Developing the patient journey model

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This thesis is part of the project "Mijn Re-integratie Platform", by ZonMW, Schildklier Organisatie Nederland, the University of Twente and Samen Bouwen aan Participatie, which aims to give personalized support to people with a disability or chronic condition during their reintegration process to the workplace. The assignment of this thesis was to design a tool to explore the adaptation and scalability of patient journeys and Mijn Re-integratieplan for the different stakeholders.

First, research was done to find out who the different stakeholders are that should be involved in the design process. This analysis was based on the Dutch reintegration process and looked into the role of patients, patient organisations, employers, UWV, treating physicians, occupational health physicians, reintegration coaches and the patient's significant others. Stakeholder maps were made of their interest in and influence on the Dutch reintegration process and the overall project. It was concluded that patients, specifically those with thyroid issues, burns, neurofibromatosis and fibromyalgia, and the corresponding patient organisations were the most important stakeholders. Additionally, employers and reintegration coaches were kept in mind.

During the research phase, a focus group was organised with patients who went through a reintegration process. The goal of this focus group was to gain insight into the different tools the participants used during their reintegration process and what their experience with these tools was. Additionally, input was gathered on how the participants ideally would like to use reintegration tools and which of these requirements they found the most important. The most important insights include that the tool should be usable for everyone of working age who is going through a reintegration process, regardless of chronic condition or employment type. Additionally, it should be possible to use the tool alone and at home. Lastly, the tool should not only give the user insight into their experience but it should also be possible to use the tool to help others gain insight.

The input gathered during the focus group, along with the information gathered through additional literature research and expert interviews, was used to analyse how adaptable and scalable the tools of patient journeys and Mijn Re-integratieplan are. It was concluded that the patient journey model had to be developed such that it would allow individual users to map their reintegration process and experience to find out what support they need. Based on all the research done, a list of requirements was formulated, divided into the categories "User", "Information", "Context" and "Interactions".

Following ideation, a concept for the improved tool was made using Figma. This concept was then shown to and discussed with experts during evaluation meetings. The gathered points of feedback were analysed and it was decided which suggestions to implement.

After developing the concept based on these improvements, a final design was made in Figma, which allows people with a disability or chronic condition to track and gain insight into their reintegration process. Below, an example can be seen of how the patient journey would look when filled in.
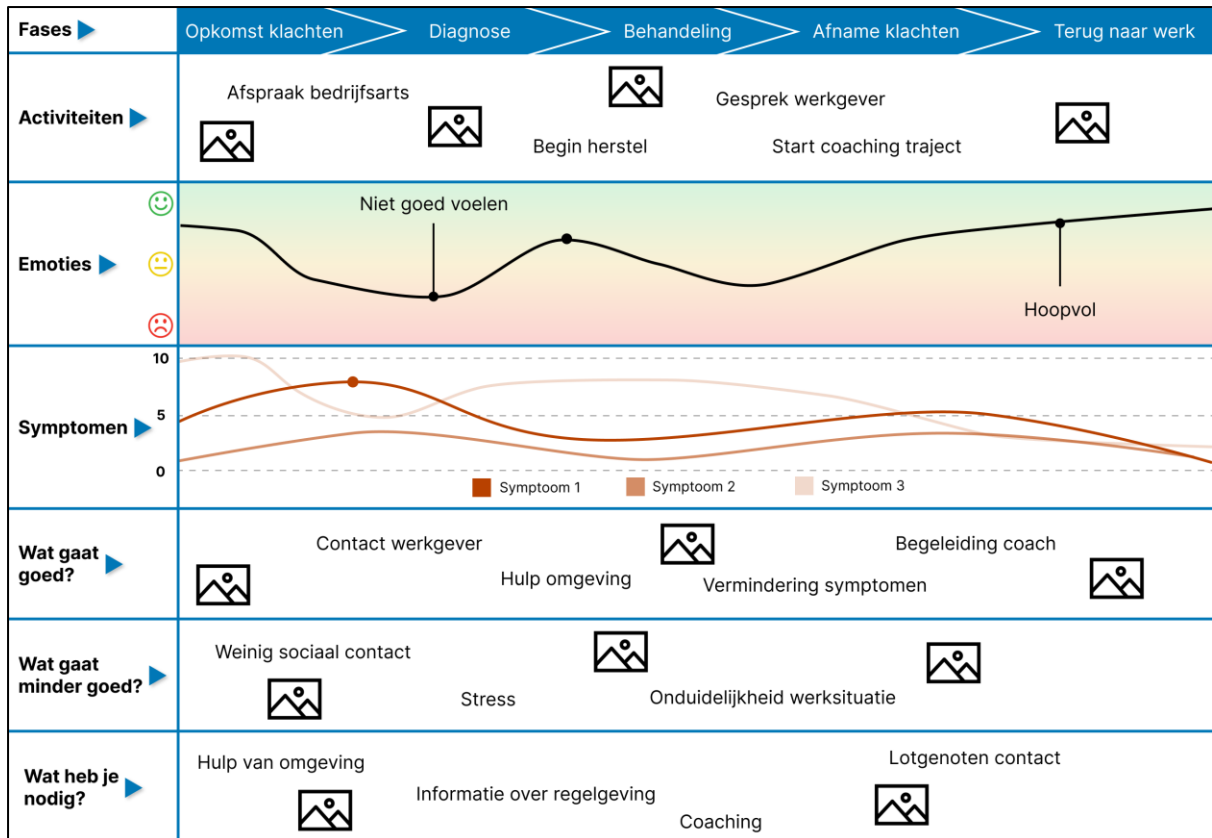

Figure 1: Overview filled in final design

The user is able to make an overview of their journey by tracking the phases and relevant activities of their reintegration process. The components "Emotions" and "Symptoms", allow the user to track how they are feeling and the severity of the for them relevant symptoms over time. Additionally, the user can reflect on their process by filling in what is going well, what is going less well and what they need. For accessibility and ease, both a computer and smartphone app version were made.