

**Ms Keilee MOK**

*Senior Manager, Community Engagement, CUHK Medical Centre*

Keilee utilizes her nursing background and focuses on gathering health needs from the neighborhood during community engagement. With a dedicated mindset on improving life experience, Keilee helps to connect the dots between health needs, services, and experiences based on input from the people. Being curious, compassionate, and appreciative, she is willing to try different means of reaching out to communities and involving people into their own care.

Keilee joined and helped with commissioning CUHK Medical Centre since 2016; from scratch to its service opening. Incorporated various clinical experience, design thinking and lean, Keilee assisted in designing service models, patient experience, and resource utilizations. It required lots of learning, overseas exposures, and practices to be nurtured from a nurse manager to a service designer. Keilee started her service design journey with MIT's approach to Design Thinking in Innovation of Products & Services, Advanced Lean Certificate from Virginia Mason Institute, and Hospital Flow Professional Development Program by Institute of Healthcare Improvement. It has been a great Journey!

**Topic: Applications of Age-friendly design & Design Thinking in CUHK Medical Centre**

Shifting from seeing a hospital as a place to cure diseases to experiencing a hospital stay as an enabler for well-being does need some strategies. In order to cultivate this shift, CUHK Medical Centre created many conversations and absorbed valuable inputs from patients, caregivers, and care providers during the design & build process. Through applying empathy, beginner's mindset, and prototyping, our team at CUHK Medical Centre designed & applied many human-centric designs within the hospital. These human-centric designs ranging from physical environment to care models. Using warm lightings, colour contrast, and easy-to-access bathrooms are some specific examples of an Age-friendly environment.

During this sharing, the concept of linking design thinking to hospital services will also be revealed. Having a design studio within a hospital also show our dedication in listening to our community to co-create better experience for everyone.



## 莫姬莉女士 (Keilee)

香港中文大學醫院社區聯繫高級經理

Keilee善用她的護理背景連繫社區，在推動社區參與活動的同時，了解社區的健康需求。她致力將公眾的健康需求、相應服務及用家體驗相互銜接，從而改善整體社區的生活質素。憑藉其好奇心、同理心和善於欣賞的心，Keilee期望以不同的方式接觸社區，讓大眾參與並掌握自己的護理規劃。

Keilee 於 2016 年加入香港中文大學醫院，見證並參與醫院從零開始到正式投入服務。她將設計思維和精益創業的知識，融匯其臨床護理經驗，協助設計服務模式、改善病人體驗和資源運用。通過持續進修、海外研習及實踐，Keilee成功從護理經理轉型成為服務設計師。從麻省理工學院的產品和服務創新設計思維方法開始，到弗吉尼亞梅森研究所的高級精益證書課程，以及醫療保健改進研究所的醫院流程專業發展計劃，Keilee經歷了一段豐富多彩的服務設計之旅！

### 主題：關愛設計與設計思維的應用 (香港中文大學醫院)

要將大眾對醫院的印象，從治療疾病轉變為促進健康的地方，確實需要一些策略。為了孕育這種印象的轉變，香港中文大學醫院在設計和建造過程中，與不同的用家及持者進行了大量交流，設計上亦接納了病人、照顧者和護理人員的寶貴意見。通過運用同理心、初學者思維和原型設計技巧，中大醫院的團隊設計出以人為本的醫院環境及照顧模式，包括採用暖色燈光、善用色彩對比和建立暢通易達浴室等年齡友善的環境。

在本次分享中，我們將會分享如何將設計思維與醫院服務聯繫起來。在醫院內設立設計工作室也彰顯了我們樂於傾聽社區各界的意見，與社區攜手共創更優質的體驗。