



**Queues, paper forms and repeated signatures were slowing registrations. By co-creating inside the hospital, we focused on simple changes that save time, reduce errors and make the patient journey clearer.**

### Who we are (key actors):

- Central Teaching Hospital of the Medical University of Łódź — healthcare organisation.
- Medical University of Łódź — knowledge partner.
- Ecosystem partners include registration teams, clinicians, patients and caregivers, the technology provider IC Solutions and policy actors.

### What do we do in the LivingLab?

**We design and test in real processes, measure impact for patients and staff and scale successful practices across clinics.**

### Our first tested solution:

Digital Signature – Poland — A legally valid electronic signature so patients can read and sign medical documents on mobile or stationary tablets. Signed files are stored directly in the Hospital Information System and can be retrieved on authorised workstations. A smart pen pathway remains available for people who prefer a paper-like experience.



### What is Value-Based Healthcare (VBHC)?

- Value-based healthcare means maximising the health outcomes that matter to patients for every euro invested across the whole care pathway.
- In practice, we define and measure outcomes that patients care about (for example, recovery, independence and quality of life).
- We improve the entire pathway from first contact to long-term follow-up, not only single appointments.
- We co-create and test solutions in real settings, then scale what delivers better outcomes for the cost.

### HARD FACTS about our LivingLab so far:

- **Developed and tested solution: Digital Signature**
- **More than one hundred patients participated in the pilot**
- **Paper documentation reduced by approximately seventy per cent in the tested unit; registration became twenty to thirty per cent faster**



### BENEFITS — Why this LivingLab matters

- Shorter queues and a clearer process for patients; streamlined workflow and quicker access to records for professionals; lower costs for hospitals.
- Inclusive by design (tablet or smart pen) and ready to roll out to additional departments and clinics.