

To Cite: McCausland T. From the Editor: Better health by design. *JHD*. 2018;3(3):127–128.

Corresponding Author:

Tammy McCausland
Richmond, VA, USA
editor@journalofhealthdesign.com

Copyright:

© 2018 The Authors. Published by Archetype Health Pty Ltd.. This is an open access article under the [CC BY-NC-ND 4.0 license](#).

SUMMARY

Health care is a necessary yet expensive component of our existence. Inevitably, everyone will get sick and will require the services of a doctor or a hospital. We bring you articles on the value of human connection in health care, establishing patient partners in primary care and the importance of including healthcare professionals in the design of medical devices/testing systems.

Key Words

Health care; patient experience; human-centred design

Health care is a necessary yet expensive component of our existence. Inevitably, everyone will get sick and will require the services of a doctor or a hospital. Governments spend billions annually on their healthcare systems and in many countries, people also spend a lot of money out of pocket for their healthcare expenses. One would think that with all the money spent healthcare systems would function smoothly and health outcomes would be tickety boo. That is not the case, however, and evidence of problems abounds.

The Journal of Health Design was created to provide a forum for healthcare practitioners, researchers, designers, innovators, etc., to share their ideas and publish their work. We believe that changes to improve health care can be inexpensive yet effective. It can be a matter of changing a process, engaging patients in improving the way services are delivered or rethinking how practitioners interact with their patients. Improved outcomes need not be tied to a huge price tag. Since its inception, *The JHD* has been focused on bringing our readers articles about the important work being done to ensure people have a better patient experience and better health. Our motto is: *Better health by design*.

In this issue we are pleased to bring you “The value of human connection in health care”, an editorial that highlights how the quality of the interaction between doctor and patient is what has the greatest bearing on the outcome in an individual case. Healthcare practitioners can forge a more effective connection with a patient simply by asking more questions, interrupting less, remaining curious, maintaining eye contact, clarifying and simplifying. Small changes can help to healthcare providers make a genuine connection with patients.

“Establishing patient partners: The Health Care Home Model” is an article about promoting engaged consumers and giving patients more control over their health care. The Pinnacle Health Care Home Model for primary care in New Zealand was created to enable patients to be active partners in their health care rather than passive recipients. The author shares how successful change relies heavily on clinical leadership and engagement, space for practice teams to plan and review, credible data to track progress, and new roles added to the traditional primary care team.

The article “Performance analysis system for endotracheal tube introducers: Standardising for success” presents an overview of the design tasks used to develop the Shape Retention Testing System (SRTS) for the assessment of bougie introducers. The authors highlight how equipment design and selection can contribute to the success or failure of difficult airway management. They also stress how including healthcare providers in a multidisciplinary design team designing medical devices/testing systems can significantly influence device success or failure.

We have issued two calls for papers focused on the themes of “The Power of Connection” and “Serving At-Risk Populations”. Please visit [The JHD website](#) for details. If you would like to contribute a paper on one of these themes or another topic of your choice, please [email us](#).

Be sure to listen to our growing list of interviews in our podcast series. And don't forget to follow us on Twitter, LinkedIn, and Facebook. Tell colleagues and people in your network about *The Journal of Health Design* for publishing their research.

As always, we appreciate your continued interest in *The Journal of Health Design*.