This thesis aims to help develop a more patient-centered healthcare that recognizes the patient’s abilities and experiences. It explores three aspects of patient involvement and service innovation.

Firstly, through an extensive literature review, the thesis examines the concept of patient involvement: what it is, how it is achieved, and what it leads to. The thesis also discusses patient involvement in relation to value and value creation in healthcare.

Secondly, the thesis proposes a diary-based methodology for involving patients in service innovation; this methodology was developed through an action research approach with three healthcare processes. The methodology opens a window to the patient’s life and allows patients to share their emotions, reactions, and creative ideas.

Finally, by analyzing patients’ contributions and interviews with participants, we learn what motivates patients to participate in service innovation—from the need for restitution to the joy of innovating. We learn that while participation may be hindered by disease, it can also lead to positive emotions and feelings of support.

Overall, the thesis explores patient involvement from new perspectives, thereby contributing to our collective efforts to improve healthcare.

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