



Wisconsin Institute for  
Healthcare Systems Engineering  
UNIVERSITY OF WISCONSIN-MADISON

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## WIHSE Seminar

### Human-centered Design for Complex Socio-technical Care Systems

Thursday, June 20, 2019

1:00 - 2:00 pm, 1045 Engineering Centers Building

**\*\*Please RSVP to [teresa.thuemling@wisc.edu](mailto:teresa.thuemling@wisc.edu)\*\***

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*Presented by*



**Dr. Marijke Melles**

Associate Professor | Senior Researcher at Amsterdam University Medical Centres | Associate Professor at Delft University of Technology College of Industrial Design Engineering | President of the Dutch Institute of Ergonomic and Human Factors | Chair of the Technical Committee Healthcare Ergonomics of the International Ergonomics Association

Her expertise is in the field of human-centered design for complex sociotechnical systems, in particular for supporting inter-professional

teamwork and patient participation in care networks.

Dr. Melles is project leader of the research program "Tailored healthcare through customer profiling" on defining design-oriented patient profiles and one of the initiators of the living lab 'Teamwork Design', a joint initiative of TU Delft and Amsterdam UMC. From 2007 till 2017, she was coordinator of the master specialisation 'Medisign' at TU Delft.

### *Abstract*

In this seminar, she will introduce Delft University of Technology and its College of Industrial Design Engineering. She will then elaborate upon their view on human-centered design and the tools and methods they apply in research and teach students in their healthcare design program 'Medisign'. Examples include contextual inquiry, generative research, patient profiling, co-creation, living labs, patient journey mapping, and prototype testing. Application areas include teamwork in the OR, patient participation in hip surgery, and shared situational awareness in multidisciplinary team meetings in cancer care.