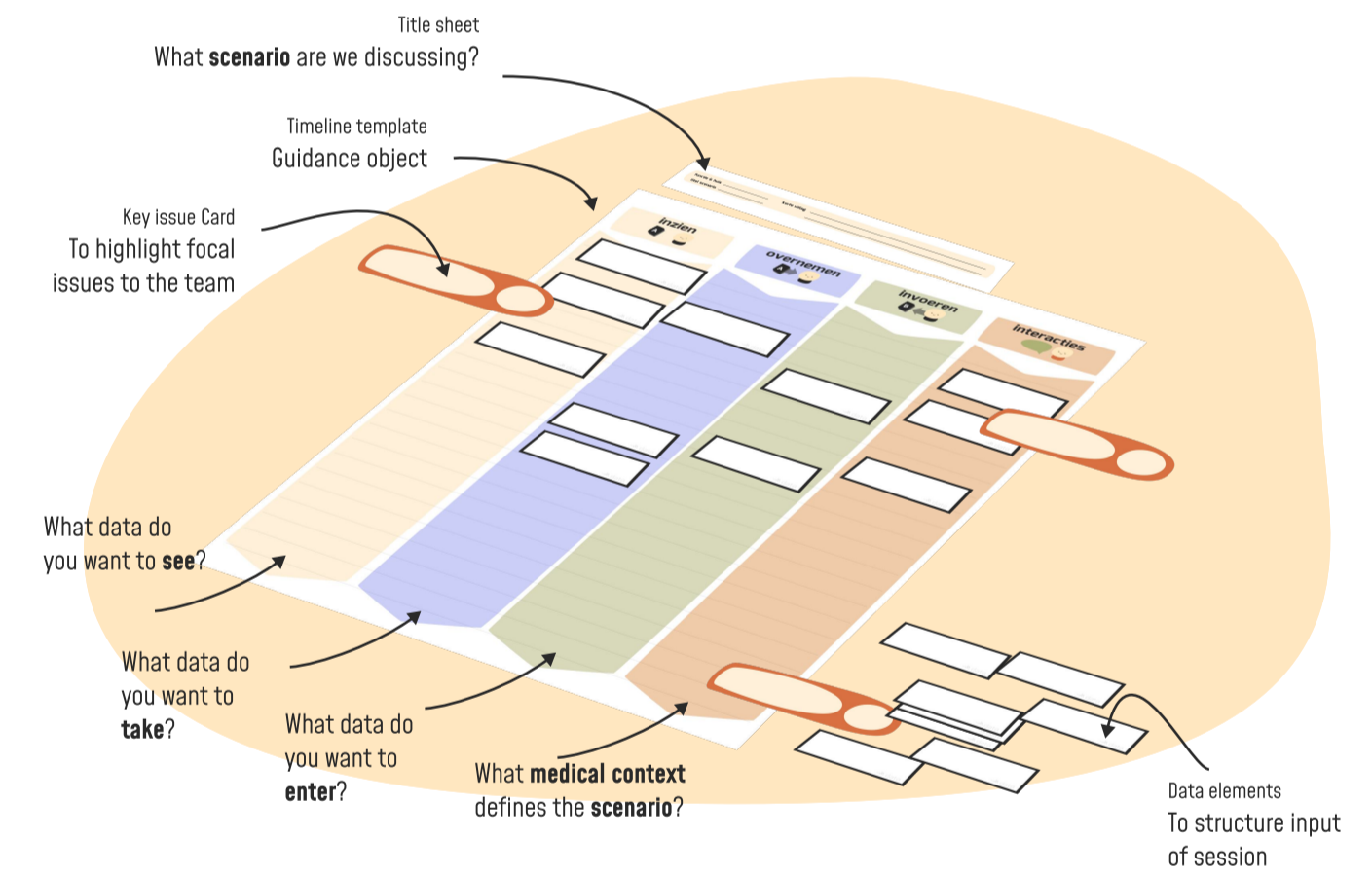How can I coerce people to achieve my objective?

Process Design

My process design enables healthcare professionals and stakeholders to map out different healthcare processes based on an explicit data touch point journey. This provides **relevant** information for software developers about where data should be collected, entered, or transferred within the process. The data touch point journey framework ensures that requirements are always made **explicit**.

Acceptance Finding — Systemic Coalition

Content Finding — Research Group

Information Finding — Healthcare Professionals

Be-Goals

A. Generating Scenario's — Use Scenario

B. Reaching out to Healthcare Professionals

C. Co-Creating Data Touch Point Journey — Do-Goals

D. Processing Data Touch Point Journey

E. Requirement Synthesis

F. Requirement Refinement

G. Articulating Request towards Developers

X. Mockup Designing

Y. Mockup Evaluation

D.1 Possibility for refinement of data touch point journey to be more accurate

D.2 Possibility for refinement of touch point journeys based on requirement synthesis to be more desirable

X.1 Possibility for creating and evaluating mockups with end-users of the scenario

Facilitator · CMIO · Healthcare Professional · Healthcare Institution

Interaction Design

My interaction design ensures that these data touch point journeys are also **representative**. The template allows healthcare providers to map out the healthcare process in an accessible manner.

Title sheet
What **scenario** are we discussing?

Timeline template
Guidance object

Key issue Card
To highlight focal issues to the team

What data do you want to **see**?

What data do you want to **take**?

What data do you want to **enter**?

What **medical context** defines the **scenario**?

Data elements
To structure input of session

Roadmap

I present a step-by-step plan to facilitate the power of healthcare providers at the interaction, process, and systemic levels. Only by doing this can we ensure that frontline healthcare workers can effectively fulfill our national healthcare mission.

A: Explicit and Relevant Request Articulation
Collaboratively define and refine the basic building blocks of usability based on **common, explicit and framed understanding**

Information Flows · Content finding

B: Representation of Healthcare Workers
Centralize and expand the end user's **power to express and collaborate** on usability formulation

Information Flows · Information finding

C: Organizational Collaboration on Usability
A system where **deliverables are well integrated** in the research and design processes across organizations

Goals of System · Structure of System · Acceptance finding

D: Collective Responsibility of Usability
Build relations and cooperation based on **shared responsibility & common values**

Paradigm · Acceptance finding