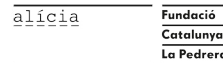


We listen to you,
Come and see us!

Sponsored by:



And in collaboration with:



Hospital Clínic
Villarroel 170
eie@clinic.cat



Espai d'Intercanvi d'Experiències

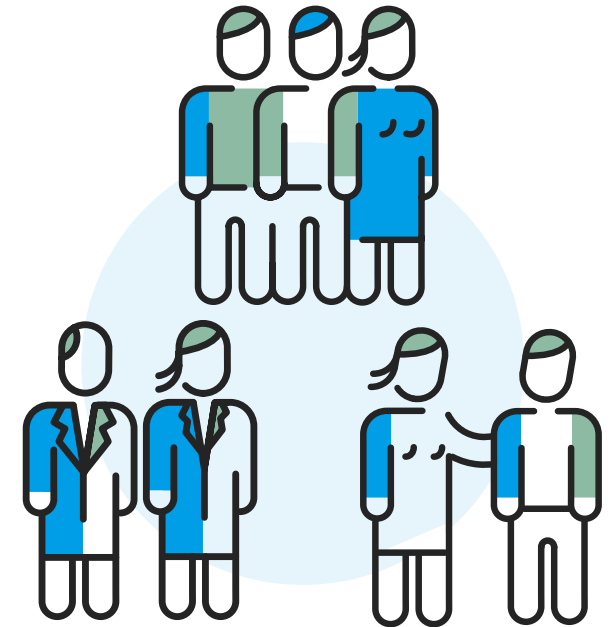


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A Patient Experience Forum

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



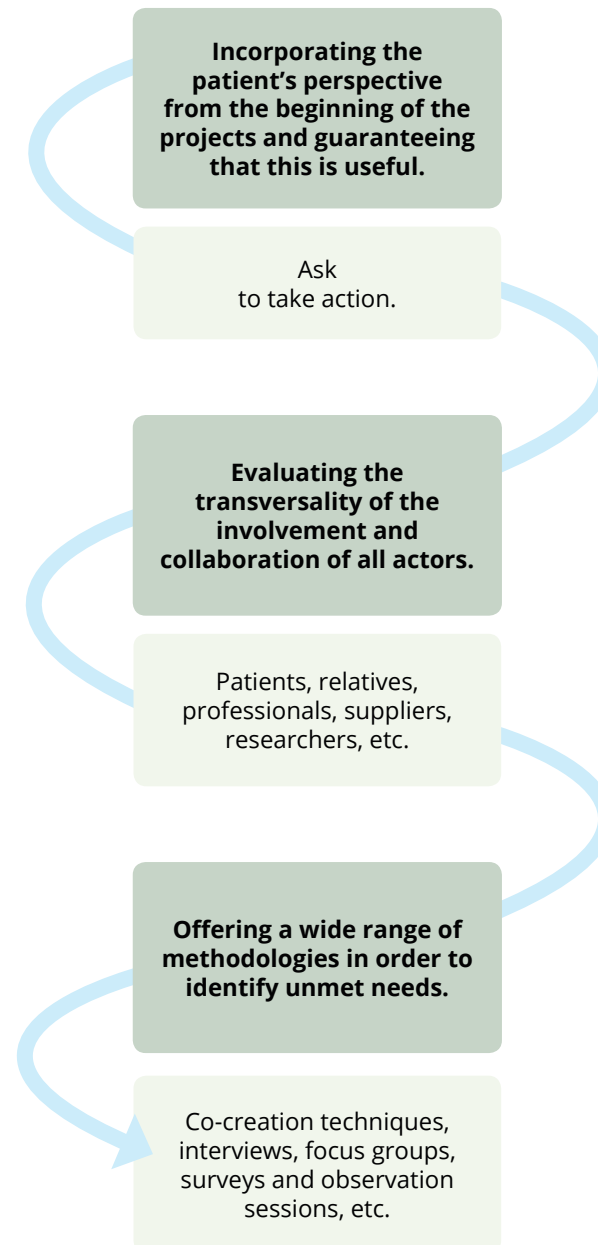
A PATIENT EXPERIENCE FORUM

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?



SERVICE PORTFOLIO

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

