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Systemic and participatory design processes in care systems

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Systemic and participatory design processes in care systems

From Politecnico di Torino,
Dep. of Architecture and Design:

Cristian Campagnaro, *Associate Prof.*

Nicolò Di Prima , *PhD student*
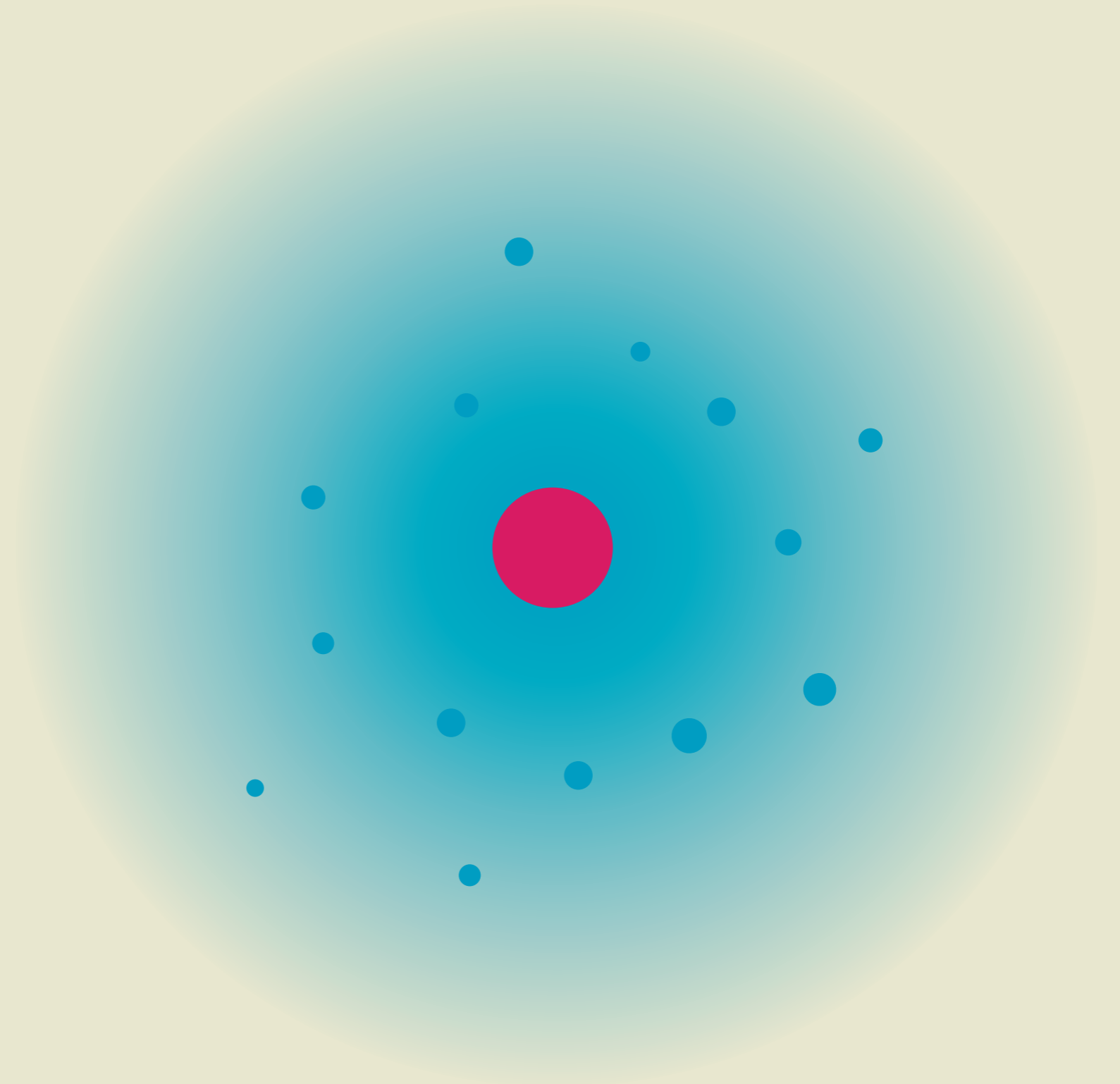
Sara Ceraolo, *Researcher*

Participatory design processes
with **systemic approach**

as a tool to negotiate,
shape and prototype

new inclusive models
of **citizenship** and **care**
to benefit marginal groups
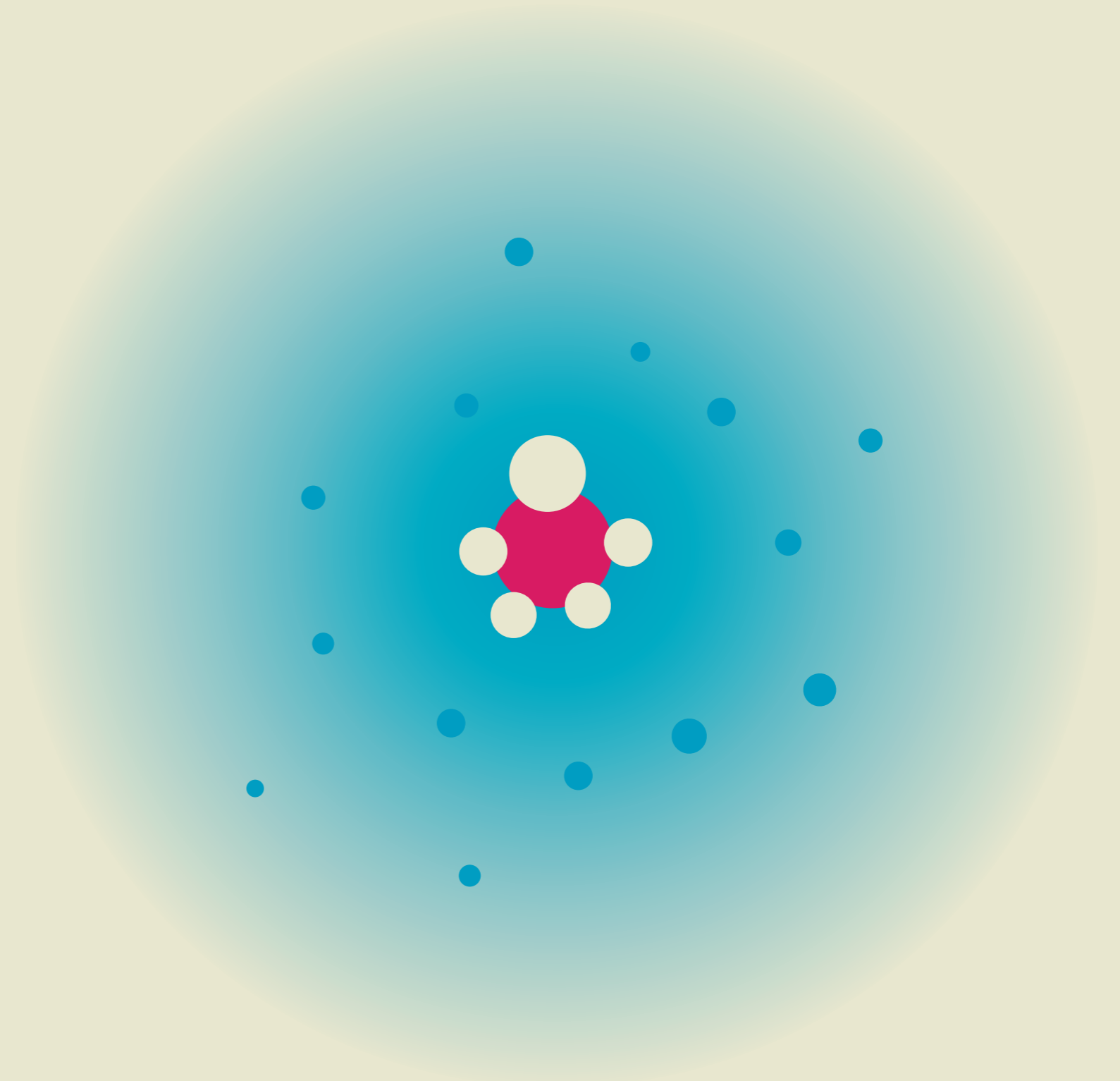in society.

Design for care systems

Asylum seekers,
migrants,
people affected by
chronic diseases,
homeless people.

Design for care systems

Asylum seekers,
migrants,
people affected by
chronic diseases,
homeless people.

Care systems are developed
around the needs of
their **beneficiaries**.

Design for care systems

Users' needs are
complex,
multifactorial
and **interrelated**
(housing, social relationships,
autonomy, self-efficacy)

and a **variety of actors**
(not necessarily
in the form of network)
contribute to meet those needs.

Seeking change

Within this articulate framework of stakeholders and needs, care systems neccessitate to be **flexible and transformable** in order to react to **social change**.

Care services express the **desire of tangible transformations** to improve the **quality of the service**: new **products**, functional **spaces**, rethinking of **processes**, **innovation** of the interventions.

Systemic approach

As **social designers**
our job in these contexts is
to **support and facilitate**
the desire of change.

We promote

participation and **collaboration**
including all the actors
involved in the services.

--> Not "only" problem solving
but **systemic design thinking**.

Our method

Interdisciplinary (design-anthropology) and **participatory approach:**

1. observation

analysis of complex systems focusing on the relationships;

2. co-design

actors as expert users - shared decision making processes;

3. co-production

every stakeholder offers personal resources in order to design, produce and manage the interventions;

4. co-creation

all the actors take part to the tangible transformations carried out by the interventions sharing knowledge, skills, and competences.

Tools and activators

- **On-site interventions** working from within

- Tangible actions via **creative and collaborative workshops**

- **Prototyping solutions** that can be tested, discussed and implemented

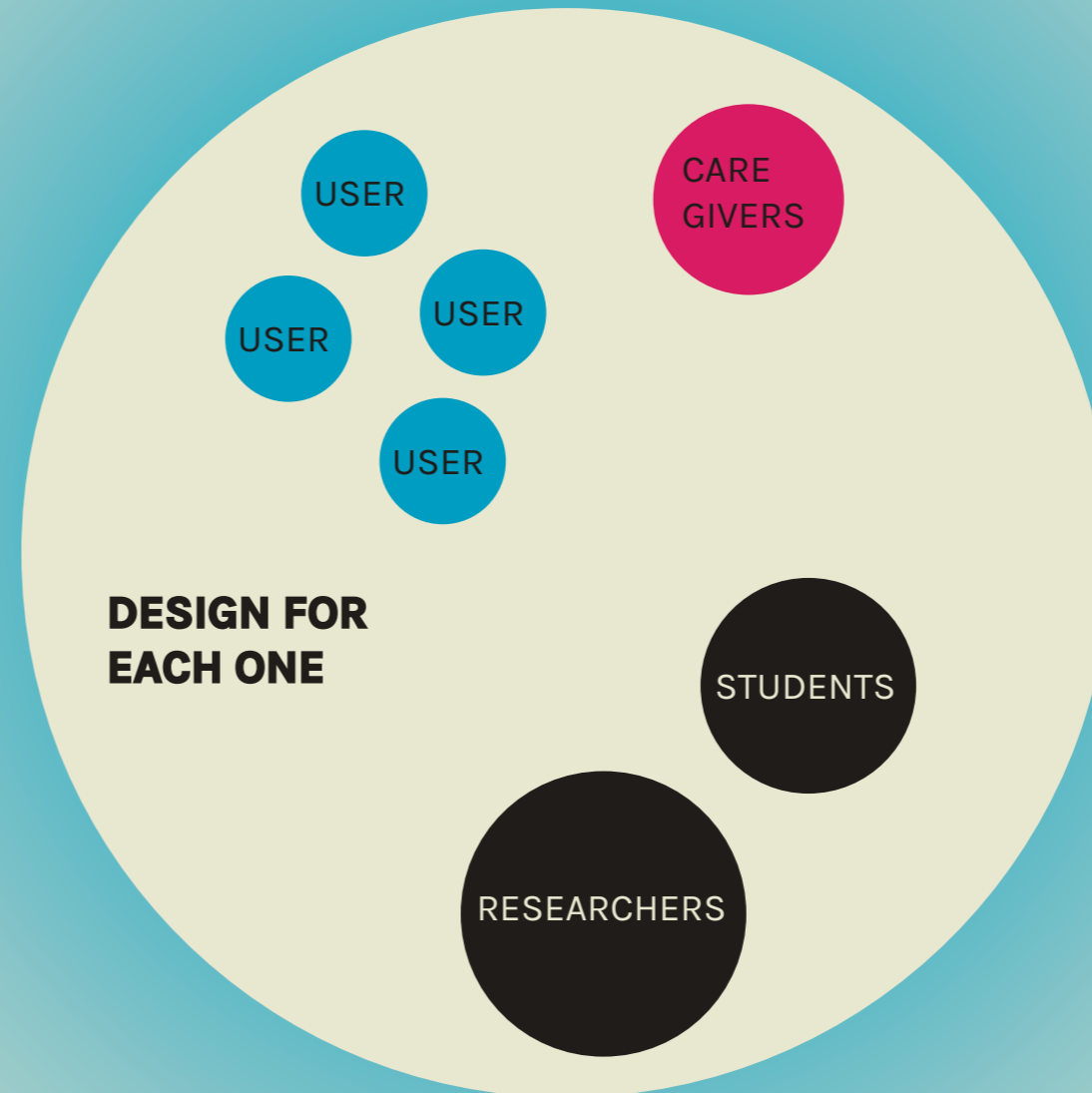- **Inviting in the "outside"** (university students, volunteers, citizens)
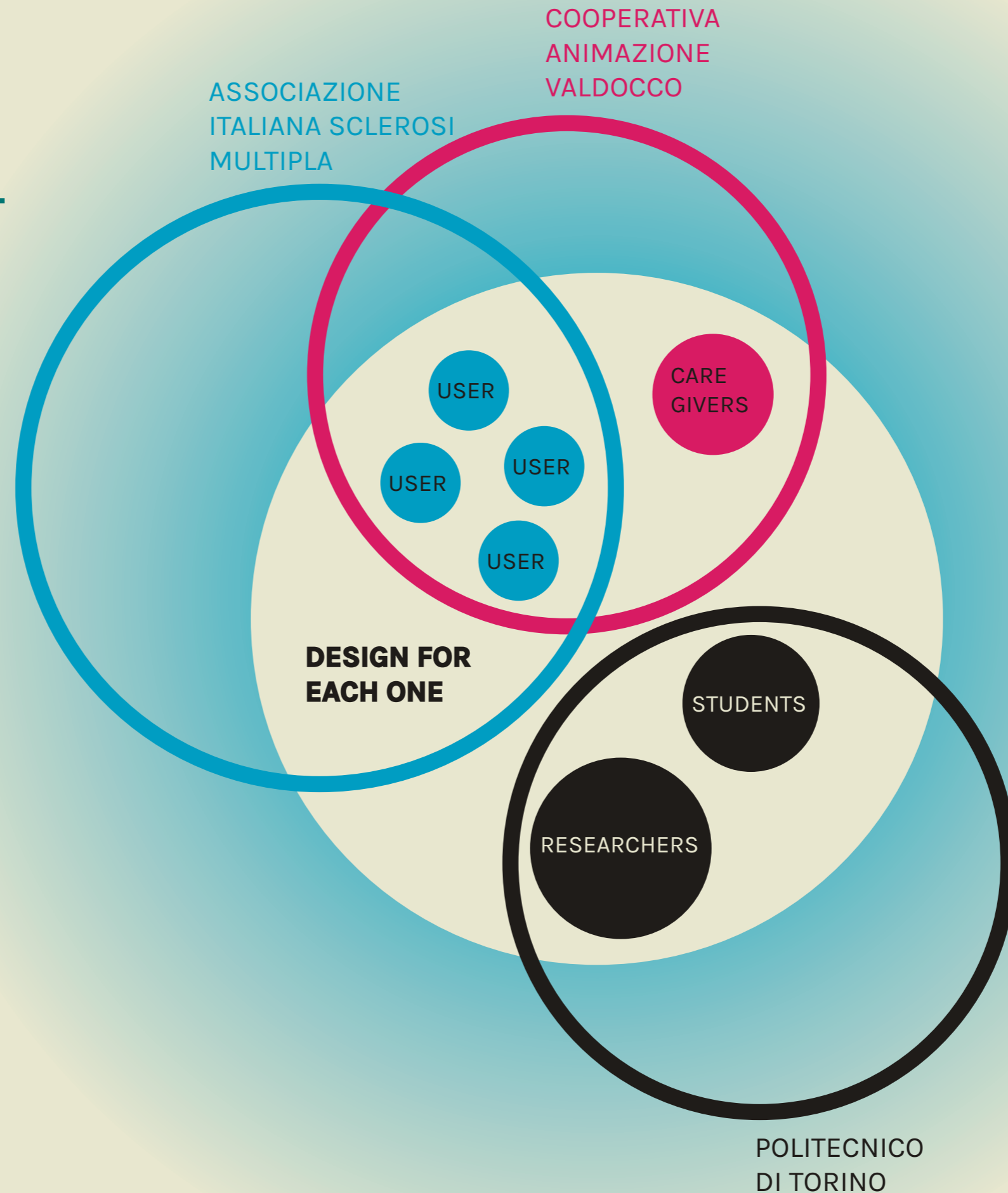
Case studies

Design for each one

Co-design of **personalized devices** for **multiple sclerosis** and **muscular dystrophy sufferers**.

USER

USER USER

USER

CARE GIVERS

DESIGN FOR EACH ONE

STUDENTS

RESEARCHERS

CASE 1

Design for each one

Co-design of **personalized devices** for **multiple sclerosis** and **muscular dystrophy sufferers**.

ASSOCIAZIONE ITALIANA SCLEROSI MULTIPLA

COOPERATIVA ANIMAZIONE VALDOCCO

USER

USER USER

USER

CARE GIVERS

DESIGN FOR EACH ONE

STUDENTS
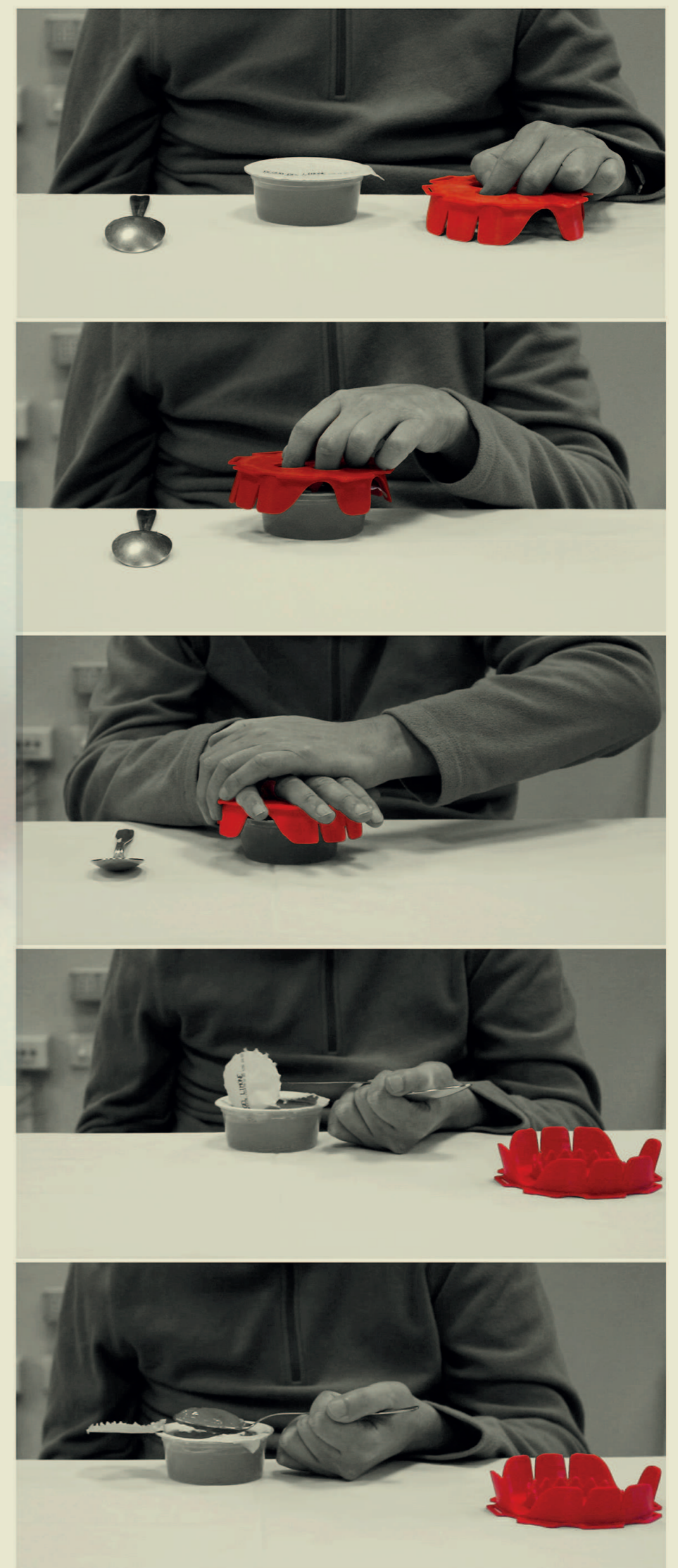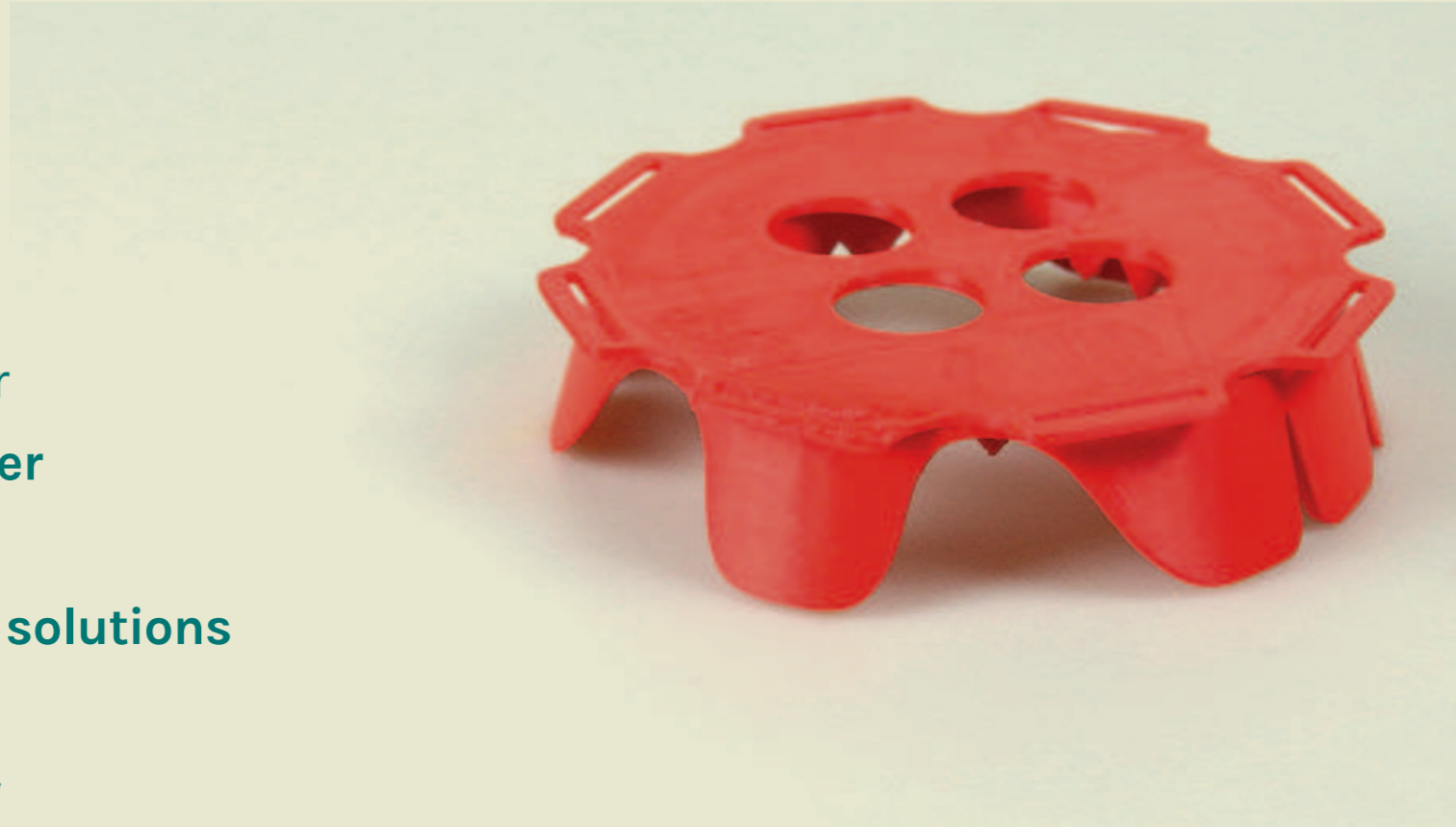
RESEARCHERS

POLITECNICO DI TORINO

Design for each one

Users,
caregivers
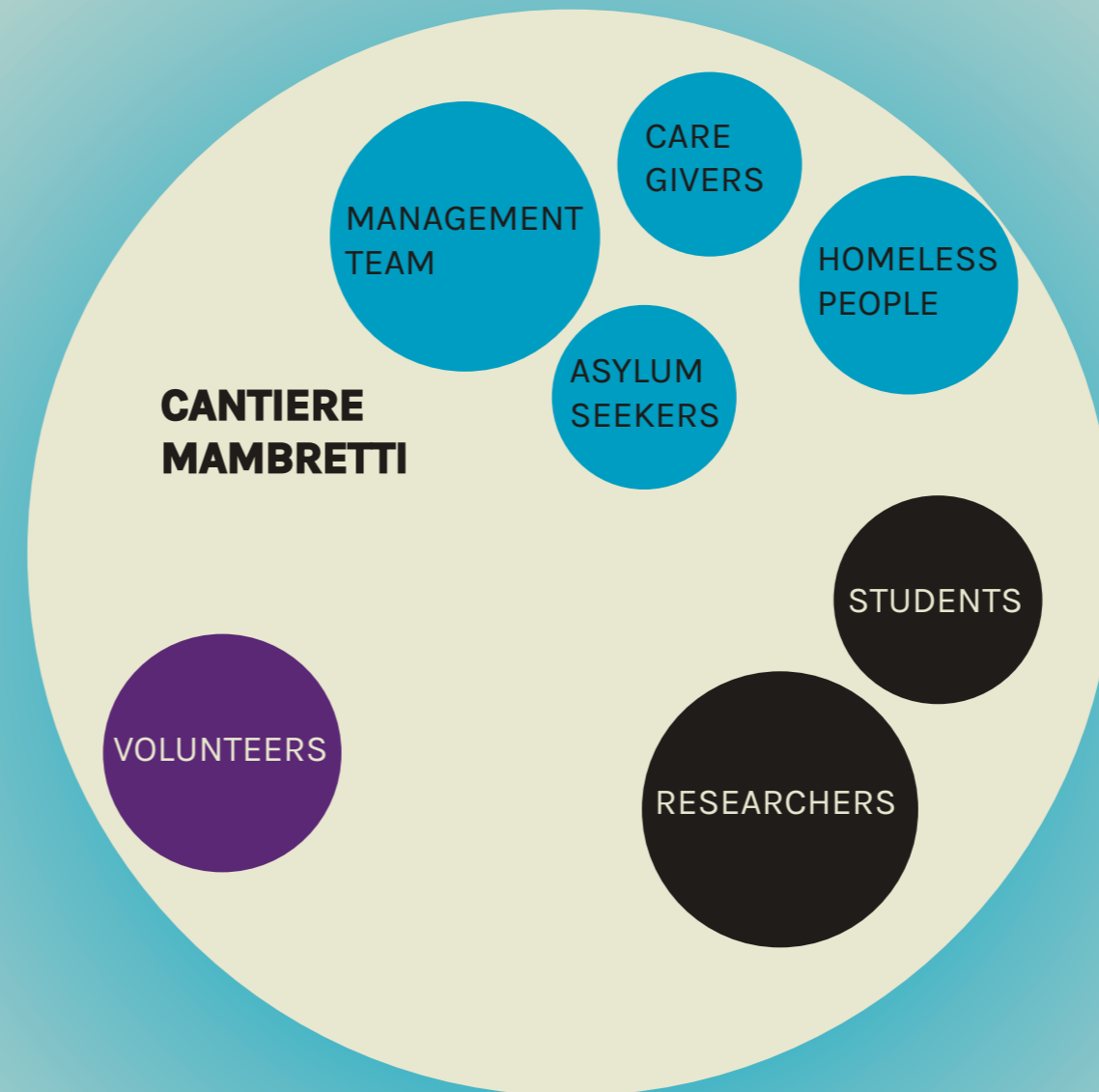and designer
work together

Tailor made solutions

Ethnography
participant observation
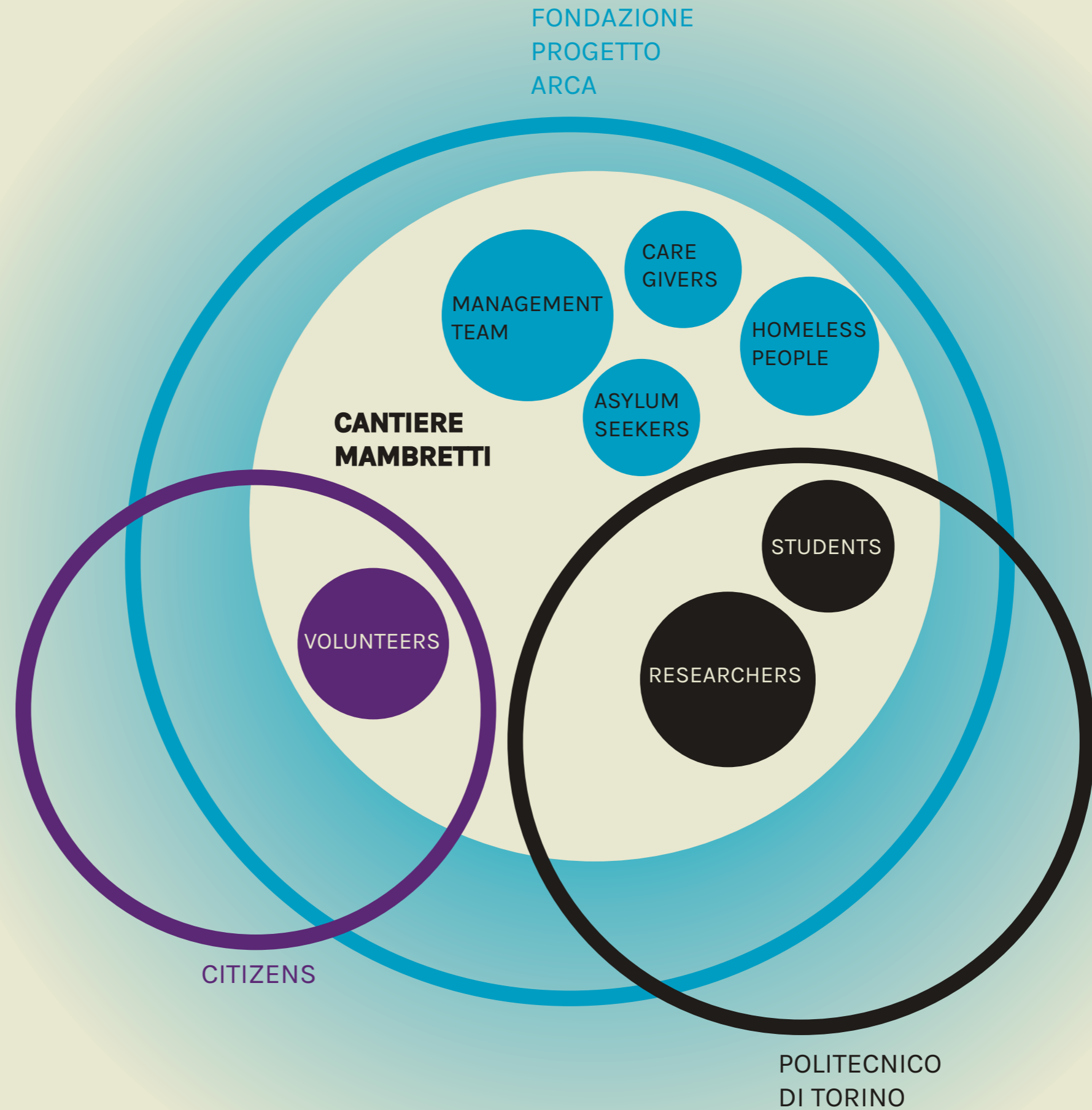prototyping

Cantiere Mambretti

Participatory renovation of **shelters** for migrant and homeless people.

Cantiere Mambretti

Participatory renovation of **shelters** for migrant and homeless people.

FONDAZIONE PROGETTO ARCA

CANTIERE MAMBRETTI

MANAGEMENT TEAM

CARE GIVERS

HOMELESS PEOPLE

ASYLUM SEEKERS

VOLUNTEERS

STUDENTS

RESEARCHERS

CITIZENS

POLITECNICO DI TORINO

CASE 2

Cantiere Mambretti

Re-designing existing buildings (inner **spaces** and **furniture**) according to the needs of users and workers.

Participation as trigger for **protagonism** and **self-efficacy** for all the actors involved.
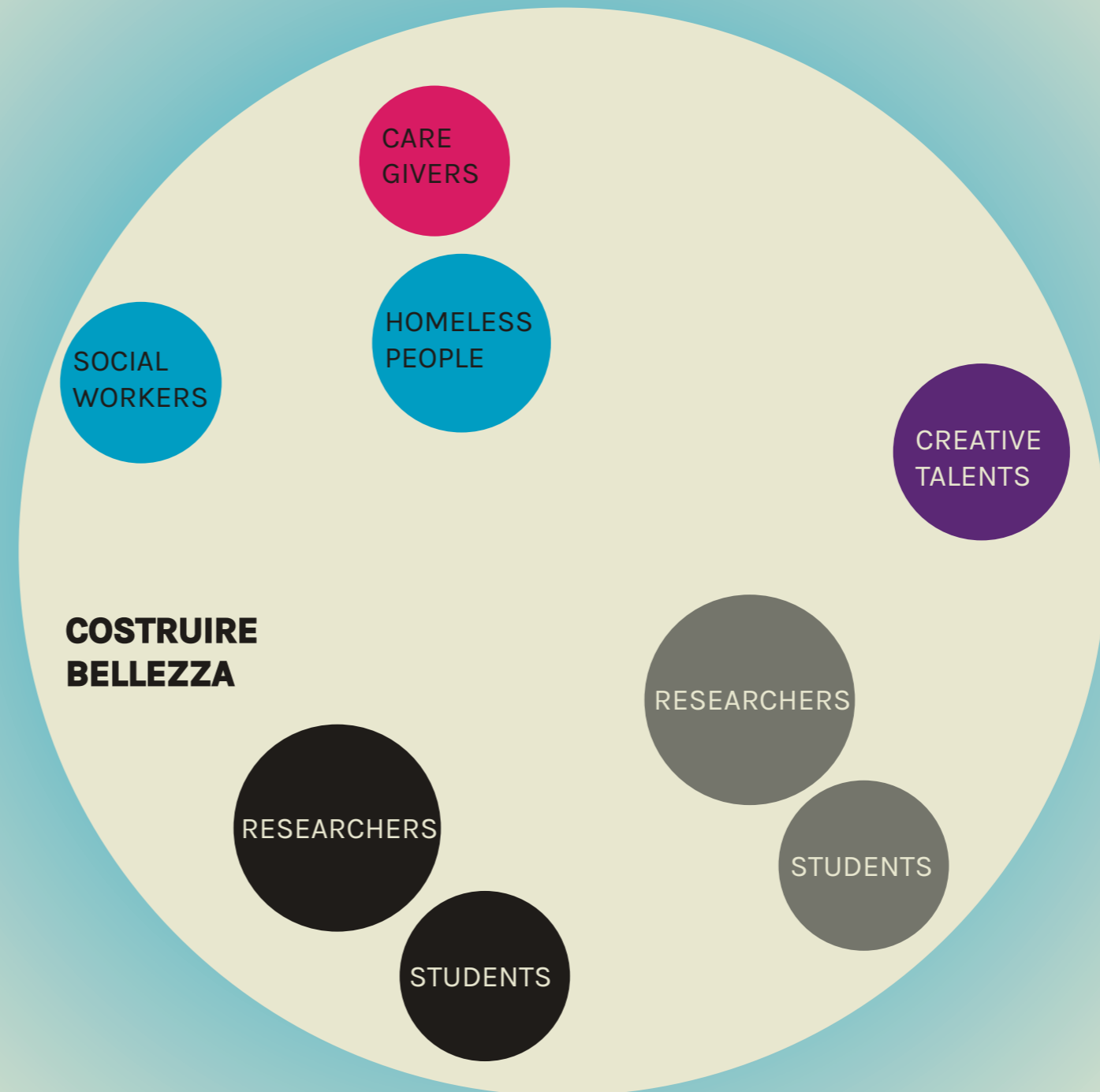
Developing a **co-designed reference framework** to be used in the future design of shelters.

Costruire Bellezza

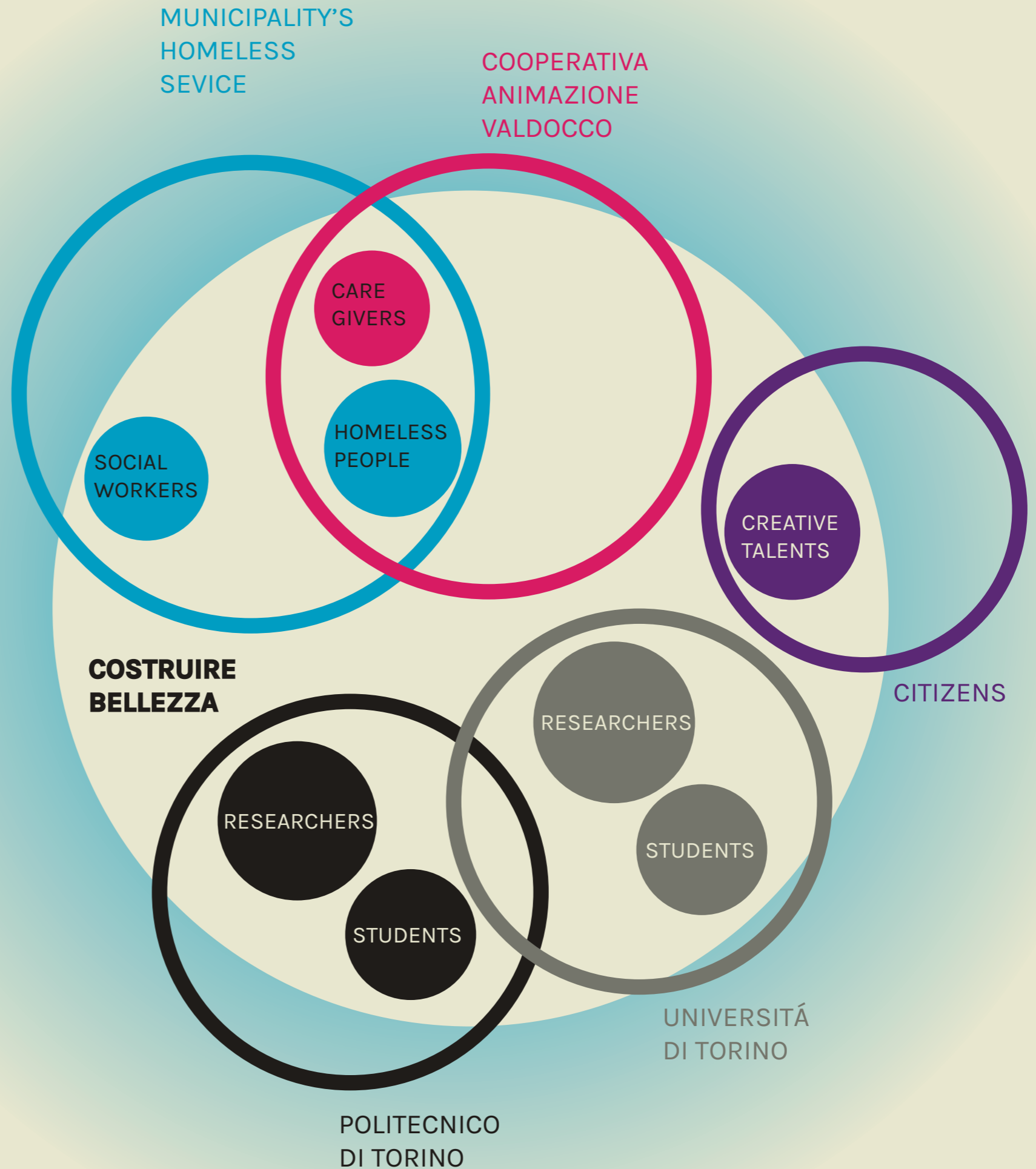Design Anthropology led **lab** aiming at **social inclusion**

CARE GIVERS

HOMELESS PEOPLE

SOCIAL WORKERS

CREATIVE TALENTS

COSTRUIRE BELLEZZA

RESEARCHERS

RESEARCHERS

STUDENTS

STUDENTS

CASE 3

Costruire Bellezza

Design Anthropology led **lab** aiming at **social inclusion**

MUNICIPALITY'S HOMELESS SEVICE

COOPERATIVA ANIMAZIONE VALDOCCO

CARE GIVERS

HOMELESS PEOPLE

SOCIAL WORKERS

CREATIVE TALENTS

CITIZENS

COSTRUIRE BELLEZZA

RESEARCHERS

RESEARCHERS

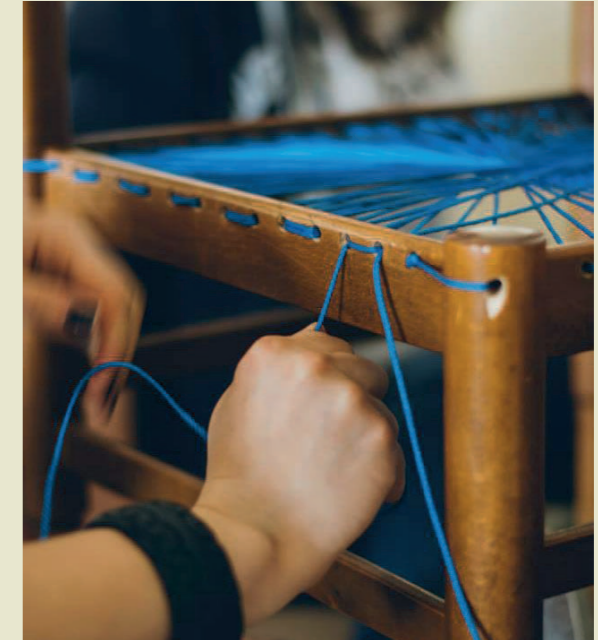STUDENTS

STUDENTS

UNIVERSITÁ DI TORINO

POLITECNICO DI TORINO

Costruire Bellezza

Empowerment of homeless people, development of **skills** in university students, unprecedented **observations** of the homeless people for a more precise care of person.

Co-design and co-creation of **artifacts** and **services** for the participants of the project, neighbourhood **communities** or other group of citizens.
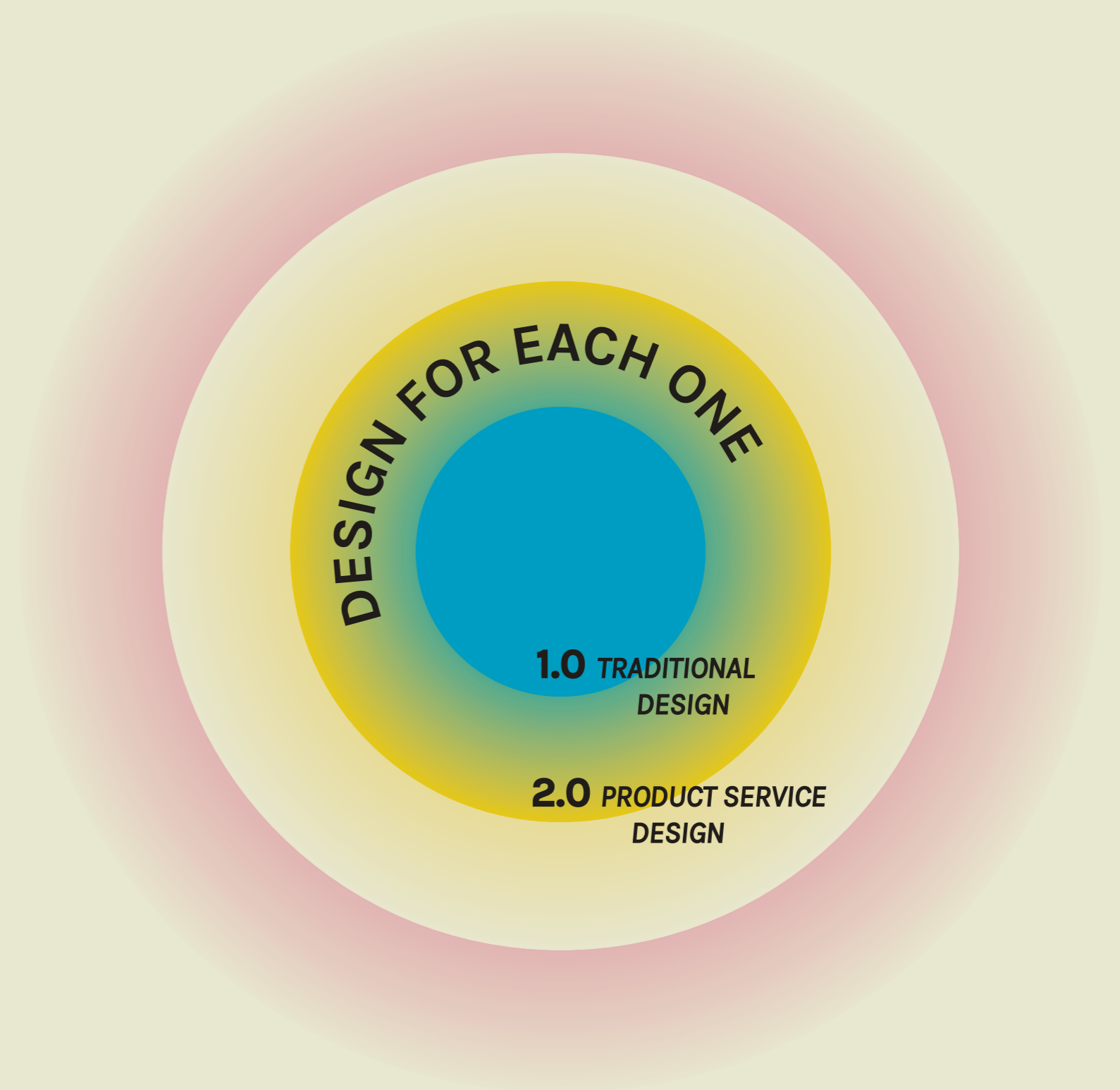
Design domains

The three case studies work for **tangible projects (artifacts)**.

According to the **domains of design** by Jones and van Patten (2009), it is possibile to read their impact on different levels:

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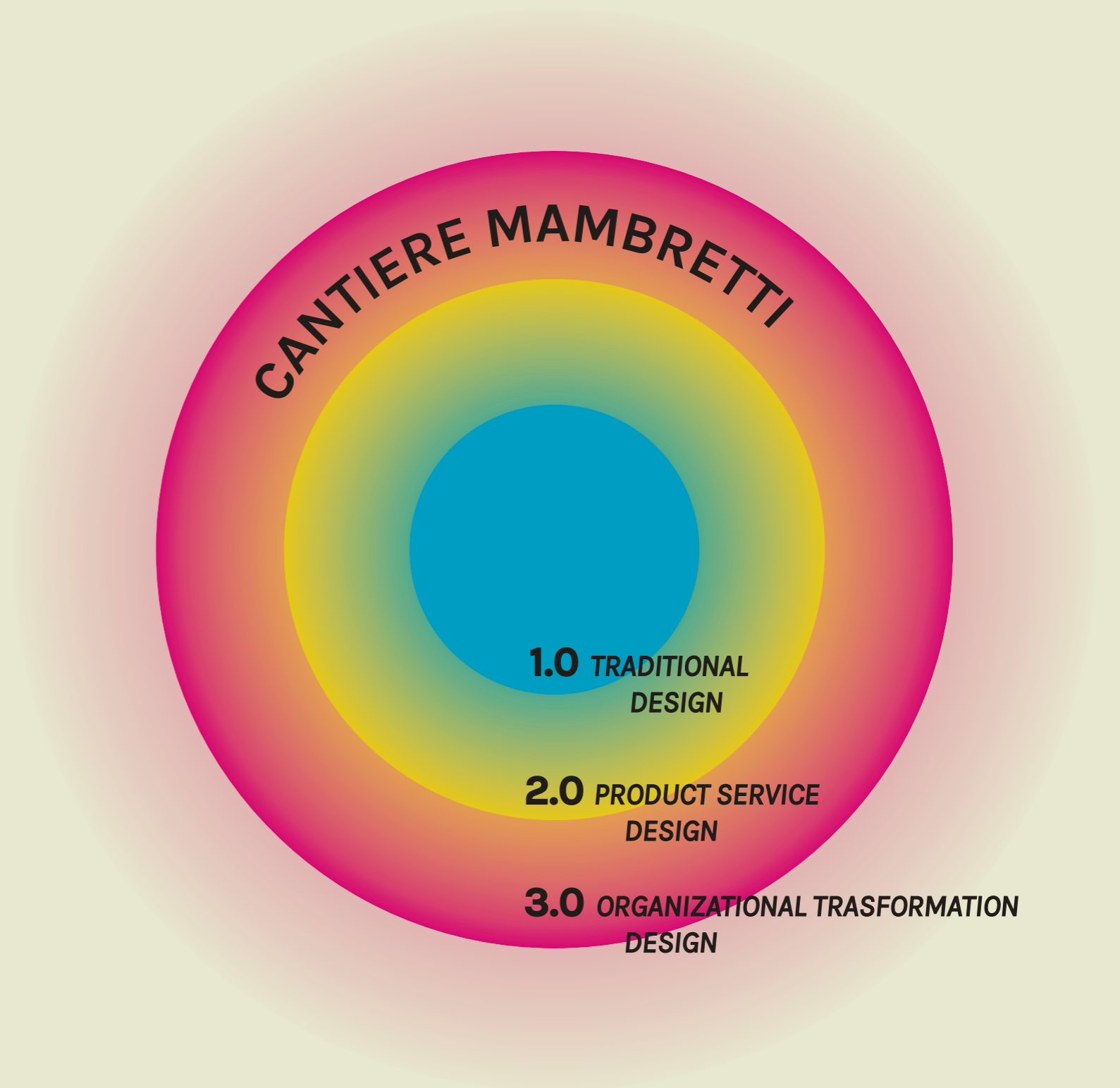
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DESIGN FOR EACH ONE

1.0 *TRADITIONAL DESIGN*

2.0 *PRODUCT SERVICE DESIGN*

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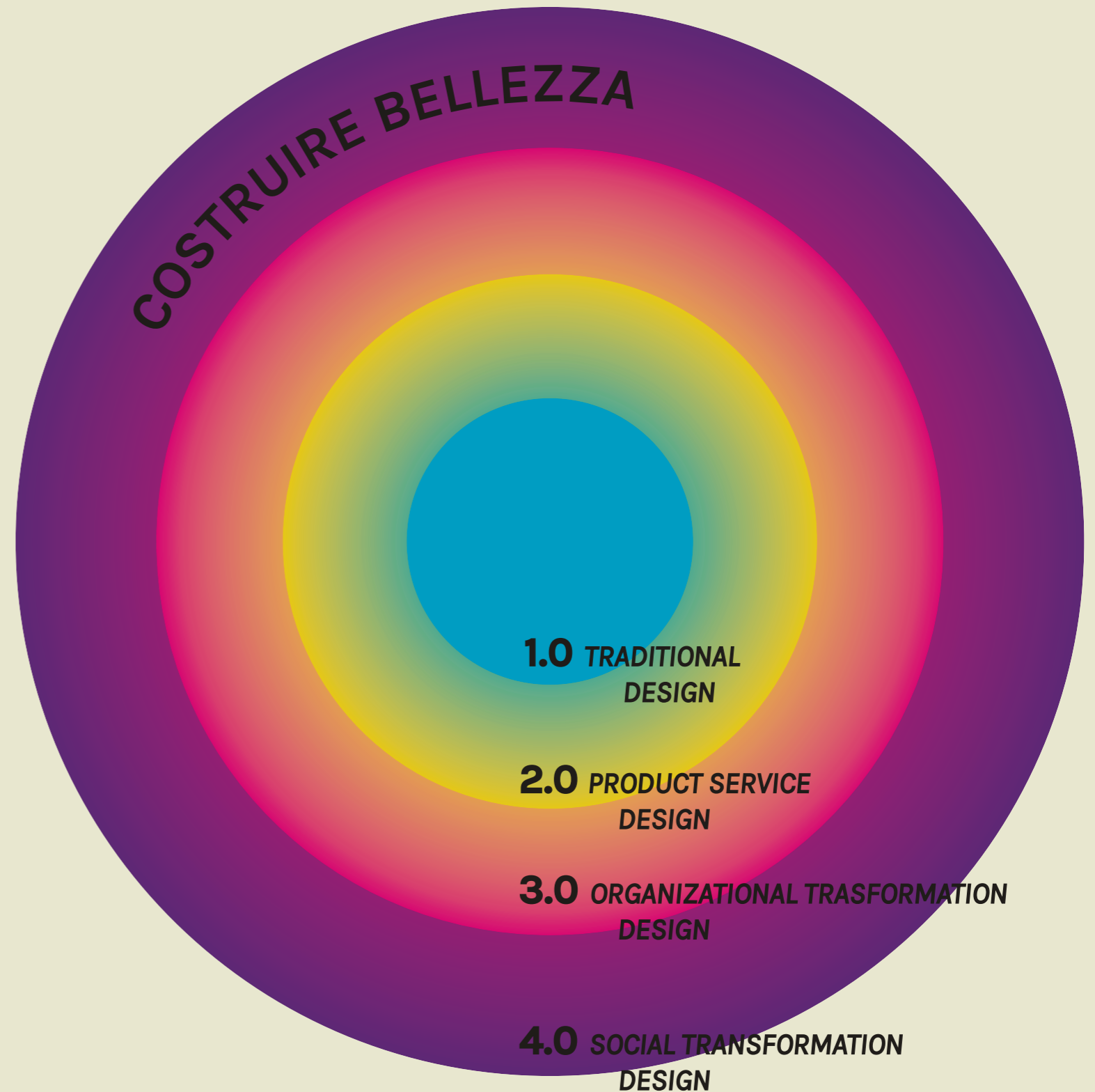
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COSTRUIRE BELLEZZA

1.0 TRADITIONAL DESIGN

2.0 PRODUCT SERVICE DESIGN

3.0 ORGANIZATIONAL TRASFORMATION DESIGN

4.0 SOCIAL TRANSFORMATION DESIGN

Relational care

The processes we promote aim at **enhancing the relationships among all the stakeholders** sustaining a **new vision** of the services with a systemic approach.

Places of care become places of **innovation**.

This fosters the **cohesion** and the **inclusiveness** of the systems and it generates the opportunity for all those involved to **flourish**.

Thank you.