

Appendix B. Co-Design Workshop Activities

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| <ul style="list-style-type: none"> • Design Workshop Activities | |
| <ul style="list-style-type: none"> • Initial Design Workshop | |
| <ul style="list-style-type: none"> • Day 1: Setting the stage | <ul style="list-style-type: none"> • Day 2 – 4: Developing and testing |
| <ul style="list-style-type: none"> - Leadership kick-off & introductions - Joint orientation to care design goals and patient advisor role - Icebreaker activity that encourages team work - Overview of care design process and principles - Examine the current state of care: Full group role play and discussion - Look to future state: Review of potential best practices - Several rounds of full group role play to generate design ideas - End of day discussion / report out | <ul style="list-style-type: none"> • Icebreaker activity that encourages team work • Alternate activities throughout the day: <ul style="list-style-type: none"> - Full group role play to test design changes - Small group work on deliverables followed by full group discussion of the suggested revisions to the model • End of day full group discussion / report out. • <i>On Day 4: Invite leadership to attend final report out and review the proposed design.</i> |
| <ul style="list-style-type: none"> • Check/Adjust Design Workshop | |
| <ul style="list-style-type: none"> • Day 1: Check/adjust | <ul style="list-style-type: none"> • Day 2 & 3: Testing in the clinic |

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| <ul style="list-style-type: none">- Introductions and icebreaker activity to encourage team work- Overview of care design process and principles- Current state: Review implementation of the role in pilot clinics to date- Future state: Discuss what still needs to be improved- Several rounds of full group role play to generate design ideas- Small group work on CRS process changes followed by full group discussion of suggested changes- End of day large group discussion / report<ul style="list-style-type: none">• out | <ul style="list-style-type: none">- Participants at their home clinic testing the newly designed elements through interactions with patients and team members, and simulated role plays in clinic.- Check-ins with other pilot clinic twice a day to refine the model<ul style="list-style-type: none">• <i>On Day 3: Invite leadership to attend final report out and review the refined design.</i> |
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