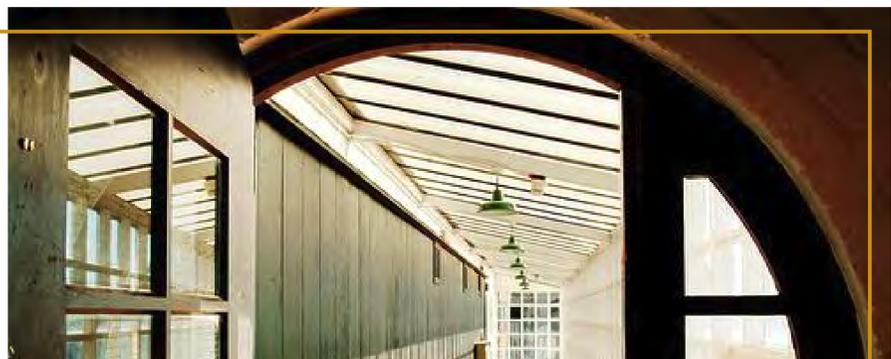# The role of Design innovation in Digital Health and Care

A person centred, collaborative approach to the application of creative practice to enable health and care innovation.

THE DESIGN FLOW

Engage & Scope → Initiate & Develop → Evaluate & Iterate → Embed & Adopt → Learn & Share

Evolution of and Through Design

82% of GSA's research overall assessed as 4* (world leading) or 3* (internationally excellent). Researchers at The Innovation School work on interdisciplinary and transdisciplinary research collaborations across many areas of Health, Social Care and Wellbeing with other Higher Education Institutions, organisations and partners nationally and internationally.
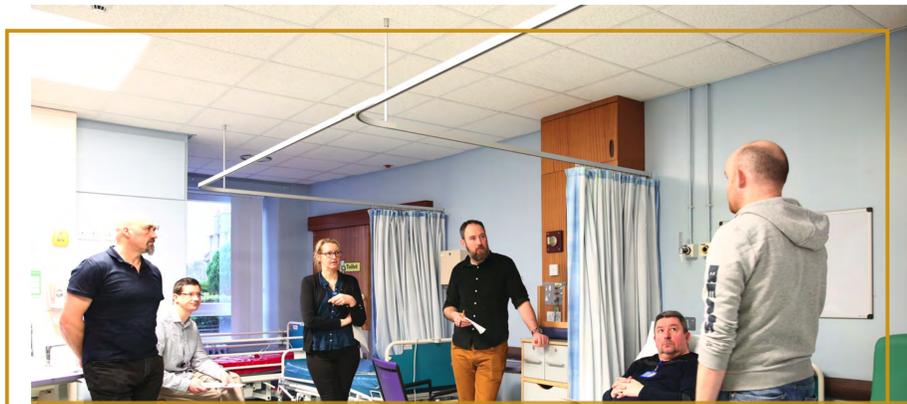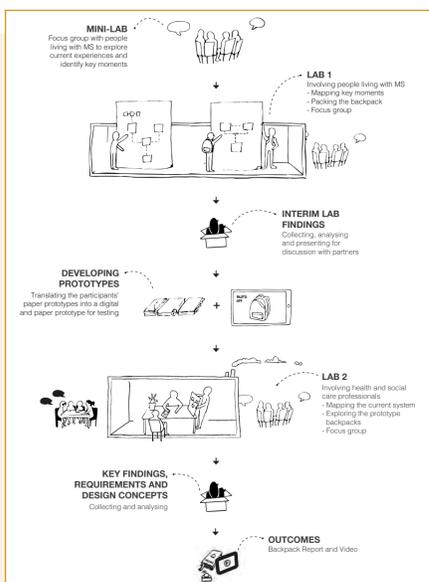
Real World Contexts

We challenge traditional perceptions of design, and promote new ways of thinking, doing and designing, which we apply in diverse and complex real-world health and care contexts.

Visualising Complexity

Storytelling is a powerful design tool. Using narrative and visual methods we work with stakeholders to create current and future state-maps to help envision 'preferable futures' for health and care services..

MINI-LAB
Focus group with people living with MS to explore current experiences and identify key moments

LAB 1
Involving people living with MS
- Mapping key moments
- Packing the backpack
- Focus group

INTERIM LAB FINDINGS
Collecting, analysing and presenting for discussion with partners

DEVELOPING PROTOTYPES
Translating the participants paper prototypes into a digital and paper prototype for testing

LAB 2
Involving health and social care professionals
- Mapping the current system
- Exploring the prototype backpacks
- Focus group

KEY FINDINGS, REQUIREMENTS AND DESIGN CONCEPTS
Collecting and analysing

OUTCOMES
Backpack Report and Video

Thinking by Making

We create environments where, through creative practice and using bespoke methods and tools, people can interact, collaborate and explore new ideas.

Making Things Real

Through visualisation, collaborative making, prototyping and simulation we enable translation of insights into future health and care products, services and systems.

COVID-19 Assessment
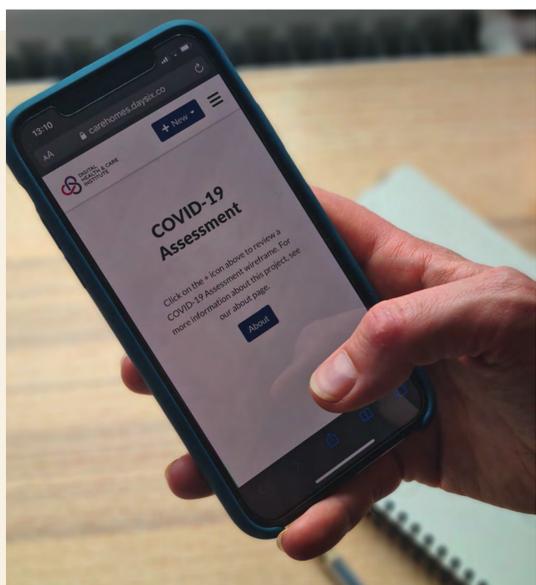
Person-centred Innovation

The outputs of co-design projects have resulted in a body of knowledge related to the role of digital technology in health and social care in Scotland. Our framework for digital health and social care innovation distils the insights from across the breadth of contexts studied into a set of focus areas (set out in the visual), built around the person, that any new innovation must address. We use this to address key challenges in an integrated way.

WAYS OF WORKING
How can digital enable new ways of working?

QUALITY INTERACTIONS
How can digital support high quality interactions between the person and their care team?

PERSON
Seeing the whole person rather than individual condition(s) or care need(s);

Care that is focused on supporting the person to have quality of life: doing the things they want to do, feeling productive and fulfilled.

NAVIGATING
How can digital support navigation of health and social care systems, services and pathways?

SELF MANAGEMENT
How can digital support people to self manage and self care?

Design framework for digital health and social care innovation in Scotland (French and Teal, 2018)

Digital Health & Care Innovation Centre

INNOVATION SCHOOL THE GLASGOW SCHOOL OF ART