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Embodying Design Questions: Playful Explorations in Critical Health and Care Systems

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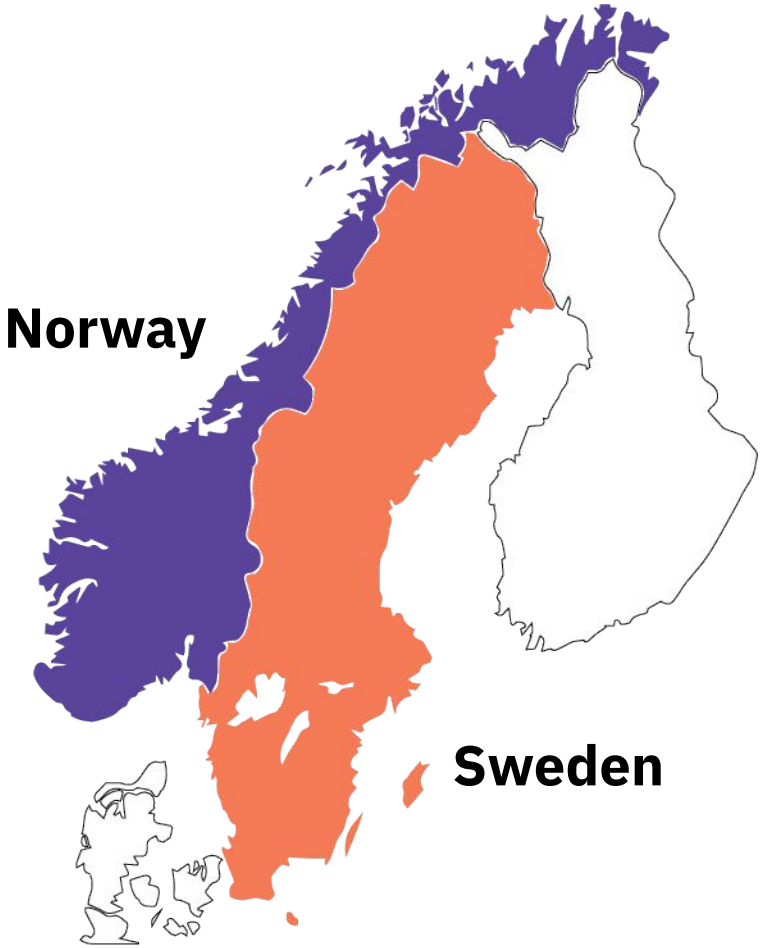
& Center for Connected Care (C3)

“Before, the choice was burn out or numb out. Professionals felt strangled by a system that did not provide opportunities for change or creativity… Slowly a system of protocols has accreted around professions that care. There is a premium on being dispassionate, on keeping our distance. Detachment is prized.”

/ Hilary Cottam, Radical Help (2018)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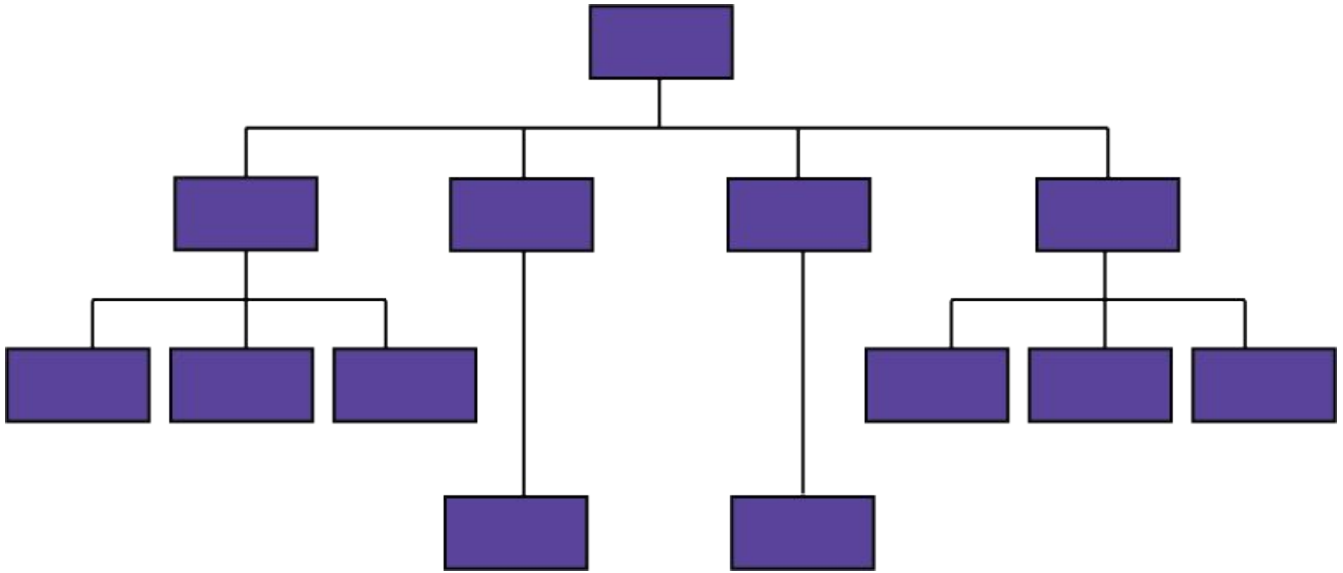

Hierarchy, rigidity, universalism, functionalism and production

But our context is changing and so must our healthcare system.

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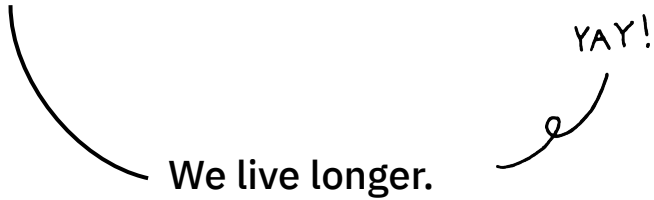

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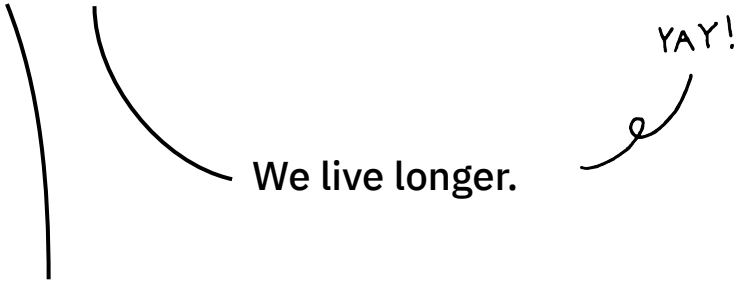
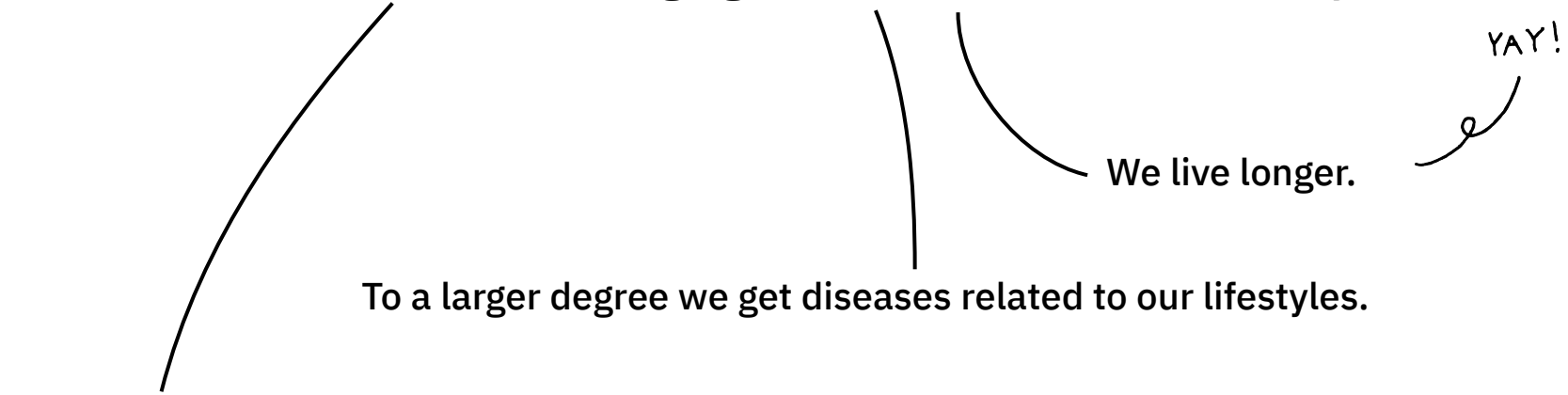
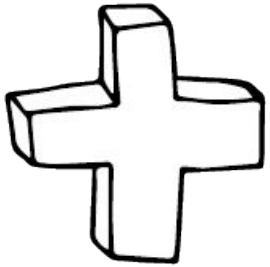


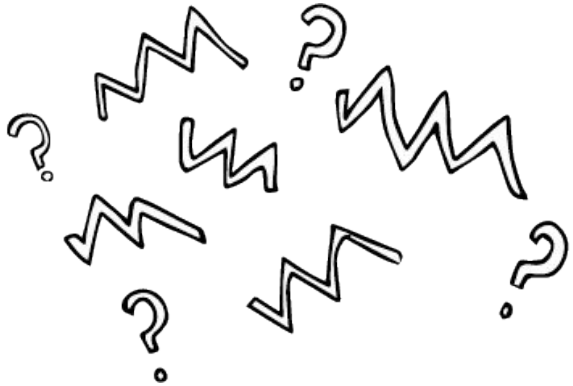
To a larger degree we get diseases related to our lifestyles.

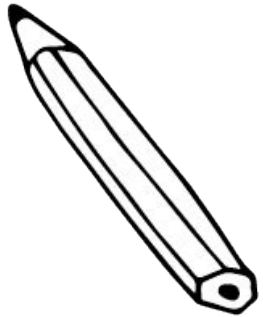
But our context is changing and so must our healthcare system.





Healthcare





Design

“I’m sort of staggered actually, when design innovation people sit on a stage and say ‘it’s really important that we take risks, we fail fast, we take more risks, more failure’. Because that shows, more than anything, that they’ve never been on the other side of the table, experiencing the responsibility of running public services.”
- *Halima Khan, Executive Director of Health, People & Impact, Nesta (Romm & Vink, 2018)*

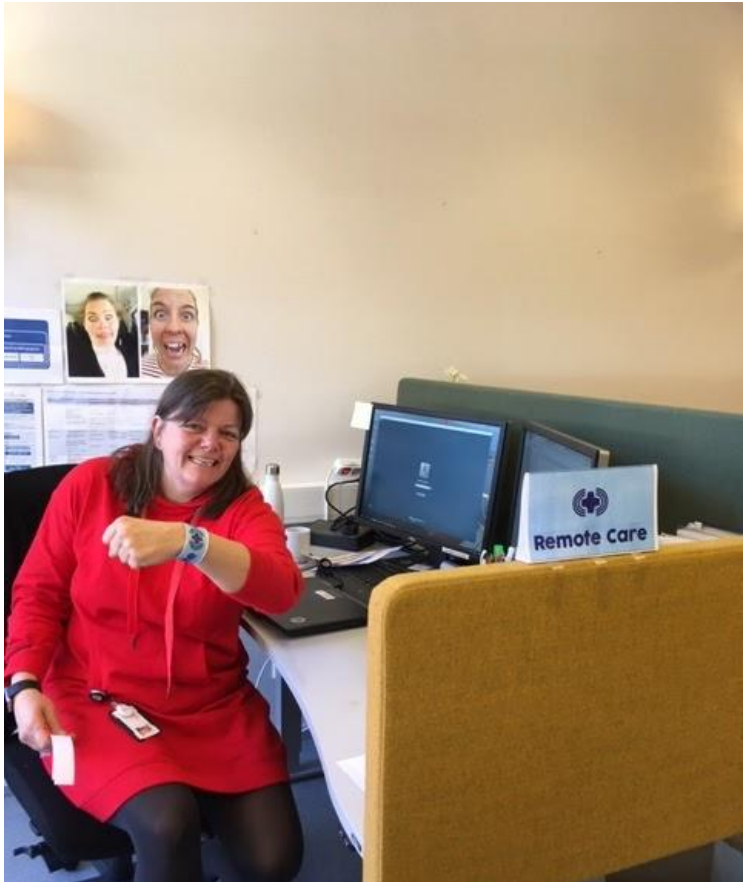
“This is childish and we’re working with a sensitive topic. I’m a public servant, a serious person; I cannot be playing around like this.”
- *Professional participant in InWithForward prototyping (Aguirre, 2020)*

Playfulness, adaptability, personalization, bottom-up and relations

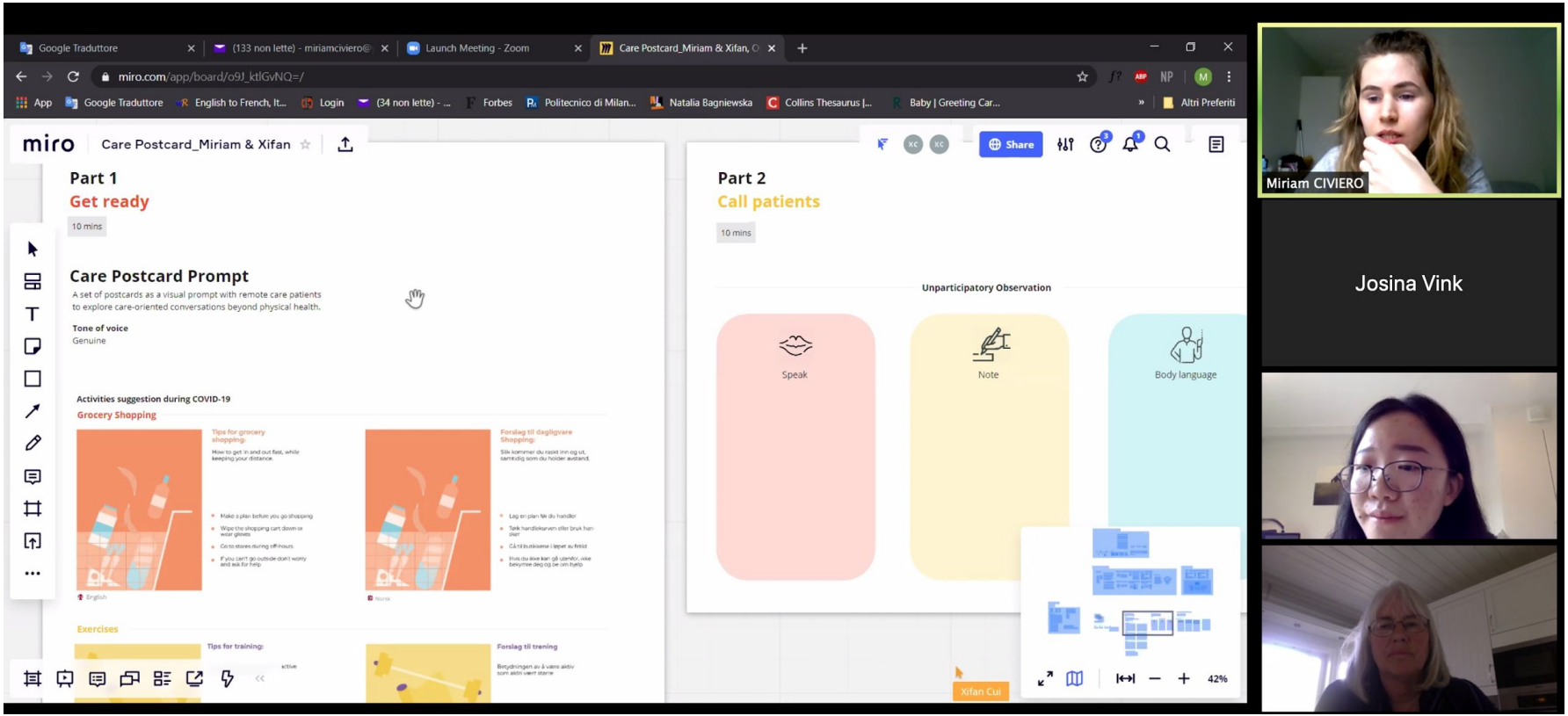
Research projects

Helsehjelpen & remote care
Part of Center for Connected Care (C3)

Space and place in end of life care
Part of research program DöBra

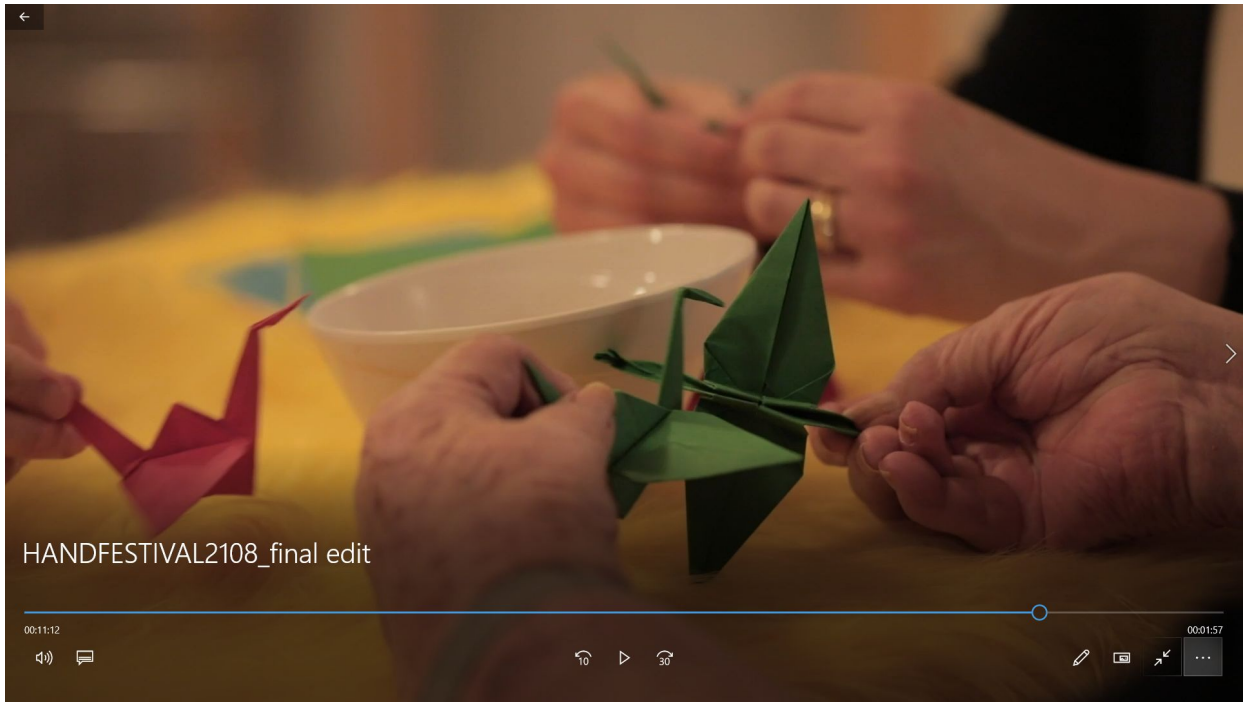


Exploration: *Together Apart* by Angel Lamar , AHO/C3



Exploration: *Postcard Prompt*, Miriam Civiero & Xifan Cui, AHO/C3

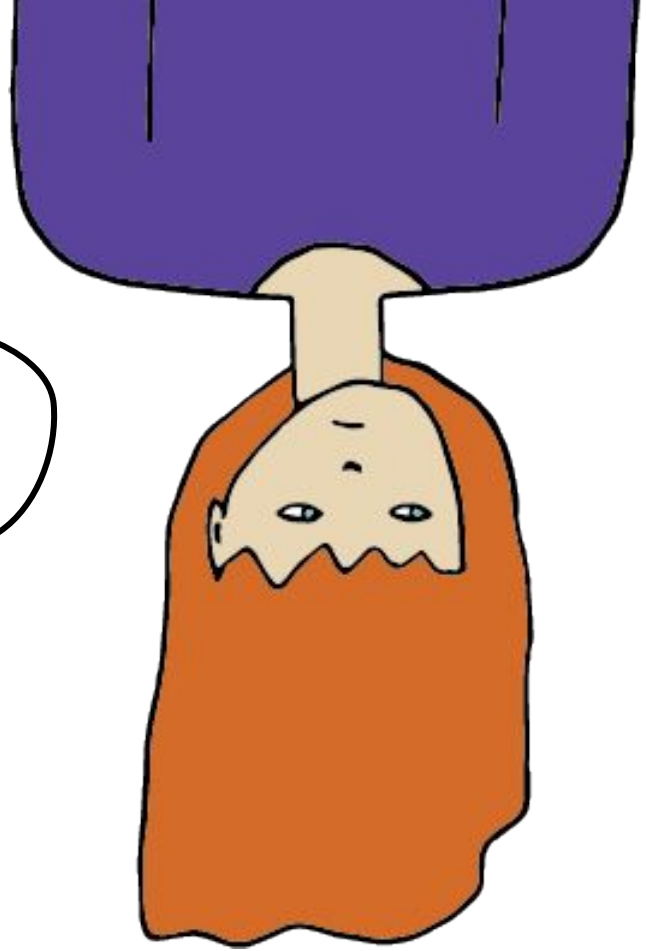
Exploration: *The Salvador Dali Mustache*, Space and place in end of life care, www.DöBra.se



Exploration: *The Furry Table*, Space and place in end of life care, www.DöBra.se

Exploration: *The Tin Can Phone*, Space and place in end of life care, www.DöBra.se

Staff: “Initially the residents thought you were really weird”

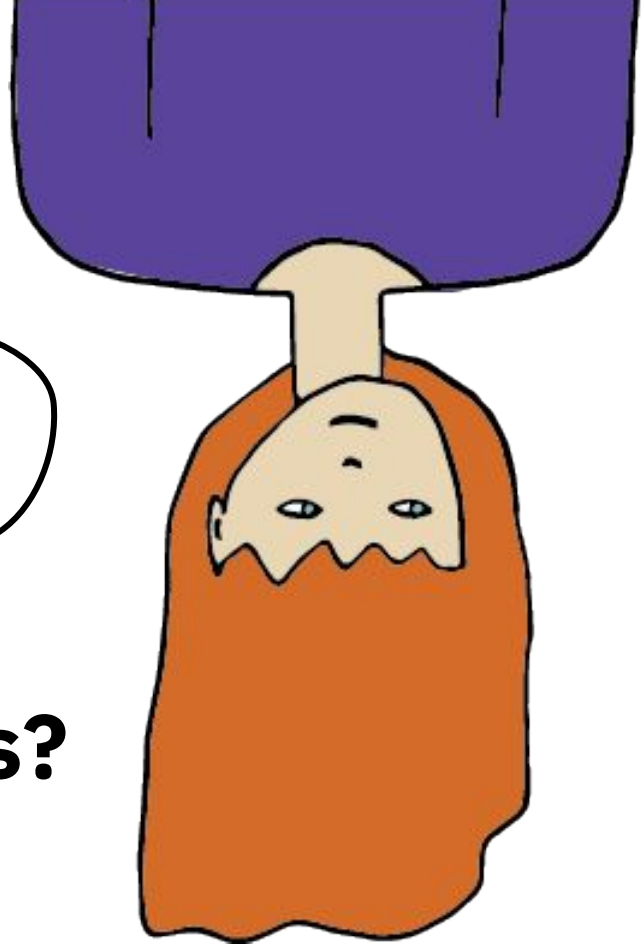


Making fun?

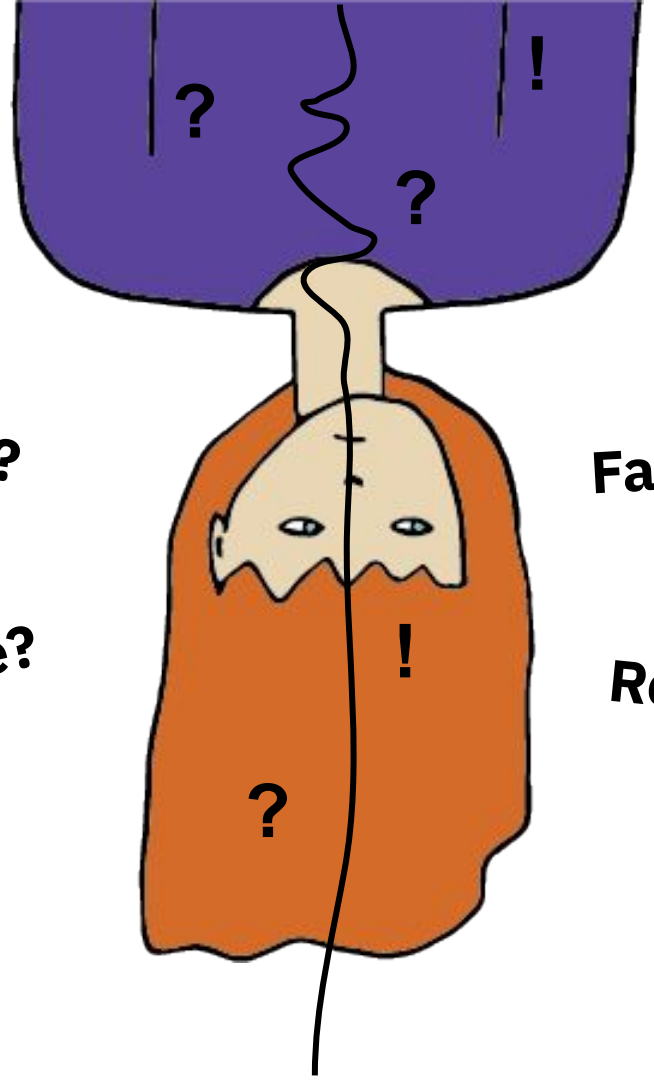
Wasting time?

Failed explorations?

Staff: “This helps us to see that we have the possibility to change how we interact with each other. ”



Reimagining relations?



Making fun?

Wasting time?

Failed explorations?

Reimagining relations?

Existing logics do not recognize the value of alternative logics, but that doesn’t mean they don’t have a role to play in breathing life into a numb system.

Exploring alternative logics opens up for new ways of thinking and working and reduces the taken-for-grantedness of the existing logic.

Embodying questions and sitting with discomfort is an essential opening for personal and systemic transformation.

Thank you for listening!

Questions? Comments?