

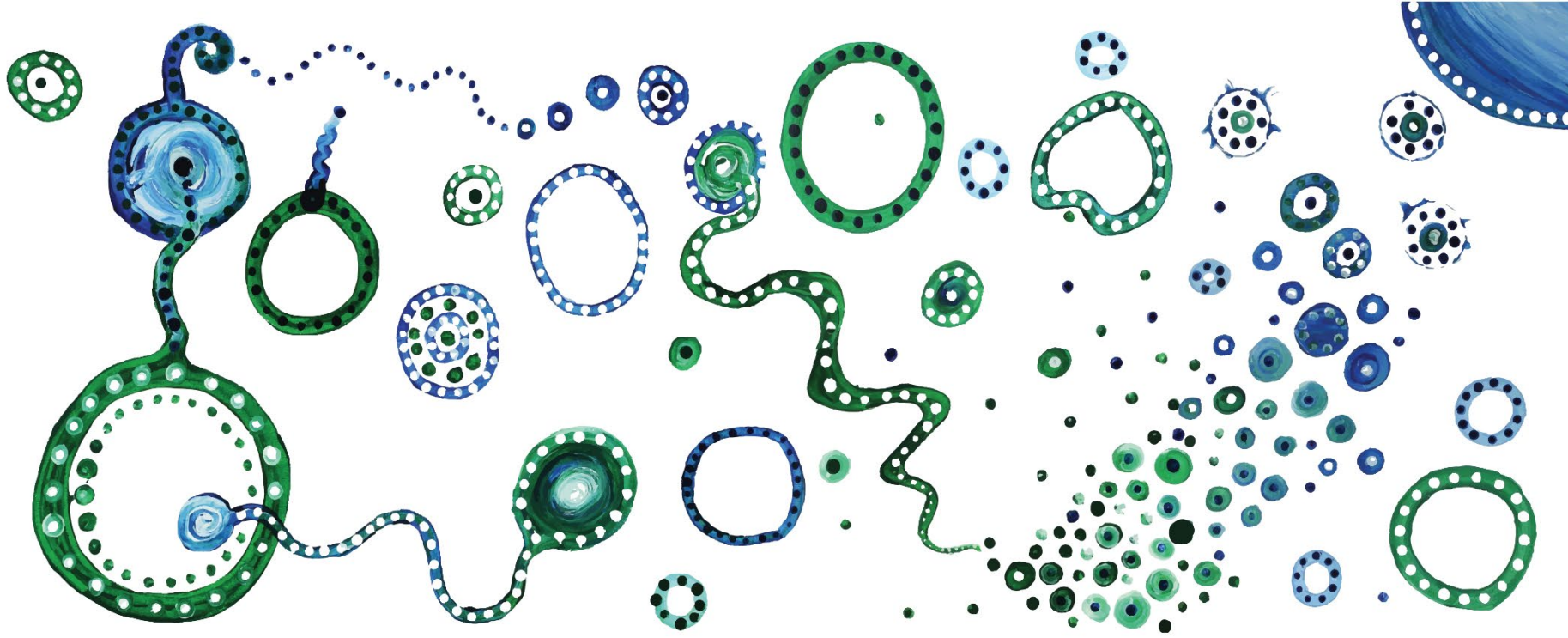
Co-Design Foundations

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 @nswaci



ACI acknowledges the traditional owners of the land that we work on.

We pay our respect to Elders past and present and extend that respect to other Aboriginal peoples present here today.

I recognise and appreciate consumers, patients, carers, supporters and loved ones. The voices of people with lived experience are powerful.

Their contribution is vital to enabling decision-making for health system change



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A bit about me



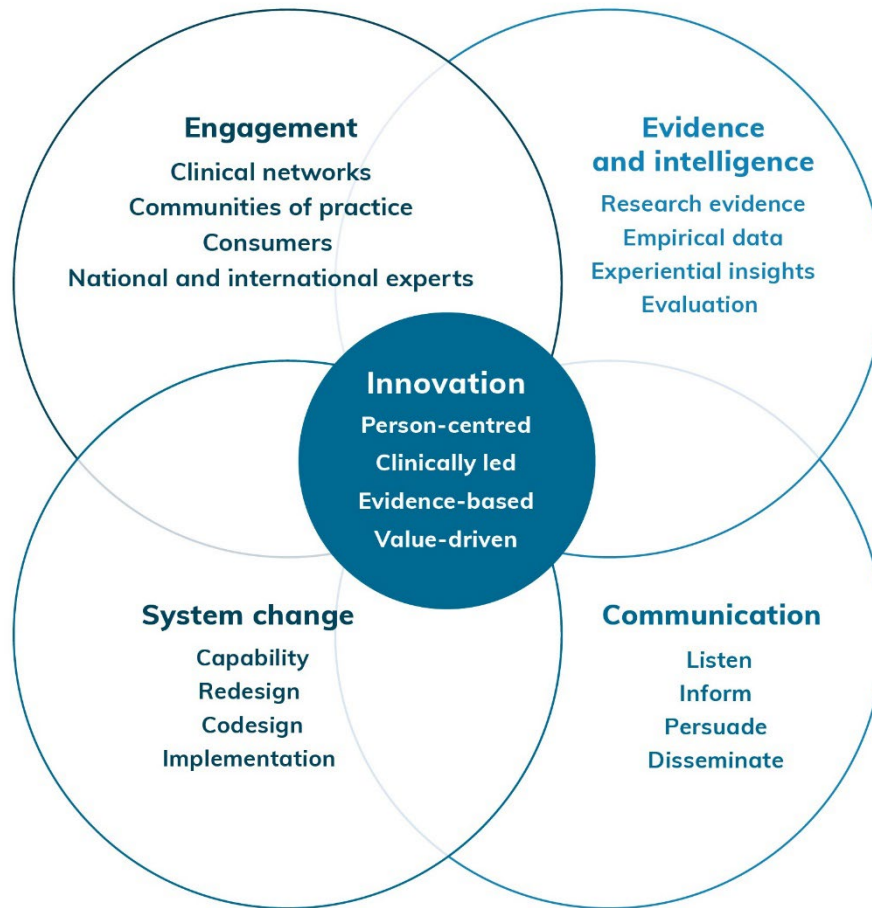
What we will cover

- Co-design – what, why and how
- Co-design stages:
 - Start up and engage
 - Gather
 - Understand
 - Improve



About the Agency for Clinical Innovation

Our key areas of expertise



Consumer partnership and improving health experiences are key goals for NSW Health



Future Health

Guiding the next decade of care in NSW 2022-2032

Summary



01. Patients and carers have positive experiences and outcomes that matter



NSW Agency for Clinical Innovation

NSW Plan for Healthy Culturally and Linguistically Diverse Communities

2019-2023



NSW LGBTIQ+ Health Strategy 2022-2027

For people of diverse sexualities and genders, and intersex people, to achieve health outcomes that matter to them



NSW Health GUIDELINE

Consumer, carer and community member remuneration



All of Us

An introduction to our guide to engaging consumers, carers and communities across NSW Health

Made by many and for many
NSW Ministry of Health-Experience Team

What is co-design?

Co: Collaborative / cooperative / collective (together)

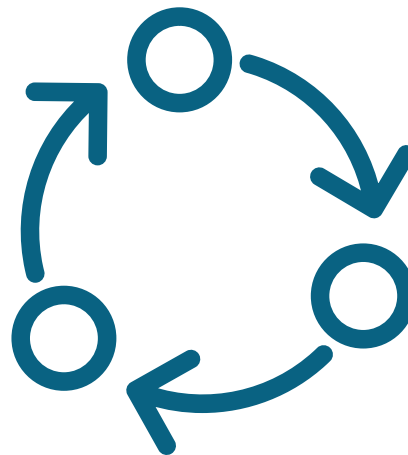
Design: Practice / process to make stuff

Making stuff together to improve a situation

Designing **with** people, not **for** people

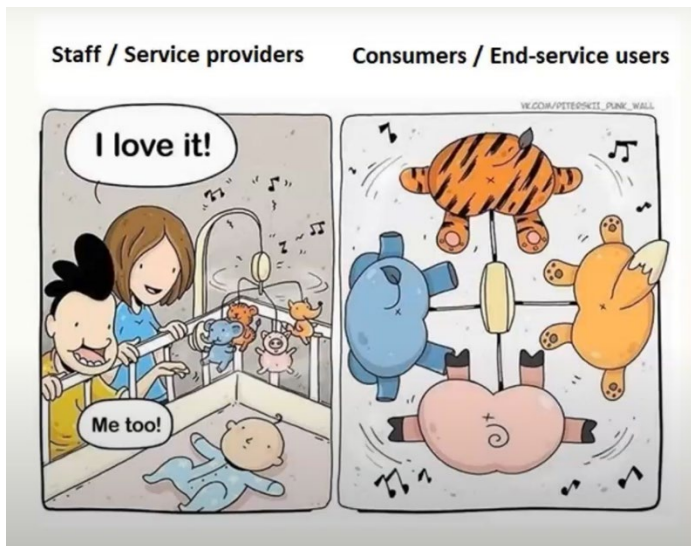
What is co-design?

- **Process** - Methodology
- **Practice** – Tools and Techniques
- **Principles** –
 - Equal relationship between everyone
 - Consumer and clinician leadership from the beginning
 - Planning, designing and producing services with people who have experience of the problem means the final solution is more likely to meet their needs

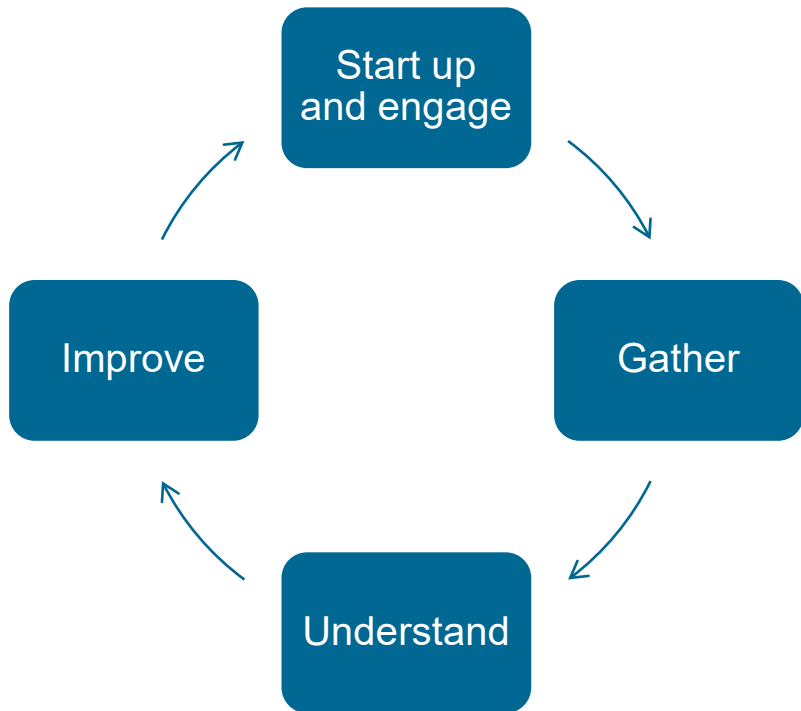


Why do we co-design?

Designing with people who have lived experience of the problem we are trying to solve, or service we are trying to improve (consumers, patients and staff) makes sure the solution actually meets their needs



How does ACI's co-design methodology work?



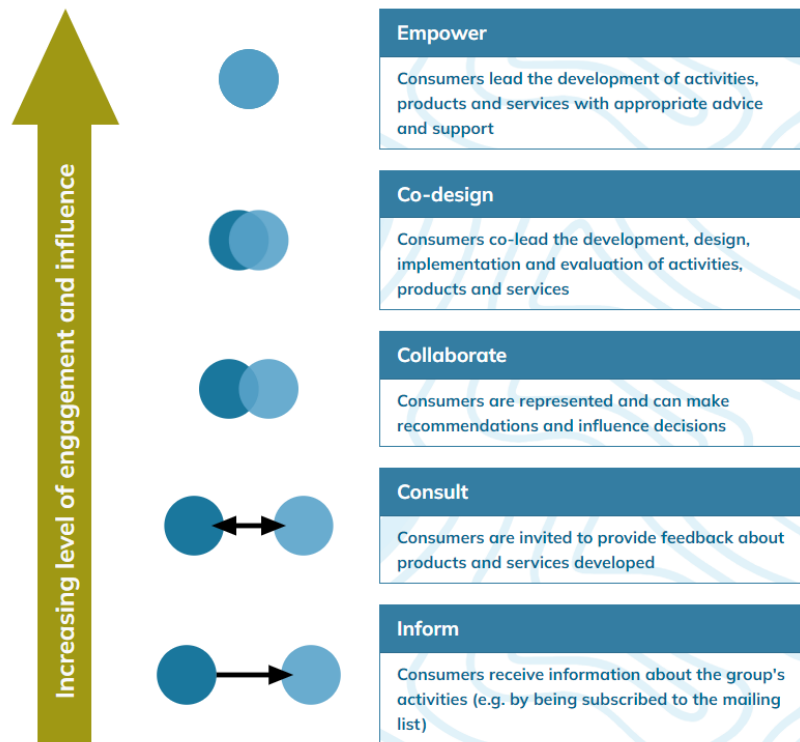
| Steps | Description |
|---------------------|--|
| Start up and engage | Frame the project problem, build the team and get ready for co-design |
| Gather | Build understanding by learning from lived experience |
| Understand | Make sense of what you have learnt; identifying the key touchpoints and opportunities to improve |
| Improve | Create solutions; prototype, test and learn; adapt; implement and evaluate |

Health context impacts on co-design

- Pre-determined outputs
- Reactive environments
- Short time frames
- Resource limitations
- Availability of staff and consumers
- Before 2023, no standardised remuneration process for consumers
- Lack of staff capacity / knowledge of co-design and power sharing
- Need for additional time when interpreters required, or when working with hardly reached populations



Using a mosaic approach to engagement



The spectrum of public participation. Adapted with permission: International Association for Public Participation.

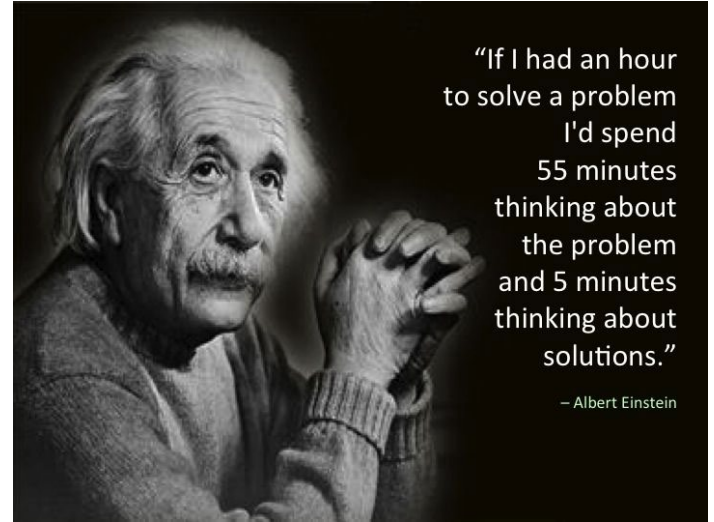
Step 1: Start up and engage

- Team roles
- Build connection and safety
- Develop co-design skills
- Shared understanding of the problem
- Plan together



Step 2. Gather

- Identify what you need to know, from who and why
- Decide on the approach you will take to gather an understanding of lived experience
- Observe, talk to and learn from people
- **Remember: WITH, not FOR**



Step 3: Understand



- Make sense of the information you've gathered
- Identify key insights and opportunities to improve
- Reframe
- Validate
- **Remember: WITH, not FOR**

Step 4: Improve

- Generate ideas (brainstorm!)
- Prioritise ideas
- Create things to test
- Test with a wider group who use and deliver services
- Close feedback loops
- **Remember: WITH, not FOR**



Next steps

- **Reminder – you can use co-design practices without having to commit to a full co-design project if you're not able to.**
- Solutions finalised by co-design team, with all feedback in testing phase considered
- Sponsorship
- **Feedback to all involved in all phases**
- **Celebration**
- Moving onto implementation



Image sourced from [Getty Images](#)

Use our resources

<https://aci.health.nsw.gov.au/projects/co-design>

<https://aci.health.nsw.gov.au/support-for-innovation/working-with-consumers>



Co-design toolkit

Working as equals in leadership, design and decision making

Co-design enables consumers to become equal partners in the improvement process for health services. This toolkit is a practical resource for health services to adopt a co-design approach.



Support for innovation

Working with consumers

We value the passion, wisdom and insight that consumers bring to healthcare services in NSW. Consumers are a critical source of information when planning, designing and innovating in healthcare.

There are many ways to work with consumers – each serving a specific purpose that supports health services to reach their goals.

Our steps to consumer partnership provide a useful roadmap that can help staff become more capable and skilled at working with consumers.



Why work with consumers?

Healthcare organisations benefit greatly from working with consumers to solve problems. These benefits include:

- greater consumer understanding of health issues and local health priorities
- improved staff, consumer and community satisfaction, ownership and investment
- targeted local research and innovation, and reduced duplication and waste
- higher quality health services that meet the needs of the people who use and deliver them.

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