



Health Systems Design

Special Interest Group Workshop at DESIGN 2020

John Clarkson



HEALTH SYSTEMS DESIGN

The Health Systems Design Special Interest Group has been formed with the goal of creating a space and building a community for researchers who are interested in the study of health systems design

HEALTH
SYSTEMS
DESIGN

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DESIGN FOR PATIENT SAFETY

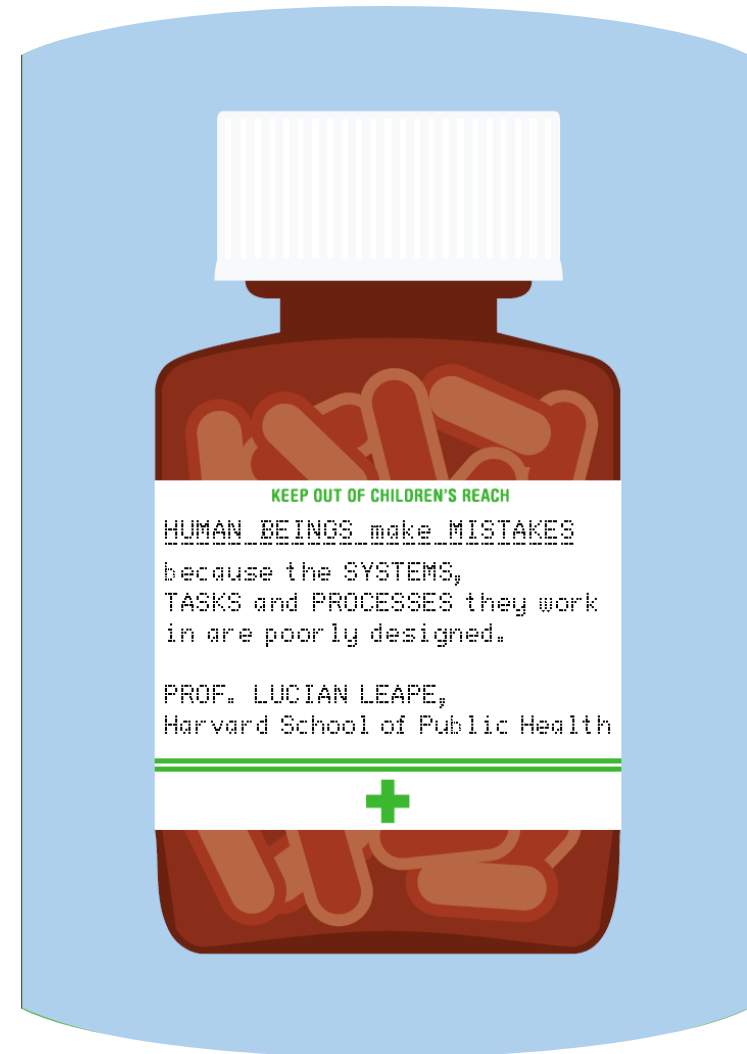
A system wide design-led approach
to tackle patient safety in the NHS





Human beings make mistakes
because the SYSTEMS, TASKS and
PROCESSES they work in are poorly
designed

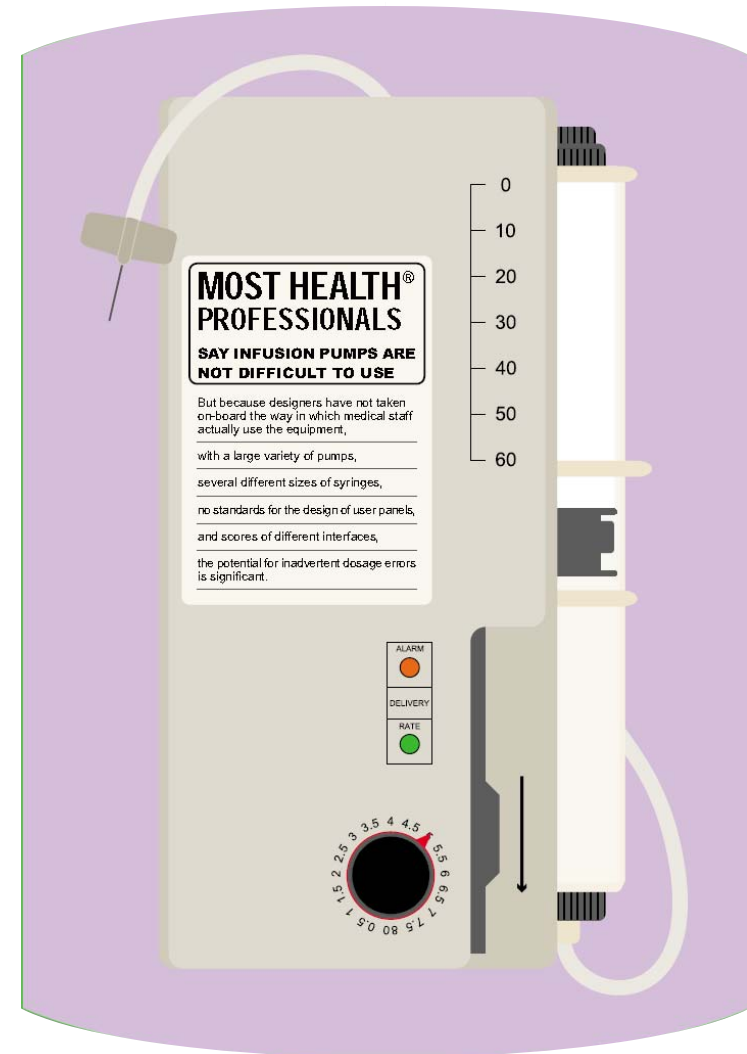
Prof Lucian Leape, Harvard School
of Public Health





Because designers have not taken on-board the way in which medical staff actually use the equipment ...

... the potential for inadvertent dosage errors is significant





Emergency physicians reported ten interruptions to their primary task-of-work each hour

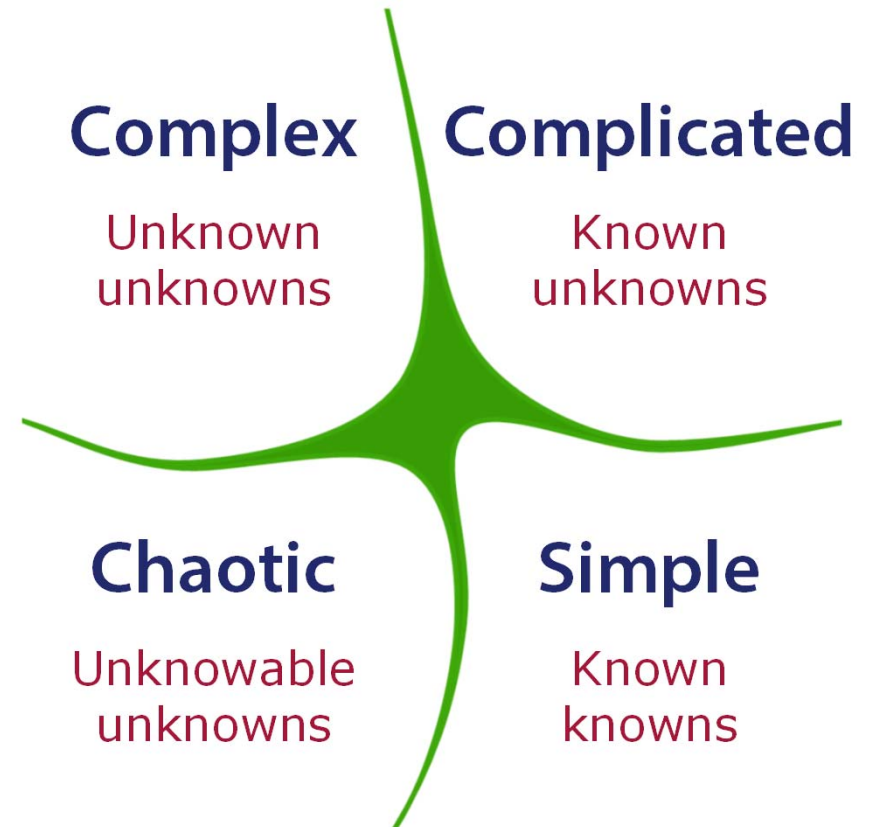
If these pressures are not anticipated through design errors become much more likely





Complexity

Individual elements of health and care may be simple or complicated, while the whole is typically complex





Engineering better care

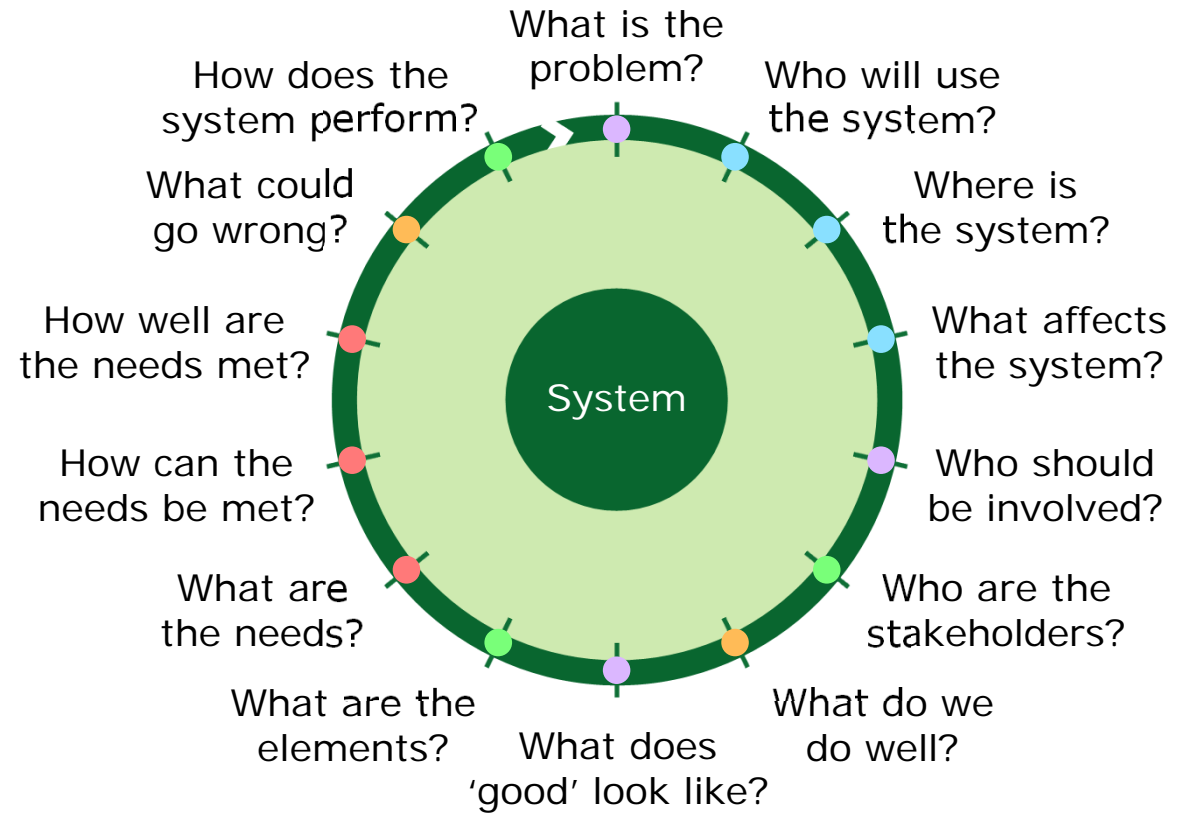
A systems approach to
health and care design and
continuous improvement





Engineering better care

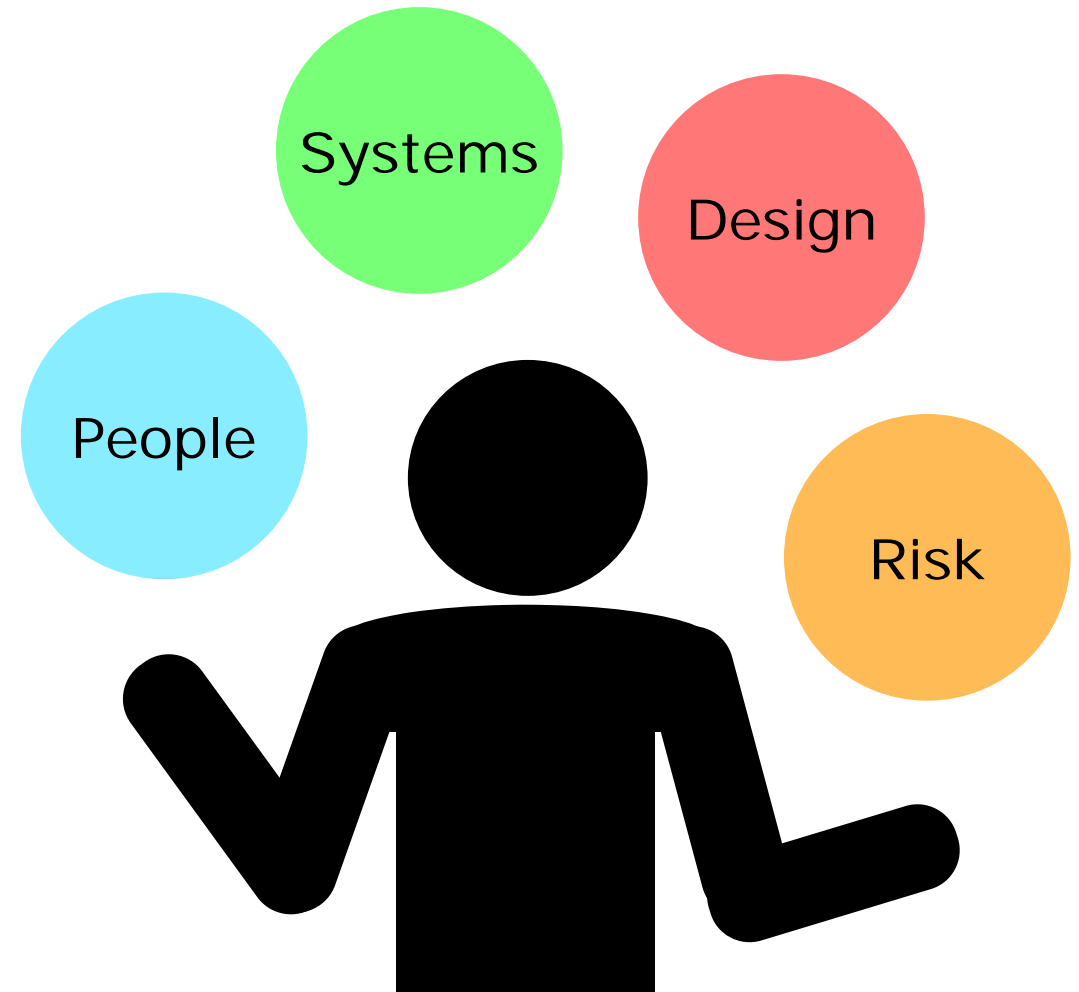
A systems approach can be thought of as a set of activities targeted to answer questions relating to people, systems, design and risk





Engineering better care

As with a juggler, dropping any particular ball would compromise the integrity of their performance





Engineering better care

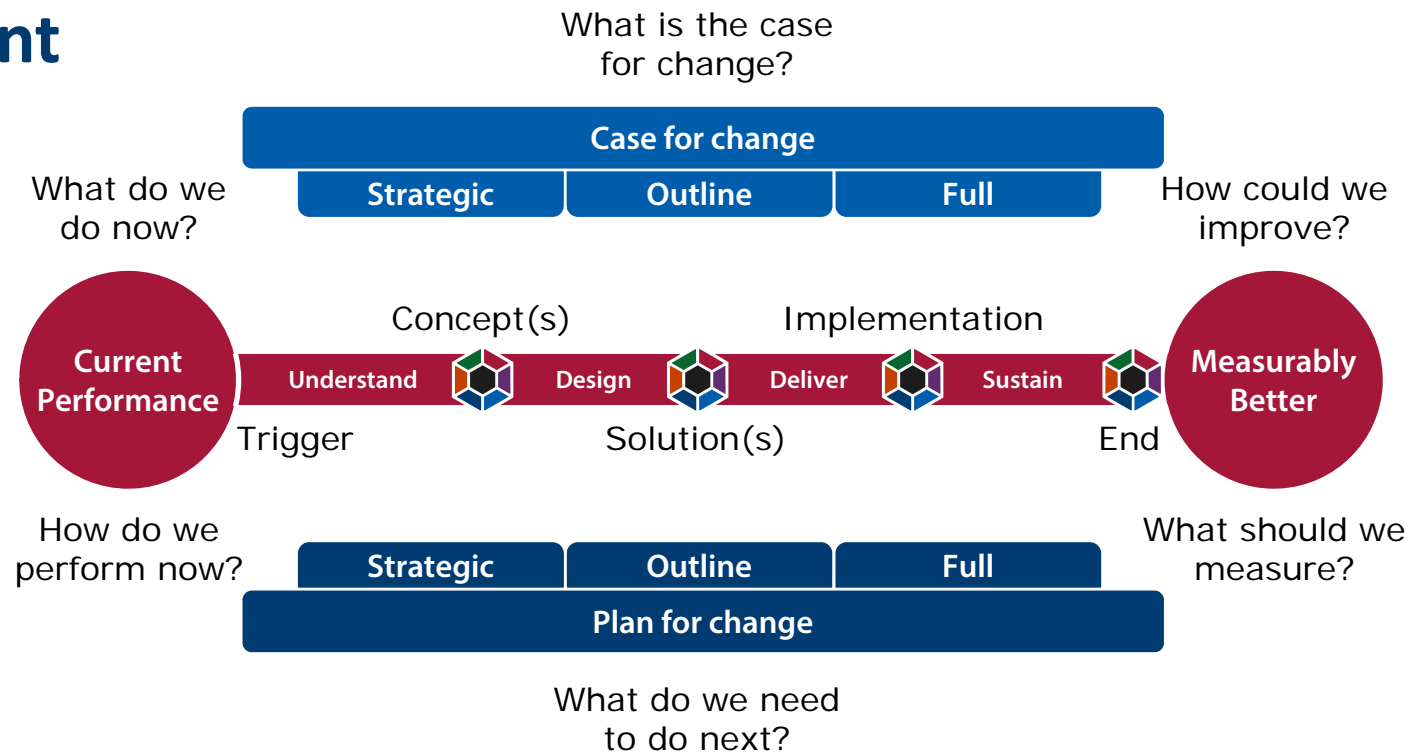
- Engineers think about people
- Iteration before implementation
- Design is an exploratory process
- Risk management is a proactive process
- Thinking changes practice, process helps
- Common sense is not common

WHAT?



Improving Improvement

A process to transform the current performance into something measurably better





Improving Improvement

A systems approach can be thought of as an iterative process targeted to answer questions relating to people, systems, design and risk





Improving Improvement

A systems approach to health and care design and continuous improvement

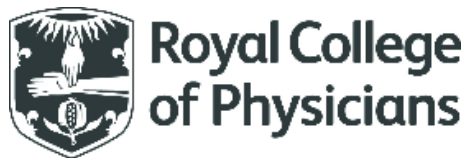




Improving Improvement

- What do people actually do?
- What does a systems approach add?
- How can we design a better toolkit?
- What are the risks in this approach?
- Does thinking change practice?
- How can we encourage common sense?

HOW?





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