

Welcome

EPISODE 07

Healthy Bones,

# HEALTHY AGING

with openIDEO

DESIGN  
THINKING  
GAMES



openIDEO



Before we  
begin

## Code of conduct

We want to ensure a safe environment for everybody.

Harassment free experience, regardless of gender or gender identity, age, sexual orientation, disability, physical appearance, race, ethnicity, nationality, religion, or previous attendance or experience.

Treat others how you would expect to be treated.

We do not tolerate harassment from anybody in any form.



Before we  
begin

## Housekeeping!

Bathrooms

Fire safety

Snacks and beverage



Our Sponsor





DesignThinkingGames

We are a group of User Experience, Product, Service, and Customer Experience Designers. We curate workshops and activities that are fun, interactive and hands-on for participants to learn and experiment with the principles of Design Thinking.

We have one simple mission:

Start a movement that empowers people to solve social problems and change the world with design thinking.



**Your Fellow  
Design Players**



**Evon**



**Elaine**



**Jason**



**Queenie**



**Jenny**



**Damien**



**Stephanie**



**Peter**



**Doreen**



Warm up round

# LET'S GO FISHING

Time: 10 minutes

## What

Ice breaker activity to meet some other people

## Why

Get to know each other and get comfortable!

## How to play

1. Stand in two lines
2. Face each other
3. You have 30 seconds to tell each other about yourselves and why you're here today
4. When the bell dings, shuffle to the next person to your left



## Example Questions

- Why are you here today?
- What do you want to get out of today?
- What does healthcare mean to you?
- What does osteoporosis mean to you?



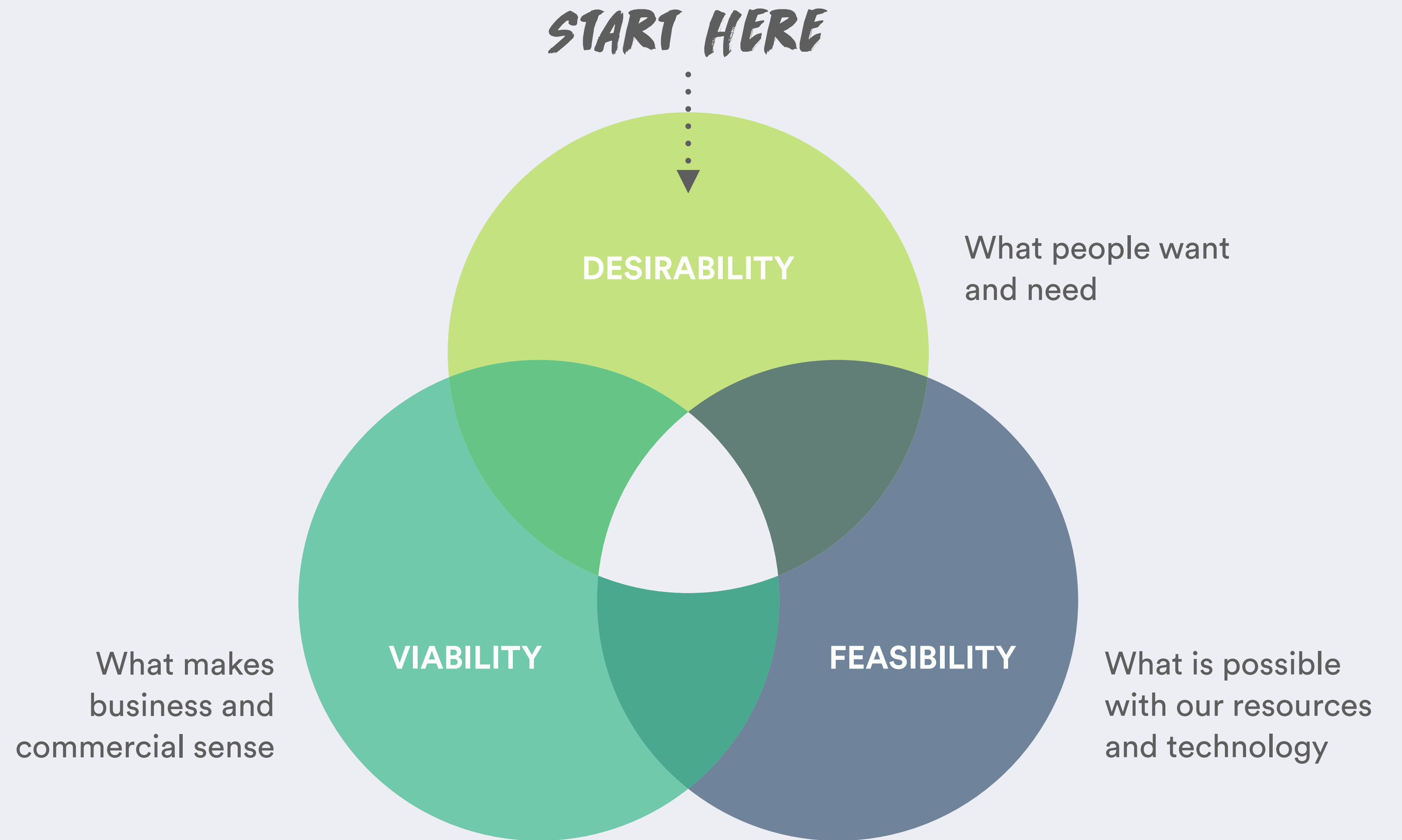


What is Design?

The deliberate and intentional  
process of making something to  
achieve a desired outcome

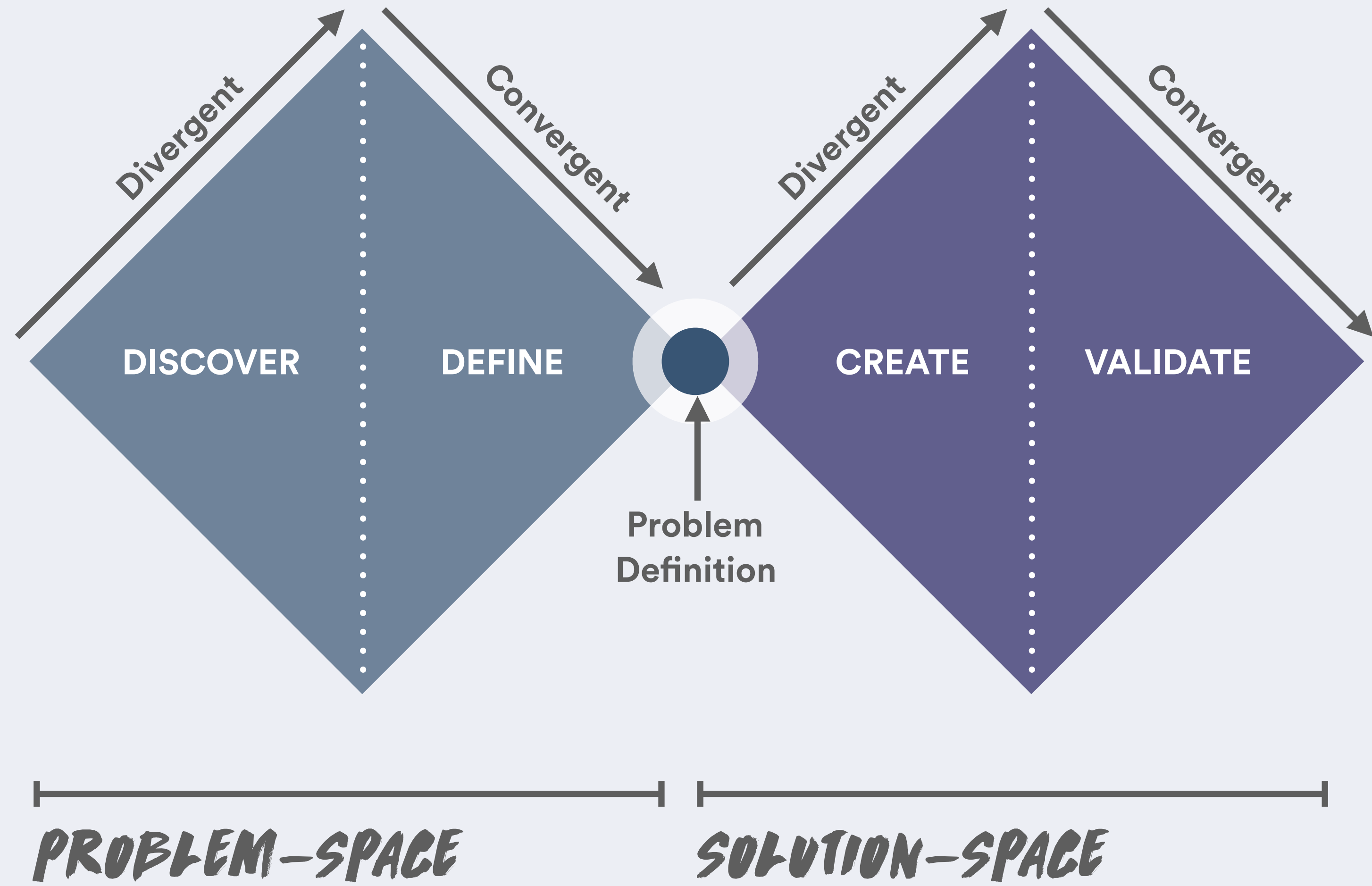


# What is Design Thinking?





# The Design Thinking Process





## A Design Mindset

01

### **Be a blank canvas**

Make no assumptions and leave your preconceptions at the door

02

### **Be open minded**

Take on all ideas and suggestions - there is no such thing as a bad idea!

03

### **Be curious**

Ask lots of questions, find lots of answers

04

### **Be courageous**

Be brave with your ideas - believe anything is possible

05

### **Be problem focused**

Love the problem and solve real problems for real people

06

### **Be a builder**

...not a breaker. Be positive and add to ideas and contribute to suggestions



# LET'S TALK ABOUT OSTEOPOROSIS

---

## Understanding Osteoporosis

Osteoporosis literally means ‘bones with holes’. It occurs when bones lose minerals such as calcium more quickly than the body can replace them. They become less dense, lose strength and break more easily.

Most people don’t realise they have osteoporosis until a fracture happens, as there are usually no signs or symptoms. This is why osteoporosis is often called the ‘silent disease’.

If you have osteoporosis, lifestyle changes and medical treatment can prevent further bone loss and reduce your risk of bone fractures.

(Source: [Victoria State Government » Better Health Channel](#))





## Why Diagnosis and Treatment of Osteoporosis Matters in Preventing Fractures

01

Preventing bone fractures in older adults is an important part of preserving quality of life and longevity.

02

Osteoporosis—a condition that causes weakened bones—is a common underlying cause that dramatically increases the likelihood of fractures (Wright et al., 2014).

03

One in two women and one in four men over age 50 will break a bone due to osteoporosis in their lifetime (National Osteoporosis Foundation, n.d.)

04

Osteoporotic fractures are more expensive than conditions such as heart attacks, stroke, and breast cancer.



THE CHALLENGE

**Reimagine older adults' care  
experience after breaking a bone due  
to osteoporosis to ensure their first  
fracture is their last**

openIDEO



**Pick an  
opportunity area!**

**Identifying people at risk**

How might we identify at risk individuals in the community or health system?

**Investigating the cause and connecting dots**

How might we inspire health providers, caregivers, or patients to investigate the cause of a fracture?

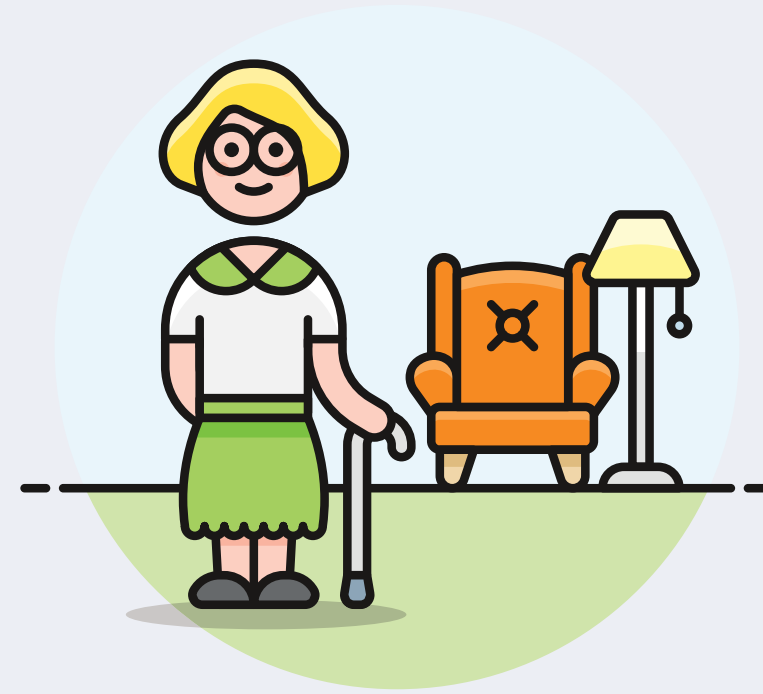
**Intervening for prevention**

How might we help older adults with Osteoporosis access intervention to prevent future fractures?



Familiarise yourself  
with our Personas

(Refer to your  
printouts)



LIVING WITH  
OSTEOPOROSIS



ORTHOPEDIC SURGEON



COMMUNITY HEALTH  
COORDINATOR



FAMILY CAREGIVER



# Understand their Journey

(Refer to your printouts)

## The Osteoporosis Patient Narrative

Scoping Workshop May 2018

### In the community

#### 1. Introducing Alice



Meet Alice, a 70 year old woman living independently. She has an adult daughter that lives and works nearby.

Alice doesn't know it yet, but she has Osteoporosis.

#### 2. Community Center Visits



Most days, Alice drives herself to the Community Center to have lunch with her friends and catch up on the goings on in the neighborhood.

She participates in Matter of Balance, a Tai Chi program (part of an Evidence Based Program on physical exercise).

#### 3. Available Resources



Every so often she strolls past the resource library at the Community Center. Last time in she picked up a brochure on preventing falls in her home. A new ride share program called Go Grandparent looks interesting.

#### 4. A Big Fall... Ouch!



It has started to rain – as she leaves the resource library, Alice slips and falls on a slick spot on the stairs. Her left hip breaks the fall, and she experiences excruciating pain. She fears something may be broken.

#### 5. No Ambulance, Please



The next thought that enters Alice's mind is "don't call an ambulance!" Living on a fixed income, she worries about the expense. Even more troubling is the thought of losing independence and becoming a burden on her daughter.

### In the Hospital

#### 6. Ride to the Emergency Room



The staff at the Community Center convince Alice this is a serious injury and an ambulance is called.

The next question becomes: What area hospital should she go to? Should it be the closest or best? Does Alice even have a choice based on the ambulance provider contract?

#### 7. Arriving at the Hospital



The ambulance brings Alice to the emergency department and begins to fill out paperwork. She is admitted – imaging is ordered.

#### 8. Triage to Confirm a Fracture



Imaging confirms her left hip is fractured. Because this is determined to be a **non-emergent** injury, Alice spends an uncomfortable night waiting for surgery the next day.

#### 9. Orthopedic Surgery



During the operation, the surgeon notices from the way the hip is broken, that Alice's bone density might be lower than normal.

#### 10. Post-Surgery Recovery

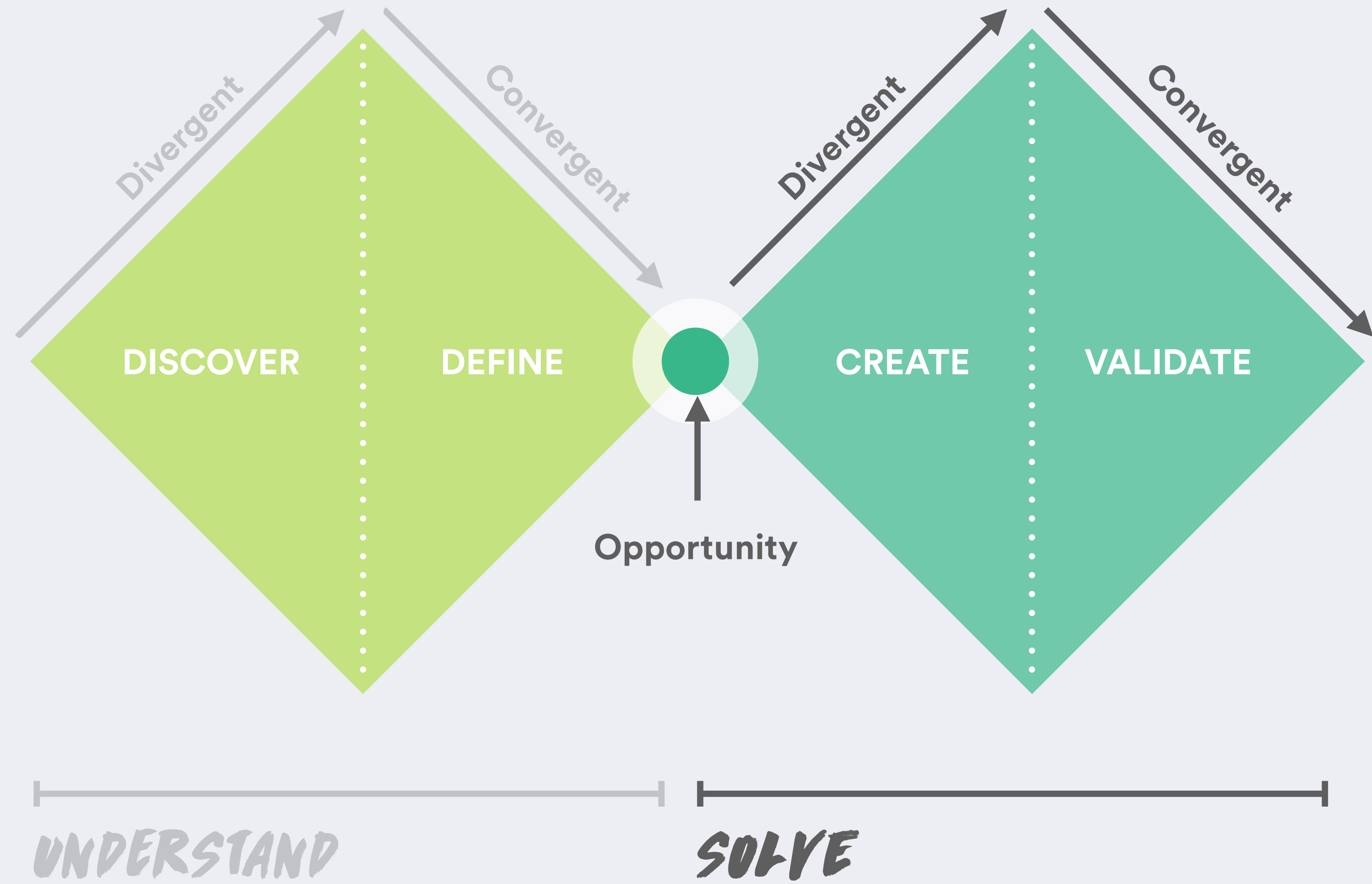


An orthopedic nurse helps Alice through her post surgery recovery period on the Orthopedic floor of the hospital.

The success of the hip surgery depends on the quality of the care provided during the recovery period.



# The Design Thinking Process

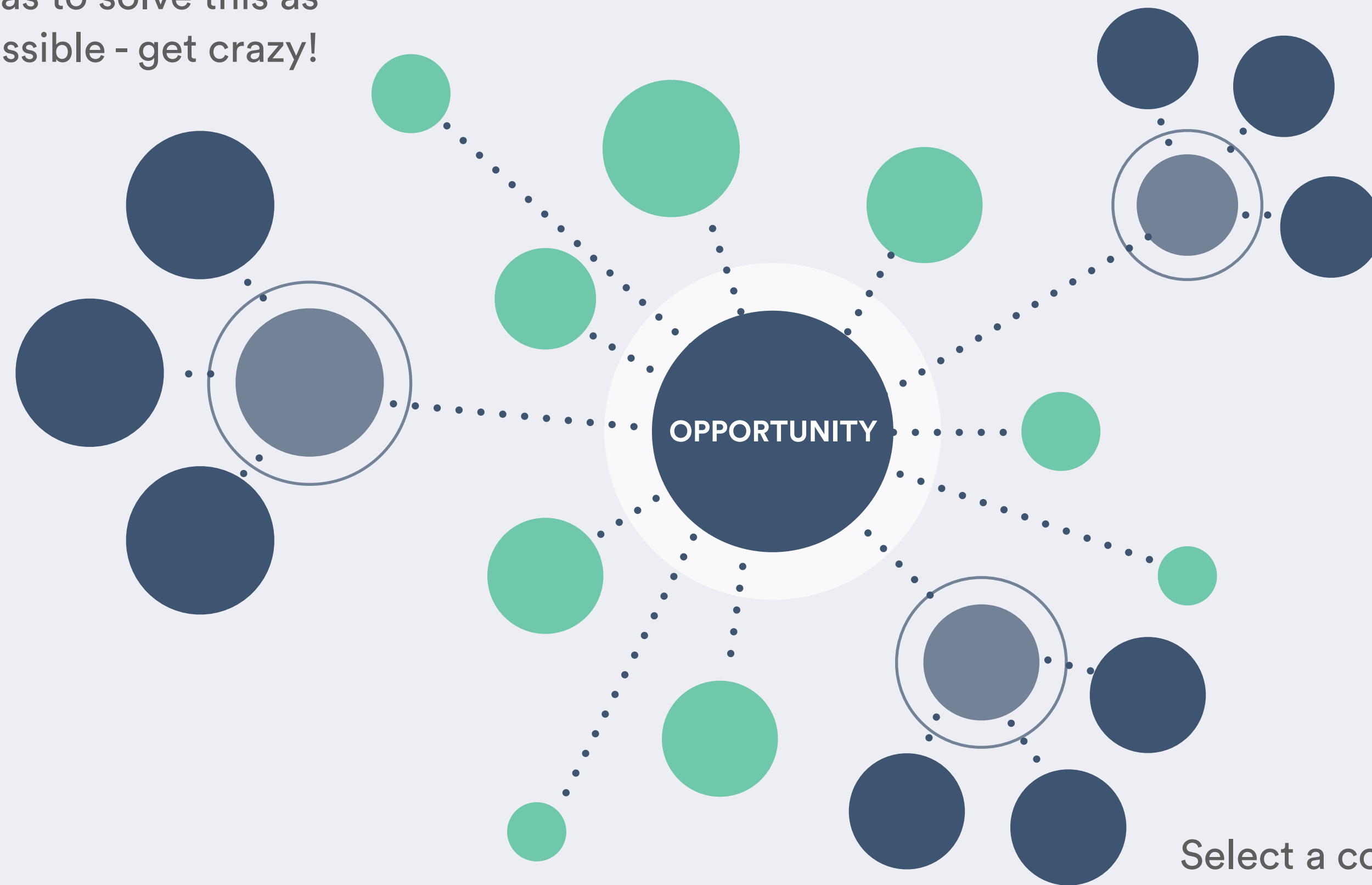




Create

## DIVERGENT THINKING

Come up with as many ideas to solve this as possible - get crazy!



Select a couple of favorite ideas to build on.

# GAMESTORMING



---

## Game 1

# 0 TO 100

**Time:** 10 minutes

### What

Generate 100 ideas as quickly as possible

### Why

Explore different possibilities and promote creative thinking

### How to play

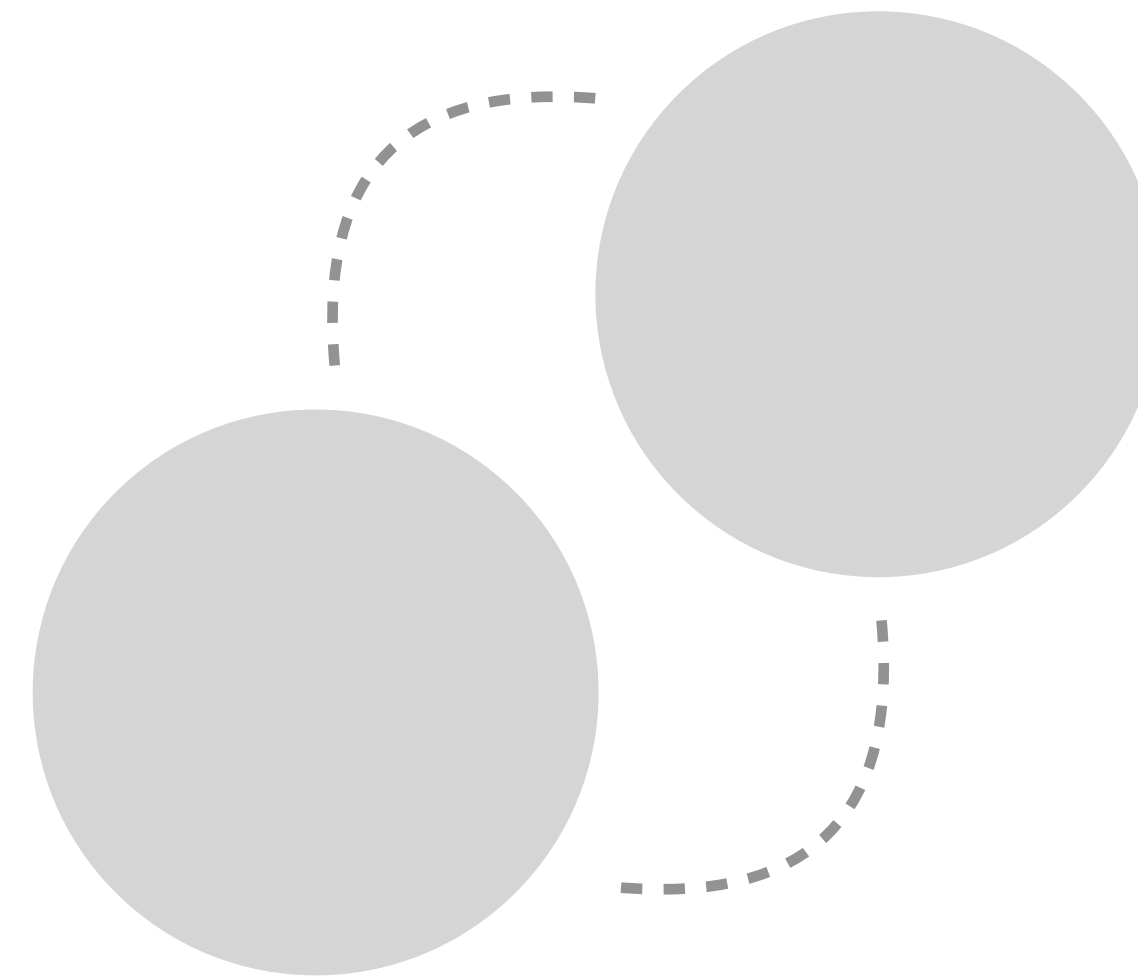
1. Everyone grab some paper - one idea per paper!
2. Come up with an idea to solve your opportunity
3. Describe it in a couple of short words
4. Do it 100x!





## Your 'ideas'

1. Everyone grab some paper - one idea per paper
2. Come up with an idea to solve your problem
3. Describe it in a couple of short words
4. **Do it 100x!**



### DESCRIPTION

What is your idea in a sentence?

### SKETCH

What's it look like in action?



## Game 2

# 100 TO 1

**Time:** 5 minutes

### What

Vote to see which idea your team decides to move forward with

### Why

Come to agreeance on the solution you'll be moving forward with

### How to play

1. Every player picks their favorite idea and does a 30 second elevator pitch for it
2. Everyone gets 3 votes
3. Place your vote on the idea(s) you would like to work on
4. Highest vote wins\*

\*Feel free to combine elements from other ideas together with the winner!



## Game 3

# YES, AND

Time: 15 minutes

### What

Say 'yes and' to continue improving the idea, either using other previous, or entirely new ideas or details

### Why

Iterate and improve your concept

### How to play

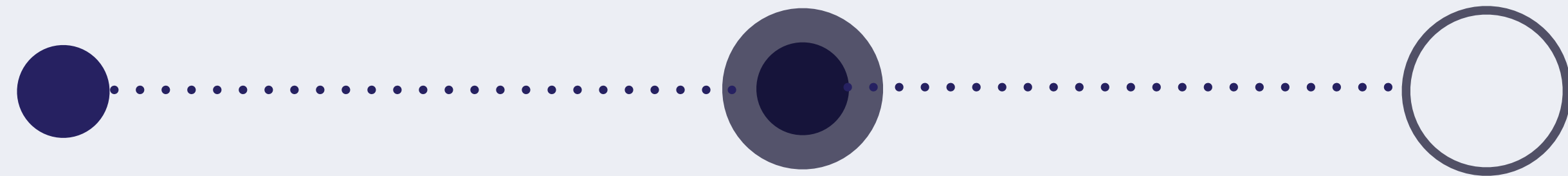
1. Someone starts by describing the idea briefly
2. Another player follows by saying 'yes and' and building on to the idea with extra detail
3. Continue till we've run out of ideas!

# BODYSTORMING

Bodystorming is all about getting you to figure things out by trying things out



## Bodystorming



### OBSERVE

Immerse yourself into the “surroundings”

### TRY IT OUT

Use role play and props to develop an idea

### REFLECTION

Enact the experience to discover and explore new possibilities/flaws



## Game 4

# PICK YOUR ROLE

**Time: 5 minutes**

### What

Breakdown on the roles & props involved for the winning ideas

### Why

To physically experience and focuses on how design players interact with each other, makeshift artefacts and testing the ideas whilst uncovering new ones

### How to play

1. Base on the winning idea assign critical roles for each design player in your team. E.g. Critical roles such as, “Who wants to be the patient”; “Who wants to be the care giver” etc.
2. Refer to template (next page) to help with documenting your roles (using the A4 in front of you\*).

\*This is only for your own group’s reference and it’s not a must have.



## Anatomy of the character/role breakdown

1. Introduce your team of Design Players
2. Introduce the user
3. Tell us about the problem
4. Sell us the solution

Name of your idea

Crazy catchy slogan

Characters/roles

<input type="text"/>	
<input type="text"/>	

Props/Makeshift artefacts

<input type="text"/>	
----------------------	--

Production notes

<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	



Game 5

# "EMBODYING" THE EXPERIENCE

**Time: 15 minutes**

## What

Put your thoughts, ideas and concepts into action

## Why

By acting your thoughts/ideas out, it often leads to unexpected flaw discovery, solutions or new possibilities

## How to play

1. Base on the winning idea & assigned roles, as a group script out how you would act this out
2. Tools & Materials are provided for your use to help in acting it out
3. Props are a good tools to have in building the environment





---

## Game 6

# ACT IT OUT

**Time: 2 minutes/group**

### What

Pitch your idea

### Why

Communicate core aspects of your idea

### How to play

1. Introduce your team of Design Players
2. Introduce the user
3. Tell us about the opportunity/problem
4. Act out your solution



If you'd like to  
share your ideas

Have a chance to have your solution piloted for real impact and receive design advising and IDEO learning.

1. Submit proposals by 5pm PT Wednesday July 3rd at <https://challenges.openideo.com/challenge/healthy-bones/ideas>
2. Evaluation criteria:  
*Patient centered / human-centered, Anchored in the post-fracture care journey, Scalable, Measurable*



Information

1. <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/osteoporosis>
2. <https://www.nof.org/patients/what-is-osteoporosis/>
3. <https://www.ucb.com/disease-areas/Osteoporosis>



Wrap-Up

**Thanks for Playing!**

**Today's Success:**

**Explore tangible, innovative solutions to improve the aged healthcare system**

---

Stay in touch!

Follow us on


Instagram: @designthinking.games

LinkedIn: Design Thinking Games


Facebook: @designthinking.games

Join our slack community by emailing  
[play@designthinking.games](mailto:play@designthinking.games)

And find our website at  
[designthinking.games](http://designthinking.games)

DESIGN   
THINKING  
GAMES

Bye~!

DESIGN   
THINKING  
GAMES

Thank you!

