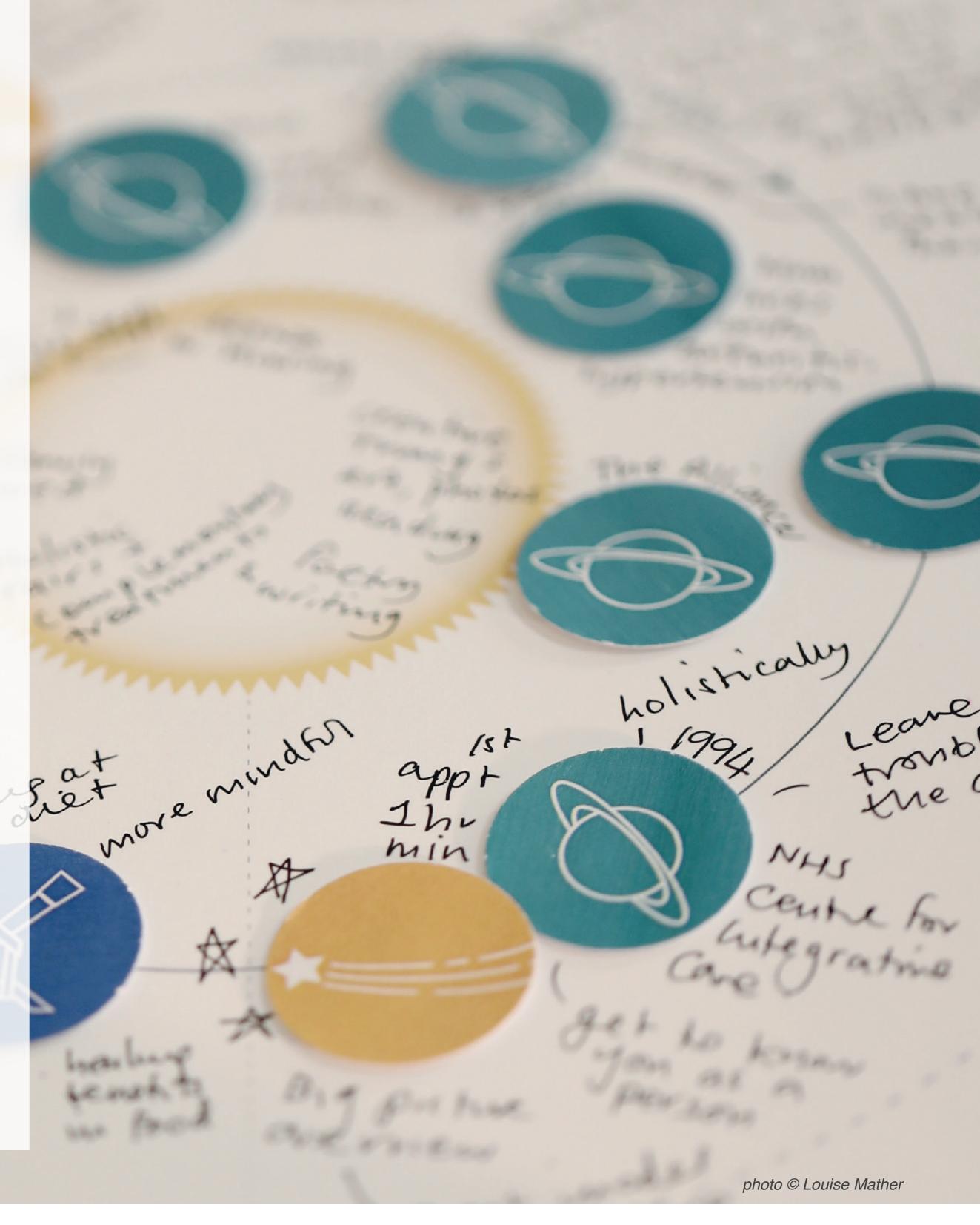# Modern Outpatient

Visually mapping the lived experiences of people living with multiple long term conditions.

In this project, we responded to a challenge set by the Scottish Government to develop a person-centred vision for the future of outpatient care for people living with multiple long-term conditions.

We interviewed four people living with multiple long-term conditions. In each interview, we worked together to make a visual map of their experience, recording how they currently manage their conditions as part of their daily life. The tool used the analogy of the solar system to map the people and organisations (planets) and tools (telescopes) that keep them well, along with unpredictable (asteroids), low (black holes) and high (shooting stars) moments. Each condition was mapped on a separate orbit, with themselves as the sun in the centre. We looked back to their experience of diagnosis and learning about their condition, and looked forward to understand their aspirations, and what future care they would value. The interview maps were used as the central inspiration for our co-design workshops with NHS staff.

Translating Insights into Concepts

The vision for future care for people living with multiple long-term conditions, which emerged from the project has been developed to form a guiding framework for our work across DHI.

In 2018, a design review of all DHI Design Team projects demonstrated that we could map the insights shared by participants across a breadth of health and care contexts onto the vision's five core focus areas for innovation. We amended the vision to reflect the additional requirements from these other contexts. We use this as a framework or lens to analyse findings, identify opportunities and ensure we understand how emerging concepts fit into the broader innovation goals.

The Framework represents the aspirations for care of our many generous participants who have shared their experiences, insights and ideas for transforming health and care in Scotland.

WAYS OF WORKING

How can digital enable new ways of working?

Sharing of information with the person and across their care team, with their approval;

Facilitating high value interactions and effective communication across the multidisciplinary care team;

Supporting professionals to respond and adapt to the needs and goals of the person, by identifying opportunities for digital to integrate health, social care and third sector;

Supporting the use of digital technology across the health and social care workforce, through appropriate education, training and tools;

Identifying where technology can enable care provision in an environment and form that meets the needs of the person;

Enabling consistency and continuity of care provision.

QUALITY INTERACTIONS

How can digital support high quality interactions between the person and their care team?

Developing digital solutions that enable people to access the most appropriate health or social care professional at the right time;

Developing digital tools which allow care to be reviewed against the person's goals at every interaction;

Empowering the person to articulate their story, their goals, and their aspirations for their health and care.

Enabling shared decision-making;

PERSON

Seeing the whole person rather than individual condition(s) or care need(s);

Care that is focused on supporting the person to have quality of life: doing the things they want to do, feeling productive and fulfilled.

NAVIGATING

How can digital support navigation of health and social care systems, services and pathways?

Enabling care pathways to be visible and communicated appropriately;

Communication of choices in care, and preparing for the next steps in the care pathway at points of transition;

Enabling flexibility and open access to interact with services.

SELF MANAGEMENT

How can digital support people to self manage and self care?

Enabling access to good quality information at diagnosis to support the person to understand their condition and how to self manage;

Enabling access to reliable information to support people to self care and promote health and wellbeing;

Sharing information about the person in a meaningful way to allow people to make decisions and take action e.g. test results;

Identifying appropriate enabling technology based on the person's digital capabilities and aspirations.

Design Framework for Digital Health and Social Care Innovation in Scotland (French and Teal 2018)

Digital Health & Care Innovation Centre