

Track 1: VALUE co-creation in public services

Thursday, 21st January 2021

Friday, 22nd January 2021

VALUE_Session 1. Value cocreation and participation 11:30 – 12:45
Chair: Rolf Ronning
Co-creation and co-destruction of value in public services – A struggle between conflicting interests Magnussen, Siv; Rønning, Rolf
Value creation through intrinsic participation: the importance of context Strokosch, Kirsty; Osborne, Stephen; Zhu, Edwina Yida
Levers of citizen participation in co-creation Zadra-Veil, Cathy; Fragny, Benjamin
Radical value co-creation in public services: A Pragmatist case Kaszynska, Patrycja
VALUE_Session 2. Challenges for public value cocreation 15:15 – 16:30
Chair: György Drotos
Political and Cultural Determinants of Public Sector Innovation and Value Co-creation. The Case of Hungary Drótos, György; Miklós, Rosta
Interactive value formation: exploring the literature on the side dark of the service experience from the perspective of value co-destruction, (VCD) Silva Farias, Josivania; Calhau Codá, Renato; Freitas, Dias, Gilmara; Celis Leon, Andrea; Oliveira Militão, Luciana; Miranda Martins, Isabela
The evolution of public management at the Spanish National Health System García-Goñi, Manuel
Understanding the Dynamics and Challenges of Multi-Actor Collaborations in the Co-creation of Public Value Yuan, Qianli; Gasco-Hernandez, Mila; Gil-Garcia, J. Ramon

VALUE_Session 3. The territorial and social dimensión 08:00 - 09:30
Chair: Metka Stare
Students' and parents' co-production in compulsory education: insights and challenges for public services Díaz-Fuentes, Daniel; Fernández-Gutiérrez, Marcos
From City to City-as-a-Service exploring the transformation through the lenses of servitization and service-dominant logic Viljakainen, Anna; Hyytinen, Kirsi; Toivonen, Marja
Organizations CSR strategies: A long-run sustainability value creation model Moreno, Manuel; Mañas, Elena; Montes, Óscar René; Fernández, Beatriz
Social innovation in extreme institutional contexts: a case study of Non-government organization in Palestine Morrar, Rabeh; Sofiane Baba
VALUE_Session 4. Business vs Public Cocreation 11.15 – 12:30
Chair: Jakob Mickelsson
Co-creation challenges in public sector - what can we learn from private sector? Lindland, Kristiane Marie Fjaer
Transformation towards service(s) in Public Research and Technology Organizations Viljakainen, Anna; Hyytinen, Kirsi; Toivonen, Marja
The Continuing Evolution of Value Research in Service Marketing Mickelsson, Jacob; Medberg, Gustav
Value co-creation and innovation: the case of Portuguese firms Madeira, João Pedro; Torres, Preto Miguel

Track 2: Service INNOVATION and innovation ecosystems in services

Thursday, 21st January 2021

Friday, 22nd January 2021

INNOVATION_Session 1. Social innovation 11:30 – 12:45
Chair: Celine Merlin-Brogniart
A European state-of-the-art of Public Service Innovation Network for Social innovation Merlin-Brogniart, Céline; Fuglsang, Lars; Magnussen, Siv; Peralta, Alberto; Rønning, Rolf; Scupola, Ada
The role of the State in the emergence and scaling-up process of social innovation networks Rosta, Miklós; Merlin-Brogniart, Céline; Katona, Márton; Liefooghe, Christine
Social innovation impacts in European public administrations Rubalcaba, Luis; Gallouj, Faïz; Merino, Fernando; Katona, Marton
Social Innovation in Active Mobility Public Services Stuchi, Silvia; Paulino, Sonia
INNOVATION_Session 2. Innovation for management 13:30 – 15:00
Chair: Marja Toivonen
Value co-creation and impacts in service ecosystems Hyytinen, Kirsi; Nousiainen, Anu; Toivonen, Marja
A Conceptual Framework for Consumer Inventory Management Services Heumann, Christian
"Platforming": a historical perspective of designing and delivering innovative logistical services Paché, Gilles
Innovation in Public Services. Mexico transformation of government's policies 2019-2020 Corona-Treviño, Leonel; Camacho, Alexis
INNOVATION_Session 3. Innovation Networks 15:15 – 16:30
Chair: Faiz Gallouj
Collaborating for social innovation in public services: public service innovation networks for social innovation (PSINSIs) Gallouj, Faïz Desmarchelier, Benoît; Djellal, Faridah
Public Service Innovation Network for Social Innovation: A european overview Merlin, Celine; Fuglsang, Lars; Katona, Márton; Magnussen, Siv; Peralta, Alberto; Rønning, Rolf; Rosta, Miklós; Scupola, Ada
Modelling public networks for collaborative social innovation: a quantitative exploration of the employment and social public services Peralta, Alberto; Rubalcaba, Luis
Network Co-production of Public Service: Interaction of Multiple Agents in Digital Platforms of the European Union and Brazil Oliveira Militão, Luciana; Celis Leon, Andrea Juliet; Miranda Martins, Isabela; de Freitas Dias, Gilmara Aparecida; Calhau Codá, Renato

INNOVATION_Session 4. Gender issues & social entrepreneurship 08:00 – 09:30
Chair: Ada Scupola
Power, participation and public service innovation funding: findings from 'Gender and Nesta's Innovation Support' Callaghan, Robert; Lewis, James
Women's innovation in European public administration Suárez, Cristina; Scupola, Ada; Bazah, Najia; Polo, Laura; Solano, Ernesto; Rubalcaba, Luis
Thanks but no thanks - an empirical analysis on the role of middle managers and their experiences with social entrepreneurship in a public organization Isaksen, Kjersti
Social Entrepreneurs – The motor behind public service innovation networks for social innovation? Hansen, Anne Vorre; Gallouj, Faïz; Fuglsang, Lars; Scupola, Ada
INNOVATION_Session 5. Ressources cases 11:15 – 12:30
Chair: Marie-Christine Monnoyer
FASTER Project: development of innovation in rescue technologies for international disasters Cintora Sanz, Ana María; Gomez de la Oliva, Soledad; Ruiz Palomino, Julio; Aldea Reyes, Ana María; Izquierdo, Susana; Coll, Annika
Innovation in Designing Territorial Platforms for Elderly Homecare Services Bourret, Christian; Depeyrot - Ficatier, Thérèse
Universities as strategic actors to decarbonise the economy Monnoyer, Marie-Christine
The Configuration of Service Innovation Capabilities Crispim, Rafael; Zawislak, Paulo

Track 3: DIGITAL transformation in public services

Thursday, 21st January 2021

DIGITAL_Session 1. Digital transformation framework 13:30 – 15:00
Chair: Ines Mergel
Digital transformation in the public sector: A systematic literature review and future research agenda Dan, Sorin; Vancauwenberghe, Glenn
Understanding collaborative innovation in public sector: a case for increasing scholarship dialogue Tangi, Luca; Marijn, Janssen; Vanini, Irene; Michele, Benedetti; Giuliano, Noci
Co-Value creation and Digital Service Transformation: The case of Denmark Scupola, Ada; Mergel, Ines
DIGITAL_Session 2. Local digital 15:15 – 16:30
Chair: Christine Liefoghe
Social media in local governments: Comparing determinants of adoption and use across multiple platforms Yuan, Qianli; Gasco-Hernandez, Mila; Gil-Garcia, J. Ramon
Uncovering the intertwined nature of collaborative processes and structures in the digital transformation of state governments Gasco-Hernandez, Mila; Gil-Garcia, J. Ramon; Luna-Reyes, Luis
Government strategies used in the development of citizens competencies to complete the income tax return in E-Gov Silva Farias, Josivania; Freitas Dias, Gilmara; Miranda Martins, Isabela; Celis Leon, Andrea; Oliveira Militão, Luciana; Calhau Codá, Renato; Martins Cruz, Geisa
The digital transformation of French public services: from the government to local public agents. Tools, methods and limits Liefoghe, Christine

Friday, 22nd January 2021

DIGITAL_Session 3. Artificial Intelligence open data 08:00 – 09:30
Chair: Rannveig Roeste
AI, data scientists and wicked problems: a case study of collaborative teams in the Norwegian Labour and Welfare Administration Roeste, Rannveig; Bjoerkquist, Catharina
City apps: A contribution to the fluidification of the digital administration information system Mercier, Sylvie; Meyer, Claudie; Bourret, Christian
The impact of blockchain in the public sector: a Systematic review Cagigas, Diego; Clifton, Judith; Díaz-Fuentes, Daniel; Fernández-Gutierrez, Marcos
DIGITAL_Session 4. Digital transformation cases 09:30 – 11:15
Chair: Francisco Mureddu
Understanding How BOSA's DG DT is Implementing Digital Transformation within the Belgian Federal Government Lepczynski, Stéphanie; Mureddu, Francesco
Lights and shadows in the development and implementation of the National Platform for Data Verification Fraile, Máximo
Doctor On Demand: Finnish Patients' Experiences of Online Medical Video Consultations Medberg, Gustav
DIGITAL_Session 5. Digital capacities 11:15 – 12:30
Chair: Greta Nasi
Building government capacity through co-production. Evidence from a case of digital transformation Oprea, Natalia; Nasi, Greta
Effectiveness of flexible working arrangement as a form of digital transformation from the perspective of government officials Sirait, Emyana Ruth Eritha; Nugroho, Badar Agung
Getting non-profit organizations fit for digital transformation Freitag, Mike; Ganz, Walter; Hämmerle, Oliver

Track 4: Measuring value co-creation and innovation in services (METRICS)

Friday, 22nd January 2021

<p>METRICS_Session 1 08:00 – 09:30</p>
<p>Chair: Matthieu Belarouci</p>
<p>Efficiency of judicial conciliation activities in French courts: Evidence from a bad-output Data Envelopment Analysis (DEA) framework Belarouci, Matthieu</p>
<p>Effect of strict graders on service scoring: An analysis with mystery shopper's data Sasaki, Kohei; Hiroki, Takahashi; Nariaki, Nishino; Takeshi, Takenaka; Hiroshi, Nishikori</p>
<p>Basic payment accounts: an analysis of the transparency performance of financial institutions in Spain Fernández-Olit, Beatriz; González Sanz, Gloria; Sierra Martín, Óscar; Ortega Díaz, Elena</p>
<p>METRICS_Session 2 11:15 – 12:30</p>
<p>Chair: Annaflavia Bianchi</p>
<p>Measuring Public Innovation in Europe. The STARPIN Methodology Bianchi, Annaflavia; Marin, Giovanni; Zanfei, Antonello</p>
<p>Human-centered co-evaluation method to support the renewal of public education Hyytinen, Kirsi; Saari, Eveliina; Franstsi, Valtteri</p>
<p>The Educational and social impact of science museums. The case of the Granada science park Martín Segura, José Aureliano</p>
<p>The effects of user co-creation on innovation outcomes in the public sector: a QCA analysis of survey data Jørgensen Nordli, Anne; Arundel, A.: Miklós, Rosta; Márton Tamás, Katona</p>

Track 5: Service DESIGN and co-creation methods for services

Thursday, 21st January 2021

Friday, 22nd January 2021

DESIGN_Session 1. Business & ecosystems 13:30 – 15:00
Chair: Markus Warg
Why co-creation in service ecosystems needs an architectural view Warg, Markus; Deetjen, Ulrike
The co-creation strategy adapted to the type of service Karim, Elasm; Arbia, Chatmi
A systems approach to understanding creative Innovation in gastronomy services Cordeiro, Cheryl Marie; van Hal, Jaap W
DESIGN_Session 2. Public cases 15:15 – 16:30
Chair: Sami Kauppinen
Service design method in co-creation of public services on example of a polish pilot project representing the CoSIE project Misniakiewicz, Anna
The changing role of healthcare professionals in the public services sector co-creation process Kauppinen, Sami; Satu, Luojus; Elina, Kesäniemi

DESIGN_Session 3. Framework 08:00 – 09:30
Chair: Maria Røhnebak
Public Service Logic and Service Design - Value propositions through framing Røhnebak, Maria; Yida, Zhu; Francois, Valerie; Peralta, Alberto ; Kiss, Norbert
Quick and dirty: misuse of design thinking and UX design in public action transformation. Lessons from State, regional or metropolitan administrations in France Liefoghe, Christine; Garry, Olivier; Ramon-Daré, Marie
Caught in the middle: Frontline employees ambivalent role in service design Bast, Ane; Engen, Marit; Røhnebak, Maria
The organizing of the co-design process underlying assumptions and mechanisms: A conceptual framework and a research agenda Lundesgaard, Daniela; Högström, Claes
DESIGN_Session 4 09:30 – 11:15
Chair: Norbert Kiss
Co-creation, power and democracy Lindland, Kristiane Marie; Selvig, Therese
Catalysing systems thinking through service design doing Wetter-Edman, Katarina
Service Design and Learning Experience Development in Higher Education Fazekas, Nóra; Kiss, Norbert; Baráth, Tibor
Co-designing the client's civic queuing experience based on human ethology: the challenges of welcoming the homeless in a social public institution in Geneva Fagniere, Emmanuel; Gouédard, Isis; Girard, Philippe; Reymond, Antonin
DESIGN_Session 5. Health 11:15 – 12:30
Chair: Marianne Storm
Home-living elderly´ experiences with eHealth technologies in care coordination: How the design thinking perspective can help Fjellsaa, Hilde Marie H.; Storm, Marianne
User-testing and co-designing a mobile application for self-management of serious mental illness and service integration Storm, Marianne; Fjellsaa, Hilde Marie H.; Skjearpe, Jorunn N.; Fortuna, Karen L.; Myers, Amanda
User-centered design in a school-based health education program Kiss, Norbert; Boros, Judit; Drótos, György; Fazekas, Nóra; Révész, Éva
Scenario-Based Design Process for Digital Technology Assisted Service System Tsunetomo, Kaito Watanabe, Kentaro; Kishita, Yusuke

Track 6: Living-LABS and co-creation spaces for services

Thursday, 21st January 2021

Friday, 22nd January 2021

LABS_Session 1. Case studies on Labs (I) 15:15 – 16:30
Chair: David Gago
Living labs in response to the tensions of the circular economy Fragny, Benjamin; Zadra-Veil, Cathy
Data-Driven Journalism Living Lab: Concepts and Challenges Mantziari, Despoina; Sidiropoulos, Efsthios; Bratsas, Charalampos; Konstantinidis, Evdokimos; Dimoulas, Charalampos; Veglis, Andreas
Inception, activities and performance of Spanish living labs: a comparative approach Gago, David; Rubalcaba, Luis
Social innovation in coordination of health services for people with serious mental illness Skjaerpe, Jorunn Naerland; Storm, Marianne

LABS_Session 2. Labs and value cocreation 08:00 – 09:30
Chair: Lars Fuglsang
Living Labs as a method for value co-creation Haug, Nathalie; Mergel, Ines
Living labs as a path to public innovation and co-creation Fuglsang, Lars; Hansen, Anne Vorre
Co-creating public services and policies leveraging on the opportunities provided by Living Labs Magistretti, Stefano; Dell'Era, Claudio; Galasso, Giovanna; Garbasso, Giorgio; Lotti, Roberta; Senatore, Giancarlo
LABS_Session 3. Case studies on Labs (II) 11:15 – 12:30
Chair: Christine Liefoghe
Smart Campus Initiative: The Campus Approach to Living Labs and Co-creative Service Innovation Prochazka, Veronika; Handrich, Melanie; Feike, Maximilian; Bienzeisler, Bernd
Simulating the social learning and innovation of living labs and social hackathons: the Living lab simulator Peralta, Alberto; Rubalcaba, Luis
Living labs business models in France Fasshauer, Ingrid
Living Labs and cocreation for new public services : the territorial dimension matters. The case of French metropolitan or regional Living Labs Liefoghe, Christine
Living Labs as Co-Creation Environments for Value-Creating Public Services: The Case of Turkey Sevinc Cubuk, Ecem Buse; Karkin, Naci

Track 7: Servitization, Smart services and industry 4.0 (SERVIT)

Thursday, 21st January 2021

SERVIT_Session 1. Servitization 10:15 – 11:30
Chair: Luna Leoni
<p>Data management for servitization: a new framework for manufacturing companies Adrodegari, Federico; Saccani, Nicola; Janković, Anja</p>
<p>How are B2B Services Co-created? An Investigation of Servitizing Manufacturing Firms Bakir, Lisa; Loohuis, Raymond; Nieuwenhuis, Lambert</p>
SERVIT_Session 2. Digital servitization 11:30 – 12:45
Chair: Luna Leoni
<p>Designing digital services through human-centred service design in the servitization context. A practical case in the packaging manufacturing industry Uranga, Maitane; Iriarte, Ion</p>
<p>Drivers and barriers of digital servitization: Evidence from the textile manufacturing industry Rösler, Jonathan; Sironi, Olga; Kalbaska, Nadzeya; Friedli, Thomas</p>
<p>Digital transformation and Servitization in Offshore Wind Industry - Learnings from private sector (Ørsted A/S) Møller, Jørn</p>
<p>Dynamic capabilities and (digital) servitization Leoni, Luna; Chirumalla, Koteswar</p>
SERVIT_Session 3. Value co-creation 13:30 – 15:00
Chair: Liudmila Bagdoniene
<p>Value co-creation in service innovation: how the firm can enable the client Geguzyte, Gintare; Bagdoniene, Liudmila</p>
<p>Opportunities for Value Creation Enabled by Data Economy - Study in Five Domains Korhonen, Heidi; Valtanen, Kristiina; Rantala, Tuija</p>
<p>Generating unique selling propositions through digital business innovations in SME especially crafts Strina, Giuseppe; Said, Christophe; Özdemir, Feriha</p>

Thursday, 21st January 2021

SERVIT_Session 4 15:15 – 16:30
Chair: Liudmila Bagdoniene
<p>Uncovering the possibilities of modularity by service system decomposition: the case of Public Employment Services Dociūtė, Guoda; Bagdonienė, Liudmila</p>
<p>Patterns of Service Co-production: Evidence from KIBS-Clients Interactions. Chichkanov, Nikolay</p>
<p>The cost of data lifecycle in the development process of after-sales industrial services Mendizabal, Gorika; Castellano, Eduardo; Galfarsoro, Gurutz</p>

Friday, 22nd January 2021

VALUE_Session 5. Artificial intelligence and industry 4.0 11:15 – 12:30
Chair: Tiziana Russo
<p>Artificial Intelligence in Smart Service Systems: A structured Quality Approach Neuhüttler, Jens</p>
<p>Chatbots to enact value propositions Russo Spina, Tiziana; Mele, Cristina; Tregua, Marco; Ranieri, Angel</p>
<p>Human-Centred Design in the context of Servitization in Industry 4.0. A Collaborative Approach Nguyen Ngoc, Hien; Ganix, Lasa; Iriarte, Ion</p>

Track 8: Services globalization and trade; Economic geography of services

Thursday, 21st January 2021

<p>GLOBAL_Session 1. Terroitorial 13:30 – 15:00</p>
<p>Chair: Pedro Costa</p>
<p>Public Choice and Decentralised Health Service Delivery in Lesotho: Assessment of views of service providers and users Dick-Sagoe, Christopher</p>
<p>Recent developments in integration for services Smith, Peter M</p>
<p>Challenging the measurement of value in cultural activities: a framework for territorial impacts assessment Costa, Pedro</p>
<p>MISCELANEA (IN SPANISH) SESIÓN EN ESPAÑOL 15:15 – 16:30</p>
<p>Chair: Elena Mañas</p>
<p>Transformación Regional del Sector Terciario de la Economía, a partir de la Gestión del Turismo Rural Vivencial; Caso de Monterrey de San Carlos, Costa Rica, 2019-2020 Espinoza Góngora, José Ramón</p>
<p>Programa para la prevención, detección y actuación coordinada municipal ante la violencia de género más seguras, más iguales Iniesta Perez de Gracia, Elisa; Julián Edo, Ana María</p>
<p>Internationalization of the Knowledge Intensive Services "the Born Global Firms": mixed methods approach Martos Martinez, Clara Belén; Muñoz Guarasa, Marta</p>

Track 9: New paths in services research: digitalization and Jobs (PATHS)

Thursday, 21st January 2021

Thursday, 21st January 2021

Session 1_PATHS. Marketing and Experience 10:15 – 11:30
Chair: Jean Philippe
Customer's experience of sharing hosting platform services: How to explain their intention to rebuy? Bertrand, Daisy; Léo, Pierre-Yves; Philippe, Jean
Extending the influence of Brand Image, Service Quality, Patient Satisfaction on Loyalty with an Importance-Performance Map Analysis Vimla; Udit, Taneja
Employer branding in times of sustainability and digitalization Holzweber, Markus
Problems in Services Marketing Holzweber, Markus
Session 2_PATHS. Trends in KIBS 11:30 – 12:45
Chair: Veronika Belousova
Artificial Intelligence (AI) in knowledge services and self-service (insourcing) Sundbo, Jon
Sectoral consumption of KIBS services consumed across EU countries Belousova, Veronika; Miles, Ian; Chichkanov, Nikolay; Kuzmin, Gleb
Sourcing great talent Hartleif, Lukas; Holzweber, Markus
Explanation of pressure against digital transformation in legal services Gnusowski, Marek; Lawrynowicz, Maciej; Durczak, Krzysztof

Session 3_PATHS. Public and network services 13:30 – 15:00
Chair: Takeshi Takenaka
The Reason why Public Services Lag Behind the Private Sector in Terms of Sustainable Development (SD): An Exploratory Research Conducted in the Swiss Service Economy Fragniere, Emmanuel; Dubosson, Magali; Rochat, Denis
Employee Health and Business Performance: A comprehensive approach with questionnaire survey to companies and economic lab experiments Nishino, Nariaki; Takenaka, Takeshi; Gu, Jiewen
Small museums digitalisation: evidence from Italy Leoni, Luna; Cristofaro, Matteo
Session 4_PATHS. Towards social research 15:15 – 16:30
Chair: Javier Reynoso
Exploring the co-creation of services in informal micro-businesses at the Base of the Pyramid Cabrera, Karla; Reynoso Javier
Market Services Innovations Networks (MSINs): Enriching the Network Lineage in Innovation Studies Gallouj, Faïz; Desmarchelier, Benoît; Djellal, Faridah; Gallouj, Camal
Characteristics of cities and social entrepreneurship Desmarchelier, Benoît; Djellal, Faridah; Gallouj, Faïz

Track 10: Practitioners Policy actions and cases for public sector transformation (PRACTICE)

Thursday, 21st January 2021

Friday, 22nd January 2021

PRACTICE_Session 1. Education 10:15 – 11:30
Chair: Esteban Romero
<p style="text-align: center;">Student-driven innovation- A driver for professional learning? Stalheim, Odd Rune</p>
<p style="text-align: center;">NEXUS24 "Trousers" or the double innovation funnel model at Universitat Politècnica de Catalunya Ferrer-Balas, Didac; Lazzarini, Ginevra Marina; Losantos, Pere; Rosas-Casals, Martí</p>
<p style="text-align: center;">Laboratory 717 - A platform to promote participation and democratic innovation in Andalusia Romero-Frías, Esteban</p>
<p style="text-align: center;">The Effect of Sustainability in Older Talent's Career Development (in the case of Lithuanian Public Service Providers) Vilčiauskaitė, Birutė</p>
PRACTICE_Session 2. Municipal challenges 13:30 – 15:00
Chair: Wiltrud Terlau
<p style="text-align: center;">Urban Risks and Challenges – Assessments of Transformation Paths and the Contribution of Social Innovations for a Resilient, Sustainable City Terlau, Wiltrud</p>
<p style="text-align: center;">The merger of municipalities the most priority innovation in the administrations of Spain Fraile, Maximo</p>
<p style="text-align: center;">From an Open Government to an Open State: Cross-Sector Collaboration and Innovation to Improve Government Services at the Municipal Level in Costa Rica? Iriani, Rodrigo; Vega, Angelica</p>
PRACTICE_Session 3. Developing economies 15:15 – 16:30
Chair: Alex Cavalcante
<p style="text-align: center;">Learning from South America's New Innovator—Paraguay Foster, Isabelle</p>
<p style="text-align: center;">Public Sector Reform in Brazil: changing human capital policies Cavalcante Alves, Alex</p>
<p style="text-align: center;">How private foundations are leading public sector innovation in Brazil Oliveira, Eloy</p>

PRACTICE_Session 4. Data, design and health 09:30 – 11:15
Chair: Gerhard Embacher-Köhle
<p style="text-align: center;">Data Analytics for Citizens and Member States Mureddu, Francesco; Vassilios, Peristeras; Osimo, David</p>
<p style="text-align: center;">Designing the future governmental Business Service Portal of Austria with Entrepreneurs Embacher-Köhle, Gerhard; Lukas, Bernhard</p>
<p style="text-align: center;">CO-Creating Public Value through an integrated healthcare system Guerra, Igone; Barandiaran, Xabier</p>
<p style="text-align: center;">Framing Value Based Healthcare in Practice Spurrell, Mark</p>
PRACTICE_Session 5. Co-creating public services 11:15 – 12:30
Chair: Francesco Molinari
<p style="text-align: center;">Design thinking, local public policy and the “new normal” Molinari, Francesco</p>
<p style="text-align: center;">Humanising the system - Using the knowledge of lived experience to co-create public services Trowbridge, Hayley; Willoughby, Michael</p>
<p style="text-align: center;">Futureproof governance is about co-creation Cherroud, Karim; Bambust, Fran</p>
<p style="text-align: center;">“The Suministro Inmediato de Información (SII) in the electronic management of the Spanish Value Added Tax (VAT): analysis and international comparison” Camilo Lebón y Rocío Sánchez-Lissen</p>