
Contributors

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Lara Chehab is the Co-founder and Research Director at The Better Lab, a mixed methods human-centered design research center at the University of California, San Francisco. Her work includes a variety of research projects that incorporate design methods into more traditional approaches to qualitative research and quality improvement. Projects at The Better Lab span local efforts at UCSF-affiliated hospitals, city-wide in San Francisco, nationwide across North America, and internationally in Uganda.
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Zeya Chen holds a Master of Design at the Institute of Design (ID) at the Illinois Institute of Technology. Her research explores the intersection of human behavior, sustainable systems, and emerging technologies, focusing on how strategic design can help with complex, wicked problems and help improve the equity, resilience, and autonomy of communities and ecosystems. She is currently a Research Assistant in the Design Lab at the Harvard T.H. Chan School of Public Health, where she works on using design methods and frameworks to investigate public health challenges.
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Aalap Doshi is a multi-faceted designer. Over the past decade, Aalap has led the design and implementation of various human-centered innovations across Michigan Medicine. While most proficient in designing complex, large-scale digital experiences, Aalap has also led teams through the design of physical spaces, augmented reality experiences, services, business models, and books. Aalap has received several awards for his work, including U-M School of Information's Rising Alumni Award and U-M Medical School's Award for Innovation. His

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Kim Erwin is Associate Professor of Practice (Healthcare Design) and Director of the Equitable Healthcare Lab at the IIT Institute of Design. Her expertise is applying design methods to complex systems and developing novel solutions to address frontline problems in healthcare. She helps health systems improve the human experience of medicine through team-based quality initiatives, care transitions, and tailoring medical information and processes to fit diverse cultures, patient populations, and practice models. She is a funded health researcher and is the only designer to be appointed standing member of a scientific review panel for the federal Agency for Healthcare Research and Quality (AHRQ) in the United States.
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L Fahn-Lai, (they/them), is a designer and design researcher. Formally trained as an evolutionary biologist, they bring together data expertise, systems practice, pedagogy, and interactive prototyping to explore issues around health and the public interest. Fahn-Lai holds a dual A.B. in International Relations and Human Biology and an M.Sc. in Ecology and Evolutionary Biology from Brown University. They earned a Ph.D. in Organismic and Evolutionary Biology from Harvard University, where they studied the form, function, and evolutionary origins of the mammalian shoulder musculoskeletal system.
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Linde Huang is a human-centered designer at Michigan Medicine. Her design and innovation team provides strategy and design services for groups who want to create novel health interventions or enhance health research infrastructure. She acts as a design generalist, working on all aspects of the design process, from strategy and user research to rapid prototyping and experimentation.
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Serena Liang Jing has worked as a clinical researcher and medical engineer at Stanford University and designer at The Better Lab, a mixed methods human-centered design research center at the University of California, San Francisco. Her work as a medical engineer generated new solutions for tissue regrowth and wound care. She is currently an MD candidate at the Stanford University School of Medicine.
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Sean Molloy is the Director of Quality, People-Centred Care, and Care Transitions at North York General Hospital in Toronto, Canada. His research interest lies in how health systems utilize design practices for innovation and improvement. Sean has led multiple design engagements over the last ten years, from the local level to larger-scale health systems innovation. He is committed to advancing the patient and community voice into health system transformation and leveraging design as a critical enabler of building a brighter future for those living in our communities.
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Ruth Schmidt is an associate professor at the Institute of Design (ID) at the Illinois Institute of Technology whose work sits at the intersection of behavioral science, humanity-centered design, and complex systems. Her research projects and writing focus primarily on combining these disciplines to inform effective and ethical solutions to applied commercial, academic, and public policy challenges and to develop new tools and conceptual models to help practitioners solve these challenges more systematically.
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Carlos Teixeira is the Charles L. Owen Professor in Design at the IIT Institute of Design with research interests in design strategy, systems thinking, and innovation. He teaches graduate courses and advises doctoral students on the strategic use of design capabilities in complex spaces of innovation. After graduating from the doctoral program at the Institute of Design in 2002, Teixeira developed his career as a faculty member at the Parsons School of Design from 2003 to 2015. Previous to his Ph.D., he received a Master’s and Bachelor’s degree in

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Melanie Wendland is a senior designer and strategist who has spent over 15 years designing services and solutions with a human-centered approach. She leads multidisciplinary teams through complex research and design projects and designs and facilitates workshops, events, and conferences. Melanie has extensive experience applying design thinking and service design approaches to research, rethink and redesign reproductive, maternal, and newborn child health services and systems in Kenya, India, Nigeria, and Uganda and worked with organizations such as the WHO, Plan International, the Bill & Melinda Gates Foundation. In addition, she has worked with The Swiss Foreign Ministry and GAAMAC in designing and facilitating online workshops, events, and conferences on transitional justice and combatting hate speech.

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Patrick Whitney is a Professor in Residence at the Harvard T.H. Chan School of Public Health. He led the Institute of Design (ID) from 1987 to 2016, when he stepped down from the dean's position. During this time, ID became known as a leader in human-centered design and strategic design and developed the first Ph.D. program in design in the USA. His current work at Harvard is "Design for Well-Being." Professor Whitney frequently speaks at venues beyond the design field, such as China Daily's CEO Summit, Delhi Sustainable Development Summit, and the 50th anniversary of the Aspen Institute.

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