OCAD University Open Research Repository

Faculty of Design

2021

Access to Healthcare in New York City

Le, Thien, Liu, Catherine, Marino, Gia and Shah, Karan

Suggested citation:

Le, Thien, Liu, Catherine, Marino, Gia and Shah, Karan (2021) Access to Healthcare in New York City. In: Proceedings of Relating Systems Thinking and Design (RSD10) 2021 Symposium, 2-6 Nov 2021, Delft, The Netherlands. Available at http://openresearch.ocadu.ca/id/eprint/3886/

Open Research is a publicly accessible, curated repository for the preservation and dissemination of scholarly and creative output of the OCAD University community. Material in Open Research is open access and made available via the consent of the author and/or rights holder on a non-exclusive basis.

The OCAD University Library is committed to accessibility as outlined in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and is working to improve accessibility of the Open Research Repository collection. If you require an accessible version of a repository item contact us at repository@ocadu.ca.

Access to Healthcare in New York

Thien Le, Catherine Liu, Gia Marino, Karan Shah

During the COVID-19 pandemic, New York struggled to balance its healthcare resources with the rapidly increasing number of COVID cases. This exacerbated the problems of healthcare access in the state's flawed system, thus causing us to map out the wicked problem of access to healthcare in New York.

What is the Problem?

Currently, 1 million adult New Yorkers (1 in 6) are uninsured, and more than 1.2 million adults (1 in 5) lack a regular care provider. The 4 main factors causing this issue are the mismanagement of healthcare resources, lack of access to information , inequality, and laws and regulations that inadvertently cause more complications.

Visualizing the Problem

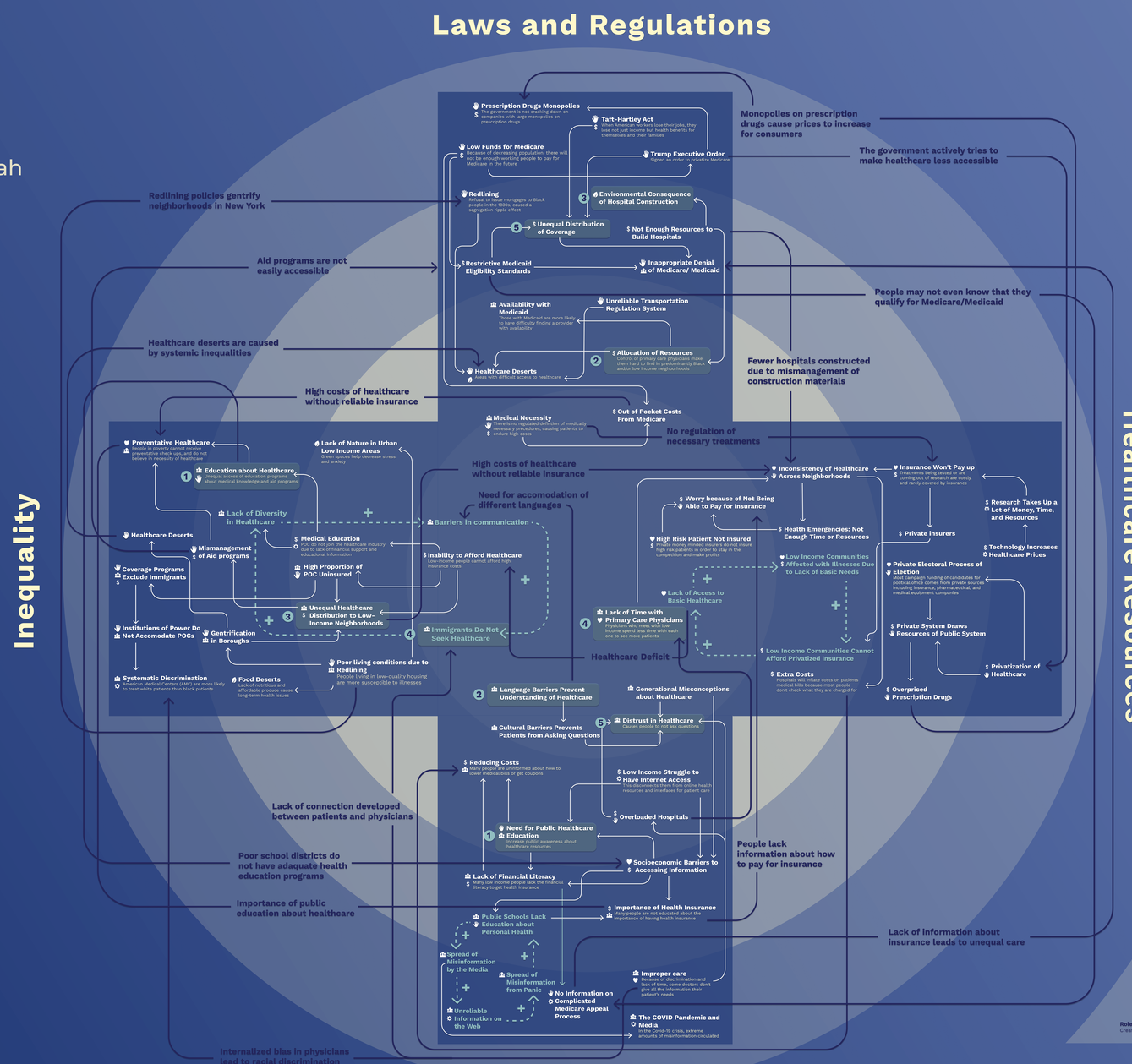
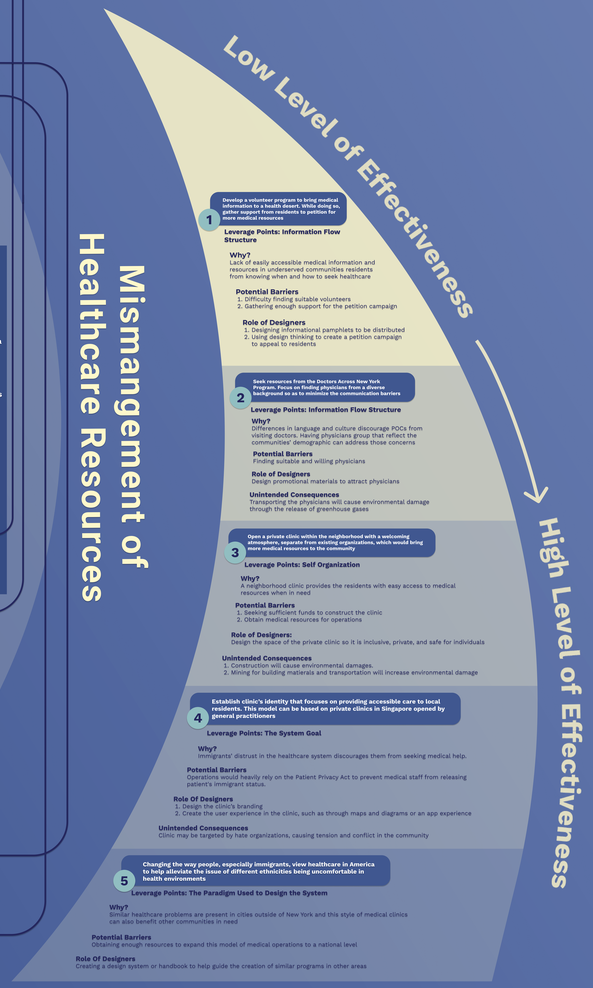
The map is divided into four sections that represent the four main issues: inequality, laws and regulations, mismanagement of resources, and access to information. Individual nodes are then organized from an indivdual to national scale, thus representing different groups of stakeholders being affected. Within each section are also specific nodes that connect to create positive feedback loops. Additionally, each problem has an icon representing what sector of society causes that specific issue.

What Can be Done?

Our group has identified 5 interventions that build off each other and are organized by leverage points that have varying levels of effectiveness. All 5 are identified in the map, starting from a low-level micro scale targeting neighborhoods in need, to large scale change in values. These are points within the system where changing one element can produce larger changes within the whole system. We subsequently created our interventions considering our roles as designer in solving this issue.

Legend

- Intranode Connections
- Internode Connections
- Feedback Loops
- Individual → National
- Social
- Technical
- Economical
- Ecological
- Political
- Values



Interventions