CHALLENGES IN INTEGRATING HUMAN-CENTERED DESIGN INTO HEALTH POLICYMAKING

INTRODUCTION
The Dutch health system faces significant challenges, yet complex dynamics can hinder policymakers in developing effective responses. Human-Centered Design offers a promising approach to addressing these challenges, but its integration remains challenging due to the distinct nature of both fields.

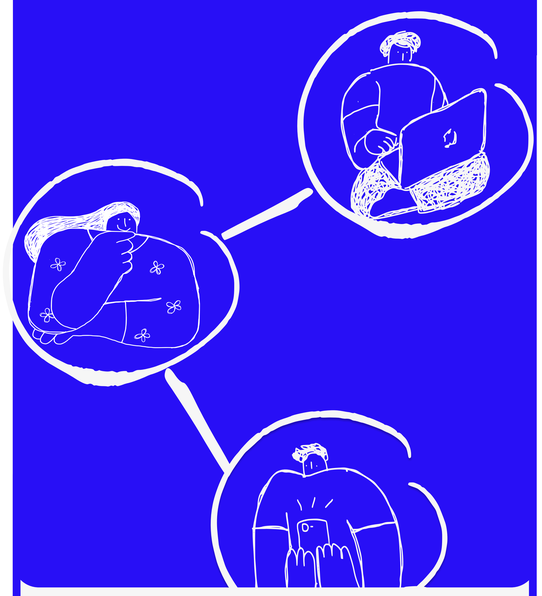
This poster presents the challenges of integrating Human-Centered Design, structured around its key principles: understanding human needs, involving stakeholders, and adopting a systems approach, as well as challenges that span multiple principles.

UNDERSTANDING HUMAN NEEDS

Managing unrealistic public expectations within health systems constraints

Extracting meaningful insights from public involvement

ADOPTING A SYSTEMS APPROACH



Fostering awareness of organizational viewpoints and shifting these towards broader health system perspectives

Establishing effective strategies to navigate high-complexity challenges in the health system

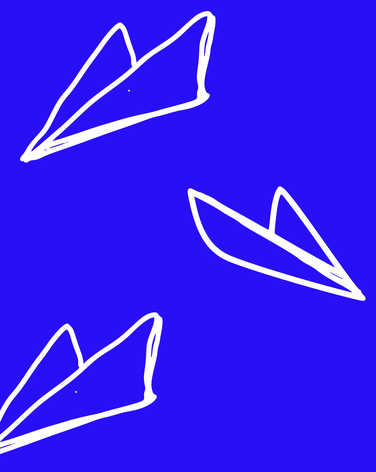
Developing customized care solutions within a highly regulated and political health system

INVOLVING STAKEHOLDERS

Building a comprehensive understanding of the stakeholder field and accurately selecting who should be involved

Achieving stakeholder alignment among diverse and conflicting interests

OVERARCHING CHALLENGES



Breaking free from assumption-driven thinking to unlock human-centered solutions

Embedding human-centered solutions within a market-driven health system

Integrating human-centered approaches within the constraints of time, resources and data protection laws

CONCLUSION
To support the integration of Human-Centered Design in policymaking, this study identified ten challenges policymakers face when integrating it, based on interviews with policymakers, and outlined five solution areas derived from a co-creation session with policymakers and citizens.

To further advance the integration of Human-Centered Design in health policymaking, this study recommends exploring practical (HCD) tools that can assist policymakers in applying its principles, as well as examining the role of designers in guiding this integration.

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