

# Kōrero mai

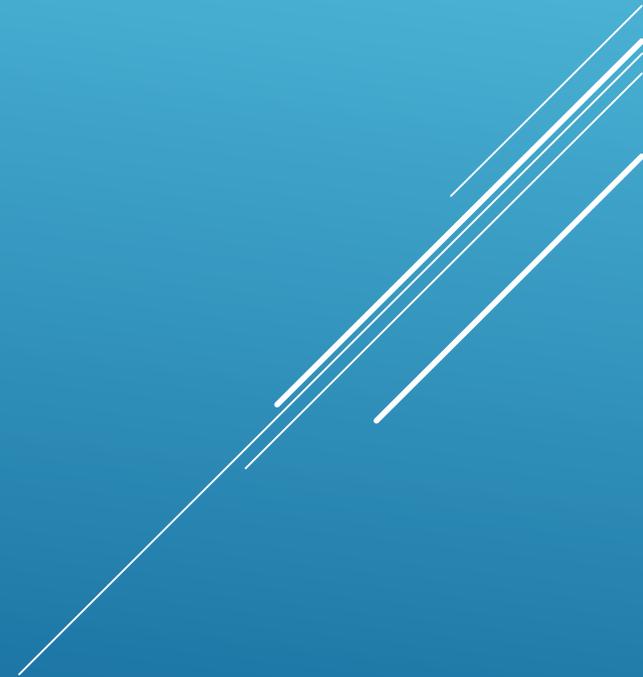
## Talk to me



Sarah Imray  
CNS PAR service



# What is Co-Design?



# Co-design approach

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Co-design approach includes the following stages:

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- **Project start up:** scope, plan, aim
- **Engage:** consumers, families and staff
- **Capture:** consumer, family and staff experiences using a range of methods
- **Understand:** emotions and “touch points” along the journey of care
- **Improve:** work together to identify and prioritise what to improve
- **Measure:** check to see if experience is improving

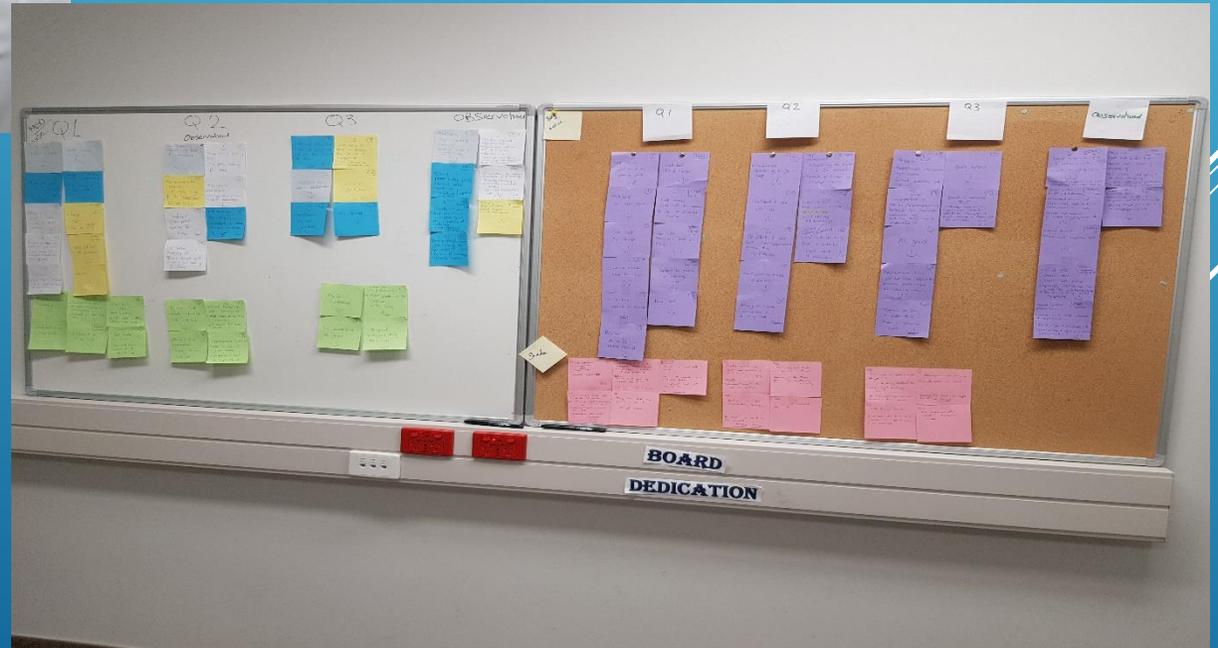
# Kōrero mai co-design team



# Data capture



# Understanding

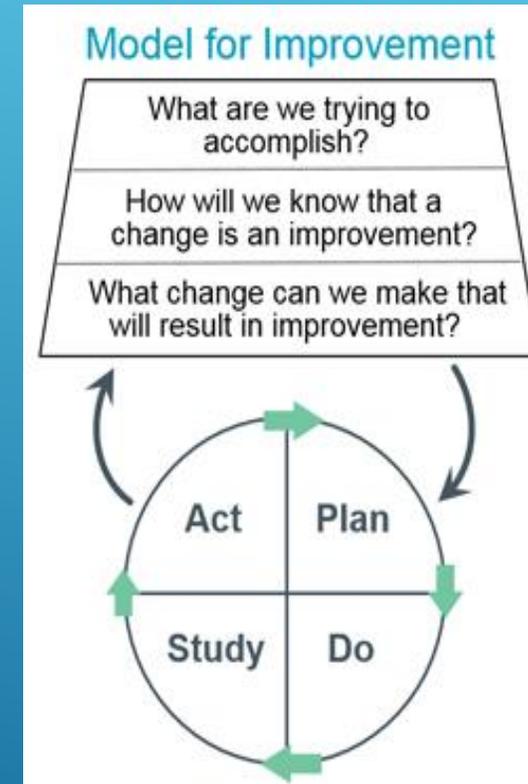


# Implementation

## Kōrero Mai: Talk To Me

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>C</b> oncern	<b>L</b> isten	<b>U</b> nderstand	<b>E</b> scalate
			
Have you noticed a worrying change in your condition?	Talk with your Nurse or Doctor Tell them your concerns	Do you feel they understood your concerns? Are you happy with the response?	If you are still worried CALL 027 567 4356 Patient-at-Risk Service

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# Measure



# Kōrero Mai

## Kōrero mai

### Talk to me



If you are concerned about a change in your condition, or the condition of the person you are caring for, please discuss your concerns with your nurse or doctor.

If you are still worried, call 027 567 4356 to request a review by a senior nurse.



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Any  
Questions

