**Accessible transcript: The co-design process**

Link: <https://www.youtube.com/watch?v=48dG4WviYqI>

**[Visual] The video opens with a blue background. An illustration of a rope appears along the bottom of the screen. Above it, in white writing, are the words, ‘Co-design process’.**

[Audio] Co-design is how we partner to design a higher quality and safer health system.

**[Visual] The screen changes to be five bubbles with questions marks inside of them popping up on the screen.**

[Audio]It works like this: a problem or opportunity is identified, and a decision is made to explore further with the intent to make an improvement.

**[Visual] The bubbles on the screen pop and disappear. They’re replaced by a cluster of words. The word ‘team’ is in the middle in yellow. Around it in white are the words ‘whānau’, ‘consumers’, ‘staff’, ‘community’ and ‘clinicians’.**

[Audio] We engage with those who deliver health services, and those who receive them.

**[Visual] The words shrink and four hands with different skin tones join in the middle of the screen.**

[Audio] We then bring a team together who define the focus area and opportunity for improvement.

**[Visual] The four hands are replaced on the screen with an illustration of a kete. Inside of the kete is a speech bubble, a clipboard and sticky notes. A microscope appears and moves around over the kete.**

[Audio] First, information is gathered. Then we take time to understand what was shared.

**[Visual] The kete disappears and three lightbulb illustrations appear. One by one, they glow yellow.**

[Audio] Improvement ideas are tested on a small-scale using Plan, Do, Study, Act cycles.

**[Visual] A circle of arrows appears with four sections inside of it labelled ‘Act’, ‘Plan’, ‘Do’ and ‘Study’.**

[Audio] If an idea works, we then embed it.

**[Visual] A seed appears in the middle of the circle and falls down to the bottom of the screen. The video follows its progress down until it lands in soil and begins to grow roots and a stalk.**

[Audio] We sustain the improvement and share lessons to create a higher quality and safer health system for all.

**[Visual] The stalk grows into a pōhutukawa tree. The words ‘Higher quality and safer health system for all’ appear above it in blue.**

**[Video ends]**