Abstract

Data-driven Patient Profiles - definition, validation, and implementation for tailored orthopaedic healthcare services (Tessa Dekkers)

Many patients are dissatisfied with the standardized way healthcare is often provided. By developing a set of data-driven '*patient profiles*' this work demonstrates how healthcare services could be tailored to different preferences, needs, and competences of patients instead. Within the illustrative context of total joint replacement (TJR) surgery three profiles were identified that provide medical and creative professionals with actionable insights in how different people tend to experience their own health, cope with pain and stress, and wish to communicate with their healthcare professionals. By showing how patients profiles can be embedded in the design of healthcare services following the principles of mass customization, this thesis inspires its audience to consider the possibility that healthcare can be both standardized as well as tailored – taking into account both our unique and universal characteristics.