

# Solving Challenges in Mental Healthcare considering Human Factors

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# Nynke Meijer

## Study background

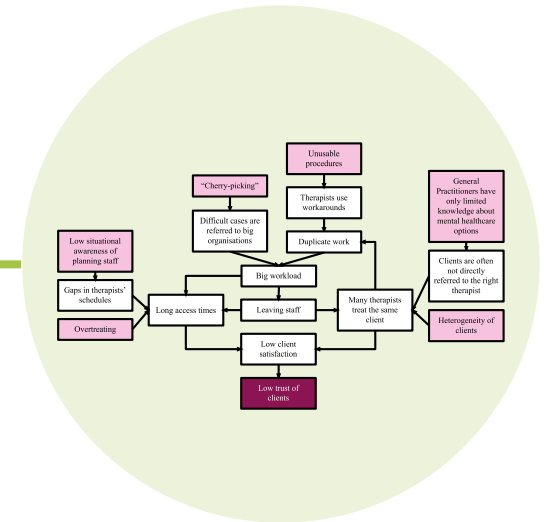
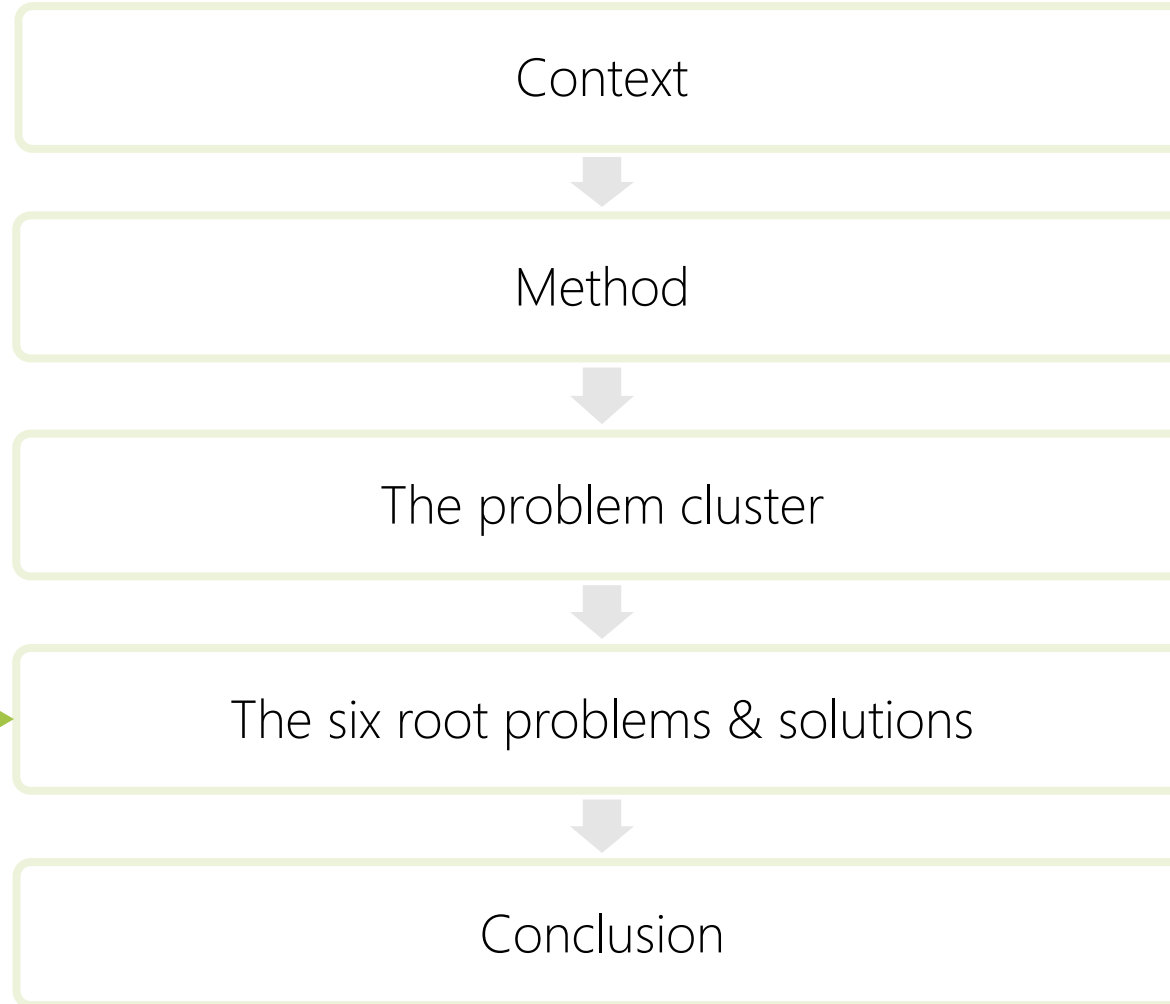
- Bachelor's degree in Industrial Engineering and Management
- Currently graduating for master's degree in Industrial Engineering and Management

## Professional interests

- Optimisation of processes in (mental) healthcare
- Operations research
- Planning and scheduling



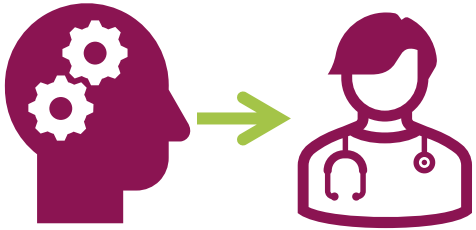
# Content



# Context



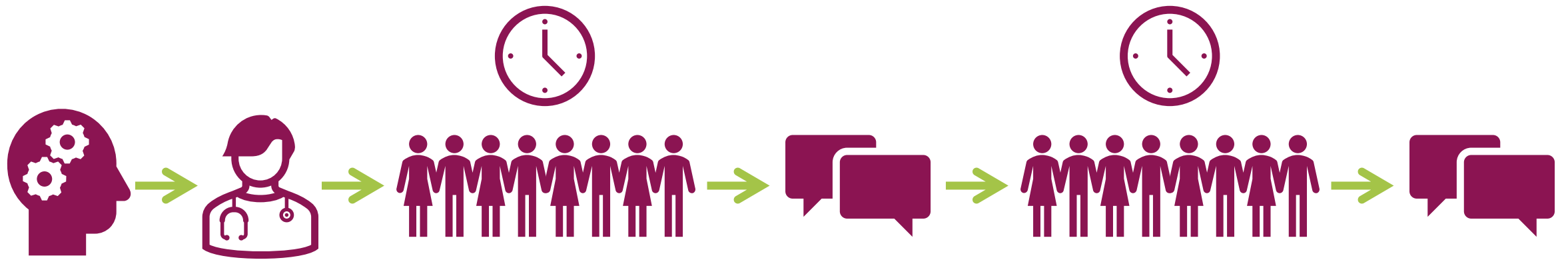
# Context



# Context



# Context



Context

Method

Problem cluster

Six root causes & solutions

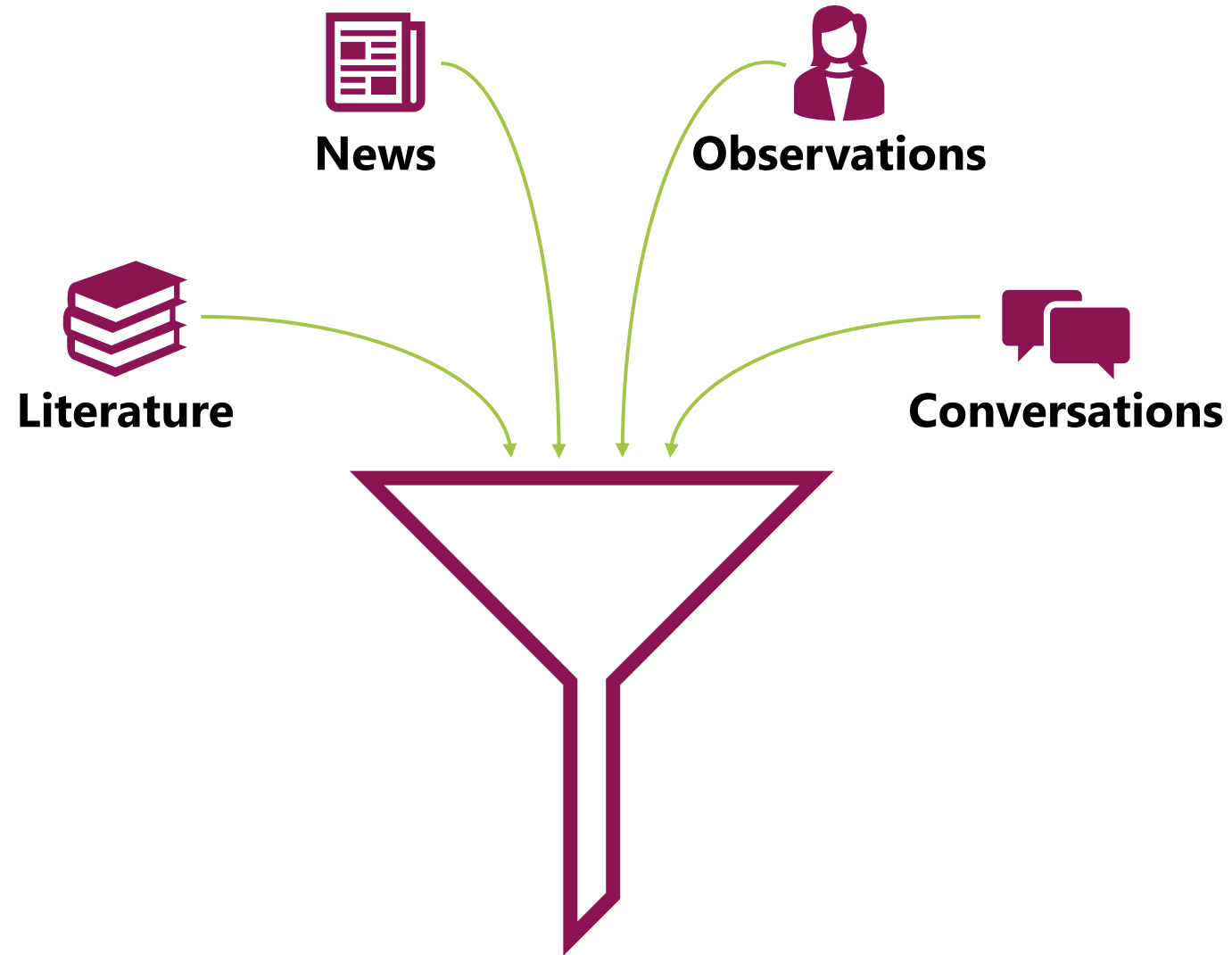
Conclusion

# Context





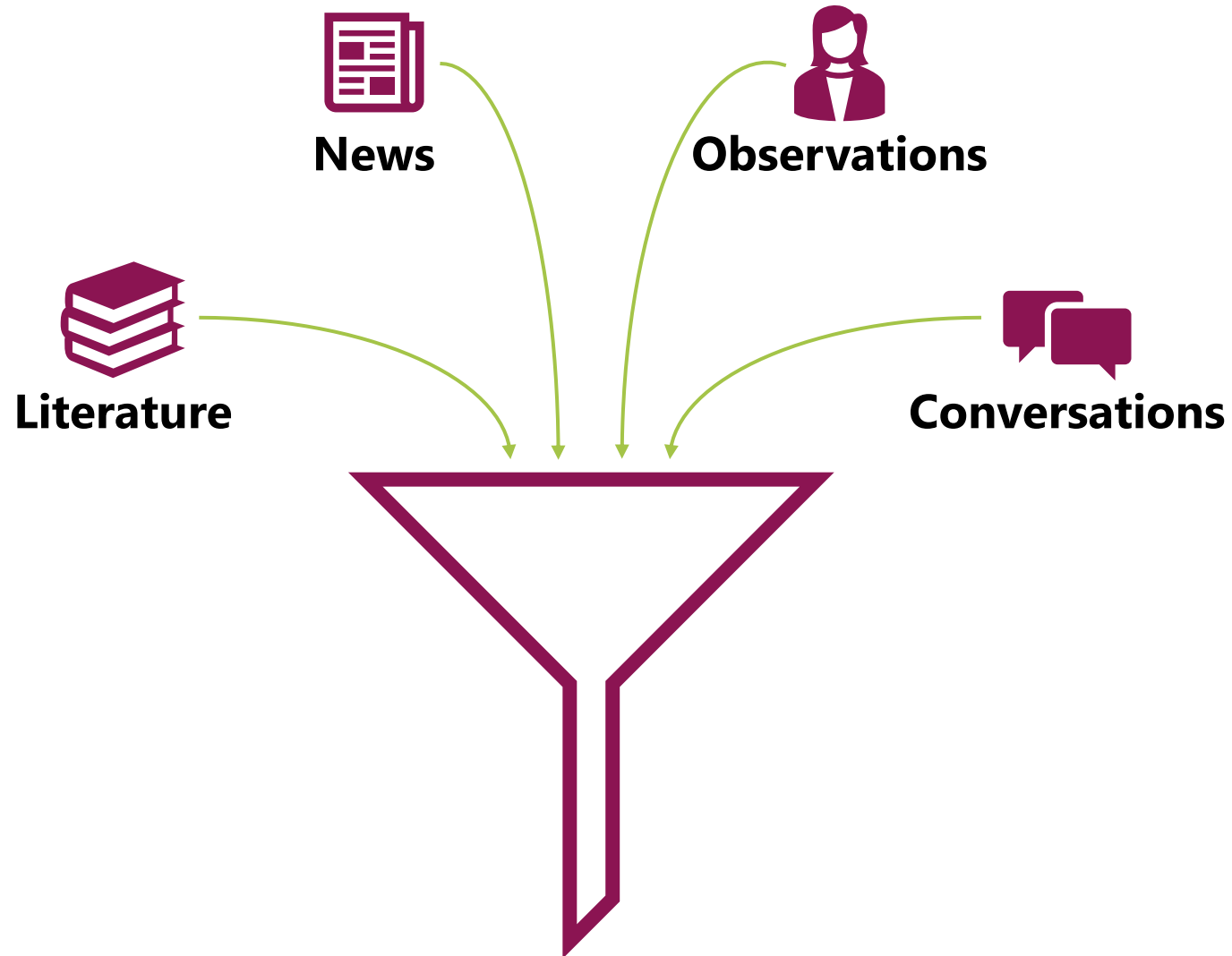
# Method



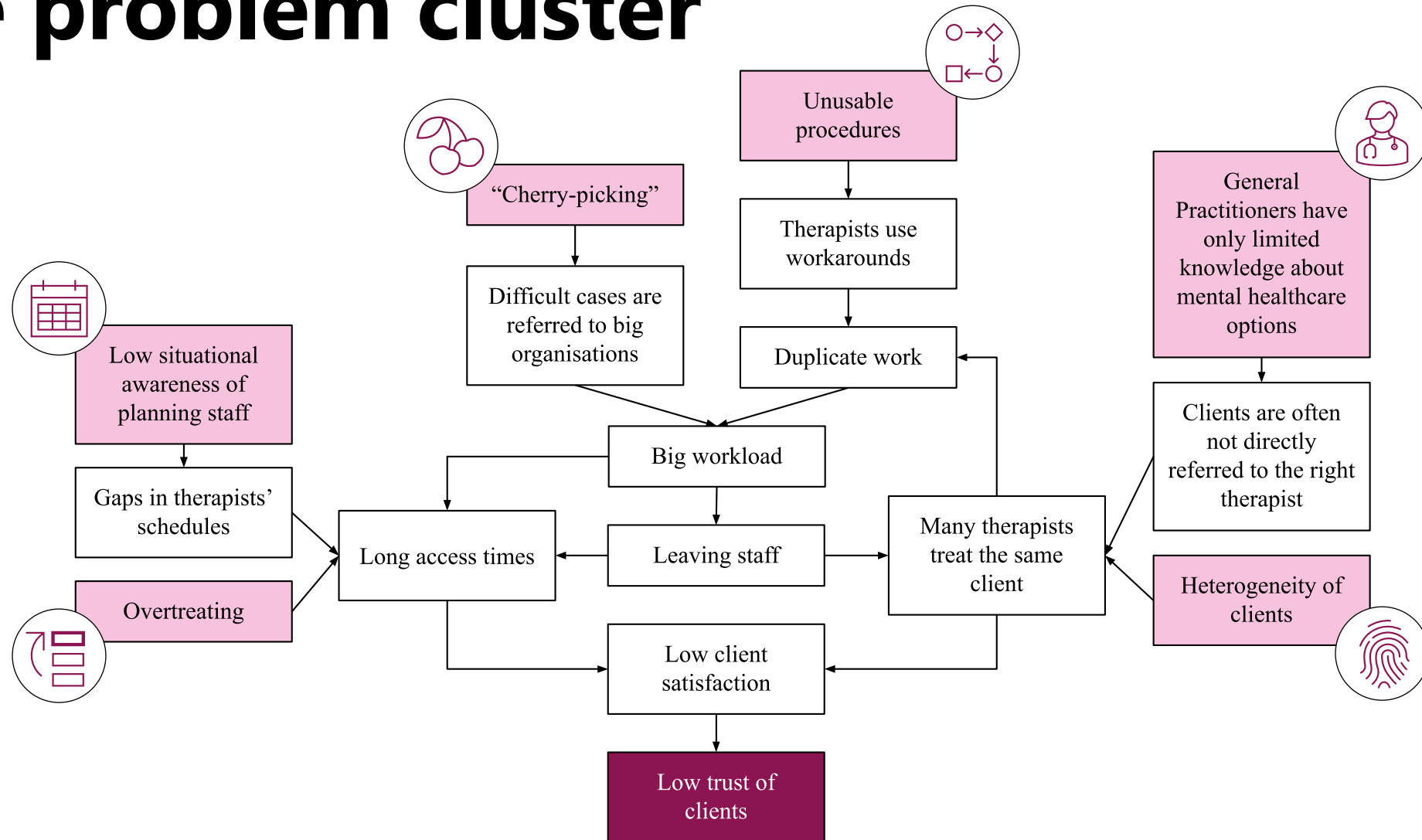
# Method

(Mental) healthcare and:

- Human factors
- Long access times
- Planning and scheduling (in unstable systems)



# The problem cluster





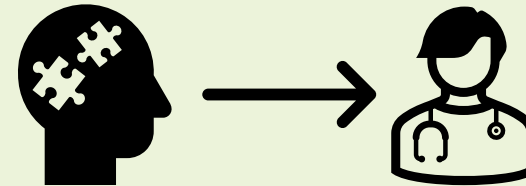
# Overtreating

## Awareness by comparison



- Consider differences between clients
- Safe environment needed

## Handover to GPs



- Close collaboration needed



# Low situational awareness among planning staff

## System for automated notifications to planners



- Evaluation and participation

## Monthly e-mail to therapists



- Disadvantage: risk of alarm fatigue

The six root causes



# “Cherry-picking”

**Adapt national care funding system**

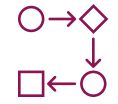


- Already started

**Create legislation**



- Disadvantage: complicates referrals



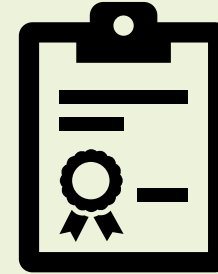
# Unusable procedures

## Research needed



- Which procedures?

## Solutions

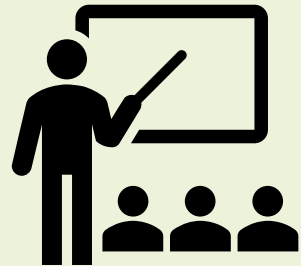


- Training
- Improving the system



# Limited knowledge among General Practitioners

## Training



- Disadvantage: only temporary solution

## Regional triage panel



- People with different backgrounds





# Heterogeneity of clients

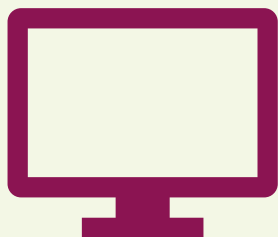
## Care paths and artificial intelligence



- Risk of under- and overtrust

# Conclusion

## System development



- Notifying planning staff
- Comparing cycle times
- Standardised care paths

## Collaboration



- GP to therapist: Triage panel
- Therapist to GP: Handover

## Future research



- Unusable procedures

**While preventing under- and overtrust & establishing participation, evaluation and trust**

# Thank you for listening

Questions? [n.j.meijer@student.utwente.nl](mailto:n.j.meijer@student.utwente.nl)

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