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 States¹ — Parsons School of Design.

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

¹ Quacquarelli Symonds World University Rankings (2020).
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.

- **Week 1** Framing Problems in Healthcare
- **Week 2** Design Research Methods for Understanding Healthcare Contexts
- **Week 3** Prototyping and Using Making to Learn
- **Week 4** Participatory Design with Users and Stakeholders
- **Week 5** Proposing Tangible Design Solutions

**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.

- **Week 1** Introduction to Systems Thinking
- **Week 2** Aligning Stakeholder Needs
- **Week 3** Establishing Strategic Intent
- **Week 4** Designing the End-to-End Experience
- **Week 5** Communicating Your Strategy

**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
- **Week 2** Building Empathy
- **Week 3** Reframing Challenges
- **Week 4** Envisioning the New
- **Week 5** Implementing Change
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.
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