Our Human-Centered Healthcare certificate brings service design to the modern world. You'll build empathy in your organization while developing a better experience for patients, staff, clinicians, and/or caregivers and allowing their voices to be heard.

Continuing and Professional Education at The New School delivers courses and programs that give professionals and non-degree-seeking students the edge that can come only from our accredited university and the dynamic network of renowned faculty and industry-leading professionals at the #1 art and design school in the United States — Parsons School of Design.

Learn the skills you need to advance your career in a changing world.

Certificate Details

- **Number of courses:** 3
- **Course length:** 5 weeks
- **Timeline to completion:** Most students take two courses per semester. Students have up to two years to finish, but many finish in three semesters or one year.
- **Format:** Online
- **Price:** $1,731

The courses making up this certificate are listed in the order in which they should be taken.

**Design Thinking for Human-Centered Healthcare**
Taking a project-based approach, this course introduces methods used for applying design thinking to healthcare challenges and developing strategies to shape a more human-centered experience for patients, staff, clinicians, and/or caregivers.

**Designing Care Experiences and Interactions**
Use case studies and self-designed projects to learn how design gestures (spaces, tools, artifacts, and communications) can produce value for both patients and providers.

**Designing Care Services and Systems**
Explore the way systems of care are being transformed through design, from digital solutions to product service systems.

- **Week 1**
  - Healthcare + Design: A Mutual Opportunity Space
  - Introduction to Systems Thinking

- **Week 2**
  - Building Empathy
  - Aligning Stakeholder Needs

- **Week 3**
  - Reframing Challenges
  - Establishing Strategic Intent

- **Week 4**
  - Envisioning the New
  - Designing the End-to-End Experience

- **Week 5**
  - Implementing Change
  - Communicating Your Strategy
Who Should Enroll

- Healthcare administrators interested in developing concrete proposals for systems-level initiatives
- Designers who would like to develop a systems and service design portfolio
- Creative professionals seeking experience in healthcare contexts

What You’ll Gain

- Tools for identifying opportunities to shape or reshape the healthcare experience
- The ability to apply service design tools such as service blueprints, journey maps, and personas
- A framework for building empathy in your organization or practice

How You’ll Learn

- Engaging video lectures and interviews with industry experts
- Direct interaction with faculty practitioners at the top of their fields
- Online collaboration in small classes, supported by video conferencing
- Project-based learning, yielding real-world skills and portfolio assets

Get started today.
Register at cpe.newschool.edu.

Continuing and Professional Education
66 West 12th Street
New York, NY 10011
212.229.8933