A Trojan horse approach to changing mental health care for young people through service design

# Details

## Year

2017

## Scope

Local

## Countries

Sweden

## Type

Empirical research – Qualitative

## Methodologies

* Case study
* Interview
* Ethnography / participant observation
* Textual / documentary / content analysis

## Researched Groups

* Children
* Families
* Social workers
* Youth workers
* Other practitioners working with children

## Children Ages

Other

## Other Childrens Age Group

6-20 years old

## Funder

European Union’s Horizon 2020 research and innovation programme; Torsten Söderbergs stiftelse; Riksbankens Jubileumsfond

## Funder Types

## Informed Consent

Consent not mentioned

## Ethics

Ethical considerations not mentioned

## URL

https://www-tandfonline-com.ezproxy.ub.gu.se/doi/pdf/10.1080/24735132.2017.1387408?needAccess=true

## Data Set Availability

Not mentioned

# Goals

"...within the healthcare space, transformative aims are sometimes being ‘snuck’ into service design projects that have been established primarily with to create additive service innovations. This paper presents a case study of one such service design project, called the ‘First Line’ project or ‘Fo€rsta linjen’ in Swedish. The First Line case study tells the story of a service design project that utilized the new service development process as a way to build capacity for new ways of working and catalyse culture change within the organization. Looking back on the project, the new digital services acted as a Trojan horse that was willingly brought into the clinical team, unlocking unexpected transformative changes in the process." (Authors, 246)