

Mapping Digital Health Services

A tool for understanding service–context fit

While prototyping and mapping techniques are widely used in the design domain, they are rarely used by healthcare professionals. This is potentially due to the lack of materializing skills that people in the healthcare sector possess. Designers have extensive training in creating future scenarios, but that is not the case for many other disciplines.

The potential in prototypes lies in that they make things concrete. By creating a concrete visualization of a service, you are able to identify potential issues, use it to align between different disciplines, and identify potential issues by making adaptations in the service and/or context.



The thesis assignment

As there are many opportunities for using mappings and prototypes but limited capacity to create them by large parts of the healthcare sector, the assignment is to lower the threshold. You are expected to create a tool that professionals in the healthcare sector can use to map digital health services to comprehend them better and understand the effects of making changes within the service – context fit. The tool should be specifically designed to map digital health services and be able to be used by healthcare professionals and others in the healthcare sector with limited design capabilities.

During the project, we expect you to create the tool and test it iteratively with healthcare professionals from different domains to make a tool that fits multiple types of digital health services and contexts. To inform the initial creation of the tool, we recommend looking at existing mapping techniques and identifying components of digital health services through literature.

Practicalities

- As a team, we can help you find people to test the tool with, but you are also expected to find some yourself.
- This is a thesis aimed at DFI or SPD students.
- You are not required to know Dutch.

Thesis team:

TU Delft mentor: **Fredrik Bodell** (formerly Karlsson)

TU Delft Chair: **Froukje Sleeswijk Visser**

Company Mentor: **Julian Houwen** (LUMC)



If you are interested, please email F.K.Bodell@tudelft.nl

We look forward to hearing from you!

