Design and Health

Dr. Jacques Mizan

Intelligent use of design improves health outcomes

Urban design

Built environment

But what is design?

Service design

Product design

The Arts

Built environment

Landscaping

Consulting room design

A&E design

Cancer Care

Single room wards

Urban design

Wider physical and social determinants of health

Service blueprint

Business model canvas
and value propositions

graphic design & visual
thinking

User journey mapping

Rapid prototyping

service design : social design : design thinking

ethnography

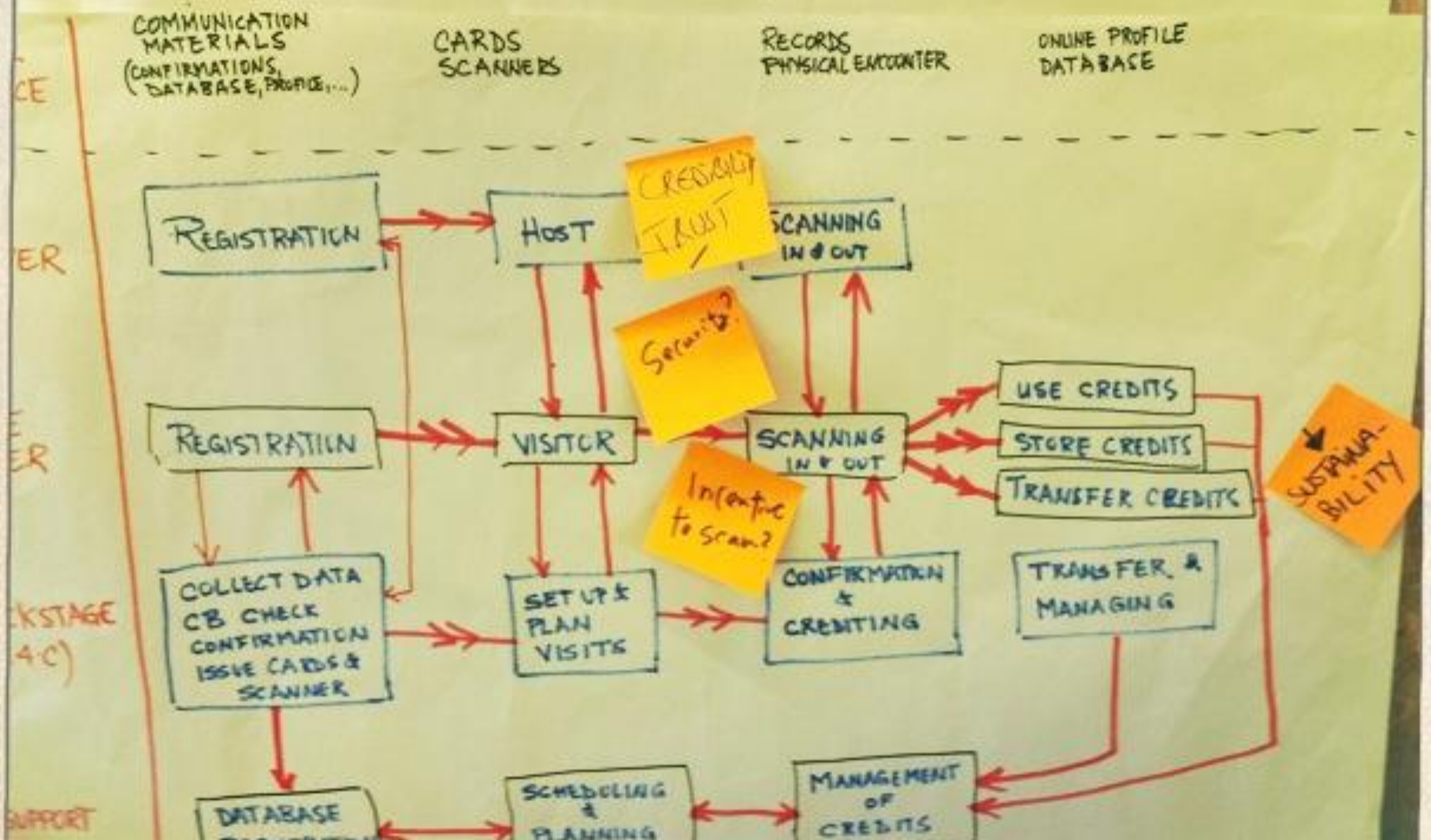
Interaction
design

Service ecology

personas

Co-design

use it. (>60)


COMMUNICATION MATERIALS (CONFIRMATIONS, DATABASE, PROFILE, ...)
CARDS SCANNERS
RECORDS PHYSICAL ENCOUNTER
ONLINE PROFILE DATABASE
REGISTRATION
HOST
SCANNING IN & OUT
REGISTRATION
VISITOR
SCANNING IN & OUT
USE CREDITS
STORE CREDITS
TRANSFER CREDITS
COLLECT DATA CB CHECK CONFIRMATION ISSUE CARDS & SCANNER
SET UP & PLAN VISITS
CONFIRMATION & CREDITING
TRANSFER & MANAGING
DATABASE
SCHEDULING & PLANNING
MANAGEMENT OF CREDITS
Incentive to scan?
SUSTAINABILITY

Library
Register....
Timetable
Conformation.
HI — My name is ADAM!! Nice to...
ADAM'S HOME
My creations

storyworld

THE YOUNG FOUNDATION

use this to help you desribe the user and their world

Relating and Connections

Connections

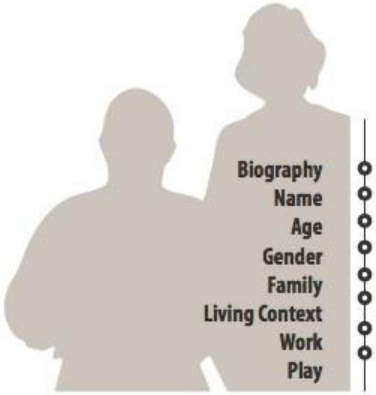
Who is this person connected to? How?
(Include people/organizations they know and don't know, through work and in other ways)

Objects

What physical and digital objects is this person connected to ?

How, where and when?

Find or draw a picture of this person



Who are they? **Where are they?**

note down your assumptions

Mental models

Thoughts

What does this person think or believe about the world around himself or herself?

Self perception

How does this person think about his/her involvement in change? What shapes this?

Skills

How does this person learn?

What shapes this?
What skills and knowledge does the person have?

Habits

What activities are usual or habitual for this person?

Would would be novel for them?

Mattering and Values

Pleasure

How does this person enjoy himself or herself?

(Not just special occasions but everyday pleasures)

Personal object

Pick one personal object that has meaning for this person and discuss what it means to them and why

It is not difficult…

…but

Clinicians must engage with design

Skill up

Apply it to commissioning decisions

Enhance patient engagement

jmizan@mac.com

@jacquesmizan