



# Improving Patient Experience During Healthcare Services

Co-creation Date 30/04/2026

# Co-creation Summary



## Overview of the Co-creation

01

- ✓ This initiative aims to improve the patient experience at the Ministry of National Guard Health Affairs during healthcare service delivery by exploring improvement opportunities related to children's anxiety while receiving care. Children's stress can negatively affect their cooperation and make service delivery more challenging. Therefore, this initiative was launched to gather beneficiaries' insights and identify the most suitable solution based on their needs.



## Objectives of the Co-creation

02

- ✓ Reduce children's anxiety and fear before and during medical procedures.
- ✓ Support healthcare teams in delivering pediatric services more efficiently.
- ✓ Promote the use of modern technologies and innovation to improve healthcare quality.
- ✓ Create a more human-centered care experience focused on the patient's needs.



## Beneficiary Category

03

- ✓ Citizen
- ✓ Resident
- ✓ Visitor
- ✓ Business sector
- ✓ Elderly
- ✓ Women
- ✓ Youth
- ✓ Persons with disabilities



2

## Co-creation Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



Co-creation Participation  
Channel

On the official website of the Health  
Affairs at the Ministry of National  
Guard

Improving the Patient Experience  
During Healthcare Services



Project Start and End Period

From date: 30-04-2026  
Until date: 17-05-2026

3

## Proposed Options



In your opinion, what is the best solution to reduce children's anxiety while receiving healthcare services?

01

Open-ended Question  
Text Field

● Finished

### Improving Patient Experience During Healthcare Services

This initiative aims to improve the patient experience at National Guard Health Affairs during the delivery of healthcare services by presenting improvement opportunities to patients and their families in addressing the issue of children's anxiety while r

📅 Start date: 2026-04-30

📅 End date: 2026-05-17

Initiative

All beneficiaries

📄 Participate

📄 Results and Decisions



4

## Submissions Analysis



Participation Statistics

01

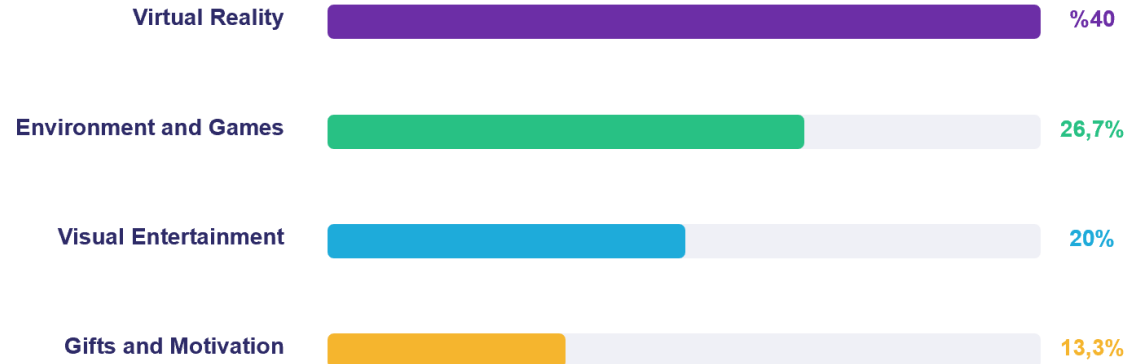
15

Participants

In your opinion, what is the best solution to reduce children's anxiety while receiving healthcare services?

15 Participants , Text filed

### Distribution of Open-Ended Question Responses



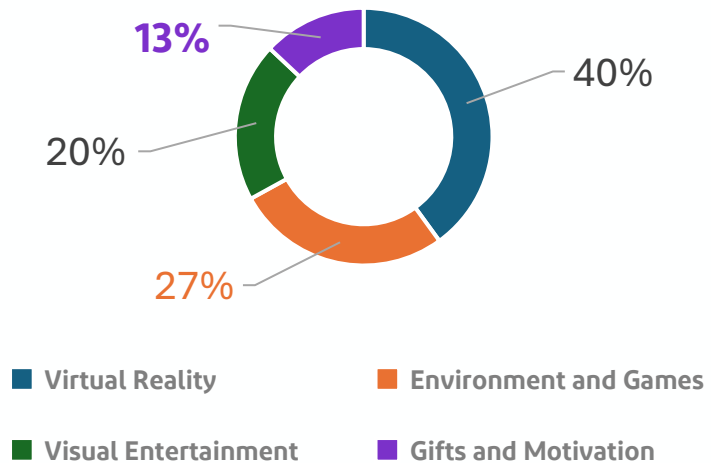
Interactive solutions, led by virtual reality, were the most frequently suggested by participants.

# Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

## Data Collection & Analysis



02

## Recommendations & Decisions

Participants' responses focused on developing solutions that help reduce children's anxiety while receiving healthcare services and improve their overall experience through interactive and entertainment-based tools that support distraction, comfort, and reassurance.



The analysis supports the initiative's direction toward adopting virtual reality headsets as an innovative solution, as it was the most frequently mentioned option among participants' responses and is expected to help reduce fear and improve children's cooperation during medical procedures.



4.1

# Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

## Linking the Decision to the Final Decision

Participants' feedback showed a clear preference for using virtual reality headsets as an innovative solution to reduce children's anxiety while receiving healthcare services. The responses also highlighted that interactive and entertainment-based tools can help distract children, increase comfort and reassurance, and improve their cooperation with the healthcare team during medical procedures.



04

## Implementation Timeline

2025-05-17

Review initiative results and collect requirements based on beneficiaries' feedback

2025-05-19

Analyze beneficiaries' needs to meet expectations

2025-05-21

Implementation

## Results and Decisions

Clarify the recommendations and decisions made based on participants' feedback

Based on the analysis of participants' feedback, the results showed that virtual reality headsets were among the most suggested solutions to reduce children's anxiety while receiving healthcare services. The responses reflected a clear need for interactive and entertainment-based tools that help distract children during medical procedures, reduce fear, improve cooperation with the healthcare team, and enhance the satisfaction of children and their families.

These findings support the initiative's direction toward adopting innovative and applicable solutions within healthcare facilities, contributing to improved service quality and strengthening the concept of patient- and family-centered care.



**Thank you**