

# Design Lab

We believe that the biggest opportunities to transform healthcare lie not within strategies or processes, but mindsets.

People come to us with complicated problems that have no clear solution and sit squarely in the grey zone of right and wrong.

We use design thinking to kick start meaningful discussions, breathe life into structures with human-centred design and develop co-designed solutions to capture hearts.

Linda French, Chief Privacy Officer at AHS, was frustrated with a lack of movement on projects and sought the services of the Design Lab to approach challenges from a new perspective.

*"We used a design sprint to quickly produce two learning tools that directly confronted the issues we were having. After seeing how quickly and boldly we could get results, I scrapped our working groups and steering committees to make room for a new way of working. Our relationship with the Design Lab has completely changed how we work, and my team's collaborative mindset."*



# WHAT WE ARE PROUD OF!



Averaged

20,000+

Twitter impressions per month @Design4AHS

Established a Fellowship Program and recruited

10



Design Lab Fellows

800+ attendees

Led planning and coordination of 3rd annual Quality & Safety Summit: 800+ attendees, 80 posters over two days with 50 speakers.



Ran 2 Design Sprint Schools with

70 participants



Facilitated

10

workshops and design sprints



Organized

2

campaigns:

- Together with Health Quality Network we led Change Day Alberta with 6000 pledges
- What Matters to You? Campaign June 2017 is a day where front line staff were encouraged to ask patients "what matters to you?"

## What's next for us?

The Design Lab continues to focus on the spread and scale of design thinking and agile working methods through sprints, schools & workshops, and we plan to create a larger network of change agents through our fellowship program.

We also have an exciting opportunity—together with the Primary Health Care Integration Network—to engage students and build relationships within the community as we relocate to the Trico Changemakers Studio at Mount Royal University.

# WHO WE ARE