

Metro Mapping

service design methode voor zorgpadoptimalisatie

Jasper Brands

Namens de Metro Mapping Foundation

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Architectuur in de zorg, Zeist

Metro Mapping



Wat is Metro Mapping

Kansen en ideeën voor datagedreven zorgpadoptimalisatie

Introductie

Hoe Metro Mapping is ontstaan

U BENT IN DE **PASSAGE** ETAGE 1

Gebouw Na ■ Nb →



Gebouw Ae ■ Be ■ Cd ■ Ce ■ Cf ■ Ec
Ee ■ Eg ■ Fd ■ Fe ■ Ff ■ Fg

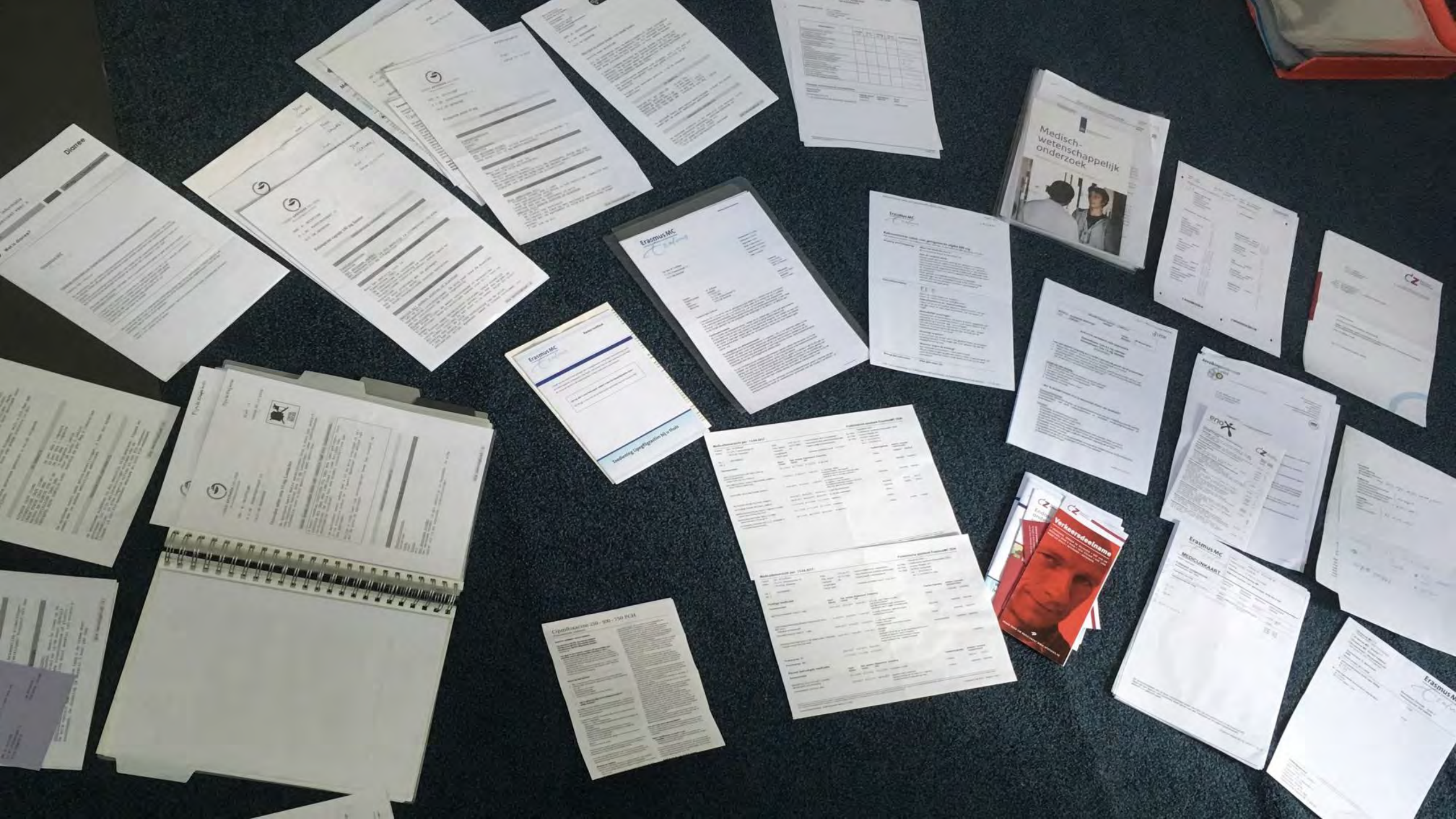


Gebouw Nc

Ingang 2 / Ziekenhuis



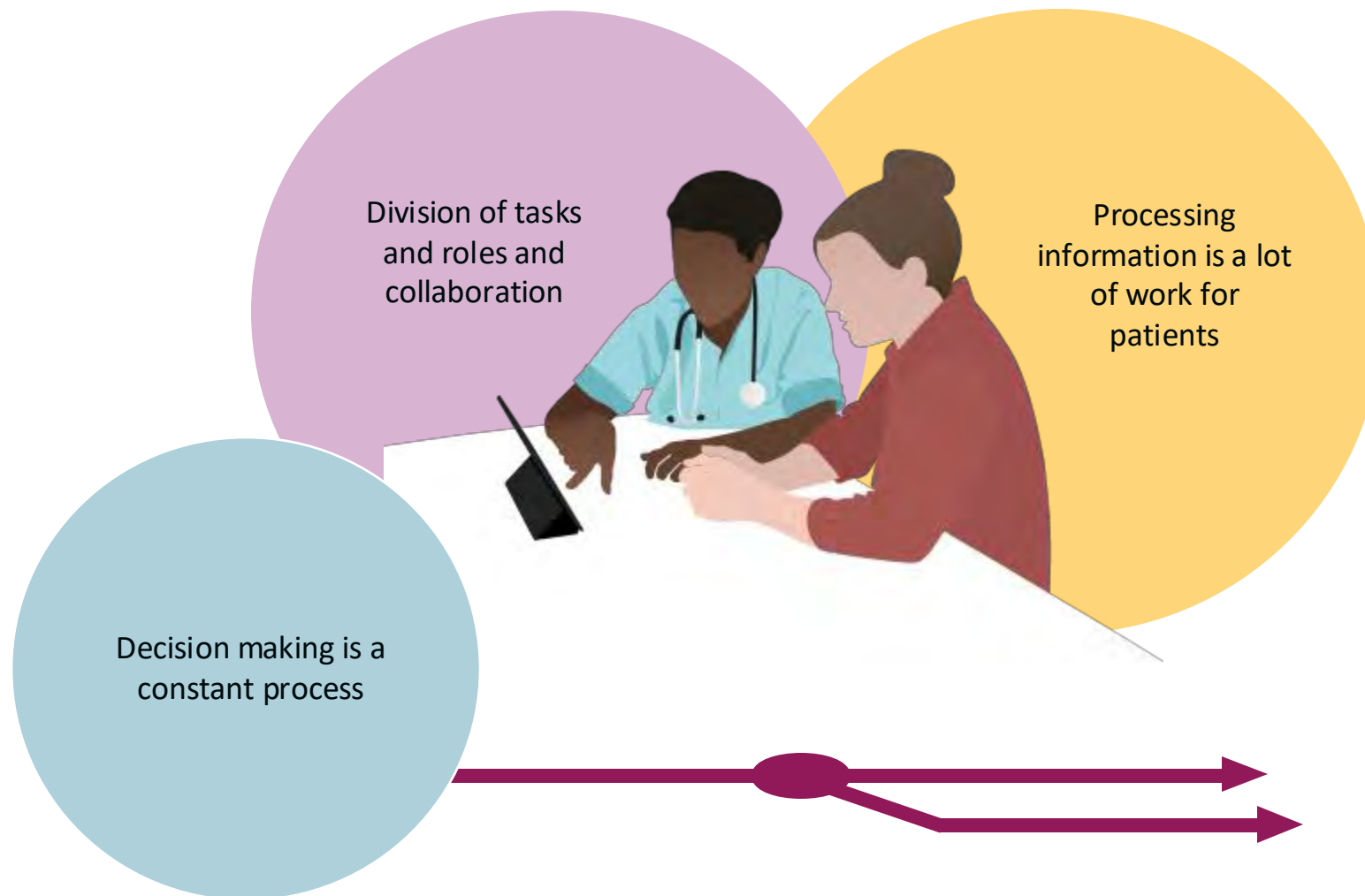
P Uitgang Westzeedijk





‘Empower people in
shared decision making
in oncology’





2017 Design for Health

The potential of service design for improving the implementation of shared decision-making

2021 Cancer medicine

The bigger picture of shared decision making: A service design perspective using the care path of locally advanced pancreatic cancer as a case

2023 BMJ Evidence Based Medicine

Metro Mapping: development of an innovative methodology to co-design care paths to support shared decision making in oncology

Metro Mapping proces

Better healthcare by design

Metro Mapping is een **service design methode** om zorgpaden te co-creëren, visualiseren en optimaliseren.

Een service is een **continuüm van interacties** om een doel te bereiken.

Metro Mapping is gericht op het **verbeteren van de patiëntervaring** en helpt bij uitdagingen zoals gedeelde besluitvorming.

co-productie
van een zorg service



interventies om patiënten
en zorgverleners te
ondersteunen

co-creatie
het zorgpad 'as is'



co-creatie
het zorgpad 'to be'

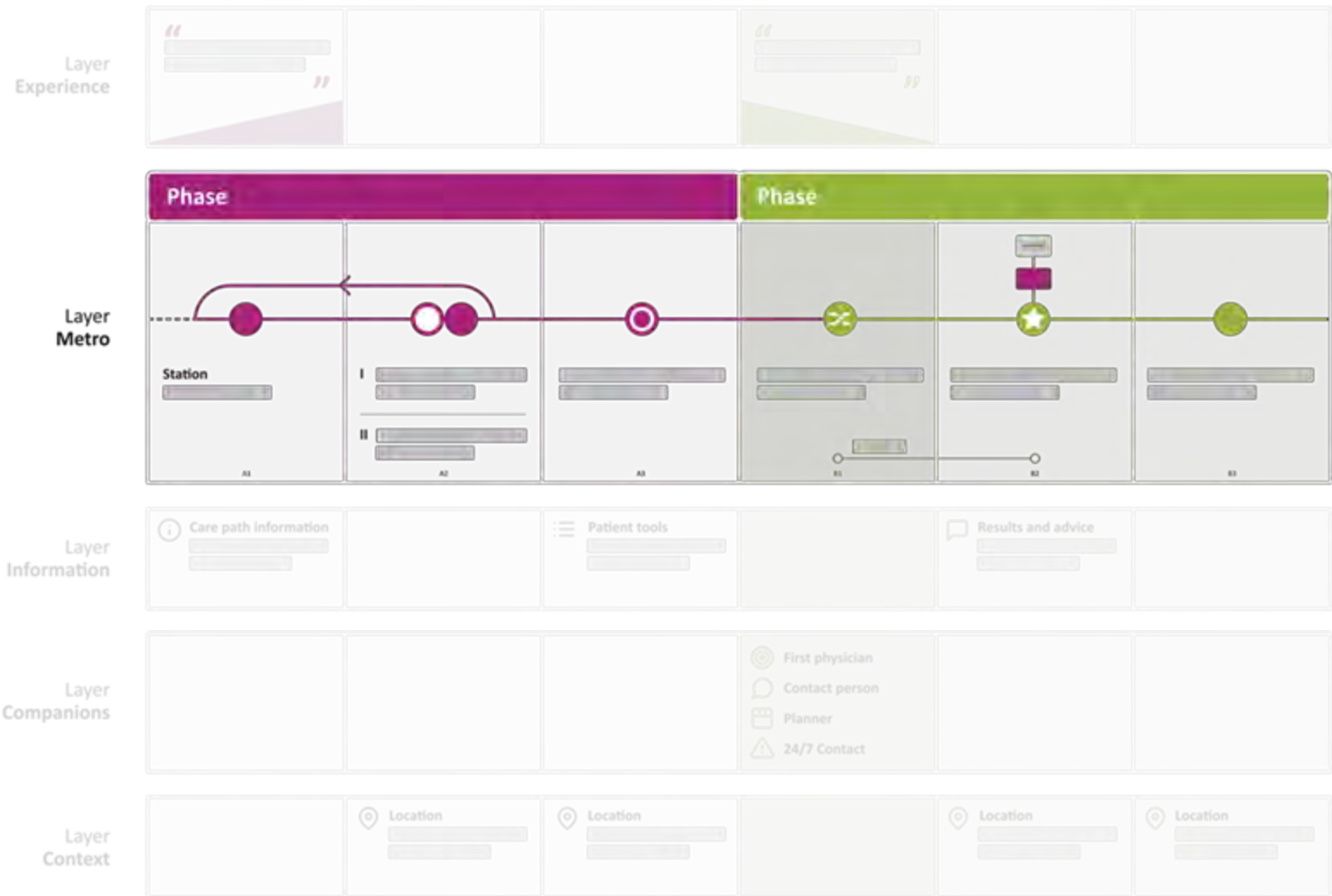
Metro Map

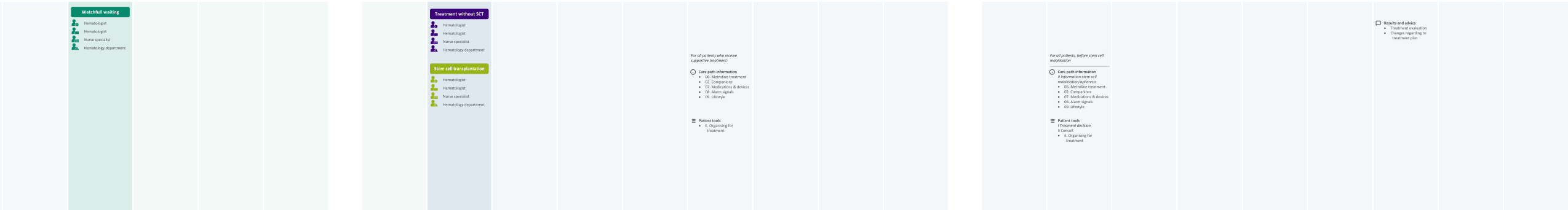
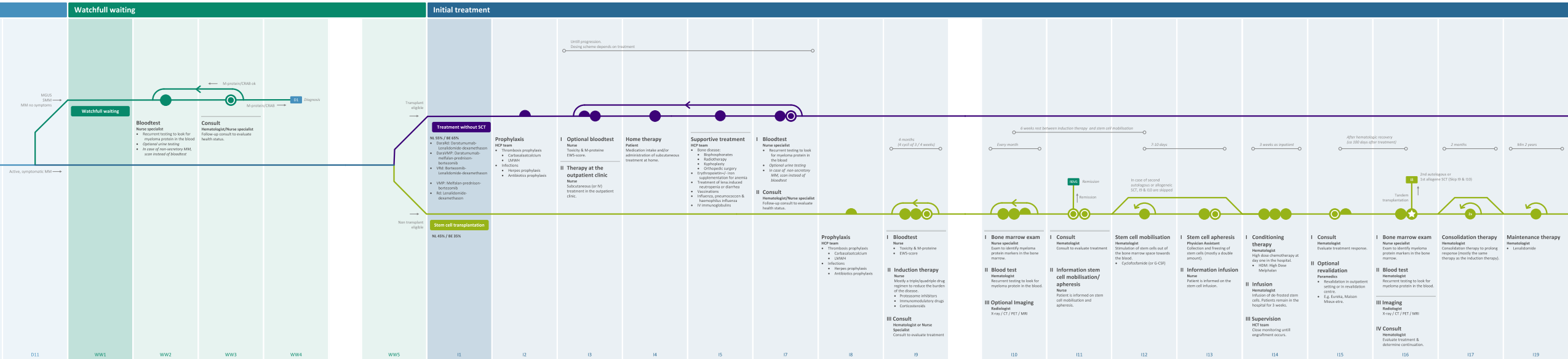
Visualisatie van het zorgpad

Prostate cancer



Metro Map





Surgery



Layer Companions

1

Primary practitioner

is ultimately responsible for
my treatment

2

Contact

best person to call first if I
have any questions

3

Planner

ensures that the planning
of the treatment runs
smoothly

4

24/7 contact

first contact with urgent
questions first contact or
outside working hours

5

Pain advisor

draws up a pain management
plan and adjusts it where
necessary

6

Diet advisor

draws up a good nutritional plan
and adjusts where necessary

7

Informant External

keeps my GP (& possibly
physio, geriatrician, etc.)
informed of my treatment

8

Transfer coordinator

ensures that no time and info
is lost when I transfer
between hospitals

9

Medication advisor

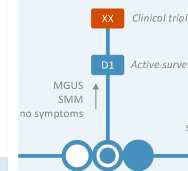
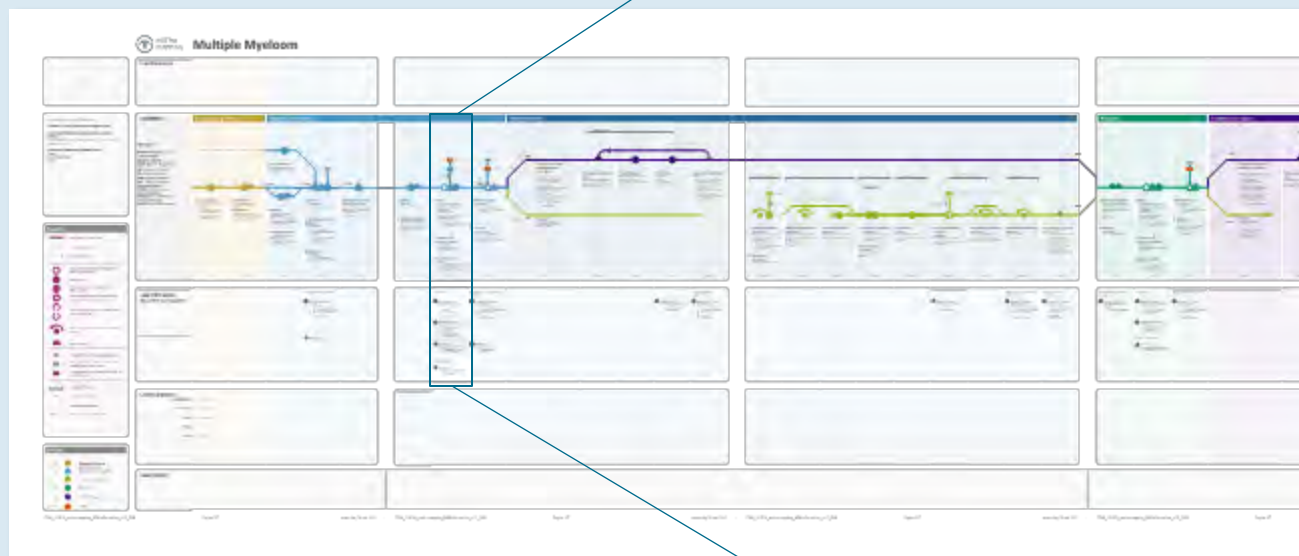
helps me to keep overview
and gives advice on storage
and administration

10

Psych. counsellor

helps me deal with stress and
anxiety that cancer brings

Layer Information



I MOC

- Hematologist, Oncologic Support Team, Oncologist, Radiologist, Pathologist, GP
- Discussion on diagnosis and treatment options.
- Diagnosis & staging
 - Frailty, age, comorbidities
 - Patient preferences

II Diagnosis & treatment options

- Hematologist
- Treatment options are discussed with patient

III Consideration

- Patient
- Optional second opinion
 - Information seeking
 - Preparing decision talk

D4

For all patients

Results and advices

- II Diagnosis & treatment opt.
- Results of diagnostics exams
- Diagnosis and stage
- Advices of the MOC

Care path information

- II Diagnosis & treatment opt.
- 04. About multiple myeloma
- 05. Metronetwork treatment options

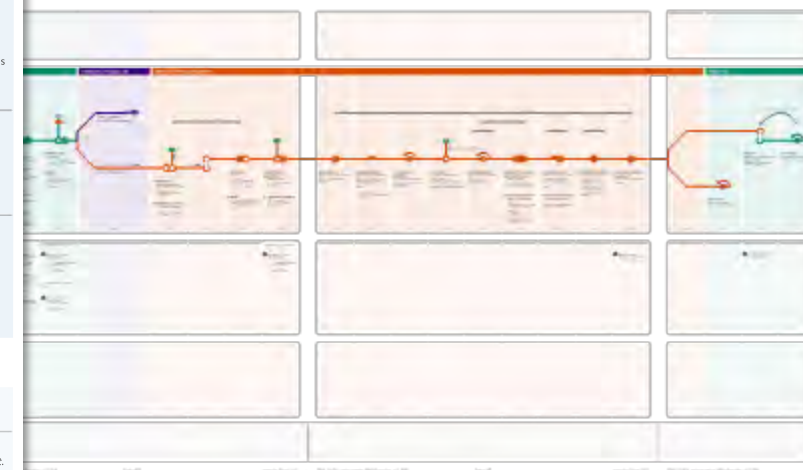
Patient tools

- II Diagnosis & treatment opt.
- B. Dealing with cancer
- C. Decision making

In case of clinical trial

Patient tools

- II Diagnosis & treatment opt.
- D Taking part in a clinical trial



Layer Information

Results & advices

Persoonlijke adviezen en uitslagen van de patiënt

bv: uitslag MDO, resultaten bloedtes

Care path information

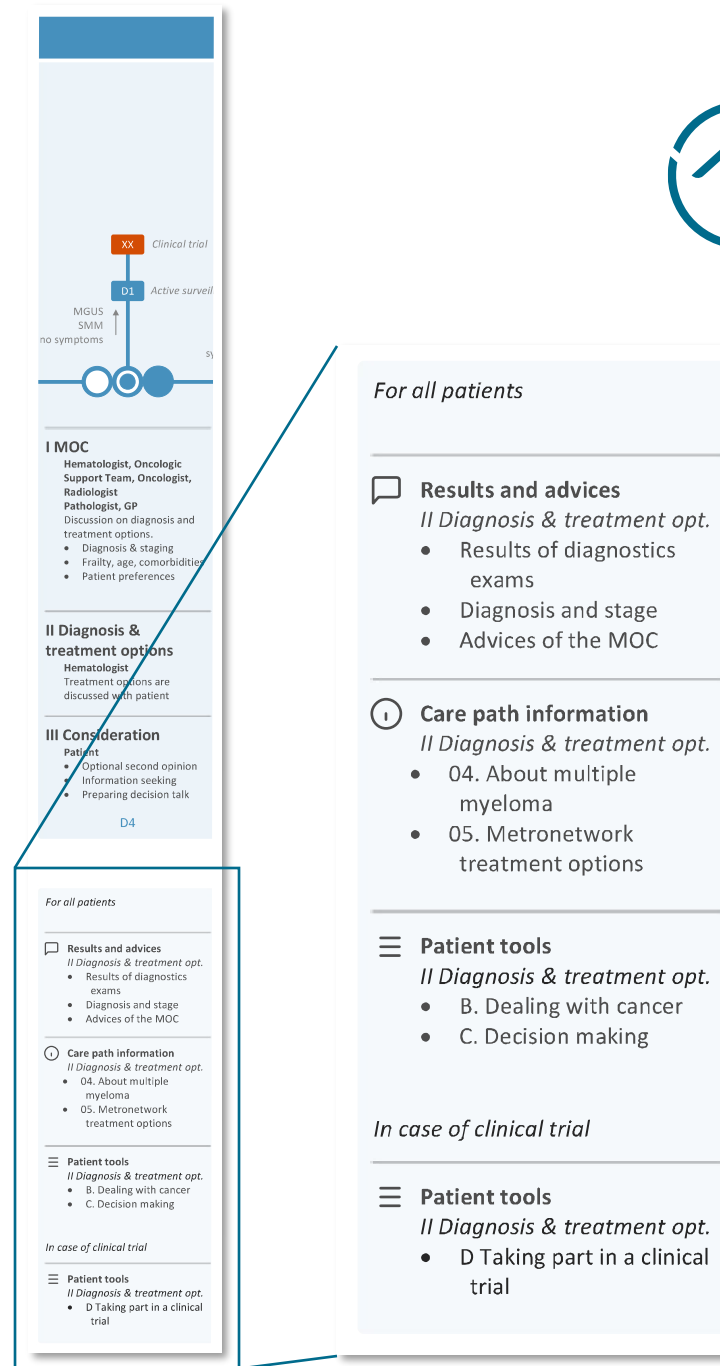
Informatie over de onderzoeks- of behandelstappen

bv: metrolijn diagnostiek, uitleg onderzoek of behandelstap, metro team

Patient tools

Tools die de patiënt ondersteunen in gedeelde besluitvorming of zelfmanagement

bv: een consult voorbereiden, omgaan met kanker, organiseren rondom een behandeling



Getting started



Improving Care with Metro Mapping

Step 1

Mapping the existing care path.



Manual

Chapter 1

Getting started with Metro Mapping

In this module the Metro Mapping method is explained. The project approach, the phases, the tools, including the Metro Net and Metro Map, and the team members are discussed.

[Read more →](#)

Chapter 2

The Metro Net and Metro Map

This module explains the visual elements of the Metro Net and Metro Map.

[Read more →](#)

Chapter 3

Mapping in MS Visio

A template has been created for Microsoft Visio for building a Metro Net and Metro Map. This module explains how to use the template.

[Read more →](#)



E-learning en training

E-learning

Get started using Metro Mapping and optimize a care pathway through this e-learning.

[Read more →](#)

Training

Instructions and digital materials to provide personalized training in Metro Mapping.

[Read more →](#)

Praktijk

Organisaties die Metro Mapping gebruiken

Metro Mapping in de praktijk

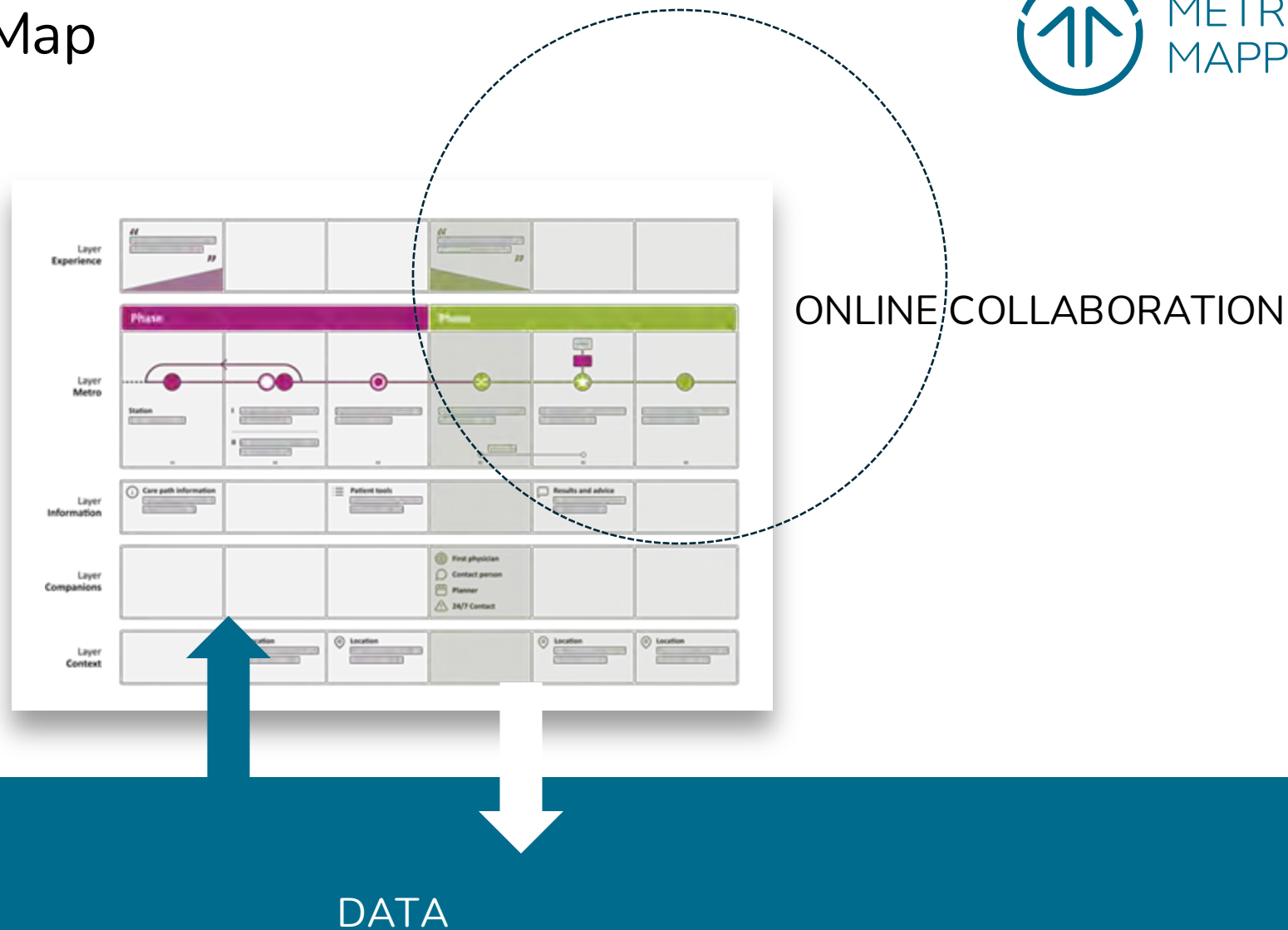
- | | |
|----------------------|-------------------------------------|
| • UMCG | Oncology |
| • Erasmusmc | Digizorg |
| • Charité | Breast cancer |
| • LUMC | Pediatric care |
| • SKION | Pediatric cancer care |
| • Catharina hospital | several care paths |
| • St Antonius | Mutiple Myeloma, Bladder cancer |
| • Janssen | Oncology |
| • Sanofi | Allergies in children |
| • 4D Picture | PC, BC and Melanoma in NL, SP en DK |



Ontwikkelingen

What's next

Data Driven Metro Map



Vragen



Welke kansen zie je voor het koppelen van data met procesvisualisatie?

Heb je ideeën voor zorgpad visualisatie software?

Hoe kan Metro Mapping helpen bij jou uitdaging?

