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SPEAKERS Madge Kaplan, Paul Batalden

*Madge Kaplan 00:00*

Welcome to The Power of Coproduction, a podcast series that explores the lived experiences of patients and professionals who are redesigning healthcare service to achieve better health through mutual respect, collaboration and science informed practices. Your host and guide is Paul Batalden, Professor Emeritus of the Dartmouth Institute for Health Policy and Clinical Practice and a guest Professor Jönköping Academy. The Power of Coproduction is produced in partnership with the International Coproduction of Health Network (ICoHN), the Dartmouth Institute, Jönköping Academy and the Health Assessment Lab. This is Madge Kaplan and I'm here with Paul Batalden, host of the podcast series, The Power of Coproduction. Paul, we're taking a mini break to orient listeners to the next episodes, you're borrowing from the Swedes and calling this pause a "fika." Explain what happens during fika and how it's helpful in this instance,

*Paul Batalden 01:03*

Thank you very much Madge. For centuries, Swedes have had the tradition to pause in the work day to have some coffee and to reflect together with their colleagues. I think it's time for us to pause and reflect on the first set of podcasts and to get ready for what's ahead.

In the first group of podcasts we focused on the collaborative work of making a healthcare service, we explored the lived reality of the person that we sometimes call the patient. We learned that patient persons bring knowledge about the experience of having a condition, they bring knowledge of the social support, and the access to other potentially helpful resources that they might have. We also explored the "as is" system in which patients and professionals navigate as they experience the current system.

Next, we're going to consider the way science informs the coproduction of a healthcare service and its improvement. A few years ago, Professor Trish Greenhalgh at Oxford suggested the term "science informed practice." What she means and what I want to explore in the next group of podcasts are the multiple ways we develop and use knowledge to inform the practice of making a healthcare service. We use biologic knowledge to better understand a disease or a condition, we learn how an understanding of the experience of living with a condition can be developed and be helpful, and the ways scientific knowledge can help us design, create and improve a service aimed at both the underlying condition and the realities of living with it. And finally, we explore how all this can come together to create a service and to help people thrive and to live with less burden.

*Madge Kaplan 03:10*

Paul, that's so interesting. And yet I have to say science in healthcare is often when we stop talking about the human experiences that go on and we start focusing on facts, clinical knowledge, diagnoses and treatment. So how does or can coproduction change that?

*Paul Batalden 03:30*

We know that if we're going to use new knowledge, we need to think about how we develop that knowledge. We know that science informs our clinical knowledge, as you say, and it informs our understanding of diagnoses and treatments. But actually, we also know that science and empirical knowledge building efforts inform so much more that we use in the coproduction of healthcare services. Building knowledge systematically, listening and observing, carefully testing our insights in the real world...and as we use them, reflecting on and publishing our findings, for further scrutiny and challenge is all part of allowing this knowledge building work we call science to really inform our thinking and our work.

*Madge Kaplan 04:26*

So that's a lot to look forward to. What can listeners expect to learn about (in) the next podcast episodes?

*Paul Batalden 04:33*

Well, the upcoming podcast with Bruce Marshall helps us learn about the ways that biologic knowledge is made and contributes to the coproduction of cystic fibrosis healthcare. Subsequently, Cristin Lind joins us to tell us how she built understanding of the situation that she faces as the mother of a son with special needs. Immigrants involved in the coproduction of their own health is the focus of the next podcast which features Morten Sodemann in Copenhagen, who's designing and creating effective services and knowledge building with an immigrant community. And finally, in the last of the science informed practice podcasts, Kathy Kirkland shares the way she uses stories, and storytelling to integrate different ways of knowing.

*Madge Kaplan 05:32*

All right, really helpful. So finally, Paul, for those who love lists, you've apparently been developing one of your own on the skills and capabilities that science informed coproduction can generate and sharpen. Give us some highlights of what's on that list so far?

*Paul Batalden 05:51*

Well, my list is only a beginning. It reflects, however, the capabilities that schools of health professionals might consider as they think about the capabilities and competencies of their graduates. For example, the ability to actually observe and describe what you see, the ability to form and test hunches, the ability to prototype and measure, the ability to recognize and resist unwanted biases, the ability to know the close relation between and among the connected experiences of humility, doubt, curiosity, and discovery, the ability to link different ways of knowing and my list goes on, maybe more than it should.

*Madge Kaplan 06:43*

Well, to be continued on that. So this has been a terrific fika. Thank you, Paul, for this pause and prep. Is there some ritual or saying that the Swedes use to wrap things up?

*Paul Batalden 06:56*

Takk Så Mycket, thanks for the time and the conversation. It was good to be with you.

*Madge Kaplan 07:03* Onward to the rest of the series in The Power of Coproduction. On Episode Six, "The biology of it all," Paul is joined by Bruce Marshall. He works on the biologic knowledge of cystic fibrosis, which is helping to shape the coproduction of treatment and the design of services for persons who are patients with CF. I am Madge Kaplan Paul Batalden 07:25 and I'm Paul Batalden. *Madge Kaplan 07:28* All podcasts in this series, including an overview of coproduction, are available at [ICoHN.org/podcasts](http://ICoHN.org/podcasts). The website is where you'll find supplementary materials, guest bios and brief profiles of the production team. You can subscribe to the podcast series wherever you get your podcasts. Thanks for listening.