

1. START-UP AND ENGAGE

Frame the challenge or opportunity



PART 1



PART 2



Create a project plan and engage with decision makers early

PART 3



Learn from **real-world experiences**, adapt ways of engaging with people and communities

3. UNDERSTAND



PART 1

Identify the emotions and touch-points



PART 2

Map the emotions to the touch-points

PART 3

Create and interact with a journey map

2. GATHER

experiences using a range of techniques

ASK WHY...

to uncover deeper meaning



Gain understanding and empathy by observing and listening



Research broader context and review data collectively

4. IMPROVE

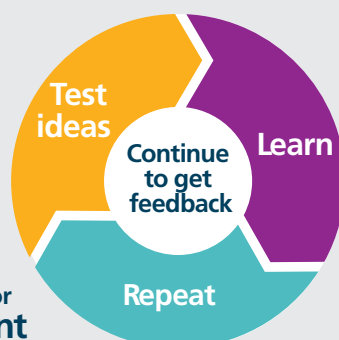
Use collective experiences and include everyone in identifying opportunities for improvement



How might we...?



Prioritise and agree on areas for **improvement together**



5. MEASURE

Identify key indicators to measure impact

Measure impact using words and numbers



Communicate achievements with others and **celebrate success**



Co-design



Definition

Co-design brings consumers, families and staff together to improve health services. Giving people an equal voice as active partners in healthcare improvement leads to better outcomes for all.

Principles

EQUAL PARTNERSHIP

Consumers, families and staff work together from the beginning with an equal voice and shared ownership and control.

OPENNESS

Work together on a shared goal, trust the process and learn together.

RESPECT

Acknowledge and value the views, experiences and diversity of consumers, families and staff.

EMPATHY

Practice empathy and maintain an environment which feels safe and brings confidence to everyone.

DESIGN TOGETHER

Consumers, families and staff work together to design, implement and evaluation improvements, activities, products and services.

“ I wondered why I was asked to be involved but now I realise I have a lot of value to add. ”

Consumer

About ACI

The Agency for Clinical Innovation (ACI) works with consumers, clinicians and managers to design and promote better healthcare in NSW.

Ethical principles frame how you will work with consumers, families and staff and it is your responsibility to protect their rights and dignity. If required, seek local ethical and governance approval.

For more information on Patient Experience and Consumer Engagement visit www.aci.health.nsw.gov.au



ACI NSW Agency
for Clinical
Innovation