

RESEARCH THEME

XXXIX cycle – a.y. 2023/2024

Title of the doctoral research Patient-centeredness and empowered patientship.
Hacking the systems of care

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Abstract

Patient-centeredness is increasingly recognized as a critical element in the delivery of high-quality healthcare. Patients are no longer viewed as passive recipients of care but as active partners who can contribute to the co-design of healthcare services and the development of innovative solutions. This Ph.D. research aims to investigate the role of patient-centeredness and patient innovation in healthcare through a human-centered design approach.

The research objectives are:

- to understand the concept of patient-centeredness and patient innovation in healthcare;
- to identify the challenges and opportunities associated with implementing patient-centeredness and patient innovation in healthcare;
- to explore the role of human-centered design approaches in developing patient-centered healthcare services and products;
- to evaluate the impact of patient-centered healthcare services and products on patient outcomes, satisfaction, and experiences;
- to develop a framework for designing patient-centered healthcare services and products.

The research will adopt a mixed-methods approach. A qualitative study will be conducted to understand the concept of patient-centeredness and patient innovation in healthcare. A survey will be used to collect data on the challenges and opportunities associated with implementing patient-centeredness and patient innovation in healthcare. We will use an exploratory design framework approach to develop and evaluate patient-centered healthcare services and products. Finally, we will conduct a case study analysis to assess the impact of the expanded patient-centered healthcare services and products on patient outcomes, satisfaction, and experiences.

The expected outcomes of this research include a deeper understanding of the role of patient-centricity and patient innovation in healthcare, a framework for designing patient-centered healthcare services and products, and recommendations for healthcare organizations on implementing patient-centricity in healthcare effectively.

Keywords

Patient-centricity, systems of care, patient innovation