

Applying Design Thinking & Co-Design to the re-design of an Irish Nursing Website

Sandra Reid

Hypothesis

Using Co-Creation as a design intervention process, it is possible to empower nurses, to actively engage in improving interactions on their own organisation's website.

Objectives

Ascertain how nurses feel and understand how they gather information and knowledge. Identify barriers to information access in the HSE. Define Design Thinking in terms of Systems Thinking in order to develop a holistic perspective. Investigate the methods and tools to facilitate co-designing with nurses. Test the process for future website design and development through feedback and reflection.

Prototyping

Co-Creation workshop with three nurses addressing the main barrier to users accessing information on the website - the sign up forms area.



Aims

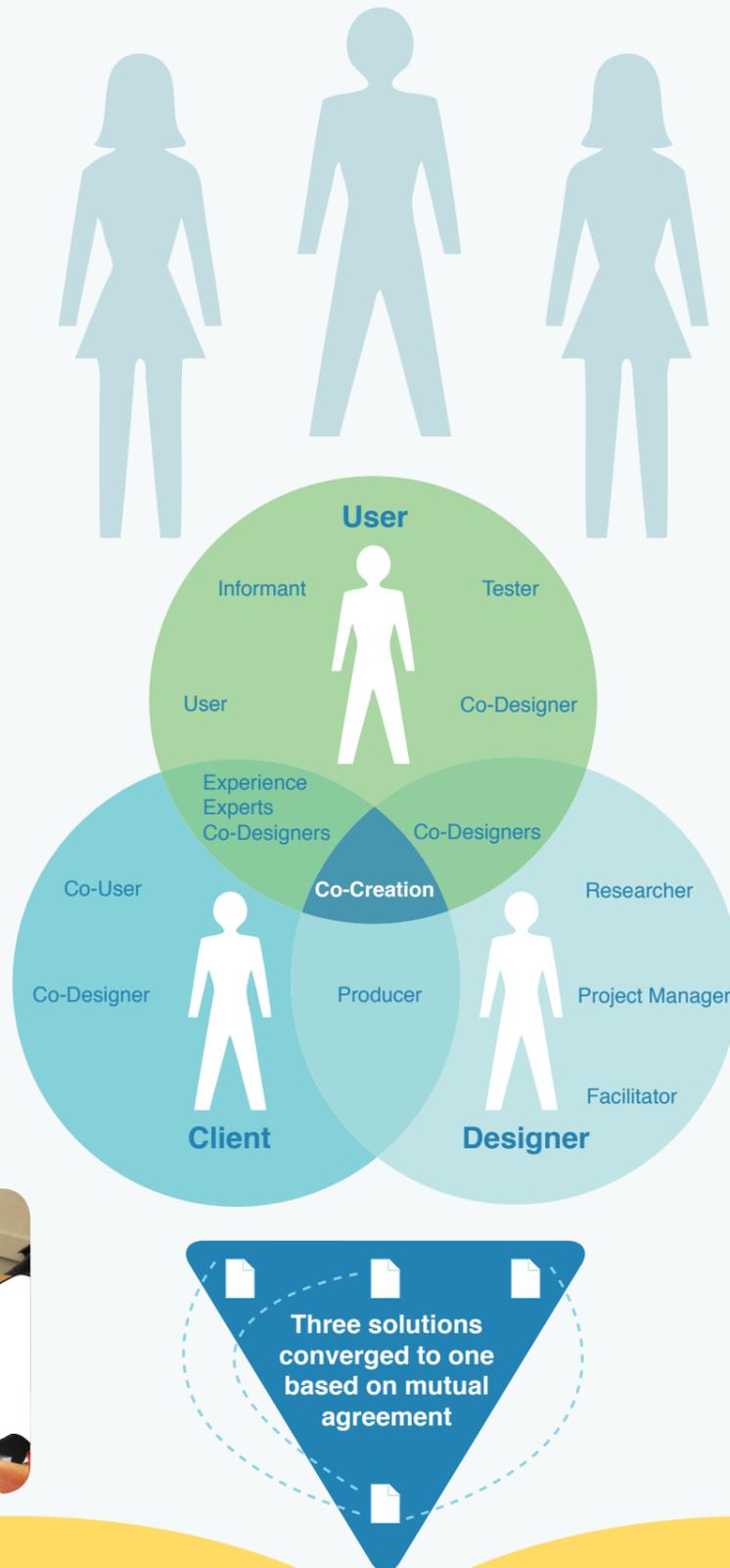
The aim is to understand the depth of the issues that face the nursing organisation in order to understand why their website is failing them as an information resource. Secondly, to find out if a Co-Creation environment can assist them in the future building of their website, and if the process can encourage them to engage with their organisation and wider stakeholders impacted by their daily practice.

Research Methods

Qualitative methods using semi-structured interviews. Observation Data analysis/synthesis. Co-Design methods using toolkits to actively 'co-create' with nurses.

Findings & Conclusions

Design informed by research and executed using Co-Creation can positively alter the Organisational mindset. Improve website and organisation service problems. Foster creativity. Empower end-users and stakeholders. Improve the system. Improve micro website interactions. Improve macro interactions.



Nurses love practical learning, it's important to show videos and pictures rather than loads of text.

A.H - 23 Nov 2015

We need the website to be an educational resource for people, that's what I'd like.

C.W - 16 Nov 2015

Co-Design

Bibliography

Shared Experiences and Engagement through Co-Design



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