

Designing and developing health and social care services 10 ECTS

Intensive week program

NiemiCampus, Mukkulankatu 19, Lahti
 Lahti University of Applied Sciences

	Time	Session	Nominal Content	Lead / Facilitator
Monday 6.5.2019	9.00 - 9.30	Registrations	NiemiCampus, Mukkulankatu 19, Main Lobby	Päivi Huotari
	NiemiCampus, Mukkulankatu 19, Lahti Classroom M19_C250			
	9.30 – 11.00	Mix and Mingle	Welcome to Lahti University of Applied Sciences!	Päivi Huotari
			Ice-breaker / ways of working together in groups (groups are formed by students and teachers)	Päivi Huotari and Matej Lejsál
	11.00-11.20	Break		
11.20 – 11.40	Introduction to the intensive week	<u>Structure of the week</u> Aims and objectives Timeline Brief outline of assessments Reppu	Päivi Huotari and Gerri Matthews-Smith (QA)	

			QA <u>Group work instructions and supervision</u>	
	11.40-12	NiemiCampus	Campus presentation	Eveliina Kivinen
	12.00- 13	Lunch		
	13-14.30	Future viewpoints for service design solutions	Group work based on individual learning assignment Group presentations	Fiona MacKenzie Matej Lejsál Rumeysa Demirturk
	14.30-15	Break		
	15-16.45	Service design questions	Questions discussed in Groups Group presentations: the most interesting and most unclear issues in service design. Joint discussion about the questions	Mirja Kälviäinen (Faculty present)

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Tuesday 7.5.2019	NiemiCampus, Mukkulankatu 19, Lahti Classroom M19_C248			
	9.00 – 10.00	Case definition for the service design development	Each group will choose one service case and target customer segment	Päivi Huotari Fiona MacKenzie Matej Lejsál Rumeysa Demirturk
	10-10.15	Break		
	10.15 – 12.00	Analysing the service development situation	Lecture Group work on stakeholder and ecology mapping	Mirja Kälviäinen
	12.00 - 13	Lunch		
	13.00 – 14.30	Analysing the service development situation	Group work on analysing the different stakeholder path in the service	Mirja Kälviäinen Fiona MacKenzie Matej Lejsál Rumeysa Demirturk
	14.30 – 15.00	Break		
	15.00 – 16.00	Service empathy	Group work on analysing the pain points and jobs of the different stakeholders	Mirja Kälviäinen Päivi Huotari Fiona MacKenzie Matej Lejsál Rumeysa Demirturk
	17.30 – 21.30	Sauna by the lake at Siikaniemi	The bus will leave at 17.30 from Marolankatu Back from Siikaniemi at 21.00	All

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Wednesday 8.5.2019	NiemiCampus, Mukkulankatu 19, Lahti Classroom M19_C250			
	10.30 – 12.00	Customer journey	Lecture	Mirja Kälviäinen
	12.00 – 13.00	Lunch		
	13.00 – 16.00	Building the service from the customer point of view	Group work	Fiona MacKenzie Mirja Kälviäinen Matej Lejsál
	9 – 16	DOCMAN PMG	PMG meeting	PMG members

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Thursday 9.5.2019	NiemiCampus, Mukkulankatu 19, Lahti Classroom M19_C250			
	9.00 – 12.00	Service Blueprint: organizing the service production	Lecture Group work	Mirja Kälviäinen Päivi Huotari Fiona MacKenzie Matej Lejsál Rumeysa Demirturk
	12.00 – 13.00	Lunch		
	13.00 – 16	Group work presentations	Each group presents the service design result	Mirja Kälviäinen Päivi Huotari Fiona MacKenzie Matej Lejsál Rumeysa Demirturk

	Time	Session	Content	Lead / Facilitator
Friday 10.5.2019	NiemiCampus, Mukkulankatu 19, Lahti Classroom M19_C248			
	9.00 – 10.30	Customer driven approach and management	Lecture Learning material and Group work	Päivi Huotari Fiona MacKenzie
	10.30	Break		

	10.30-12.00	Customer driven approach and management	Group work	Päivi Huotari Fiona MacKenzie Matej Lejsál Gerri Matthews-Smith Rumeysa Demirturk
	12.00 – 13.00	Lunch		
	13.00 – 14.30	Group presentations: Customer driven approach and management		Päivi Huotari Fiona MacKenzie Matej Lejsál Gerri Matthews-Smith Rumeysa Demirturk
	14.30 – 15.30	Feedback and Group Evaluation		Gerri Matthews-Smith Matej Lejsál
	15.30	Farewell and welcome to Frankfurt!		Päivi Huotari Rumeysa Demirturk