

# Freedom in a Frame

## A New Approach to Improving Healthcare Processes

Nienke Luijcks, MSc | Irene Grossmann, MD, PhD | Maarten van der Laan, MD, PhD  
 n.m.luijcks@tudelft.nl | i.grossmann@tudelft.nl | m.j.vd.laan@umcg.nl

**AIM** | Redesign work processes to fit the needs of healthcare professionals to make the process more efficient, effective and safe.

**METHODS** | To map the work process, we visualised **Work-as-Imagined** and **Work-as-Done** using **FRAM**. The work was discussed in **focus groups** where improvement suggestions were made. We tested those suggestions with **micro-experiments**.

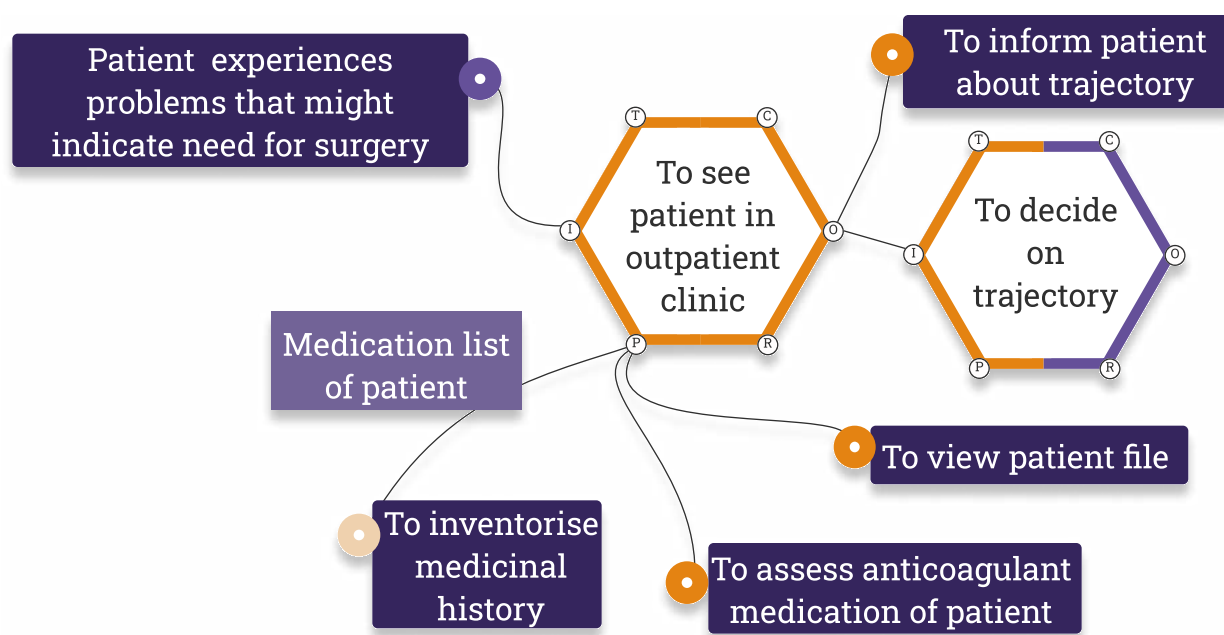
### FREEDOM IN A FRAME

With the Freedom in a Frame approach we **redesign complex work processes** to fit healthcare professionals' needs.

We look at similarities and differences in the system world (Work-as-Imagined) and the living world (Work-as-Done) to gain better understanding of how **professionals interact in the work process**.

### WHY MAP THE WORK?

By mapping a work process from paper and practice, it can shed a light on the needs of professionals. If their needs are met, they experience **more autonomy** and can make better use of their knowledge and skills. This improves the work process. For this study, we mapped the **perioperative trajectory** focused on **anticoagulant medication**.



This is a part of the Work-as-Done FRAM of the perioperative trajectory. Scan the QR code for more information.



Work-as-Imagined



Work-as-Done



Focus Groups



Micro Experiments

### RESULTS

- Focus groups discussions with healthcare professionals using Work-as-Imagined and Work-as-Done as input, led to a **shared understanding** and **suggested improvements** of the entire work process.
- The focus group outcomes resulted in micro-experiments of an added **multi-disciplinary meeting** and **earlier medication verification** in the perioperative trajectory.



### TAKEAWAYS

- For research purposes, FRAM is insightful. But to discuss findings on the work floor, **simplified communication** and **visualisation** is deemed necessary.
- Micro-experiments are a good way to **test adjustments to a process** in a short time with limited resources.

### NEXT STEPS

- The hospitals will assess if and how they will **structurally implement** the tested micro-experiments.
- To **communicate FRAM findings**, the visualisation of the work will be made more **user-friendly** for both healthcare professionals and researchers.



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