

The Future Patient Journey

A tool to improve the experience of patients who undergo a transcatheter aortic valve implantation (TAVI) by reducing their pre-operative anxiety.

Erasmus MC

The healthcare sector has reached a turning point in which the patient stands central during the continuum of care. Erasmus MC is a leading hospital in health care innovation and thrives on pioneering this shift towards value-based care.

Value-based care is a philosophy of delivering optimal care for the patient while reducing costs. The question now is how to create the perfect balance between optimizing the patient experience while streamlining the journey for Erasmus MC staff.

TAVI

This project focuses on the specific case of the Transcatheter aortic valve implantation (TAVI) procedure. This procedure involves the implantation of valve prostheses in the native aortic valve of the patient's heart by percutaneous puncture via their transfemoral artery. It is a minimally invasive procedure under local anesthesia, meaning they are vividly awake during the procedure. TAVI patients are, on average, 80 years old.

This project evolved from a problem identified by an interventional cardiologist at the Erasmus MC. He noticed that technological advancements were improving the procedure; however, the patient experience was not progressing.

The majority of the patients were anxious and uninformed prior to the procedure.

Improved patient journey

The new patient journey consists of several new touchpoints throughout the continuum of care that ensures the patient feels recognized and improves the continuity. The most valuable is the physical care package (1), delivered to the patient's doorstep, supporting the patient by providing them with the right tools to prepare themselves for the procedure, and (2) a 3D animation of the TAVI procedure, creating an accessible manner for elderly patients to use technology which has an added value for the patient journey.

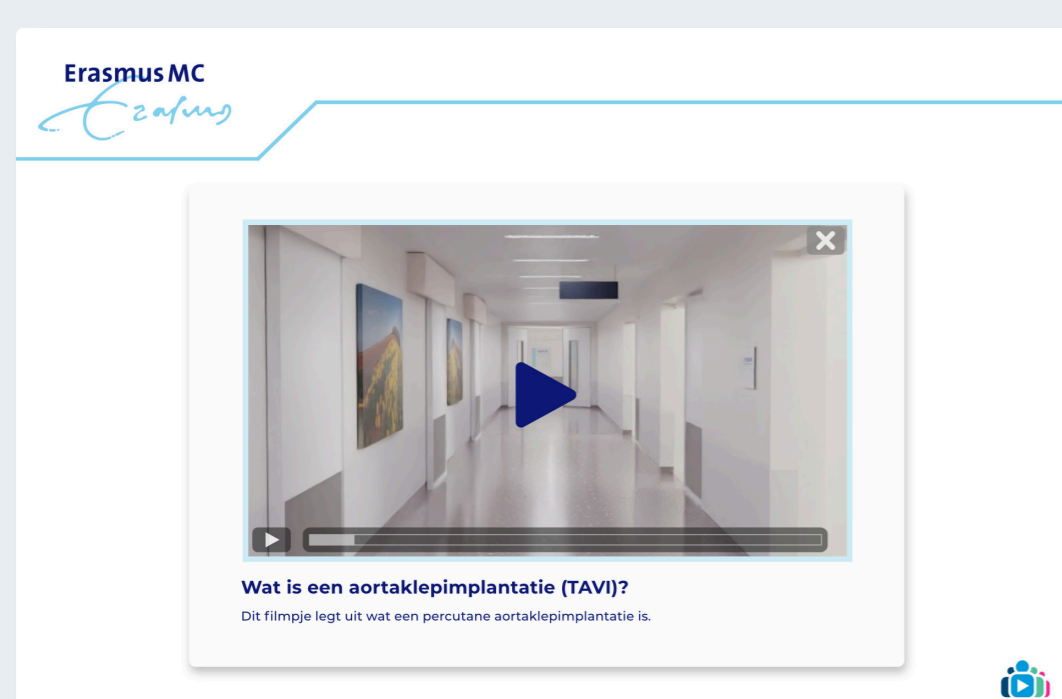
An extensive validation study has proven that the new patient journey, specifically the Zorgpakket, helps the patient feel at ease by providing the tools to form the right expectations and increase the level of trust through empathy and professionalism. The aimed long-term effect is to eliminate the pain points in the experience curve.

The proposal is a desirable solution that fits the patient's needs while streamlining the workflow of the healthcare professionals. The different aspects of the project are applicable in other areas within the healthcare sector and will serve as inspiration within Erasmus MC to reach the goal of value-based care.

Uw zorgpakket



Patient receives the zorgpakket at home via their mailbox. The zorgpakket includes a personal letter with the date of admission, a zorgpad (physical patient journey), link to the TAVI animation, chronologically arranged information booklet, and a pair of TAVI socks.



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Juanita Bedaux
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Committee Prof. dr. ir. R.H.M. Goossens
MSc. S.R. Dehli
Company Erasmus MC
M.J.A.G. De Ronde
Prof. dr. N.M.D.A. van Mieghem