

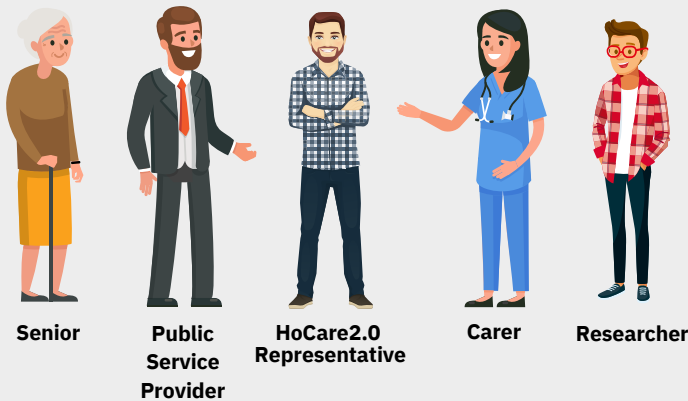
# HoCare2.0 Pilot

## THE NUTRITIONAL SUPPORT ASSISTANT

A Nutritional Support Assistant is a person who assists patients and carers in the nutritional therapy process. It helps to find solutions to basic problems that a patient or carer may encounter both before qualifying for therapy and during the home therapy. It also provides information to patients in nutritional therapy and those interested in enteral nutrition. The web platform is dedicated to enteral nutrition patients and their carers. The aim is to bring useful knowledge and information together in one place. Both services also answer the need to connect with a professional regarding treatment.

by  
**Nutricare Ltd.**

**02/2021 - 06/2021**



## PARTICIPANTS

15 patients and 15 care givers  
1 nursing home employee  
1 mother of a child fed with a gastric tube

## ACTIVITIES

- Qualitative study
- Personal interview combined with contextual interviews
- The empathic interviews
- Service design and co-design techniques
- Workshops
- Citizen walkthroughs



## AND THE END?

The Assistant helped staying at home in relatively good condition. In general, it is crucial to find consensus between demand and supply.

I was afraid to call the doctor to interrupt him with my questions. But this lady was so nice to call her. She told me everything I needed!



## WHAT WE LEARNED

- Important success factor was working with the professional facilitator who led the team through the designing process.
- The process of designing the public service went smoothly, despite the Sars-Cov-2 pandemic .
- All the parties were involved in the process, feeling they participate in something unique. There was no need to encourage them by additional means of inducement.
- The designed solutions themselves brought many advantages to the patients and care givers.