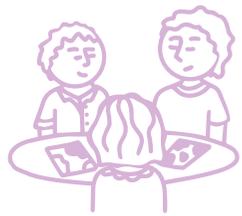




Exploring paint as a tool to improve healthcare experiences



Communicating in Colour

A workshop

Communicating in Colour workshop facilitation cards

Communicating in Colour is a workshop that aims to encourage meaningful conversation among participants for the purpose of co-design and human-centred qualitative research. A set of cards, packaged in a linen drawstring bag (reminiscent of the bag I used to carry art supplies in as a child), guides participants through several painting exercises to give visual form to thoughts, memories and feelings. It focuses on the use of colour and mark-making techniques, and deeply considering the small moments in life that may have otherwise gone unnoticed. This set of cards has been designed to assist further facilitation of the Communicating in Colour workshop.



Drawstring cotton bag containing 11 facilitation cards



Facilitation cards
Matte card, die cut to 11cm x 11cm circles

Communicating in Colour

This workshop is designed to explore how we might first think through the act of painting, before discussing thoughts, feelings and ideas. We will learn through mark-making and sharing conversation enriched with creativity.

Setting up

1 piece of A3 paper per participant (divided into 4 for the beginning of each activity, 3 - 4 pieces per participant will be used in total)

1 cushion rug per participant

Points to a variety of colours

2 paint brushes per participant

1 seat per participant

Continuous line portraits

tahi

Let's get comfortable with making marks on that blank sheet of paper in front of you.

1. Choose a pastel/crayon.

Turn to the person beside you. You will be drawing their portrait.

With **one** continuous line and **without** looking your paper (keep your eyes on your partner), draw the contours of their face. Try to include features such as eyes, nose and mouth.

Thinking in colour

rua

Colours can be deeply personal. They have the potential to remind us of something, someone, or a moment in time. They can also have an impact on the way we feel in a space.

You could also think of colour as 'energy made visible'. We see colours because of the photons that travel when light hits a surface. The energy from photons form wavelengths, which create the colours we see. When choosing a colour, one might consider the quality of energy being portrayed (such as bright, vibrant, fast, dark or slow).

Thinking with brush strokes

toru

The way your paint brush moves across the paper can help give form to thoughts. Perhaps the memory or idea you are communicating isn't so fast paced, consider how brush strokes might show this. Or was it a quiet and gentle moment? If you are communicating a memory, you might recall the textures that were present in the space around you.

A joyful moment

whā

Think of a moment you experienced recently that made you feel joyful. It might have been a fleeting feeling. A time that made you stop and appreciate something or someone. Or perhaps it was longer than that, a time when you felt overwhelming happiness.

What could you see? What could you smell? Who was there? What colours did you notice? Could you hear anything? Do you remember what the weather was like? Did you feel anything else other than joy?

Use colour and mark-making, communicate that joyful moment with paint on your piece of paper.

rima

Share

You are in a safe space here, however, there is no pressure to share your special joyful moment if you wish to keep it to yourself.

If you feel comfortable to do so, show your painting group, and talk through how you chose to communicate your moment through paint.

Here to embrace meaningful conversation by colour and creativity. There is no rush, it is to share with each other.

ono

A frustrating moment

Think of a moment you experienced recently that made you feel frustrated. It might have been a fleeting feeling. A time that made you feel annoyed or stuck.

What could you see? What could you smell? Who was it with? What colours did you notice? Could you hear anything? Do you remember what the weather was like? Did you feel anything else other than frustration in that moment?

Use your colour and mark-making, communicate that frustrating moment with paint on your piece of paper.

whitu

Share

Remember, you are in a safe space here, however, there is no pressure to share your frustrating moment if you wish to keep it to yourself.

If you feel comfortable to do so, show your painting group, and talk through how you chose to communicate your moment through paint.

Conversations may be a little tougher to get to, but this is all part of the process.

waru

Topic of interest

You have now seen how communicating in colour and using painting to help give form to thoughts, feelings and memories can inspire meaningful conversation.

The workshop facilitator may take this time to focus on a topic of interest. The opportunities to co-design and further lived experiences through insightful conversations are endless.

Embrace the mess of the process.

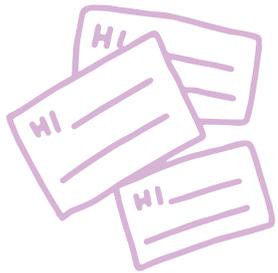
iwa

Reflect

Take time, either as a group or individually, to reflect on what you participated in here today. Consider the stories you heard and how the moments that were meaningful to those around you were communicated. Ask yourself if you found painting a helpful tool to communicate. Discussing and giving visual form to what you are thinking, a helpful tool to gather thoughts and feelings. We welcome any feedback and hope you found this experience enjoyable.



Communicating in Colour workshop in progress
Various locations, 2020



Appointment cards for the Deaf community and healthcare staff

A prototype

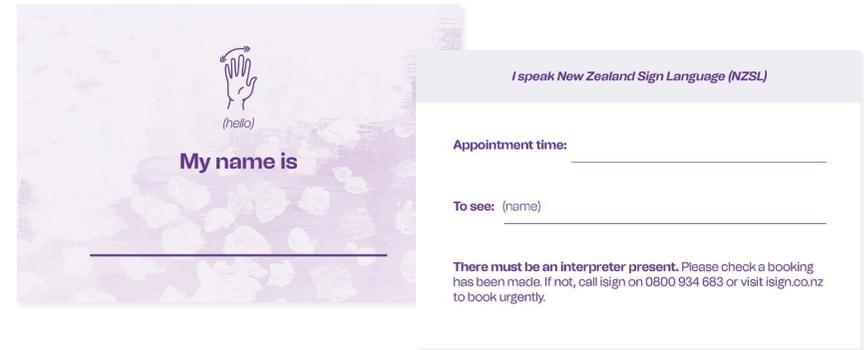
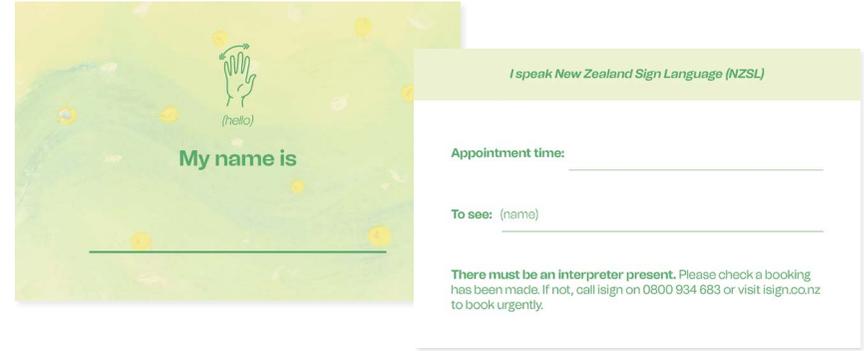
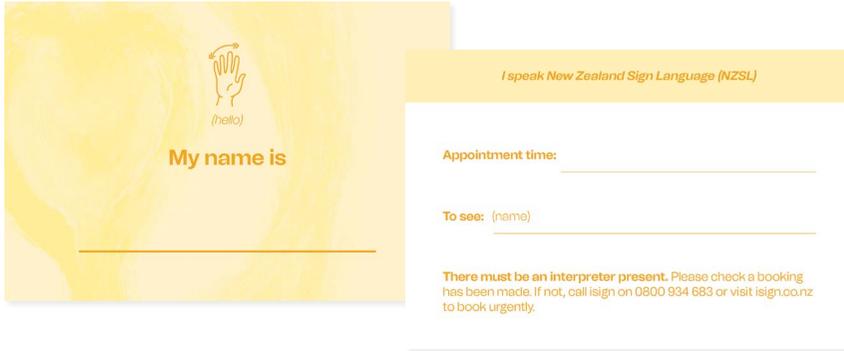
Appointment cards for the Deaf community

Research shows that the initial interaction between Deaf community members and hospital staff can be challenging and cause anxiety for the patient. This card prototype would allow patients to clearly indicate to non-New Zealand Sign Language (NZSL) speaking staff; their name, that they are Deaf, time of appointment and which healthcare professional they will be seeing. There is also essential information about checking if an NZSL interpreter has been booked. The hope is that the interaction while handing over the card would provide an opportunity for staff to adjust their communication methods accordingly, and provide a fairer, more caring, experience for the Deaf community. These cards could be available (free of charge) from Deaf clubs or Deaf society offices, as well as hospitals and other healthcare facilities.

Note: this prototype requires further co-design with Deaf community members in order to be most effective. The paintings used in the card designs are edited from the 'joy' and 'care' painting exercises completed during the Communicating in Colour workshops (with permission from the participants).



Prototype of appointment card (front & back)
8cm x 5cm

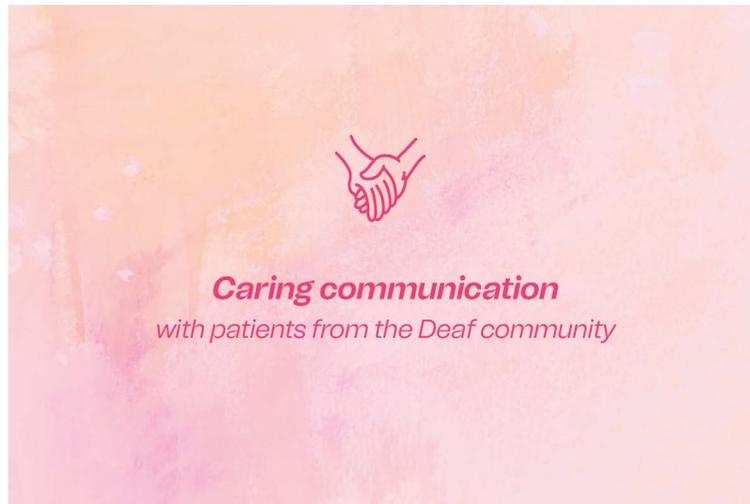


Prototypes of appointment cards (front & back)
8cm x 5cm

Information cards for healthcare staff

Healthcare staff may not be educated on best practices when communicating with a patient from the Deaf community. It is essential that they are equipped to provide an equal healthcare experience to all patients and ensure everyone feels safe, comfortable and understood. This card prototype is sized to easily sit on the reception desk, in clear view of the staff.

Note: this prototype requires further co-design with Deaf community members and hospital staff in order to be most effective.



Ensure the interpreter for the appointment has arrived (or is on their way). If not, contact isign urgently.

Maintain eye contact and speak directly to the patient. Use gestures and facial expressions or write short, clear notes if absolutely necessary.

Do not shout the patient's name in the waiting room when it is time for their appointment. Gain attention by making eye contact and waving, or approaching in a friendly manner if the patient is not looking in your direction.

To book an interpreter urgently call isign on 0800 934 683. This should be done in advance to the appointment. Ensure the patient's file is marked with their preferred way of communication (i.e. New Zealand Sign Language).



Setting up for telehealth

A prototype

Navigating the telehealth landscape – Instructional cards

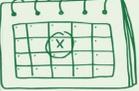
This set of cards tests how the information given to patients might be more engaging, interactive and joyful to read. It simplifies the key steps of setting up for a telehealth session into a minimal number of words, and incorporates icons to aid in the understanding and retention of information.

Note: this prototype requires further co-design with patients and caregivers using telehealth rehabilitation services, and clinicians, in order to be most effective.



Telehealth appointment set-up information (for patients)
6 cards, held in a pocket

1
Your clinician will
**tell you when &
how to connect**



2
Your clinician will
**call if there are
any problems**



3
You'll need
**quiet space &
good lighting**



4
You'll need
**a device with
internet, camera
& microphone**



5
You may want
**a support person,
pen & paper**



6
You may want
**to have a
practice call**



Navigating the telehealth landscape – Instructional painting

This prototype tests how the information given to clinicians might look more like an artwork than additional pieces of paper for their desk. The landscape painting was based on the findings from the co-design interviews with patients and conversations about what 'care' means to people during the Communicating in Colour workshops.





Communicating *care* to patients in an AT&R ward

A prototype

Large scale landscape painting for the rehabilitation gym in an AT&R ward

Based on the findings from the patient co-design interviews, landscapes and nature-based scenes created ample opportunity for meaningful conversations around memories and feelings which created and an enhanced atmosphere of care. The colours were chosen for their reported 'calming qualities' and connotations to nature.



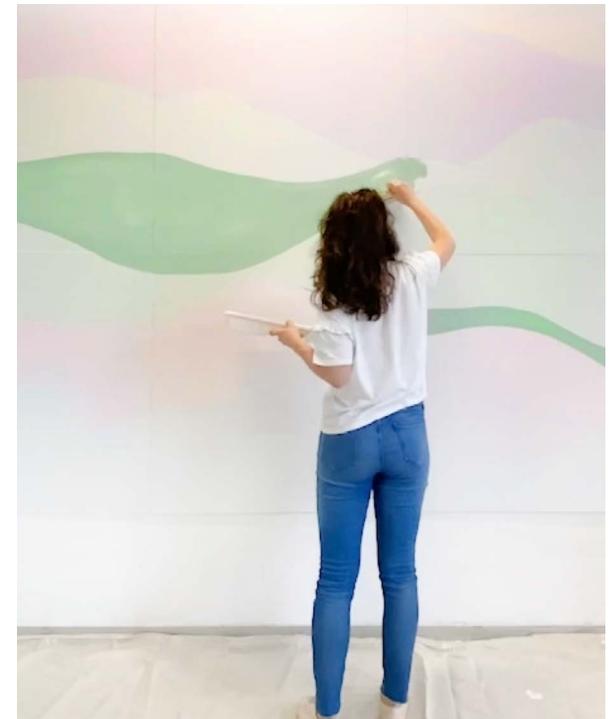
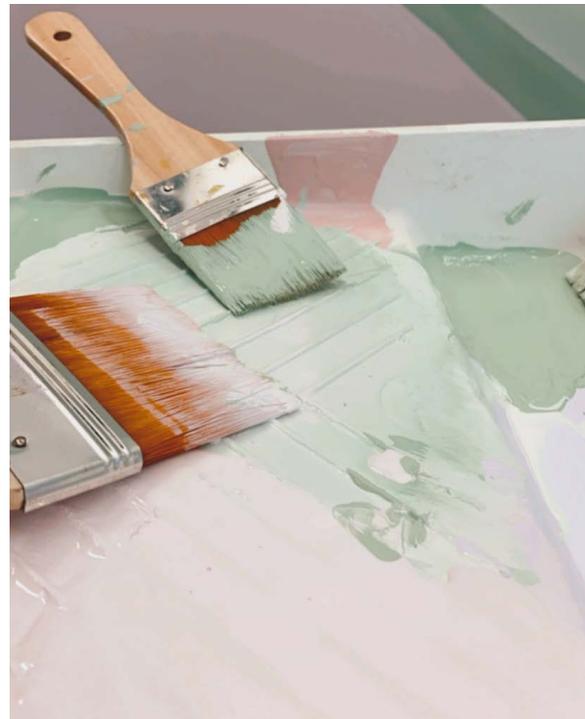
Prototyped landscape painting
5m x 2m Acrylic on corflute plastic

Process video

A time-lapse video was created to document the process of creating the painting prototype. This was completed at scale (5m x 2m) on corflute panels, adhered to a wall in the Good Health Design studio at AUT. The intention was for the prototype to be transported to the AT&R ward so that the effect of the large-scale painting could be assessed.

Please click [here](https://youtu.be/igQDNxqlqFU) to watch the video, or copy and paste this link into your web browser: <https://youtu.be/igQDNxqlqFU>

For the full timelapse video (2 minutes 40 seconds) please click [here](https://youtu.be/_Da0riXVRZ4), or copy and paste this link into your web browser: https://youtu.be/_Da0riXVRZ4





careful
painting