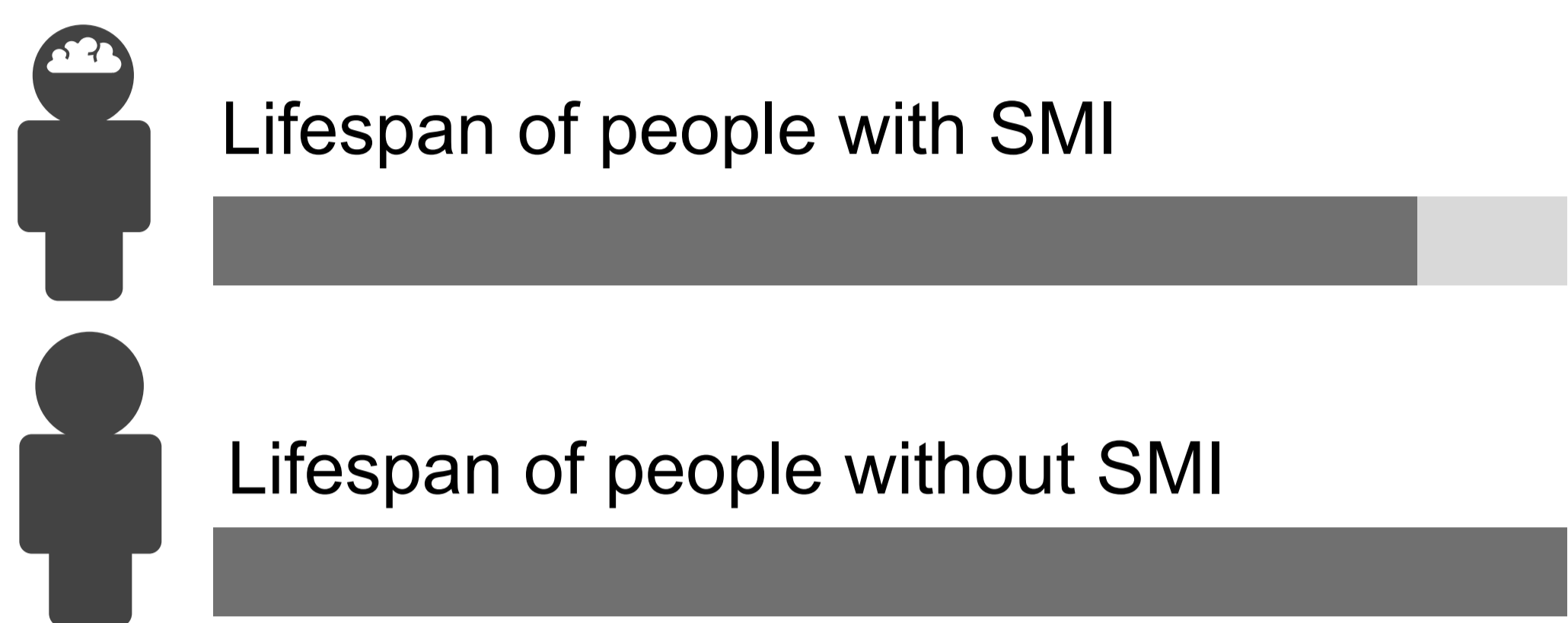


Designing for Engagement Driven Collaboration

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Background



“ People with severe mental illness (SMI) die 10-20 years earlier than people without SMI.¹ ”

The Phy-Psy Trial

A cluster randomised, parallel-group, 5-year trial of coordinated, co-produced care to reduce the excess mortality of patients with severe mental illness by improving the treatment of their comorbid physical conditions.

Challenges

01	Underdiagnosis and undertreatment of comorbidities	The high prevalence of physical comorbidities in SMI patients due to sedentary lifestyle, unhealthy diet, and poor quality of healthcare
02	Lack of communication and collaboration between stakeholders	SMI patients treated across sector borders and coordinated care between general practice, municipalities and hospital psychiatry is considered imperative
03	Lack of engagement in both patients and providers	Result from previous initiatives using integrated care models were disappointing due to lack of engagement in both patients and general practice ²

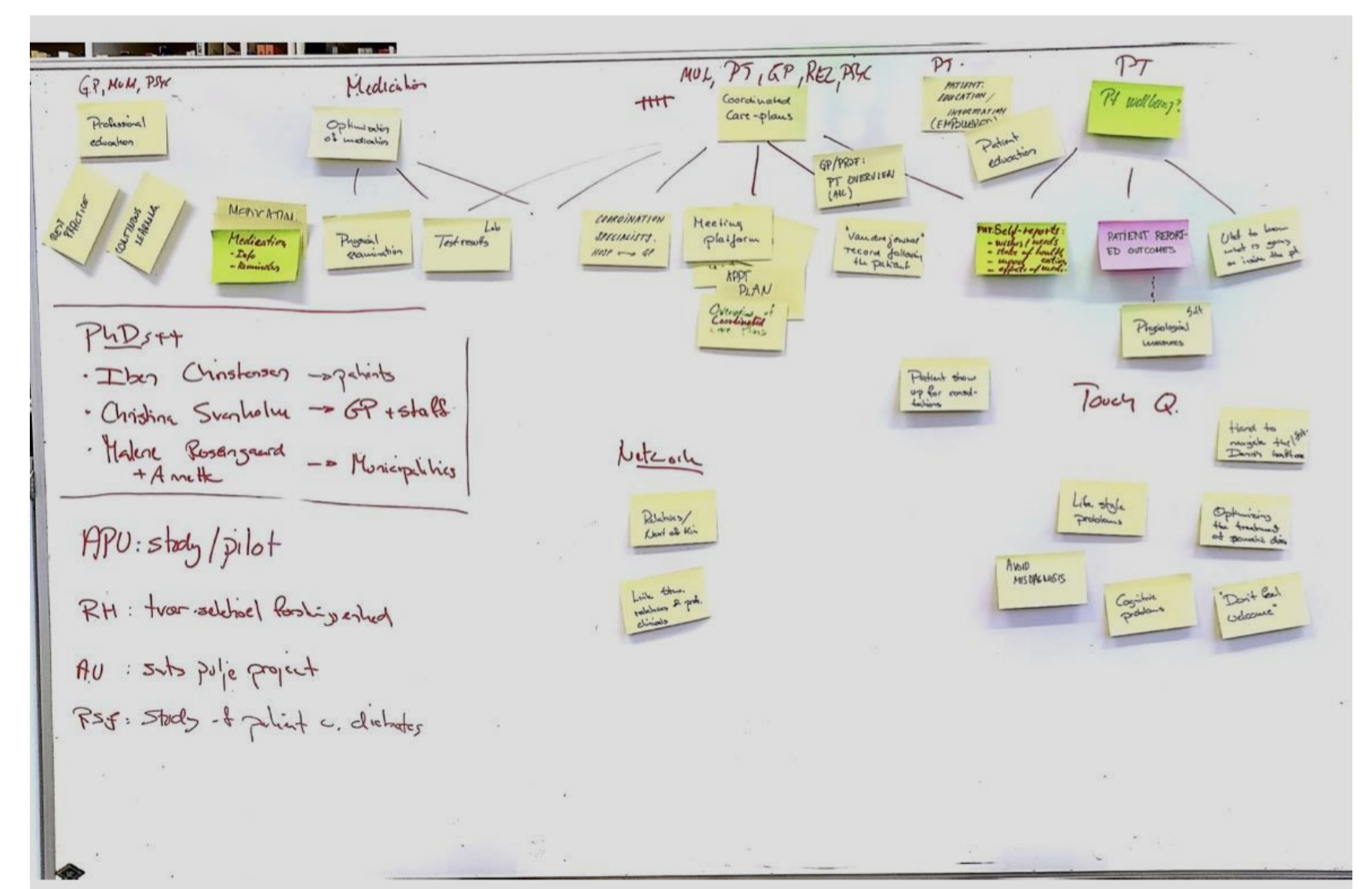
Objectives

- Design engaging ICT care platform considering perspectives of all the stakeholders
- Facilitate Communication, Collaboration, Coordination and Awareness with evidence based clinical, social and technological knowledge

Idea

To design an information and communication technology (ICT) coordinated care platform that promotes engagement – i.e., active patients and proactive healthcare providers.

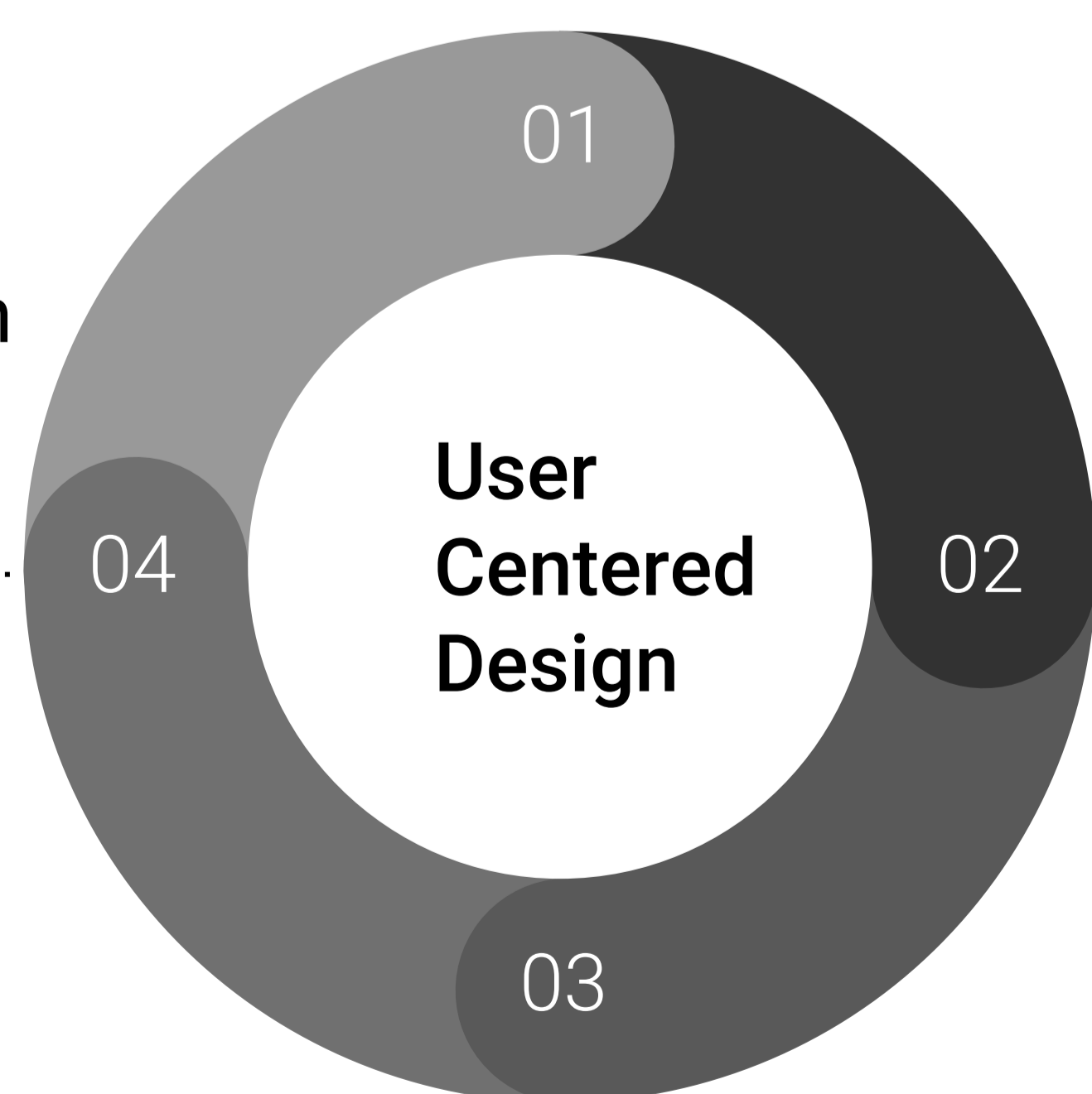
Preliminary findings



User-centered Design

Identify Need and Context of Use

- Interviews
- Ethnographic Observation



Specify Requirements

- Workflows
- Scenarios
- Personas
- Content-User Matrix

Produce Design Solution

- Wireframes
- Mockups
- Prototypes

Evaluate Designs

- Cognitive walkthrough
- Heuristic evaluation

- Coordinated care plan was voted as the highest priority in a ICT care platform in a recent workshop carried out among psychiatrists and general practitioners
- Engagement was the second priority among the users

1. Laursen TM, Nordentoft M, Mortensen PB. Excess early mortality in schizophrenia. Annu Rev Clin Psychol. 2014;10:425-448.
2. Speyer H, Christian Brix Norgaard H, Birk M, al. e. The CHANGE trial. World Psychiatry. Jun 2016;15(2):155-165.
3. "The Phy-Psy Trial". Cachet, Jan 8, 2018. <http://www.cachet.dk/research/Research-Projects/PhyPsy-Trial>.