

# Design For Child Health Equity: Redesigning Healthcare Delivery

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A d. School Class -- Spring 2018

Solving difficult problems using human-centered design...

Seek to understand.



# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.

The background of the slide features a complex network graph. It consists of many small, light gray circular nodes scattered across the white space. These nodes are interconnected by a dense web of thin, light gray lines, creating a chaotic and interconnected pattern that suggests a complex system or a network of relationships.

# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.



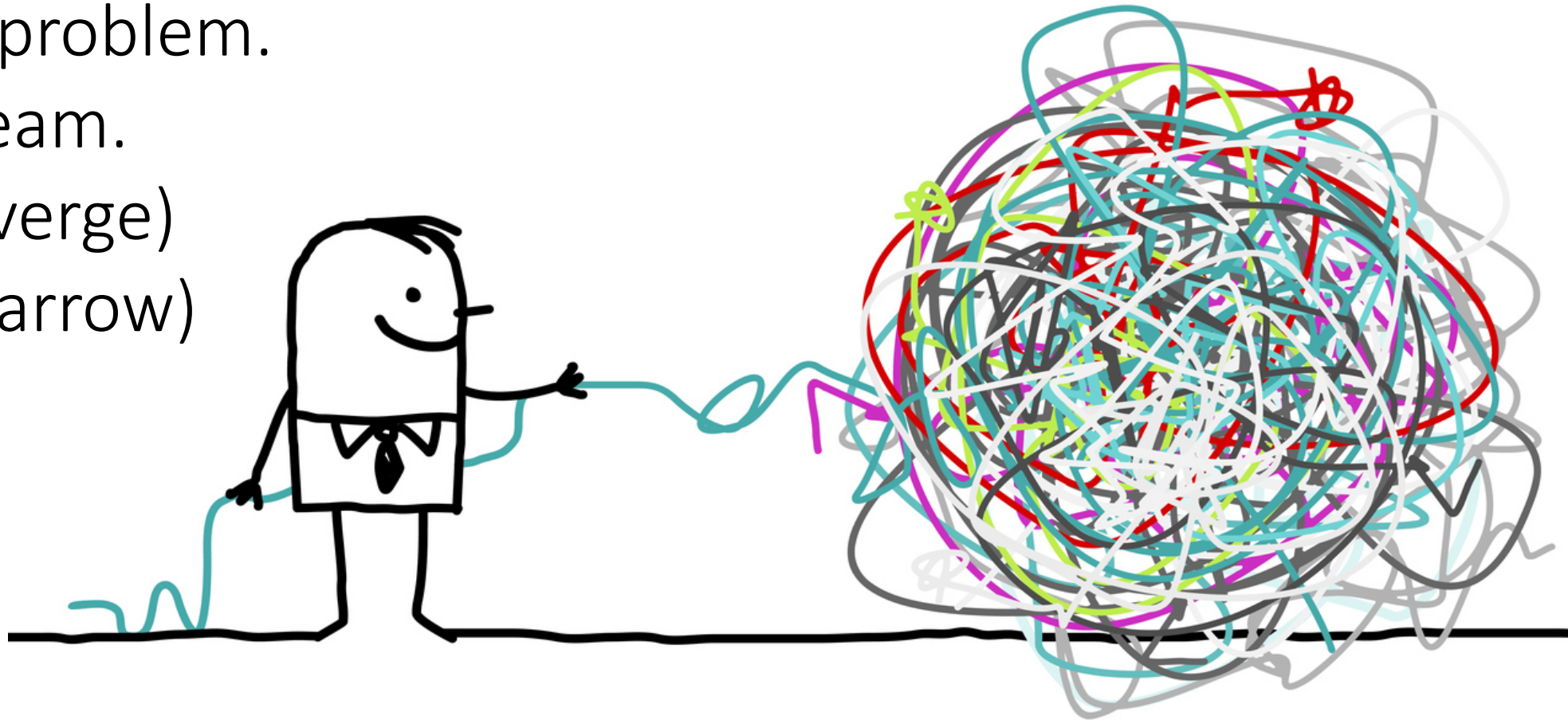
# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)



# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)  
Prioritize. (narrow)



# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)  
Prioritize. (narrow)  
Build.



# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)  
Prioritize. (narrow)  
Build.  
Test.





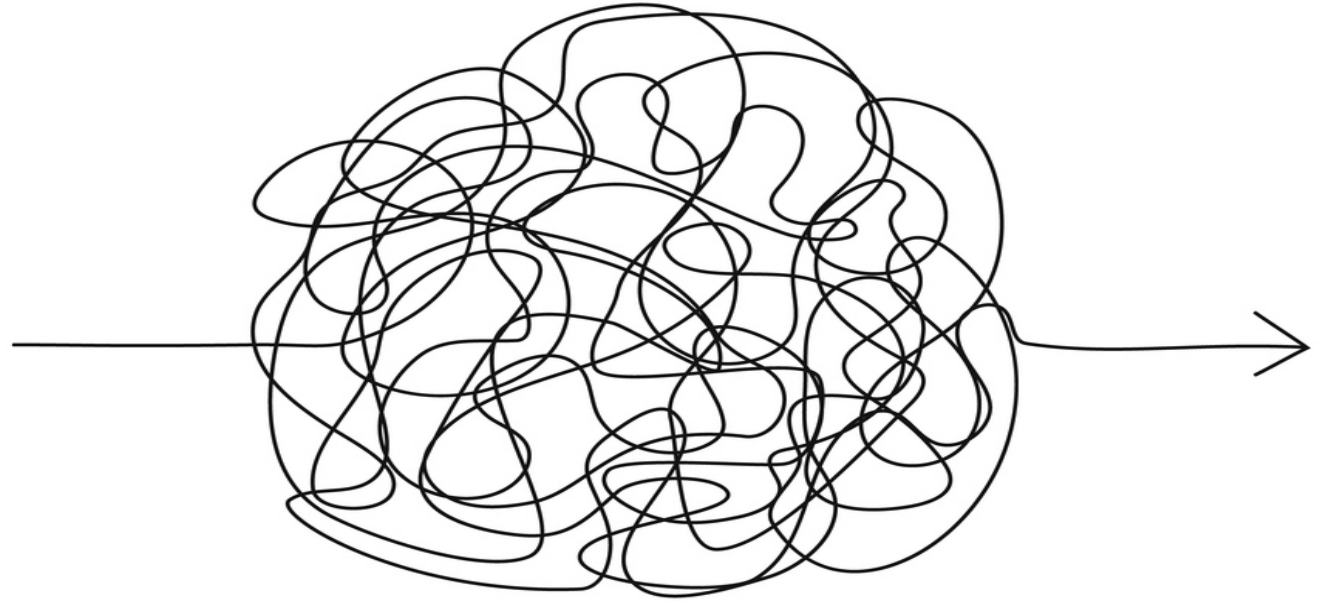
# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)  
Prioritize. (narrow)  
Build.  
Test.  
Reframe?



# Solving difficult problems using human-centered design...

Seek to understand.  
Identify the problem.  
Build your team.  
Imagine. (diverge)  
Prioritize. (narrow)  
Build.  
Test.  
Reframe?  
Start again.



Solving difficult problems using human-centered design...



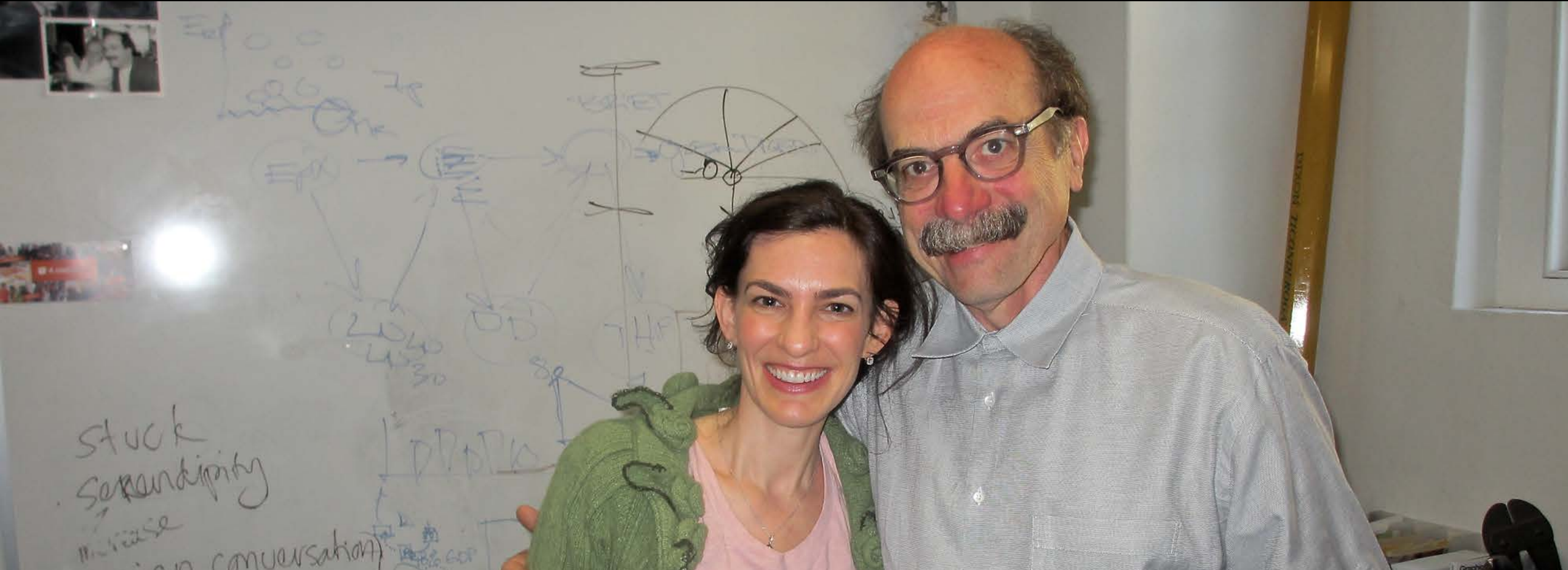
Building empathy takes time and commitment.

Solving difficult problems using human-centered design...



Keep the user at the center of your work.

Solving difficult problems using human-centered design...



Identify champions and mentors.

# Solving difficult problems using human-centered design...



Capture your process.