



College of Design
University of Minnesota

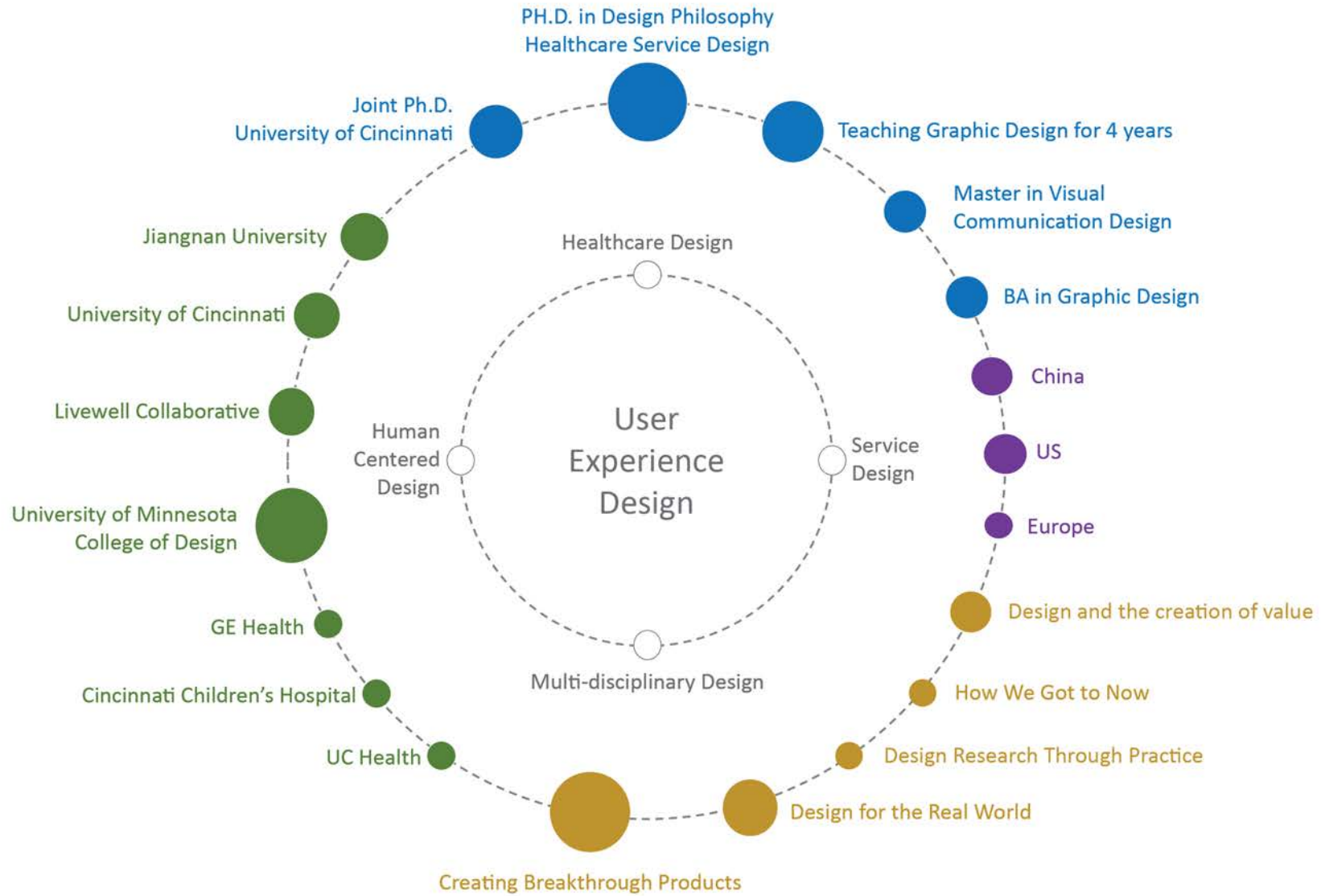


Human-Centered Empathic Healthcare Design

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Feb 2021



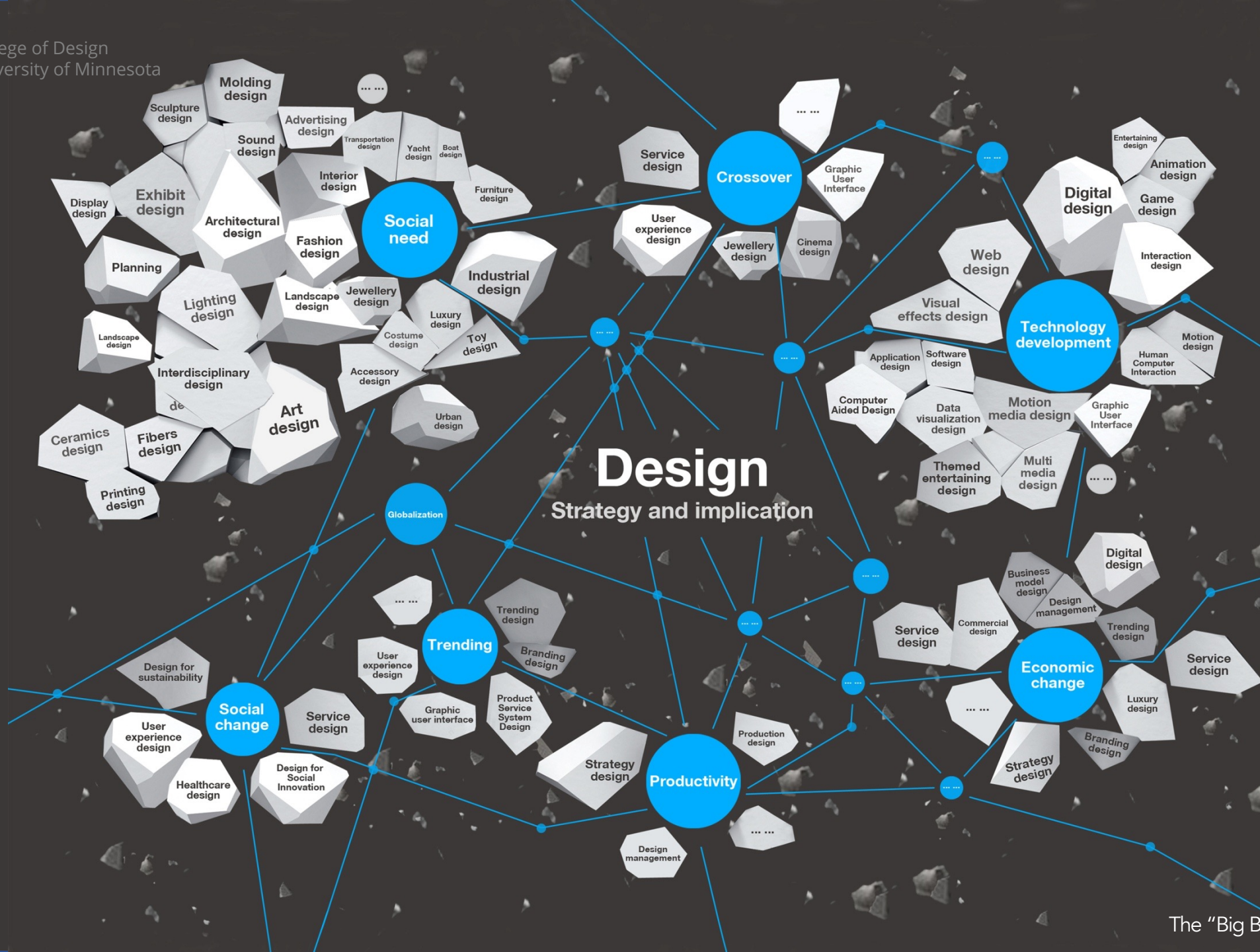


Graphic Design

Industrial Design

Urban Design

Architecture





FELLOWSHIP OPPORTUNITY

LIVE WELL COLLABORATIVE FELLOWSHIP PROGRAM

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THE DUCHOSSOIS GROUP





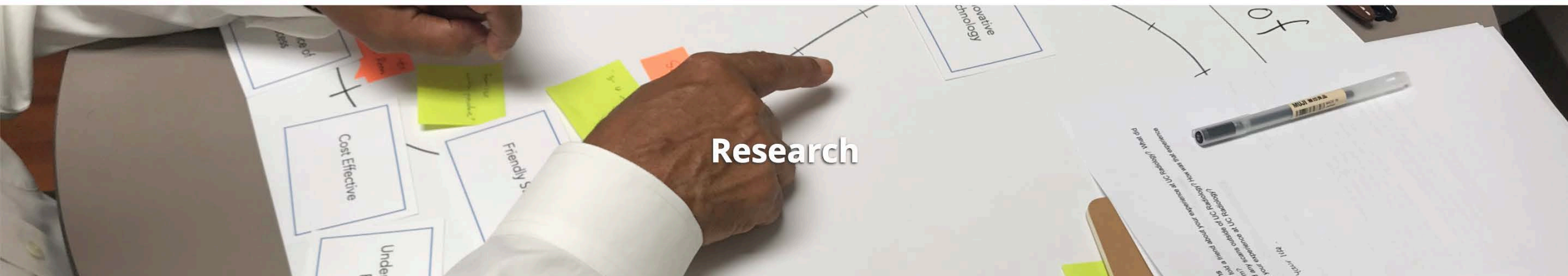
Patient Reporting



Patient Reporting

UC Health Radiology

During the consecutive studios of Summer 2018 - Spring 2020, the Live Well team identified the challenge of patients and families not fully understanding the processes and workflow of UC Radiology. Humanizing Radiology was identified as a top priority. Patients stated that they are not fully aware of what to bring to their appointments, how long wait times are at the hospital, what to expect during the imaging process, and what happens with their images between getting it taken and their results being read.





SHE'S BRINGING HUMAN-CENTERED DESIGN TO RADIOLOGY

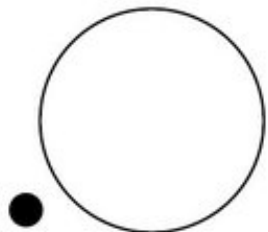
A sterile waiting room can add to the anxiety many patients feel prior to an MRI. But what if that same waiting room resembled a spa or coffee shop? Such outside-the-box thinking defines how **Dr. Achala Vagal, professor and vice chair of research in radiology**, is reimagining the patient experience. Together with colleagues from the Live Well Collaborative, GE Global Design and UC's College of Design, Architecture, Art, and Planning, Dr. Vagal and other pioneering physicians are using human-centered research models to innovate medical systems, operations and culture.

Indispensable medicine, right here in Cincinnati.
#NextLivesHere





Possible relationships between a *design function* and the larger organisation that it supports

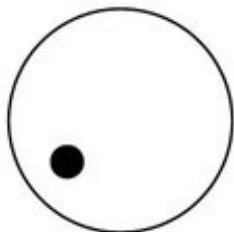


Separate

Design as external resource

Design thinking and design methods have no continuous presence in the organisation.

They are add-ons, limited to traditional problems: form, communication, function.

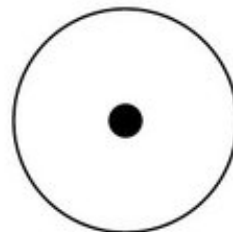


Peripheral

Design as part of the organisation

Design thinking and design methods are practised somewhere in the organisation.

They apply to specific products and services.

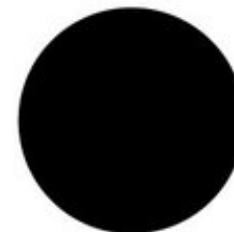


Central

Design at the core of the organisation

Design thinking and design methods are highly visible and take a central position.

They unify products and services across an organisation; apply to corporate design and brand strategy.



Integrated

Design integral to all aspects of the organisation

Design thinking and design methods are being applied at an organisation's top level as means to inquire into a wide range of organisational problems with the aim to develop integrated solutions.

Improving the Prostate Cancer Patient Experience



One of the core problems that patients face is ***sorting through the vast amount of information they receive about prostate cancer in order to make an informed shared decision.*** For UCCC, it is critical that they offer patients the best experience and the clearest means of education throughout their care trajectory.

Ideation:

Patients overwhelmingly value and ***prefer interactions with people***, and any technology that is implemented must be created to help enable and extend human support.





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dmi:
DVA2020

**Honorable
Mention**

Design Value Award
Winner



RESEARCH:

Long term complex issues of interest to funding organizations, companies, CDes and UMN

Result:

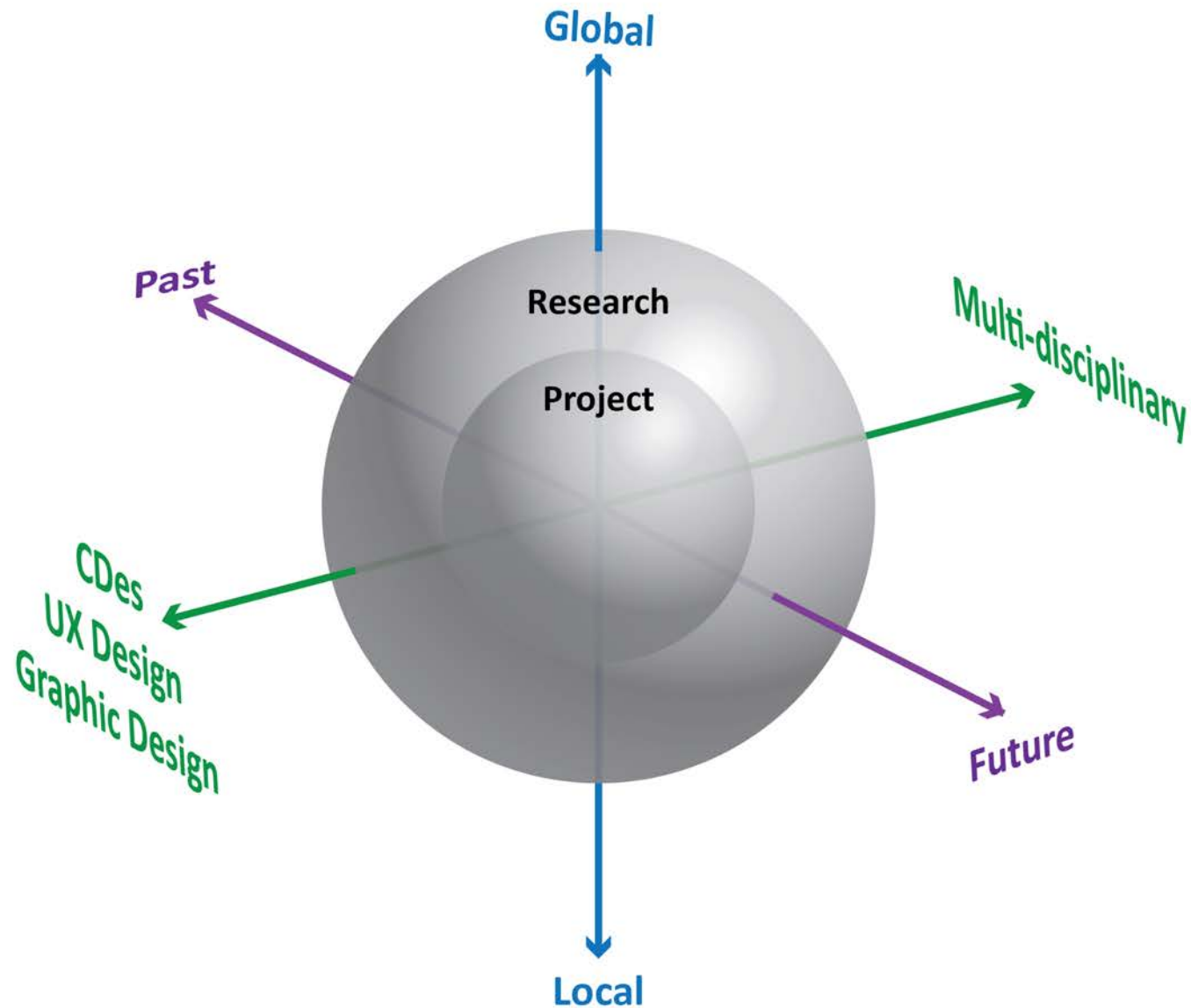
Varied results could include; papers, books, Ph.D. dissertations, master thesis, articles, exhibits, seminars, conferences

PROJECTS:

Corporate sponsored, focused on short term contemporary issues of interest to companies, CDes and UMN

Result :

Clear product/service deliverables





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Thank You!

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