Using Prototyping to Rapidly Build and Test New Behavioral Health Services

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Prototyping in School Behavioral Health

We can prototype quickly and inexpensively:
1. Develop new services or products
2. Adapt existing evidence-based programs to our setting
3. Refine day to day processes
4. Test school environment changes

What is Human Centered Design?
What is Prototyping?

- An ACTIVE process ...
  - build, test, learn, repeat

Key Mindsets of Prototyping

- Learn from failure – failure is an opportunity for growth
- Construction – start with something simple and learn from what we create
- Creative Confidence – we can act on our ideas
- Empathy – the capacity to step into another person’s shoes in the creative process
- Embrace ambiguity – we don’t know what the answer is, but we can find it through exploration
- Optimism – the driving force that propels us forward
- Iterate, iterate, iterate – we design in constant collaboration with users
Design Challenge

- School staff need a way of quickly notifying each other when a child is in need of support or assistance.
- They would like to be able to notify only the relevant people in a way that does not draw a lot of attention to the child or situation.
- They want everyone in the school to have access anywhere on school grounds.

How might we create a kind of early warning system to notify relevant school personnel when a child is in need of immediate support or assistance?

Activity: Generate Ideas

- Each person draws three ideas on three sticky notes
- 4 minutes
- Share ideas with group
- 5 minutes
- Decide as a group which idea you want to prototype
- 1 minute

Choices of Prototypes

1. Physical
2. Person-to-Person
3. Service
Physical Prototypes

- Test how people interact with TANGIBLE objects/products/spaces
- Function: How Does It Work?
  - intuitiveness / effectiveness
  - engineering constraints and mechanical feasibility
  - technical issues
  - simulate the experience of being in and interacting with surrounding environment
- Form: How Does It Look and Feel?
  - evaluate the look and feel of object/product/space

Person-to-Person Prototypes

- Test INTERACTIONS between people
- Role Play
  - Support role play with physical signals (e.g. uniforms, name tags, props)
  - Try different scripts
  - Experiment with communication and sequence
  - Determine whether meets or exceeds needs and expectations
  - Real-time response of the person using the service

Service Prototypes

- Explore & test the roles, processes, and tools of an EXPERIENCE
- Some services involve
  - Person-to-person
  - Digital or remote interactions
  - Combination
Some Final Prototyping Tips

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Activity:
Build Your Prototype

- Choose the prototype technique you want to try 1 minute
- Build it together 10 minutes
The Take Away…

- Make room for Innovation in your work
- Cultivate a Mindset for Prototyping
- Lean into growth and empathy
- Try something, learn from it, then try it again...

Contact

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Objectives

1. Participants will be able to articulate the essential mindsets necessary for successful prototyping.
2. Participants will be knowledgeable about three different types of service prototypes, and concrete activities to create them.
3. Participants will create a service prototype for a school-based behavioral health process, along with a group of professionals.