

CONSUMER CO-DESIGN FRAMEWORK

INTRODUCTION

The definition of co-design from Ko Awatea:

Co-design: is an important part of a process to engage people, consumers, family and staff, capture their experiences and ideas, organise the learning that it brings to create new understanding and insight from the perspective of the care journey and emotional journey. Come together in partnership to review learning and ideas, plan and implement improvements then finally review what difference that has made.

This consumer co-design framework for practices provides a summary of the range of co-design tools that have been proven to work effectively with patients in service improvement work. Involving patients ensures that the service meets their specific needs, and improves the patient's experience of the service.

There are multiple levels of consumer involvement:

- Board/governance level
- Operational service planning level and/or
- Involvement in identifying and implementing specific improvements in practice

Consumer co-design is a key feature of the Hutt Valley Health Care Home Programme, and there is a requirement to include it as part of implementing services across the four domains:

- Ready access to urgent and unplanned care.
- Proactive care for those with more complex need.
- Better routine and preventative care.
- Improved business efficiency

REFERENCES

This consumer framework was developed using the Health Service Co-design toolkit from Waitemata District Health Board and key consumer co-design concepts from Ko Awatea.

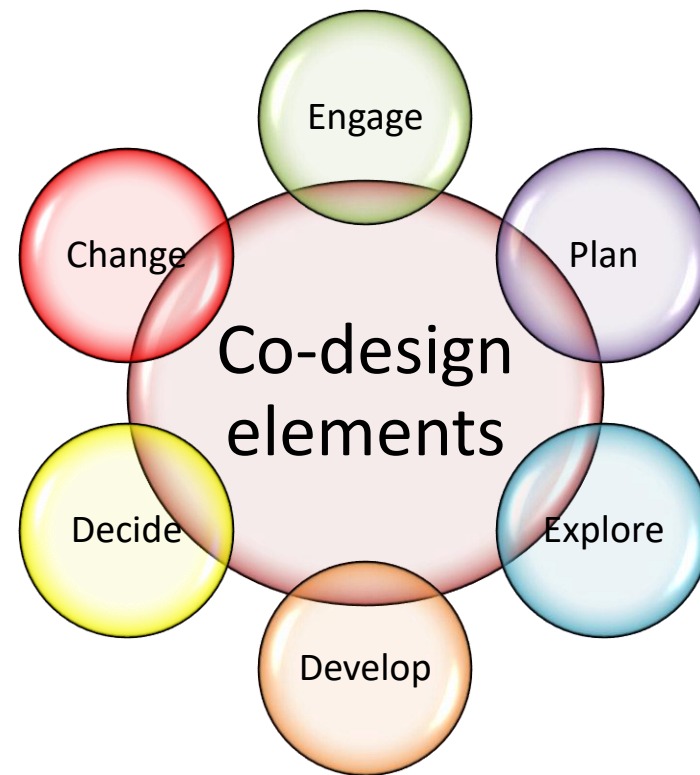
For more information, and for templates go to:

www.healthcodesign.org.nz
www.koawatea.co.nz

WHEN TO USE CONSUMER CO-DESIGN

- Starting a new service improvement project
- Developing a new process, product or service
- Exploring a specific service issue and deciding what to do about it – eg waiting times, opening hours
- Wanting to understand services from a patient perspective – eg cultural perspective from Maori and Pacific patients
- Undertaking analytical work where you may not exactly know the nature of the problem or how you are going to tackle it
- Implementing changes in your service

SIX KEY ELEMENTS



OTHER PATIENT FEEDBACK GATHERING TECHNIQUES

- Participation in the Health Quality Safety Commission Patient Experience Survey
- Push my button <http://www.pushmybutton.co.nz/>
- Patient Advisory Committee – consider the following: representation, effective participation, support, patient expectations, consent and confidentiality, training, vision, orientation, requirements – time, and objectives - <http://www.hqsc.govt.nz/assets/Consumer-Engagement/Publications/DHB-guide/engaging-with-consumers-3-Jul-2015.pdf>

TOOLS ACROSS THE SIX KEY ELEMENTS

Tools to Help Engage with Patients:

- **Start-up workshops** - involves gathering a wide representation of patients together in one place to discuss different points of view about issues, learn together and make decisions.
- **Communication websites** – are a social networking tool where you can share information online about your work with patients, and other stakeholders.
- **Visual communication** – is a way of conveying ideas to people using pictures, diagrams and colours rather than just words - eg a visual map of a patient's journey. Your visual management board as part of your Lean journey in HCH may become visible to your patients in time.

Tools to Help Plan with Patients:

- **Planning workshops** – patients interested in the improvement work come together for a set time to share information, and come up with a plan for how the work can be done.
- **Co-design vision** – is a written statement about what your practice aspires to achieve. It includes what your practice will deliver to patients, and what patients can expect as a result.

Tools to Help Explore and Understand Patient Experiences:

- **Patient Shadowing** - helps to identify what happens during a patients visit
- **Patient journey mapping** – summaries the service experiences patients have over time. Through interviews with patients and/or their whanau, either with patients with similar conditions or service experiences.
- **Experience-based surveys** – finds out about a patients experience and allows patients to come up with suggestions for improving their experiences.
- **Patient stories** - provide an opportunity for patients to talk about their experiences individually or in a group setting.

Tools to Help Develop with Patients:

- **Ideas Groups** – Come together to brainstorm improvement ideas and ways of resourcing and implementing them
- **Stakeholder Needs Table** – shows what different stakeholders need, and what improvements can help
- **Scenario's and personas** – is a realistic description of how a service works; a persona is a realistic description of a type of patient eg roleplays

Tools to Help Decide with Patients:

- **Service touchpoints/hotspots** – is any point of contact patients have with your service that can be improved from the patient perspective eg – enrolment, Long term conditions, facility design/workflow
- **SWIFT ideas** – each improvement idea is assessed for its strengths, weaknesses, individuality, fixes and transformation

Tools to Help Implement Change with Patients:

- **Prototyping** – trialing an initiative to see how it is working
- **Service blue print** – finalizing and documenting the service improvement

