Tao means way or path. At TaoHealth we help population health systems find the implementation path that will deliver great outcomes for people and communities informed by the best available evidence of what works in comparable contexts.

PERSON-CENTRED DESIGN IN INTEGRATED CARE
Using the MINDSPACE framework

11 November 2019
The health and care system

User-centred product design

Patient
Services must be designed to meet the needs of the USER

The NHS think you'll benefit from THIS strategy

I LIVE with this condition, what matters to me is...
Patient involvement

Voice

Choice

Co-production
Halpern et al 2010
Every Dutch healthcare institution is obliged to have a client council and its rights are legally established. A case study of a client council described by van der Meide et al in 2015 shows how equality as the core democratic value manifests itself in practice and marginalizes the voices of older patients.

The authors argue that these councils co-opt patients into the system keeping important aspects of the hospital practice out of sight.

They conclude that to be of greater value for all patients successful patient participation requires not only equal opportunities but also ‘the condition of equal voice’.
The **User Research Library** helps government teams share, discover and connect user research. Hackney Council has a vision of becoming the most user-centred local authority in the UK.
The motivation for including the patient voice will vary and needs to be explicitly acknowledged.

• Democratic:
  ➢ Based on the fundamental values of the system

• Technoahratic:
  ➢ Based on the process of user-centred design
Dr Niamh Lennox-Chhugani

nlennoxchhugani@taohealth.co.uk
+44 7983 458 733
@taohealth1
LinkedIn Profile