

# Design Methods for Health & Care



## One day course

Design methods have much to offer health & care professionals looking for new ways to innovate in the way they organise and deliver services. Taking a step back and identifying the right challenges, working collaboratively, thinking out of the box and most importantly putting patients, service-users and staff at the centre, are all aspects of improvement where design methods can add value. This one-day course, which can be customised to suit participant needs, builds skills through a series of practical sessions. A full set of course notes with examples and templates will help learners embed learning within their own projects.



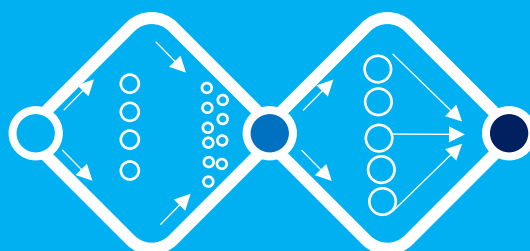
# Course Aims

Build understanding of how design thinking can bring leverage to health & care improvements by:

- Enhancing creativity and innovation.
- Putting the service-user at the centre.
- Encouraging teams to take a step back.
- Bringing structure to thinking.
- Facilitating collaboration across silos.

Learn how to apply a range of design methods into improvement projects, with a focus on:

- Supporting project discussions in both face-to-face and online environments using design methods templates.
- Using design methods as part of a process of problem solving and solution development.

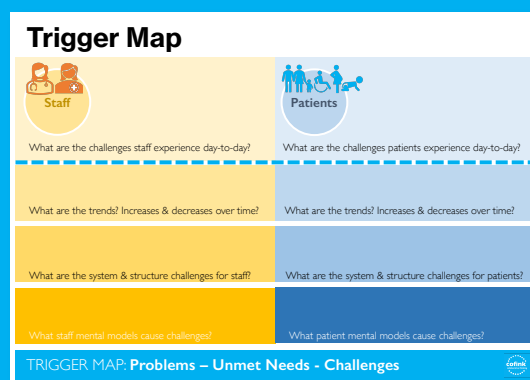


# Content

- How design thinking supports innovation.
- Principles of design methods.
- Identifying challenges & unmet needs in health and care.
- Capturing insights **Trigger Maps**
- **'How-Might-We'** Statements
- Enhancing **Brainstorming**
- Using **De Bonos's 6 thinking hats**
- Exploring solutions: **What-Else-Is-Like-This**
- The user perspective **Personas**
- Understanding needs **Empathy Maps**
- **Service-User Journey Maps**
- How to enable your team through face-to-face & online facilitation

# Facilitation

Design methods training is facilitated by Professor Tom Inns. Tom studied at the University of Bristol & the Royal College of Art and has a PhD exploring the impact of design thinking on organisational innovation capability. He is Director of cofink Ltd. and is a Visiting Professor at the University of Strathclyde. Tom has run Design Methods training for SEHSCT, Northern Ireland, NHS Tayside & NHS Lothian and Universitetssykehuset Nord-Norge.



# Contact

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