

# Delivering patient-centered care: A collaborative approach to digital solutions design

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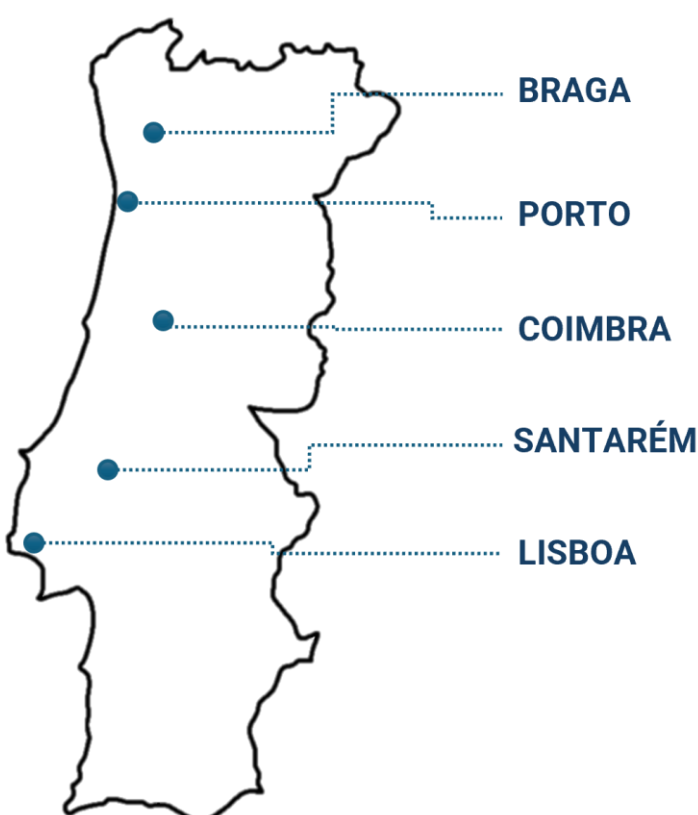
## INTRODUCTION

The impact of using real-world data to drive care pathways to increase efficiency and deliver patient centered services might be expressive and should stimulate the development of cutting-edge solutions. This project emerged driven by the need to overcome **the fragmentation of patient's information and the lack of homogenous outcomes and cost collection at the patient level.**

The main goal is to develop and implement an interoperable **digital clinical solution that enables value-based healthcare delivery**, following a holistic approach that includes the digitization of the patient clinical pathway, clinical information collection in a standardized format, outcomes measurement and patient-level costing, for any chosen health condition.

## METHODOLOGY

A 5-step methodology was followed for defining the concept, co-creating, and implementing the solution in five Portuguese hospitals, which were selected to ensure diverse dimensions and geographical settings. The health care conditions of bariatric and cataract surgeries were defined based on the priorities from the country health policies.



CATARACT'S COLLABORATION DAY



**STEP 1** Project kickoff meeting to engage hospital governance and clinical leaders.

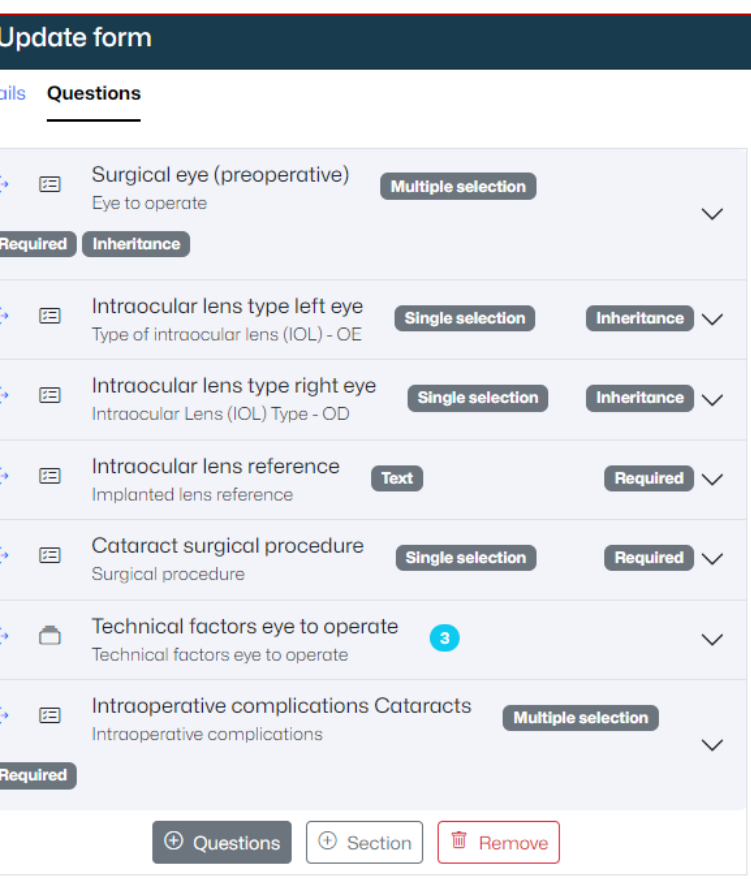
**STEP 2** Define a standardized care pathway based on the real-world routine from each center, and the most updated clinical guidelines accept in the European community.

**STEP 3** Gather information from partners and establish consensus across 3 key areas:

- Standardized patient journeys for each clinical;
- Sets of clinician-reported variables;
- Essential technological requirements.

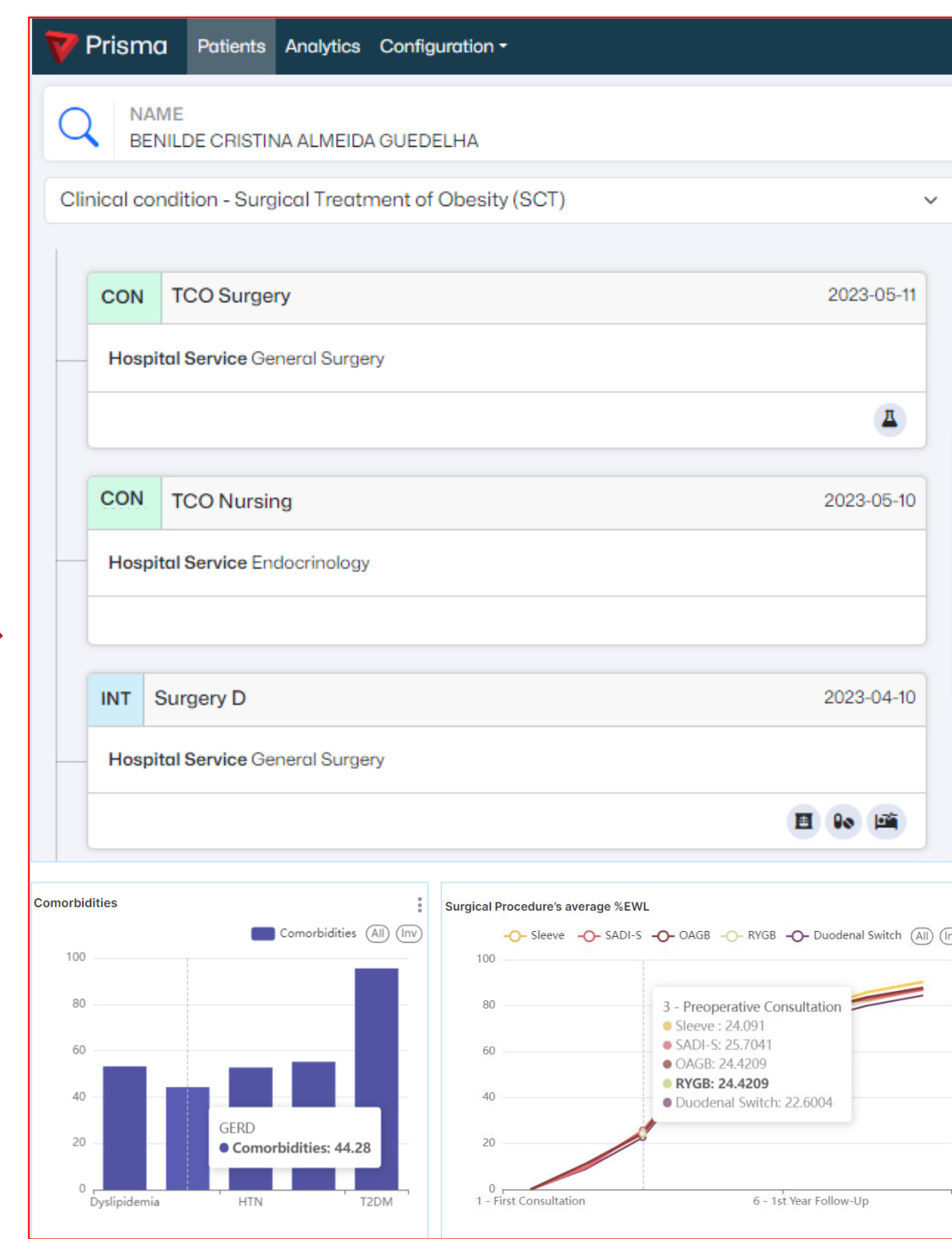
**STEP 4** A comprehensive literature review to identify best practices for clinical data collection and layout format.

**STEP 5** Representatives from all partner institutions were brought together in a consensus workshop to consolidate the final specifications and implementation priorities.

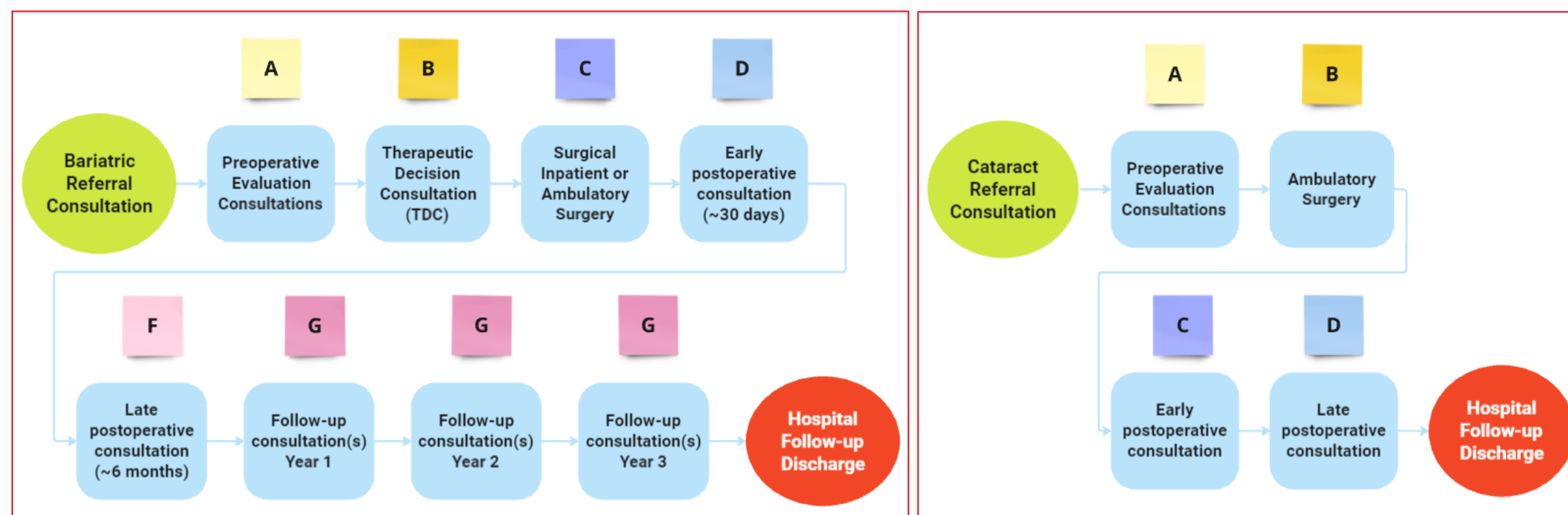


## RESULTS

The iterative versions of the solution were tested and approved by key users from clinical, management, and IT teams during the co-creation process (Steps 2, 3 and 5). The final solution was designed to address both **patient and organizational perspectives**, providing valuable data for clinical and strategic decision-making, and continuous quality improvement.



The collection times and common variables were collectively defined for both clinical conditions.



The first implementation of the solution has demonstrated promising acceptance, driven by the active involvement of clinical teams. The co-creation approach promotes the success of the implementation, giving the clinical teams a sense of ownership, minimizing unnecessary developments, improving priority definition, and simplifying market research.

## CONCLUSION

By providing a centralized and interoperable platform, the solution simplifies the process of capturing and reporting outcomes for specific health conditions and make the real-time information available to managers and healthcare professionals. As a result, healthcare providers can scale up more effectively value-based healthcare initiatives. Future enterprises are already emerging, and the solution is being scaled for other clinical conditions, such as heart failure, with different healthcare entities that aim to improve patient outcomes and healthcare system efficiency.

