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Transforming health care systems through design

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Suggested citation:

WHY DO SO MANY PEOPLE (FROM ALL OVER THE WORLD) COME TO THIS TORNADO-BORN TOWN?
CENTER FOR INNOVATION

Transforming the experience and delivery of health care

#RSD2_AHO  @JOSINAVINK  @MANUELAAGUIRREU
EVIDENCE BASED POSIBILITY BASED
RATIONAL CREATIVE
LINEAR DIVERGENT
REDUCTIVE GENERATIVE
ANALYTICAL REFLEXIVE
COMPARATIVE DISRUPTIVE
CONSENSUS PROVOCATIVE
REACTIVE PROACTIVE

* Comparison by Lorna Ross
THE GOAL
Reduce outpatient practice costs by at least 30% while improving the patient experience and maintaining/enhancing quality.

TIMELINE
Implement new models to >40% of the outpatient practice by the end of 2014.

EXPERIMENT FAMILIES:
- Pre-Visit
- Micro-Consults
- Group Visits
- Smart Space
- Remote Recheck
- Flexible Day
KNOW THE PATIENT

CREATING AN ADAPTIVE AND INTELLIGENT SYSTEM

OPTIMIZED CARE OFFERINGS

awareness

smart space

flexible day

adaptability

group visits

micro-consult

remote recheck

costumized
enhanced integrated care
pulmonary specialist
Healthcare Industry

Mayo System

Outpatient Practice

Service Offerings
WHAT IS AT THE CORE OF OUR VALUE PROPOSITION?
CHALLENGES IN SYSTEMS CHANGE
CHANGE FATIGUE

new screening process
change in billing
more efficiency

change in scope
think about social side

see more patients

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PROVE IT
* Model from Peter Coughlan and Colleen Ponto
MITIGATION VS OPTIMIZATION
STRUCTURE
DRIVES
BEHAVIOR

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ADDING OR DISRUPTING
Do you see any of these challenges in the context you are working in?
SUCCESSES IN FACILITATING SYSTEMS CHANGE
Making space for change

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EMBRACE THE UNINTENDED
ENABLING PRACTICE CHAMPIONS
BUILDING ON WHAT IS WORKING
IDENTIFYING STRATEGIC LEVERS
CONNECTING THE DOTS
POSSIBILITIES FOR THE FUTURE

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