Redesigning Health Care: How Innovative Care can Heal and Not Just Treat our Patients

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re-designing

HEALTH CARE

How INNOVATIVE CARE can HEAL; and not just treat our patients

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When I was 5 . . .

Why so B-L-A-C-K

STAR shoe for DAD
Healthcare + Design = Innovative Patient Care
HEALTH + CARE
Understanding the

THE PATIENT’S EXPERIENCES

As of now

- 65% of patients report that the services should be significantly improved
- Level of service provided is getting worse
  - 10% Not at all
  - 20% A little
  - 70% A lot

Priority areas for improvement

- 35% Waiting times
- 55% Patients felt not listened to

Key perceptions

- 36% Older patients thought their views and opinions were not listened to
- 59% Younger patients thought their psychological well-being was considered important in their treatment plans
- 47% Patients waited more than 1 hour after their allocated appointment time

In your own words

"Felt rushed"  "Didn't feel important"  "Staff trying to do their best"  "They always seem so rushed"

Key contextual considerations

- Service understaffed by one consultant and registrar
- Temporary head of services
- High rate of complaints
PATIENT JOURNEY

Simple?
Need? RE-DESIGN CARE

New seatbelt design: 45% less car accidents!!
Welcome!
Columbus Museum of Art
Parts of Paintings
PARTS OF PATIENTS

- Biological
- Social
- Economical
- Emotional
- Genetical
- Psychological
- Spiritual
- Geographical
- Physical
Henna, Stim therapy
We can control their HEALTH +
Can we not redesign their CARE?