

CoDesign – The New Innovative Kid on the Block

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The Innovation Team uses Human-Centered Design principles to solve problems WITH patients, not just FOR them. One way we do this is through a CoDesign, a half day event where we bring in customers (usually patients) to better understand their needs pertaining to a certain topic and design solutions together based on those needs. The steps that we follow are:

1. Gather Experiences - start with customer needs
2. Frame Opportunities - determine what problems to solve
3. Generate Ideas
4. Select Ideas to Test
5. Define Metrics that Matter
6. Plan Tests of Change - bring ideas to life

Below are details about two recent CoDesign events that we did with KP patients:

Weight Management

We partnered with the TransforME Weight Management Team (Bonnie Kanders, LaJune Oliver MD, Alan Johnson and Jenee Frazier, et al) through a CoDesign on May 29th to get patient feedback on how the program is working and to identify opportunities to make the program even better. Based on what the patients shared, the team gained many insights that can be grouped into 3 themes: 1) Incorporate tracking tools, 2) Design on-demand learning content, and 3) Develop member-driven accountability groups. Next steps for the team include a 90-day implementation plan to incorporate the opportunities.

Dementia Caregivers

On July 1, Anna Skold MD and Rob Carroll led a CoDesign event with caregivers of dementia patients to understand how we can better support them. The key takeaway was that they need tools and resources to care for themselves so that they can feel more empowered to care for their loved ones with dementia. They designed various solutions around how to better “navigate” KPGA for resources, support, and information.

Contact us at tspmg-innovation@kp.org if you want to do a CoDesign or other improvement work with your patients!

