We listen to you,
Come and see us!

A Patient Experience Forum

You definitely have some ideas to share

“What is the point of knowing much, if we do not know what for?”

Marina Garcés
Writer and Philosopher

Sponsored by:

Fundación Bancaria “la Caixa”
Esteve + Teijin

And in collaboration with:

Fundació Clínic
Hospital Clínic
Villarroel 170
eie@clinic.cat

Espai d’Intercanvi d’Experiències

© Hospital Clínic de Barcelona, 2019
The Patient Experience Forum of the Hospital Clínic of Barcelona is an initiative that promotes a new, effective and innovative work method with the creation of a collaborative open space where all the stakeholders involved in the health sector can exchange their perspectives. A special emphasis is given to the voice of the patients and their caregivers.

The Forum is also a physical space within the hospital, a place to reflect, rethink and co-create solutions to improve healthcare services and increase their value from the patient’s perspective.

How do we work?

- Incorporating the patient’s perspective from the beginning of the projects and guaranteeing that this is useful.
- Evaluating the transversality of the involvement and collaboration of all actors.
- Offering a wide range of methodologies in order to identify unmet needs.
- Evaluation of the patient’s experience in a clinical setting
  - Focus groups, in-depth interviews and surveys
  - Support in the design, implementation and evaluation of those activities
- Innovation in services
  - Design thinking
  - Solutions prototyping
- Research
  - Competitive and collaborative projects
  - Identification of unmet needs
- Training
  - Short training courses for professionals
  - Design and evaluation of training programmes for patients
  - Support to the Methodology of Therapeutical Education Course
- Knowledge exchange
  - Patient’s Coffee (open events for patients)
  - Elevator Pitch techniques
  - XPA Congress Barcelona
- Communication
  - Corporate social networks
  - Newsletter

A patient experience forum