

Rethinking Health Care

Group A - *Personalized health care*

Hospitals today are designed to be clean and fit the big mass. Patients can feel uncomfortable in being treated as patients instead of individual human beings. How can you make the patients relation towards their doctors and nurses stronger? How can you increase the patients trust and respect towards health care and to the people involved in taking care of them?

Come up with ideas on how to make the health care experience more personalized!

Visualize your ideas.

For more information, check out the DVD with Emma Laurentz, service designer at Transformator, talking about her thoughts on personalizing health care.

The presentation will take place in the Konstfack Gallery (underneath the aquarium) at 15.15. Prepare for a 3 min presentation of your work. Name your projects and set up your visualisations or presentation materials before 15.15.

For final discussion/Think about: Improving awareness - how can we designers make people in the health care industry aware of the role and capability of design?

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Group B – Journals and patient information

”Man skulle titta på vad som händer i övergångsställena inom vården. Det handlar om patientinformation som kan försvinna, information om mediciner, och dylikt. För någon som är frisk och pigg kan det vara svårt nog att slussas mellan kommun och landsting. För en gammal och sjuk är det väldigt svårt.”
Elisabet Linder, Praktikertjänst

Within the health care system today there are many different journal systems, systems that not always communicate with each other. This means a risk of patient information getting lost, a difficulty of over viewing the patient’s situation, and in the end a risk of patients getting incorrect diagnosis and treatment.

How would you design the system around patient information to make it work better?

(Think about accessibility, safety, authority, digital/tactile, holistic health profiles.)

Example: Lena, 47, is feeling ill, but how does she know if she is ill enough to contact a doctor? When going to the hospital she is very weak and get confused about where to go. She is waiting for a long time in order to meet with the doctor, a person that does not know anything else about Lena than about her age. After going back and forth to the hospital for some weeks in order to do health tests and hoping she will get any information about her pain and problems she will receive a heart breaking result. How can you try to make the message of Lena having cancer, an easier experience for both the doctor and the patient Lena? After getting transferred to different hospitals Lena is worried about some of the information in her journals, because no one seems to know about her conditions very well. How can you help Lena to follow her health profile in a way that makes her feel comforted about her state and happy about the health care?

For more information, check out the DVD with Emma Laurentz, service designer at Transformator, talking about her thoughts on handling patient information.

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Group C - *Design as a political party*

“Många designers i studien uttryckte en önskan om att få vara delaktiga på en högre, eller tidigare nivå i projekten. Visst finns exempel på designföretag som lyckats med detta; I Storbritannien finns exempelvis NHS (Institute for Innovation and Improvement) som erbjuder tjänstedesign inom statliga organ. Kanske är det så att industridesigners måste ge sig in i politiken för att kunna börja genomföra förändringar på allvar.” (från rapporten Design inom vård och omsorg)

Tips att titta upp: NHS är inom Storbritannien landstingens centralorganisation med eget center för tjänstedesigners. www.institute.nhs.uk

Design as a political party -

What would be the impact of designing politics and integrating design thinking on a governmental level in order to make social change?

Step inside the shoes of a politician - Design a future scenario, create new policies and improve health care systems. Visualize what you come up with!

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For final discussion/Think about: Improving awareness - how can we designers make people in the health care industry aware of the role and capability of design?