

Background



Healthcare is a complex landscape with systemic challenges that demand empathy for people, patients, their families or care providers. Therefore, we need a human-centered problem-solving approach that focuses on people and their experience to improve quality of care delivered.

Objective

To develop and deliver an industry-standard Design Thinking workshop that engages the audience and promotes learning in both theory and applied skills.

Analysis



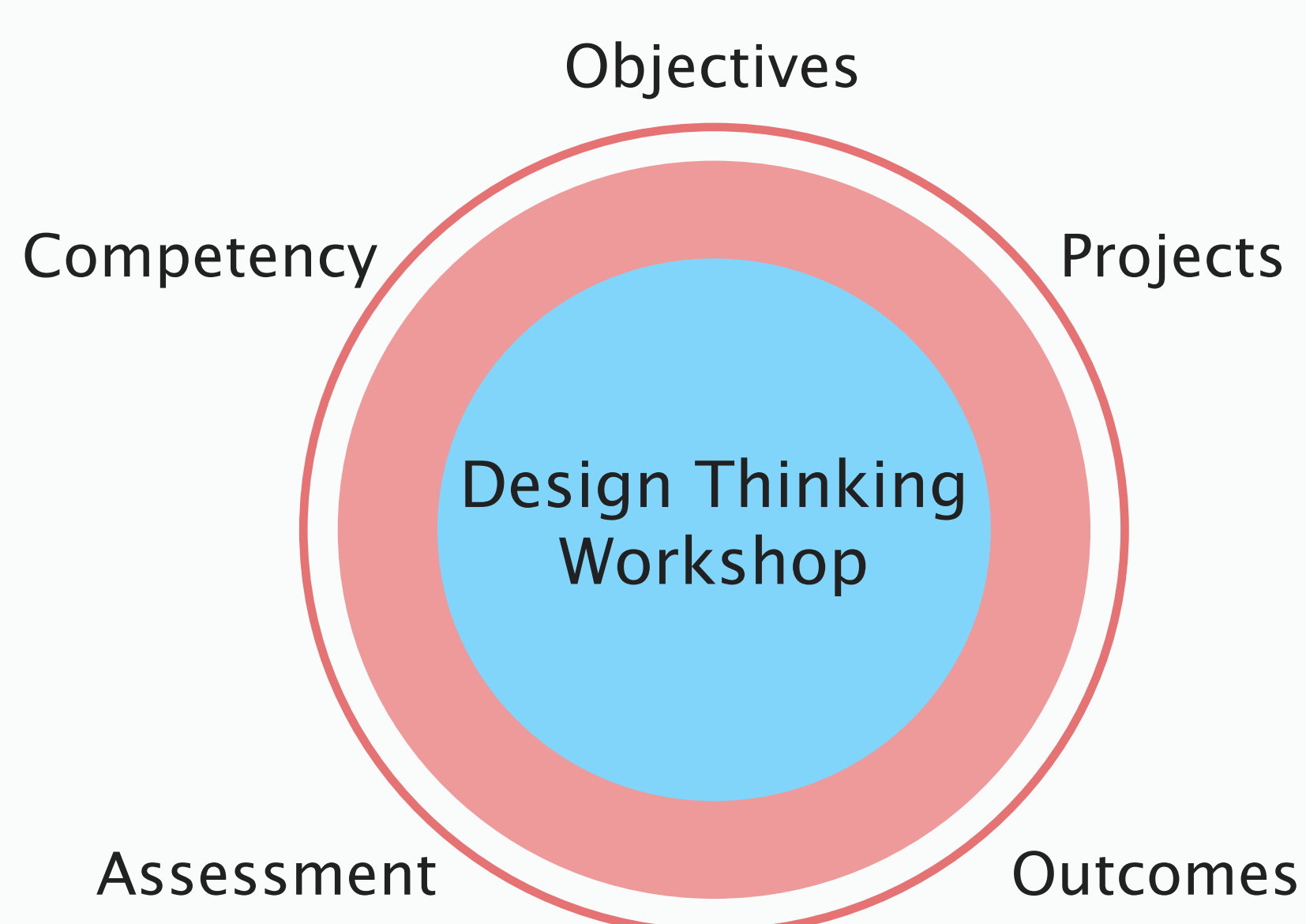
We analysed the current situation and found out that we need to:

- Identify the competencies for Design Thinking with reference to the national WSQ standard
- Align the curriculum to the EPIC Innovator Level Framework for consistency
- Identify a suite of training workshops that will help our people acquire the competencies in a structured manner
- Deliver a curriculum that is relevant to the staff of SingHealth

Design



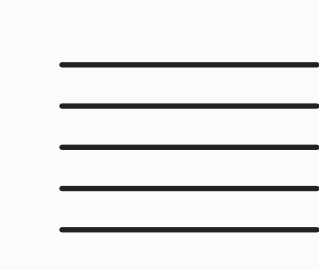
We created from ground up an EPIC Innovator level Design Thinking Workshop Framework to guide the design of our curriculum and aligned the workshop content to its learning objectives.



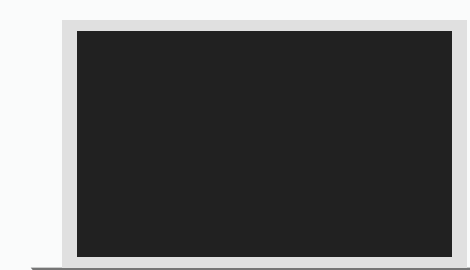
Develop



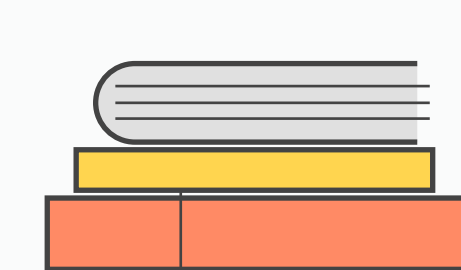
The Design Thinking Workshop Framework enabled clarity and alignment of workshop content and learning materials during the development of the curriculum.



Curriculum outline



Content



Workbook



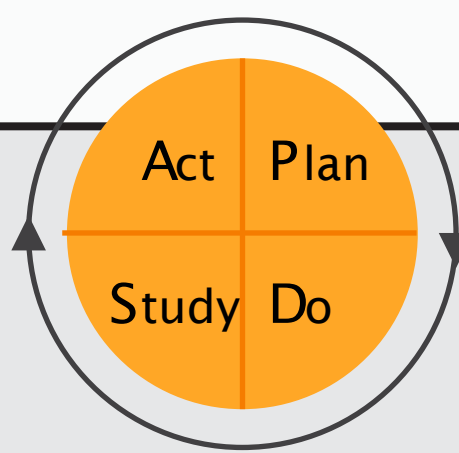
Facilitator guide

Test

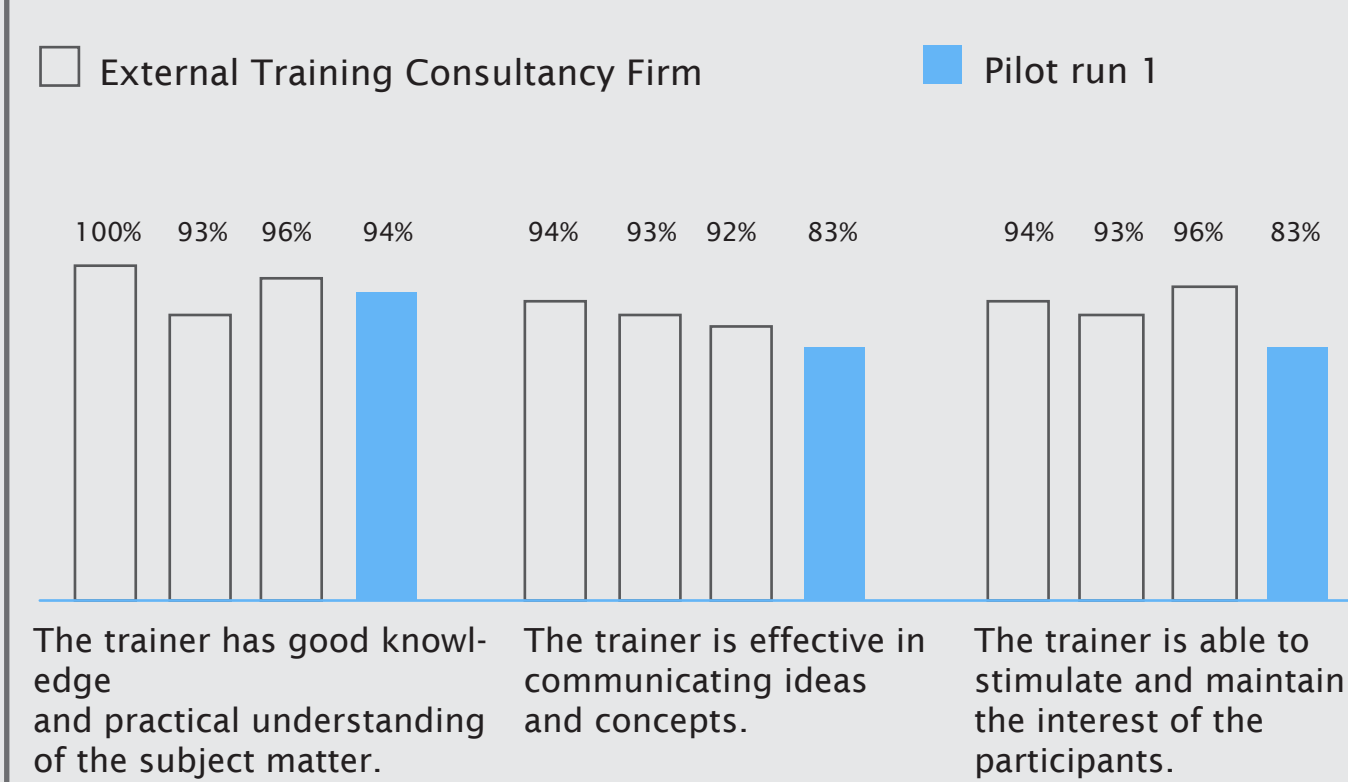


Two pilot runs of the workshop, as part of our PDSA cycle, were conducted in January and April 2016 to test and evaluate the effectiveness of our curriculum.

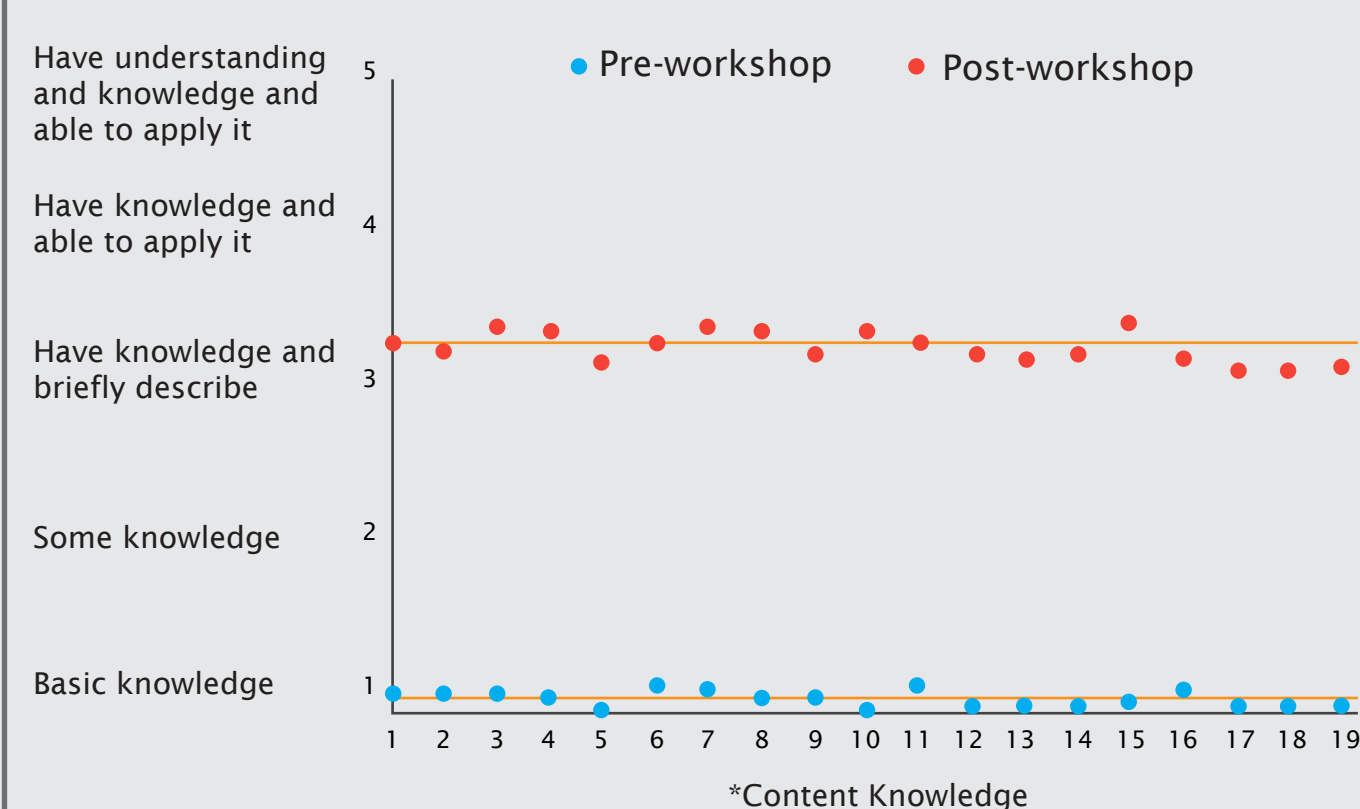
PDSA Pilot Run 1 January 2016



Benchmarking with external Design Thinking Workshop



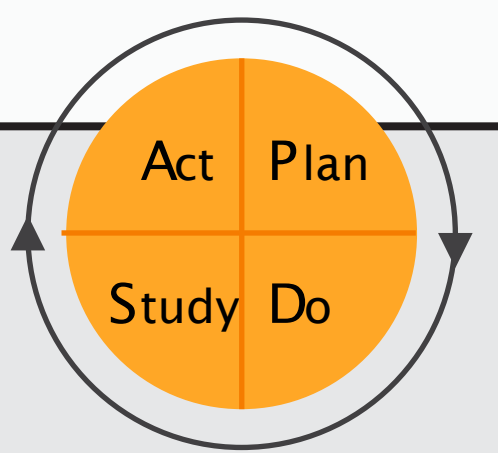
Knowledge Score



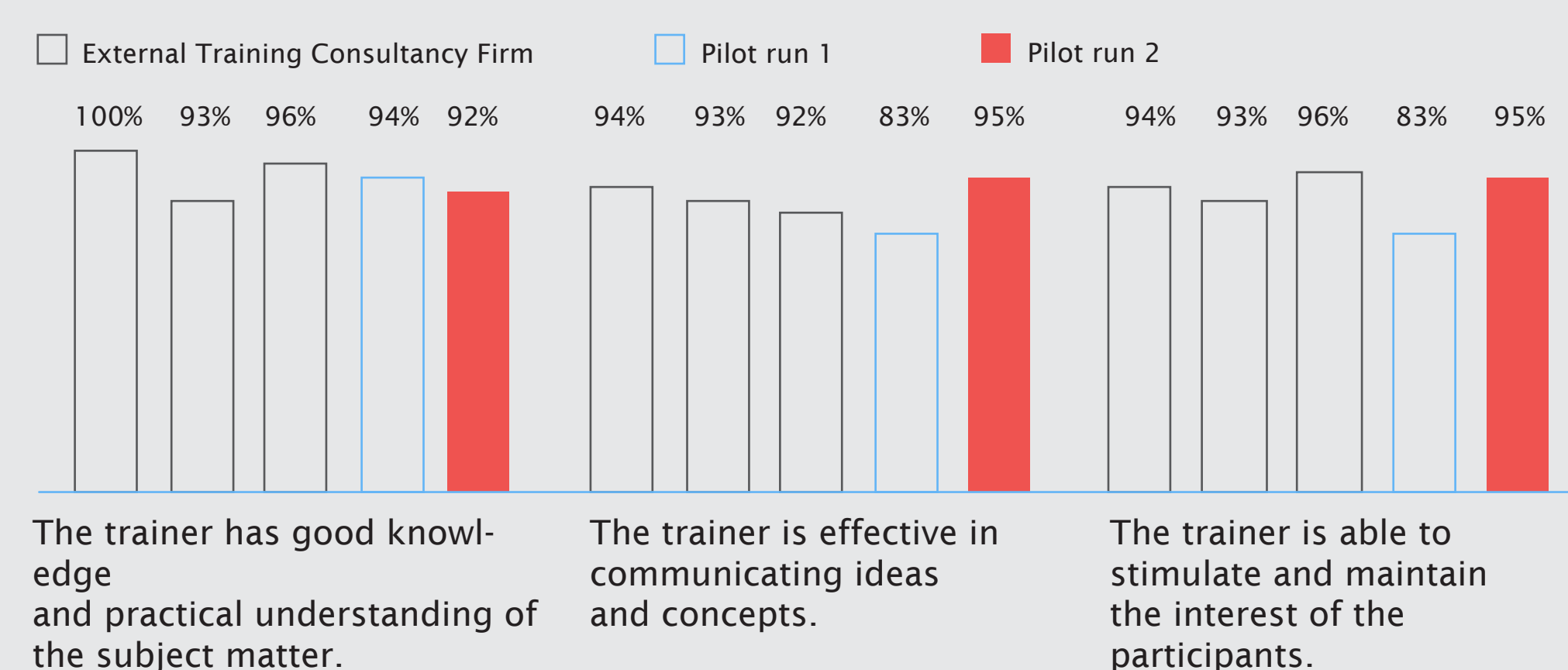
After analysing the feedback given by the participants, we identified the following actions to be implemented to improve our curriculum:

- Introduce more reflection exercises for participants to recap their learnings from the workshop, which lead to better learning outcomes.
- Explaining more in-depth on the persona tool, to allow the participants to understand and apply the tool more effectively.
- Introduce more brainstorming techniques to encourage more creative thinking during the ideation process.
- Introduce more techniques to craft effective interview question, to allow participants to gain better research insights.
- Sharing of more SingHealth related success stories of Design Thinking applications to inspire our participants.

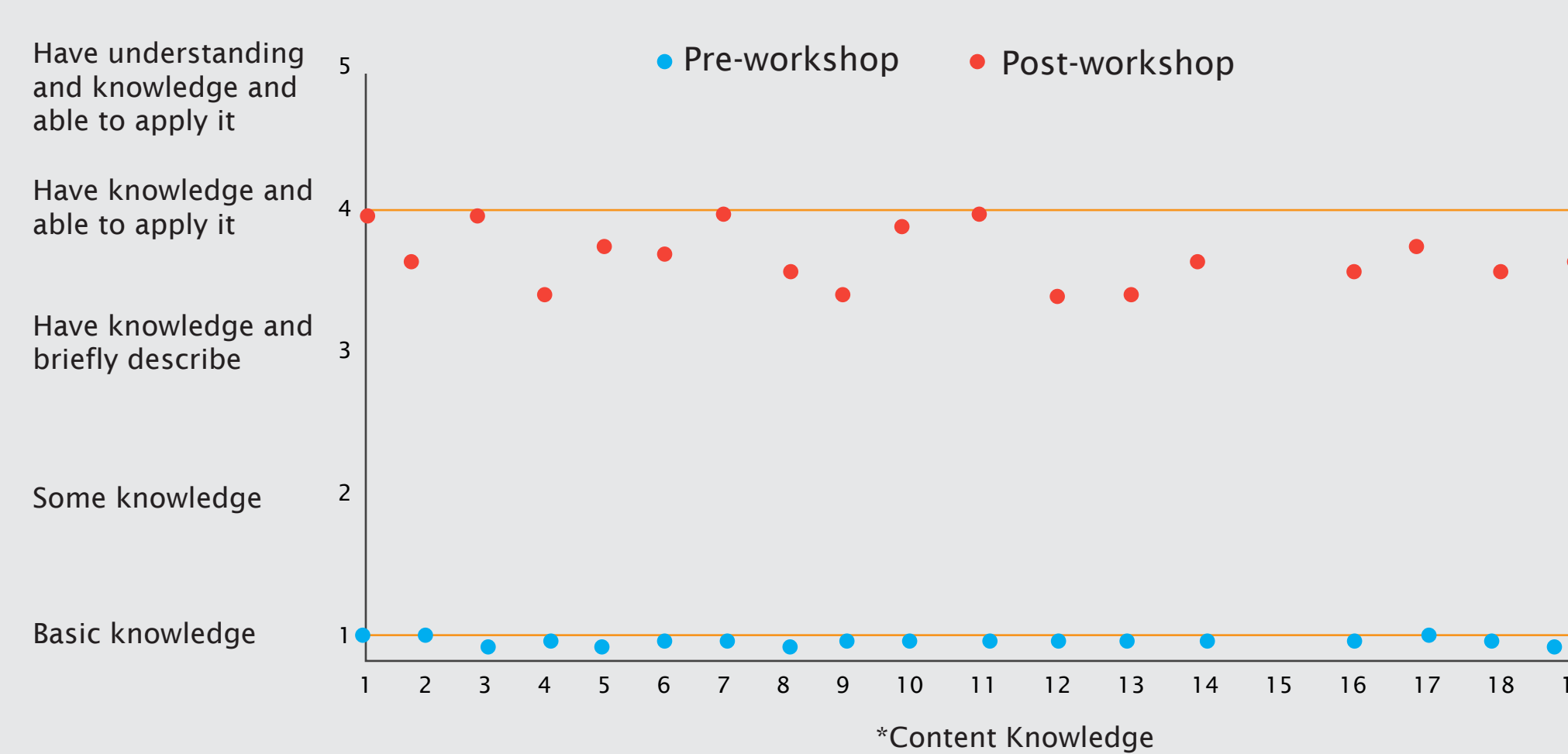
PDSA Pilot Run 2 April 2016



Benchmarking with Pilot Run 1



Knowledge Score



*Content Knowledge

1	Design Thinking Process	5	P.O.E.M.S Technique	9	Point-of-view Technique	13	"How would X do this? "	16	Storyboarding Technique
2	Principles of Design Thinking	6	Interview Technique	10	"How Might We" Technique	14	SCAMPER Technique	17	Paper Prototyping
3	Stakeholder Mapping Tool	7	Journey Mapping Tools	11	Round Robin Technique	15	2x2 Selection Technique (For PDSA 1 only)	18	Volumetric Prototyping
4	Shadowing Tool	8	Persona Technique	12	Alternate Words Technique			19	Staging Technique

Conclusion

The survey results from our pilot runs indicate that the Design Thinking workshop that we designed and delivered is comparable to that being offered by our external consultant, and met the learning expectations of our participants. We will continue to review and improve the content of our workshop, to better inform and equip SingHealth staff with the most relevant innovation tools and techniques to accompany their improvement journey.