

DESIS
NETWORK
Design for
Social Innovation
and Sustainability

THE NEED FOR STORY.

A Story-based
Co-Design Toolkit for
Supporting Patient
and Family-Centered
Care Partnerships.



UNIVERSITY OF MICHIGAN

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**The Office of Patient
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Michigan Medicine**

Funder(s).

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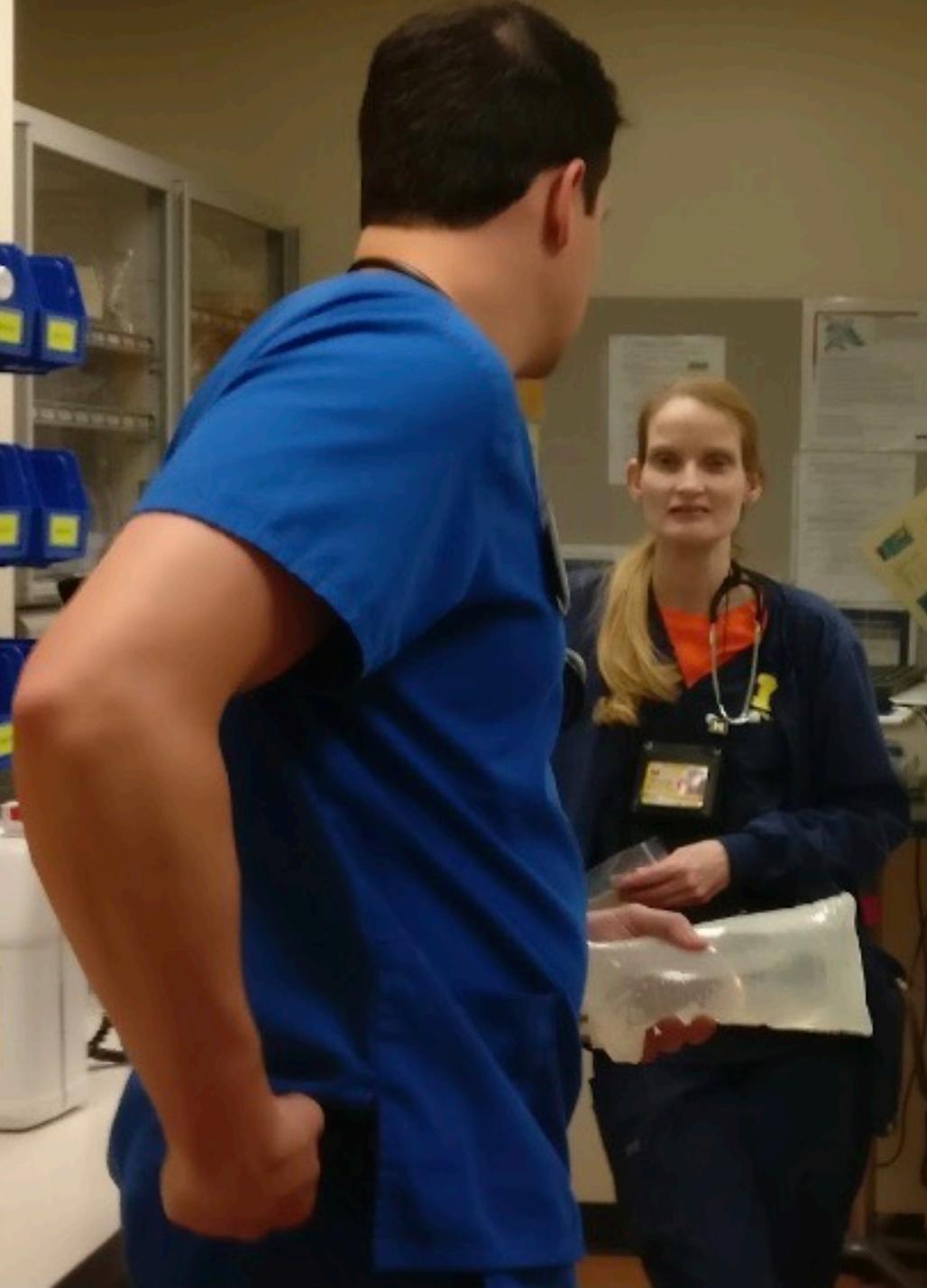
Aknowledgements.

John Marshall

**Stories
for
Care
TOOLKIT**

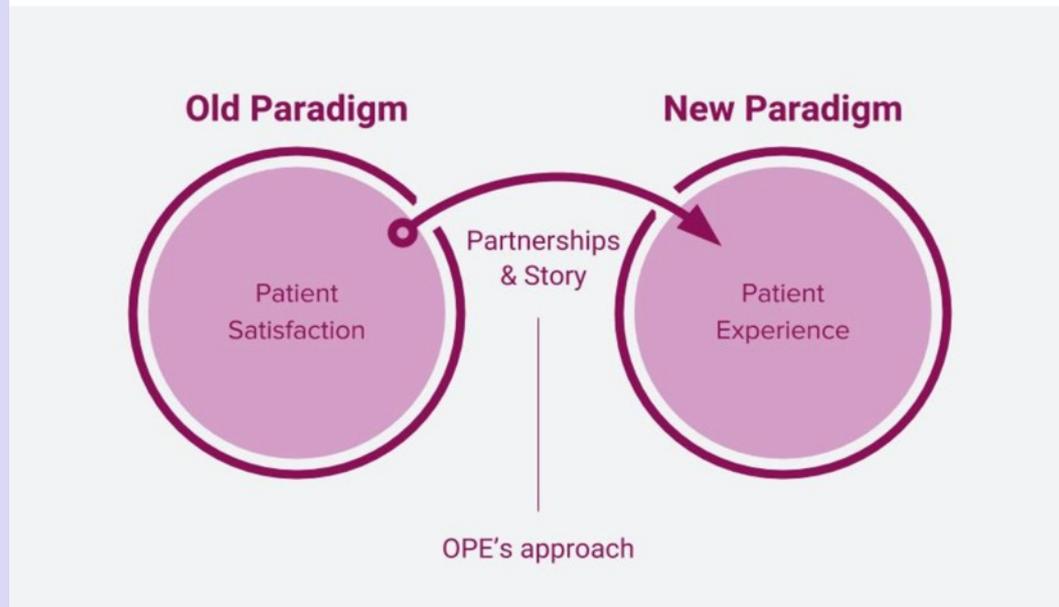
Context.

The Michigan Medicine Health System in Ann Arbor is in the midst of transformation. The Office of Patient Experience and its staff are working to shift the way the hospital thinks about patient experience-- nudging the organization towards a more holistic understanding of patient family-centered care practices.



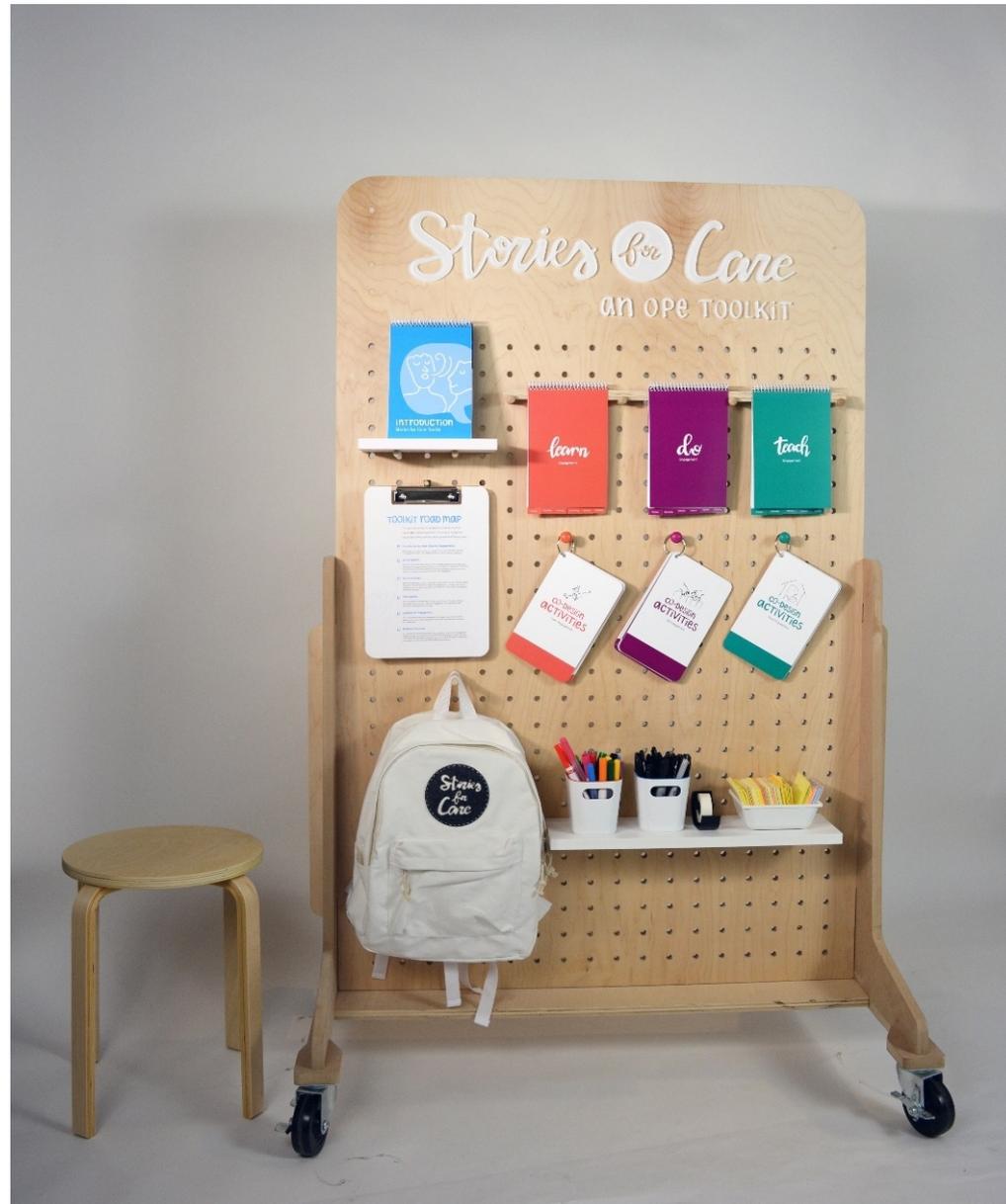
Context.

OPE's approach of building partnerships and using story to shift Michigan Medicine from an old paradigm of understanding quality of care as providing patient satisfaction is shifting to a new paradigm that looks more holistically at patient experience as patient and family-centered care.



The project.

A Story-based Co-Design Toolkit is a framework of engagements and activities that leverage stories as provocative data to be used in a co-design process to support OPE towards building strategic and operational partnerships with patients, caregiver, clinical, and non-clinical stakeholder groups.



The design process.

The toolkit's co-design process is used when conducting learning, doing, and teaching engagements. It begins with provocation which leads to reflection. The outcome of reflection leads to making and synthesis. From synthesis, the process then loops back to reflection.



Skill Training and Design Education



issues discovery

mutual recognition

commonality

During the learning phase of the co-design process, facilitated by the story-based co-design toolkit, caregivers engage in emotional mapping.

Skill Training and Design Education



vulnerability

reflection

insight generation

During the learning phase of the co-design process, facilitated by the story-based co-design toolkit, caregivers engage in collective affinity mapping of moments when they felt most or least prepared.

Skill Training and Design Education



collaboration

thinking

making

During the doing phase of the co-design process, facilitated by the story-based co-design toolkit, nursing staff engage in creative problem-solving and collective making using evidence gathered from “provotype” testing.

Skill Training and Design Education



trust

story provotypes

response

During the teaching phase of the co-design process, facilitated by the story-based co-design toolkit, nursing staff engage in reflection and discussion.

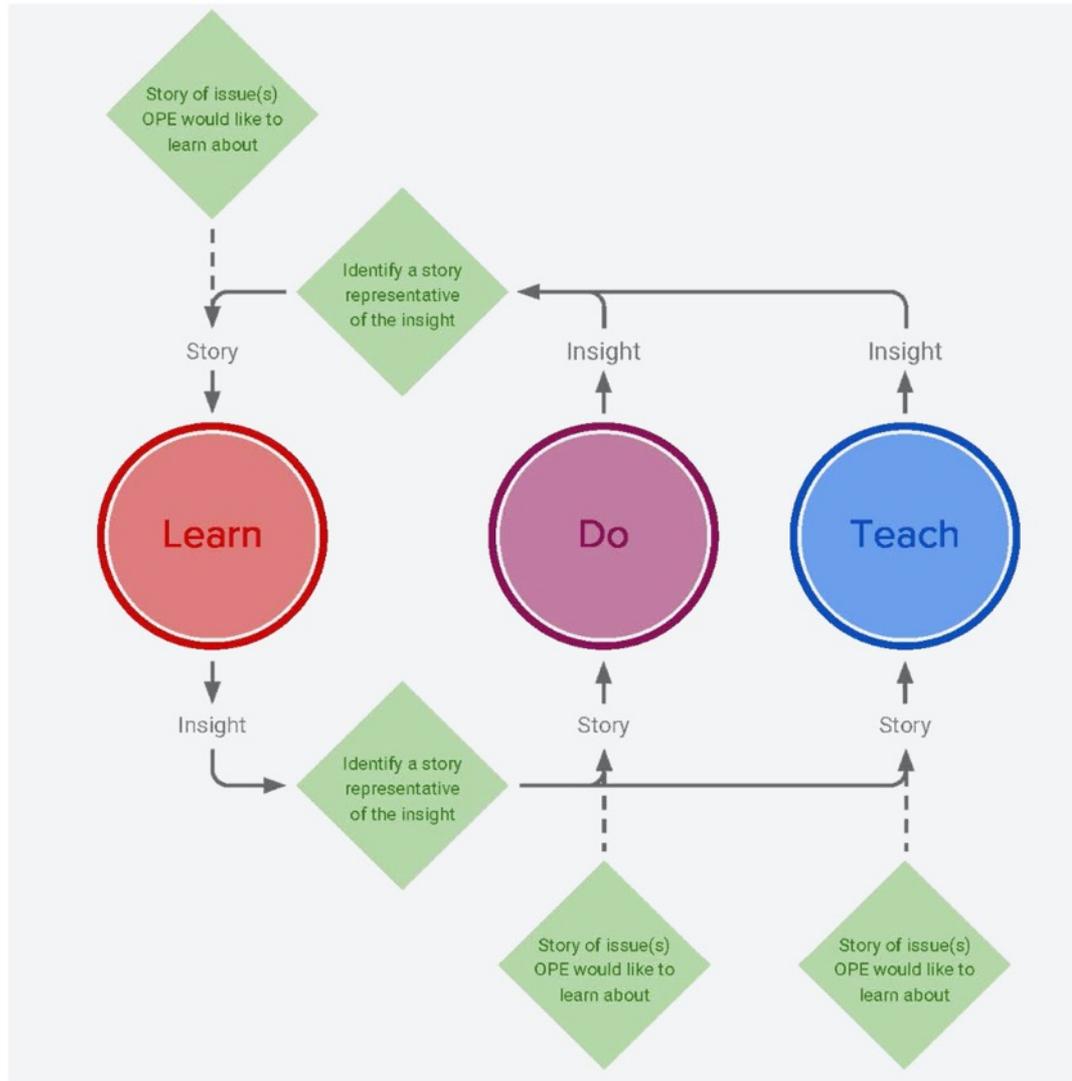
Social Interactions and Relations



**top-down and bottom-up partnership
storytelling**

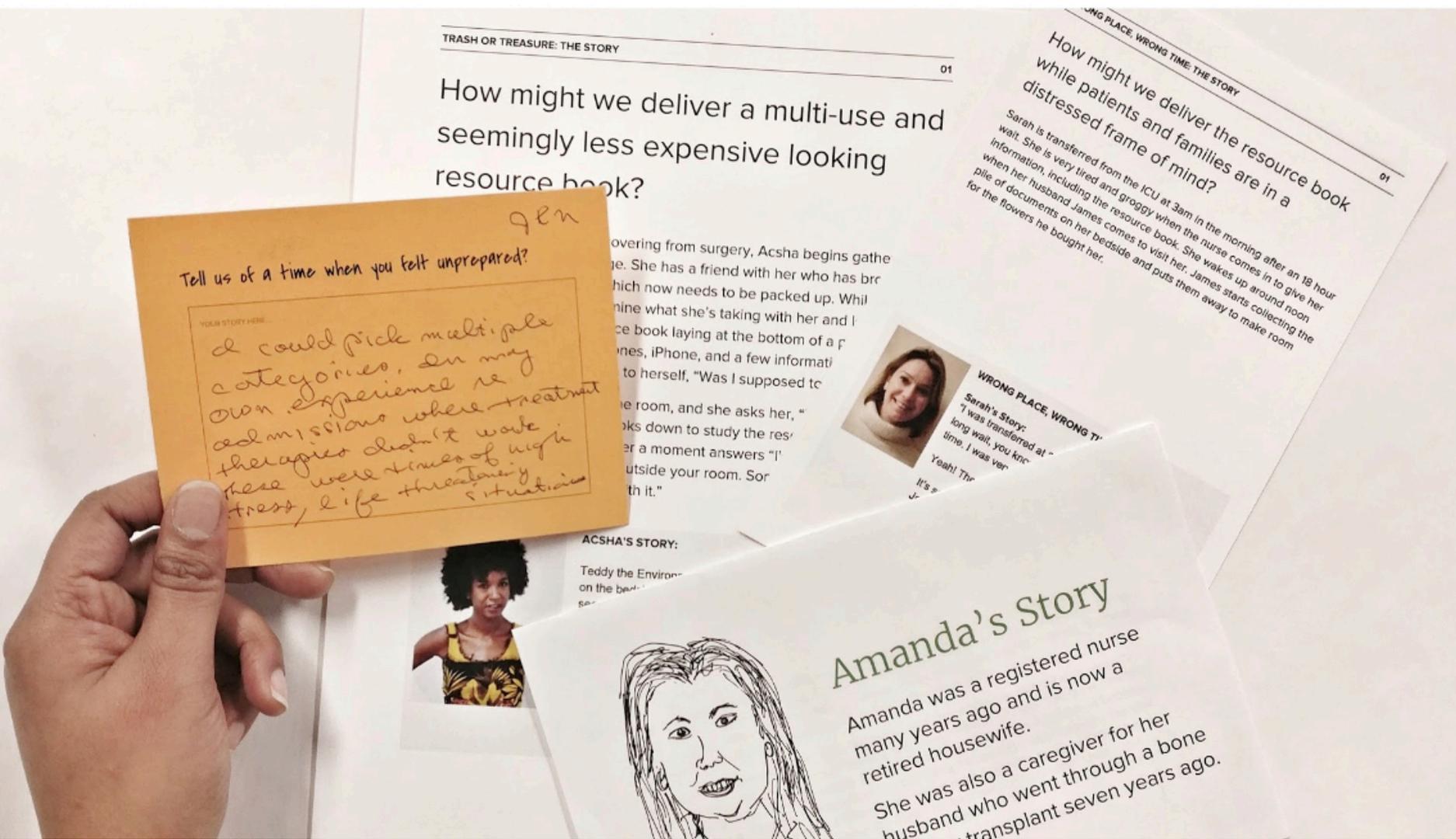
The story-based design toolkit brings together medical administrators, care givers, nursing staff, and patients to tell stories about their experiences to improve the complex system of care at Michigan Medicine.

Storytelling and Visualization



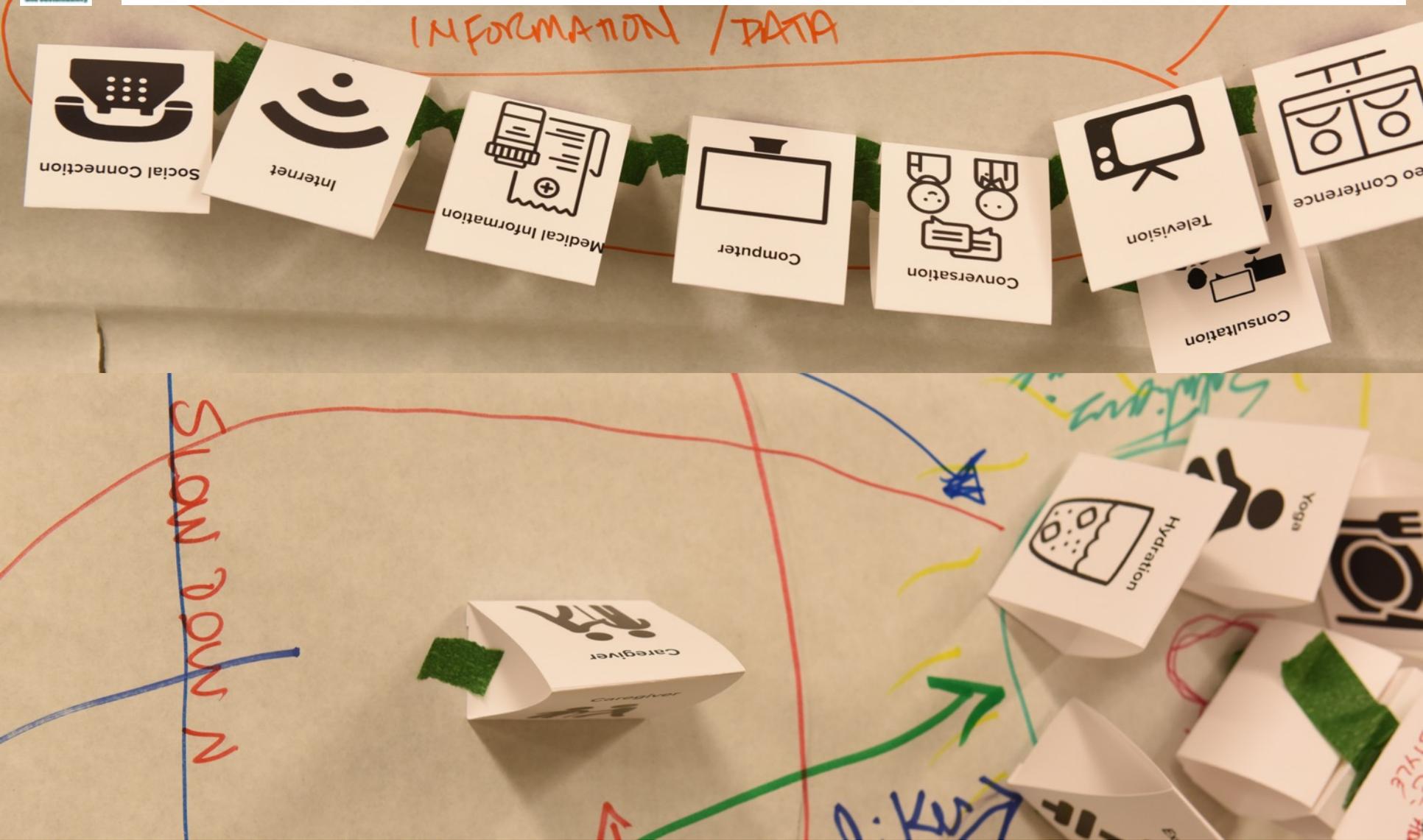
Visualization served to facilitate discussion, reflection, and making throughout the design process; and, it helped all participants to see the system of care and understand their individual and collective roles in the care giving process. Storytelling put participants at ease to share their experiences to bring about necessary change.

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