

Design Thinking: Improving Innovation Capability at SingHealth

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Background

SingHealth is embarking on an organization-wide program to enhance innovation capability for quality patient care and experience. It is vital that everyone in the organization leverage on their creativity to meet the future challenges.

Objectives

To introduce the Design Thinking approach and support innovation capability building at SingHealth.

Through this programme, participants will be able to:



Grasp the basic principles underpinning a Design Thinking approach.



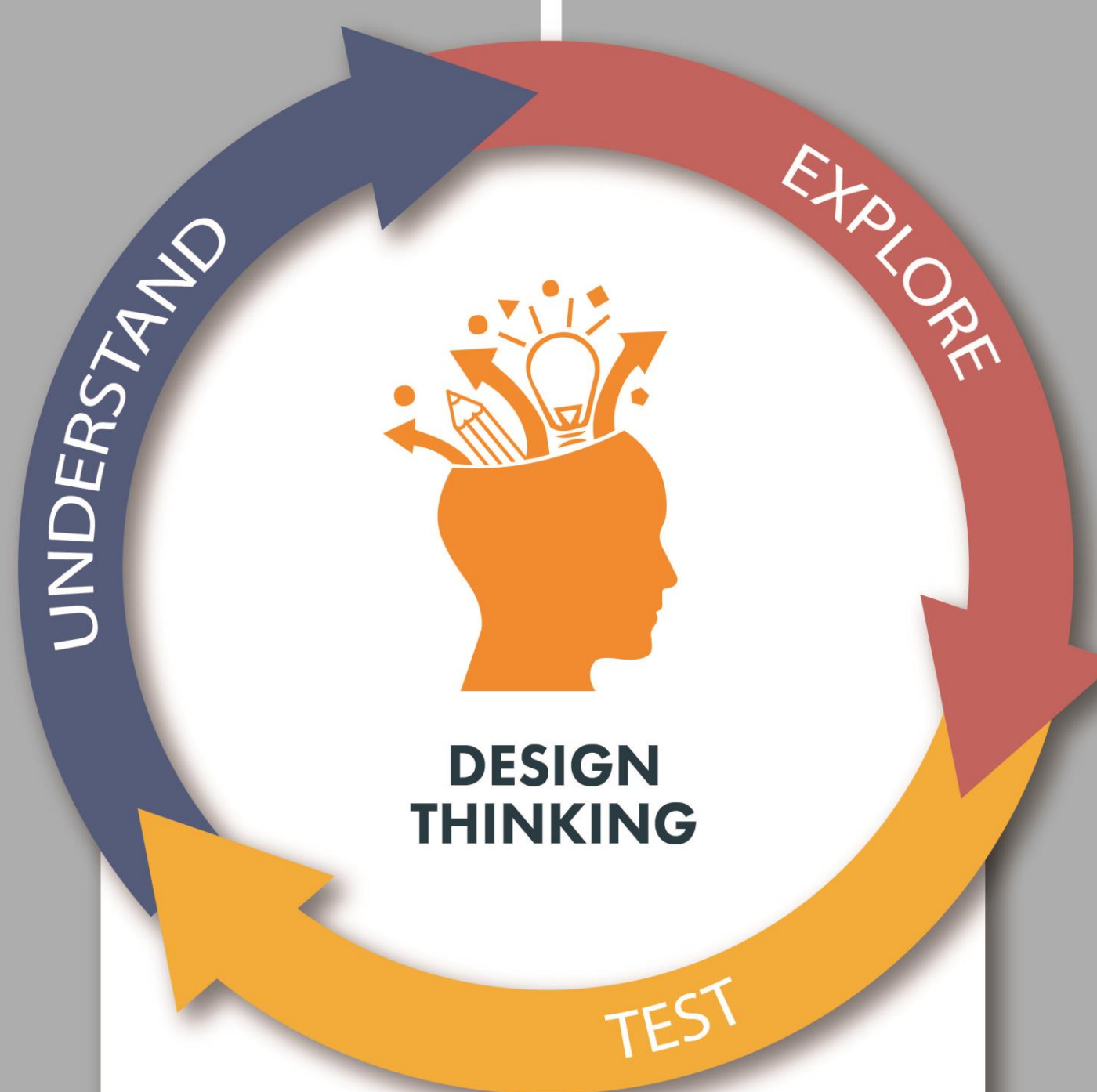
Gain hands-on experience in applying Design Thinking process and tools to a problem.



Use Design Thinking as an approach to solve complex and systemic challenges. They will be able to connect more deeply with customers to uncover opportunities for innovation.



Cultivate greater inclusiveness, foster creativity, deepen empathy, and align participants around specific goals and results.



What is Design Thinking?

Design thinking is a creative method to unpack and reframe complex problems in order to generate innovative, human-centric solutions.

Methodology

The following outlines our programme to introduce Design Thinking approach to problem solving as part of building innovation capability at SingHealth.

Short Learning Sessions

Internal Events:

To create short learning opportunities on Design Thinking through platforms such as **SingHealth-BMJ Symposium 2014** and **SingHealth Innovation and Quality Day 2015**

External Events:

To facilitate participation in 2 programmes organized by **Design Thinking Innovation Academy (DTIA)**, a unit of Design Singapore Council:
a. "Singapore Aging: Rethinking Health and Management in Public Sector"
b. "Empathetic Aging with Technology: Rethinking Health and Wellness for Elderly in Singapore"

Project Facilitation

To provide support to project teams in SingHealth through facilitating a human-centric solutioning approach for identified problems.

Design Thinking Workshops

To design and develop a Design Thinking workshop programme that introduces SingHealth staff to the concept, methods, tools and practice of Design Thinking.

Network Learning Sessions

To promote interactions between the different innovation groups in SingHealth and industry partners and to enhance knowledge on the current innovation trends and solutions.

Results

Short Learning Sessions

623
participants

attended the various Design Thinking learning sessions.

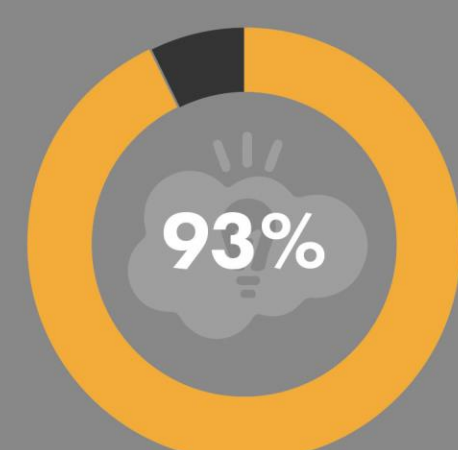
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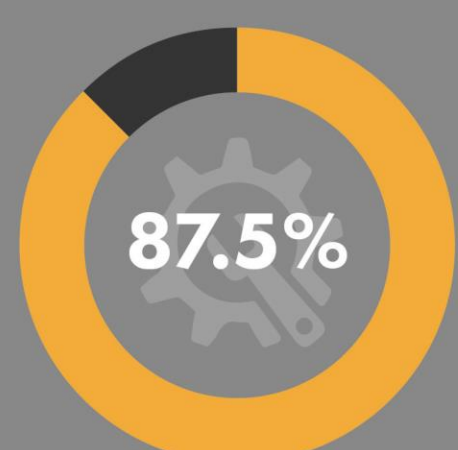
More than 83% feedback that they have gained new knowledge from the event/sessions.

Design Thinking Workshops

Design Thinking in Healthcare Innovation Workshops were conducted from March - May 2015. Feedback from the participants shows that the programme was well received.



have gained a deeper understanding of Design Thinking



are able to apply Design Thinking concepts into their projects at work



found the Design Thinking hand-outs and materials informative

Insights Forming Journey Mapping Idea Generation Rapid Prototyping

Participants listed these Design Thinking theories /tools applicable to their work.

"Many of the ideas we came up with could be used in the real world to address some of our problems"

-Dr Agnes Koong, Marine Parade Polyclinic Director-

"All staff should gain some degree of exposure to the key concepts of DT in order for organisation to develop a culture of empathy and compassion."

-Participant from workshop Wave 1-

Design Thinking Projects



Teams from SNEC, KKH, SHP and SGH have applied Design Thinking to improve on their patients' waiting experience in the clinics. They have created prototypes to test and refine their solutions before their pilot implementations.

"The prototype is very useful because it fleshes out the concept and is something physical for the team to touch and feel."

-Dr David Ng, Queenstown Polyclinic Director-

Conclusion

Through the programme, the participants have grasped the basic principles of Design Thinking approach and gained hands-on experience in applying Design Thinking to develop more human-centric solutions. IQM will continue to build the innovation capabilities of SingHealth staff in the coming years by offering a range of activities such as short learning sessions, workshops, events and collaboration with both external and internal partners.