

B6: Digital transformation of outpatient clinics: lessons learned from a Norwegian HIV clinic



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Digital transformation of outpatient clinics: lessons learned from a Norwegian HIV clinic



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16 May 2023

Declaration of interest

The authors of this research and innovation project and workshop have no conflict of interest in this work



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Program

1. Research & Innovation team
2. User involvement short presentation
3. Interactive workshop with the audience
4. Lessons learned from a Norwegian HIV clinic
5. Findings from the interview study
6. Findings from the workshop with study participants



Research and innovation team



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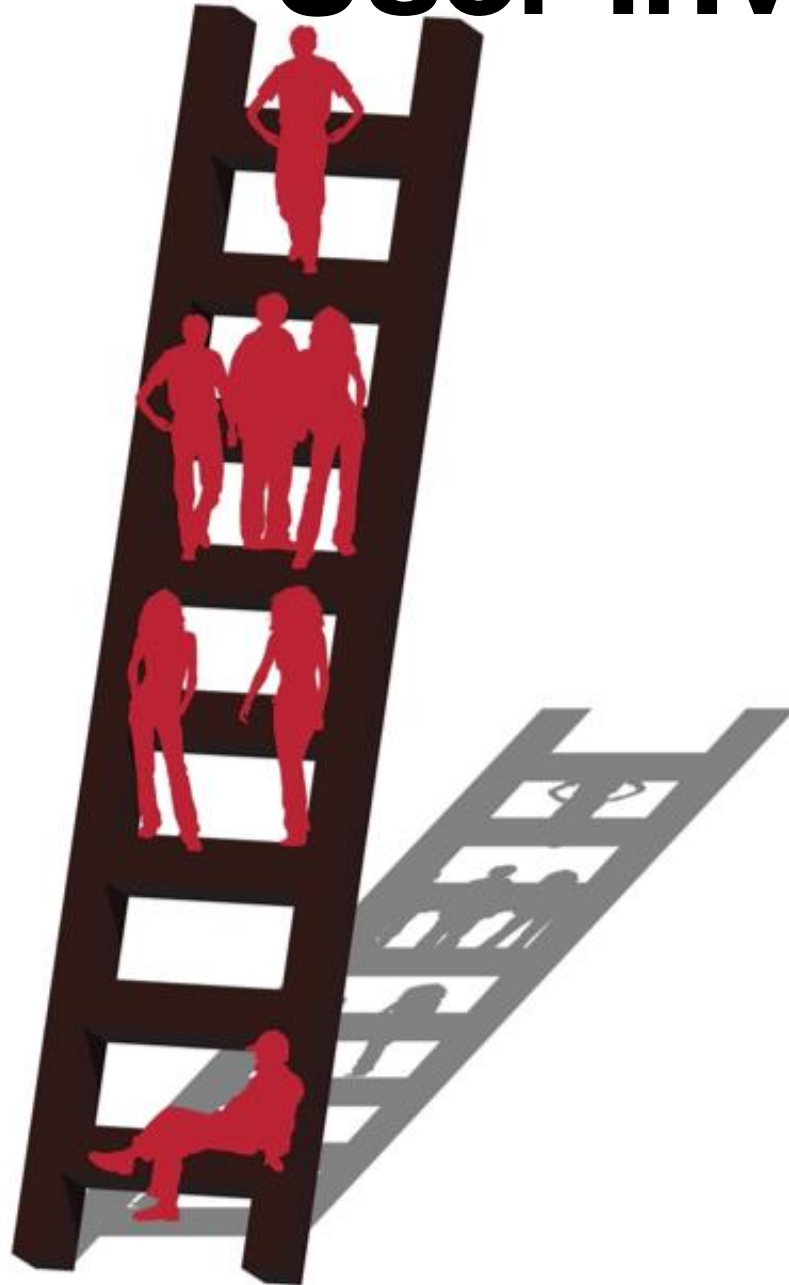


Anita Øgård-Repål



Santiago Martinez

User involvement



Levels of user involvement

4. User in control
3. Collaboration partner
2. Consultant / advisor
1. Informant



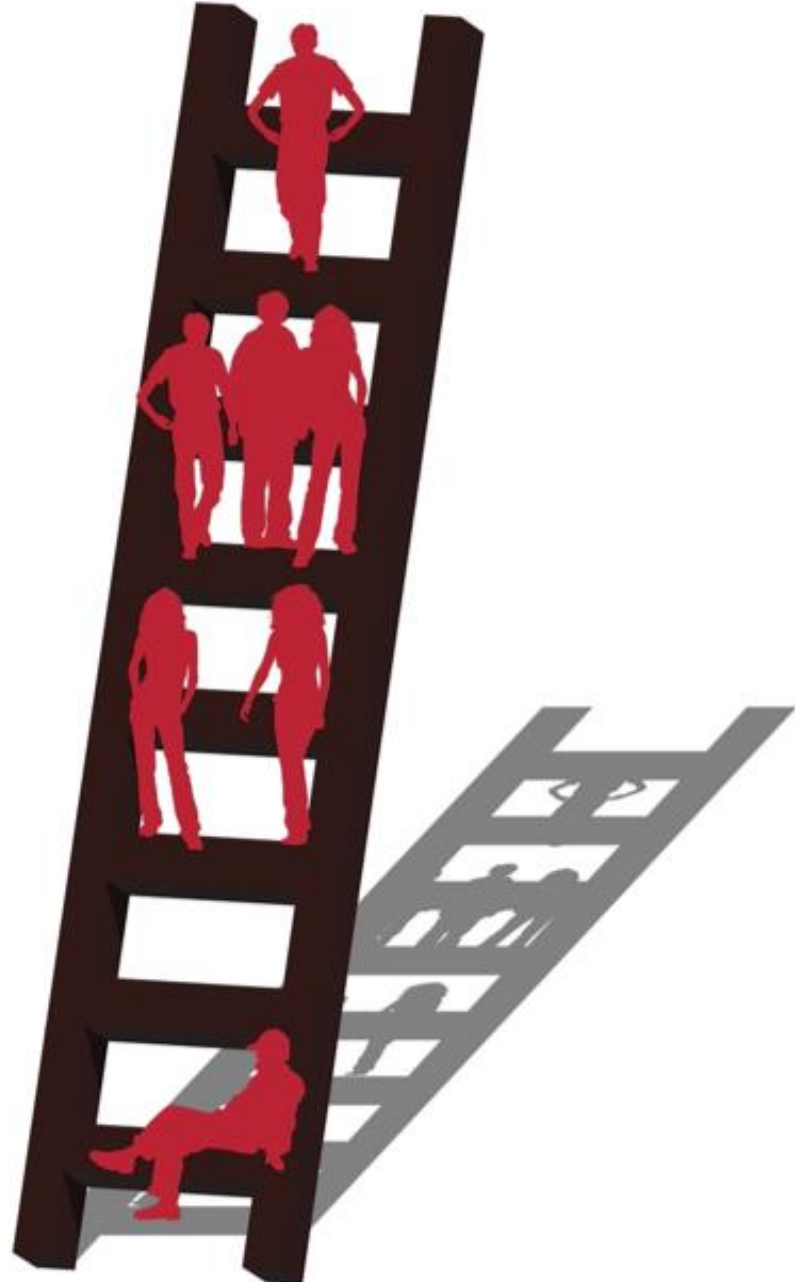
Interactive workshop

Description

1. Co-design a telemedicine video solution for a hospital outpatient clinic for people living with HIV who are eligible (pre-screening) (20 minutes in total)
 - 5 mins to assign **roles** (patient, healthcare professional, ICT support)
 - 5 mins to write **needs** and **challenges** on post-it notes. (individual brainstorming)
 - Read and **discuss** the them around the table
2. Groups will be asked to **share** their perspectives in plenary (10 minutes in total)



Lessons learned from a Norwegian HIV clinic



User-Driven Outpatient Clinic

- Co-creation leadership
- Task shifting and health system design
- User-initiated research
- User-initiated digital patient pathway



Findings from the interview study

Main themes:

- ✓ Perceived **usability**
- ✓ Maintaining **confidentiality**
- ✓ Accommodating **personal preferences**
- ✓ Perceived **usefulness**

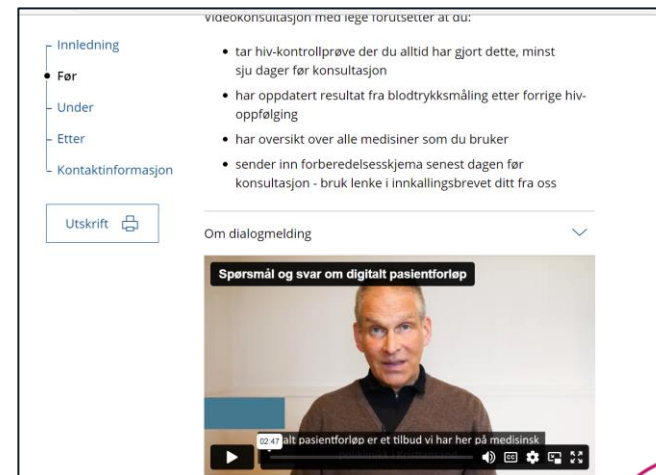


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Findings from the workshop

- ✓ Patients, health care professionals and ICT department can have **different perspectives**
- ✓ The importance of facilitation to ensure that the **patients' voices** are heard
- ✓ **Adjustments** made



Thanks to
the patients, carers and
the audience for sharing
their lived experience.

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