Designing social infrastructures for complex service systems
Bijl-Brouwer, Mieke van der

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Human Centred Innovation for Social Complex Service Systems

Dr. Mieke van der Bijl-Brouwer
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MindLab: A time – quality dilemma for teachers

Service Design System perspective

- Service Organisation
- INFRASTRUCTURE
- Service Providers/Deliverers
- INTERFACE
- Service Consumers
A HUMAN PERSPECTIVE ON SERVICE ORGANISATIONS
Complex responsive processes

In the context of organisations

“Organisations are not actually existing things called systems but, rather, are ongoing, iterated patterns of relationships between people” (Stacey, 2006).

HUMAN-CENTRED INNOVATION
NADI-model

Needs and Aspirations for Design and Innovation

SOLUTIONS

SCENARIOS

GOALS

THEMES
The role of themes in human-centred innovation

frame creation → THEMES

(Dorst, 2015)
MindLab: A time – quality dilemma for teachers

SPEED SHARING

THEME: PRIDE IN PRACTICE
SOLUTIONS  Speed Sharing event for teachers

SCENARIOS
- Municipality or school organises a speed sharing event
- Teachers come together around a specific topic
- They have brief one-on-one meetings in which they share ideas

GOALS  Improving the quality of teaching through sharing knowledge

THEMES  Pride in practice
people with a mental illness & carers
Theme: DRIVE to make a difference

[ambulance paramedic]: “There’s no better feeling than saving someone’s life”
Theme: sustaining DRIVE

sense of purpose/achievement

drive

feedback

act
DRIVE/GROWTH

act

practice drive

feedback

reflect

sense of purpose/achievement

growth
[police]: “If we do not hear from the person again, there is an assumption that one of three things happened to them: 1) they got better, 2) they moved away, 3) they died. We are essentially feeding our efforts into a ‘cone of silence’ that does not speak back.”
DRIVE/ GROWTH

act

act

practice drive feedback reflect

sense of achievement

learn/ growth
Coaching Team

Storytelling

Reflection & strategy

Feedback to storytellers

Communication - internal

Communication - external
**SOLUTIONS**  Cross-organisational Coaching Team

**SCENARIOS**
- An observer collects stories from people with lived experience of an acute mental health episode
- Team leaders collectively reflect on the stories
- They use their reflections to coach people on the ground through positive and constructive feedback

**GOALS**
Collective motivation of people working in the service system
Improving the practice through reflective practice/learning

**THEMES**
Drive & Growth
MindLab – Social Infrastructure

Municipality (& MindLab)

SPEED SHARING

Teachers

TEACHING & LEARNING

Students
MH Emergency - Infrastructure

Service organisations mental health sector

PROTOCOLS & MoU’s

Ambulance paramedics, ED nurses, police etc.

EMERGENCY RESPONSE

People with severe mental illness
MH Emergency – Social Infrastructure

COACHING TEAM

EMERGENCY RESPONSE
SOCIAL INFRASTRUCTURE FOR SOCIAL COMPLEX SERVICE SYSTEMS

| WHAT ARE THE THEMES?
Thank You!

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