

Table 1. Phases and activities in the design process

Phase 1 Discover and explore		Phase 2 Define problem		Phase 3 Develop ideas	Phase 4 Propositions for new service solution	Phase 5 Testing and evaluation
Data collection	Aim	Analysis	Synthesis	Idea generation	Work out alternatives	Testing for final solution
One exploratory workshop with 25–30 key stakeholders and user representatives	To get to know the service and its actors	The designers created a ‘rich design space’ where all raw data was exposed on the walls. Material from post-it notes and interview notes and quotes were clustered into themes and problem areas. These focused on problem areas that were considered feasible to solve.	Each problem area was reframed as an insight with potential for action, backed up with quotes from the material. These actionable insights were used as a basis to inspire key stakeholders to ideate solutions.	An ideation workshop with 30 participants from 14 departments and 2 user representatives was conducted. Actionable insights were presented and ideas were developed in groups.	The designers created a new ‘rich design space’ to synthesize the material, looking for patterns among the ideas. Finally, three different solutions to the previously identified problem areas were chosen to be presented to stakeholders and user representatives.	Based on the feedback from phase 4, an adjusted final solution was chosen by the steering group to be implemented and tested in the clinic.
28 interviews representing 15 patient journeys and 13 interviews with health professionals	To map the patient journey and enable identification of problem areas and opportunities for innovation					
Two role plays with 3 health professionals (2 psychiatrists and 1 psychologist)	To do contextual inquiry for more in-depth understanding of the steps in a referral situation					
One focus group with healthy youth	To understand how the service could implement a more youth-friendly approach					