Patient Voice

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My Story
Novel approach to value based care redesign
Patient Voice is an ethnography and design research based approach to value based care redesign that places the patient perspective at the center of the design process.

How does it work?
1. Process mapping to define phases of care.
2. In-depth interviews with patients and stakeholders to understand needs, pain points and patterns across the entire care pathway.
3. Synthesis process in which we move from raw data and initial findings into uncovering themes and opportunities to define the patient’s journey.
4. Learnings used to develop impactful redesign plans.
Research Process
Expert Interviews

Dr. Rosenthal
Laura Baybridge
Dr. Clarke
Dr. Litwin
Dr. Katz
Dr. Chami
Dr. Reiter
Dr. Leff
Dr. Stepanian
Averyl Pujol
JoAnn Palaganas
Lynn Hopkins
Intensive Process Mapping
Patient Interviews

Patient 01
Medication

Patient 02
Laser TURP

Patient 05
Robotic TURP