Welcome Back!
Say hi to others, get some breakfast and get settled.

Be ready to start at 9:00am
Review of Day 1

✓ Reflect on progress between Workshop 1 & 2
✓ Brainstorming creative ideas
✓ Prioritizing ideas and assessing solutions
Day 2 Objectives

✓ Reflect on progress between Workshop 1 & 2
✓ Brainstorming creative ideas
✓ Prioritizing ideas and assessing solutions
  • Prototyping solutions!!!
  • Sharing about your project
  • Practice giving and receiving feedback
  • Discuss the presentation structure for Workshop 3
Day 1 Reflection

What's one insight or idea from yesterday that you appreciated?

What's one question you have about what we have been doing?
Thanks for your Day 1 Feedback!
Today...

- Learn more about prototyping services
- Prototype one of your solution ideas
- Try it with others for feedback
- Project planning for the next 8 weeks
Solution Prototyping
Using paper, screens and protocols
With a potential solution direction...

• We need to see how it might work in real life

• It doesn't exist yet - how do we get a feel for it's potential value?

• Using simple materials to represent parts of your solution and some role playing, you can give your solution a try to see how it might work.
GOOD PROTOTYPES

ROUGH

COMMUNICATE

SOLUTION
Three kinds of prototypes

1. Storyboard
2. Role play using props
3. Looks-like feels like
Storyboard the new user experience
COMMUNITY CENTRE

1. Start where people are

2. Community bingo - out & about

3. Map

4. Camera

5. Activity tracker

6. Clock

½ day set up & engaging
½ day of activity

COMMUNITY KNOWLEDGE

1. Local learning

2. Mixed friendship group

3. I want feedback

BINGO ON THE GO!

1. Denary main

2. An area with established groups

3. Before + after assessment
Role play the new user experience
Role play the new user experience
Make a looks-like, works-like (paper & board)
Make a looks-like, works-like
Make a looks-like, works-like
Why prototype?

• Brings more clarity to your idea
• Others can *try it* and provide feedback
• Requires interaction, not just thinking
• Always reveals new information
• Leads to additional ideas
• Builds momentum
Prototyping

- An early sample, model, or release of a product built to test a concept or process
HOW

1. What’s the Minimum Viable Product (MVP)

2. Develop in a medium that allows you to share with your users

3. Do it early and often + collect and incorporate feedback

4. Make it visual.....tell a story

5. An example.....
TRANSPORTATION JOURNEY MAP PROTOTYPE 1
TRANSPORTATION JOURNEY MAP PROTOTYPE 2
TRANSPORTATION JOURNEY MAP PROTOTYPE 3
Coach Share on Role Play + Scripts

Gregory Petersen
Derek Carrillo

Neighborhood Healthcare
Prototype planning

1. Review the touch points of your new solution experience

2. Select a touch point of your solution to prototype

3. What can you make to support trying that touch point?

4. Figure out how you'll make each part

5. Construct the prototype and try it!
Select a part of the solution experience

- Provide orientation by chair caps
- Install a queue panel
- Implement door signage
- Improve the waiting area layout and provide wifi

NEW CUSTOMER JOURNEY vs. CURRENT JOURNEY
## Make things to support a touchpoint

Most user experiences can be supported by making the following things

<table>
<thead>
<tr>
<th>People’s roles, what they do, and how they do it</th>
<th>Phone or tablet app</th>
<th>Furniture &amp; room arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service protocol</td>
<td>Web pages</td>
<td>Signs &amp; posters</td>
</tr>
<tr>
<td>Language used</td>
<td>Objects used</td>
<td>Brochure</td>
</tr>
<tr>
<td>Activities that occur</td>
<td>New kind of product</td>
<td>Instructions</td>
</tr>
<tr>
<td>Policy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Use simple materials

- Paper, poster board, foam board, easel paper
- White tape, hot melt glue
- Phone, tablet and web page templates for click throughs
- Arrange furniture
- Found objects and props
- Scripts to guide service
Exercise: Prototype planning - 15 min

1. Take 15 minutes to think about your solution directions and what aspect would be great to bring to life. Capture them on half sheets as quick sketches.

2. Now, step back and discuss which one you’d like to prototype today.

3. Use the prototype planning sheet to think through a key question, aspects of the prototype that need to work and aspects that can be background context.

4. Plan a way to build it and get started! Build it so that someone else can experience it, not just be told about it.
Prototype Planning

Use the following prompts to plan and make a prototype for your solution

Most unique idea
Review your solution map. What part of your solution is the most unconventional, unique or uncertain?

People involved
Who are the people involved in using and delivering that idea?

Describe the user experience
What is the main activity and goal?
What will the user do?
What will others do?

Character and feel of the experience
What do you want the experience to feel like?
What will make it compelling or special?

How will you create the experience?
What do you need to make to support the experience? Decide what needs to be more detailed and what can just be supportive. Consider the inventory of things below!

Final plan: List what you need to make

Roles | Service protocol | Signage | Brochure | Furniture | Props | Tablet App | Phone app | Web pages | Video | Found objects | Agenda

wearecatalysts.org
Break
**Make your prototype - 40 min**

Coach stays with team

1. Divide up the parts that need to be made

2. Start building

3. Keep in mind that you will be having someone else experience the prototype

4. Keep communicating/check-in to coordinate making
Get feedback from another team - 2 x 10 min

1. Pair up with another team

2. Start with one team's prototype. Explain the context of the experience. Have someone from the other team try the experience.

3. Other team members observe and write down observations, notes for improvement, etc.

4. After, share the feedback.

5. Switch teams and repeat.
Welcome T-Lab and FLY!
STAY FLY
Share With CCI’s Catalyst Workshop

April 25, 2019
With the support of T Lab, Tipping Point Community’s R+D team, FLY embarked on a 12-month project to understand, explore, and test new approaches to increase understanding of the law and decreasing recidivism through a facilitated curriculum provided to TAY in Santa Clara County’s YA DEJ pilot program.
PROTOTYPING RECAP
**MICRO PILOT: OVERVIEW**

<table>
<thead>
<tr>
<th>Program Components</th>
<th>Program Hypothesis</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Legal &amp; SEL learning outcomes</strong></td>
<td><em>We wanted to build agency and self-advocacy in TAY through 8 legal education workshops</em>**</td>
</tr>
<tr>
<td>Curriculum</td>
<td><em>taught once a week for 2 hrs in and out of custody</em></td>
</tr>
<tr>
<td>Dosage</td>
<td><em>by trained FLY facilitators</em></td>
</tr>
<tr>
<td>Curriculum phasing</td>
<td><em>with the support of media, activities, and materials</em></td>
</tr>
<tr>
<td><strong>STAY FLY training &amp; philosophy</strong></td>
<td><em>reinforced by FLY and SCC staff in between workshops</em></td>
</tr>
<tr>
<td>Instructional aids</td>
<td></td>
</tr>
<tr>
<td>Communications touchpoints</td>
<td></td>
</tr>
<tr>
<td>Long term goals</td>
<td><em>to reduce recidivism and increase educational attainment</em></td>
</tr>
</tbody>
</table>
TRAINING AND PREP

Facilitator Training

Tone and Style Guide

Facilitator Materials

Facilitator Training

Measurement and Evaluation Plan

Facilitator Manual
HOUSING AND EMPLOYMENT

In this workshop, we’ll take a look at housing, employment, and rights. We’ll also identify what skills to use when it comes to navigating different resources.

**Workshop Goals**
1. Learn about housing and employment rights.
2. Understand the skills, strengths, and resources needed to find a job.
3. Identify some ways to meet housing and employment goals.

**Skills we’ll practice:**
- Know what we need to take on challenges
- Contribute to our community
- Think about different scenarios and what we can do about them
COMMUNICATION TOUCHPOINTS

In Custody Hall Staff Nudge Guide

Out of Custody Probation Officer Nudge Guide

MDT & Court Sync

Instagram Reminders

Text Messages w/Promise

Text Messages w/Google

<table>
<thead>
<tr>
<th>Message Type</th>
<th>Distant</th>
<th>Approaching</th>
<th>Actionable</th>
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</thead>
<tbody>
<tr>
<td>Time message went before event</td>
<td>5 days</td>
<td>3 days</td>
<td>Day of</td>
</tr>
<tr>
<td>Promise-STAY FLY Workshop Message Template</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

STAY FLY WORKSHOP

KOINING MY RIGHTS

Tuesday, 9/18/18, 5:00 pm
San Jose Sobrato Center

STAY FLY WORKSHOP

DIVERSITY & HATE CRIME

Tuesday, 10/19/18, 5:30 pm
San Jose Sobrato Center

Fresh Lifestyles for Youth
MICRO PILOT: STAY FLY COMPONENT OVERVIEW

In custody TAY experiences
(6 weeks)

- Experiential Activities
- Companion Book

- Hall Staff “Nudge”
- Participant-facing Slides
- Digital Media (video/audio clips)
- In custody curriculum

Out of custody TAY experiences
(14 weeks)

- Experiential Activities
- Companion Book

- Probation Staff “Nudge”
- Participant-facing Slides
- Digital Media (video/audio clips)
- Out of custody curriculum

MDT + Court Sync

Text Message Reminders

Instagram Reminders

Curriculum
Instructional Aids
Communication Touchpoints
Lunch
Round 2 prototype - 20 min
Coach joins another team

1. Change/refine your prototype based on feedback
2. Adjust your context and script
3. Prepare to share one more time
Round 2 - get feedback - 2 x 10 min

1. Pair up with another team

2. Start with one team's prototype. Explain the context of the experience. Have someone from the other team try the experience.

3. Other team members observe and write down observations, notes for improvement, etc.

4. After, share the feedback.

5. Switch teams and repeat.
Reflection on prototyping and feedback

How did that go?

What went well?

What did you learn?
Facilitating a Co-Design Meeting
Coach Share

Sarah Kerr

Open Door Community Health Centers
Co-Designing for Wellness and Retention with providers
A Provider Ideation Session

LET'S DIVE DEEPER INTO RETENTION & WELLNESS

How can we help improve your work life?

12:00 - 4:30 pm
Saturday, October 21, 2017
12:00 - 4:30 pm
Sunday, November 5, 2017

Eureka Community Health Center

12 - 12:30 pm
Hosted Networking Lunch

A PROVIDER IDEATION SESSION

• Engage with colleagues and develop solutions to improve provider wellness and retention.
• Includes 2 break-out sessions for focused problem solving
• Opportunity areas for further exploration include Patient Complexity, Non-Clinical Work, and Communication
• Participants will receive 4 hours of paid time and catered lunch

Please RSVP to Sarah Ross by October 6 sross@opendoorhealth.com

If you would like to participate, but are unable to attend either of these in-person sessions, please reach out to Sarah Krr (skerr@opendoorhealth.com) or Sarah Ross.
SETTING THE STAGE
FACILITATION TIPS

- Everything takes longer than you think it will.
- Model the behavior, give examples.
- Be transparent about the process.
MORE TIPS!

- Encourage dialogue, but don’t get stuck.
- Be prepared to hear challenging feedback.
- Foster curiosity.
- Let people know what they can expect next.
DON’T FORGET TO FOLLOW UP!

Recommended Solution Directions

- In progress or planned
- To be explored and advanced by Sarahs, Brea & Site Leadership
- Needs executive team exploration & approval

### COMPLEX PATIENTS
- Integrate BH at every location
- Add Care Coordinators to care teams
- Support patients in narrowing visit focus
- Provide pain management training
- Leverage RNs to start more visits
- Include HCM as part of pre-visit planning

- Pilot annual health care maintenance visit
- Pilot study hall for providers

- Pilot a Pain Clinic/Wellness Center
- Hire Internal Wellness Coach for staff
- Consider incentive pay based on patient complexity (i.e. RVUs)
- Contract with pain specialist

### NON-CLINICAL WORK
- Standardize paid provider admin time across the organization
- E-Prescribe Narcotics
- Allow for patient self-check in w/ Rx

- Centralize HCM workflows
- Increase group visits

- Hire full time Site Specialists at every site
- Expand Coding Dept to manage all billing changes
- Designate meeting time for all sites

### COMMUNICATION
- Create more peer to peer networking opportunities
- Widen spread human centered design

- Assign site-level communication champion
- Pilot communication buddy
- Grow a culture of appreciation
- Support a culture of “feeling heard”
- Implement small group communication sessions
- Survey staff to identify communication preferences
- Schedule one on one meetings with providers
- Communicate using timelines and action plans

- Incentivize providers to engage in feedback
- Adopt agency wide communication plan

### Additional Recommendations
- Engage interested providers in small working groups to expand on specific solutions; providers feel supported in this format of collaborative design thinking and best practice sharing.
- Adopt an annual provider ideation series – topics can vary from year to year based on current needs/initiatives.
- Expand Provider Support Committee to include diverse group of interested providers.

Many solution ideas generated in the sessions align with work that is already underway. There is tremendous overlap in the burnout themes, both in how they negatively affect providers and in the potential solutions providers identified. This creates opportunity to leverage similarities in order to maximize impact of chosen solutions.
IMPORTANT LESSONS LEARNED

• Be inclusive as possible
  • Sensory sensitivity
  • Fine motor requirements

• Make space for emotions.

• HAVE FUN!
Coach Share

Selena Wilson

East Oakland Youth Development Center
Navigating Power Dynamics in Co-Design Meetings
EOYDC leverages a Cascading Mentorship model

Program Leads and Executive Staff
*Adult Advisors*

Youth Directors/Coordinators
*High School & College Aged Leaders*

Youth Leader Coaches
*College Aged Leaders*

Youth Leaders and Youth Instructors
*High School & College Aged Leaders*

Junior Youth Leaders
*Middle & High School Aged Leaders*

Participants
*Peers/Younger Students*
POWER DYNAMICS
YOUTH LED CO-DESIGN
LEVERAGING BREADTH OF TOOLS
DEFERRING TO USER EXPERIENCE

- Impulse to take Control
- Powerless
- Sense of Relief
- Not Sure if Consequences Work
- Relieved
- Lack of Support
- Sense of "Works for you, not me"
- Frustrated
- Frustrated
- Anxious
Questions?
Project Roadmapping and Planning Time
Break

Complete your evaluations!
Making a Compelling Presentation
Gain support for your solution
Building support

Even if you originally secured permission, it is your responsibility to build support for your project over time.

Too often, lack of communication skills leads to questioning your efforts more than supporting them.
Use a narrative structure

Taking advantage of our natural predisposition for story telling, a narrative structure tuned for innovative projects, greatly improves your probabilities of gaining support.
The 7-part project support narrative

1. Show existing user experience or describe the desired future

2. Highlight challenges of existing experience or why desired future isn't possible

3. Share what you learned from research

4. Describe 3 or 4 parts of your solution

5. Articulate the benefits of doing so

6. Present the negative impact of not pursuing

7. Ask for specific support
An example
Behavioral health integration

Catalyst Health System seeks to seamlessly integrate clinical and behavioral care.

- Widely recognized that addressing behavioral health improves clinical outcomes
- Reduced costs
- Improves patient satisfaction
- Improves provider and staff engagement
Current practice is far away

- Clinical and behavioral providers don’t work together
- Our practice hasn’t acknowledged the need
- Lack initiatives to understand the opportunity and challenges
But we took a look

- Engaged current providers and staff
- Documented clinical and behavioral visits
- Brought in patients to discuss their experience
4 initiatives to integrate behavioral health

1. Behavioral health basics for all

2. Information system therapy

3. Mind and Body patient campaign

4. Workflow mapping project with providers
Benefits for Catalyst Health Systems

1. Simplified practice and schedule
2. Improved population outcomes
3. Become provider of choice for patients and staff
4. $125k net bottom line improvement
6. Present the negative impact of not pursuing

**Penalties grow if we fail to act**

1. Re-admittance penalties continue to grow
2. Lose patients from referrals to outside
3. Declining patient satisfaction
4. Increased staff churn from frustration
Next steps - pilot initiatives

1. Secured provider participation — we need your OK.

2. $7500 to secure temp behavioral health staff

3. Monthly 1-hour all-staff summit to pilot behavioral health basics for all

4. Go ahead for IT assessment & prototype
Thank you.
# Presentation Narrative Worksheet

Use this narrative structure to present your project and gain support from your team/project.

1. Describe the desired future your project seeks to create.

2. Articulate why it isn't currently possible.

3. Share what you learned in studying the problem.

4. Now describe 3 to 4 parts of the solution and positive feedback from testing it.

5. Share the benefits and value that would be created as a result.

6. Now, explain the negative impacts of not pursuing the solution.

7. Finally, ask for the audience's support with a specific way they can help.
Olive View presentation video
What’s Next?

Team Activities

Program Offerings

Phase 2: April - June
After This Workshop...

• **Generate ideas** with your stakeholders and figure out which ideas you want to prototype.

• **Build and test your prototypes.** Seek input from your colleagues and end-users.

• **Draft your 7-part presentation.** Send it to your coach by June 14th for feedback.
  
  • Curate **photos, videos and quotes** from your project activities to put in your final presentation.
  
  • **Draft your project learnings and recommendations** and next steps for your organization’s leadership.
Come to Workshop 3 with...

✓ A laptop.

✓ Draft 7-part presentation slide deck (on USB thumb drive + a printed copy).

  ✓ Photos, videos and quotes for your final presentation (on a USB thumb drive).

✓ A cellphone with video-recording capability and 1 GB of space (enough space for 7 minute video).
# Program Timeline

## 2019 Program Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January</strong></td>
<td><strong>February</strong></td>
</tr>
<tr>
<td>Workshop 1</td>
<td>2/20-2/21</td>
</tr>
<tr>
<td><strong>March</strong></td>
<td><strong>April</strong></td>
</tr>
<tr>
<td>Workshop 2</td>
<td>4/24-4/25</td>
</tr>
<tr>
<td><strong>May</strong></td>
<td><strong>June</strong></td>
</tr>
<tr>
<td>Sponsors attend showcase on 6/27</td>
<td>Workshop 3 6/26-6/27</td>
</tr>
</tbody>
</table>

## In-Person Workshops

*In Oakland, CA*

## Milestones

1. Attend virtual kickoff meeting (1/23, 12 pm).
2. Complete assigned research in advance of Workshop 1.

Share your project activities with sponsors and stakeholders on a monthly basis.

During activities, take photos and video of stakeholders to document your research and prototype testing.

Pitch your solution prototype at Workshop 3.

## Remote Support

*Optional*

### Ongoing coach support

- **Virtual Office Hours:** Recruiting and partnering with stakeholders
- **“Booster” Webinar:** Taking great video with a smartphone
- **Virtual Office Hours:** Making ideas tangible and testing them quickly
- **“Booster” Webinar:** Prepping your pitch
- **“Booster” Webinar:** Editing and embedding video in your pitch
Upcoming Virtual Office Hour (optional, dates to be set)

- Prototyping
- Preparing Your Pitch
- And others that you suggest!

Send your requests to the Catalyst Google Group!
Lean on your coaches!
Use the Google Group to email with others

catalyst2019@googlegroups.com
Remember: www.careinnovations.org/wearecatalysts
Workshop Resources Listed Under “Phase 2”

Phase 2: Generate Ideas
April – June: Prioritize Opportunities, Generate Ideas, Make them Better with Feedback

Choose a Topic to See Resources

Assignments

2 Resources for “Assignments”

Prep for June Showcase
- Generate and prioritize ideas with stakeholders.
- Build 3+ rough prototypes of your ideas and incorporate stakeholder feedback.
- Continue to document your process with quotes, photos, video clips. Bonus: Record people trying out your prototype. Figure out which photos, video clips and quotes you want to use in your pitch at the showcase.
- Draft a 7-10 slide deck (7 minutes).
- Bring a laptop and one printed copy of your draft slides to the June workshop on Day 1.
- Confirm your sponsor’s attendance on June 30th.

Event Registration
Coming Soon!