

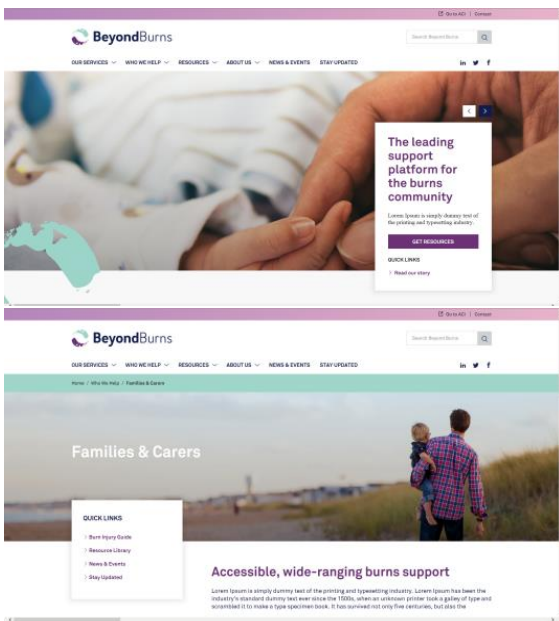
## Beyond Burns: a co-design approach

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### Background

The challenges facing burn survivors are numerous and can often take many years to overcome. Some of these include: anxiety, depression, altered body image and social adjustment. The Australian & New Zealand burns landscape features a mix of government and NGO health services offering a variety of therapeutic support models commonly used in burn survivor rehabilitation and recovery. However, the availability and accessibility of burns support and services is varied and often limited.



Co-design

**Principles**

**EQUAL PARTNERSHIP**  
Consumers, families and staff work together from the beginning with an equal voice and shared ownership and control.

**OPENNESS**  
Work together on a shared goal, trust the process and listen together.

**RESPECT**  
Acknowledge and value the views, experiences and diversity of consumers, families and staff.

**EMPATHY**  
Practice empathy and maintain an environment which feels safe and brings confidence to everyone.

**DESIGN TOGETHER**  
Consumers, families and staff work together to design, implement and evaluate improvements, activities, products and services.

**Definition**

Co-design brings consumers, families and staff together to improve health services. Giving people an equal voice as active partners in healthcare improvement leads to better outcomes for all.

**About ACI**

The Agency for Clinical Innovation (ACI) works with consumers, clinicians and managers to design and promote better healthcare in NSW.

Ethical principles frame how you will work with consumers, families and staff and it is your responsibility to protect their rights and privacy. If required, seek local clinical and governance approval.

For more information on Patient Experience and Consumer Engagement visit [www.aci.health.nsw.gov.au](http://www.aci.health.nsw.gov.au)

Experience-based co-design approach

**1. START-UP AND ENGAGE**

Frame the challenge or opportunity

**2. GATHER**

ASK WHY... experiences using a range of techniques to uncover deeper meaning

**3. UNDERSTAND**

ASK How might we...? Possible and open on areas for improvement together

**4. IMPROVE**

Use collective experiences and include everyone in identifying opportunities for improvement

**5. MEASURE**

Identify key indicators to measure impact

### Co - Design

A co-design approach has been used in the development of this project. Burn survivors and burn clinicians across Australia and New Zealand have been partners in the development of themes, features and functions of this online space. The attributes identified through this process are to create a space that is trustworthy, safe and gives support and continued engagement. Beyond Burns key message is to let burn survivors know they are not alone in their experience. Primarily focused on improving long term psychosocial outcomes for burn survivors, the online hub provides many different ways for burn survivors to connect to others in the community, whether it is by accessing quality burns medical resources, reading personal stories or connecting to others through chat. The online hub will be the leading support platform for the burns community, providing a centralised and comprehensive directory of services and provide a safe space where other burn survivors can give back to support and empower the burns community.



### Call to Action

If you would like to be involved in this innovative project please contact

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