



Faculty of Design

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Designing interventions in a complex health care setting

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Designing Interventions in a Complex Health Care Setting Learnings from 2 case studies

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September 1st

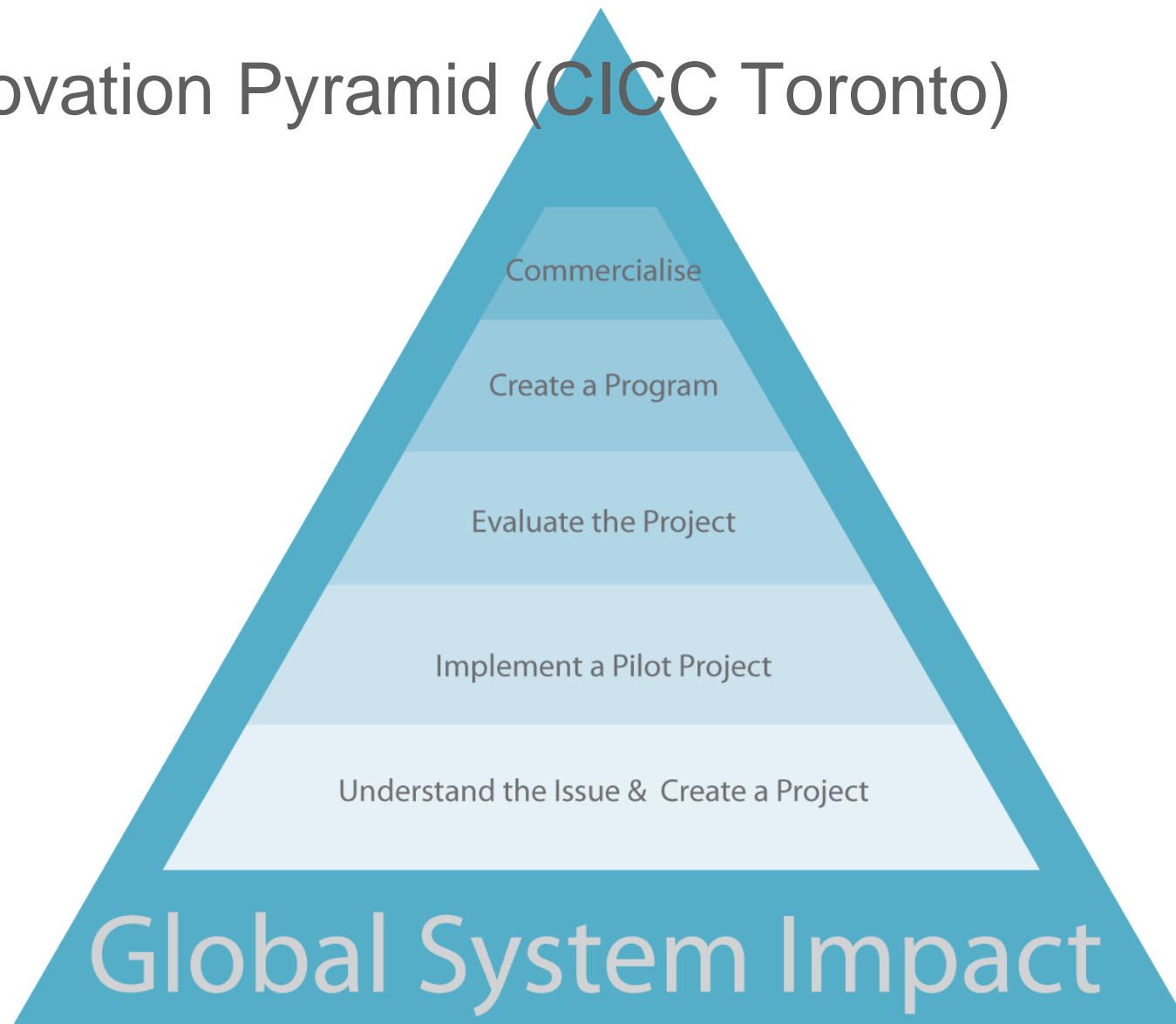
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1 September 2015, Systemic Design, Banff

Innovation Pyramid (CICC Toronto)



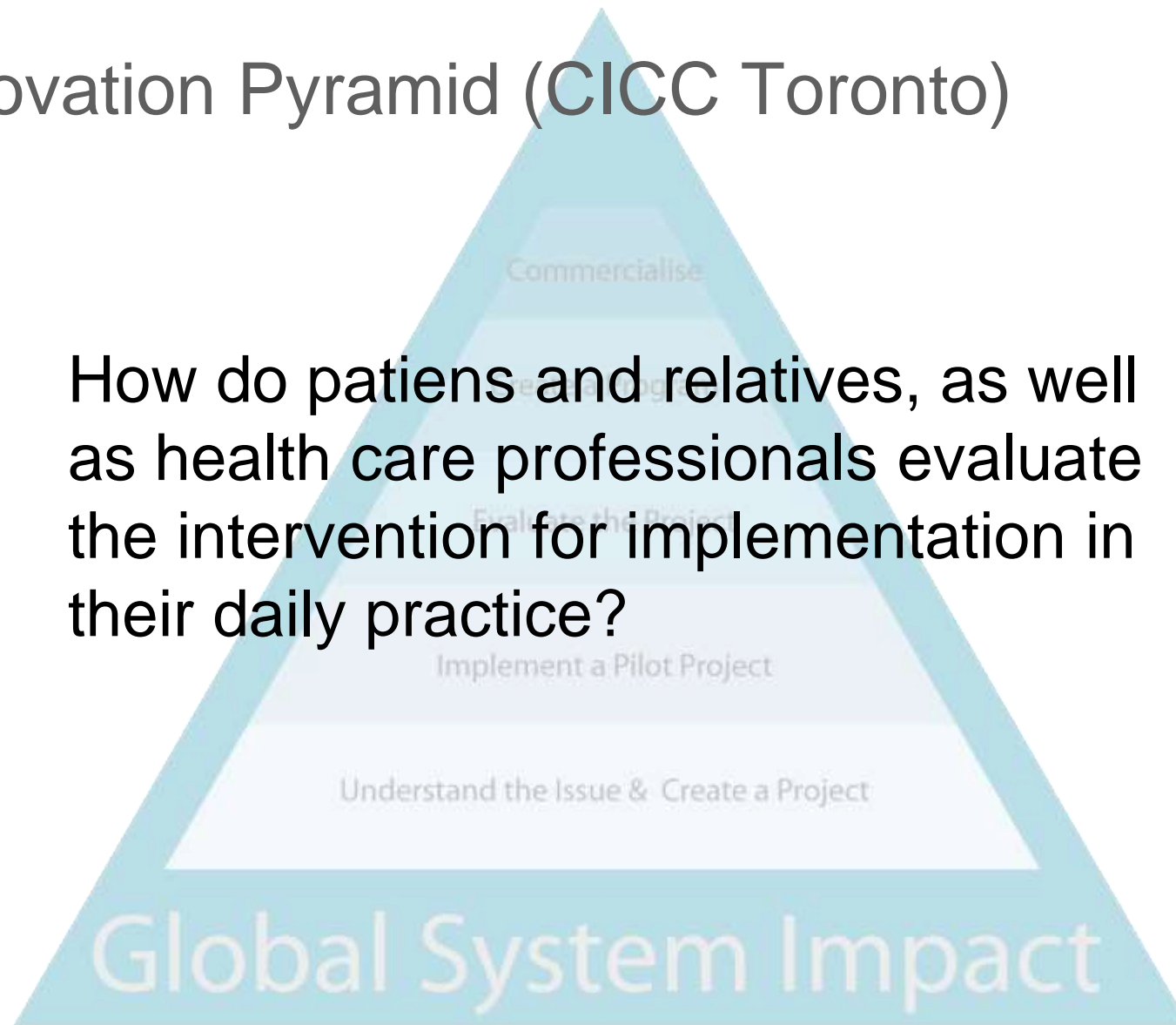
Two case studies



Innovation Pyramid (CICC Toronto)



How do patients and relatives, as well as health care professionals evaluate the intervention for implementation in their daily practice?



First Case: POKO

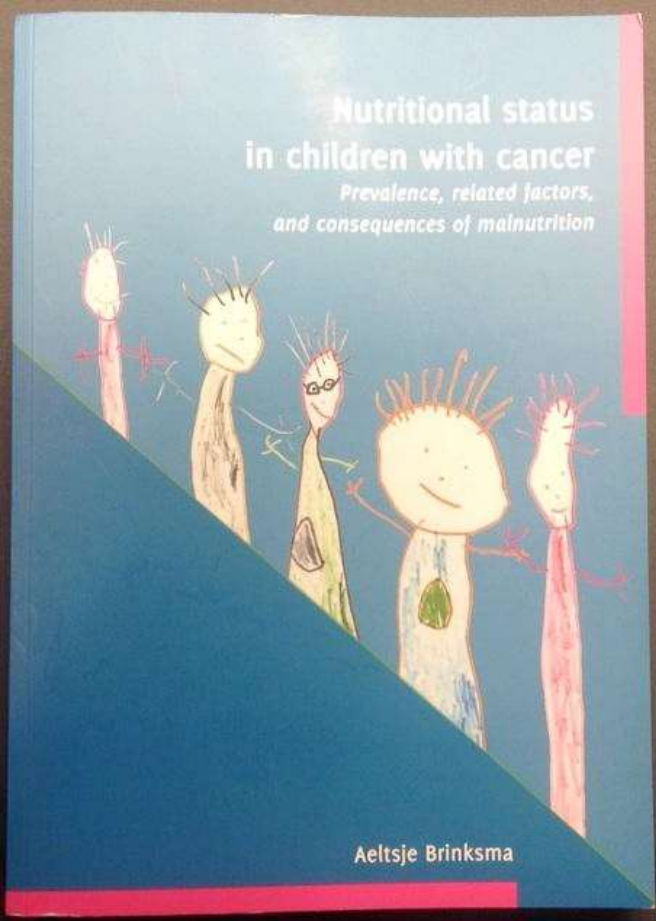


Designing interventions to improve exercising and nutritional status in children with cancer (UMCG)





Nutritional intake - Exercise



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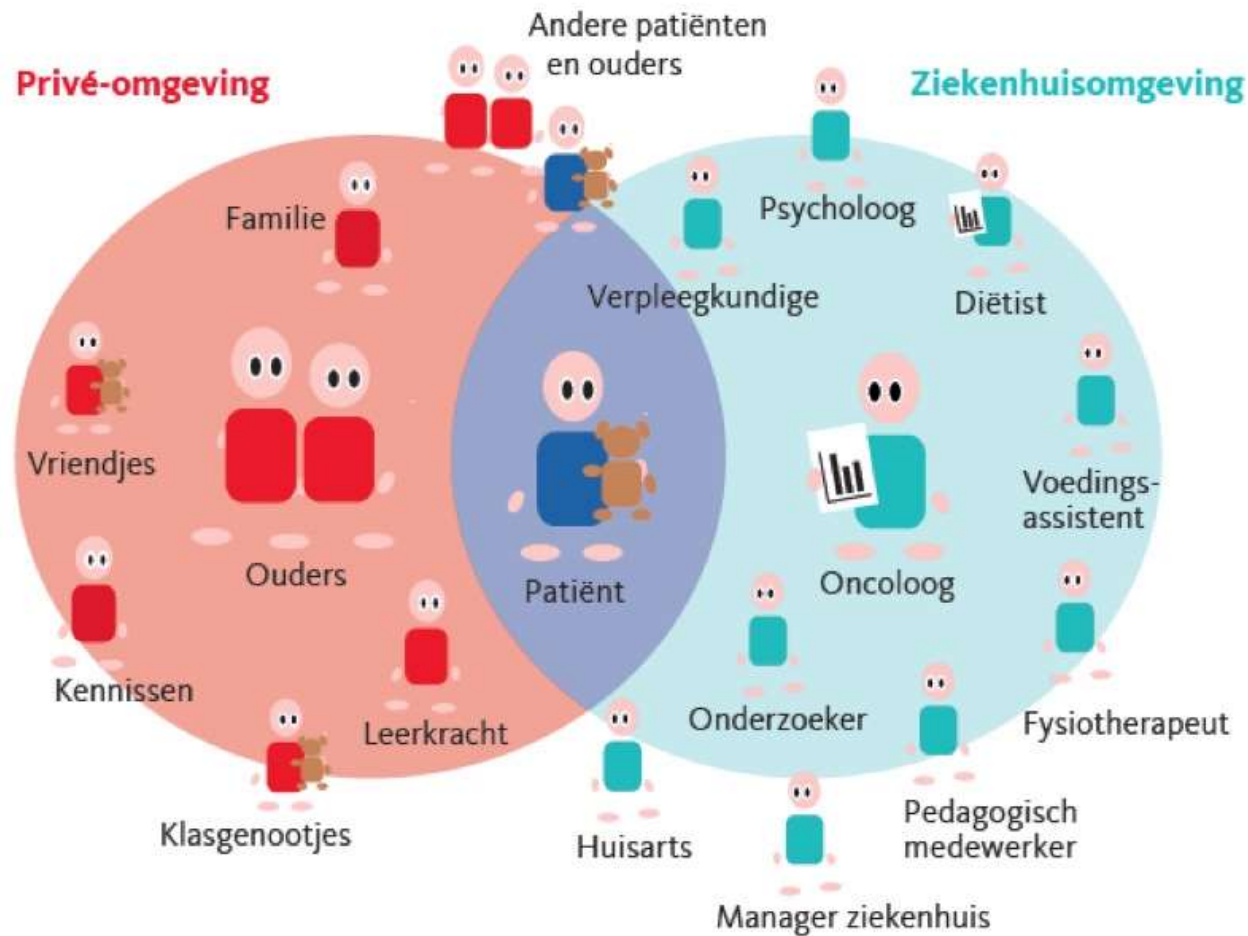


umcg

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Stakeholder map

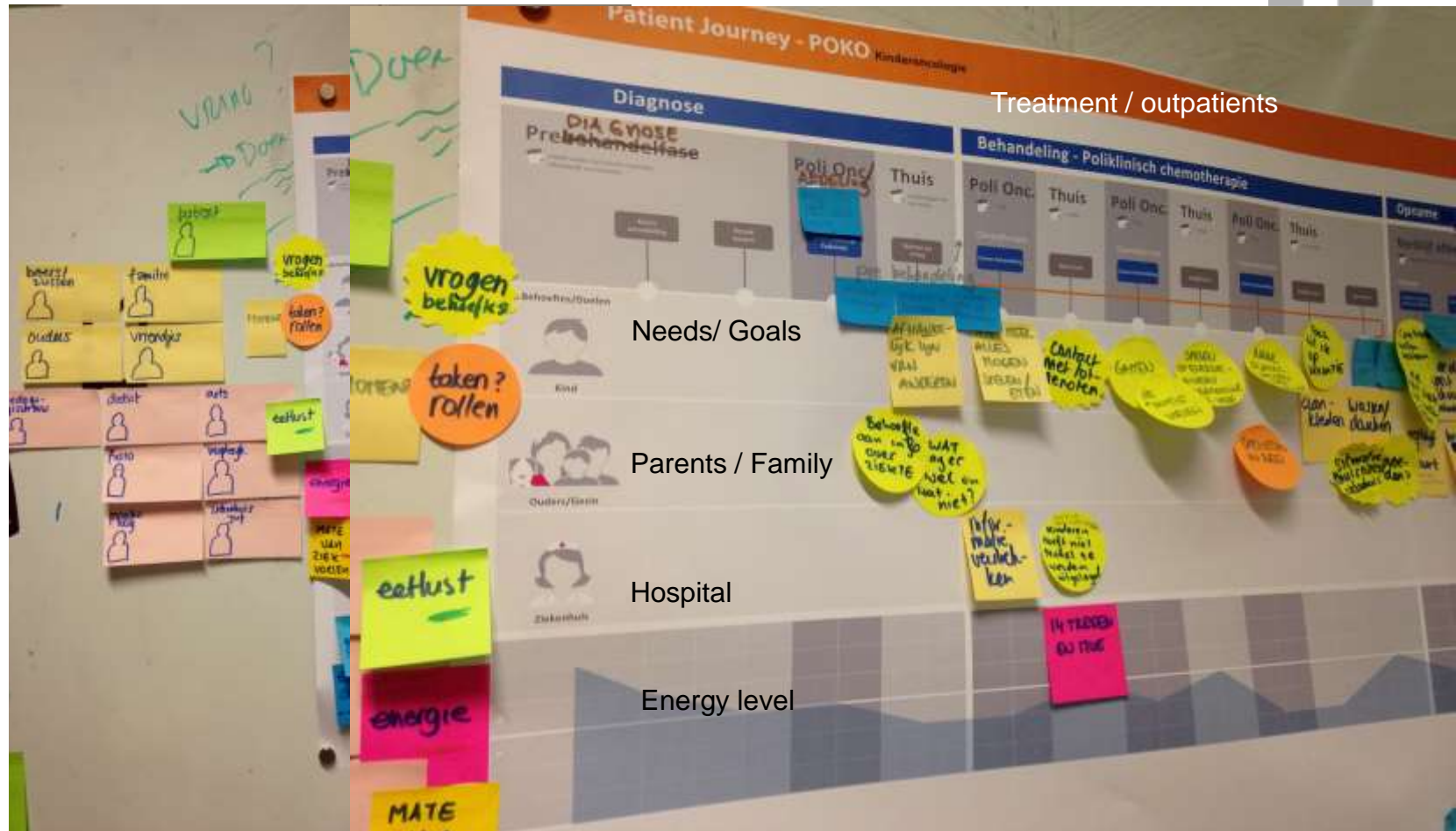




umcg



Patient journey extended



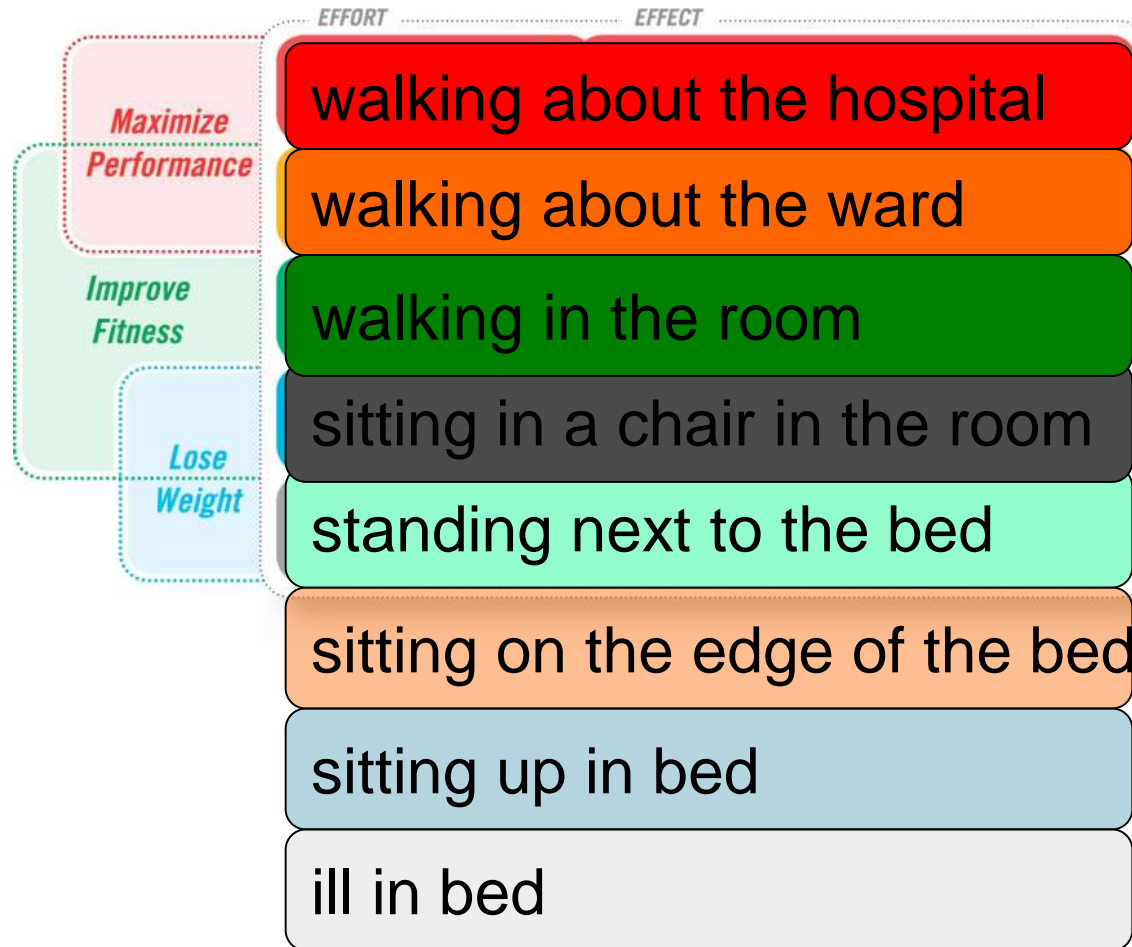


Research in hospital environment



Photo Roos Tigchelaar, 2014

Levels of energy in children with cancer





Student project: Race mat (prototype)



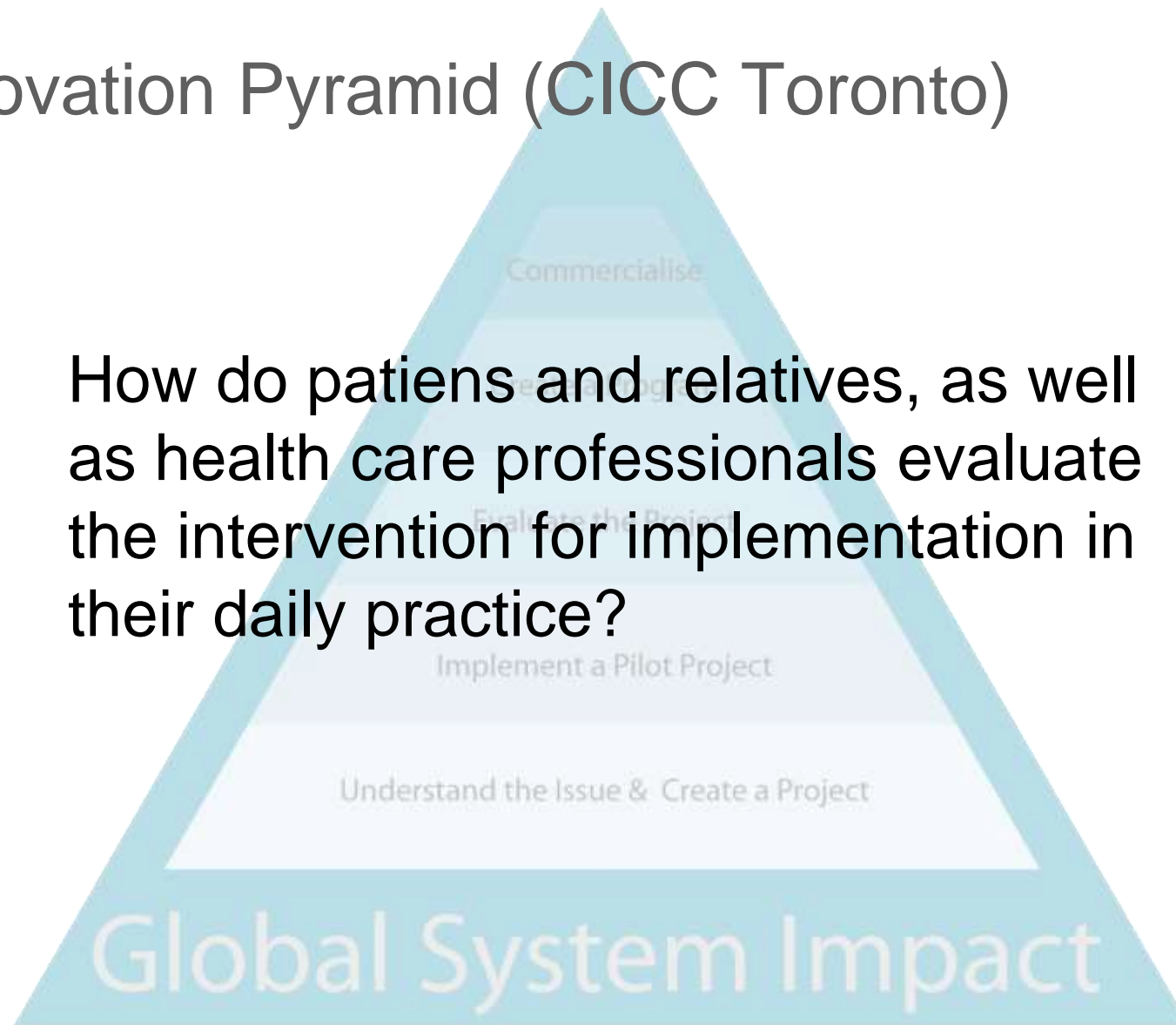
Food game: a Journey of Five from prototype to start-up




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How do patients and relatives, as well as health care professionals evaluate the intervention for implementation in their daily practice?



Two main responses...

A light grey speech bubble with a tail pointing towards the bottom left.

“Wow, nice! Very interesting indeed!
However, ...”

A light grey speech bubble with a tail pointing towards the bottom right.

“Actually not very new at all. We are already focusing on these issues.”

Second Case: Hogewey



A nursing home designed to improve quality of life for people with severe dementia





Hogewey 1992:

Residents in control
Living a normal life in a normal household





Gooise Leefstijl



Stadse Leefstijl



Indische Leefstijl

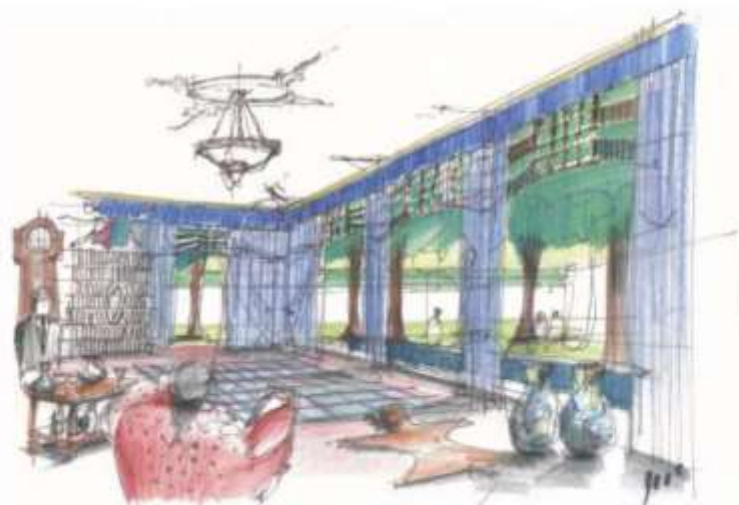


Ambachtelijke Leefstijl

Interior according to lifestyle




Gooise woning




Qoosthoek

For years Hogewey received the same main responses from the professional field

A light grey speech bubble with a tail pointing towards the bottom left.

“Wow, nice! Very interesting indeed! However, ...”

A light grey speech bubble with a tail pointing towards the bottom right.

“Actually not very new at all. We are already focusing on these issues.”



The village where people have dementia – and fun

How is society to look after the ever-growing number of people with dementia? A curiously uplifting care home near Amsterdam may have the answers



Jon Henley

 @jonhenley

Monday 27 August 2012
18.00 BST



Hogewey 2012: may have the answers,
according to the Guardian

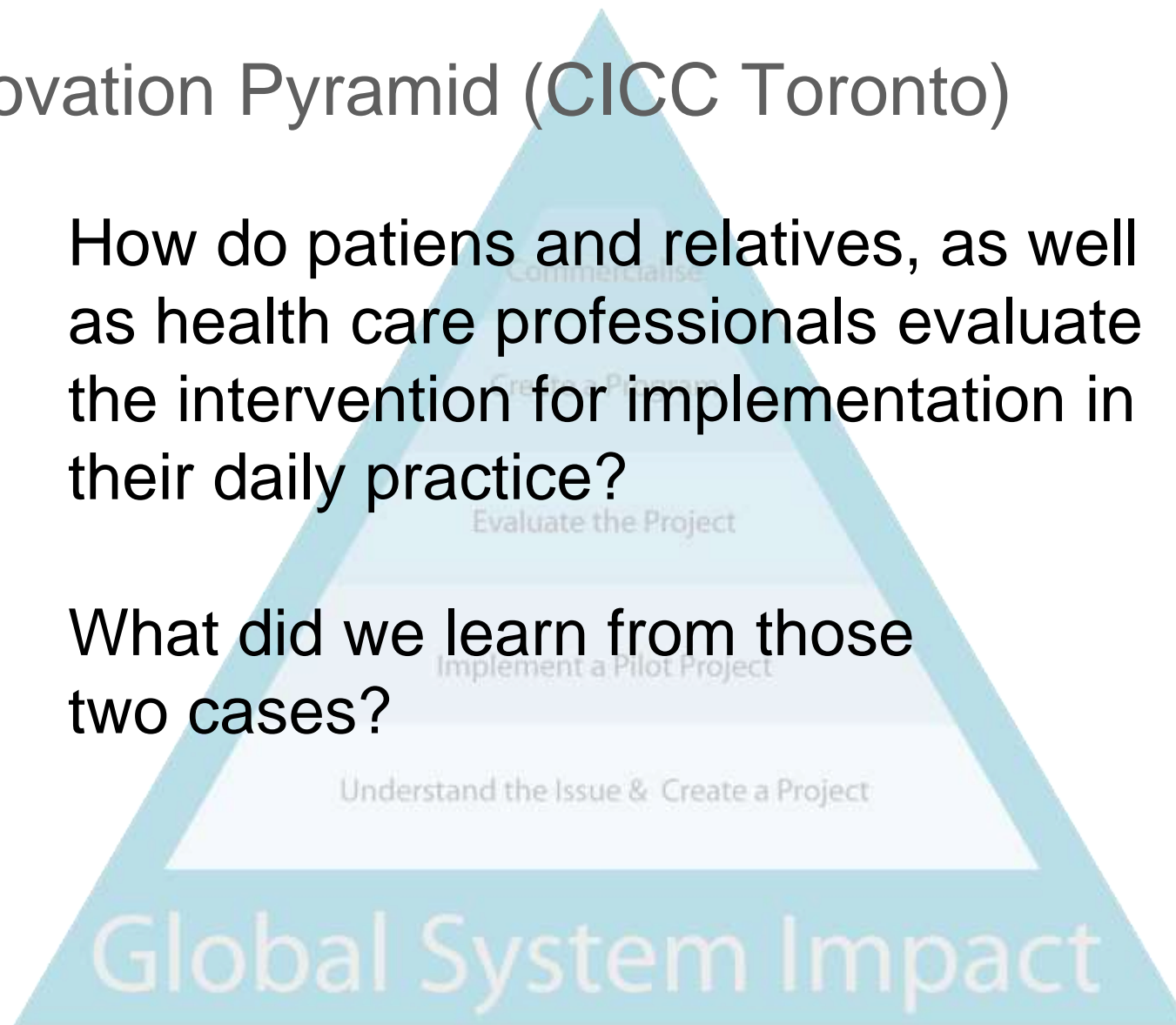
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How do patients and relatives, as well as health care professionals evaluate the intervention for implementation in their daily practice?

What did we learn from those two cases?



Different lenses

Level of involvement
in development process



Patients and relatives in
similar health seeking
situations

Patients and relatives who
participated in the co-
design project

Functional colleagues of
the participants of the co-
design project (same
profession, different
organization)

Organizational colleagues
of the participants of the
co-design project (various
professionals, same
organization and same
patient group)

Participants of the co-
design project

Patients and relatives

Professionals





POKO):

- recognise the problem framing
- enthusiastic about the idea of the interventions
- willing to cooperate in testing of prototypes

Hogewey

during development care takers were volunteering immediately to have their loved ones placed in the 'prototype' ward

Patients and relatives

POKO: children and their parents recognise the problem framing and designed solutions and are enthusiastic and willing to cooperate in testing of prototypes.

Hogewey: patients with severe dementia do recognise the created environment and their relatives/ care takers recognise the benefits of the concept for their loved ones

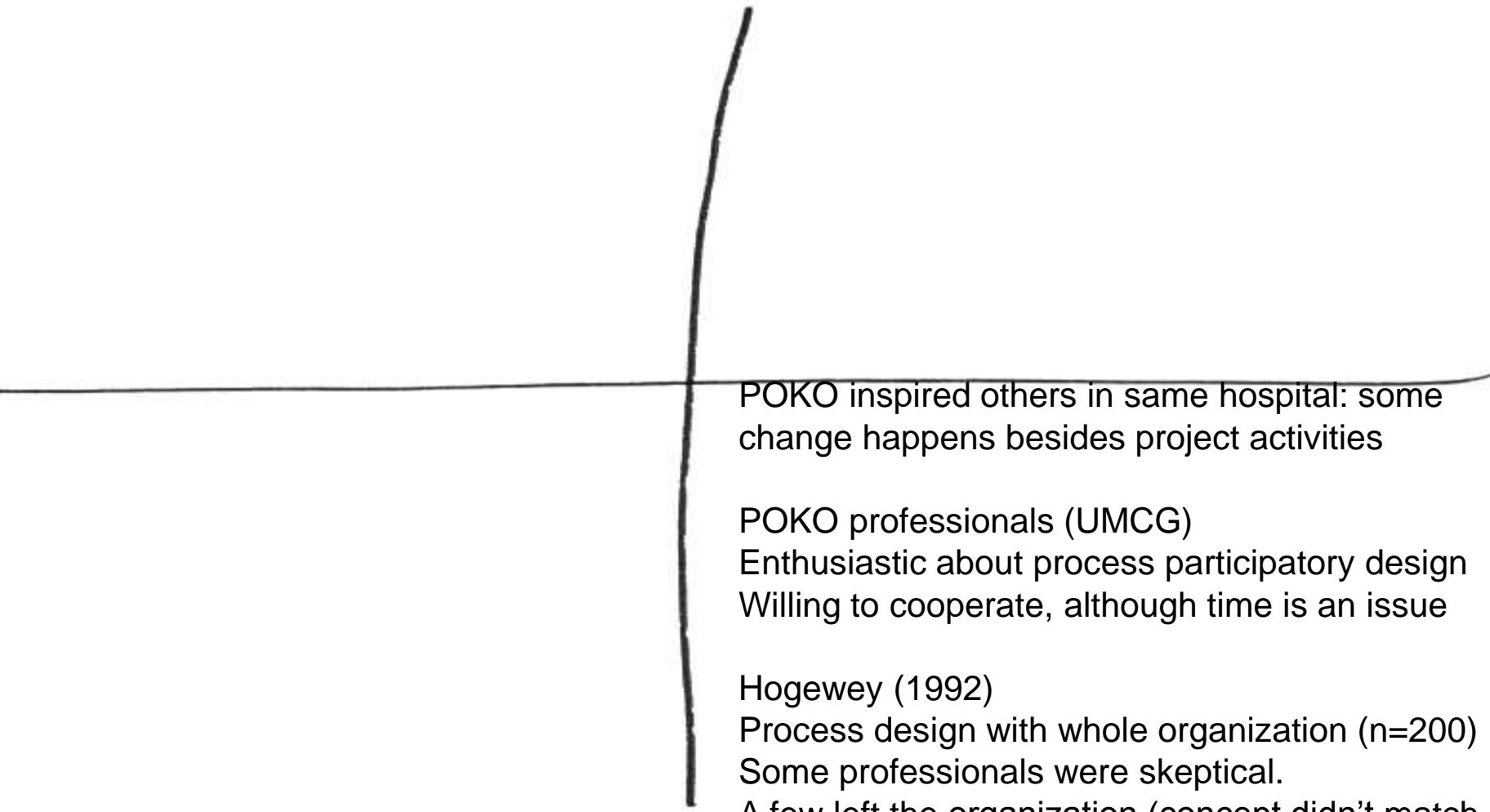
Interventions POKO (children and their parents):

- recognise the problem framing
- enthusiastic about the idea of the interventions
- willing to cooperate in testing of prototypes

Hogewey

- during development care takers were volunteering immediately to have their loved ones placed in the 'prototype' ward

Patients and relatives



POKO inspired others in same hospital: some change happens besides project activities

POKO professionals (UMCG)

Enthusiastic about process participatory design
Willing to cooperate, although time is an issue

Hogewey (1992)

Process design with whole organization (n=200)

Some professionals were skeptical.

A few left the organization (concept didn't match professional beliefs of good care); some other critics gave it a try (now the best ambassadors)

POKO:

Recognise problem

No active questions from other hospitals about the interventions

Hogewey:

Recognise problem;

Often positive about how they experience solution 'in situ'; ask frequently about the evidence-base of the concept; some have difficulty to see the integrality of the concept

POKO inspired others in same hospital: some change happens besides project activities

POKO professionals (UMCG)

Enthusiastic about process participatory design

Willing to cooperate, although time is an issue

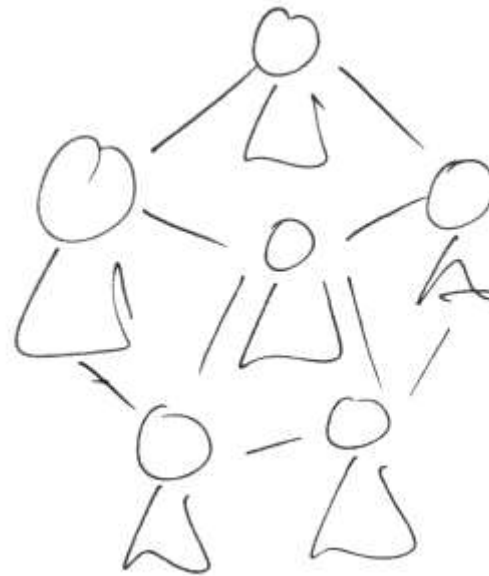
Hogewey (1992)

Process design with whole organization (n=200)

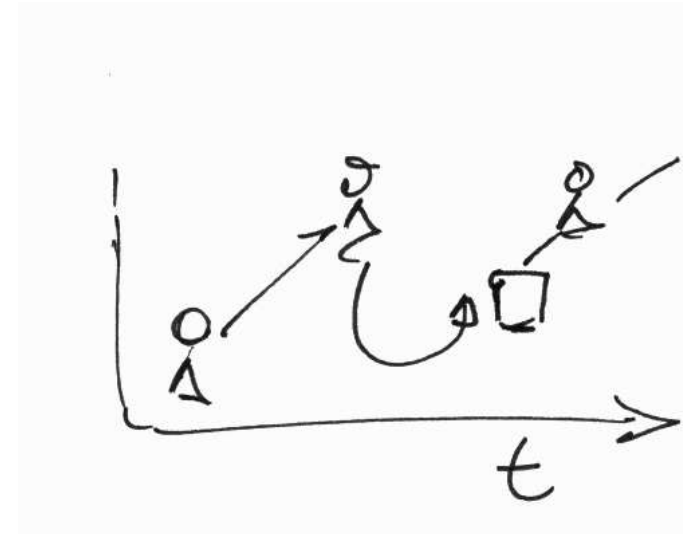
Some professionals were skeptical.

A few left the organization (concept didn't match professional beliefs of good care); some other critics gave it a try (now the best ambassadors)

Creating empathy and understanding needs, problems, experiences



relationships



journey in time

Empathy and understanding needs,
problems and experiences,
should lead to desirable solutions...



Patients and relatives

- Recognise and acknowledge problem (re)framing
- Accept / understand/ like the idea or concept; are willing to try or use

Health care professionals:

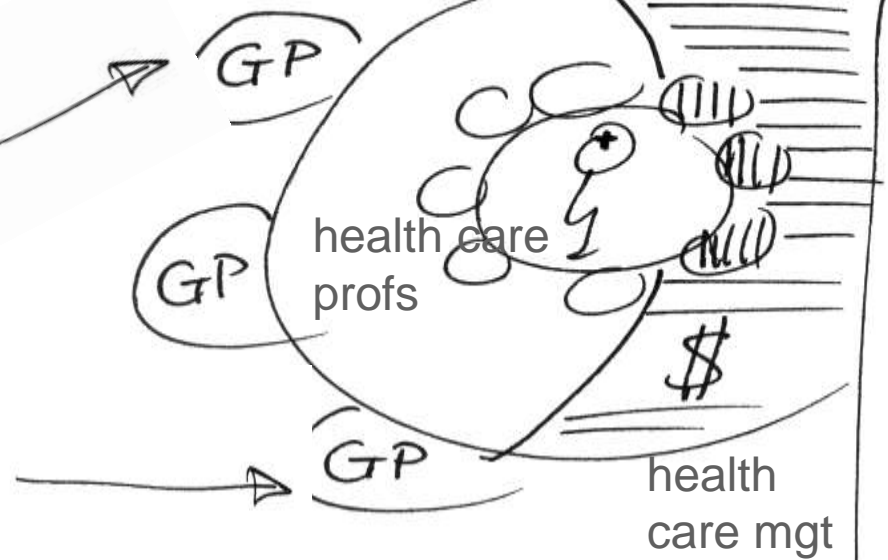
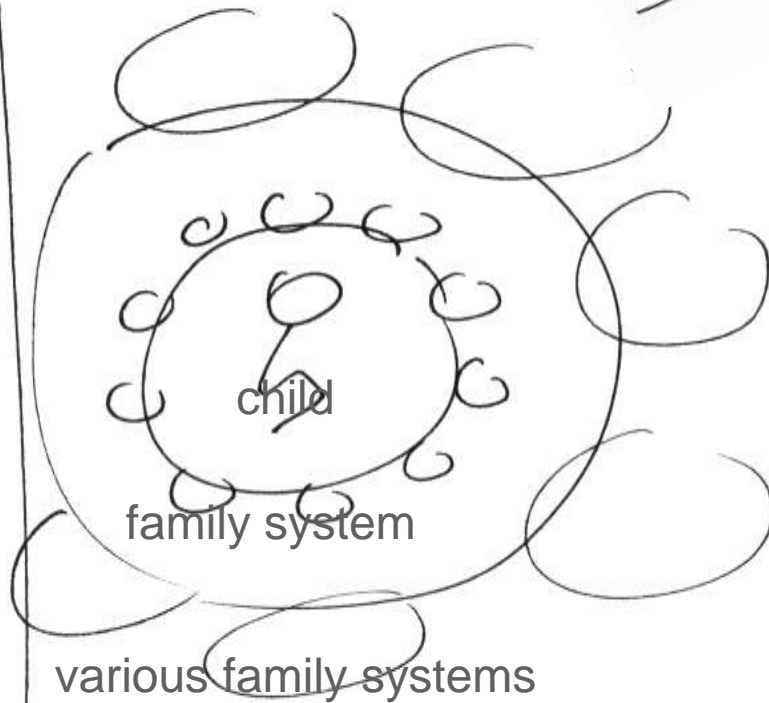
- Recognise and acknowledge problem (re)framing
- However, acceptance of the concept and/or willingness to try differs and seems to decrease outside the project and even more outside the organization

Patients and relatives

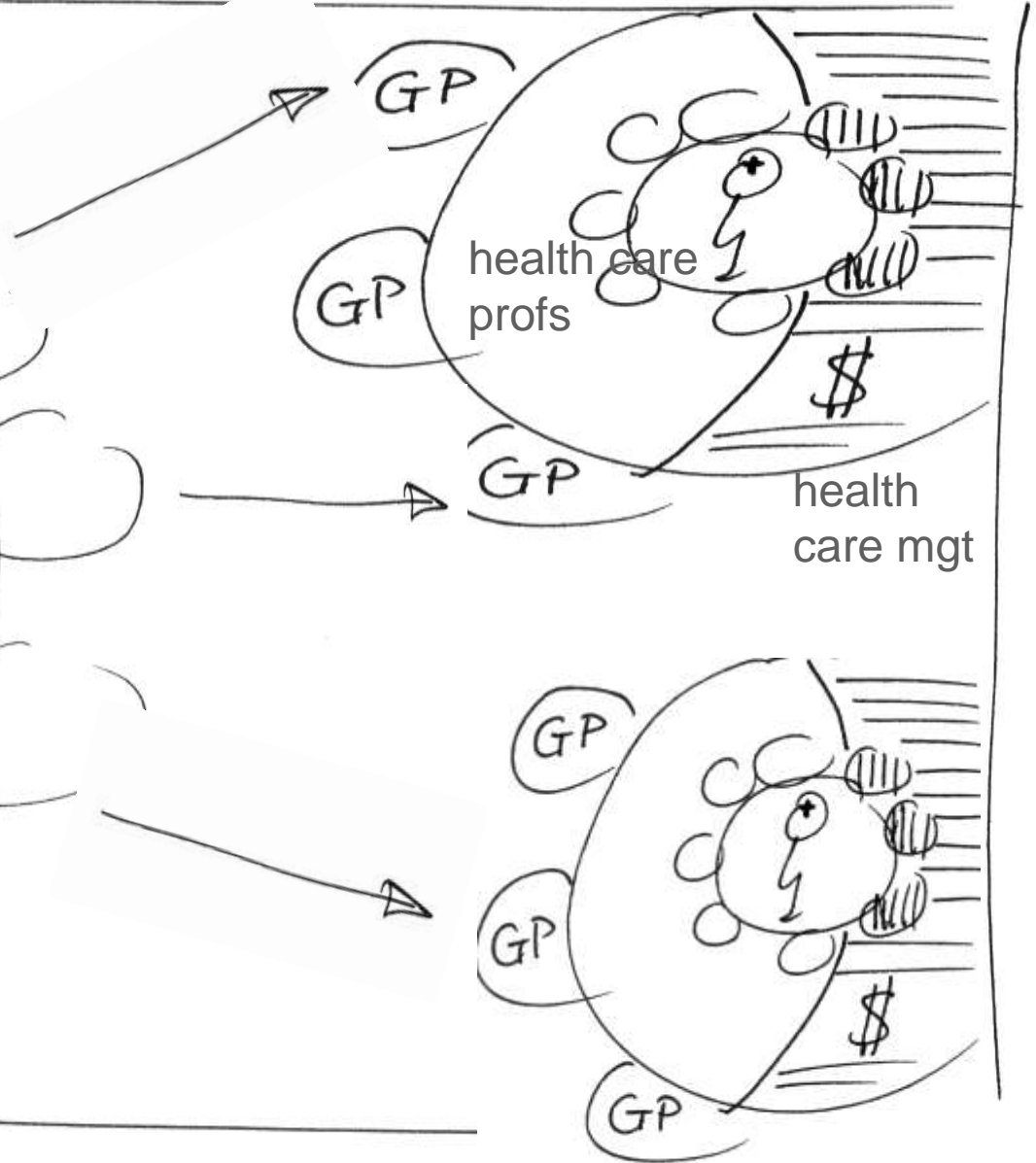
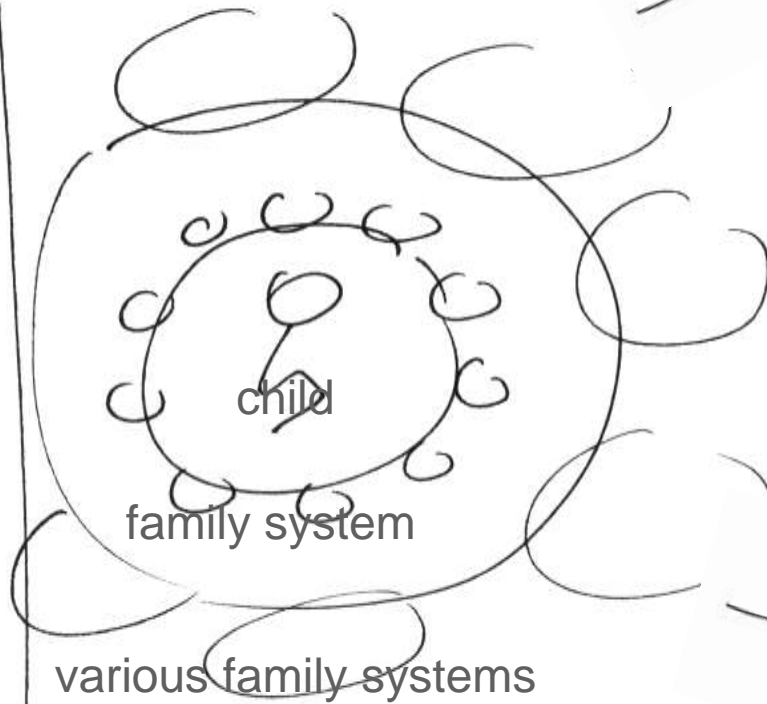
Professionals

context

one health organization



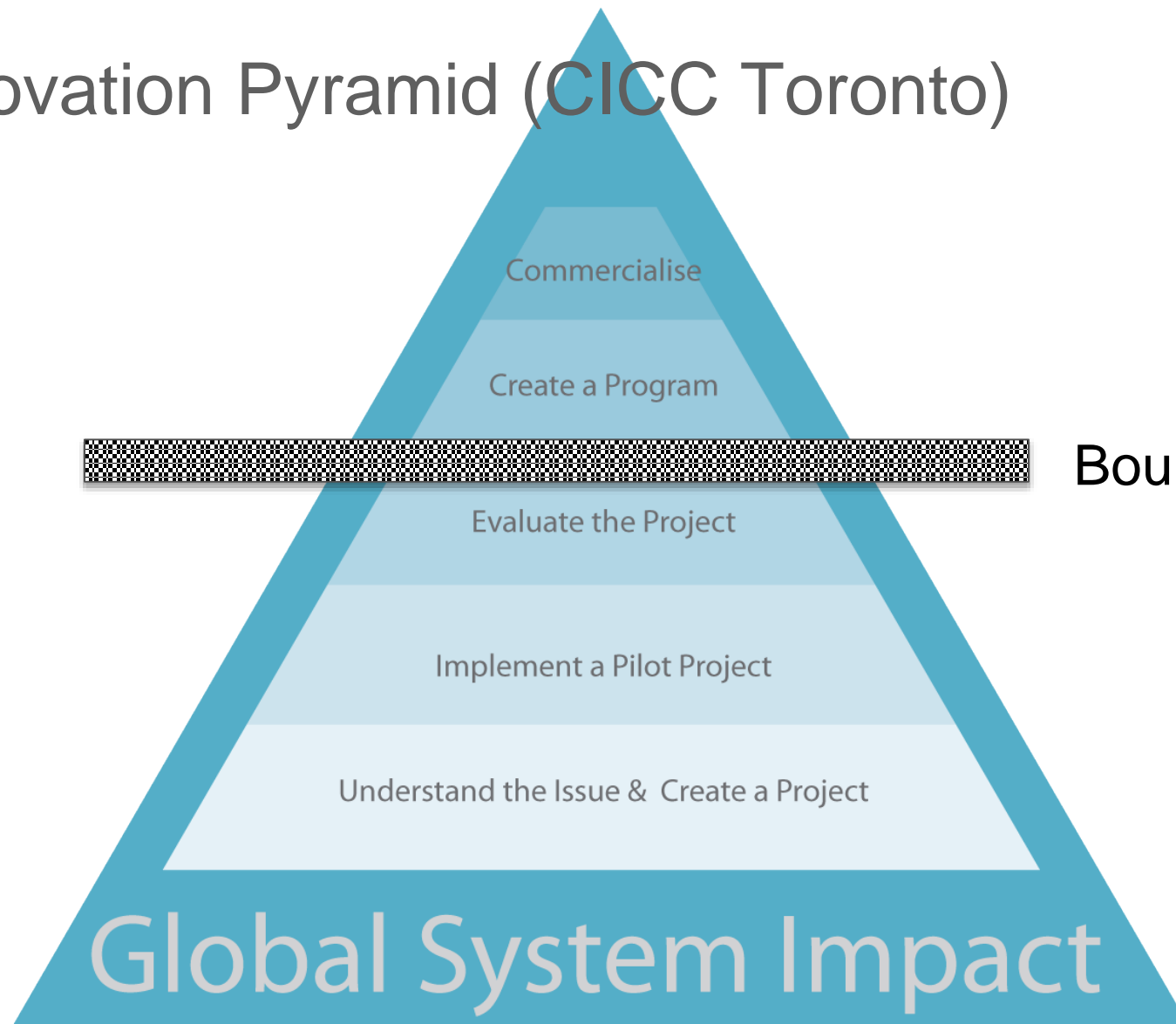
context



Discussion



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Content and process



The intervention and
the project experiences
are like
the destination and
the journey towards



Armchair Travelling crossing boundaries with narratives

