

Experiential Knowledge: What does it Tell? Some reflections on Consumers' Involvement in Research and Practice

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Research Centre
Innovations in Care



No conflict of interest

Consumer involvement in Research and Care

- ▶ Demanded by funds and legislation
- ▶ Would result in more relevant research questions
- ▶ Contributes to improved quality of care

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WGBO (Act on medical treatment consent)

ZonMw (The Netherlands Organisation for Health Research and Development)

Crawford, M.J. e.a. Systematic Review of Involving Patients in the Planning and Development of Healthcare. British Medical Journal (International edition) 2002; no. 7375, p. 1263.

Egmond Van S, Heerings M, Munnichs G. Sterke verhalen uit het ziekenhuis; leren van patientenervaringen voor goede zorg. Rathenau Instituut, Den Haag, 2014.

Some examples of consumer involvement



But: What is the essence of experiential knowledge?

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▶ Two reflections

- ▶ Insider – Outsider
- ▶ Identity – Persona

Insider – outsider distinction

Social psychology & Disability Studies

- ▶ Insider → Lived experiences
- ▶ Outsider → Presumptions, bias, diagnoses, disabilities

Dembo, T. (1964). Sensitivity of one person to another. *Rehabilitation Literature*, 25, 231–235.

Dembo, T. (1970). The utilization of psychological knowledge in rehabilitation. *Welfare Review*, 8, 1–7.

Dembo, T. (1982). Some problems in rehabilitation as seen by a Lewinian. *Journal of Social Issues*, 38, 131–139.

Identity versus Persona

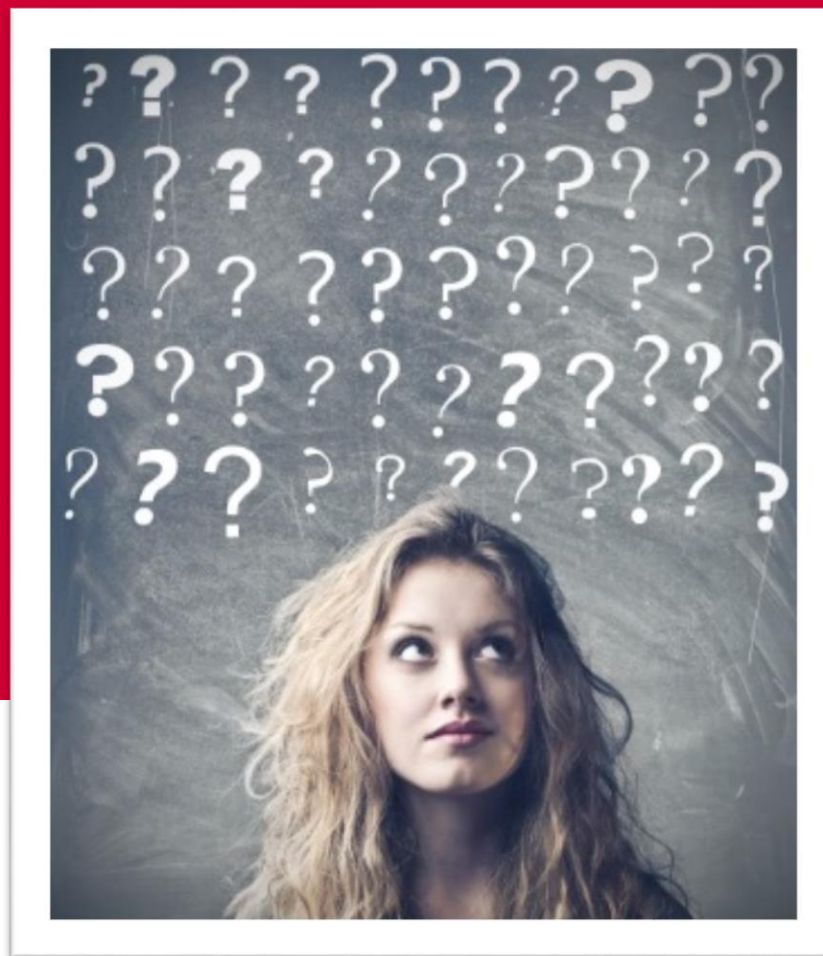


Identity?



Persona?

What does walking mean to you?



Are there any questions?