

PATIENT EXPERIENCE IN CANCER CENTRES

Graduate: P.J. Verlaan (2015)

Supervisory team: M. Melles, L. Goto, E. de Wilde, P. Kuipers

Partner: Antoni van Leeuwenhoek Centre for Oncology

The incidence of cancer is increasing each year. In order to keep up with this growing group of patients, the Antoni van Leeuwenhoek hospital (NKI/AVL) is currently undergoing a renovation. Patient satisfaction is a primary consideration of this renovation process. The hospital wants to move from a clinical-focussed-design to a patient-centred-design, where the emotions, well-being, peace of mind and satisfaction of the patient are central. 'Integration of after-care' and 'information services for patients' were found to be important areas of improvement.

The Vijver provides patients with a tool to be more in control of their own after care process, without being dependent on the knowledge and skills of their specialist. The Vijver is an interactive floor projection of a pond, in combination with an application. The application can be used on permanent touch screens next to the projection, as well as on the patient's own smart phone and tablet. Stepping stones in the pond each show a dilemma that is experienced as being difficult by cancer patients, for example: 'How do I tell my children about my diagnosis?' With the application, the patient can read about experiences of others, for example how they dealt with the situation, and more information is given about the help or support available.

