

Health Design Studio

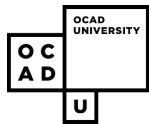


Photo and illustration credits:
Y Gader, M Mallakin, M Beaubien, C Liphuyoong

- 1 Patient communication at discharge from the emergency department
- 2 COVID Printables
- 3 SOONER – Overdose kit



Patchwork of
connectivity
for health
sector

Low tech for high-complexity

Clinical environment constraints

Workflow and resourcing

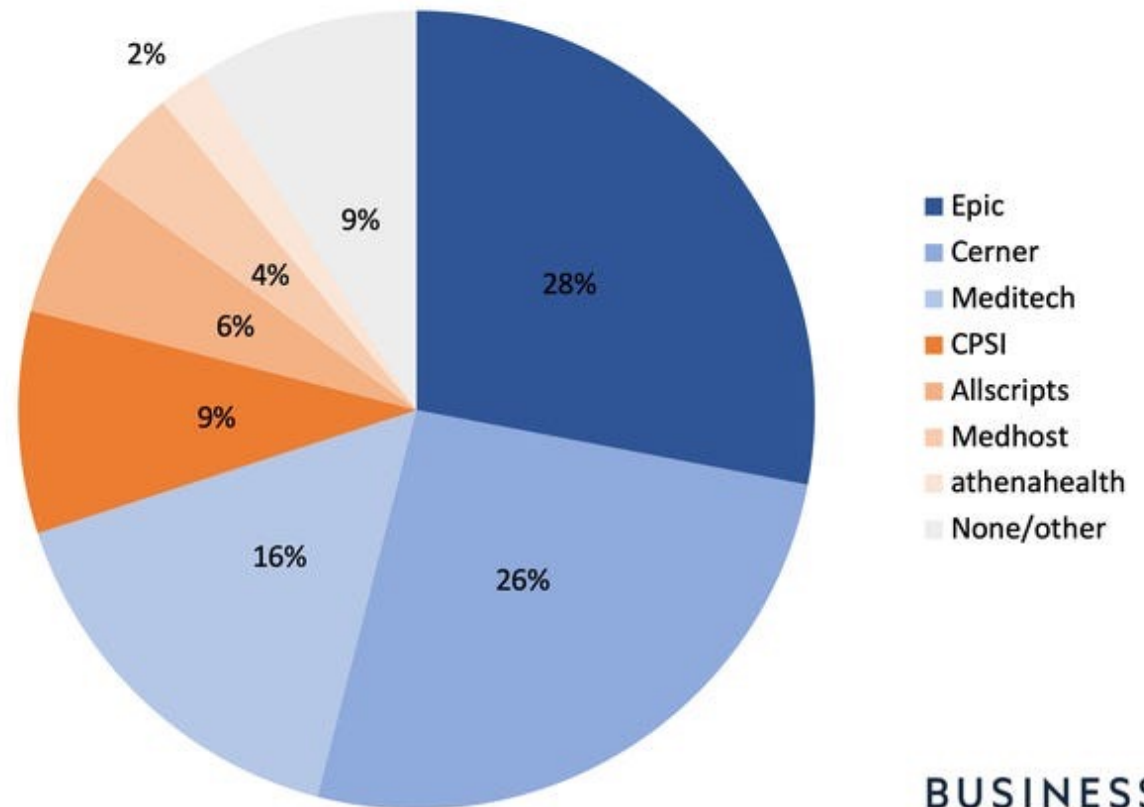
Digital landscape has two disparate characteristics

Low-literacy and digital literacy issues

Channels for spread and adoption

systemic
barriers to
adoption,
interoperability,
timelines and
visibility

Epic, Cerner Dominate The Competition In 2018 US Hospital EHR Market Share



*Methodology: Data is based on market analysis of 5,447 acute care hospitals.
Source: KLAS Research, "US Hospital EMR Market Share 2019 Report," 2019*

**BUSINESS
INSIDER**
INTELLIGENCE

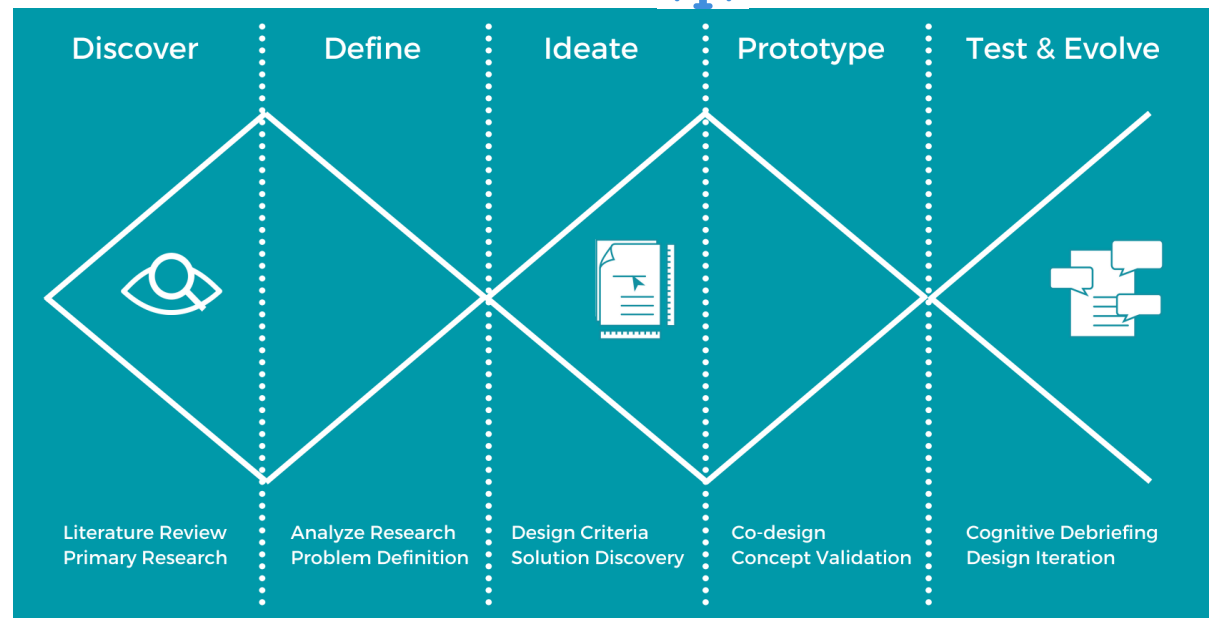
Relatively
sophisticated
interaction,
assume
digital literacy

Top 10 Medical Apps in Canada of Google Play Store



siloes roles
physician led
time constraints
unionised spaces
safety concerns

CO-DESIGNING DISCHARGE AFTER EMERGENCY CARE



Continuous feedback and prototyping in discrete manageable increments - patients by phone, inclusive, equitable

Field Testing



A refined version of the prototype was further developed to reflect the insights and feedback from the co-design sessions. A further three versions of the prototype tool were developed over the course of field testing based on needs identified during these scenarios.

Feedback



Feedback received through cognitive debriefing was used to further refine and iterate the developed prototype.

Demonstration of responsiveness, shared ownership, transparent design process

more able to
balance physician
role, in-situ
testing was the
only option

4

**co-design
sessions**

(patients, ED
nurses, family
physicians, ED
physicians)



57

**patient
scenarios**

prototypes
were used by
physicians in
57 patient
scenarios



SMH Logo

Patient name and date
[auto-populated]

Barcode

Bring this form
to any follow-up
appointments

Information about your Emergency Department visit

Reason for your visit

Doctor's assessment

"Now I have a basic idea of the patients signs and symptoms when they see me afterwards"
- Family Physician

1
"I want to make sure my worries are heard"
- ED Patient

What we Did

What was significant

- Lab tests _____
- Diagnostic imaging _____
- New medicine _____
- _____

Access MyChart online for test results – see back for instructions

"I know the basics of what happened and have a record I can refer to conversations with my physician and my family."
- ED Patient

2

"I know what happens next"
- ED Patient

Who to follow-up with

How to follow up

- Family physician or nurse practitioner
- Specialist or clinic
- You contact them for _____
- They will contact you _____
- You contact them
- See referral sheet(s) _____

What you can do to feel better

- Ibuprofen (Advil, Motrin)
 - Acetaminophen (Tylenol)
- See back for instructions

"No-one will drop the ball"
- Registered nurse

3

1 pagers low literacy newcomer and refugee health



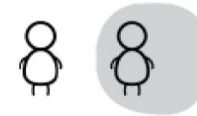
COVID-19 PRIZE



COVID Printables

2020.03.26 - AMHARIC

ለ ከቪሮ-19 ራስን ማግለል እንዴት እንደሚቻል



ቤትዎ ቢቆዩ ሰዎችን ማግኘት ይቻላል ። በ ከቪሮ-19 የተያዙ ከሆኑ ብዙ ሰዎችን ሊበክሉ ይችላሉ ። በተለይም ለረጋውያንን ይመለከታል

20 seconds



እጅን ብዙ ጊዜ ይታጠቡ ። ፊትዎን አይንኩ ።



የበሽታ ምልክቶችዎን ለ 14 ቀናት ይመልከቱ



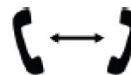
ቤትዎን ብዙ ጊዜ ያፅዱ እና በጅራት ያስወግዱ



ምግብ እና ሽቀጣ ሽቀጦችን ቤት የሚያደርሱ ሰዎችን ይጠቀሙ



ከቤት ይስፍ ወይም ሥራዎን ያቁሙ



ገንኙትን በስልክ እና በሌንተርት እማካኝነት ብቻ ያድርጉ

በአፓርትመንት ወይም በኮንዶሚኒየም ውስጥ ይኖራሉ?



እሳንበር ወይም ሊፍት ለመከፈትና ለመገገት የእጅዎትን ሙጻ ወይም ከንድ ይጠቀሙ



የቆሻሻ መጣያውን ለመገነባት ወረቀት ወይም ፎጣ ይጠቀሙ



በሚቻልበት ጊዜ ደረጃዎቹን ይጠቀሙ



የበር መከፈቻዎችን በእጅዎ ሙጻ ወይም በከንድ ይጠቀሙ


continuous
collaborative
participation

community group
patient panels


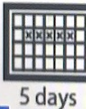
Self-Management COVID - one pager ☆ ↗




File Edit View Insert Format Tools Add-ons Help

100% ↕

Medications you can take  Acetaminophen: ____ mg every 6 hours by mo

When you should check-in again:

 38°C  5 days

What if you feel worse   Christopher Rice 

38C or 100.4F for 5+ days

You feel worsening shortness of breath, even when walking

Feel too sick to get up or even watch TV

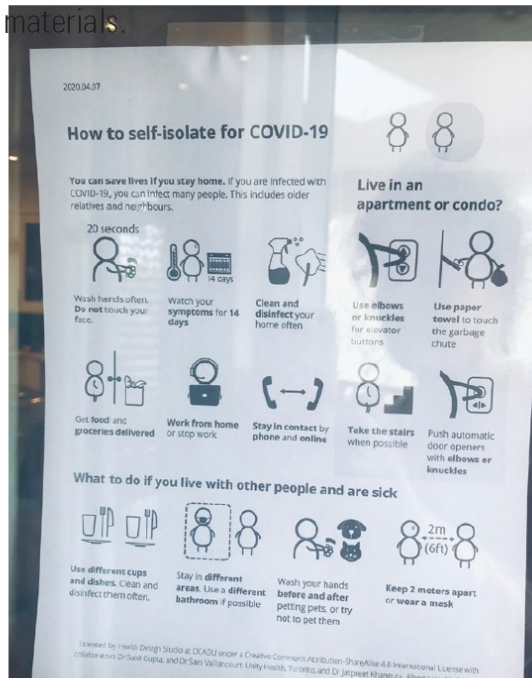
Additional Resources: <https://bit.ly/3...>

| | |
|------------|--------|
| units | \$70 |
| units | \$82 |
| units | \$136 |
| units | \$187 |
| units | \$240 |
| 500 units | \$282 |
| 750 units | \$409 |
| 1000 units | \$480 |
| 2000 units | \$932 |
| 5000 units | \$1949 |

Tor (416

Chat with us

The endorsement of Canadian Association of Emergency Physicians enabled smaller health centres and groups to confidently download, adapt, and use materials.



The materials can work as printout, posters, and as digital media.

Step 1 - distilling text heavy advice into simple steps and concepts, and creating **simple, friendly,** and flexible inclusive icons

Step 2 - constructing an information design strategy based on **process** (e.g. leaving your apartment), **place** (isolating at home), or **state** (feeling worse)

Step 3 - consistent supportive language on staying home

Step 4 - multidisciplinary review with a team of physicians, public health, and patient experience specialists

Step 5 - identifying information that must be left **editable for adaptation** to local guidelines or resources, and translation.

Plus, rounds of community feedback in individual zoom sessions and translator suggestions, so continuous feedback and prototyping

Table 1 - Key Features of the Printables

- One page
- Black and white printable sheets
- Plain and supportive language
- Reassuring tone
- Infographic style
- Multilingual: community partnership to develop translations
- Open access and downloadable
- Editable and customizable for local adaptation
- Multi-media use: printouts, posters, digital media

United States, Australia, France, China, Jordan,
Vietnam, India, Canada

Used at the Scotiabank max vaccination site in 8
languages

“...more challenging to access Kurdish and
Rohingya but many of the people speaking these
languages are incredibly vulnerable”



Français

Welcome To riomix.ca

Remote Interpretation Ontario's Multilingual Information eXchange

A collaborative, centralized and accessible repository of translated materials and multilingual websites relating to health and community care and support.

For service providers:

Log in using your R.I.O client user
credentials

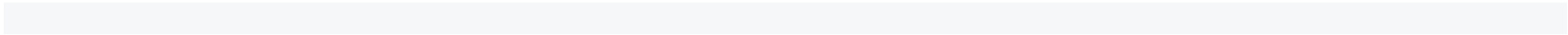
For service providers:

Log in as Guest

SOONER stands for

Surviving Opioid Overdose with Naloxone Education and Resuscitation

The SOONER Project is a partnership between St. Michael's Hospital and OCAD University.





Overdose first aid kit - nasal naloxone

design
&
the
visual
language
of
overdose





Animation training – ultra-brief, shareable





QR Code
for each
language

English



French



Portuguese



Spanish



To access THN Kits

We believe that access to life-saving resources should be easy and equitable for all. That's why our THN kits are open-access, meaning you can obtain them in two ways:

1. **Contact Us:** Reach out to us directly to receive printed THN kits. Our team is here to assist you in accessing the resources you need to keep yourself and your community safe.
2. **Download and Print:** Prefer to print the kits yourself? No problem! You can download the package design from our website and print it at your convenience. We provide all the necessary information to ensure this is as easy as possible.

By providing open-access THN kits and education sessions, we invite you to join us in our mission to prevent opioid overdose deaths. Together, we can make a difference and create a safer, more supportive community for all.

Legend







— Cutting Line

✂ Glue Area

Client: SOONER
Item: NALOXONE KIT

File Name: SOONER_PKG_
Date: 2023.06.12
Substrate: #18 TYVEK
Software: Adobe Illustrat

Colours

| | | | | | |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Pantone 358 U | Pantone 362 U | Pantone 428 U | Pantone 432 U | Pantone 172 U | Black |

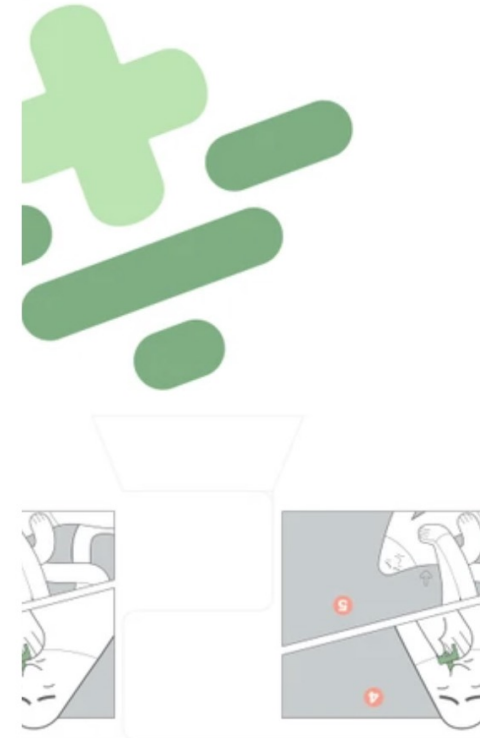
addere lab

Front



CC BY-NC-SA 4.0 DEED

Attribution-NonCommercial-ShareAlike 4.0 International



Un(der)paid Innovators: The Commercial Utilization of Consumer Work through Crowdsourcing, Frank Kleemann and G. Günter Voß.

Crowdsourcing

Extra pay, career prospects,
experience, novelty

Mass customization

save money and better control the
service they receive

Open source (innovation)

desire to acquire new knowledge,
to share expertise with others,
and to reach common goals

Peer-production

personal adeptness, autonomy,
and social embeddedness

Finding Commercially Attractive User Innovations: A Test of Lead-User Theory*

Nikolaus Franke, Eric von Hippel | The past, present and future of open innovation

Firms and governments are in need of lead-user innovations for commercial success.

Barbara Bigliardi, Giovanna Ferraro, Serena Filippelli, Francesco Galati

European Journal of Innovation Management

ISSN: 1460-1060

Article publication date: 24 June 2020

Permissions

Review

DOWNLOADS

ALTMETRICS

19019



OPEN ACCESS

Defining frugal innovation: a critical review

Chandni N Hindocha,¹ Grazia Antonacci,¹ James Barlow,²
Matthew Harris ¹

¹Department of Primary Care

ABSTRACT

Thank you !

www.healthdesignstudio.ca

ksellen@ocadu.ca

The logo for Health Design Studio, featuring the text "Health Design Studio" in a bold, teal, sans-serif font, arranged in three lines. The text is contained within a white, rounded rectangular shape that has a slight drop shadow.

**Health
Design
Studio**



Health Design Studio

The Health Design Studio at OCADU works to bring an inclusive and interdisciplinary design approach to healthcare design challenges. Much of the work focuses on design for safety critical and high sensitivity topics, including the dosing, ordering, tapering, and management of opiates, and communication at end of life.