

Improving Patient Care: A Collaborative Project

PROVINCIAL HEALTH SERVICES AUTHORITY, VANCOUVER COASTAL HEALTH AND FRASER HEALTH

September 2014 – April 2015 and September 2015 – April 2016



PATIENT JOURNEY MAP



SMALL DATA SURVEY TOOL



PATIENT EMPOWERMENT CAMPAIGN

THE PROJECT

PHSA, VCH and Fraser Health chose to collaborate with the Health Design Lab at Emily Carr University of Art + Design on a design research project to consider how they might improve patient experience in hospitals. The primary goal of the first stage of the project was to explore the problem space, considering how patients feel about, and experience their treatment in hospitals. A secondary goal was to make innovative recommendations for ways to approach the problem and engage with staff around changing attitudes and behaviour. Designed outcomes were not a primary deliverable but “key messages” were articulated with suggestions for implementation.

To better understand people’s experiences at British Columbia hospitals and to identify the positive and negative aspects of these, the Health Design Lab applied a human-centred participatory design approach to understand their views, needs, expectations, and frustrations regarding healthcare experiences. Using a variety of methods we engaged people in the design process. Our methodology included a literature review, focus groups, co-creation sessions, ethnographic probes, and interviews.



Health Design Lab

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THE OUTCOME

At the end of the first phase of the project in Spring of 2015 the Health Design Lab identified a series of opportunities for improvement in the patient experience. The proposed ideas covered eight themes: clear communication; universal design and accessibility; collaborative care; considering patient emotion; patient empowerment; consistency of care; information architecture and waiting rooms.

In the second phase of the project three concepts were chosen for further development: patient journey map; small data survey tool; patient empowerment campaign.

THE PROCESS

A core component of this project was a series of co-creation sessions designed & facilitated by the Health Design Lab. The first co-creation session included 15 patient advisors from Fraser Health. For the second session, 20 people from within Vancouver Coastal Health and the Community Engagement Advisory Network (CEAN) participated, all with different backgrounds and expertise. These two sessions led the Health Design Lab to create toolkits and activities for a very large co-creation session that took place during the BC Quality Forum meeting. Led by 20 student facilitators, 80 conference attendees co-created around the themes of patient empowerment, communication, consistency of care, and patient education and systems. The final co-creation session was with BC Children's Hospital, and involved approximately ten patients and their families.

The knowledge gained from this research was applied towards ideating many potential design solutions that could affect change. These ideas were sketched out on large pieces of paper and presented to patients and healthcare staff in co-creation sessions. Participants were asked to give feedback via note-making & sketching. With input from the project partners, students focused on refining three ideas that resonated most strongly with participants of the co-creation sessions.



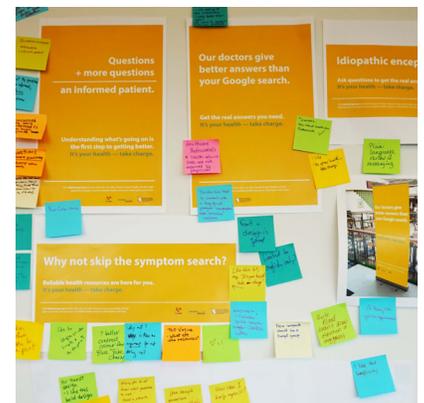
IMPROVING DIALOGUE

Participants were asked to provide ideal conversation alternatives to negative experiences they had.



CO-CREATION SESSIONS

80 people participated in a co-creation session led by 20 student facilitators during a BC Quality Forum meeting.



FEEDBACK

A snapshot of the patient empowerment campaign with partner feedback at a co-creation session.