

Co-Design

beyond pandemics

We acknowledge the Indigenous Peoples of all the lands that we are on today



While we meet today on a virtual platform, we can take a moment to acknowledge the importance of the lands, which we each call home. We do this to reaffirm our commitment and responsibility in improving relationships between nations and to improving our own understanding of local Indigenous peoples and their cultures.

Recovery and Renewal of Co-Design in Healthcare

The project aims to:

1. Capture the experiences and adaptations that came about in co-design in health projects during the pandemic
2. Address issues of equity, diversity, and inclusion in post-COVID recovery
3. Build capacity and resilience of co-design in health

This transnational project is supported by the National Frontiers in Research Fund program of Canada and is a collaboration between:

Lab 4 Living

Health Design Lab.

EMILY CARR UNIVERSITY OF ART + DESIGN

Health Design Studio

Health

DESIGN × HEALTH RESEARCH INNOVATION LAB

CoLab

Community & Behavioral Health Policy

Today's objectives

Today is the 1st online workshop - 4.5 hours with a 30 minute break

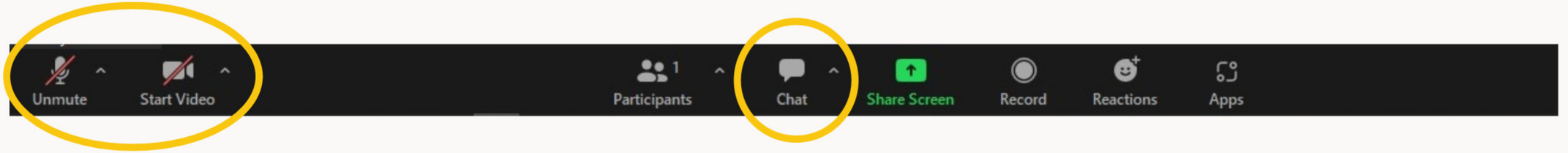
This workshop is a knowledge exchange opportunity to identify issues, gather questions, and learn about adaptations to co-design experienced during the pandemic.

This project will also support an online community of practice in co-design in health which aims to provide new guidance on techniques that can endure beyond the pandemic.

Keep in mind that

- Participation in today's workshop indicates your consent
- All non-confidential data and outputs will be openly shared
- You can choose to have your project and experiences be identifiable
- You can pass your turn when prompted to share
- You have an option to hide your identity and join Miro as an Anonymous Guest Editor
- Please let us know through Zoom chat if:
    - At any point you feel uncomfortable
    - You need to take a break or leave for any reason

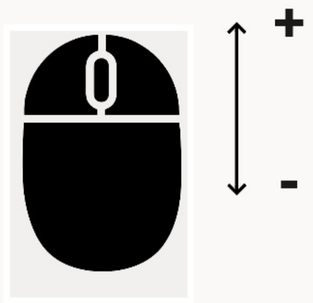
Using Zoom



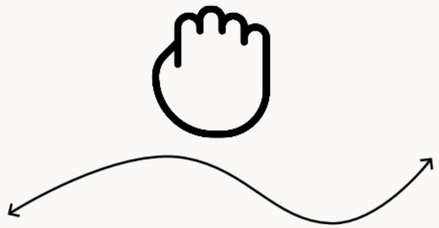
Your mute/unmute button is in the bottom left corner. To reduce background noise, I ask everyone to keep their mics on mute when they are not talking. If you have something to say or add at any point though, please feel free to unmute and interrupt me.

Your chat box is accessed at the bottom bar of the zoom browser. Please say hi in the chat now. If you have any issues, let us know over the mic.

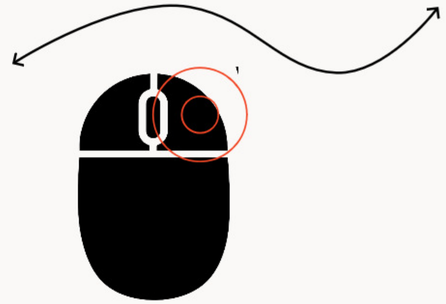
Getting around Miro



Scroll up to zoom in
Scroll down to zoom out

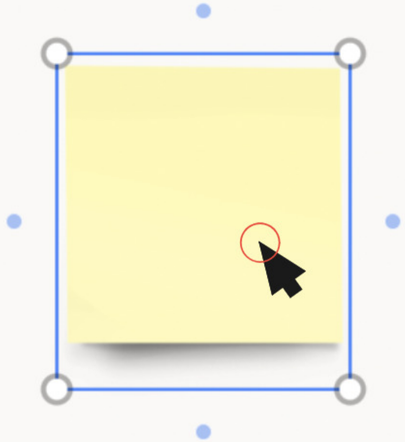


Hold the spacebar, then
click + drag anywhere

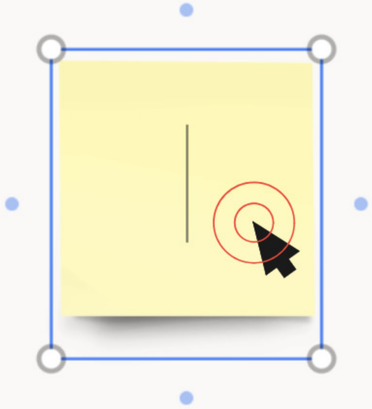


Right-click and hold,
then drag anywhere

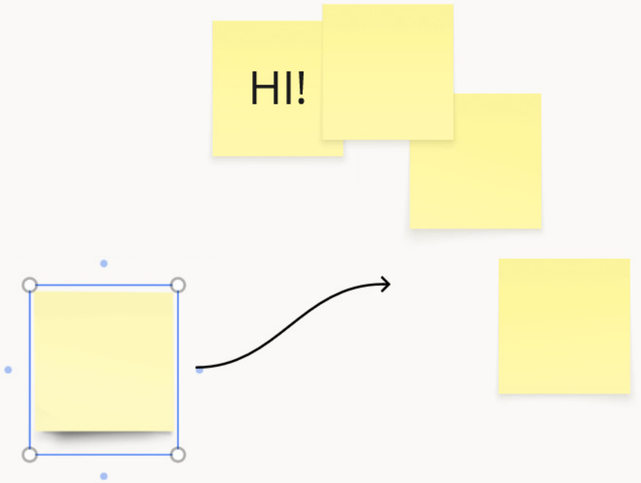
Editing sticky notes in Miro



Click to select a sticky



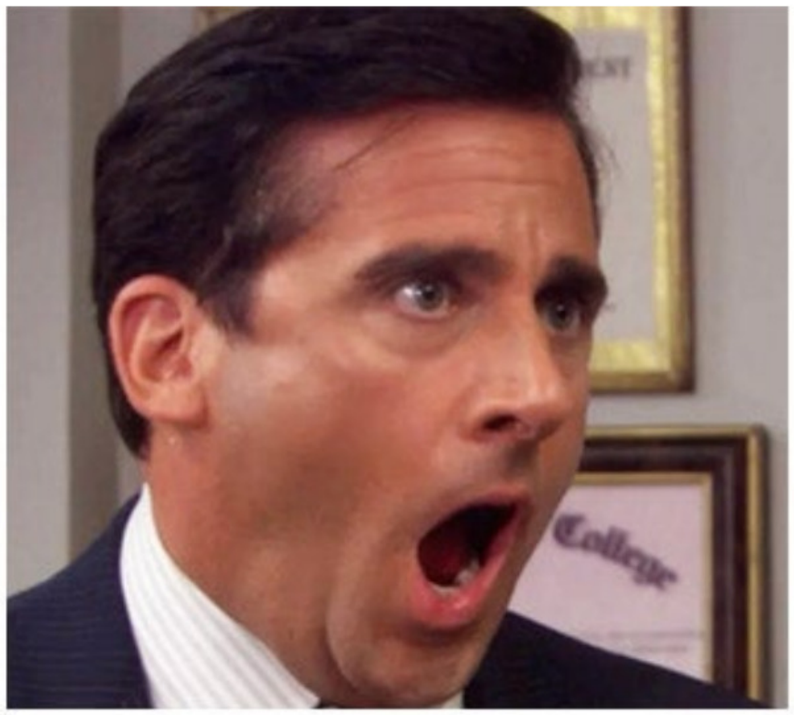
Double-click to edit/add text



Copy-paste, just like you always do

Which picture best describes your pandemic experience?





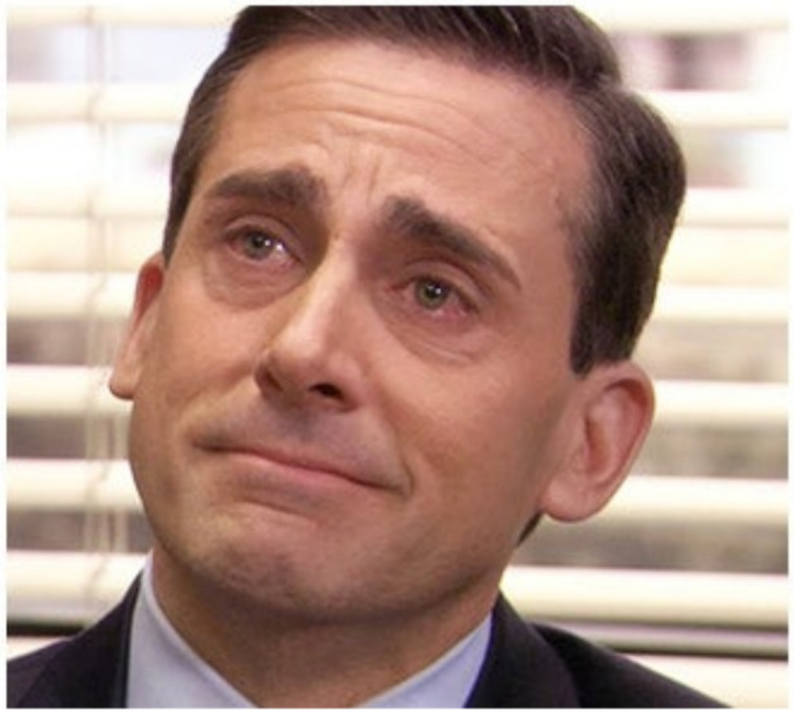














Who is participating today?

1. Please choose a colour for your sticky note - this is the colour that you will use to for the rest of the workshop.
2. Click on it and write your screen name.
3. Copy and paste your sticky note over to the table and respond to the four questions.
4. Refer to the white sticky notes for examples.

10 minutes total

Your screen name	sample name	Place your sticky note here	Place your sticky note here	Place your sticky note here	Place your sticky note here	Place your sticky note here	Place your sticky note here	Place your sticky note here
Your role & sample project	lead designer, DDEC	Your role & project(s) name	Your role & project(s) name	Your role & project(s) name	Your role & project(s) name	Your role & project(s) name	Your role & project(s) name	Your role & project(s) name
What were you co-designing?	emergency dep. communication sheet	What were you co-designing?	What were you co-designing?	What were you co-designing?	What were you co-designing?	What were you co-designing?	What were you co-designing?	What were you co-designing?
Who were you designing with?	EM physicians	Who were you designing with?	Who were you designing with?	Who were you designing with?	Who were you designing with?	Who were you designing with?	Who were you designing with?	Who were you designing with?
Was the design intended for equity seeking, marginalised or stigmatised groups?	yes - low literacy urban poor	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?	Was the design intended for equity seeking, marginalised or stigmatised groups?

Pandemic Experiences

Please let us know your experience during the pandemic. Using the same colour for sticky notes, answer the prompts using a few key words.

15 minutes total

What happened to you and your team?

period of uncertainty

new possibilities

connection lost

What is the current status for you and your team?

New normal

Back to the office

Hybrid work

Still virtual!

Values of Co-Design

Please use the sticky notes to share your thoughts and ideas about online co-design values.

 30 minutes total

**What does co-design /
co-production mean to you?**

Pandemic Failures & Losses

What were the failures, compromises, negotiations, tradeoffs in co-design as a result of the pandemic? How did this impact equity, diversity, and inclusion advocacy?

35 minutes total

Equity, Diversity, & Inclusion: Top Failures & Losses

Please vote to identify the 3 overarching EDI categories (yellow cards) you believe were most **negatively** impacted by the pandemic.

2 minutes for voting & 13 minutes for discussion

Context specific and community based knowledge	Diverse representatives	Diversity of perspectives	Engaging marginalized, stigmatized, and underrepresented groups	Inclusion of lived experiences	Storytelling	
Accessibility	Digital access and tool use	Digital literacy skills	Equitable access & support (online settings)	Types of communication	Knowledge Sharing	
Safety	Individual, group, and cultural safety	Having a safe and encouraging space to have discussion	Sense of identity	Being engaged, integrated, motivated, and valued	Well being in virtual environment	Privacy and confidentiality
Creativity and making	Creativity, engagement	Collective making	Sustaining engagement	Playfulness and interactions	Materials and prototypes	Participatory methods
Timeline and pace	Who was left out and who was able to take part	Recruitment, participation, retention	Flexibility (e.g. agenda)	Iterative processes and prototyping	Recruitment, participation, and retention	Participatory methods
Democratic practices	Shared decision-making and ownership	Power dynamics	Shared data capturing and analysis	Team composition	Acknowledging and dismantling systemic oppression	Advocacy
Capacity building and empowerment	Training, learning, and development opportunities	Co-creating with communities	Information sharing and knowledge exchange	Relationship building and trust	Transparency	

Pandemic Failures & Losses

1. From the previous frame, select the gray card that is most relevant to your experience.
2. Drag your chosen card into the top of the table.
3. Use your color sticky note to respond to the prompts.
4. If you have time, choose another gray card and repeat the process.
5. Discuss: Why didn't it work? Was it co-design or was it something else? What needs repairs?

10 minutes for activity & 25 minutes for discussion

		EDI Cards --------->	Inclusion of lived experiences	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here
The Specifics	**We had intended to...**		example	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...
	But we weren't able to because...		example	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...
The Barriers	**Resources and tools**		example	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools
	People and skills		example	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills
	Process and thinking		example	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking
	A turning point was...		example	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...

Time for a break!

Pandemic Gains

What were the successes, new ideas and tools that emerged in your practice? Use the sticky notes to indicate what were the successes, ideas, and new tools?

35 minutes total

Equity, Diversity, & Inclusion: Top Gains

Please vote to identify the **3 areas** (yellow cards) you believe were most **positively** impacted by the pandemic.

5 minutes for voting & 10 minutes for discussion

Context specific and community based knowledge	Diverse representatives	Diversity of perspectives	Engaging marginalized, stigmatized, and underrepresented groups	Inclusion of lived experiences	Storytelling	
Accessibility	Digital access and tool use	Digital literacy skills	Equitable access & support (online settings)	Types of communication	Knowledge Sharing	
Safety	Individual, group, and cultural safety	Having a safe and encouraging space to have discussion	Sense of identity	Being engaged, integrated, motivated, and valued	Well being in virtual environment	Privacy and confidentiality
Creativity and making	Creativity, engagement	Collective making	Sustaining engagement	Playfulness and interactions	Materials and prototypes	Participatory methods
Timeline and pace	Who was left out and who was able to take part	Recruitment, participation, retention	Flexibility (e.g. agenda)	Iterative processes and prototyping	Recruitment, participation, and retention	Participatory methods
Democratic practices	Shared decision-making and ownership	Power dynamics	Shared data capturing and analysis	Team composition	Acknowledging and dismantling systemic oppression	Advocacy
Capacity building and empowerment	Training, learning, and development opportunities	Co-creating with communities	Information sharing and knowledge exchange	Relationship building and trust	Transparency	

Pandemic Gains

1. From the previous frame, select the gray card that is most relevant to your experience.
2. Drag your chosen card into the top of table.
3. Use your color sticky note to respond to the prompts.
4. If you have time, choose another gray card and repeat the process.
5. Discuss: Why did it work? Was it co-design or was it something else? What would you take forward?

25 minutes for activity & 10 minutes for discussion

		EDI Cards --------->	Inclusion of lived experiences	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here	Place your gray card here
The Specifics		We had intended to...	example	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...	We had intended to...
		we were able to make it work because...	example	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...	But we weren't able to because...
The Enablers		Resources and tools	example	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools	Resources and tools
		People and skills	example	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills	People and skills
		Process and thinking	example	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking	Process and thinking
		we changed to ...	example	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...	A turning point was...

Reflections

Review of concepts that were most impacted by the pandemic and reflection on the top successes and failures that emerged.

30 minutes total

Top Successes

Top Failures

What happens next?

What benefits do you want to gain from this learning community? What conversations would you like to continue to have?

⏱ 40 minutes total

I would like to hear more about...

potential capacities of adapting co-design

I would like to see examples of...

successful online 'CO' approaches and emerging practices

I would like the opportunity to...

share and exchange knowledge with the co-design Community of Practice

My practice would benefit from...

adaptations in co-design practices and techniques during the pandemic

It would help my team if...

we gain an understanding of what works, in different contexts, for different people

The best way to connect is...

hybrid or in-person events

Wrap Up

Summary of the session and next steps.

15 minutes total