

WHO WE ARE

Design Lab

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.

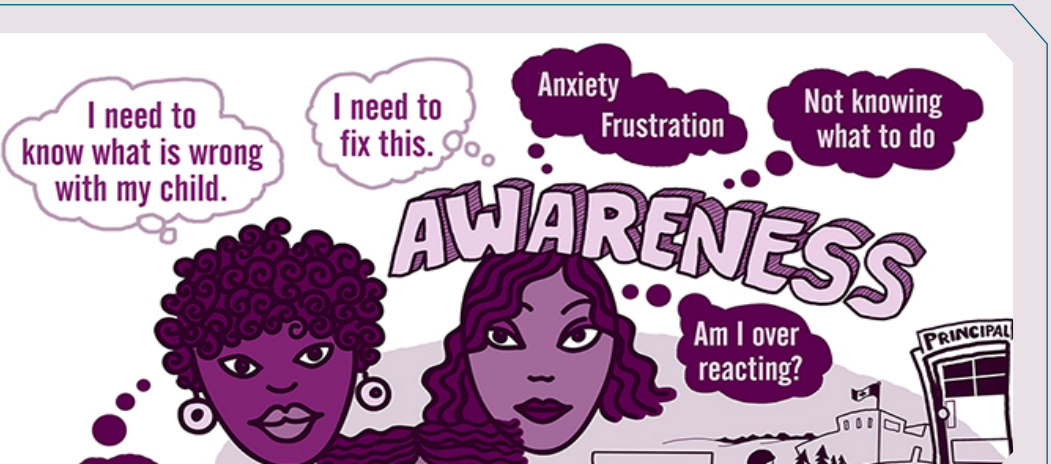
“Eighteen months ago, little did I know that I was about to set out on a professional journey from part time family doctor to full time pediatric mental health advocate. This began when my 10-year-old son became suddenly mentally unwell. First and foremost I was a mother concerned for my son and family and unsure of what our future might look like. By the end of the first leg of my son’s mental health journey, I had taken on the role of passionate mother/physician advocate with a vision of stronger pediatric mental health team.

I needed to find a way to engage and mobilize this community. The Design Lab was instrumental to help us move forward. A pivotal first step was seeking out the insights of families, like mine, with lived experience. What became impactful, however, was compiling our collective experiences into a journey map for families struggling with youth mental wellness. This map is both a validation of our experiences as well as a powerful tool for families that follow us.

So many times during his illness, my son asked me when he would be normal again. I could only respond that I didn’t know what normal was. What is normal? On the surface it always meant “the same as” but with more thought it was more like “fitting in with.” As humans we have a hardwired need to fit in. In a jigsaw puzzle, each unique piece connects with those around it to create the completed picture. This journey map helps families like mine find their place in the puzzle and what the final picture might look like. I can now tell my son he has been normal all along!”

Nicoelle Wanner

Family Physician - MHRH, Family Practice



WHERE WE WORK

OVERVIEW



1000+

participants in 41 events;
24 Facilitation sessions with 958 participants
17 Education sessions with 602 participants



1

Health + Care Sprint School Pop-Up Workshop
in Glasgow Scotland with NHS Horizons and
NHS Scotland with 120 participants



10

design sprints with 150 participants

3 BIG impact projects:

1. “How might we increase access to addiction and mental health services for kids in Medicine Hat”
Early result: Journey map for families
2. “How might we improve the food for our residents in Care West”
Early result: Fresh food and diverse menus in 3 long term care centres affecting 600 residents (spread goal to1700 long care residents)
3. Design of new intox-center(sobering site) with Lethbridge stakeholders in partnership with Alberta Health

- 13 Design Lab fellows who are actively using and promoting design thinking in their every day work

SOCIAL MEDIA



360K+

total Twitter impressions



368K+

total LinkedIn impressions



1.8K+

total followers from LinkedIn,
Instagram, Twitter & newsletter emails

WHAT’S NEXT FOR US?

Design thinking has taken a strong hold in Alberta Health Services. We would love to see more people using human-centred design ways of work and we ran our first international virtual sprint school in May 2019 with 50 participants. We plan to increasingly focus on high impact long term projects and will support teams till implementation phase.