



AHS Design Lab

Design Thinking

D4AHS.com

Twitter @JRMnurse

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1. Who is the Design lab
2. What is design thinking
3. Tools for success (Liberating Structure)

Overview



Liberating Structures

Impromptu Networking





Marlies



Ali



Erin



Josh



Shalyn

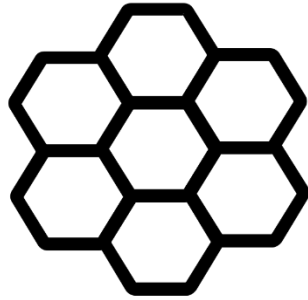


Kathryn

Who are we?



SERVICE DESIGN



CO-CREATION



EDUCATION



MOBILIZING

What do we **do**?

Health Care Sprints

Liberating Structures

Agile / Scrums

Our Tool Belt



Simple Puzzle

A Rubik's Cube is tough, but there is a single, agreed-upon solution



Complicated Problem

It's tricky to send a rabbit to the moon, but there is shared wisdom and rules to follow



Complex Mess

Raising a litter of bunnies is hard! Each bunny is different and they don't come with instructions

It's used for different types of challenges.



What makes complex problems so difficult?



The problem is...

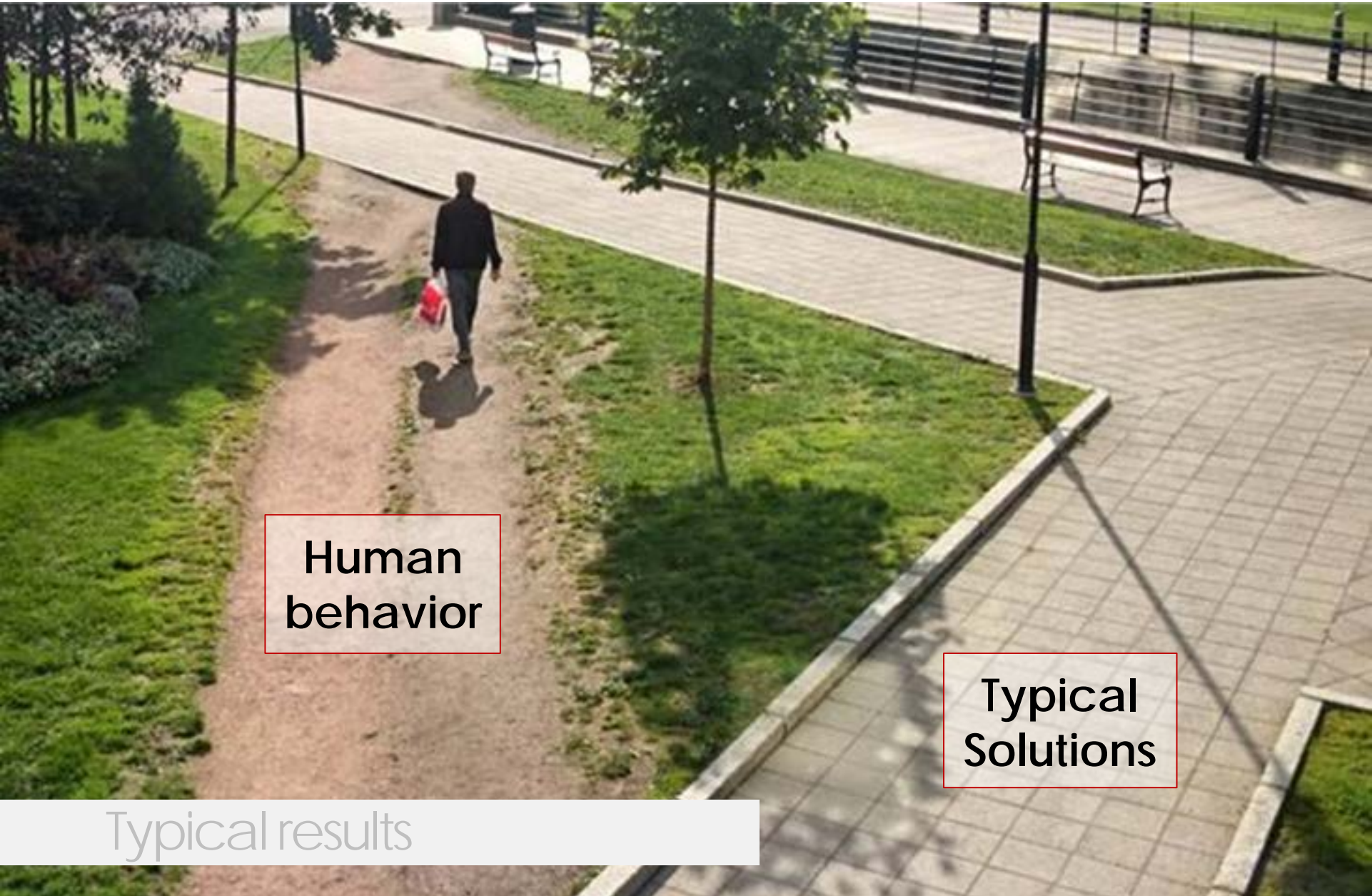
This is so cool!

I think this will work...

Let's see...

TALK... TALK... PLAN... THINK... TALK... TALK... TALK... THINK... TALK... PLAN... **PILOT**

How people typically solve problems



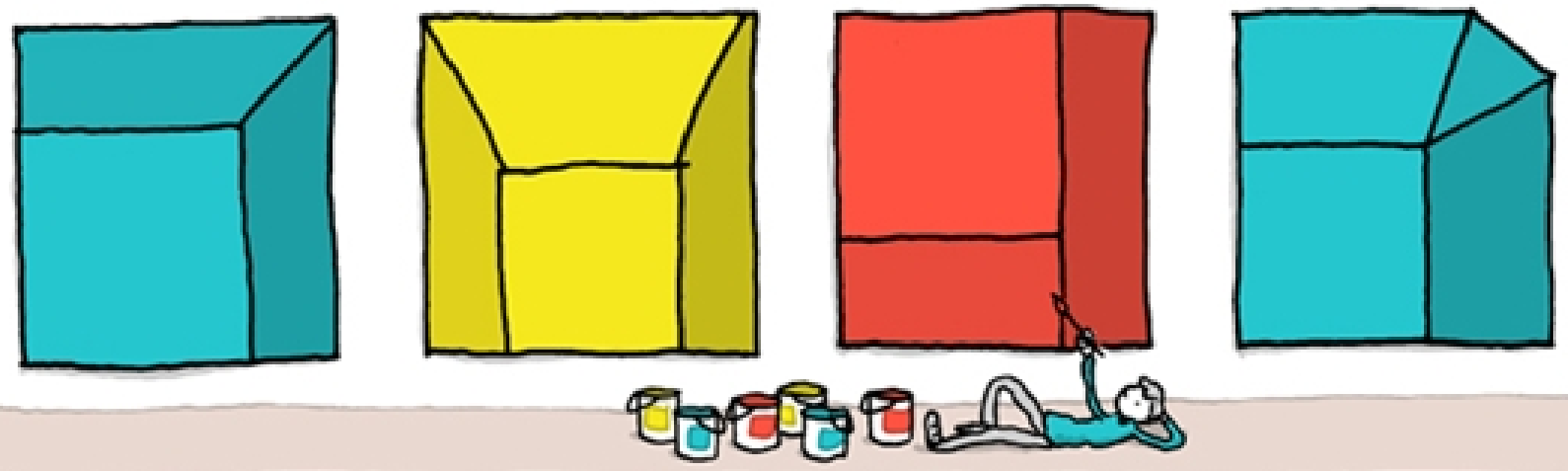
**Human
behavior**

**Typical
Solutions**

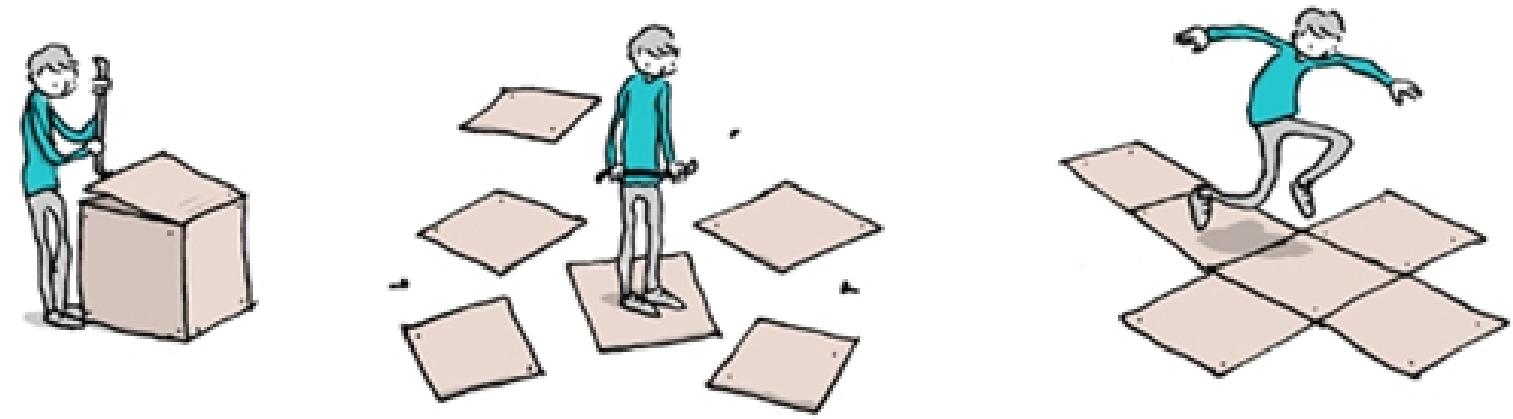
Typical results



TO SEE THE BOX FROM A NEW PERSPECTIVE.



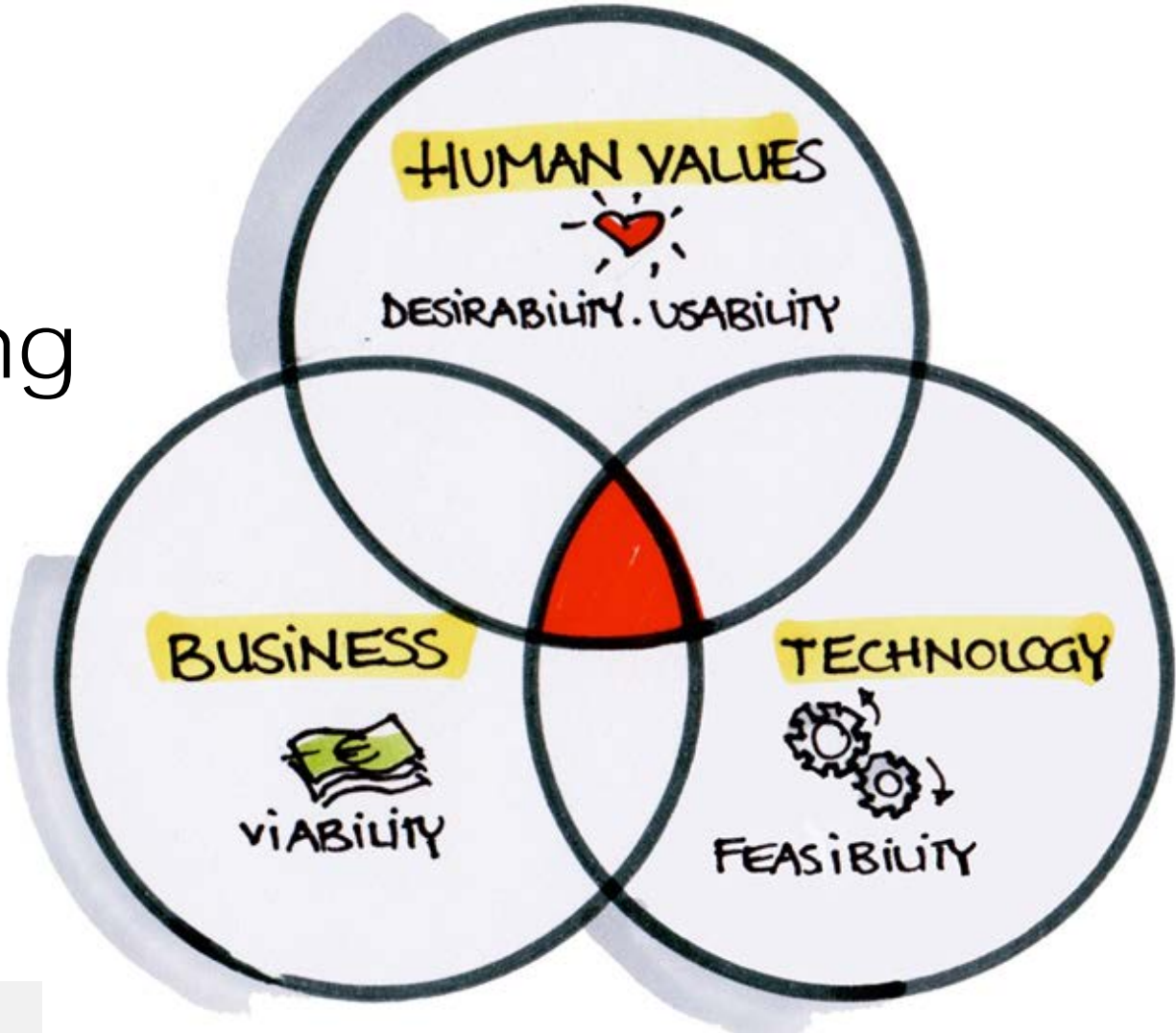
TO DECONSTRUCT THE BOX AND FIND A NEW USE FOR IT.



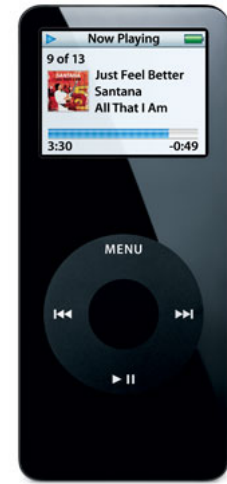
What is design?



Design Thinking



Is the convergence of...



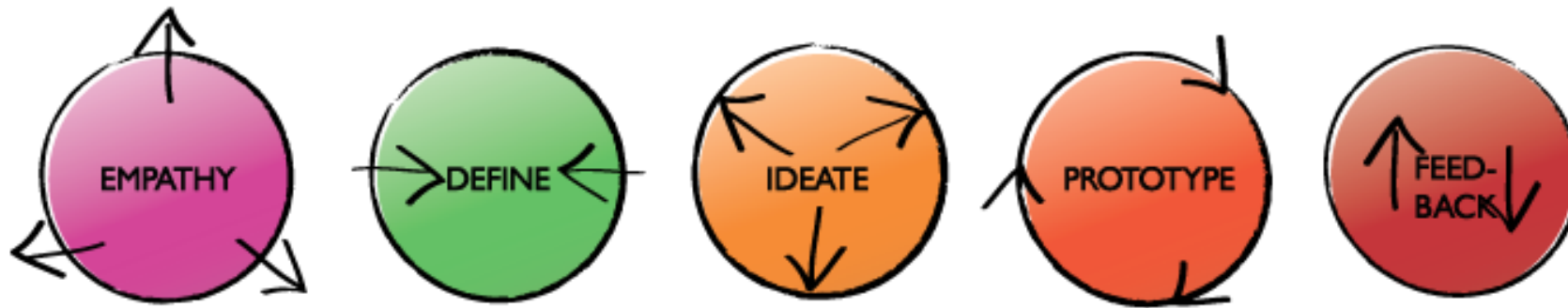
What is Design?



Elderly Loneliness in Rural Alberta

Developed creative ways to deal with loneliness in a small town in northern Alberta

What has the lab **done**?



Design is a process



1. Ethnographic research
2. Empathy Maps
3. Personas
4. Lightning interviews
5. Journey Mapping

Empathy

1. How might we...
2. Wicked Questions
3. Note and Vote
4. 1-2-4-All

Define

1. Crazy 8s
2. Story Boarding
3. 25/10
4. Analogies

Ideation

1. Build something early
2. Its not meant to be perfect
3. Show unfinished work

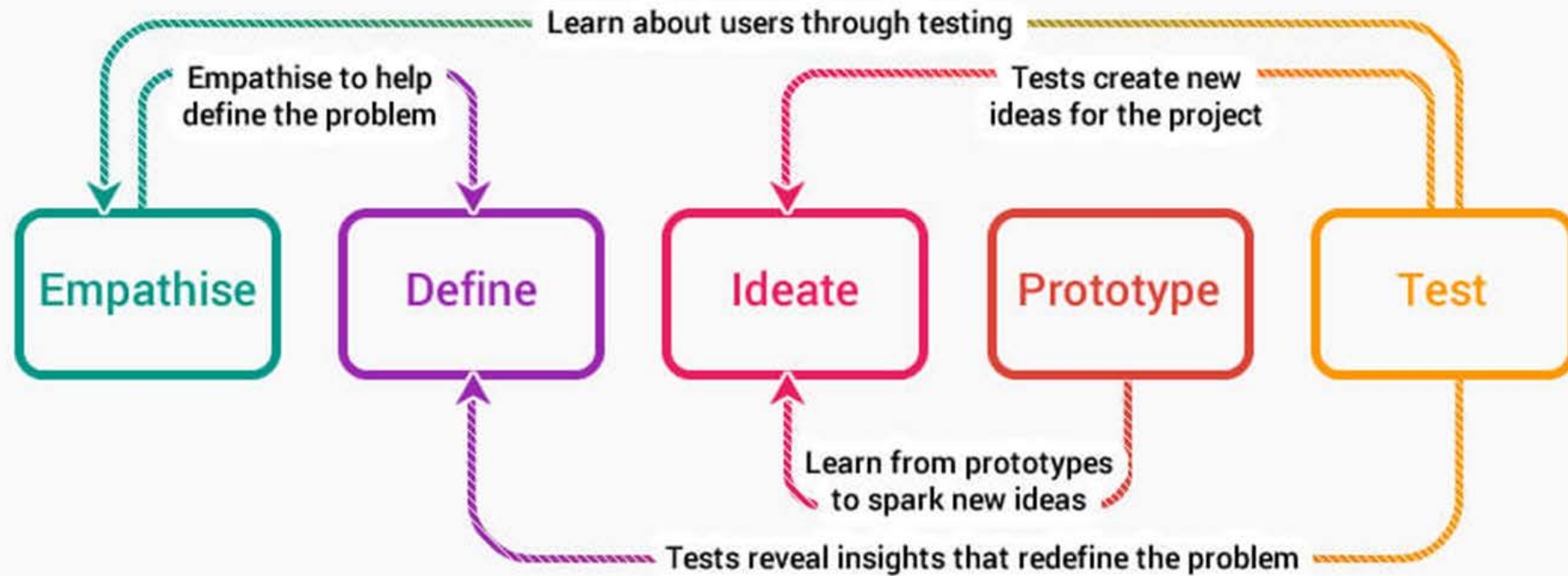
Prototyping



1. Give to the users
2. Show, don't tell
3. Be ready to pivot

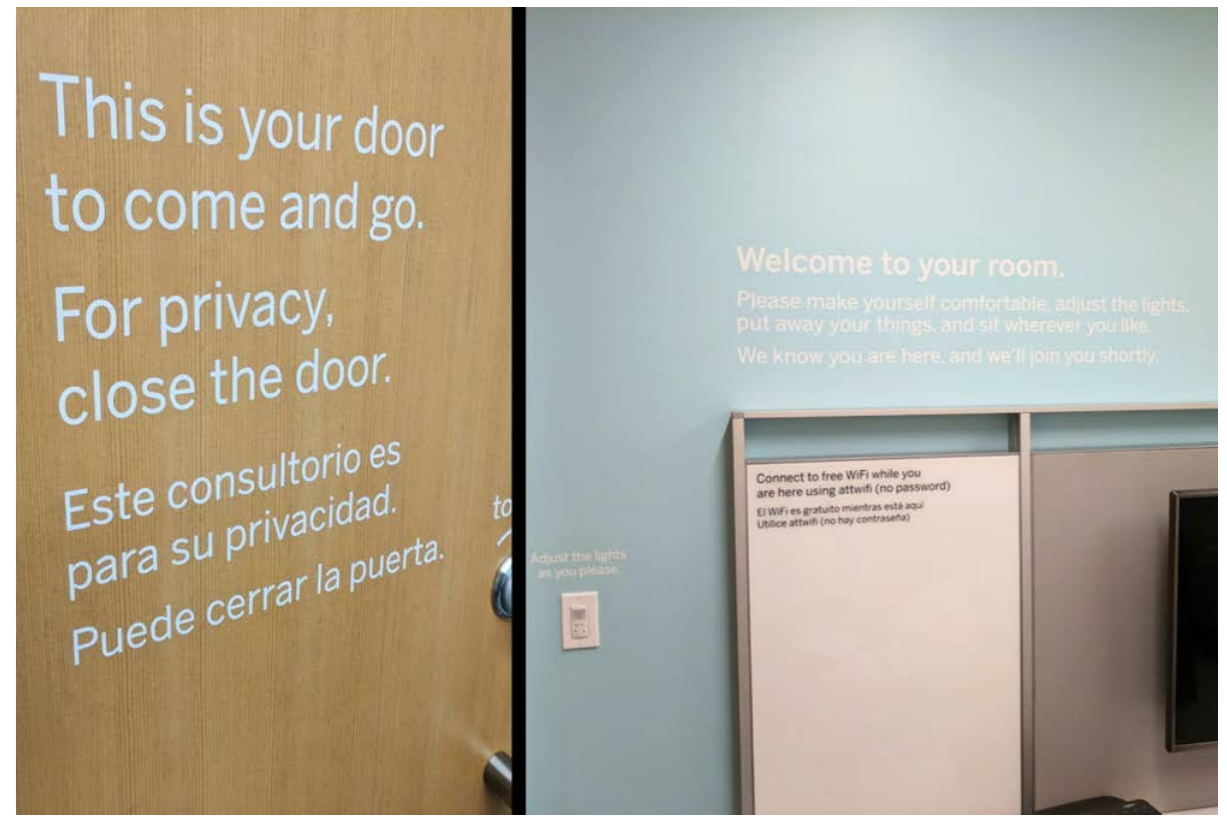
Test

DESIGN THINKING: A NON-LINEAR PROCESS



Source: interaction-design.org

Design is a non-linear
process



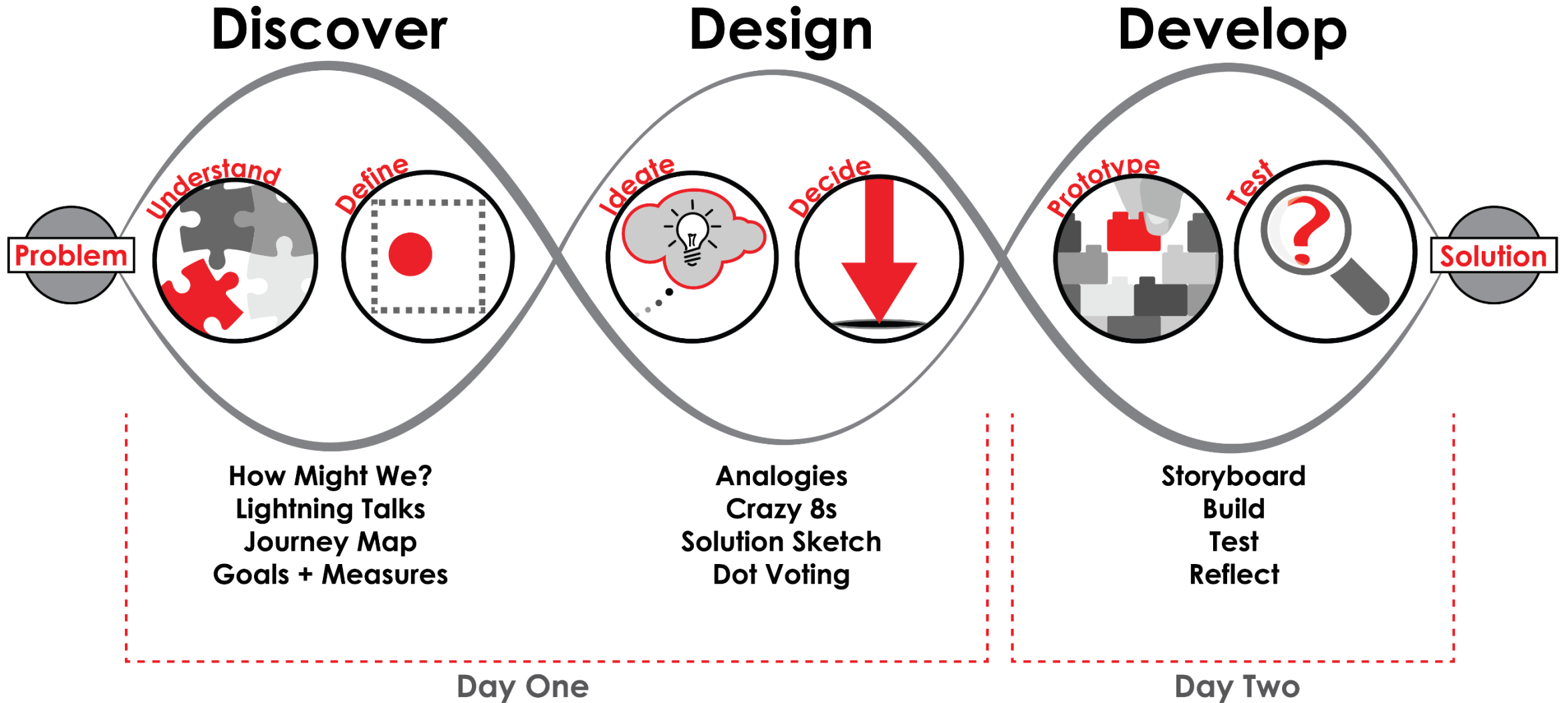
DESIGN

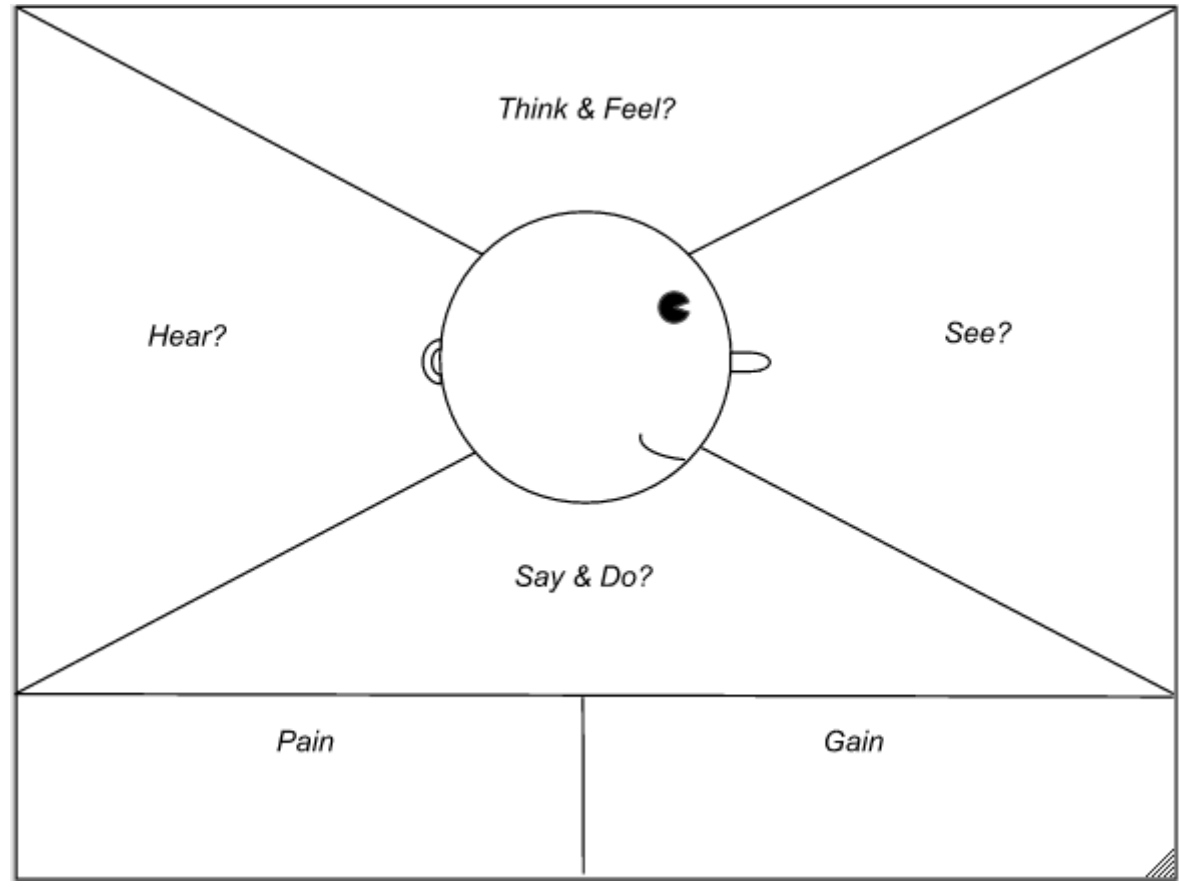
IN HEALTH

Who is using Design in healthcare



**The University of Texas at Austin
Dell Medical School**





Empathy Mapping



How can we ensure failure?

1. Clarity on the problem
2. Prototyped solution
3. Actionable user feedback
4. Momentum
5. Change in mindset

What can design **deliver**?



Liberating Structures

liberatingstructures.com

DOAHS

Questions?