

Broadleaf

Creating value from uncertainty

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complexability

Complexity methods to support design

Designing Health 2016

Stephen Grey

Broadleaf

Risk

Complexity

Design

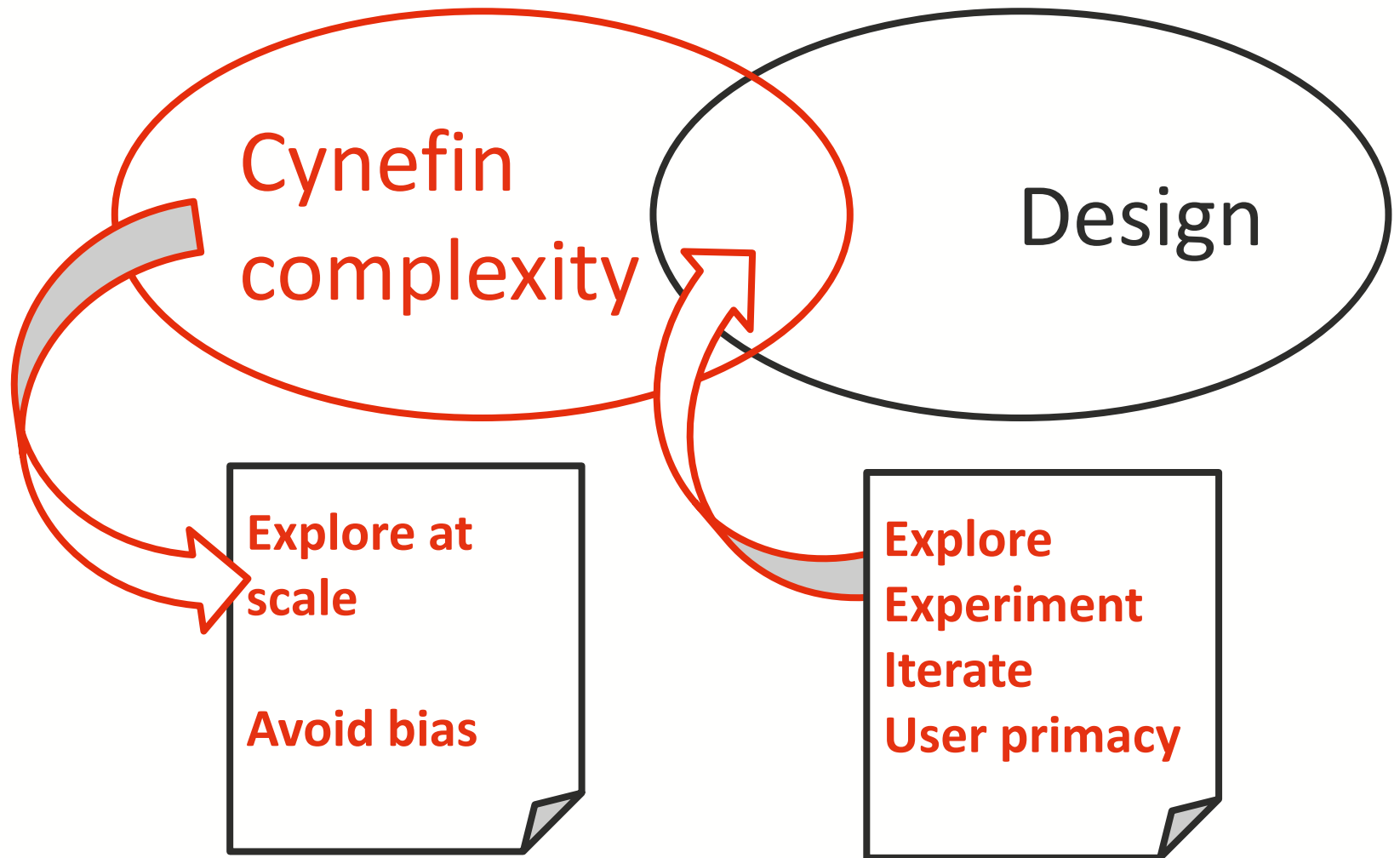
Complementary methods

Cynefin



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SenseMaker

Prompt – neutral (pre-hypothesis)

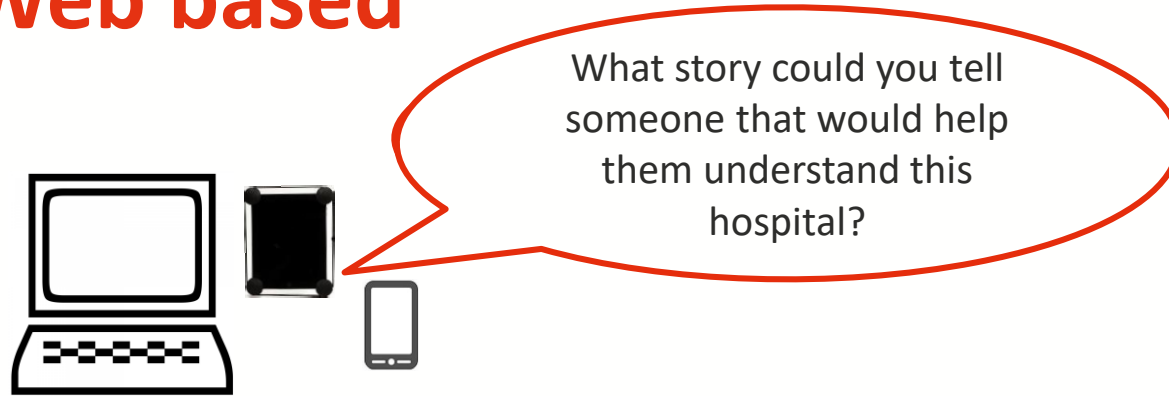
Response – free text, self selected

Signify – silent on values (gifting, gaming)

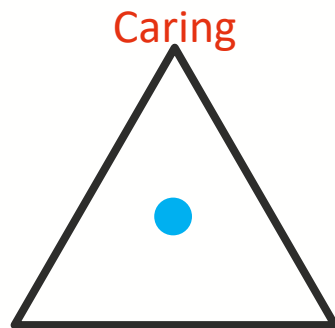
Scalable distributed ethnography

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Web based



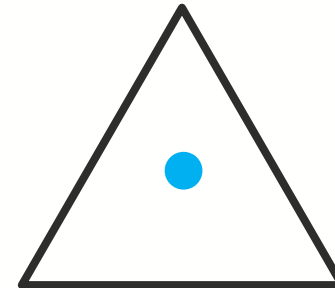
The attitudes being shown were ...



Safety first Efficiency

Events were driven by ...

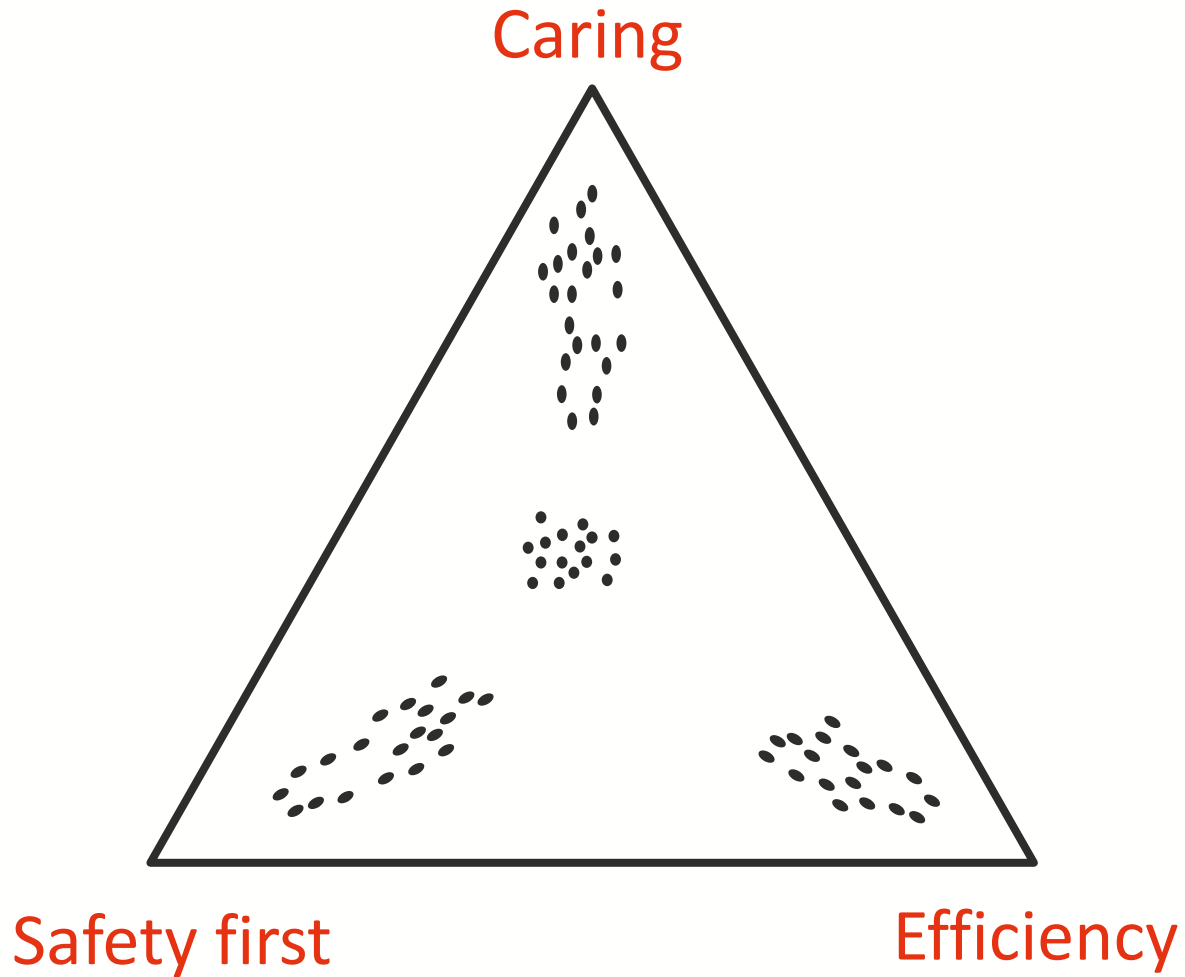
Patient's condition



Staff availability Procedures

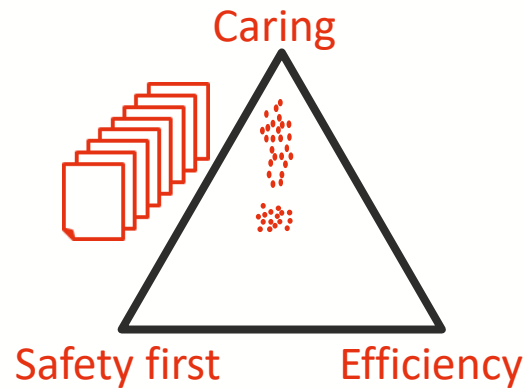


Aggregate results

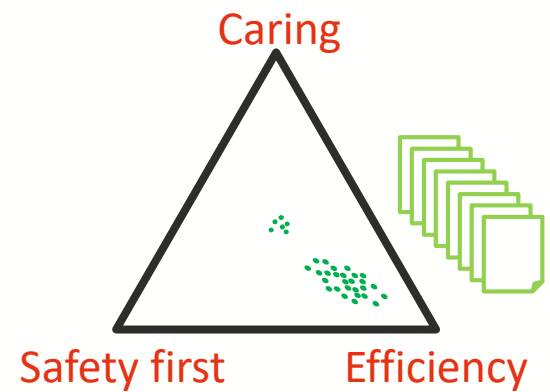


Explore and analyse

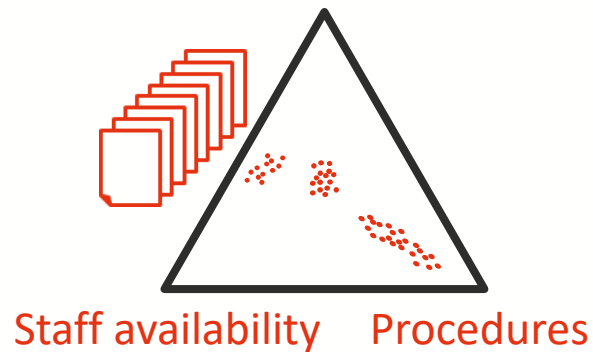
Negative



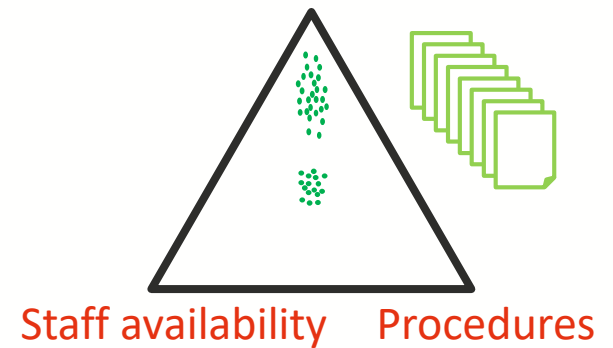
Positive



Patient's condition



Patient's condition



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Narrative – personal, self selected, subtle

Self signified – no semantic analysis, no gaming

Scale – geographic, volume, longitudinal

Resource – narrative library indexed by contributors

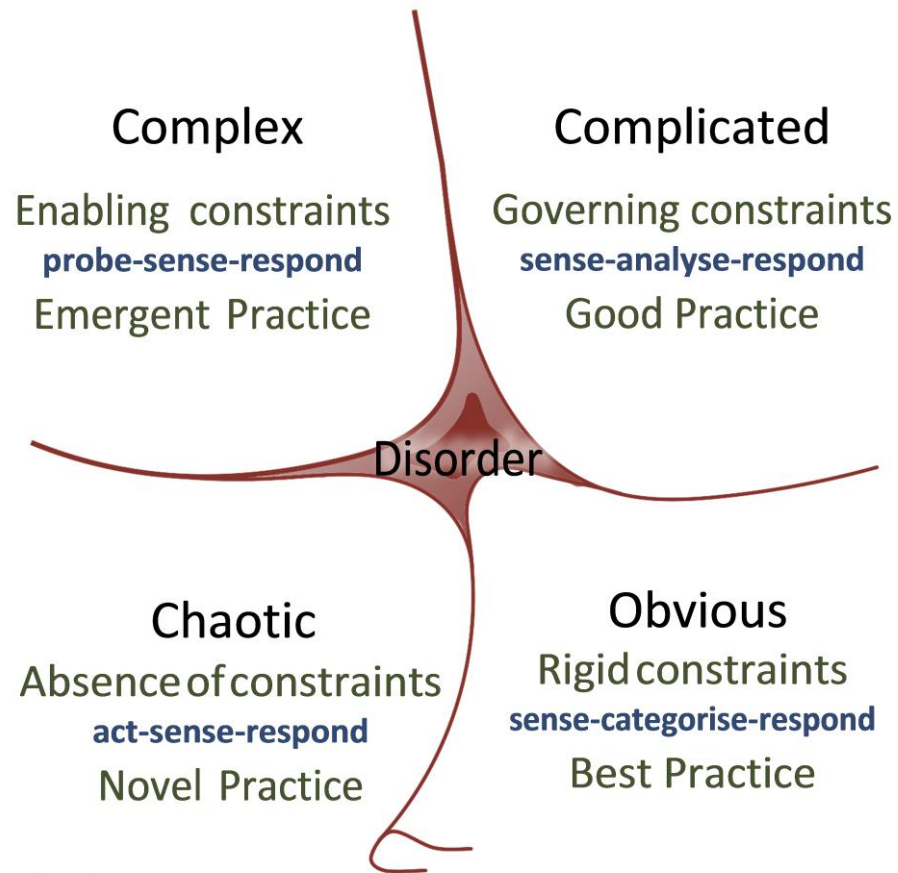
NSW Meals on Wheels

Lived experience of depression (Portraits in Blue)

South Pacific leadership program

Telco Together

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If you would like further information about this topic please contact us.

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