

Experience-Based Co-Design

A special presentation by

Glenn Robert

Professor of Healthcare Quality & Innovation
King's College London



Thursday

1st

March

2012

4:00-4:30pm

Refreshments

4:30-5:30pm

Presentation

Brook Building

BB013

Measuring, understanding and improving patients' experiences are of central importance to healthcare systems worldwide and are high on the UK health policy agenda. In this presentation, Glenn Robert will discuss 'Experience-Based Co-Design' (EBCD), a form of participatory action research that seeks to capture, understand and improve how patients feel and experience a healthcare process or service when they come into contact with it.

Glenn Robert's research draws on the fields of organisational studies and organisational sociology, focusing on quality and service improvement in healthcare and on new perspectives on large-scale change. He is the co-author/editor of five books, including one based on a major systematic review exploring the diffusion of innovations in healthcare delivery and organisation, which won the 2006 Baxter Award for most outstanding contribution to healthcare management in Europe.

For further information and to confirm your attendance contact Carmit Erez on

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