

Katherine Jones

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education

University of Michigan / 2019
Master's of Design in Integrative Design

University of Maryland, Baltimore County / 2013
Master's of Public Policy in Public Management

University of Connecticut / 2007
Bachelor's of Art in Art History, Sociology Minor

design research & service design professional experience

Deloitte
Austin, Texas
Aug 2019 - Present

Senior Consultant, Design Strategist

Conduct human-centered design research with state and local governments to advance digital and human-services transformation offerings. Set research strategy and lead teams to produce deliverables including personas, modes and mindsets, service blueprints, experience maps, and journey maps. Support digital staff with evaluative research and heuristics analysis. Facilitated co-creative workshops with government clients in 3 states. Created and led trainings internally to steward human-centered design best practices. Devised research strategy to conduct virtual user research amid COVID-19.

SPH Innovation Studio
Ann Arbor, Michigan
May 2018 - Aug 2018

Policy Design Intern

Conducted primary interviews with healthcare providers to identify trust and policy concerns with the use of predictive modeling in clinical decision making. Co-developed new operational strategies for a predictive model repository by identifying key stakeholder relationships, generating a governance structure, formal business model, and stakeholder values map with a multidisciplinary team of four.

design research educational experience

MyVoice
Ann Arbor, Michigan
Sept 2019- July 2019

Initiating a community coalition for adolescent health through co-design, by leveraging qualitative data to spark negotiation and deliberation to inform policy. Leading a multidisciplinary team of government agencies and youth to design a strategic policy framework and decision-making aids to align community interests and resources.

IBM
Boston, Massachusetts
May 2018

Participated in three week design sprint to develop a support system for patients with Type 2 Diabetes. Created personas, a patient journey map and wireframes to inform the design of a support tool which culminated in a formal presentation of recommendations to IBM Design leadership.

Michigan OPEN
Ann Arbor, Michigan
Jan 2018 - April 2018

Investigated how to inform, motivate, and support patient behavior to prevent chronic opioid use. Conducted on-site observations and interviews with patients and clinical providers to identify key pain points leading to creating strategies to reinforce patient education throughout the surgical journey.

Michigan Medicine
Ann Arbor, Michigan
Jan 2018 - April 2018

Investigated appropriate testing within Michigan Medicine to identify opportunities to influence clinical provider test ordering behavior. Conducted on-site observations and interviews with clinical providers leading to recommendations to target Resident education to improve test ordering.

M-HEAL Workshop
Ann Arbor, Michigan
Jan 2018

Co-facilitated a co-design workshop for 15 participants to engage in identifying motivations to enhance effective team communication. Culminated in the creation of an action plan to increase communication, align shared goals, and sustain collaboration for upcoming team based research abroad.

Hacking Health
Ann Arbor, Michigan
Nov 2017

Co-designed and facilitated a day long charrette for 50 participants to investigate health concerns of today's aging populations. Through the use of participatory design methods including mind mapping and business origami, identified key needs, motivations, and barriers to accessing remote healthcare for charrette participants.

Michigan Medicine
Ann Arbor, Michigan
Sept - Dec 2017

Investigated opportunities to improve the patient experience at the adult emergency department. Conducted on-site observations, interviewed patients and clinical providers leading to co-designed communication tools for staff and a way-finding system for patients placed in hallway beds.

public policy and advocacy professional experience

Blue Water Baltimore
Baltimore, Maryland
Mar 2016 - Aug 2017

Advocacy Manager

Participated as key member of 4 regional water quality coalitions. Cultivated relationships with city council, state and federal legislators to educate of local water quality needs and policy trends. Coordinated multi-organization advocacy campaign, co-created legislative strategies to advocate at state and local level for the passage of first ever statewide Styrofoam law in Maryland.

Equal Justice Works
Washington, D.C.
Nov 2014 - Mar 2016

Program Manager - Public Programs

Spearheaded management of 755 member AmeriCorps law student program. Supervised 6 staff and interns overseeing recruitment and enrollment. Designed and piloted 12 member nationwide program to expand alumni relations. Collaborated to design assessment metrics to streamline and evaluate program success. Participated as core team member for strategic planning of organization IT work-flow.

Anthony Brown Campaign
Columbia, Maryland
Sept - Nov 2014

Regional Canvass Recruiter

Managed regional volunteer recruitment to supersede recruitment and retention goals by 17%. Implemented civic engagement curriculum and virtual training modules for over 30 canvassers. Canvassed local community to drive the highest level of voter turnout ahead of 2014 Maryland Gubernatorial Election Day.

University of Maryland, B.C.
Baltimore, Maryland
Jan 2012 - June 2014

General Associate

Planned and executed inaugural Community Fest for residents acting as point of contact, delegating volunteers, coordinating budget, and managing operations exceeding attendance by 15%. Developed communications strategy that grew external face of Residential Life by 60% which included oversight of social media, creation of print materials, and development of promotional video.

Graduate Assistant for Community Development

Coordinated recruitment for pilot program on inter-cultural communication including marketing, event planning, and website creation surpassing retention expectations. Supervised 3rd year Resident Assistants in coordination of multiple residential wide events. Authored and co-facilitated trainings on civic engagement, social justice, and conflict mediation for over 90 college Resident Assistants.

Service Nation
Washington, D.C.
Mar 2011 - Mar 2012

Field Organizer

Drafted policy briefs to advise legislators of trends in national service. Utilized asset mapping to identify coalition partners to create statewide registry broadening advocacy and policy reform efforts. Independently launched multi-state campaign developing chapter infrastructure and facilitated meetings with legislators.

Community Health Center
Middletown, Connecticut
Oct 2009 - Aug 2011

Access to Care Coordinator & Volunteer Coordinator

Recruited and co-supervised 12 AmeriCorps Members through service year. Aided Director in the coordination of multiple statewide door canvassing campaigns to boost awareness of community health centers and access to quality healthcare services. Effectively aided families with state social service application process maintaining 80% approval record.