Client case GGz Centraal – Full Orbit

FROM TREATMENT GOAL TO MEASURABLE RESULT

How GGz Centraal uses AI together with Full Orbit to make treatment goals concrete

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Contents

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Executive Summary

Mental health care providers face growing pressure to improve the quality of treatment, while clinicians at the same time carry a heavy administrative load and have limited time per client. A key bottleneck is the formulation and recording of clear, measurable treatment goals: presenting problems are often described in abstract terms, whereas treatment plans need to be concrete and verifiable.

This client case shows how GGz Centraal uses AI as a supporting goal generator within the treatment process. The AI solution helps clinicians translate clients' general presenting problems into SMART-formulated treatment goals in a structured way. This creates a different dynamic in the treatment conversation: less focus on reporting after the fact, and more attention to shared reflection, progress and direction during the conversation itself.

For clinicians this means:

· more guidance when formulating treatment goals
· fewer administrative steps around goal setting
· professional judgement and autonomy retained

The solution was developed in close collaboration between clinicians, data experts and IT specialists during an AI Co-creation Sprint: a short, intensive way of working in which a functioning prototype is built and validated in practice within a few days. This approach made it possible to test quickly whether AI genuinely adds value in the treatment process, without immediately committing to a large-scale or high-risk programme.

The AI solution runs within a secure, controlled cloud environment and fits existing care applications and governance requirements. The case shows how AI in mental health care is not deployed to replace human care, but to strengthen the treatment process, with the aim of better treatment outcomes and a future-proof way of working.

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The Organisation: GGz Centraal

GGz Centraal is a large Dutch provider of mental health care, serving thousands of clients each year with a wide range of care needs. The organisation invests actively in innovation, eHealth and data-driven care in order to improve the quality of treatment and make care future-proof.

Within GGz Centraal, clinical informatics plays a central role in organising treatment processes more intelligently, with the aim of:

· easing the load on clinicians

· involving clients more actively

· making treatment outcomes clearer

The Challenge in Mental Health Care

Everyday practice shows that treatment goals:

· are often formulated too generally

· are difficult to measure objectively

· differ from one clinician to another

· take extra time to formulate and evaluate

For clients this sometimes creates uncertainty about progress and expectations. For clinicians it means extra administrative pressure and less time for direct client contact. At organisational level it can contribute to longer treatment pathways and added pressure on waiting times. This affects not only clinical practice, but also management, accountability and capacity planning across the organisation.

GGz Centraal wanted to explore how technology — and AI specifically — can help improve this process, without compromising professional autonomy or the human scale of care.

Full Orbit's Approach: AI Co-creation Sprint

The AI Co-creation Sprint is a repeatable approach that Full Orbit uses to move with care organisations from a care question to a validated AI solution. GGz Centraal deliberately chose not to begin with a large-scale programme, but with this AI Co-creation Sprint proposed by Full Orbit: a short, intensive collaboration that validates whether AI genuinely adds value.

During this sprint, Full Orbit organised an intensive session (in the form of a hackathon) in which GGz professionals worked on a first AI solution together with Full Orbit and a data scientist from TU Eindhoven.

Features of the approach:

· Focus on one concrete care problem
· Direct involvement of care professionals
· Close collaboration between care, data and IT
· Results-driven: a working prototype

Full Orbit brought together care content, data and AI technology.

Specifically, Full Orbit provided:

· The substantive translation from care question to AI use case
· Organisation and facilitation of an intensive hackathon
· Technical implementation within Oracle
· Collaboration with GGz professionals and a data scientist from TU Eindhoven

Within **two days** the first prototype was delivered, which was then developed further towards a pilot.

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The AI Solution in Practice

The AI solution supports client and clinician in formulating treatment goals together.

How it works

1. Client and clinician formulate a general presenting problem together
2. The AI generates suggestions for:
   · Concrete, personalised treatment goals
   · SMART criteria
   · Possible next steps
3. The clinician reviews and adjusts the suggestions
4. Progress is tracked digitally

Here the AI acts as a supporting conversation partner — a third party at the table that helps translate intentions into achievable, measurable steps. The clinician always remains in control. The AI makes no statements about diagnosis or treatment; it only supports the structuring and specifying of treatment goals.

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Technology

The solution has been developed within GGz Centraal's existing Oracle data ecosystem.

Why Oracle?

· Connects to the existing data warehouse
· High security and compliance requirements
· Controlled, transparent use of AI functionality
· Suitable for controlled scaling towards production

The AI runs on Oracle Cloud Infrastructure (OCI) and uses GenAI capabilities, with explicit attention to:

· Data security
· Monitoring
· Controlled integration with care applications

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Results, Status & Vision

The AI Co-creation Sprint has delivered concrete, tangible results in a short space of time, showing that this approach can genuinely add value in mental health care.

Results so far

· AI reliably translates general presenting problems into SMART treatment goals
· Working prototype delivered within a short time
· Developed and tested within a secure Oracle environment

The solution is currently in the pilot phase, with a focus on further integration, security and monitoring. The next step is to measure time savings and the impact on treatment quality.

GGz Centraal sees AI not as a replacement but as a way to strengthen human care, aimed at better treatment outcomes and a future-proof GGz. The organisation also sees opportunities to apply this approach to other parts of the treatment process, with AI supporting both care professionals and clients.

"With AI we can support clinicians and give them more time for genuine contact with clients."
Matthijs Jantzen – Clinical Informatics Specialist, GGz Centraal

Watch the video with Matthijs Jantzen