
CONFERENCE ABSTRACT

Addressing the Patient Experience through Human-Centred Design: A Scoping Review

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Background: There is an increasing interest in patient experience for improving the quality of services together with clinical effectiveness and patient safety. Human-Centred Design (HCD), (design thinking and service design) are design approaches that are increasingly used to propose new patient-centred solutions. However, the evidence on the relationship between HCD and patient experience is at an early stage.

Objective: This study investigates the intersection between patient experience and HCD by focusing on patient-centred care models, HCD principles, and strategies.

Methods: First, PRISMA was used for the scoping review which includes 45 articles that apply HCD to improve patient experience. Second, the articles were analysed following the PICOS (participants, intervention, output, study design) framework. Third, a qualitative analysis of the studies was performed following the ENTREQ method to identify patterns in the relationship between HCD and patient experience. We create a framework that defines design practices in terms of three strategies (understanding people, stakeholder involvement, and systems approach) and six principles (understand, involve, evaluate, iterate, holistic experience, and multidisciplinary team), intersecting with the eight patient experience dimensions (respect, coordination, information, comfort, emotional support, involvement, continuity, access). Main results: The use of HCD primarily addresses respect for patient preferences, coordination between professionals, adequate patient information and continuity of care. 91% of the solutions derived from HCD practices pursue an improved patient experience by respecting patient values. The HCD practices reviewed to date have a high level of fidelity with ISO 9241-210 principles (78%). The most commonly employed design strategy is the involvement of patients and stakeholders in the design process. Articles that have focused on patient involvement have best met the design principles.

Conclusion: This study provides a holistic understanding of how HCD has been applied to date to address the patient experience. This research organises current knowledge, identifies the dimensions of patient experience that benefit most from the application of HCD and identifies the most commonly employed design activities.

Patient or Public Contribution: There has been no contribution in this research other than by the authors.