

# Human Centered Design in Action

## Patients Driving Change



### Barriers to Patient Engagement



Not Enough Time To Develop Resources



Not Enough Time Get Input From Patients

### Overcoming Facility Barriers

Qsource has a unique relationship with our patient subject matter experts. With our monthly touch point approach to both the Patient Advisory Council and the Patient Representative Program, we took this opportunity to:

Partner with Subject Matter Experts



Answer the Needs of the Community

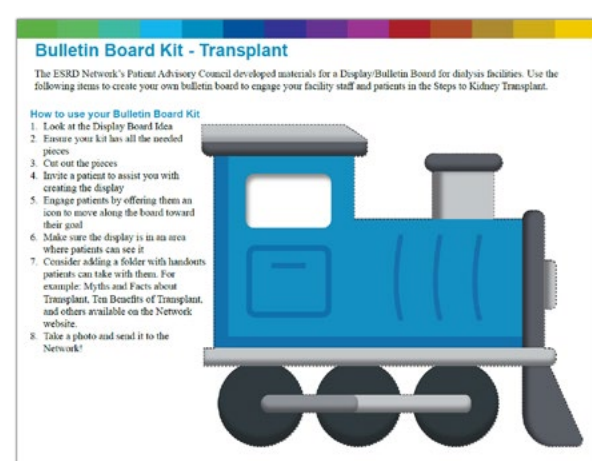


Create “Out of the Box” Educational Resources



### Converting Patient Concepts Into Visual Messaging

During in-person meetings in 2019, patient SMEs shared ideas for the development of bulletin board kits – a full packet of materials – complete with visuals, messaging, sample display ideas, and recommendations for patient involvement to help put the display together.



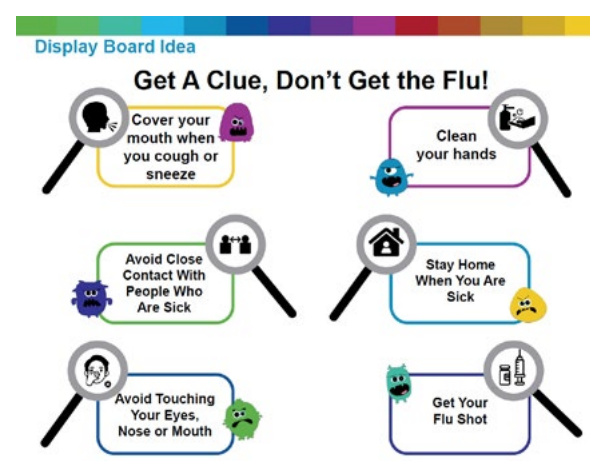
Transplant Train



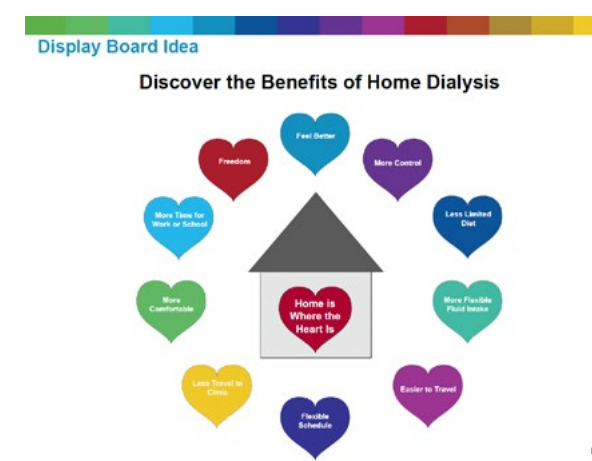
Be A Germ Buster



Working Gives You a Rainbow of Benefits



Get a Clue, Don't Get the Flu



Home is Where the Heart Is

### Facing the Challenges of COVID-19

This approach to materials development afforded facilities and SMEs the opportunity to drive Network QIA efforts, help patients without one-on-one interaction, and keeping individuals safe with social distancing measures in mind.

