

# Designing Space for Healthcare Connection

## **Visioning Sessions Shareback Summary**

A Collaboration with Charm City Care Connection  
Denise Shanté Brown, Holistic Design Strategist +  
Neighborhood Design Center



# Introduction

Charm City Care Connection (CCCC) seeks to connect those in the most marginalized communities in Baltimore city to high-quality healthcare services and seeks to address any obstacles that might threaten that connection through health resource case management and advocacy.

In 2019, CCCC opened a drop-in space for people who use drugs (PWUD). CCCC intends the space to be oriented towards social justice and meaningful engagement, therefore a large aspect of the project will include a collaborative design process with the community advisory committee (CAC), as they are vital to CCCC's decision making processes and programming.

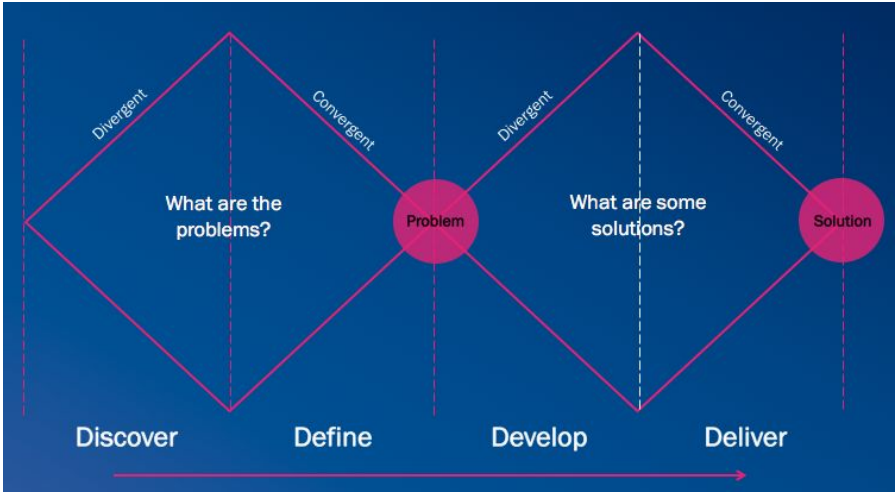
CCCC began working with Denise Shanté Brown and the Neighborhood Design Center (NDC) to put their ideas and goals into fruition, specifically focusing on the flow, the environment and the balance of creating a calming, cozy, and political space. Denise Shanté Brown led visioning sessions which will inform conceptual interior design plans created by a professional volunteer through NDC's Community Design Works program.

# Our Process

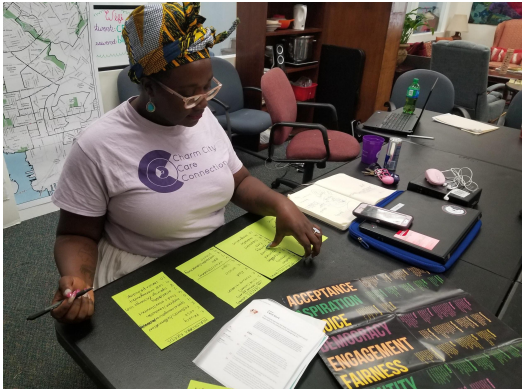
Utilizing a creative, collaborative approach, Denise met with CCCC staff to better understand their challenges and hopes, co-created activities for three visioning sessions engaging the CAC, and facilitated workshops to uncover values and needs expressed by the community members that will guide design concepts for the future space.

## The Framework

The Double Diamond is a design thinking framework to guide the process of understanding the CCCC community, their challenges, hopes and exploring ways to reach opportunities that best support their vision.



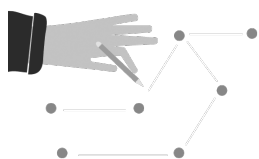
The Double Diamond Approach, *Design Thinking 101* by Kayla J Heffernan



**Co-creating Visioning Sessions**  
Cola, CCCC staff member, brainstorming content for one of the session activities

# Methods

## Storytelling



After check-ins and introductions, we utilized a storytelling activity for an icebreaker as a way to begin building connections between everyone involved in the visioning process and create a reflective opportunity for the sharing of what holds meaning and significance in the space to each individual. Their responses to the prompt showed the various parts of the space that people love and appreciate, from the coffee station to clothing closet.

## Guided Tour



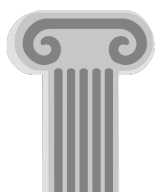
Before our Visioning Sessions began, we had several meetings with the CCCC staff sharing their intentions for this new collaboration and giving tours of the space to show what currently exists and what they would like to see in the future. This time, we centered the perspective of community members to gain a deeper understanding of how *they* view each part of the space and what they wish would happen and/or be provided.

## Card Sorting



To begin familiarizing community members with the card sorting activity and the card deck we would use to help frame our values and needs for the space, we started discussed the four categories: Values, Healthcare Needs, Feelings and Senses. Everyone shared which area stood out to them and how they currently see it reflected within CCCC, whether it be through the services offered or in the physical space itself.

## Design Principles



Introducing community members to design principles and manifestos as a way to describe what matters most, we looked at examples and discussed how we would create our own version to guide the future conceptual design for the space.

## VISIONING SESSION NO. 1

# Understanding People, Place & Space

October 18, 2019 1PM-3PM | 15 Community Members

### Session Goals:

To build connections between the community members, community advisory committee, staff and collaborators involved in the process and gain a community-centered perspective of how the space is used, viewed and valued.

### An example of one Storytelling Activity response:

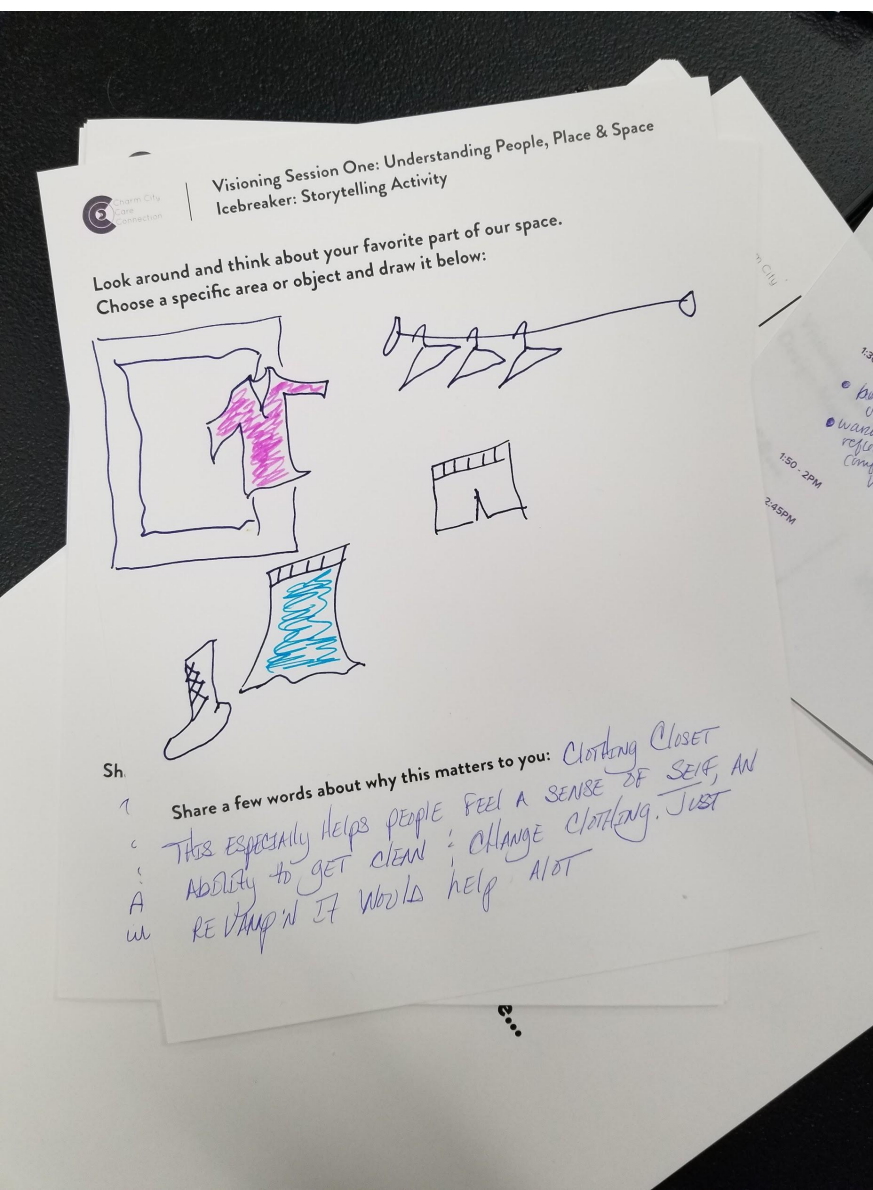
*Clothing Closet: This especially helps people feel a sense of self, ability to get clean & change clothing. Just revamp'n it would help a lot.*

Some community members at the table decided to verbally share their favorite parts of the space. Their responses included:

- Bonding over tea
- The warm cup is a comfort and feels like home
- Oatmeal and eating
- Interacting with other people

### Co-creating Visioning Sessions

Cola, CCCC staff member, brainstorming content for one of the session activities

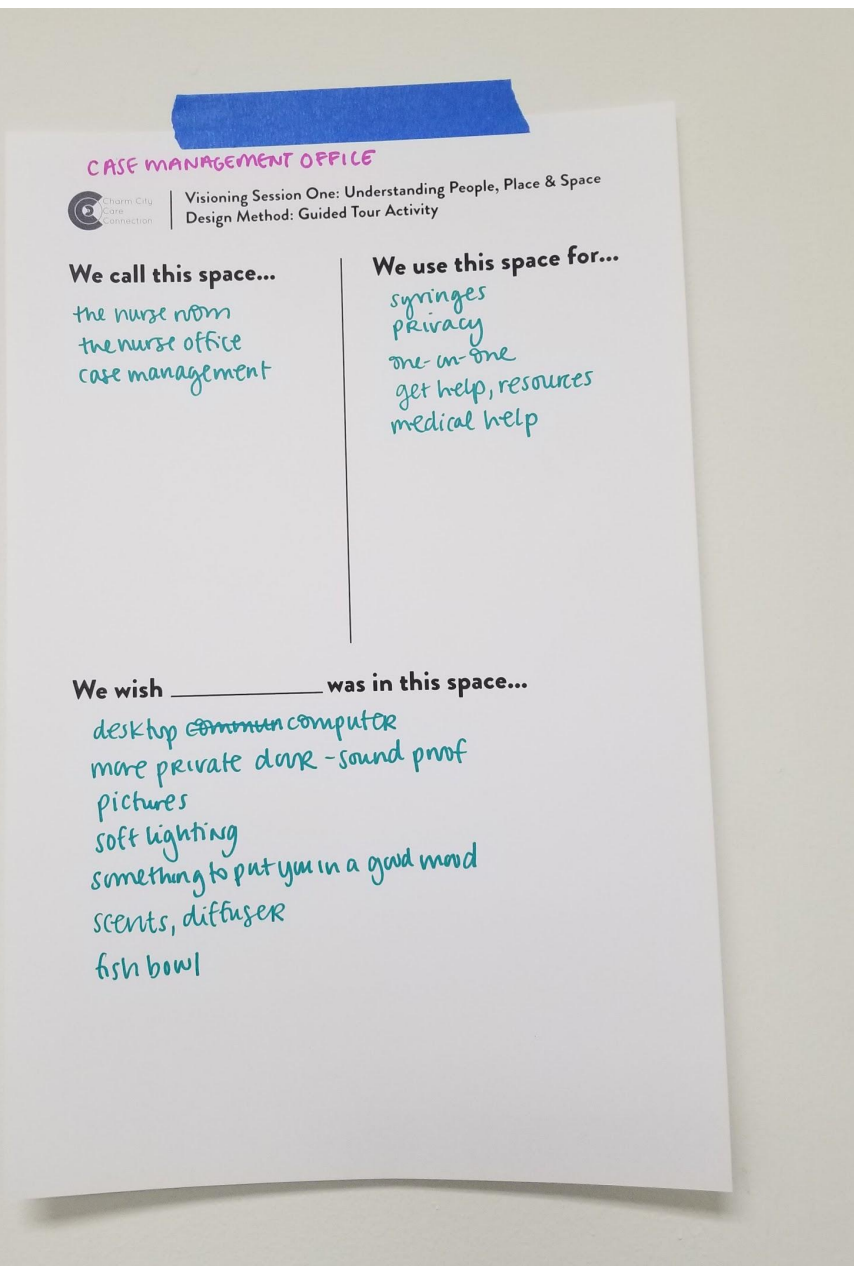


## GUIDED TOUR

A framework to help document responses and facilitate discussion during the Guided Tour was designed with the following prompts:

- We call this space...
- We use this space for...
- We wish \_\_\_\_\_ was in this space.

This template was placed in every shared community space of CCCC and left on the walls for people to continue sharing their responses and be available to those who were unable to attend the session as scheduled.



One of the templates outside of the Case Management Office with responses from community members.

## GUIDED TOUR

Moving from room to room with a different community member guiding the experience for sharing, we heard multiple perspectives of how the room was perceived, being used, what they viewed as necessary changes. Some community members even had layout and interior design ideas that they've been thinking about.



Discussing ideas for how the clothing closet room could be used in various ways, from watching movies to including lounge chairs.

CCC staff and community members exchanging ideas about what they wish was in the medical supplies room.



CAC and community members shared an honesty and certainty of vision during their feedback on what the space is and what they can see it being in the future. It not only highlighted their connection to the space but also their creativity and investment in making it come to fruition.

What we call this space	What we use this space for	We wish ____ was in this space
<b>Bathroom</b> <b>Safe Haven room</b>	<ul style="list-style-type: none"> <li>• Clean up</li> <li>• Change clothes</li> <li>• Washing clothes</li> <li>• Privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Larger sink</li> <li>• Table for cleaning up</li> <li>• More ventilation</li> <li>• Larger mirror, taller</li> </ul>
<b>Dish space</b>	<ul style="list-style-type: none"> <li>• Displaying clean dishes</li> <li>• Drying dishes</li> <li>• Soaking dishes</li> <li>• Recycling</li> </ul>	<ul style="list-style-type: none"> <li>• Drying mats for dishes</li> <li>• Utensil holder</li> </ul>
<b>Thinking Area Wall</b>	<ul style="list-style-type: none"> <li>• To get away</li> </ul>	<ul style="list-style-type: none"> <li>• Fish tank               <ul style="list-style-type: none"> <li>◦ Fish tank 60 gallon tank would be a good idea</li> </ul> </li> </ul>
<b>Food Table</b> <b>Serving Table</b> <b>Self-Serving Line</b> <b>Food Center</b>	<ul style="list-style-type: none"> <li>• To display food</li> <li>• Serve food</li> <li>• Hold condiments, utensils</li> <li>• Accessible, simple to deal with self-serving (bags of bread, containers of PB - peanut butter)</li> </ul>	<ul style="list-style-type: none"> <li>• Smaller table</li> <li>• Ability to serve community</li> <li>• Glove dispenser</li> <li>• Cup dispenser</li> </ul>
<b>Information Center</b> <b>Resource Board</b>	<ul style="list-style-type: none"> <li>• Put out information</li> <li>• Getting resources, community</li> <li>• Finding out about events, jobs</li> <li>• Add outside events, bringing event info in</li> </ul>	<ul style="list-style-type: none"> <li>• Make space to put information, not cluttered</li> <li>• Cork board and chalkboard (positive messages, quotes)</li> <li>• Take the table away, mainly wall. Put bench instead.</li> </ul>
<b>Coffee and water den</b> <b>Refreshments space</b>	<ul style="list-style-type: none"> <li>• Storage for coffee</li> <li>• Supplies for coffee</li> <li>• Refreshment</li> <li>• Drinks!</li> <li>• Sanitizing</li> </ul>	<ul style="list-style-type: none"> <li>• Station to clean before doing/getting coffee</li> <li>• Hang washing station</li> <li>• Floating counter w/storage options</li> </ul>



**The Nurse Room  
The Nurse Office  
Case management**

- Syringes
- Privacy
- One-on-ones
- Get help, resources
- Medical help

- Desktop computer
- More private door, sound proof
- Pictures
- Soft lighting
- Something to put you in a good mood
- Scents, diffuser
- Fish bowl

**Medical room  
Syringe room  
SSP, SEP  
Ro's Office**

- Supplies
- Need exchange
- Making kits
- Interns hangout
- Outreach

- Tall storage, shelving system
- Soft feeling/vibe from furniture
- Cohesive style
- Pictures on wall
- chair/lounge space for kit making
- Table, work table
- posters/information about services - framed and options (options that available for the different services offered)
- Shadow boxes showcasing supplies, changing out (what's displayed)
- Computer system for data entry

**The Closet  
The Boutique  
Community Closet  
The Thrift Shop**

- Clothing
- Shoes
- Lounging to sit and try on
- Dressing up
- Clean clothes

"It made me feel like I was human"  
- comment from community member expressing how having access to the clothing closet made them feel.

- Possible nap room
- Division in the space
- Dressing room/space for privacy
- Shower
- Washer and dryer
- movies/TV for watching - projector?
- Longer, multiple racks for clothing
- Lounge chairs
- Storage racks for shoes
- Full length mirror

VISIONING SESSION NO. 2

# Uncovering Community Needs & Values

October 25, 2019 1PM-3PM | 6 Community Members

## Session Goals:

To identify what's most important to the people we're designing with, why specific values and needs hold significance to them and how those values and needs relate to the physical space.



### values

things you believe are important to your everyday life and who you are



### healthcare needs

things you require to help sustain your overall health and wellbeing



### feelings

things that you want to express and experience within yourself and with others



### senses

things you want to see, touch, hear, smell, and taste in your physical environment

## CARD SORTING

One of the main goals for a Card Sort is to identify what's most important to the people we're designing with in a way that facilitates open conversation about what matters most. Using the content co-curated with Cola and Aleah during the planning session, Denise designed a unique card sorting deck specifically for CCCC community members and the purpose of this project.

The cards, with a total of 40 selections, combined the following:

- 1. Category symbols:** icons to help identify which area the words and images for each card relates to.
- 2. Words:** bold descriptors of values, healthcare needs, and feelings.
- 3. Images:** visual representations of the ten senses.
- 4. Blank Options:** empty cards for people to write-in what may be missing from the options available.

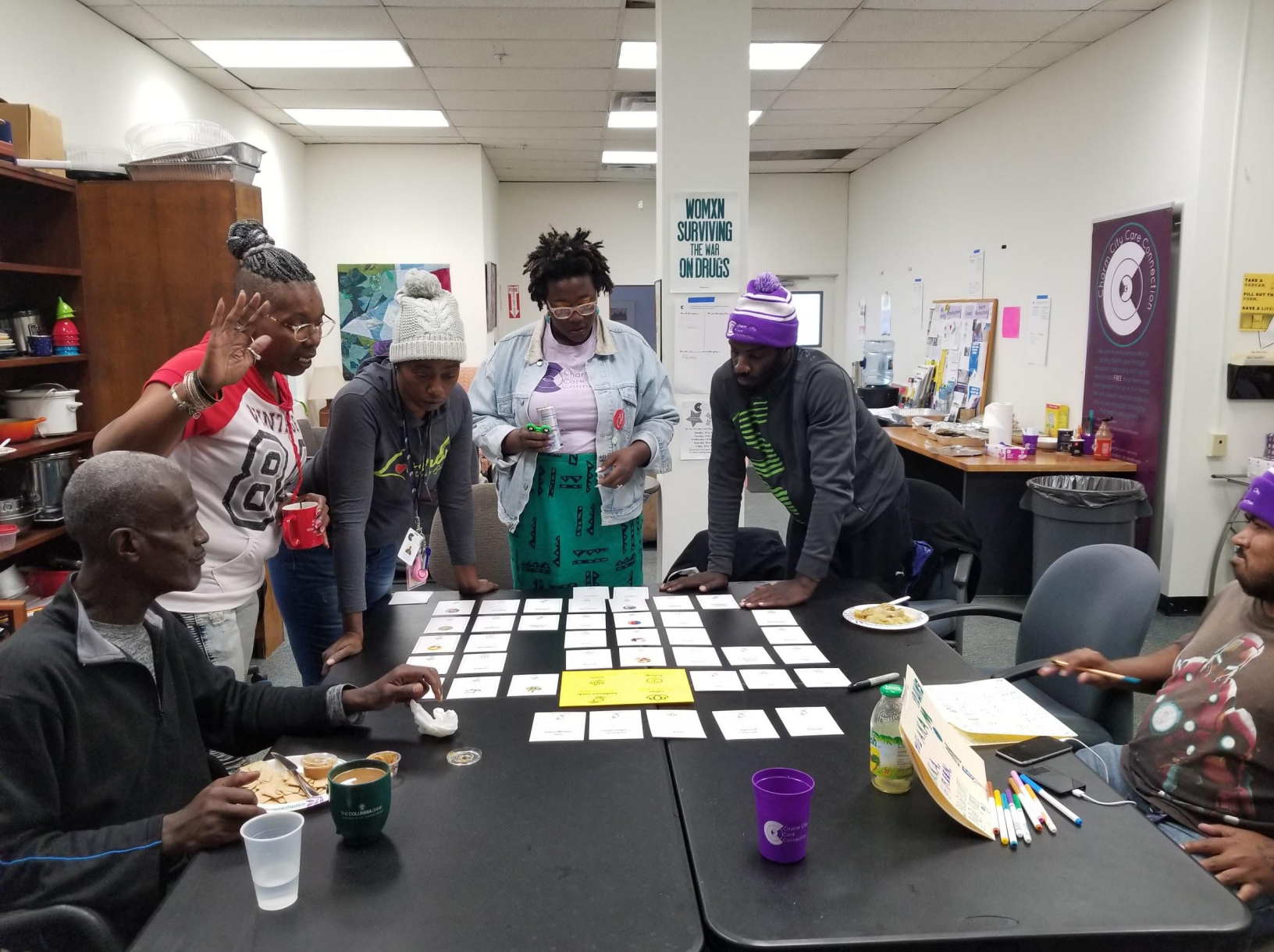


Included on each card in the deck is also the word *why*. This was added to the design to document the rooted reasons for cards selected as a priority during the card sorting activity. It also provides the facilitator a clear reference to what was shared from community members throughout the discussions without having to look to separate session notes.

For our card sort framework, three questions were asked:

1. What do you *absolutely* need to experience in this space?
2. What is not absolute but *still important* to you in this space?
3. What matters *the least* to you in this space?

Set of cards representing each category used to create the card sorting deck, specifically for CCCC.



Community members discussing the cards and coming to a collective consensus about what's most important for the future CCCC space.

All of the cards were spread out to review and address any clarification in meaning. Going through the three card sorting questions stated above, community members talked through their personal interpretations of the words and images, opinions on why it matters for the CCCC community as a whole and future space, and collectively selected the cards to be placed on the wall next to the corresponding questions.

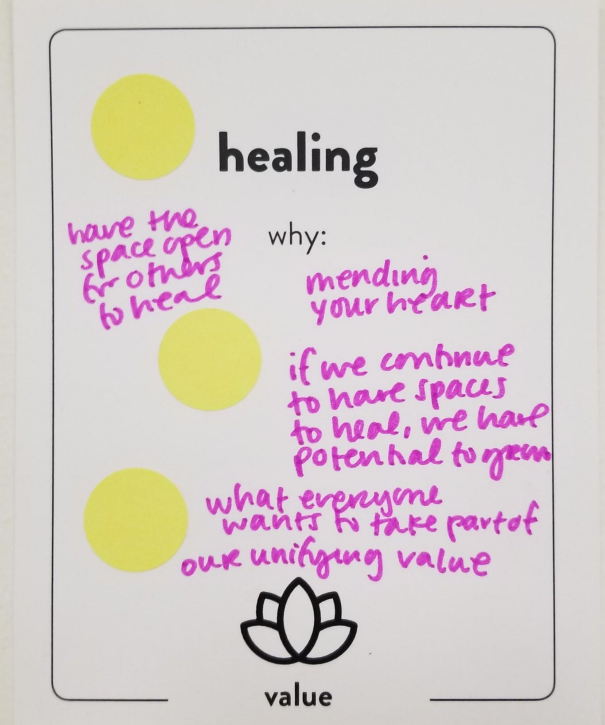
## CARD SORTING

Once all of the questions were answered through card sorting, everyone received five sticker dots to select *their* personal priorities out of the 40 cards. This was introduced as a way to see any overlapping themes that matter most and to have a deeper conversation on *why* they chose each card as their top five. Responses during the conversation were documented on the cards.



Healing being one of the top priorities for community members, described as their unifying value.

One of CCCC's community members putting their sticky dot selection on the value card: honesty



What do you **absolutely** need to experience in this space?

- **Trust (value):** Knowing that I'm safe and can communicate with anyone here and it won't leave this space. Anonymity. Be me, be who we are.
- **Healing (value):** Have the space open for others to heal, mending your heart, if we continue to have spaces to heal we have potential to grow, what everyone wants to take apart of, our unifying value.
- **Community (value and sense):** Community equals family and togetherness, we share a lot of things when we come together, unity
- **Privacy (healthcare need):** To give space to think and have prayer, sometimes you need your space, time to think and space to work on you.
- **Syringe Exchange (healthcare need)**
- **Hygiene + Sanitation (healthcare need)**
- **Resources + Information (healthcare need)**
- **Case Management (healthcare need):** Housing security, guidance and support what you need, helps build relationships and ability to talk things out and get support
- **Service Provider (healthcare need):** Need the service in order to "go ahead", very important to get that help, help with access to healthcare.
- **Voice (value):** You have to have a voice in order to get what you want.
- **Safety (value)**
- **Food + Nourishment (healthcare need and sense):** We love to eat! Can't go without it. Food brings people together and bringing people into this space and leads to finding out other services provided

What is not absolute but **still important** to you in this space?

- **Supported (feeling):** That's what we're getting and here for, we have to have a support system.
- **Serenity (feeling):** Being calm, peaceful here is very important, deal with a lot of stuff and don't get serenity "out there."
- **Authenticity (value):** Being yourself and real when you come here, you can take the mask off, healing comes from being your most authentic self, if you're not authentic you can't get what you need.
- **Choice (value):** Having the choice to be a part of decisions - like this activity, harm reduction is about choice.
- **Free (feeling)**
- **Respected (feeling):** Mutual respect is the base for anything else we want to do, supporting people without judging, can't have genuine connections with people without respect.
- **Thankful (feeling)**
- **Honesty (value):** Keeps you grounded, it's OK to be honest here with peers and staff, not judged, helps growth.
- **Rest (healthcare need):** Restorative, when you go to sleep you grow, rest is about growth, a lot of people will rest after lunch on the couch, the power of resting and napping, we want people to be able to rest here while feeling safe to, having the option to rest and sleep somewhere.
- **Comfort (feeling)**
- **Sofa/coach (sense)**
- **Color (sense)**
- **Light (sense)**
- **Access (value)**
- **Disability Accessibility (healthcare need)**

## COLLECTIVE TOP NEEDS & PRIORITIES

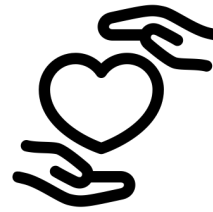
“If we continue to have spaces to heal we have potential to grow.”



### 9 Values

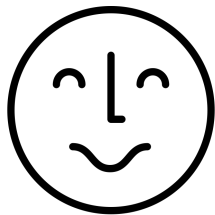
trust, healing, community, voice, value, authenticity, choice, honesty, access

*healing was named as their unifying value*



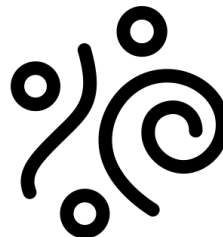
### 7 Healthcare Needs

privacy, syringe exchange, hygiene and sanitation, resources and information, case management, food and nourishment, rest



### 6 Feelings

supported, serenity, free, respected, thankful, comfort



### 3 Senses

sofa, color, light

*Community members also care about disability accessibility but are unsure how to integrate that into the environment.*



### VISIONING SESSION NO. 3

# Guiding the Design

November 1, 2019 2PM-3PM | 5 Community Members

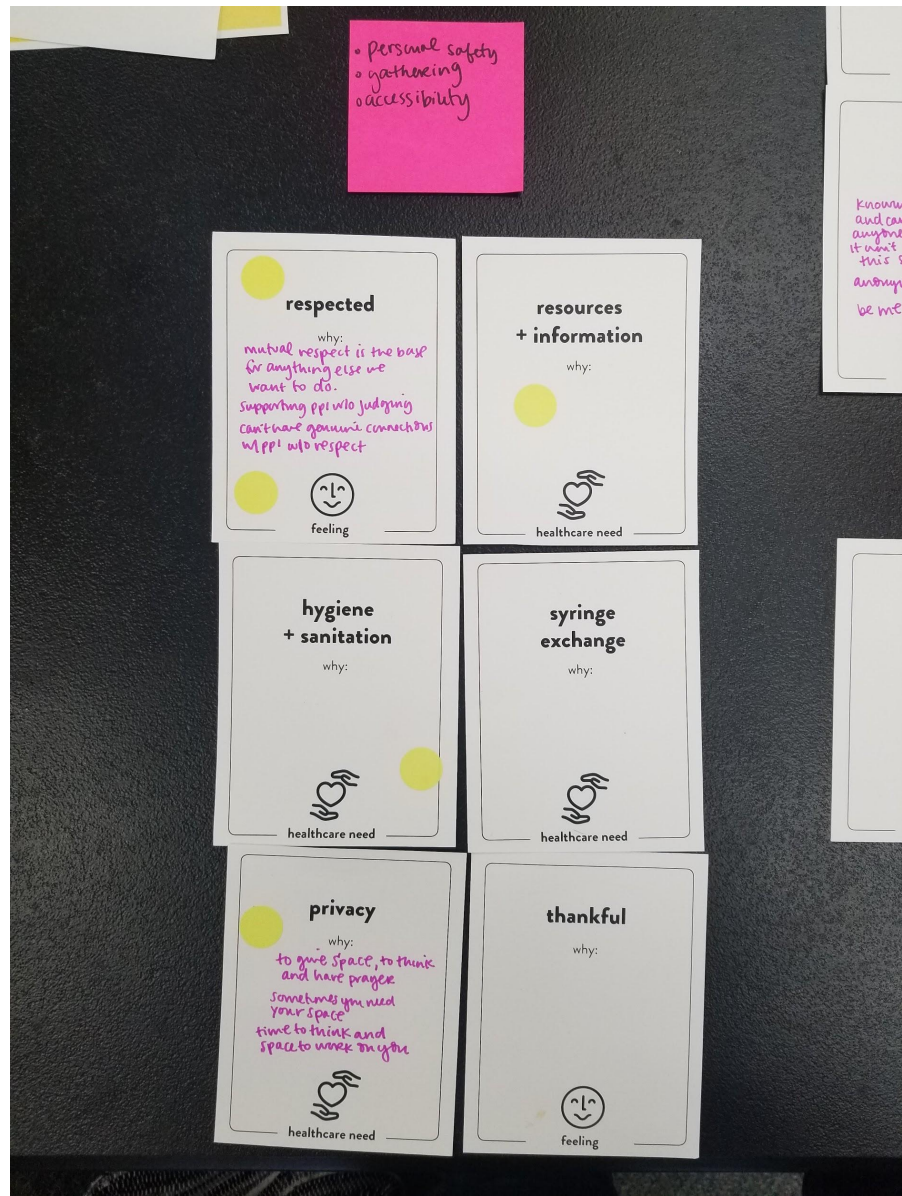
## Session Goals:

To unify the elements uncovering our most important community values and needs by crafting a set of principles that will guide and inform the conceptual design of the future space.

Before beginning to write and articulate how we want to see top values and needs reflected in the future space, we needed to revisit those core values and needs selected in the previous session. We reviewed our *Why* within each one to look for recurring themes and connections between them.

As a team, we grouped the cards and identified things that they shared and thoughts and emotions each group made us think about as being part of the CCCC community.

One of the groups created during the session, highlighting connections between personal safety, gathering and accessibility



**respected**  
why:  
mutual respect is the base for anything else we want to do.  
supporting ppl w/o judging  
can't have genuine connections w/ ppl w/o respect

feeling

**resources + information**  
why:

healthcare need

**hygiene + sanitation**  
why:

healthcare need

**syringe exchange**  
why:

healthcare need

**privacy**  
why:  
to give space, to think and have peace  
sometimes you need your space  
time to think and space to work on the

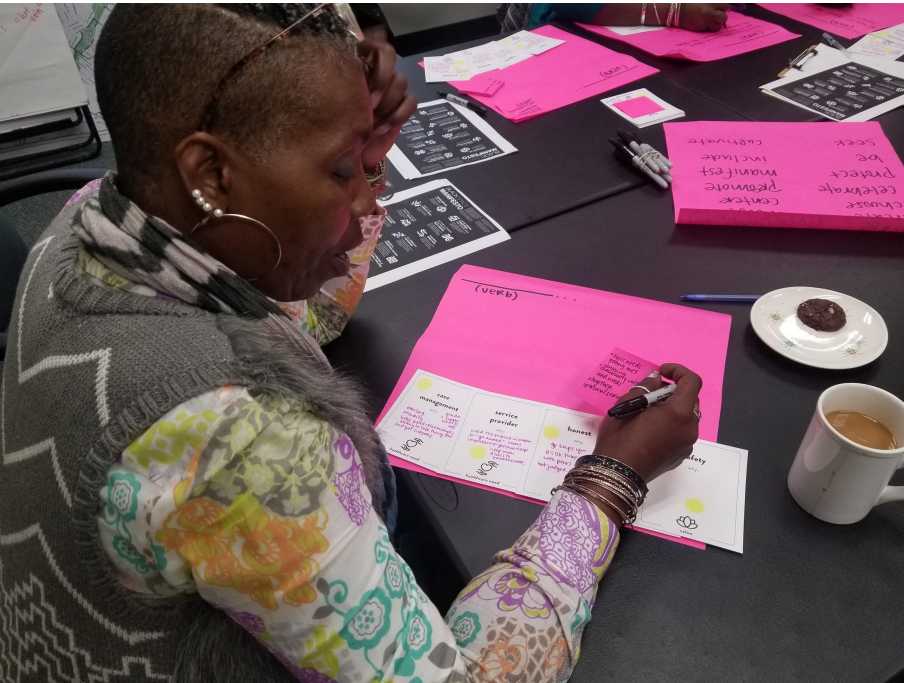
healthcare need

**thankful**  
why:

feeling

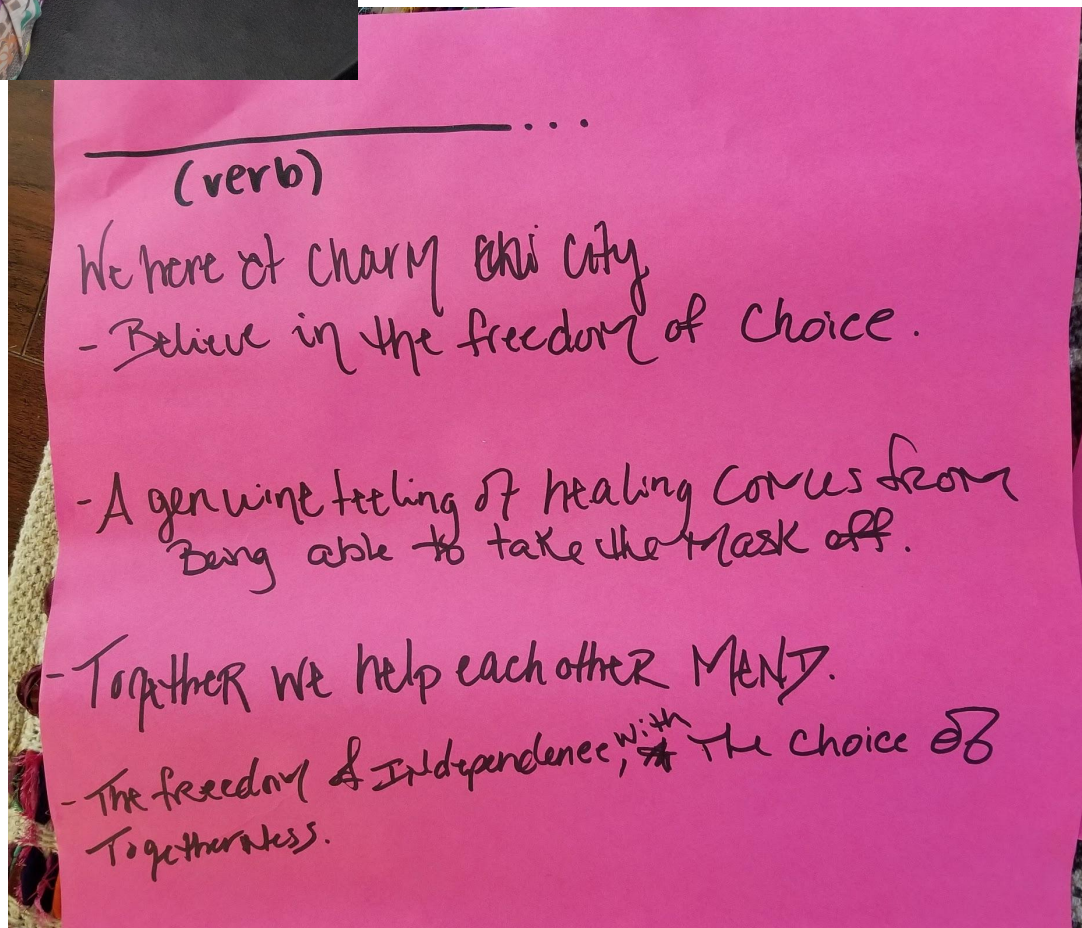
## GUIDING THE DESIGN

Everyone chose one particular card group to inspire the statements that would begin to form our design principles. We then used the remaining session time to quietly reflect and write, pulling phrases from our *Why* sections and giving ourselves the opportunity to synthesize who the CCCC community is, what we need and how we want to feel.



One of the community members turning their grouping of cards into statements that express collective perspectives and beliefs.

One of the community members reflecting on their grouping and the connections they see.



# COLLECTIVE STATEMENTS

As opposed to numbered principles, the statements that emerged seem to be taking the direction of a manifesto written to declare views and desired outcomes for the future space with community voice at the center.

We here at Charm City believe in the *freedom of choice*.

A *genuine feeling of healing* comes from being able to take the mask off.

Together we *help each other mend*.

The freedom and independence with the choice of *togetherness*.

We *celebrate* mutual respect, mutual support and genuine connections.

We provide *privacy*.

We promote hygiene and sanitation and in doing so *support everyone's wellbeing*.

We prioritize making resources and information *legible and accessible*.

We *center the knowledge* everyone brings into the space.

We seek SEP services that are *accessible and readily available* at every level.

Charm City Connection has case/service management which will honestly *take care of all your needs*.

With all providers, case management concerns can be *met to the best ability*.

We as the Charm City Care Connection Collective seek to *create a sanctuary* that centers the ideals of home comfort. By combining wellness w/a chill spot approach we promote family by giving/centering safety and manifesting an area that is relaxed enough to sleep in.

By choosing rest we celebrate restorative energy while literally *providing a first or second home* for people to sleep. The sense of comfort/belonging is palpable and something we cultivate with every spatial decision within CCCC/Collective.

Promote a space of community wellness:

We need a space that feels *therapeutic, calm and peaceful* for/to everyone who enters. We deal with a lot of stuff outside of this space and want to experience serenity in this one.

When we walk in, we want to know that we are safe, can trust the people and show up *exactly as we are*.

# Themes & Insights

After reflecting upon and synthesizing all of the gathered notes and data from the three Visioning Sessions, themes and insights were identified. These insights, more implicit than explicit with possibilities to inform conceptual design, can lead the team to clarifying opportunities and finding ways to begin the ideation and development process.

## BEING IN A SUPPORTIVE & HEALING SPACE

- “It’s what everyone wants to be apart of. It’s our unifying value.” — community members discussing the Healing value card
- “Being calm and peaceful here is very important, we deal with a lot of stuff and don’t get serenity ‘out there”
- “That’s what we’re getting and here for, we have to have a support system.”— on the Supported feeling card

**Insight:** Despite the differences in lived experience outside of CCCC, community members share a common desire to sustain and create more supportive healing opportunities where they can see and feel peace when they show up in the space.

## PROVIDING HELPFUL RESOURCES

- “We need the service in order to “go ahead”. It’s very important to get that help and help with access to healthcare.” — on Service Provider, Healthcare Need card
- “It helps build relationships and we have the ability to talk things out and get support.” — on Case Management Healthcare Need card
- “Food brings people together and bringing people into this space leads to finding out about other services provided.”
- “It made me feel like I was human” — community member expressing how having access to the clothing closet made them feel.

**Insight:** The direct resources that CCCC provides day-to-day is imperative to their community members but they wouldn’t be as effective without intentional spaces that combine relationship building with service.

# EXPERIENCING TRUSTING CONNECTIONS & AUTHENTICITY

- “We share a lot of things when we come together.”
- “Knowing that I’m safe and can communicate with anyone here and it won’t leave this space.” — community member on the Trust value card
- “Being yourself and real when you come here, you can take the mask off.”
- “Sometimes you need your space - time to think and space to work on you.”

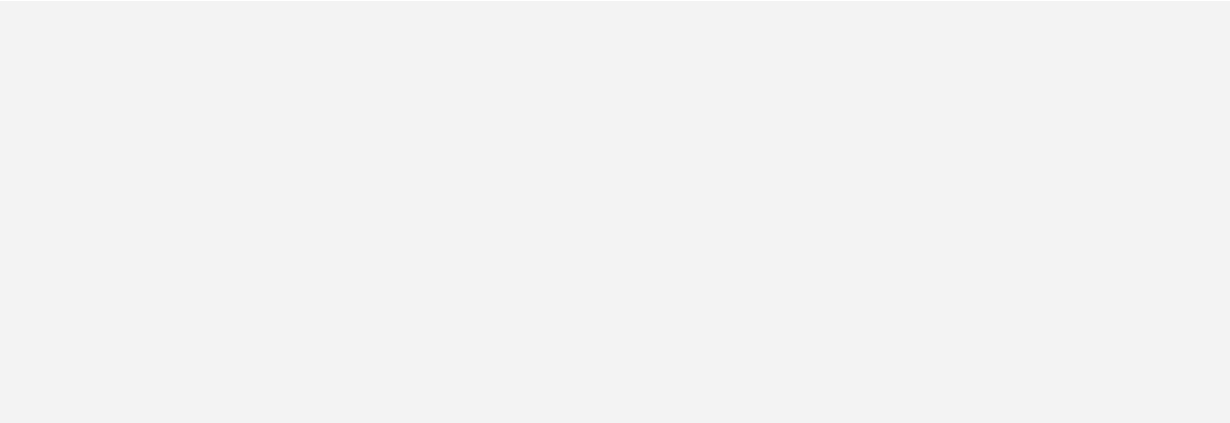
**Insight:** Community members appreciate that the current space allows them to easily share things with each other while being exactly who they are *and* they also desire opportunities within the space where they can experience solitude for both reflection and privacy.

# HAVING CHOICE & OPTIONS

- “We want people to be able to rest here while feeling safe to and have the option to rest and sleep somewhere.”
- “Having the choice to be a part of decisions - like this activity.”
- “Harm reduction is about choice.”

**Insight:** Community members have made the choice to care for themselves and each other and the heart of that choice wants to be reflected in determining what goes into the space, the range of options available to them, and informing decisions that will impact their community as a whole.

# MORE THINGS WE MAY BE NOTICING & HEARING THROUGH THE DATA:



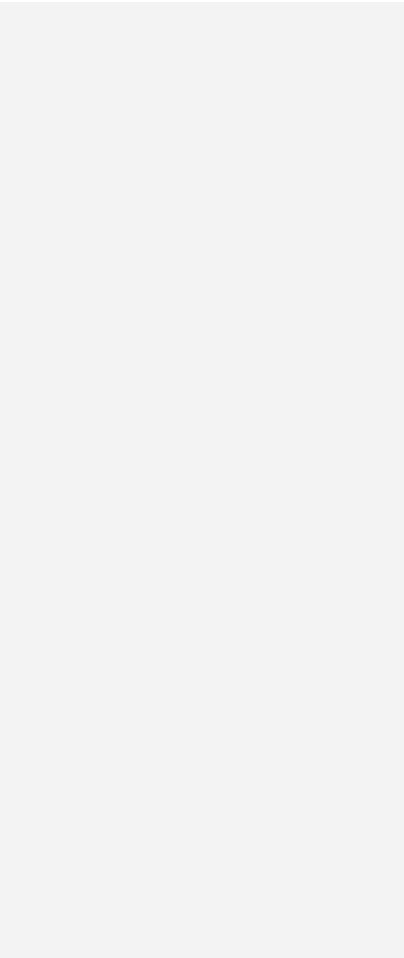
# Creating Possibilities

The next part of the process is about taking the insights and creating opportunities by collaboratively forming How Might We (HMW) statements. Below is a template that can support HMW creation, moving CCCC staff, community members and NDC towards ideation.

## How Might We...

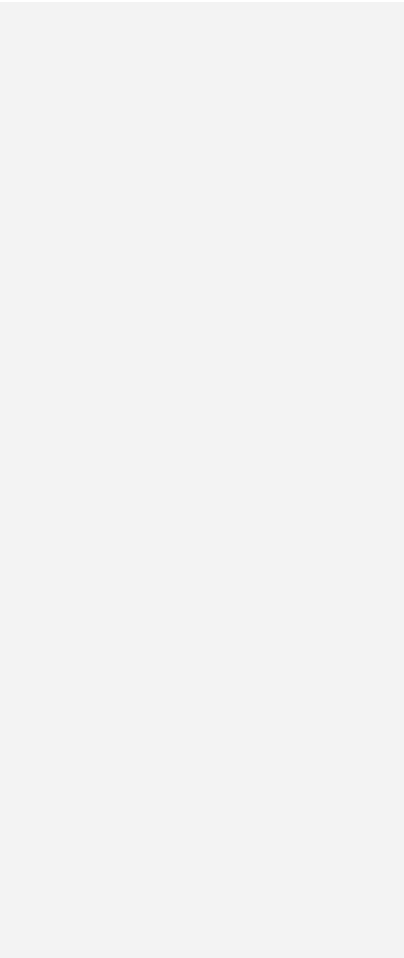
### **ACTION**

you want to achieve (verb)...with



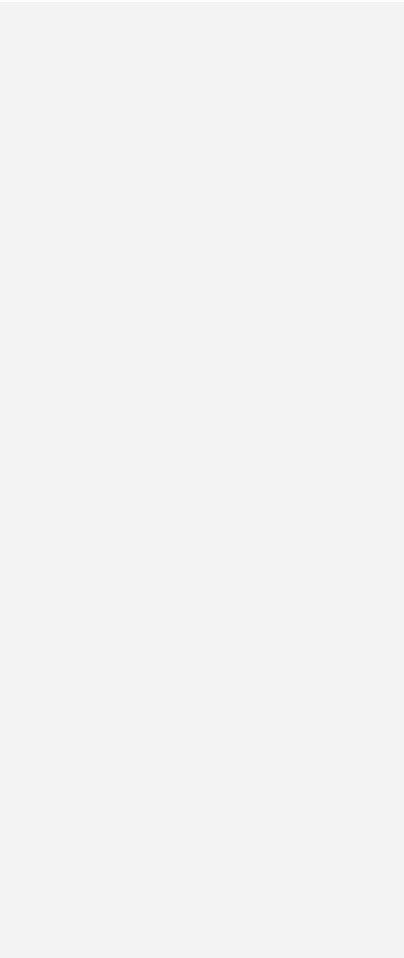
### **SUBJECT**

to be influenced or impacted...to...



### **POSSIBILITY**

what you would like to see...?



**Example: HMW redesign interior elements with community members to ensure their stories and identities are reflected in the space?**

# Identifying Next Steps

Action steps that we can take to transition into the next phase of development:

1. 
2. 
3. 
4. 

## Resources that can support the process:



### HEALING BY DESIGN: A GUIDE

• through trauma-informed, healing-centered, equity-centered, and liberatory methodologies •

Brita Loeb, MSW  
designinghealing.com  
©Designing Healing, 2019



Designing spaces for healing through trauma-informed, healing-centered, equity-centered and liberatory methodologies.

Designinghealing.com  
(in shared folder)



Design Justice in Action: 10 Principles on how to use collaborative, creative practices to address community challenges.

designjustice.org/zines  
(in shared folder)