opencare

Deliverable 3.1:
Co-designing care services: a practical guide

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The opencare Playbook

This description is related to deliverable 3.1.
The opencare Playbook version 1.0 was published by WeMake on June 30th, 2016.

WeMake announced the publication of the playbook on opencare platform.
The full book can be either read online under playbook.opencare.cc or downloaded as a PDF or ePub version.

The book has been built on top of the GitBook service. GitBook is both an online platform for writing and hosting documentation, and an open source book format and toolchain. Users are allowed to publish different versions. On GitBook, a version can either be a branch, a tag, a version or an update. The opencare playbook on GitBook can be also commented.

Next step: the playbook will be provided through traditional channels and social networks to promote the replicability and its development.

Why talk about version 1.0?

Because it is a work-in-progress deliverable, that will be enriched with more examples and contents throughout the development of the opencare project. This playbook is organized in such a way so that everyone can start from here to replicate changing process of opencare project.

About

Epochal changes in science, technology and globalization have transformed traditional power structures in the world, opening the way for citizens to participate in society to a further extent than before. And change is accelerating.
While we do not know what tomorrow's problems are going to be, we know there will be many, and we know we will need everyone equipped to deal with them. We all must be emphatic innovators, able to collaborate, create, and act in changing environments.

The **opencare** Playbook, also known as "Co-designing care services: a practical guide" is a little contribution appealing to all innovators thriving to make a change in their community.

The Playbook describes a general path for starting collaborative processes that can be adapted to various contexts.

The playbook documents and relates to engagement processes (both locally and online), co-design sessions, prototyping and sharing documentation as parts of the entire process:

- Local and online engagement as the citizenship involvement on specific issue (in this case: care)
- Co-design as the collective detection of troubles and solutions
- Prototyping as a the making of a service or a device from a concept
- Sharing documentation to facilitate replicability of processes and results

The Playbook is a collection of notes, tools, tips and tricks about the opencare.cc project. This document needs to be considered as a work in progress: the playbook is written as a beginners' guide to enable citizens to replicate the changing process at the core of the opencare project.

Documenting the opencare process

WeMake (in collaboration with the Municipality of Milan) has carried out all the local citizen engagement process and co-design sessions.

Along with delivering this playbook, WeMake is currently prototyping the first solution identified and designed by citizens.

This process was monitored through a self-evaluation on goals, tools, methods and skills that WeMake had tested before in different contexts. We'll root the opencare approach within existing networks of care, helping them to move steps further, towards community-driven solutions.

We intentionally excluded conventional methods of engagement, such as institutional meeting or round table with stakeholders/organizations representing specific targets or interests.
Conversely, we consider "clusters" of practices to identify and engage people starting from their direct experience. Citizens are, in a way, "experts" of their everyday life and the related "care needs". By doing so, we aim at engaging people without the intermediation.

The Playbook is inspired by the process shown in the next page:

opencare playbook

WHAT	Information	Engagement	Involvement	Sharing	Empowerment	Capability	Exploitation
WHY	To provide citizen with objective information to assist them in understanding the aim, the process and the results. ,	To obtain citizen feedback on analysis, alternatives and/or decisions	To work directly with citizen throughout the process to ensure that the public concerns and aspirations are consistently understood and considered	To partner in each aspect of the decision including the development of alternatives and the Identification of the preferred solution	To place final decision-making in the hands of the public	To empower citizens to identify their knowledge and skills	To increase sharing practice, process, knowledge and skills
HOW	storytelling and hand-on events, experiential workshops, individual connection through emails	Inquiring about content they have understood , asking them instances, sharing experience, pushing them to ask everything about your project	Asking the public what they are interested on. Listen to their stories and their trouble. Let them to decide which narrative they want to carry on	Finding with citizens a solution, an ideas and assist them in understanding evaluation criteria	Finding with citizens a solution and ideas. Assist them in understanding evaluation criteria in order to design feasible solutions	Prototyping and testing a solution	Documenting and sharing prototyping process and tools