

To Cite: Jiwa M. From the editor: The patient experience in 2017. *JHD*. 2016;1(3):1.

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SUMMARY

The *Journal of Health Design (JHD)* is pleased to bring you its third issue.

Key Words

Health design; patient experience; patient knowledge

We are pleased to bring you the third issue of *The Journal of Health Design (JHD)*. The theme of this issue is how small, inexpensive changes can improve the patient experience.

In this issue, we present “Primary care—is ‘jugaad’ innovation a strategy to guide future direction?” In this editorial the editor highlights ‘jugaad’, a colloquial Hindi term meaning an innovative fix or improvised solution arising from ingenuity. Within the healthcare systems of many nations, there are increasing pressures to do more with less. Coupled with that are healthcare consumers who are expecting more. The author cites a few examples from different countries whereby healthcare providers have made constructive changes without an infusion of funding.

We also bring you “Deploy tools that are essential to the office and alchemy of healing”, a clinical insight paper that shows how something as simple as having the patient sit in the “big chair” can alter the patient experience and the potentially enhance the doctor-patient relationship.

This will be an exciting year for The JHD as we continue building our podcast series to feature leading researchers

and healthcare practitioners focused on health design and improving the patient experience. Since we published our last issue, we interviewed Andy DeLaO, the chief experience officer at My Ideal Patient Experience Agency. We have also posted an interview featuring Joanna Goodrich, Head of Evidence and Learning with the UK-based [The Point of Care Foundation](#). If you know someone who would be an excellent interviewee for our podcast series, please [email us](#).

We will also build our list of publications. Tell colleagues, students, and patients about *The Journal of Health Design*. Submit a manuscript for publication, sign up to be a reviewer and follow us on Twitter, LinkedIn, and Facebook.

We wish you much health and happiness in the upcoming year.