SEIPS-based longitudinal patient journey mapping provides **insights for designing patient-centric technology**

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Longitudinal Patient Journey Mapping to Inform the Design of Technology to Support Breast Cancer Patients

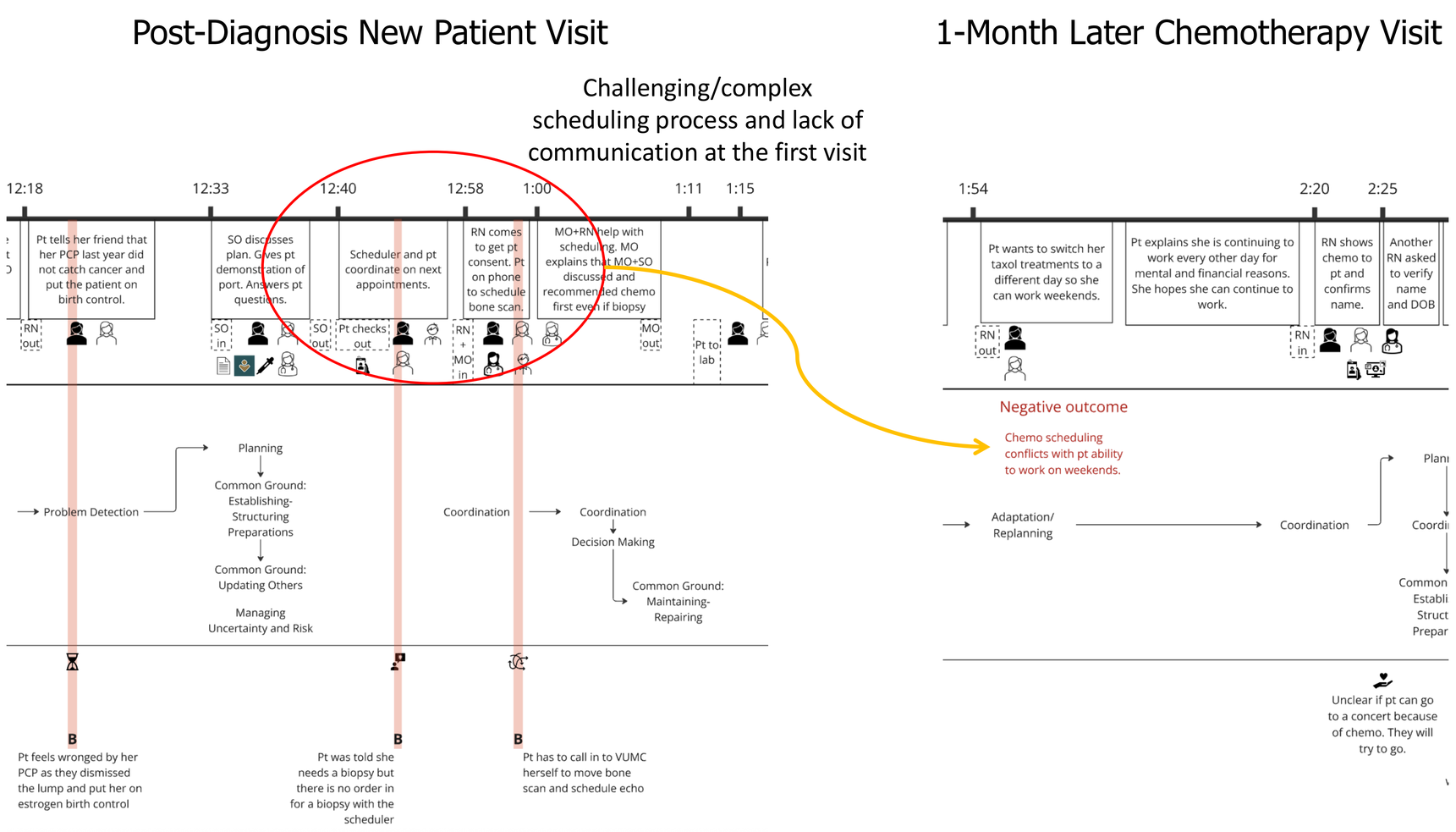
INTRO

- Breast cancer care is complex, and patients often struggle to navigate decision-making and treatment
- Existing tools and technologies to support breast cancer patients lack widespread adoption partly due to poor integration in clinical and patient workflows
- In this study, we describe a SEIPS-based[1] longitudinal patient journey mapping approach as a novel method to understand barriers and facilitators experienced by patients across their care journey

METHODS

1. N = 12 patient-centered observations; 3 observed longitudinally
2. Deductively coded observation notes for work system elements[2], macrocognitive activities[3], and barriers & facilitators
3. Developed longitudinal, SEIPS-based patient journey maps[4]

RESULTS



Shared Use of Tech

MHAV

Patient Use of Tech

DISCUSSION

- SEIPS-based longitudinal journey mapping provides a better understanding of breast cancer workflows and when patients interact with technology
- This approach can be used to inform re-design of patient-facing technology to better support patient work

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