

# Bundel

## Infection prevention as a shared responsibility

*Improving the patient experience during contact isolation*

Bundel increases a feeling of shared responsibility for infection prevention in hospitals amongst patients, healthcare providers and visitors. It therefore stimulates working together between individuals and provides patients and visitors with the necessary and desired information at the right times.



Bundel encourages face-to-face, two-way communication between individuals and information that helps patients relate to others. It stimulates an open attitude of healthcare providers and information is about the roles, responsibilities and actions of patients, healthcare providers and visitors.

The first time into isolation can be very overwhelming for patients. Therefore, Bundel slows down that experience by spreading the information that a patient needs and wants over the full isolation process: from admission to discharge. By providing all the information to patients from the start of the isolation process, they can discover the necessary information they are looking for, at the time they are looking for it.



Visitors are increasingly involved in infection prevention because Bundel makes their involvement necessary. Bundel stimulates visitors to discover the information actively. Increased participation of visitors in obtaining the information is expected to be of positive influence on the compliance to infection prevention of visitors. It thereby takes away the load of the nurses.

For nurses and other healthcare providers, the design facilitates the transfer from a 'controller and corrector' to a 'guide and facilitator' towards patients and visitors. Therefore, the responsibility that currently lies mainly at the nurse and some patients, changes to a more equally shared responsibility amongst all actors.



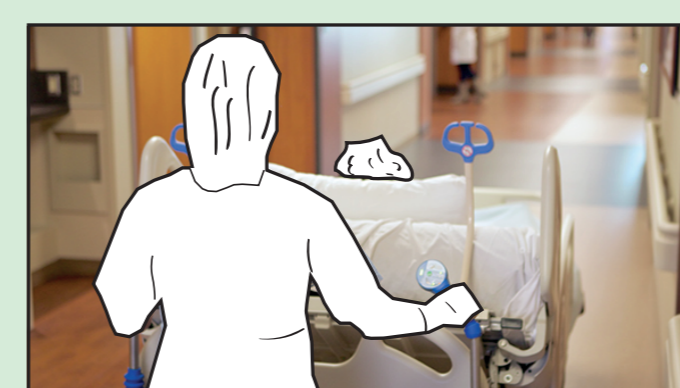
A patient is in the hospital and tests showed that the patient is a carrier. Before going into isolation, the nurse brings the patient the booklet *Patiënt*.



Supported by the booklet, the nurse gives a first explanation about the necessity and implications of contact isolation.



The patient then has time to skim through the booklet and read the first information.



As soon as the nurse has prepared the isolation room, she returns to the patient and moves him to the isolation room.



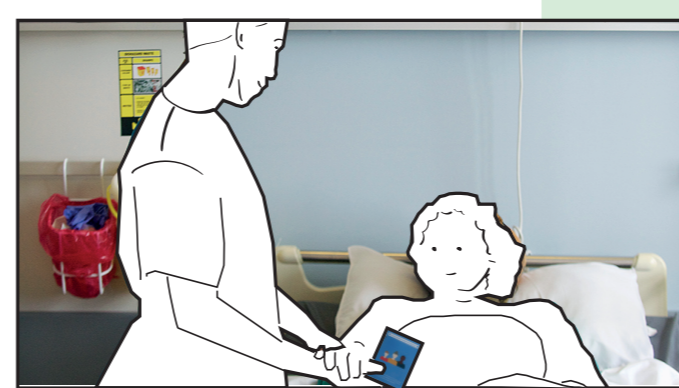
The nurse introduces Bundel and gives the patient the booklet *Zorgverleners*. The collection book already contains the booklet *Algemeen*.



In isolation, the patient can absorb the general information and information about the responsibilities of patients and healthcare providers at his own pace.



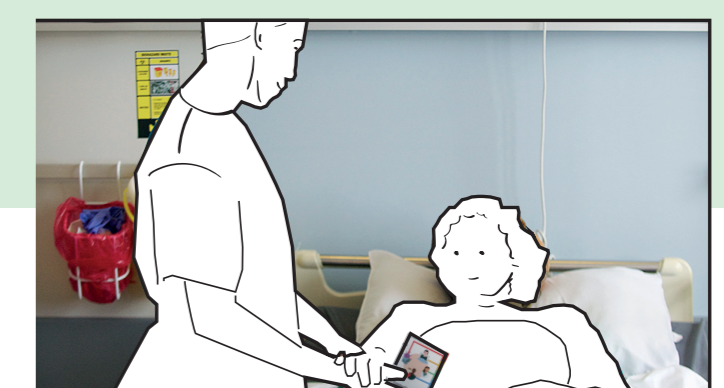
When visitors arrive, they go to the service desk at the ward and receive the booklet *Bezoek*. The visitors go to see the patient.



The visitors give the information booklet to the patient, who will add it to his collection book.



Visitors and patients will discuss isolation precautions with the full collection book as a guide through the conversation.



When a patient is allowed to leave isolation, he receives the last booklet *Uit isolatie* from the nurse. He can take this booklet to his next destination.

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08-11-2019  
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