



DiaMediPort

Virtual house visit with the informal caregiver



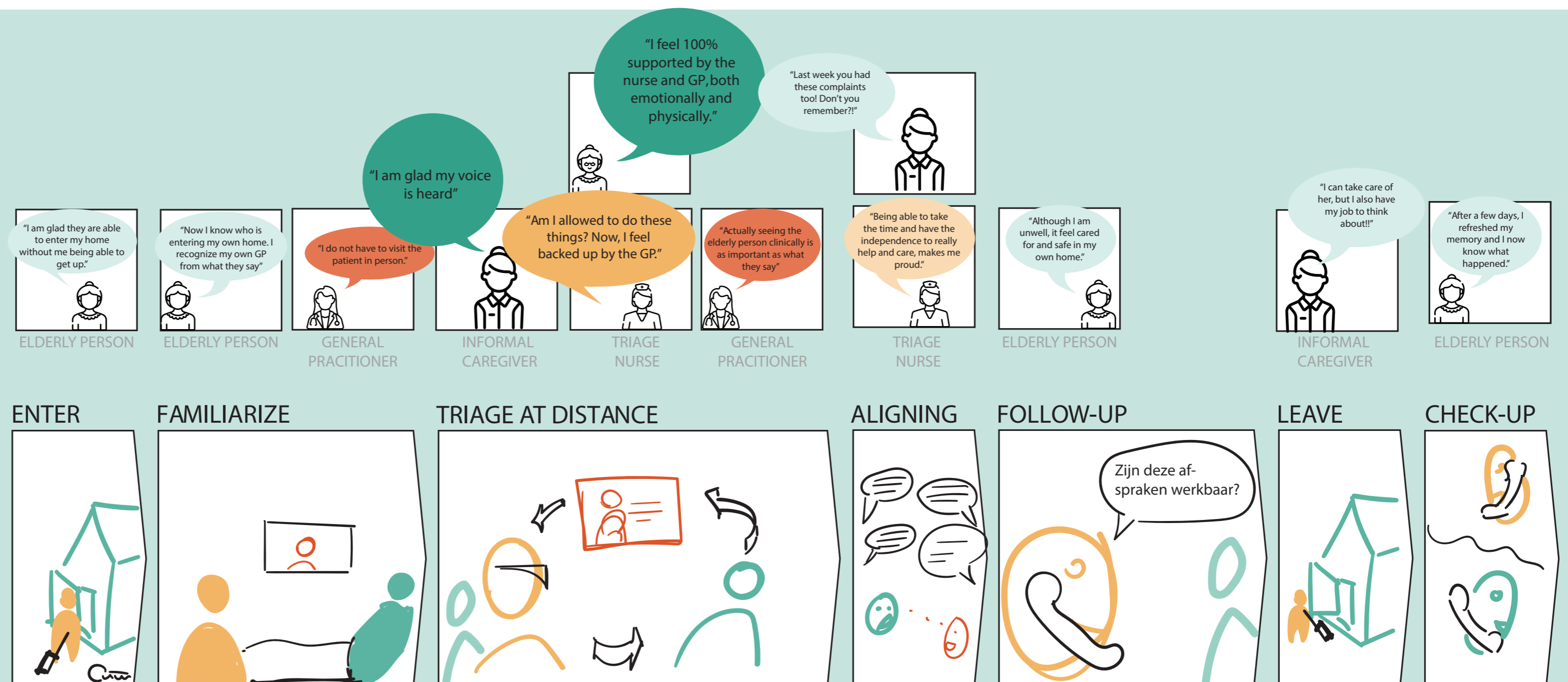
The rapidly aging Dutch baby boom generation threatens to overwhelm the healthcare system in the Netherlands. The elderly, more than any other age group, are more prone to experiencing a steep decline in physical and cognitive health during hospitalization. 61% of the elderly Dutch are unnecessarily admitted to emergency wards. Likewise, the elderly, especially those from rural areas, are fueling more than a 50% increase in the number of persons 65+ who require nursing care at a home.

A complex network of stakeholders interacts in the healthcare value chain to provide interventions for this vulnerable group. Yet, healthcare providers (HCPs) who collaborate together to diagnose, treat or adjust medications for the elderly are under immense pressure (SCP, 2019a). With its technology-enabled services, DiaMediPort aims to solve the shortages of HCPs by sending triage nurses to the homes of the elderly in distress and by virtually connecting them to general practitioners and medical specialists via information logistics.

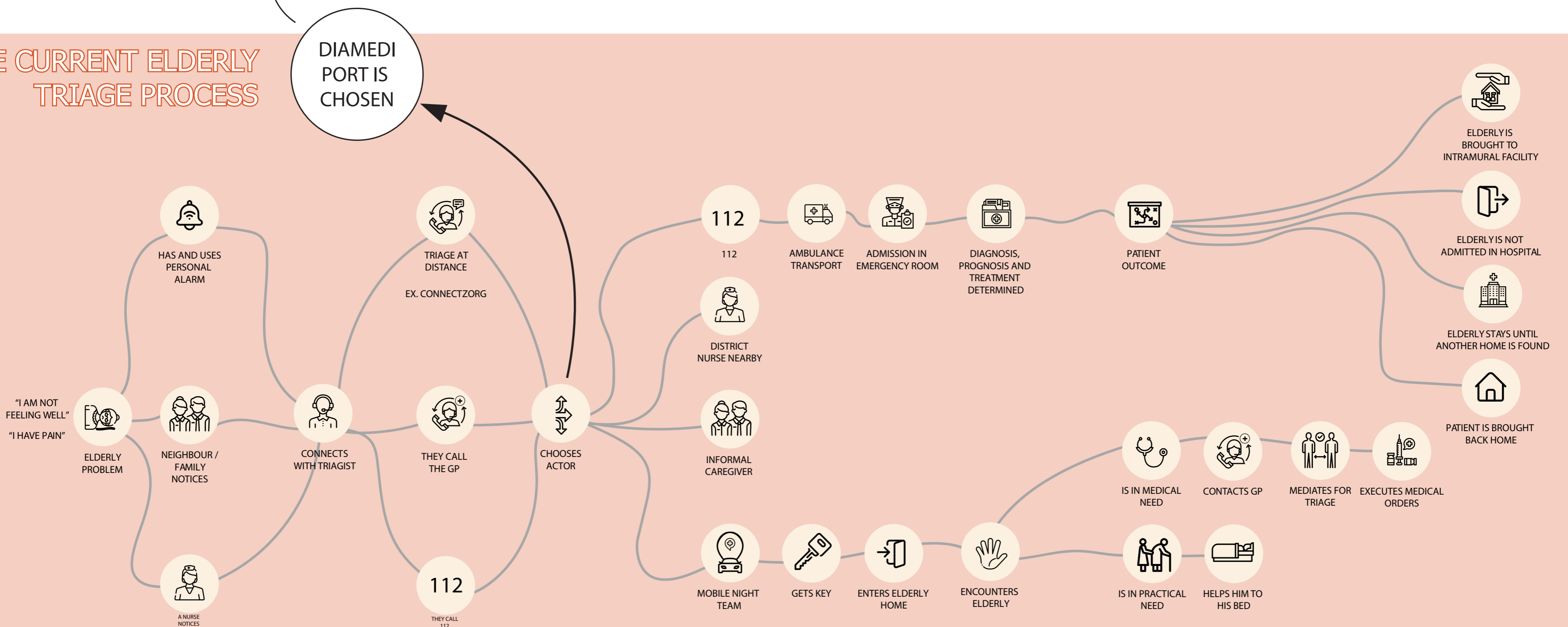
I created two tools that visually inform how healthcare professionals and beneficiaries interact within the existing healthcare system and convince healthcare professionals and decision-makers to adopt DiaMediPort's services. The tool Stakeholder Perspectives has two components: 1) "DiaMediPort in Film" presents short films of elderly persons in triage situations; these stories are produced with cartoon cutouts and voice-overs. To see them, scan the QR codes on your phone. And 2) "DiaMediPort Platform" will be used in a co-creational workshop (picture to the left). It gives an overview of the DiaMediPort beneficiaries and stakeholders, their social context and how DiaMediPort acts as intermediary. The tool Layered System Overview illustrates the triage phases wherein DiaMediPort is capable of providing services (see 'phases of a virtual house visit' for a summary).



PHASES OF A VIRTUAL HOUSE VISIT



THE CURRENT ELDERLY TRIAGE PROCESS



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DiaMediPort - increasing elderly agency
by improving triage at home
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Strategic Product Design

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