



2018

## Systemic and participatory design processes in care systems

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# Systemic and participatory design processes in care systems



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Dep. of Architecture and Design:

**Cristian Campagnaro**, *Associate Prof.*

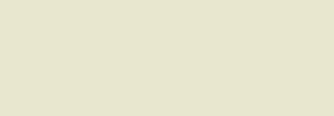
**Nicolò Di Prima**, *PhD student*

**Sara Ceraolo**, *Researcher*



**POLITECNICO  
DI TORINO**

Department of  
Architecture and Design



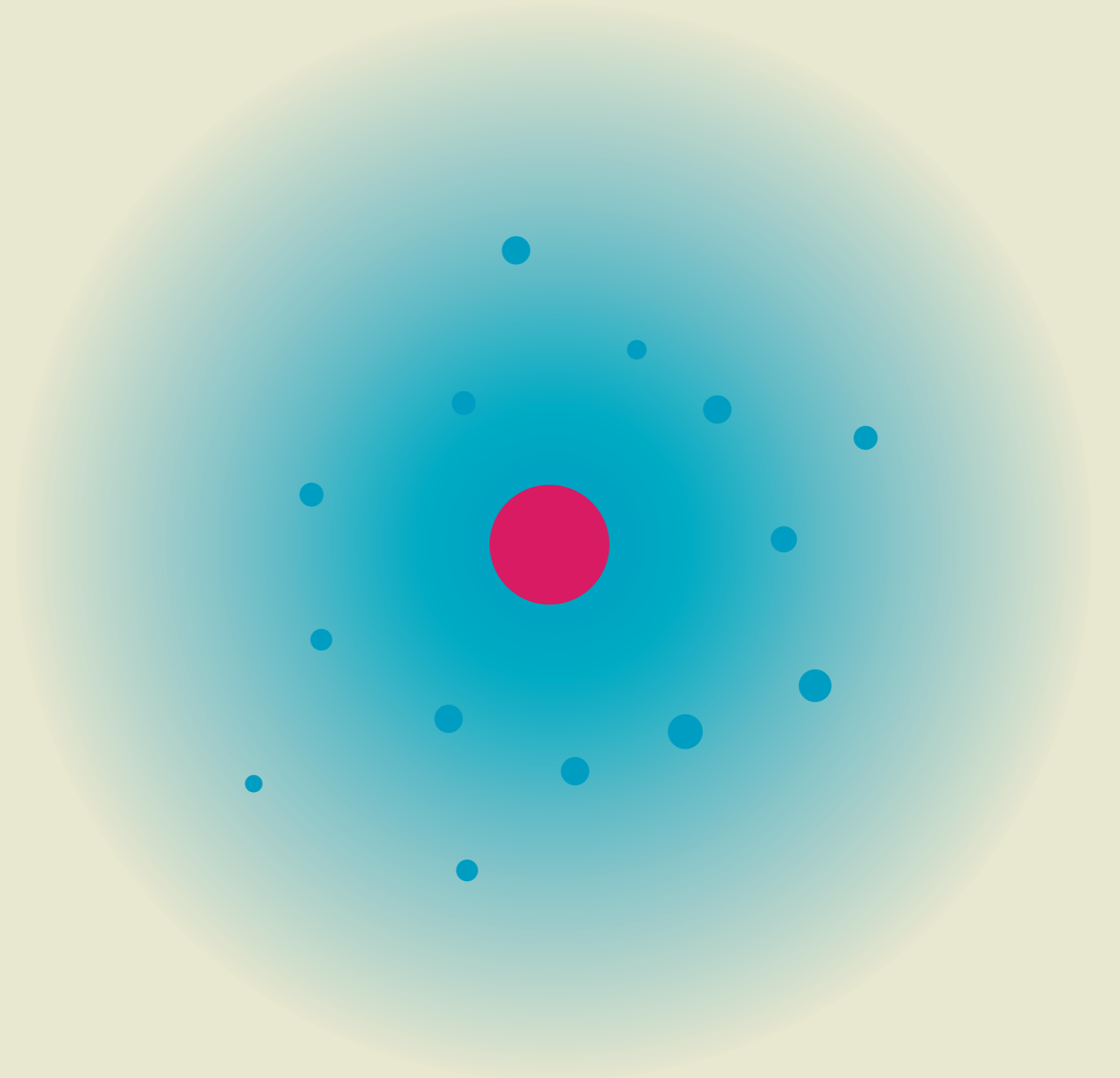
**Participatory design processes**  
with **systemic approach**

as a tool to negotiate,  
shape and prototype

**new inclusive models**  
of **citizenship** and **care**  
to benefit marginal groups  
in society.

# Design for care systems

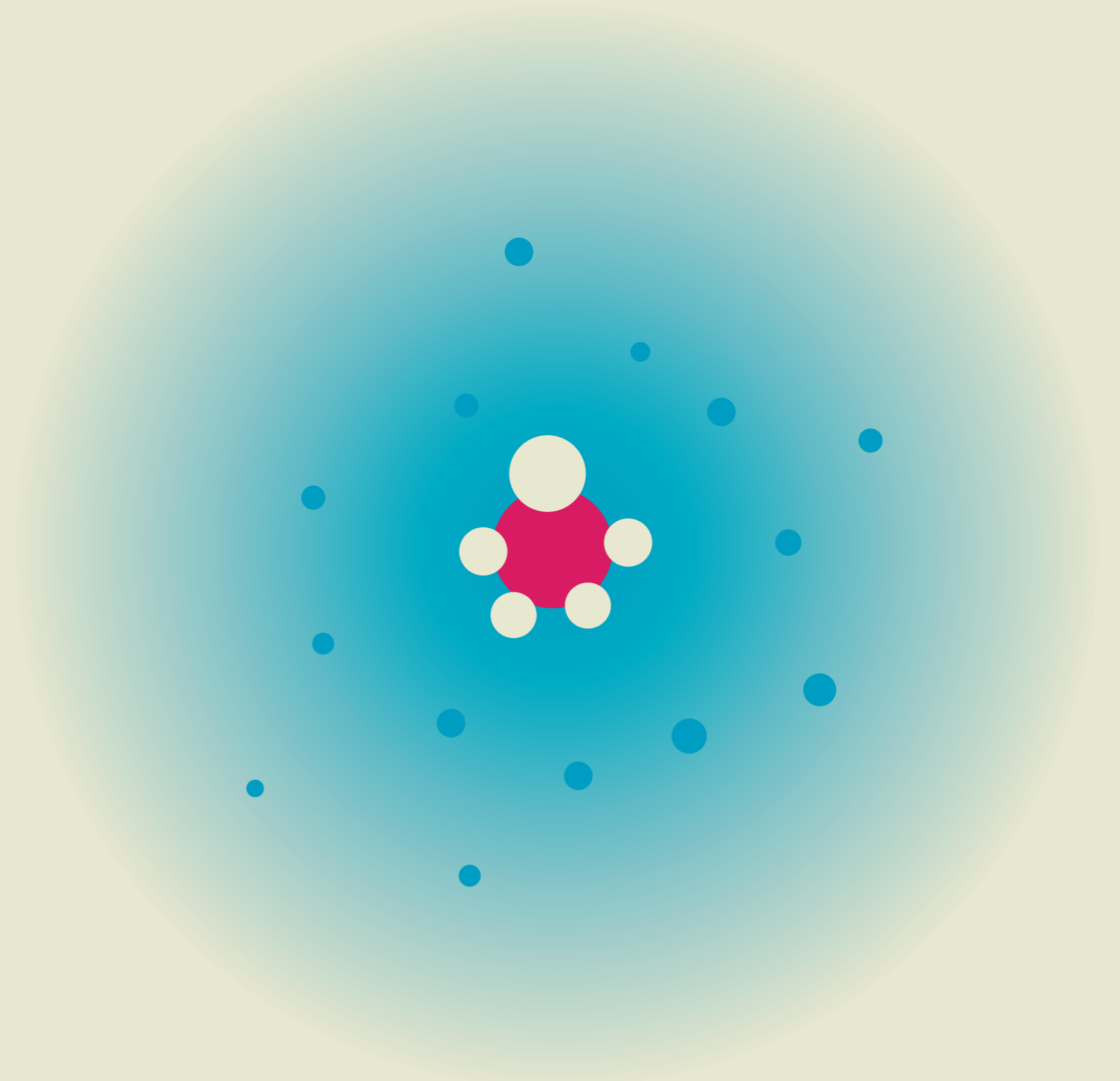
Asylum seekers,  
migrants,  
people affected by  
chronic diseases,  
homeless people.



# Design for care systems

Asylum seekers,  
migrants,  
people affected by  
chronic diseases,  
homeless people.

Care systems are developed  
**around the needs of**  
their **beneficiaries.**



# Design for care systems

Users' needs are  
**complex,**  
**multifactorial**  
and **interrelated**  
(housing, social relationships,  
autonomy, self-efficacy)

and a **variety of actors**  
(not necessarily  
in the form of network)  
contribute to meet those needs.



# Seeking change

Within this articulate framework of stakeholders and needs, care systems necessitate to be **flexible and transformable** in order to react to **social change**.

Care services express the **desire of tangible transformations** to improve the **quality of the service**:  
new **products**,  
functional **spaces**,  
rethinking of **processes**,  
**innovation** of the interventions.



# Systemic approach

As **social designers**  
our job in these contexts is  
to **support and facilitate**  
the **desire of change**.

We promote  
**participation** and **collaboration**  
**including all the actors**  
involved in the services.

--> Not "only" problem solving  
but **systemic design thinking**.





# Our method

**Interdisciplinary  
(design-anthropology)  
and participatory approach:**

## **1. observation**

analysis of complex systems  
focusing on the relationships;

## **2. co-design**

actors as expert users - shared  
decision making processes;

## **3. co-production**

every stakeholder offers personal  
resources in order to design, produce  
and manage the interventions;

## **4. co-creation**

all the actors take part to the tangible  
transformations carried out by the  
interventions sharing knowledge,  
skills, and competences.



# Tools and activators

- **On-site interventions** working from within
- **Tangible actions** via **creative and collaborative workshops**
- **Prototyping solutions** that can be tested, discussed and implemented
- **Inviting in the "outside"** (university students, volunteers, citizens)

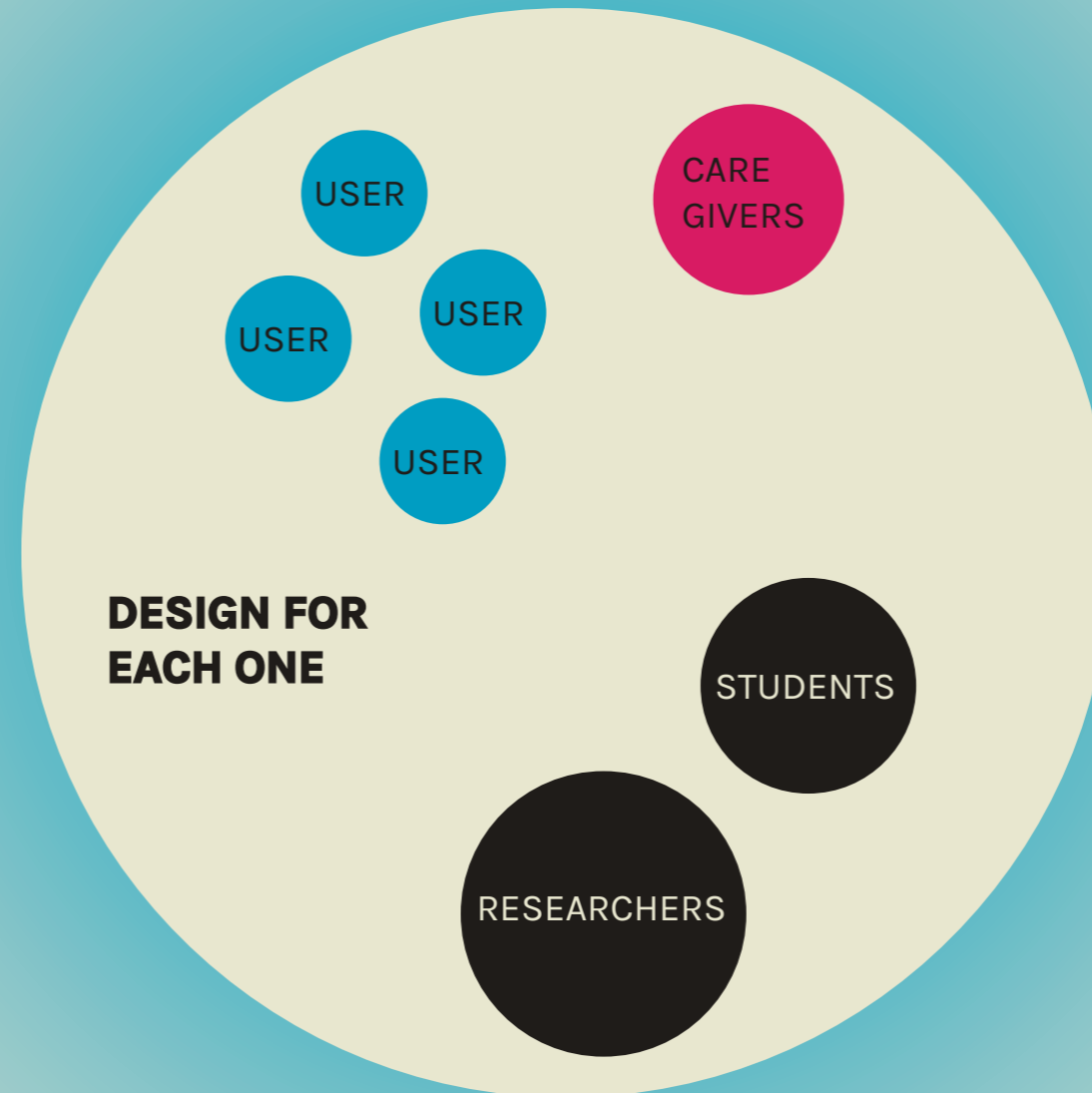


# Case studies

CASE 1

# Design for each one

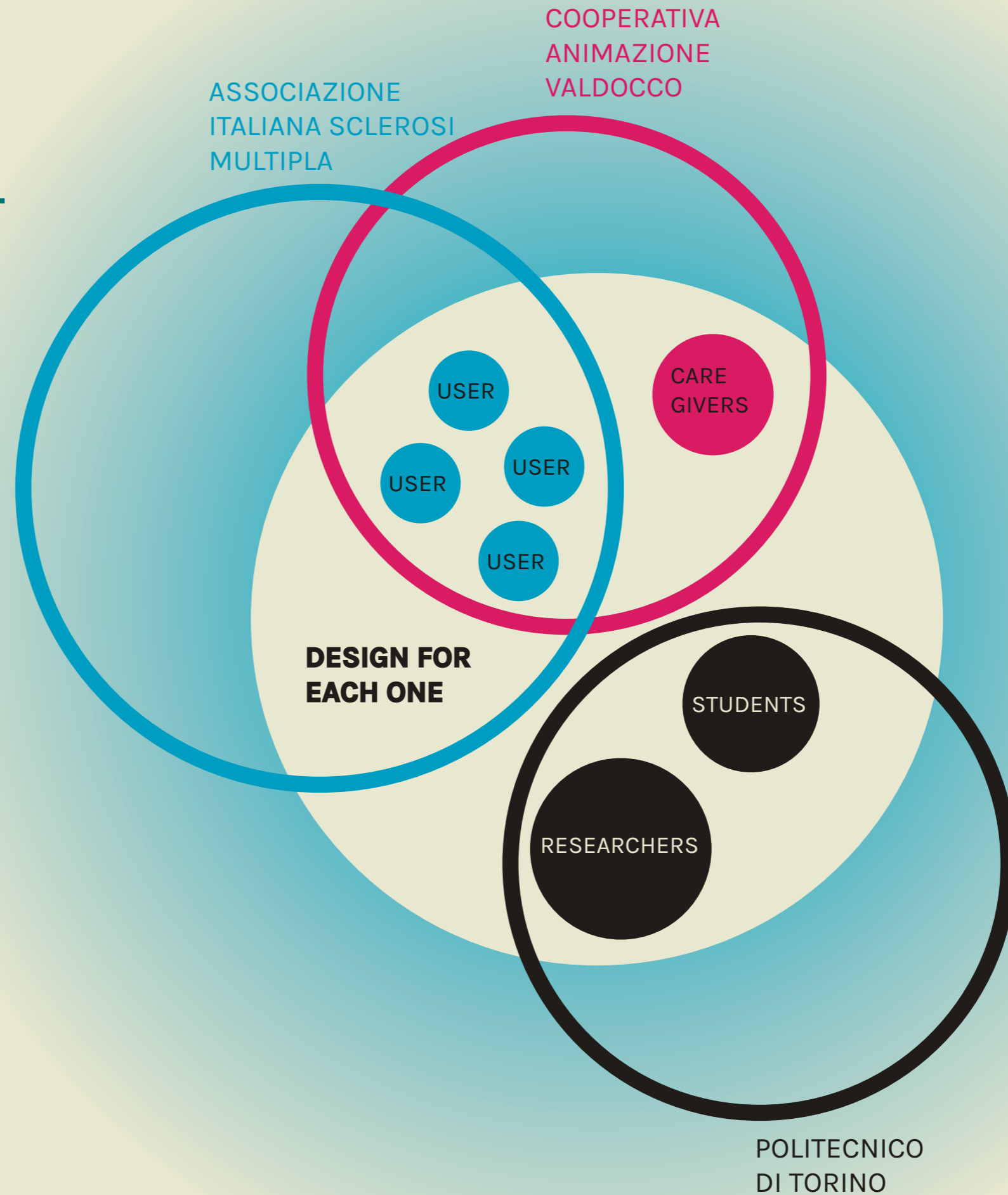
Co-design of  
personalized devices  
for multiple sclerosis  
and muscular dystrophy  
sufferers.



CASE 1

# Design for each one

Co-design of  
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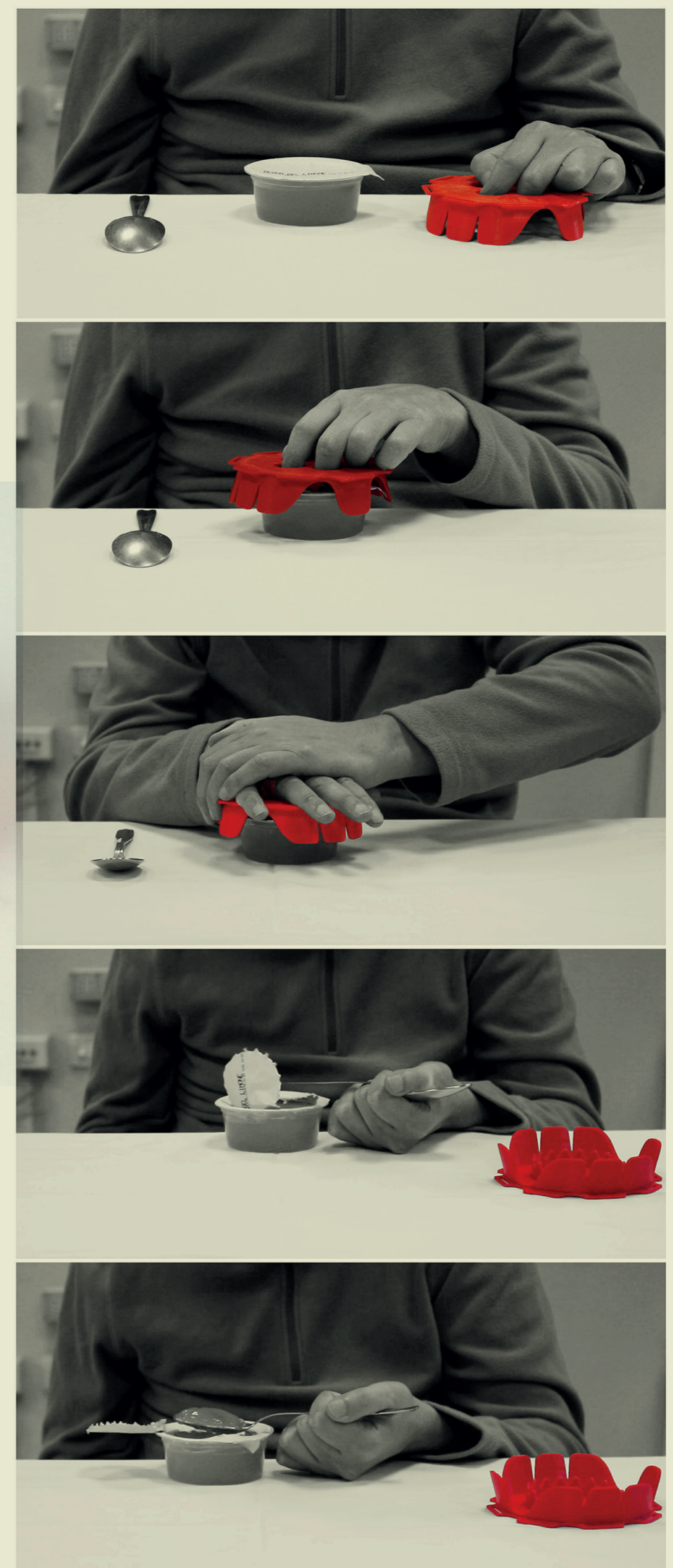
CASE 1

# Design for each one

Users,  
caregivers  
and designer  
work together

Tailor made solutions

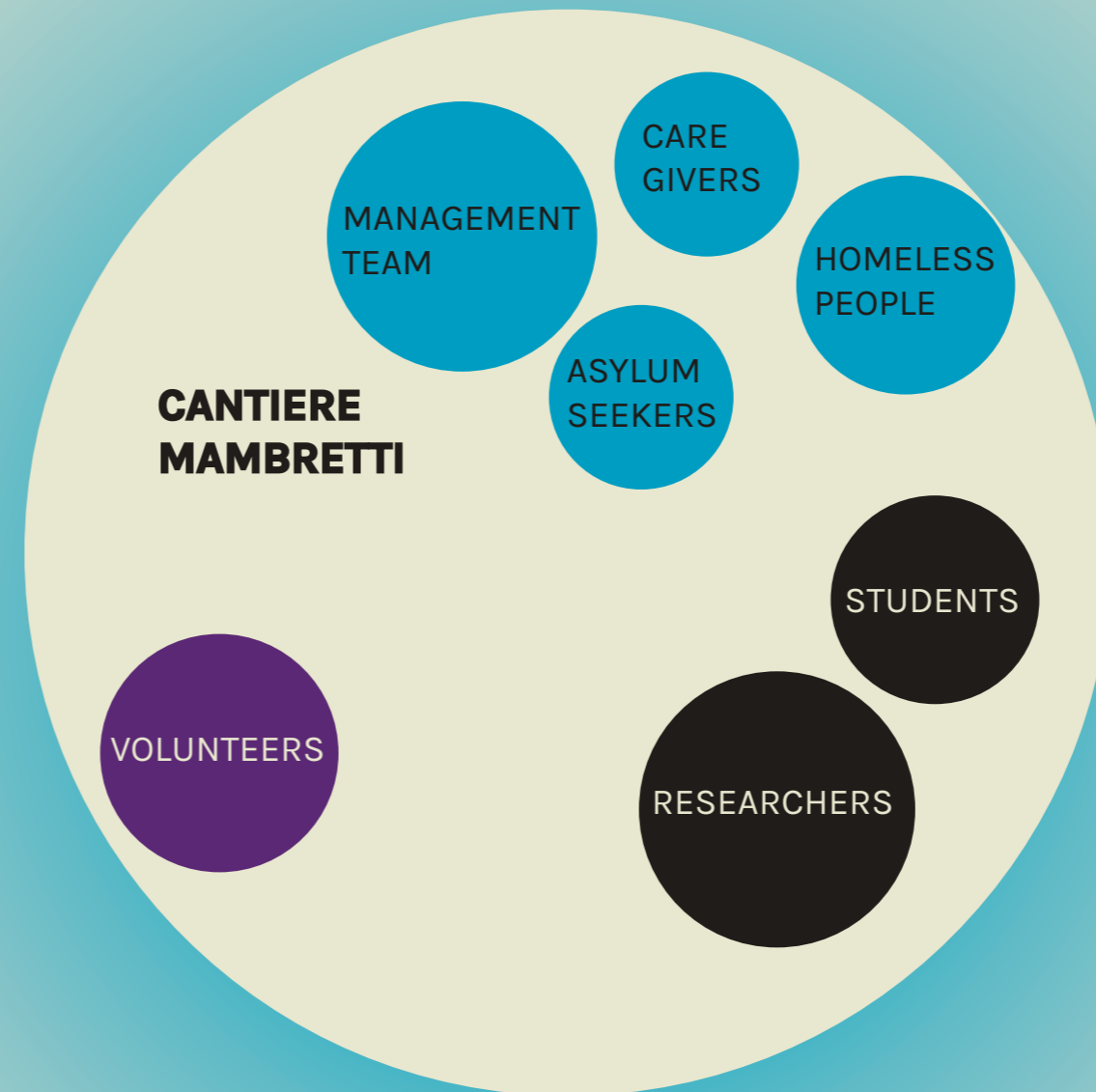
Ethnography  
participant observation  
prototyping



CASE 2

# Cantiere Mambretti

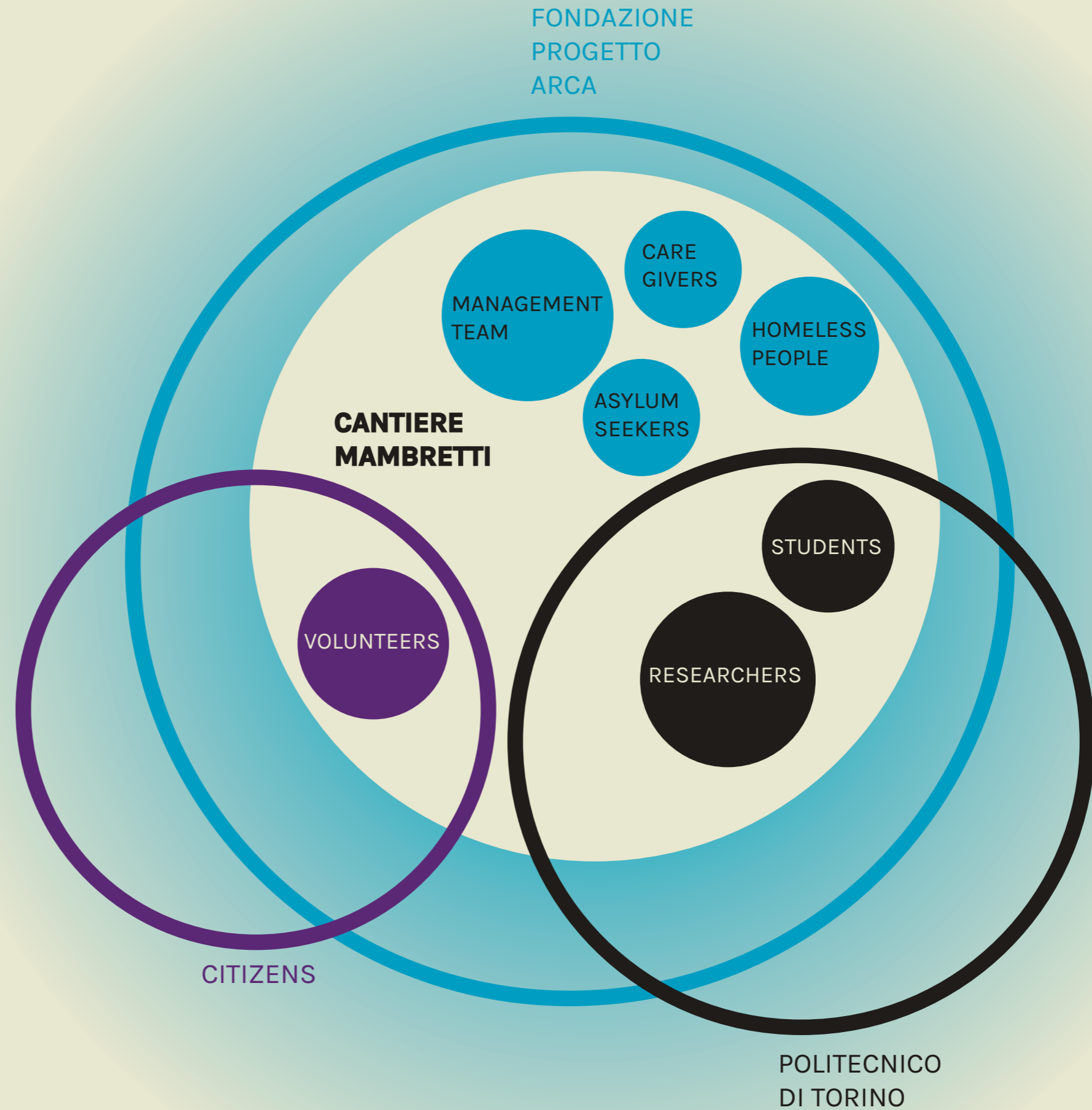
Participatory renovation  
of **shelters** for migrant  
and homeless people.



CASE 2

# Cantiere Mambretti

Participatory renovation of shelters for migrant and homeless people.





CASE 2

# Cantiere Mambretti

Re-designing existing buildings (inner spaces and furniture) according to the needs of users and workers.

Participation as trigger for **protagonism** and **self-efficacy** for all the actors involved.

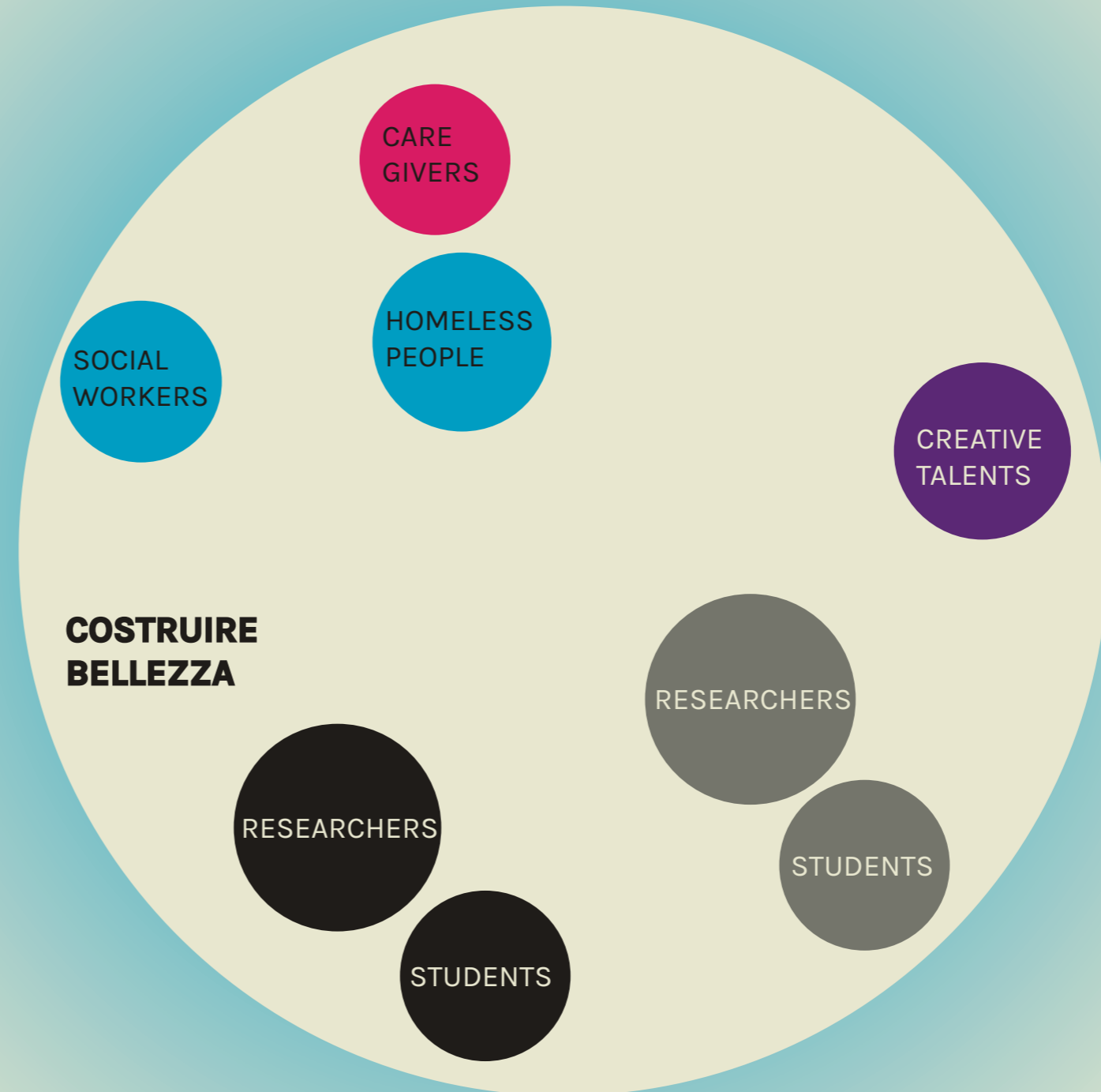
Developing a **co-designed reference framework** to be used in the future design of shelters.



CASE 3

# Costruire Bellezza

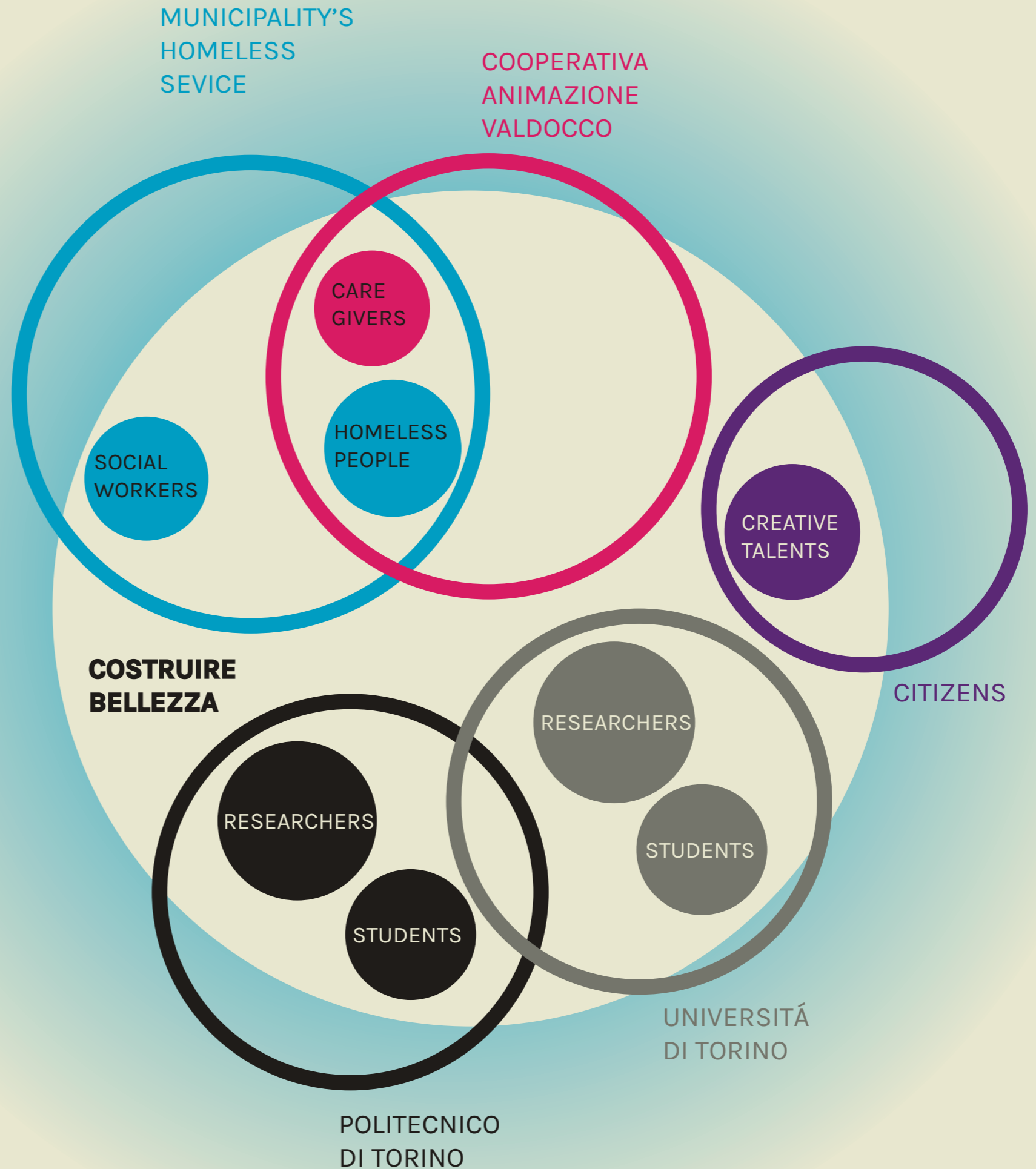
Design Anthropology led lab  
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CASE 3

# Costruire Bellezza

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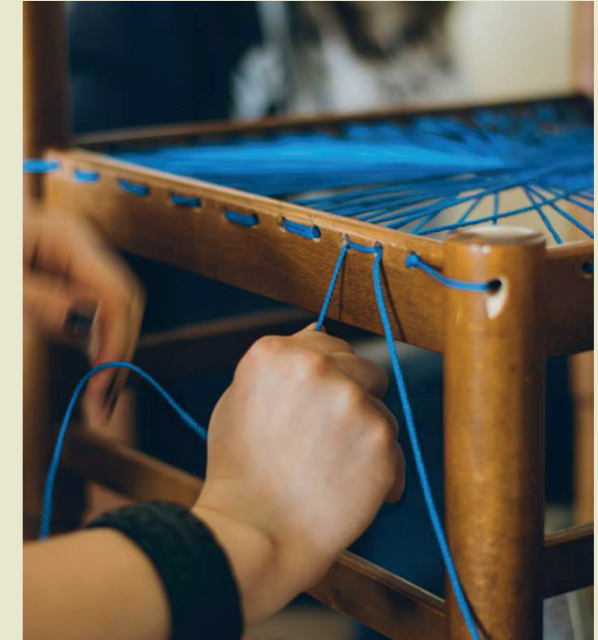


## CASE 3

# Costruire Bellezza

Empowerment of homeless people, development of **skills** in university students, unprecedented **observations** of the homeless people for a more precise care of person.

**Co-design and co-creation** of **artifacts** and **services** for the participants of the project, neighbourhood **communities** or other group of citizens.



# Design domains

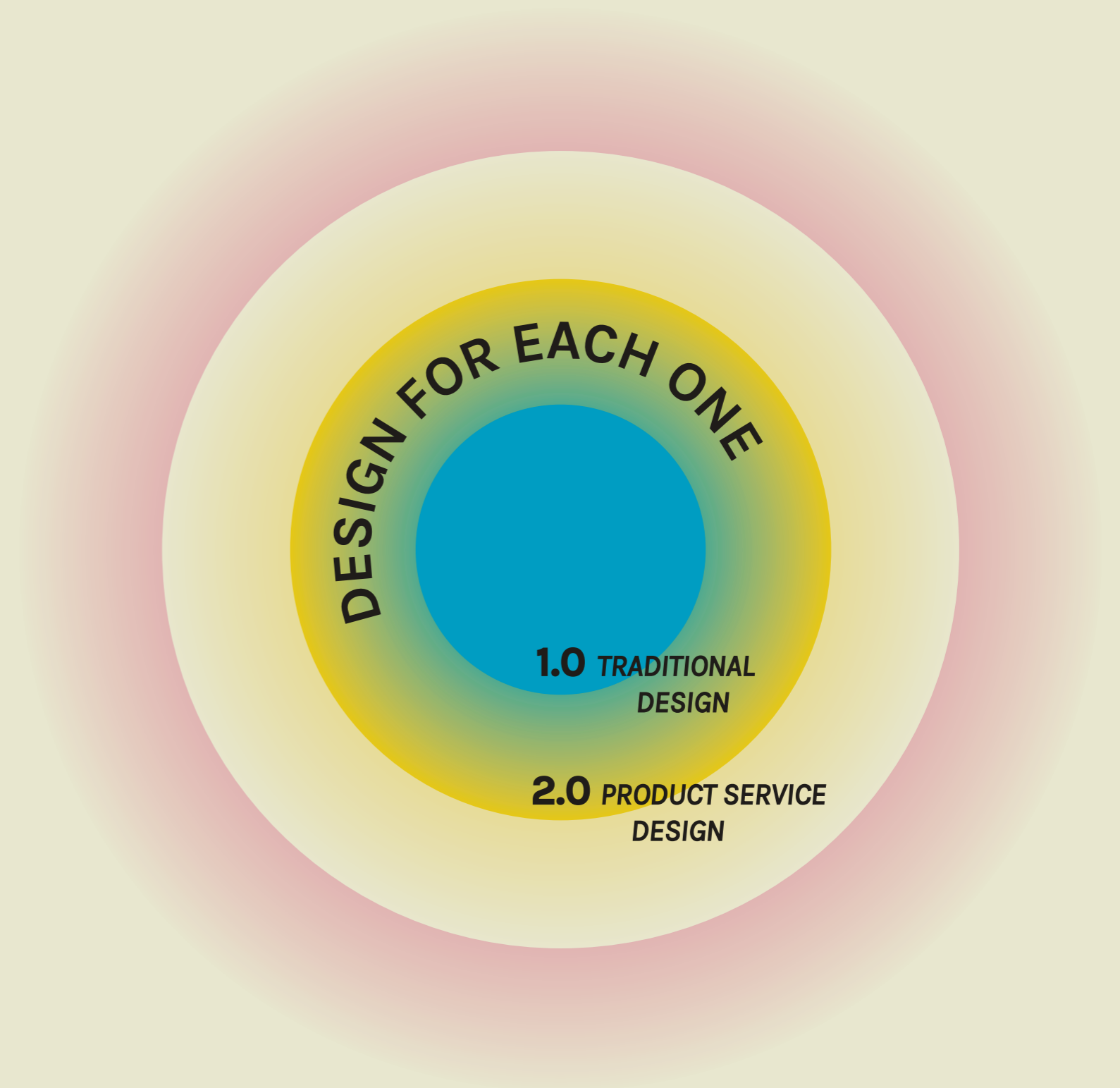
The three case studies work for **tangible projects (artifacts)**.

According to the **domains of design** by Jones and van Patten (2009), it is possible to read their impact on different levels:

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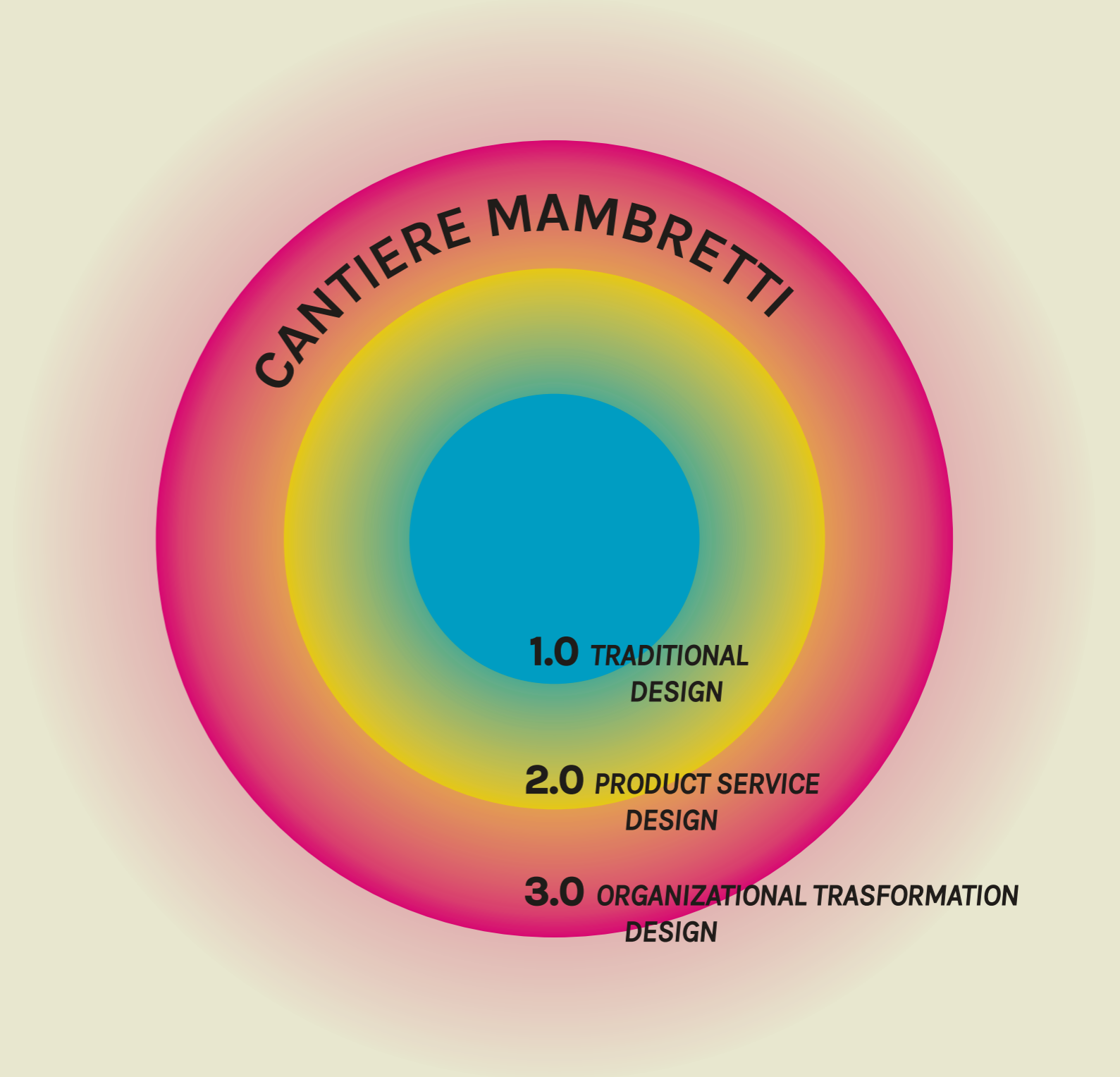
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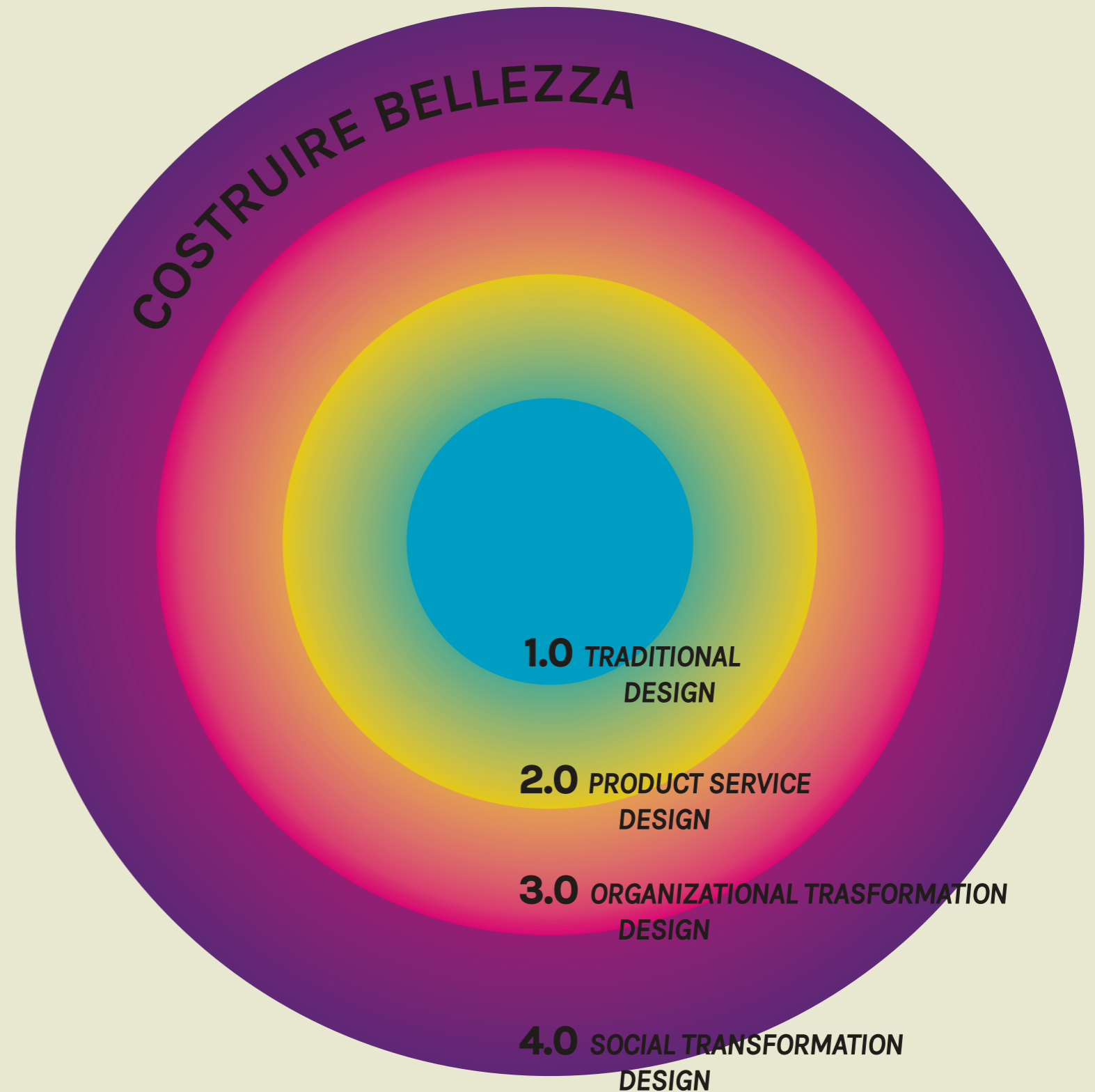
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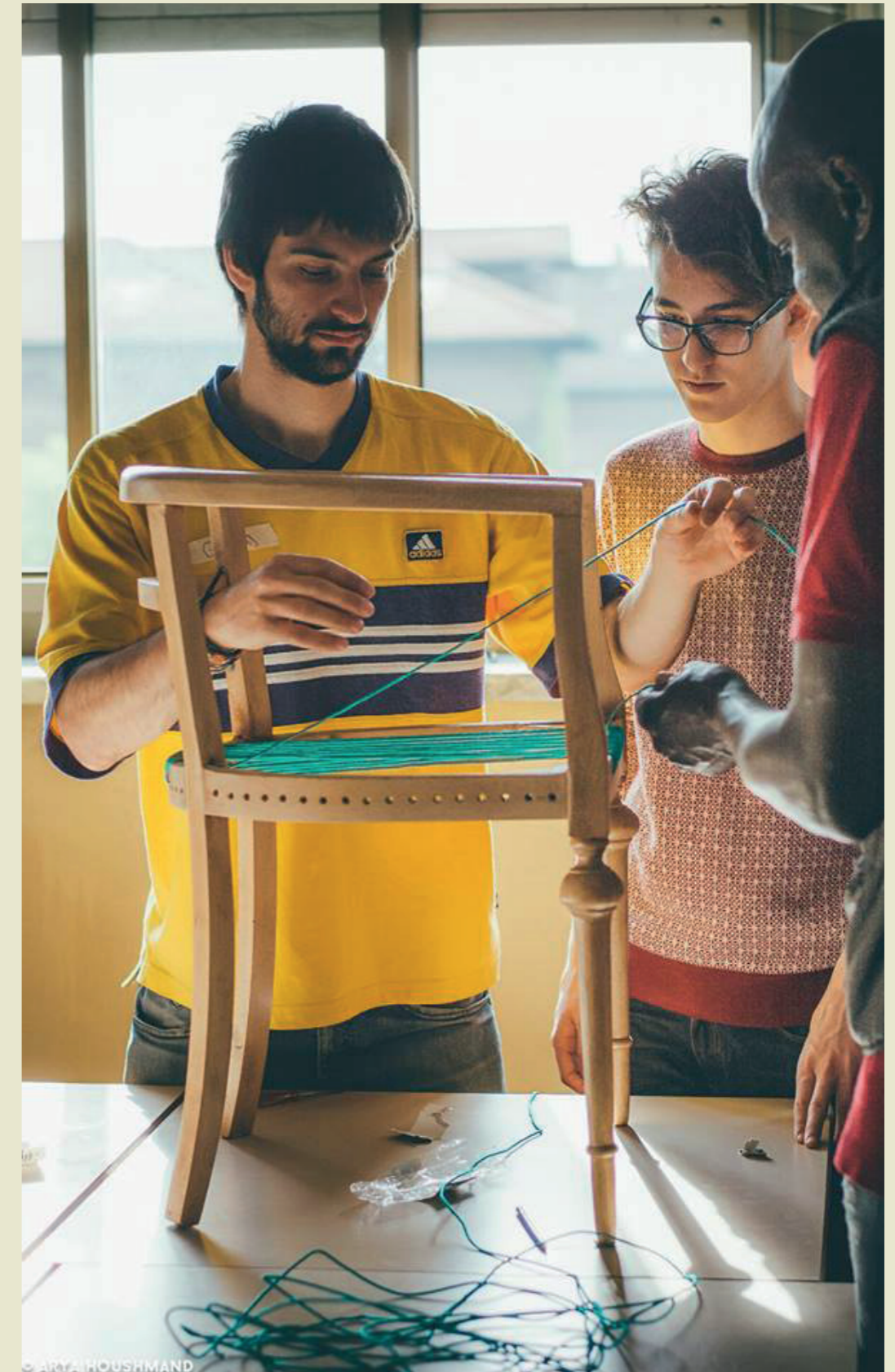


# Relational care

The processes we promote aim at **enhancing the relationships among all the stakeholders** sustaining a **new vision** of the services with a systemic approach.

Places of care become places of **innovation**.

This fosters the **cohesion** and the **inclusiveness** of the systems and it generates the opportunity for all those involved to **flourish**.



Thank you.