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Co-designing a 21st century clinician’s bag to enhance patient safety and to deliver a world-class patient experience in an inconsistent healthcare setting.

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NHS at Home:

Co-designing a 21st century clinician’s bag to enhance patient safety and to deliver a world-class patient experience in an inconsistent healthcare setting.

David Swann, July 2010.
Smart Pods

New vehicles to take healthcare to the community. A project involving designers from the Royal College of Art as well as academics from Loughborough University, the University of the West of England, University of Bath and University of Plymouth.

Rob Thompson, Royal College of Art

<table>
<thead>
<tr>
<th>Designer</th>
<th>Rui Guo</th>
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<tbody>
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<td>Concept</td>
<td>Shell Concept</td>
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<tr>
<td>Year</td>
<td>2009</td>
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Brief Description
In the future, urgent response vehicles will not be required to travel at high speeds. The look and feel of such vehicles will reflect a new type of service, which is geared to treating people at home, rather than taking them to hospital at speed.

The Shell Concept is a compact and efficient vehicle designed for the delivery of urgent medical capability. The removable ‘shell’ can be deployed to create an expanded treatment space, or left on-scene for extended periods of time. It is equipped with all the kit and consumables required.

To accommodate a range of uses the shell is interchangeable: multiple treatment units can be prepared at base ready for immediate deployment.
Timely & pioneering

DoH, 'From Good to Great' 2010
CBI, 'Better Health' 2010
QNI, '2020 vision 2010
REFORM, Fewer Hospitals 2010
Research methods

1) Service evaluations
2) Microbiology testing of kit bags
3) Lego Serious Play workshop
4) Analogous case studies
5) Co-design
6) Heuristic evaluations
7) Simulated treatments
Research methods

1) Service evaluations
2) Microbiology testing of kit bags
3) Lego Serious Play workshop
4) Analogous case studies
5) Co-design process
6) Heuristic evaluations
7) Simulated treatments
1) To study how planned treatments are delivered in the home *using service evaluations.*
NHS East Riding's NCTs

New healthcare teams delivering:

Urgent care (rapid response)
Intermediate care (rehabilitation)
Management of long-term & complex conditions
Mapping the NCT system

NHS COMMUNITY HQ

Kit transported in the boot of cars. Transportation of drugs not permitted.

Neighbourhood Care Teams deliver clinical capability.

PATIENT’S HOME

Patient/Carer responsibility to collect drugs.

Disposal of clinical waste in patient’s household bin.

PHARMACY
Service delivery challenges...
Healthcare invading the home & exiting via the patient's waste bin

“We only have a small bin. We went to the local council to get a bigger bin because of the waste stuff... They turned around and said no! They didn't know that [x] would produce 6 or 7 bags of rubbish per week!”
Inconsistency of kit bags
21st century professionals using 20th century kit
3) *Using Lego Serious Play* to capture professional challenges in greater detail and to envision a world-class NCT service
'With any environment we go in, I think we should be having an uniformed approach to give the patient a sense of quality and standards.'

'We need a core set of tools...'  

'We were set up with nothing. We have acquired things along the way and have we got the right things?'

'Then you look at the AA. When the AA turn up in a van, its all lined out, what you need, where it is. Where as ours its all chucked in the back seat. It isn't very professional is it!'
4) Design informed by *analogous case studies* of world-class services delivered in confined spaces and luxury travel products.

Virgin Atlantic Airways Upper Class
Claridges In-Room Dining
Aspreys
Apple
6) Quality of design assessed through heuristic evaluations
MADE TO ORDER: HARD SIDED
Simulated treatments: leg ulcer dressing & catheterization
Design enhancing effective cleaning
Dedicated bag
Patient Drawer
Treatment space
Like products, services are designed
NHS at Home: bridging the gap between strategy & reality through world class design