



P is for Political

Tai M Huynh, MDes, MBA
@taimhuynh

PRESENTER DISCLOSURE

- **Presenter:** Tai Huynh
- **Relationships with commercial interests: None**
 - **Grants/Research Support: None**
 - **Speakers Bureau/Honoraria: None**
 - **Consulting Fees: None**
 - **Other: None**

LEARNING OBJECTIVES

1. Understand the reasons why some segments of the population are often excluded from co-design efforts
2. Learn about frameworks and methods for inclusive engagement
3. See, through real-world examples, the different ways participatory design could improve patient care



Scandinavian Participatory Design

Those affected by design should have a say
in the design process.





WEST MID-WEST MID-EAST EAST NORTH ABOUT



When a Bedbug Problem Snowballs into an Emergency

A simple household nuisance reveals the cracks within our support system for Toronto seniors.



The Local

Nov 14



A Mental Health Crisis in Little Bangladesh

As a counsellor, Ahmed Haider saw the way lack of meaningful work affected his clients. Then he lost his job.



The Local

Sep 19



KERE HON HON
HAE ZHEVISEA PEE PONGE
HE HAE TEH HAE
Bongpote...

4471

Exclusion's subtle forces

- Topic is too abstract or irrelevant for participants
- Recruitment via familiar and convenient channels
- Lack of trust in the establishment
- Bad prior experience
- Barriers to attending meetings
- Not the right participatory format

Exclusion's not-so-subtle forces

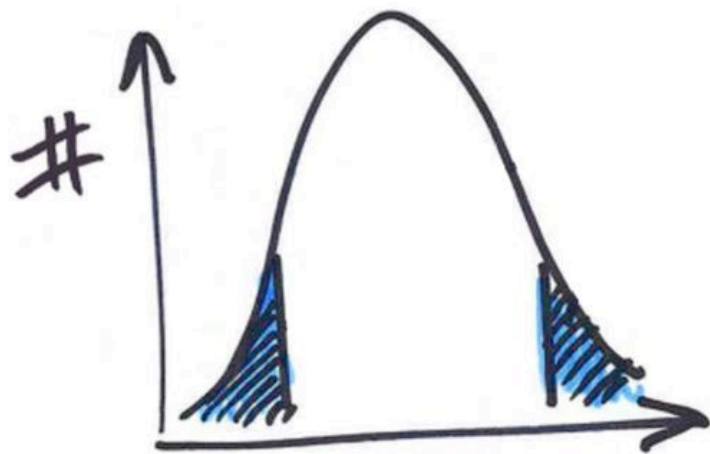
- Who pays for the project
- Who sets the agenda
- Who makes the final decision
- Who you side with as a designer
- Who you side with as a designer for hire



A multidisciplinary design and innovation lab

Most of our work is in the community:

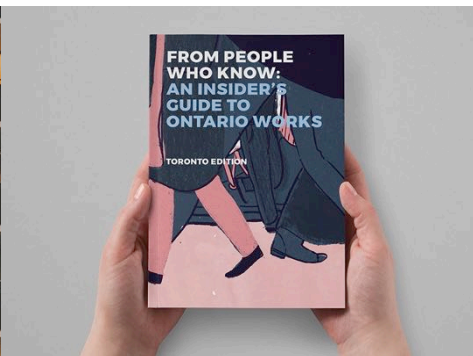
- *Social determinants of health* mindset
- *Participatory design* approach



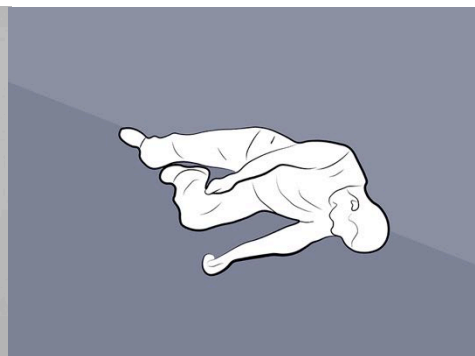


Health stories from
Toronto's neighbourhoods,
giving voice to those often
not heard.

TheLocal.to



A handbook that
humanizes the experience
of being on social
assistance.



An overdose response
network where
neighbours become first
responders.



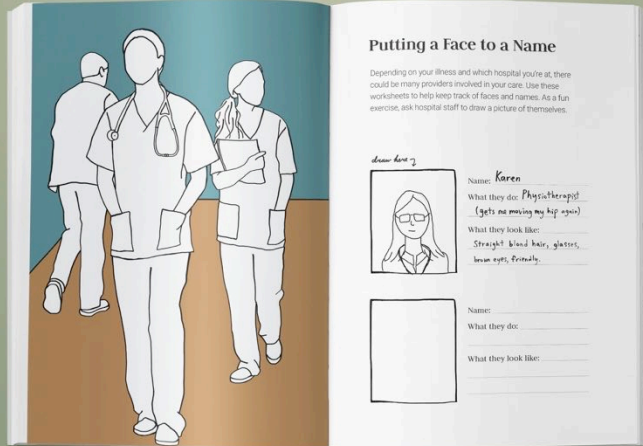
Naturally occurring
retirement communities,
built by, for and with
seniors.

Going to the hospital can sometimes feel like you're traveling to a foreign country. Seemingly simple things like knowing what to pack before leaving home or finding your way around once you arrive can be surprisingly complicated. On top of that, the language of hospitals can be confusing - knowing a few basic words can help you stay safe and out of trouble. And then there's all the new people you'll meet - knowing who they are and how to get what you need will make your next trip to the hospital a good one.

Think of this Handbook as your travel guide. It was crafted from the practical know-how of 25 Canadian seniors, who collectively have over 2,000 years of life experience behind them. Through this Handbook, they're passing their wisdom, tips and tools on to you.



FROM PATIENTS WHO KNOW: A HOSPITAL HANDBOOK



Putting a Face to a Name

Depending on your illness and which hospital you're at, there could be many providers involved in your care. Use these worksheets to help keep track of faces and names. As a fun exercise, ask hospital staff to draw a picture of themselves.

draw here



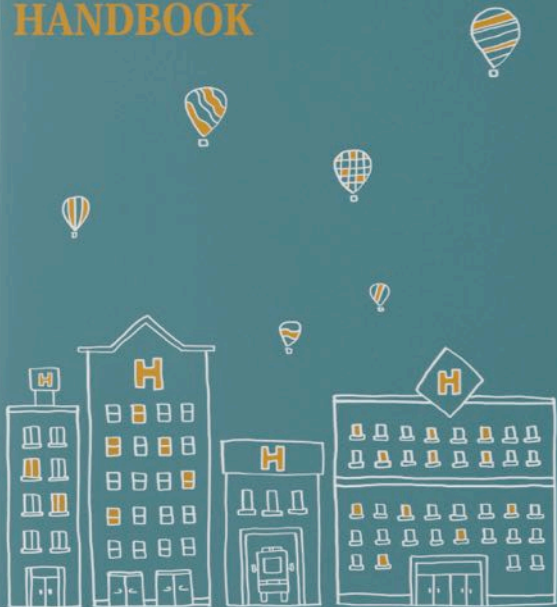
Name: Karen
What they do: Physiotherapist
(gets me moving my hip again)
What they look like:
Straight black hair, glasses,
brown eyes, friendly.



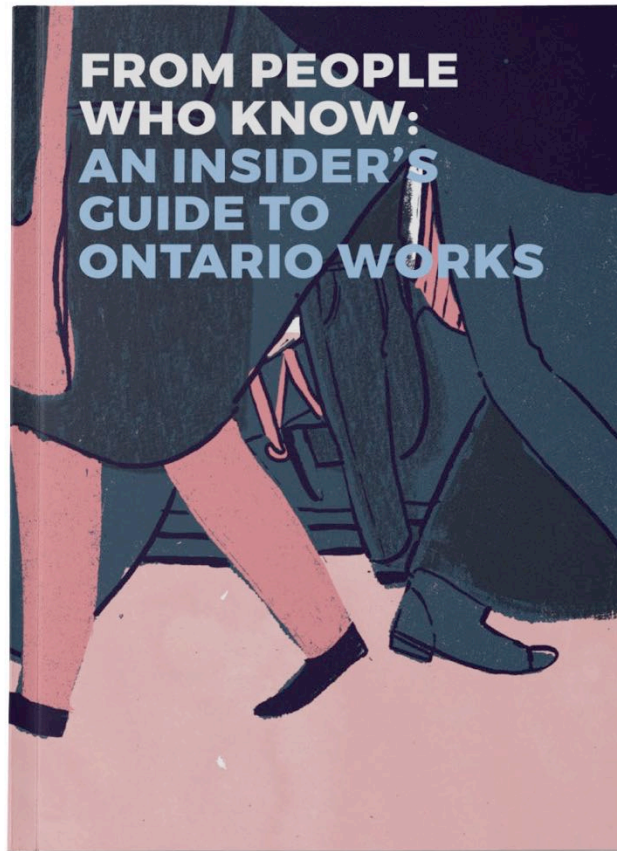
Name: _____
What they do: _____
What they look like: _____



FROM
PATIENTS
WHO
KNOW:
**A HOSPITAL
HANDBOOK**



FROM PEOPLE
WHO KNOW:
**AN INSIDER'S
GUIDE TO
ONTARIO WORKS**



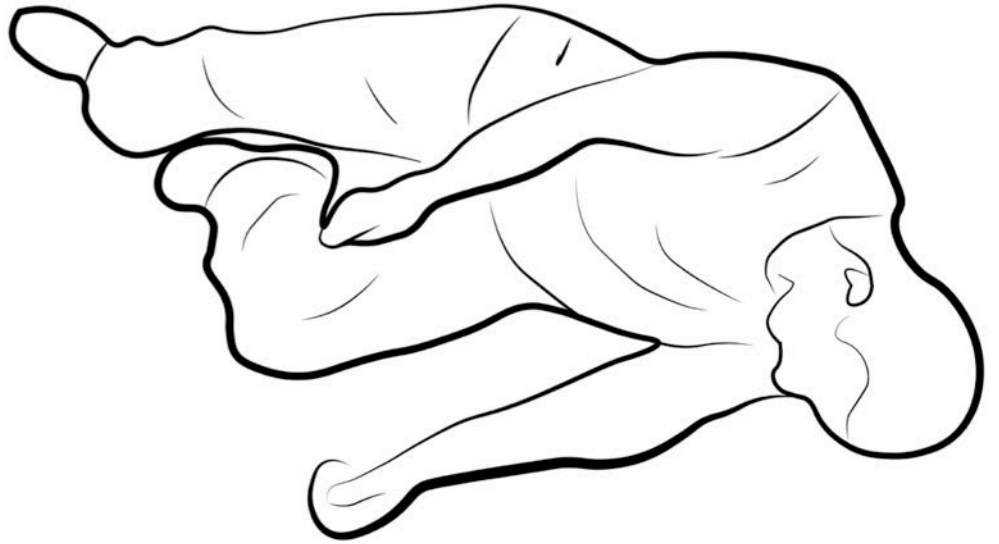
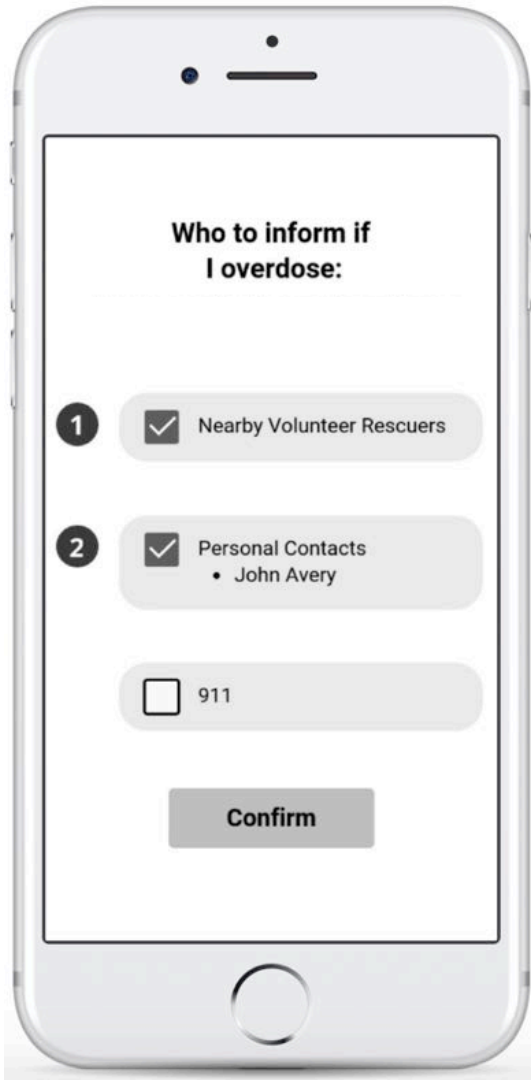
IAP2 SPECTRUM OF PUBLIC PARTICIPATION





OASIS

**A BOLD EXPERIMENT IN
SENIORS SOCIAL LIVING**



IAP2 SPECTRUM OF PUBLIC PARTICIPATION



Participatory design in the contemporary context

Design dimension: User participation

Political dimension: Egalitarian goals

Thank You.