Can journey mapping be used to visualize information sharing in home care?

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Tuesday, 25 October	Norrlands Nation Fest & Konferens		
08:30 - 09:00	**ROOM: Gamla salen** **KEYNOTE** Meet the world – the extended family tree of the Ergonomics and Human Factors professional *Cecilia Berlin, Associate professor of production ergonomics and socially sustainable workplace design, Chalmers University of Technology*		
09:00 - 09:30	**KEYNOTE** Research and development for future working life *Magnus Svartengren, Professor of occupational and environmental medicine, Uppsala University*		
09:30 - 10:00	**Coffee break & Exhibitions**		
Session 4 **10:30 - 12:00**	**ROOM: Gamla salen**	**ROOM: Strömholm**	**ROOM: Inre läsrummet**
	Advanced risk management tools *Chair: Liyun Yang*	**Ergonomics in healthcare** *Chair: Päivi Kekkonen*	**Human factors in design** *Chair: Catherine Trask*
	Improving safety culture in occupational contexts: an actionable toolkit *Gabriella Duca, Raffaele d'Angelo, Vittorio Sangermano and Antonio Di Palma*	Management of well-being at work in large Finnish healthcare companies according to corporate social responsibility reports *Päivi Kekkonen, Arto Reiman and Joakim Junnila*	Building Safety into the Lifecycle: the potential for Building Information Modelling (BIM) to Enhance Occupational Health and Safety *Catherine Trask and Madeleine Hoeft*
	A usability study of the SRA Index (Sustainable Risk Awareness Index), a KPI for management support *Helena Franzon, Jörgen Eklund and Linda M Rose*	Digitalisation in primary healthcare - the barriers and facilitators for digital patient- and work management to work well *Susanne Frennert, Gudbjörg Erlingsdóttir, Mirella Muhic, Christofer Rydelfält, Veronica Milos Nymberg and Björn Ekman*	Ergonomic evaluation and social construction of a petroleum refining unit project (in times of a pandemic) *Cynthia Alhadeff*
	The RAMP 2.0 project – Towards an enhanced MSD risk management tool *Linda M Rose and Mikael Forsman*	Meeting the Challenges of Home Care in Small Residential Bathrooms: Creation of the Bathroom Aid Inventory *Brenda Rodrigues Coutinho, Linda Rose and Catherine Trask*	Ergonomics early in the design phase at Scania *Kerstin Tegbrant*
	Systematic risk management with RAMP for risk assessment and adapted changes - an implementation study *Mikael Forsman, Liyun Yang, Andrea Eriksson, Linda Barman and Linda M Rose*	Digitalization of home care and home care nursing during the Covid-19 pandemic: initial findings *Christofer Rydenfält, Johanna Persson, Gudbjörg Erlingsdottir, Roger Larsson and Gerd Johansson*	Building information modelling and integration of occupational health and safety in construction project design *Kari Anne Holte, Leif Jarle Gressgård and Kari Kjestveit*
	Results from biomechanical risk assessment aboard fishing vessels *Francesco Draicchio, Alessio Silvetti, Adriano Papale, Alberto Ranavolo, Ari Fiorelli, Giorgia Chini, Tiwana Varrecchia, Antonella Tatarelli, Lorenzo Fiori and Elio Munafò*	Can journey mapping be used to visualize information sharing in home care? *Johanna Persson, Niki Svensson, Alicia Lindmark, Roger Larsson, Gudbjörg Erlingsdottir and Christofer Rydenfält*	Comfort, seat belt fit and misuse for older adults when travelling in cars *Melina Makris and anna-Lisa Osvalder* Evaluation of comfort and fit of personal protective equipment *Anna-Lisa Osvalder, Cecilia Österman and Per Nilsson*
12:00 - 13:00	**Lunch break & Exhibitions**		

Session: Ergonomics in healthcare

Session: Human factors in design

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Home care nurses work in an organization that interacts with several other healthcare settings and services, including basic home care services, rehabilitation, primary care centres, nursing homes, different departments of hospital care, emergency care teams, and pharmacies. In their daily work this means that they spend a lot of time on communication and information sharing both within their own organisation, across organisational borders and with the patients and their relatives. The interaction can be handled using synchronous channels – talking in the phone, using video calls, or walking to the home services office for a face-to-face meeting – or it must be done asynchronously – using a fax machine, writing physical notes or printing documents, sending e-mail or text messages, or using messaging services in other digital systems.

In the daily work routine, the nurse needs access to various pieces of information. This information is most often either prepared in the morning and carried with them on physical paper, or is accessed by calling a colleague. Some information must be brought back to the office for documentation or other follow-up activities. Other information must be shared, with home care services, with patient and relatives, or with other care instances. This complex mesh of information that is handled and shared is central for understanding how digital systems may support the daily work. The nurses may have laptops with access to the electronic health record, but the information that can be retrieved from this, or should be fed back into this, is only one piece of all information that is handled throughout a day.

This study investigates the use of journey mapping as a tool for visualizing the flow of information in home care. Journey mapping is a design method with the purpose of visualizing the interaction of a user and a product or service. It tries to encompass the whole user experience including actions and touch points between user and product, feelings and other related information. Hence, the visualized journey in a journey map is originally from one persons' perspective. Here we will instead emanate from the perspective of the information, and draw the journey map based on different pieces of information, using a set of concrete scenarios from home care. The aim is to get a better understanding of how information flows in the home care setting, and the journey map will be a useful tool in the process of developing home care further. This can for example be in the process of designing digital support systems, for designing the information itself, or for developing work routines around the information.

Keywords. Journey mapping, home care, information, communication, digitalization