

## Resource sheet: Dream and Design toolkit

*“Individually, we are a drop. Together, we are an ocean”*

Ryunosuke Satoro

### **Purpose of the Dream and Design stages**

The purpose of these two stages is to engage people affected by the change and enlist their support to make change. Through the Dream and Design stages we also seek to tap into the assets, networks and wisdom that already exists in our communities and organisations so that the solutions we build together have impact and are sustainable.

The insights and actions co-created during this phase of the ELC process provide ideas and plans that are subsequently embedded into service provider contracts and service level agreements.

### **What are the key tasks we complete in the Dream and Design stage?**

The 8 steps we complete during the ELC Dream and Design stages are to:

1. Design our Dream and Design event programme
2. Narrate the “story so far”, using Discovery outputs that tell an engaging story about the current experience of people, families and the staff who deliver care
3. Verify and update our stakeholder map
4. Set up events
5. Invite people to attend
6. Deliver events
7. Reflect and improve on event delivery
8. Aggregate feedback and complete programme report

### **Best practice in Dream and Design process**

#### **1. Design our Dream and Design event programme**

We undertake Dream and Design stages by working with groups of people at codesign events. The codesign event options available to you include and are not limited to the following (see table). Your choice of co-design event style will depend on the number of affected people you want to involve, the budget you have available and your timeline. This toolkit and your training will ensure that you understand the benefits and drawbacks of each co design event and support your choices in relation to the planning of the Dream and Design stages.

<b>Codesign workshop</b>	<b>Works best for</b>	<b>Brief description</b>	<b>Optimal participant numbers</b>
<b>Emotional mapping</b>	Discover Dream	Group event or drop in session harnesses emotional mapping to describe both the current and desire experiences of care	20
<b>PATH planning</b>	Dream	3-6 hour group event; requires graphic facilitation and process facilitation	50
<b>MAP planning</b>	Dream	2-3 hour group event; requires graphic facilitation and process facilitation	50
<b>Open Space</b>	Design	Group event; can accommodate a drop-in element 2-6 hours An event technology that builds on the wisdom of crowds and coffee conversations	Up to 150
<b>Improvement planning</b>	Design	Group event 90 minutes – 4 hours Adaptable session, using a range of approaches to support creative thinking and design thinking using a range of meeting technologies e.g. world café, De Bonos Hats, Open Space	Up to 150
<b>Values alignment</b>	Do	60-90 minutes A structured group exercise that supports collaboration to deliver change and improvement	10

Further resources including detailed session planners and other resources to help you run all these co design workshops are included in the ELC group session toolkit.

### **Top tips for organising codesign events**

- When deciding on your co-design event choice, be respectful of peoples' time. A workshop that runs for five hours including lunch is likely to be enough for most people

- Organise venues and schedule your Dream and Design events before you undertake your Discovery work
  - Make sure the venues you choose are easy to reach and accessible for people with mobility issues
  - Put the dates in the diaries of senior leaders who you want to attend as soon as possible
  - Ask senior leaders to open the events with a short speech that endorses the importance of the community sharing their ideas and wisdom with the health system, and thanking people for being there, contributing and making the event memorable and engaging.
- 2. Narrate the “story so far” using Discovery outputs that tell an engaging story about current experiences of people, families and the staff who deliver care**

Each codesign session starts with the ELC Practitioner and ELC Analyst team sharing the story so far. This includes the experiences of people, families, and carers. This narrative must win workshop participants’ hearts and their minds. You win people’s hearts with stories. You win people’s minds with facts that describe the impact of the current experience on service quality, use and efficiency. Ideally cover both. Keep your “story so far” presentation to maximum 15 minutes.

### **3. Verify and update our stakeholder map**

As described in the Discovery toolkit, it is critical to the success and quality of your ELC work that you continuously expand your stakeholder map. The point at which you have completed the Discovery phase and are planning to invite people to the codesign events is a milestone where updating the stakeholder map is critical.

You should ensure that everyone you have worked with during the Discovery stage who has expressed an interest in being involved further is invited, alongside those who you identified at the start of the programme as being influential across the community, your own organisation and provider organisations.

### **4. Set up events**

So that you can recruit people to attend the workshops during the Discovery stage, schedule and book codesign event venues early in the process – before the Discovery stage begins.

The venue and its layout is important and impacts on the quality of the workshop experience. Verify that the venues will be large enough for the room layout required and the number of people that you anticipate attending.

Ideally provide people a choice of day and evening sessions so that people who work can attend as well as those who have more time.

Make sure you give people at least 4 weeks-notice of the event. If you are inviting senior people and clinicians who have busy diaries or book clinics further ahead, you may need to give people several months' notice.

Prepare:

- Joining instructions, including details of how to get to the venue e.g. parking nearby, public transport
- An agenda for the session
- Speaker briefs for senior leaders who open the event and explain how important it is to work with the community and improve health and care services and peoples' experience
- A slide set and other materials you will use to communicate the Discovery story
- Any equipment you need e.g. sound system if you are playing videos
- A briefing for the venue, specifying room layout and informing them if you wish to stick posters or other visuals on the walls (some venues will not allow this). You will be able to use the session planner as the basis for this brief
- A box with all the stationery you will need. It is a good idea to have this ready and available all the time

## **5. Invite people to attend**

Invite people you engage with during the Discovery stage to attend and provide details of codesign events after completing interviews.

Enlist their support to ensure that as many people as possible attend the sessions. This is where your Linchpin having developed close relationships with affected people and your facilitator connectors really reaps rewards.

## **6. Deliver events**

Your basic facilitator training provides you with the processes you must use at all group events and has started to develop the soft communication skills that will help you succeed in delivering engaging codesign events during Dream and Design stages that unleash the creativity and wisdom of the community of affected people, and leave them feeling energised, respected, and heard. Running these sessions well will also smooth the journey towards making changes and improvements that deliver more person-centred care (the Do stage).

Prepare a session planner for each event and agree which ELC Practitioners will play which roles at the event. You should always have a lead ELC practitioner who acts as lead facilitator assigned to each event. They own the session planner and are responsible for keeping it updated and circulating it to all the ELC Practitioners involved in delivering and facilitating the event,

As you will understand from step 8 in this process, making sure that everything that matters to recorded is essential at co-design events. Contract with the group at the start of every event and remind them that they have personal responsibility for making sure they feedback everything that matters to them – and that this is noted. You provide several ways for people to provide feedback and ideas to suit all 4 communication and learning styles.

## **7. Reflect and continuously improve workshop delivery**

Across all stages of your ELC work and certainly after you deliver each live co design workshop, it is critical that your ELC Practitioner team pauses to reflect and undertake honest, positive, supportive team improvement planning.

Moving towards a person-centred approach to managing health and care systems is an iterative journey of learning and development. Practice makes perfect and there is always room for further improvement.

Your ELC toolkit includes a team improvement planner for you to complete after live co design event. Make team improvement planning an “always event”.

Your ELC mentors will work with you across the delivery of your first programme and support you to undertake an improvement review after each stage to enhance your ELC Practitioner team’s learning and development.

As an individual ELC Practitioner, use your personal Development Planner to track your progress, reflect and continuously develop your skills and competencies.

## **8. Aggregate feedback and complete programme report**

As you undertake co-design workshops, you gather more data about the desired experience from people, families, and caregivers. These need to be analysed to produce a story from the data.

This will be enhanced and enriched by working with the community of affected people to imagine a positive future where services are supporting people to keep well and working even better for everyone, including caregivers.

The data these group sessions generate need to be aggregated and triangulated so that you can describe a “shared vision” of a better service that works for and supports everyone.

Once you have described this positive future, you will design the plan and changes in the way the service works to help us to move from the current experience to the desired experience.

This plan and the proposed solutions developed by the community need to be documented so that end user decision makers can review them, sign off the plan and allocate resources to deliver if (if required).

This is the stage when the plan also gets integrated as Key Performance Indicators (KPIs) into contracts and service level agreements.

Producing this final report will be a close collaboration between the ELC Practitioner team and the analysts.