2016

Designing social infrastructures for complex service systems
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Suggested citation:

Human Centred Innovation for Social Complex Service Systems

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RSD5 – Systemic Design Conference

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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

NADI-model

SOLUTIONS

SCENARIOS

GOALS

THEMES

frame creation →
(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
Describe step by step what happened:

2 years ago we had a major epidemic.

How did you feel?

Before we started to act different.

What did you think?

We will get things done.

As the weeks wore on, he became manic.

How did the person you care for feel?

He is not right.

Draw a line that indicates how you feel and the emotions of the person you care for evolved during this process (see example).

More anxious.

Happy.

Getting mixed emotions.

Sick to my stomach.

Lost emotional pain.
Theme: DRIVE to make a difference

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

act

drive

feedback

sense of purpose/achievement
DRIVE/GROWTH

act

practice drive

feedback

reflect

growth

sense of purpose/achievement
[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.”
Coaching Team

Feedback to storytellers

Storytelling → Reflection & strategy → 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 – Infrastructure

Municipality (& MindLab)

LESSON BOX

Teachers

TEACHING & LEARNING

Students
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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