Patient centered process mapping

marie.bergeling.thorell@lj.se & caroline.fruberg@lj.se
Improvement leaders, Qulturum

Music by the swedish folk music band: Bjäran, The process

Todays offer

• Learning by doing
• Patient centered process mapping
• Personas
• Simulation - Patient involvement
• Mapping different patient needs
• Value compass
So now...

• Learning by doing!!!