



What is Health+?

The Health+TM (“health plus”) program applies human-centered design and research to cultivate equitable solutions to the most pressing healthcare challenges.

How does Health+ work?

Each Health+ cycle is a collaborative effort that places patients at the center of research, problem solving, and innovation. By hearing directly from people living with the high-impact health issue placed in focus, we

ensure that future solutions are crafted to solve the most pressing challenges faced by those individuals. Health+ cycles are successfully delivered through a series of connected phases:



A discussion around a specific health concern



A comprehensive discovery process



Research validation and solution ideation



Implementation of inspired solutions

Health+ surfaces high-impact health solutions by:

Breaking silos where they're found.

Health+ breaks down silos between hardworking clinicians, policy makers, healthcare providers, government personnel, and others, engaging patients and families in a prismatic approach to improving outcomes for the communities affected by the health issue in focus.

Advancing health equity.

Health+ helps achieve health equity through patient-focused research, engagement, data, and innovation. Each Health+ cycle focuses on a specific, high-impact health issue, with the goal of fostering creative problem solving and solutions.

Establishing and building trust.

Health+ engages the community, from patients to policy makers and from clinicians to thought leaders, on health issues that often have tense histories. We work conscientiously to understand and validate problems and opportunities, building the trust and community that are essential foundations for innovative solutions.



HEALTH+ CYCLE

Long COVID

Translating Lived Experiences into Evidence-Based Recommendations

Nearly one in five American adults who have had COVID-19 still have Long COVID, symptoms ranging from mild and barely perceptible, to ever present and wholly debilitating. The Health+ program was selected to apply human-centered design (HCD) and research methodologies to uncover opportunities and co-create effective solutions that leverage insights around lived experiences, cross-discipline knowledge, and strategic partnerships. Working alongside people and communities impacted by Long COVID, we translated their lived experiences, needs, and visions for change into a three-part animated video series and HCD report with experience grid, patient journeys, and opportunities framework; insights, tools, and resources that can be applied across sectors for improving the quality of life and care for the Long COVID community.



I have looked at so many documents about Long COVID and this one is the most extensive one I've seen yet. . . . I feel like this is one of the first times that somebody understands the full scope of what has happened to a lot of us over the last two and a half years. . . . It actually speaks to the experiences of Long COVID patients and their caregivers.

IMANI
Interior designer and person with Long COVID

HEALTH+ CYCLE

Lyme Disease

Surfacing and Improving Lived Experiences

The LymeX Innovation Accelerator (LymeX) is a \$25 million public-private partnership between the Department of Health and Human Services (HHS) and the Steven & Alexandra Cohen Foundation that's working to improve the quality of life for people living with Lyme. LymeX leveraged our Health+ innovation module, applying human-centered design, research, and technology approaches to better understand the

challenges people living with Lyme disease face and uncover opportunities to improve health experiences and outcomes. Our human-centered design report outlined patient archetypes, diagnostic and treatment journeys, opportunities, and recommendations. These insights informed the development of creative solutions that cut across work silos to directly address identified problems.



The consequences can't be overestimated, now that Lyme disease has become an almost unparalleled threat to regular American life. . . . Really anyone—regardless of age, gender, political interest, affluence—can touch a piece of grass and get a tick on them.

BENNETT NEMSER, PHD
Epidemiologist and Senior Program Officer of the Cohen Lyme and Tickborne Disease Initiative at the Steven & Alexandra Cohen Foundation

