

Solving Challenges in Mental Healthcare considering Human Factors

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Nynke Meijer

Study background

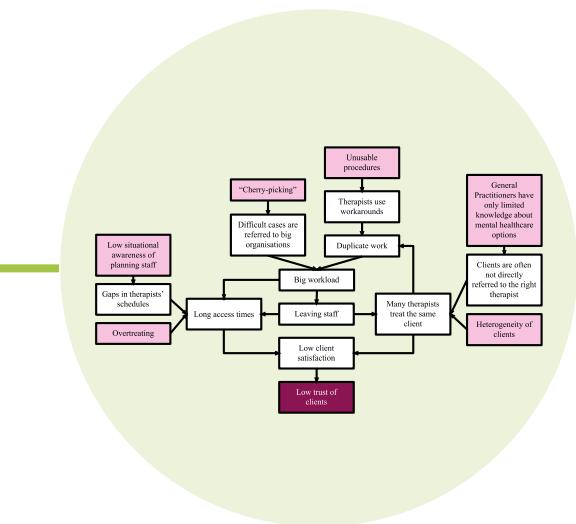
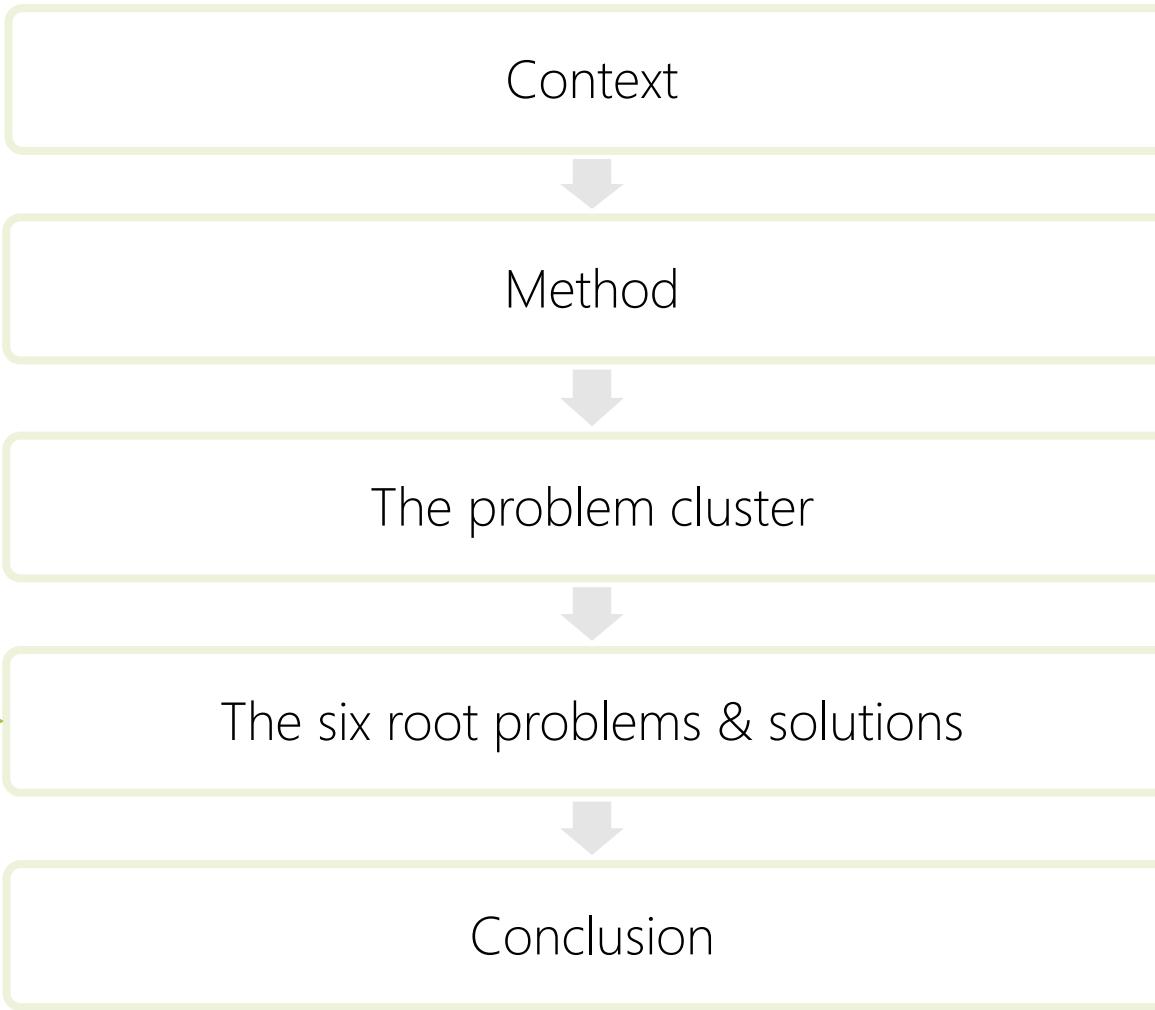
- Bachelor's degree in Industrial Engineering and Management
- Currently graduating for master's degree in Industrial Engineering and Management

Professional interests

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



Content



Context



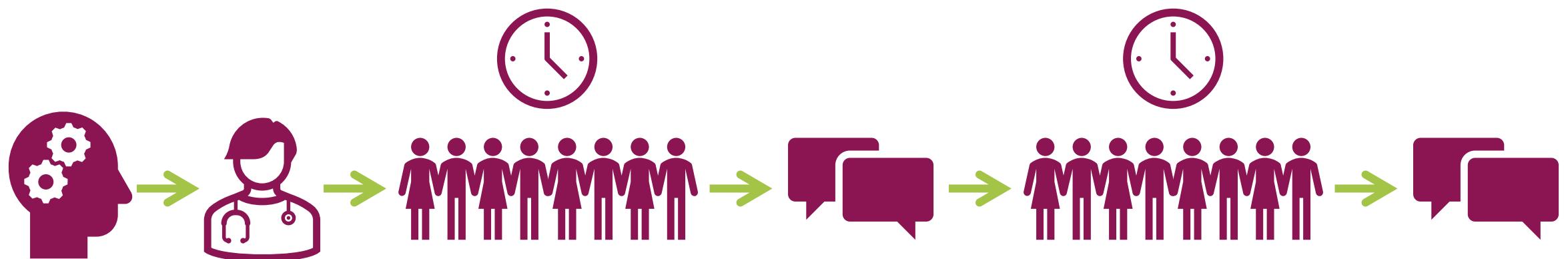
Context



Context



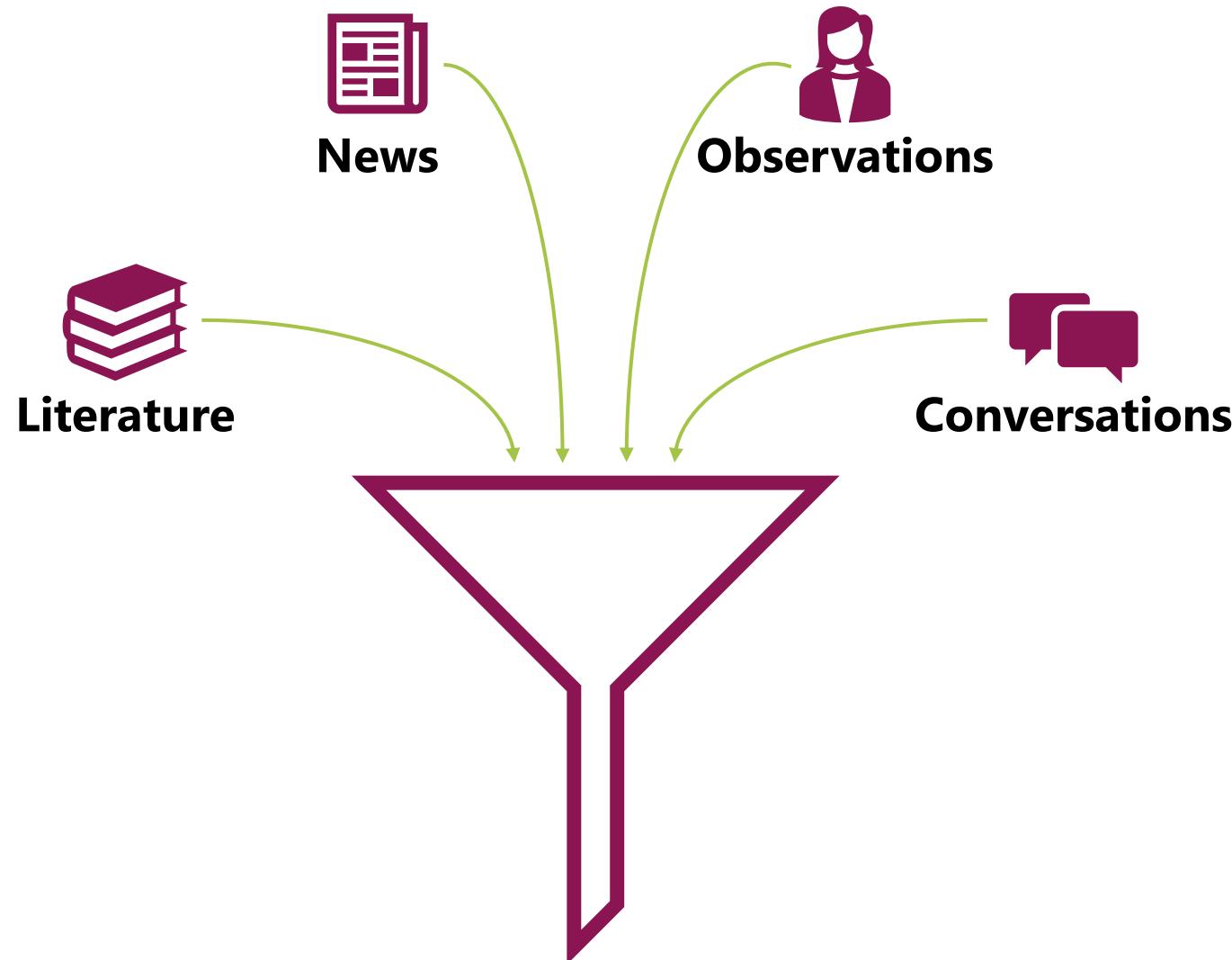
Context



Context



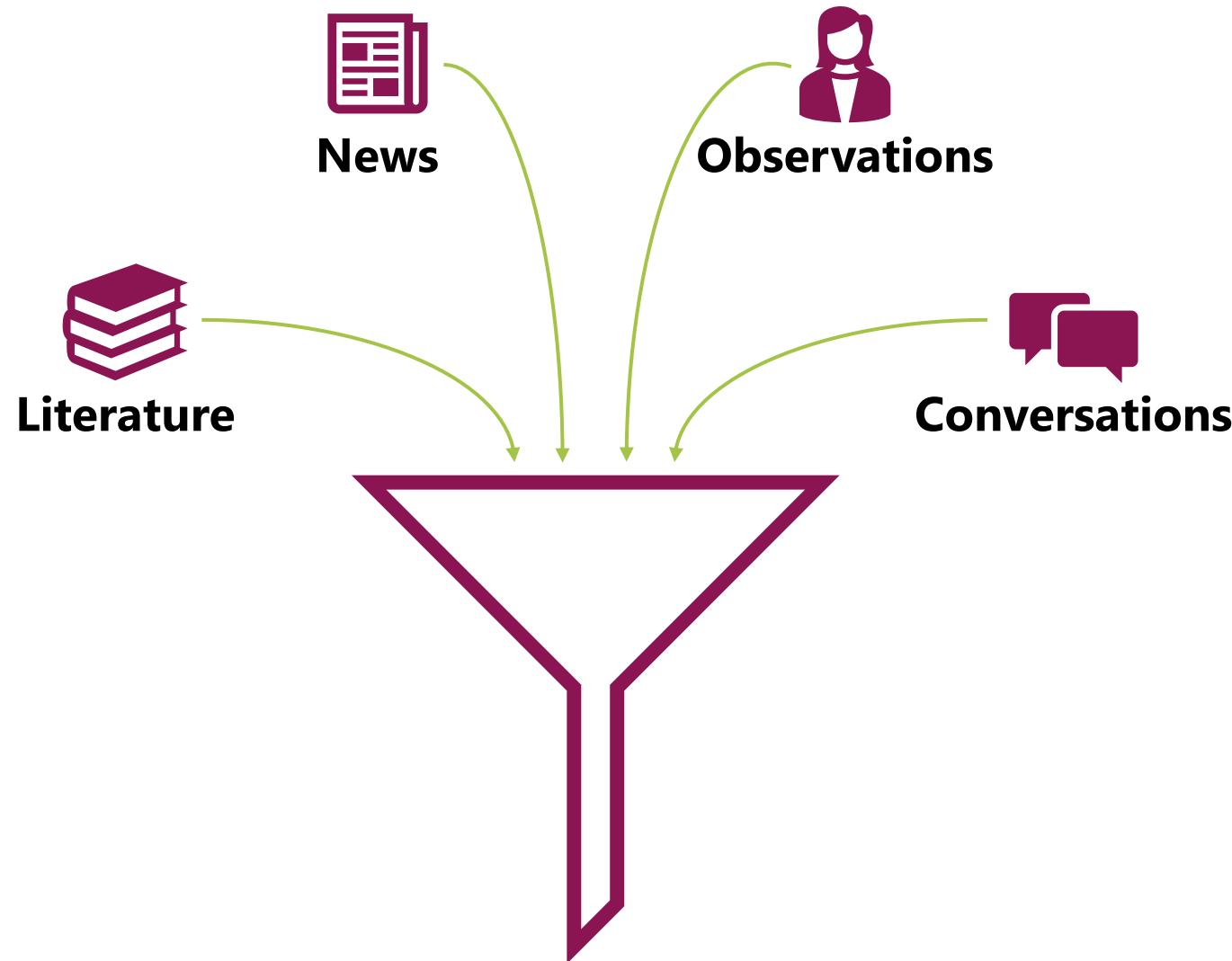
Method



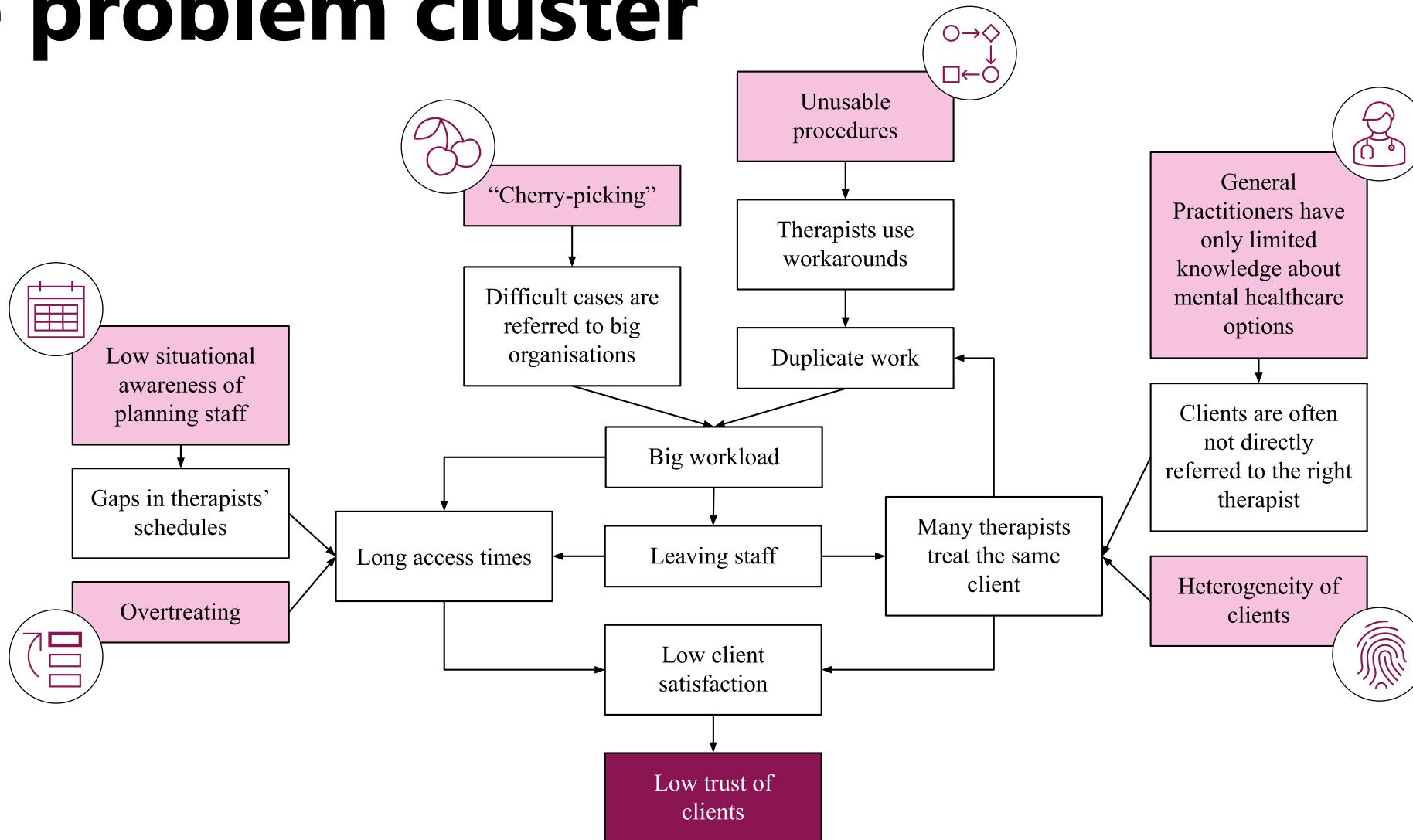
Method

(Mental) healthcare and:

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



The problem cluster





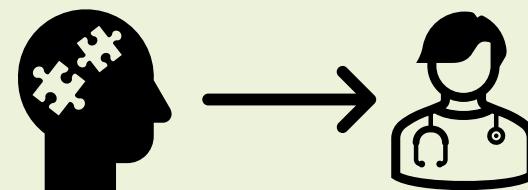
Overtreating

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



“Cherry-picking”

Adapt national care funding system

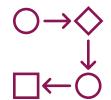


- Already started

Create legislation



- Disadvantage: complicates referrals



Unusable procedures

Research needed



- Which procedures?

Solutions



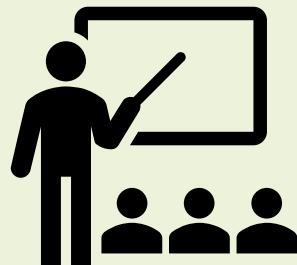
- Training
- Improving the system

The six root causes



Limited knowledge among General Practitioners

Training



- Disadvantage: only temporary solution

Regional triage panel



- People with different backgrounds



Heterogeneity of clients

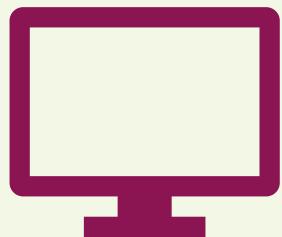
Care paths and artificial intelligence



- 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

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