

Accepted Manuscript

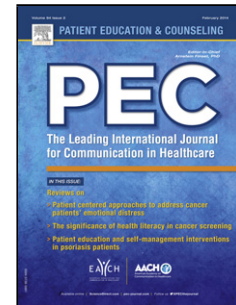
Title: How healthcare professionals experience patient participation in designing healthcare services and products. A qualitative study in the field of spinal cord injury in Switzerland

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PII: S0738-3991(18)30115-0
DOI: <https://doi.org/10.1016/j.pec.2018.03.011>
Reference: PEC 5913

To appear in: *Patient Education and Counseling*

Received date: 12-9-2017
Revised date: 27-2-2018
Accepted date: 7-3-2018



Please cite this article as: Amann Julia, Brach Mirjam, Rubinelli Sara. How healthcare professionals experience patient participation in designing healthcare services and products. A qualitative study in the field of spinal cord injury in Switzerland. *Patient Education and Counseling* <https://doi.org/10.1016/j.pec.2018.03.011>

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Original Research

Title:How healthcare professionals experience patient participation in designing healthcare services and products. A qualitative study in the field of spinal cord injury in Switzerland.

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Highlights

- Healthcare professionals as innovation intermediaries
- Healthcare professionals' positive experiences with patient contributions
- A structured process for patient participation may mitigate risks of knowledge loss

Abstract

Objectives

This study explored healthcare professionals' accounts of patient participation, focusing particularly on aspects related to patients' contributions to the planning and design of healthcare services and products. It aimed to determine (1) how healthcare professionals experience patient participation, (2) what factors, in their view, may inhibit or promote it; and (3) through what channels they think it can take place.

Methods

This study adopted a pragmatic epistemological approach. Data was collected through semi-structured interviews with healthcare professionals at four specialized centers for spinal cord injury in Switzerland.

Results

Healthcare professionals who participated in this study were generally open to patient participation in the healthcare innovation process, highlighting several factors that may influence this process. Participants referred to three types of patient contributions that would usually emerge from informal exchange: (1) bringing in information unknown to staff; (2) reporting problems; and (3) providing concrete suggestions for improvement.

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