



Faculty of Design

2013

Transforming health care systems through design

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SYSTEMIC TRANSFORMATIONS IN HEALTH CARE BY DESIGN



Stories from the
Center for Innovation (CFI)

#RSD2_AHO

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

* image by Patti Kuche

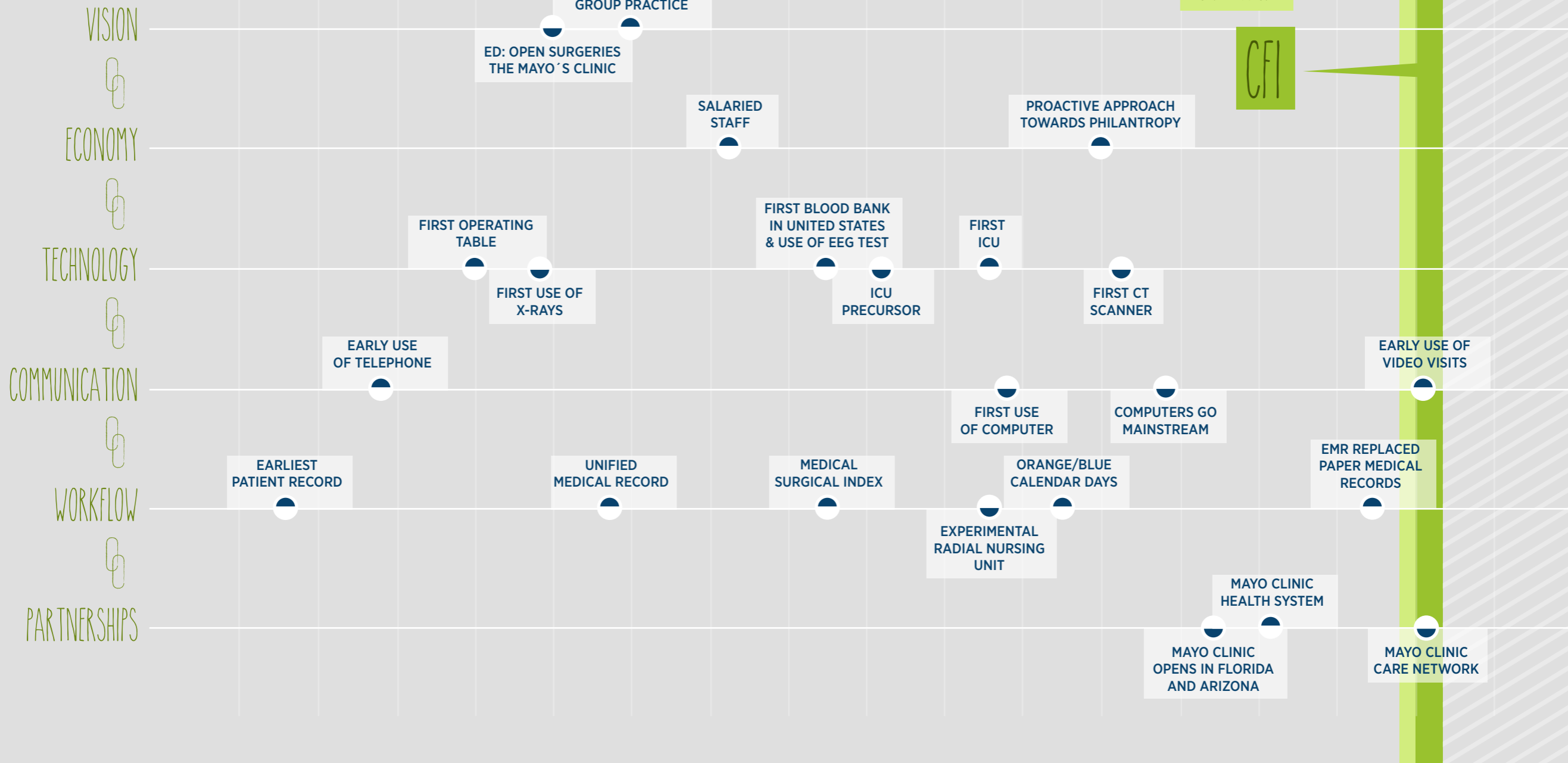
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1860 1870 1880 1890 1900 1910 1920 1930 1940 1950 1960 1970 1980 1990 2000 2010 2020



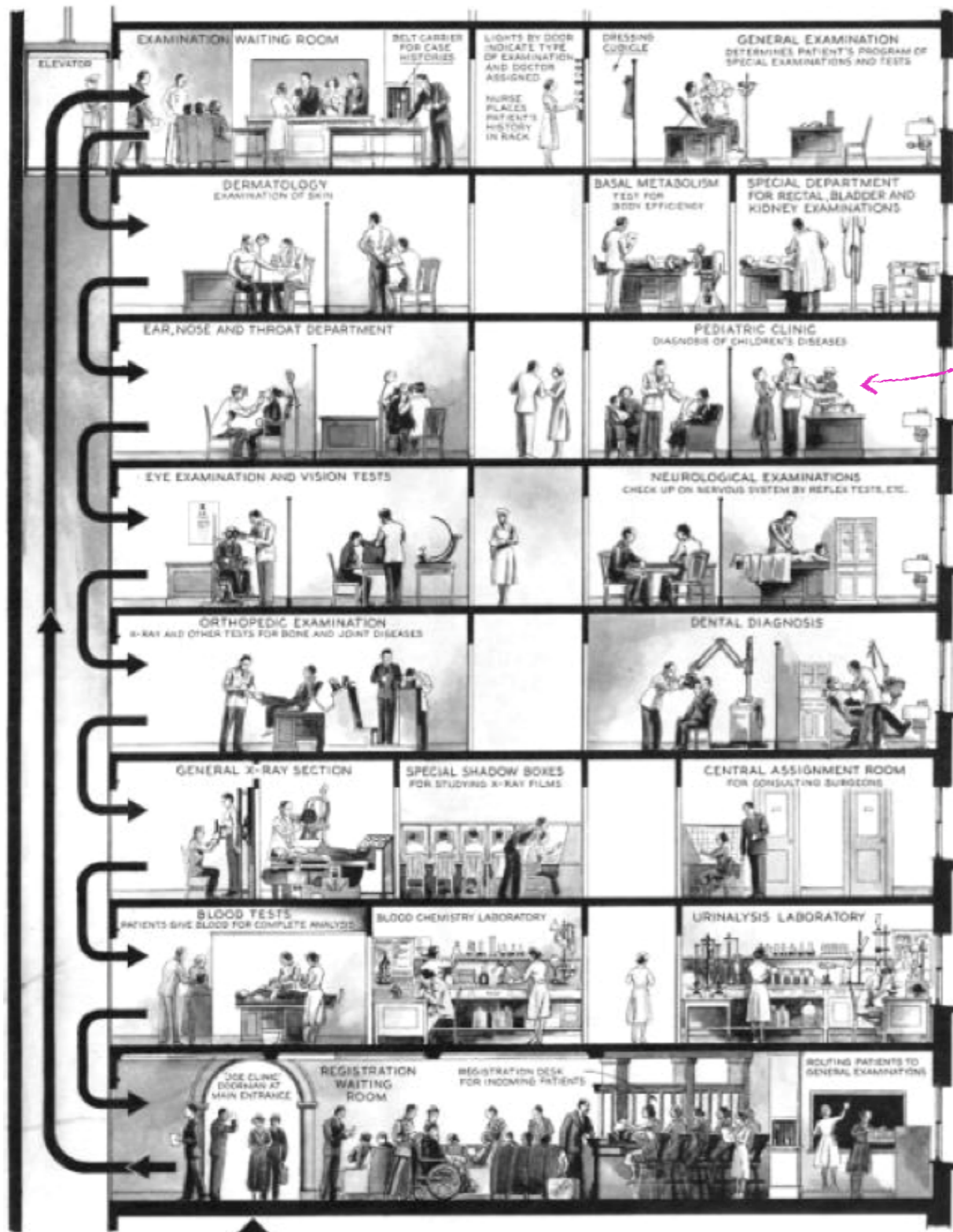
SPARK

CFI

#RSD2_AHO

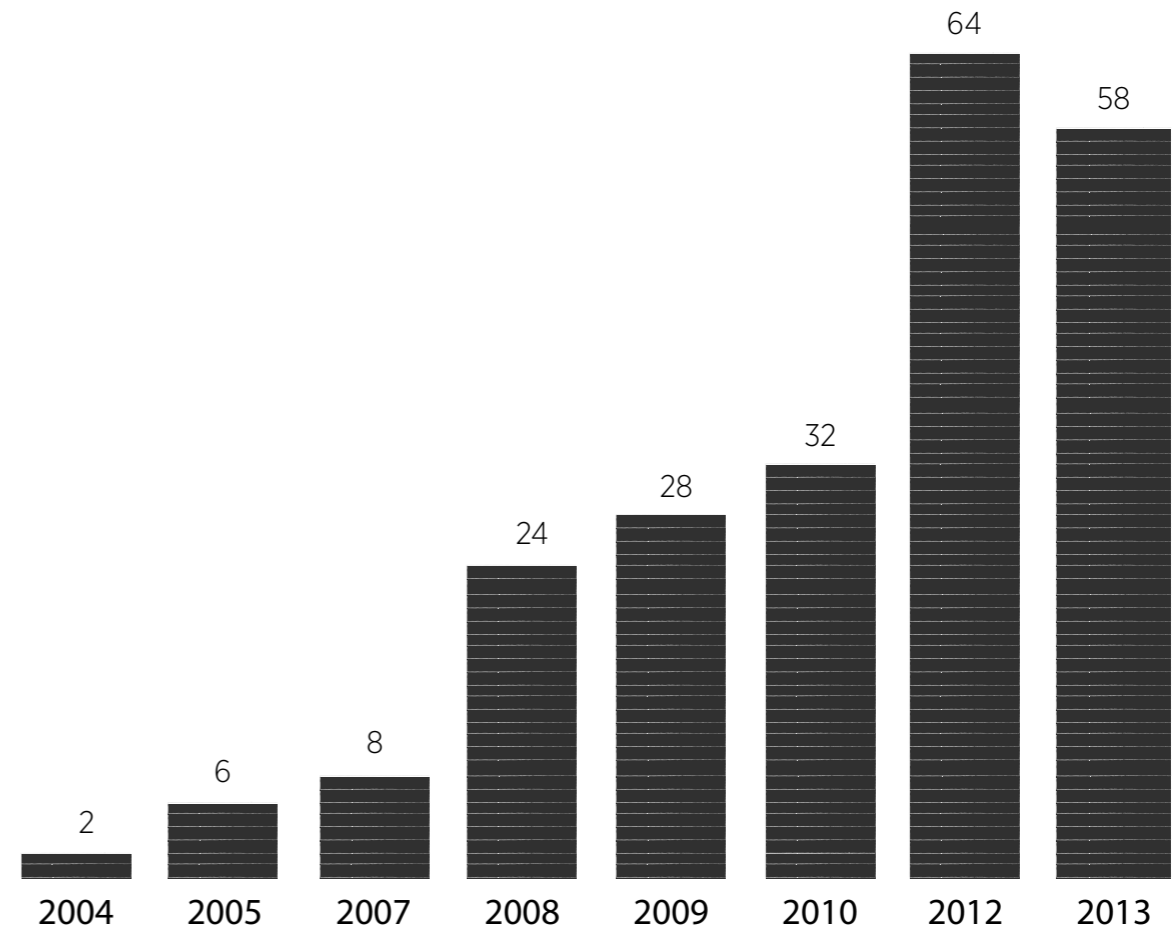
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CENTER FOR INNOVATION

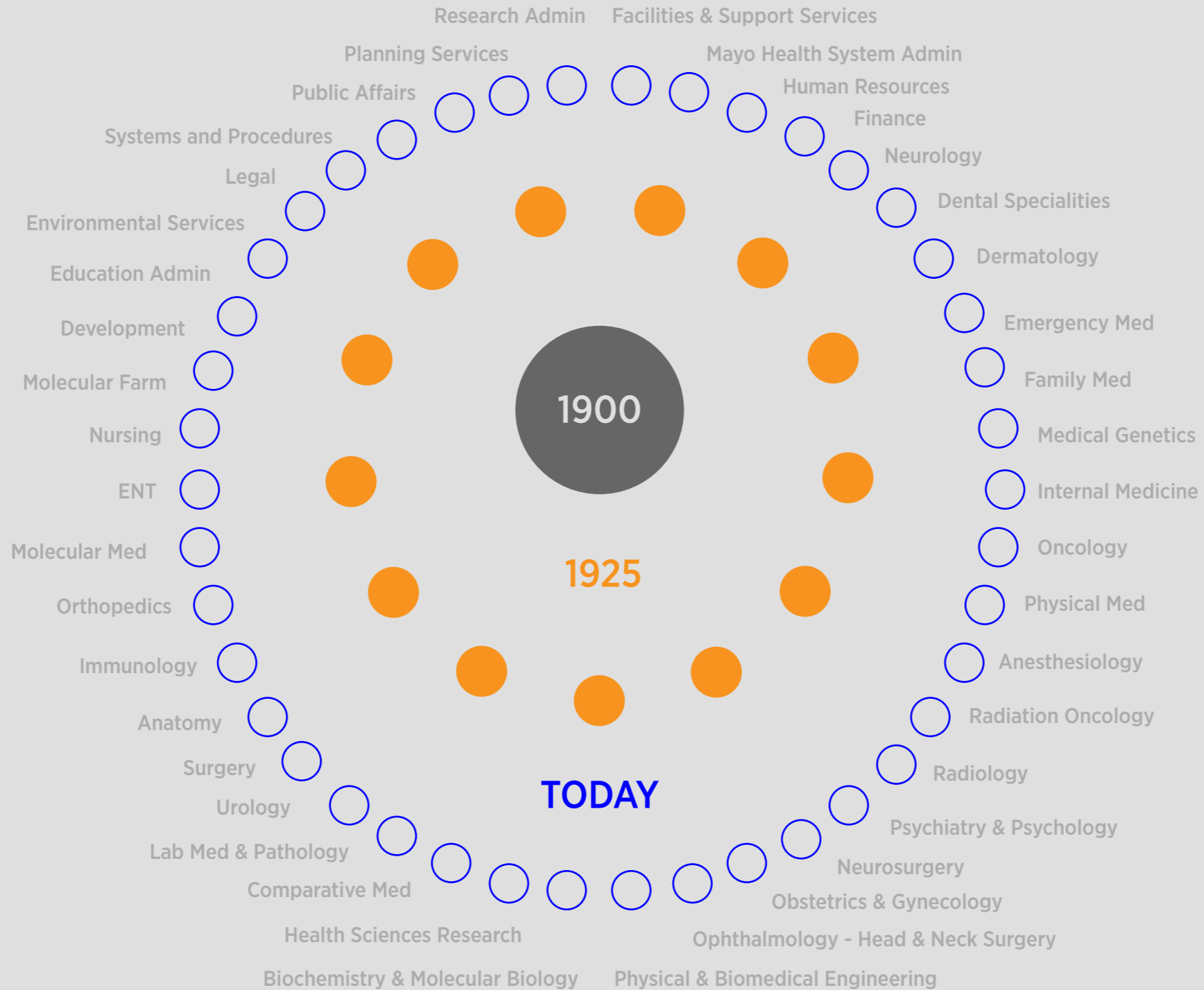
Transforming the experience and delivery of health care



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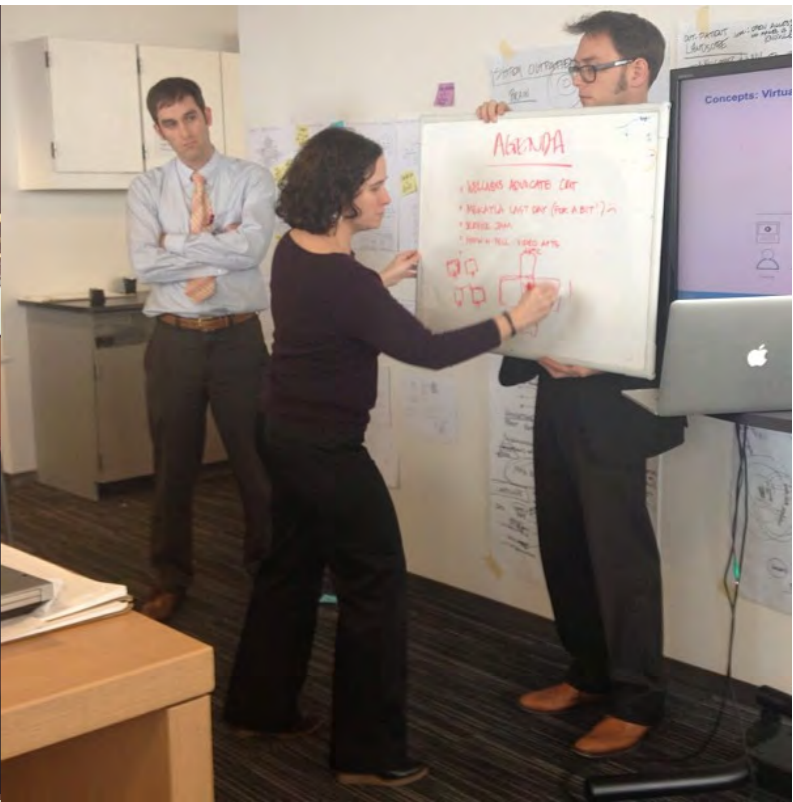
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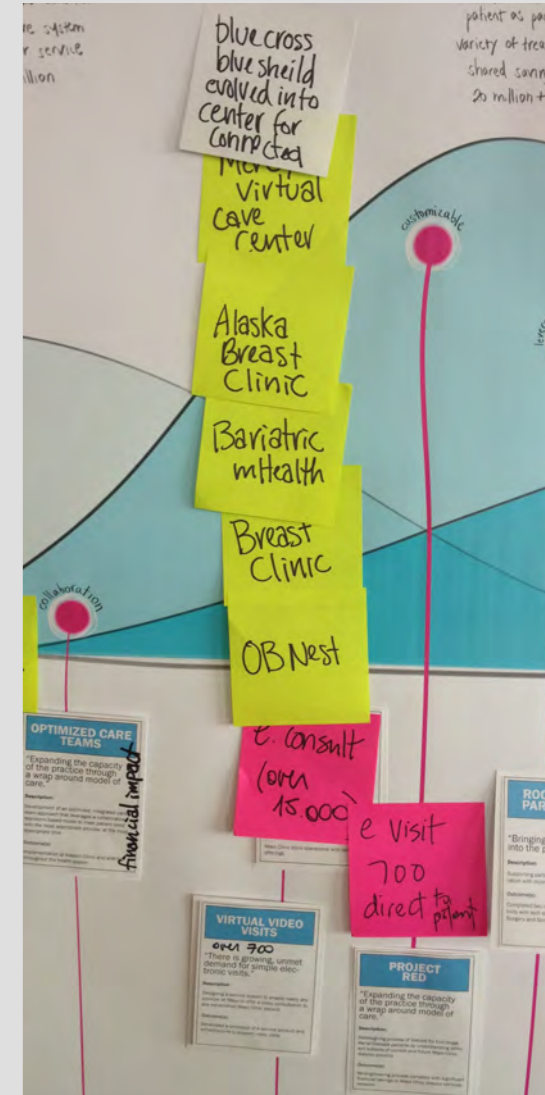
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EVIDENCE BASED
 RATIONAL
 LINEAR
 REDUCTIVE
 ANALYTICAL
 COMPARATIVE
 CONSENSUS
 REACTIVE

POSSIBILITY BASED
 CREATIVE
 DIVERGENT
 GENERATIVE
 REFLEXIVE
 DISRUPTIVE
 PROVOCATIVE
 PROACTIVE



* Comparison by Lorna Ross

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Disruptive Transformation of the Outpatient Practice



A Sustainable Practice for a Hostile Environment

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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

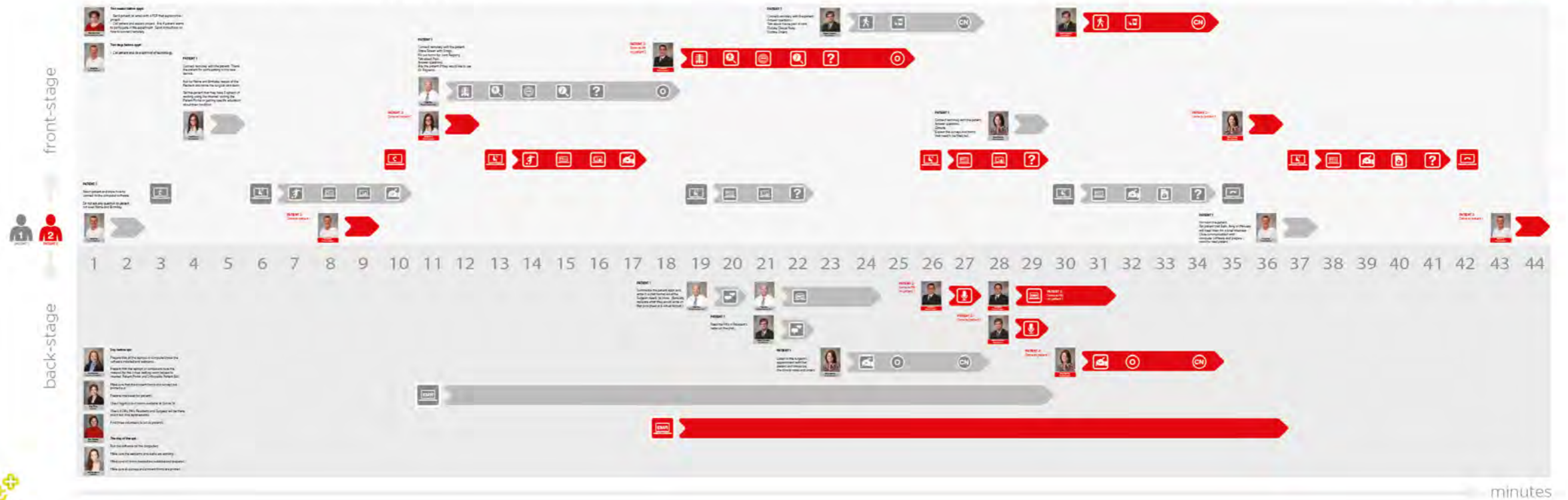
Mayo Clinic's Center for Innovation is developing a service that will enable patients to connect from their homes (via remote technology) with the orthopedic care team for rechecks.

This service is optimal for patients after 90 days post-surgery. The greatest advantages of remote rechecks are the savings associated with traveling to Mayo Clinic and many times the accommodations in Rochester, MN.

It will allow surgeons to know the needs of the patient more efficiently and prepare well in case the patient needs to come physically to Mayo Clinic. Appointments and Lab Tests can be planned in advance together with the total length of stay in Rochester allowing the Mayo Clinic experience run smoother.

Roles and Responsibilities: Dr. Trousdale's Care Team

(Red Clinical Day)



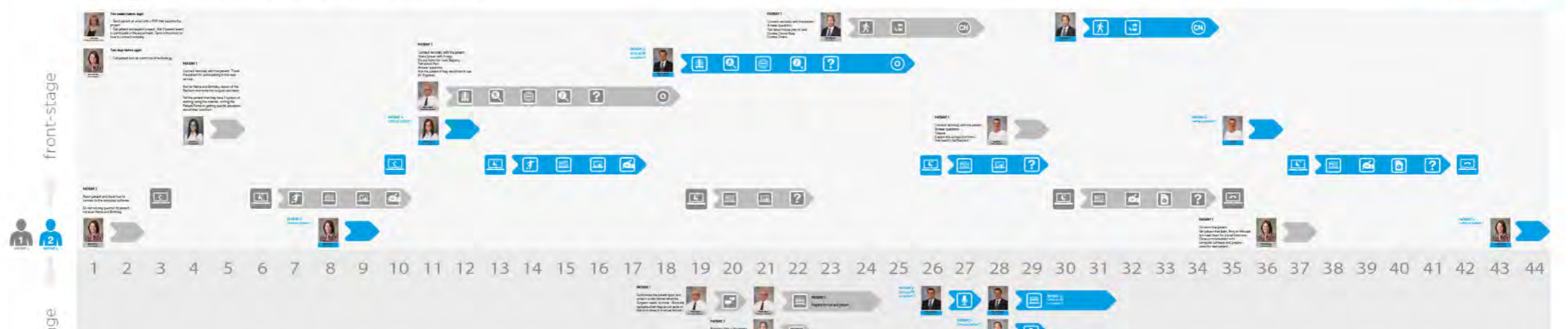
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Roles and Responsibilities: Dr. Pagnano's Care Team

(Blue Clinical Day)



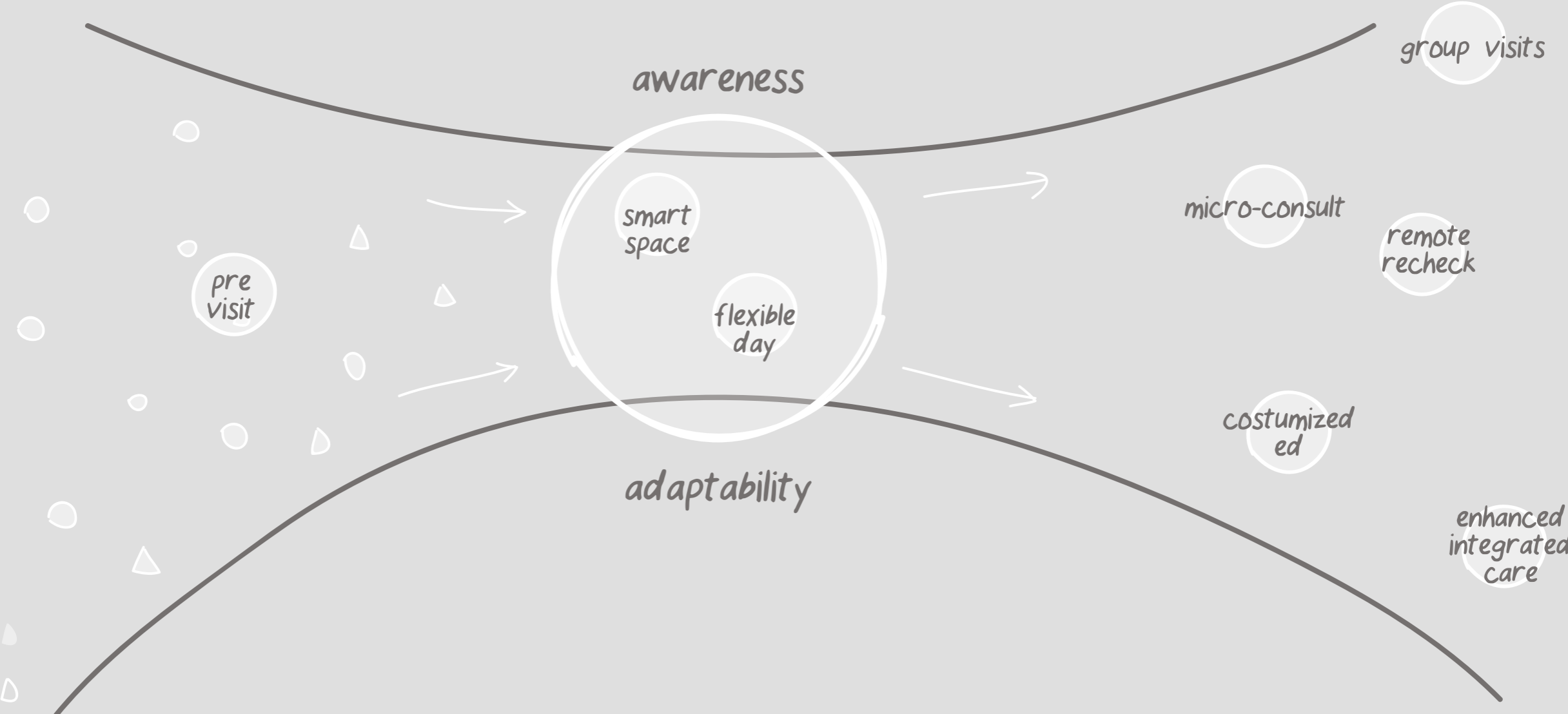
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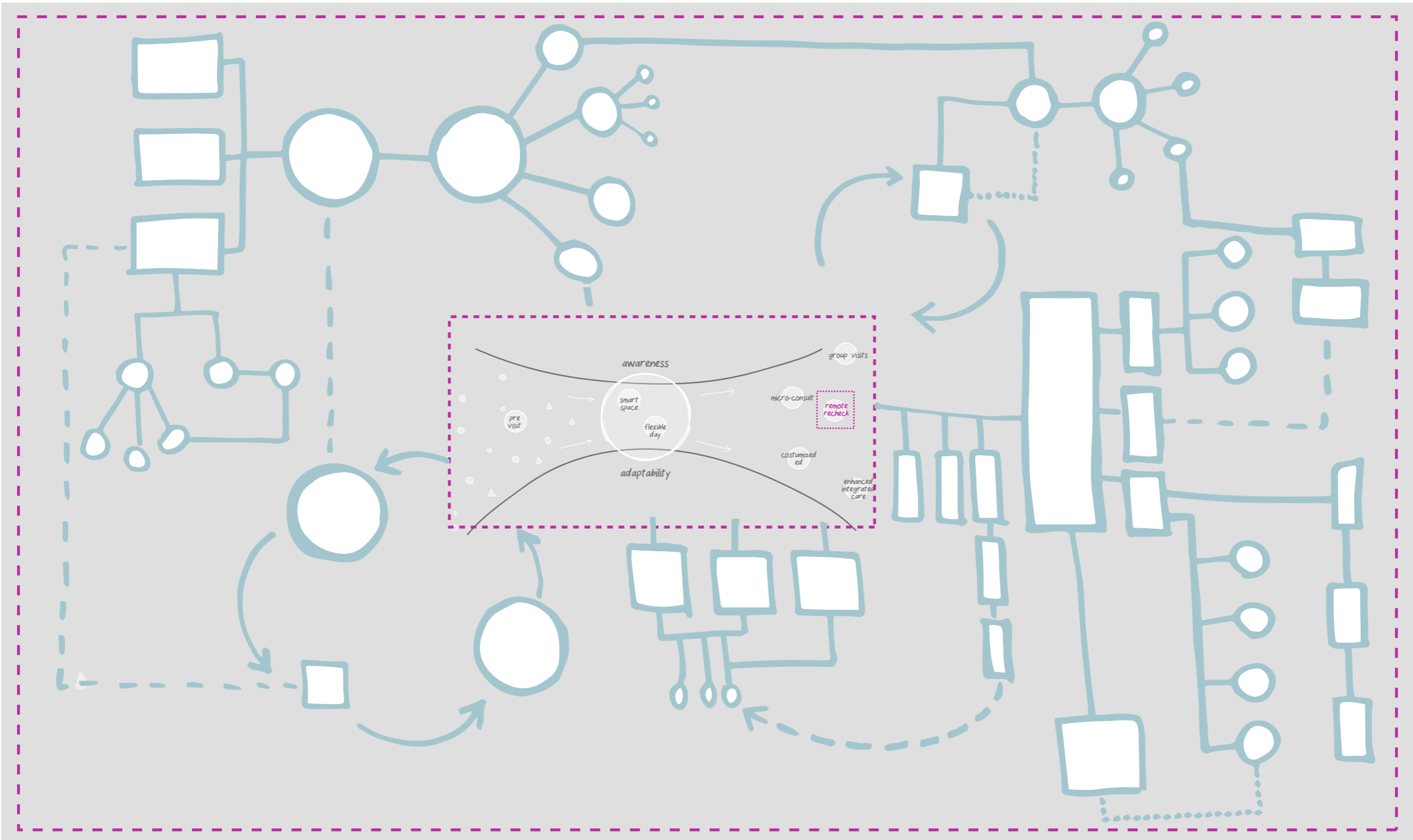
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CREATING AN ADAPTIVE AND INTELLIGENT SYSTEM

KNOW THE PATIENT



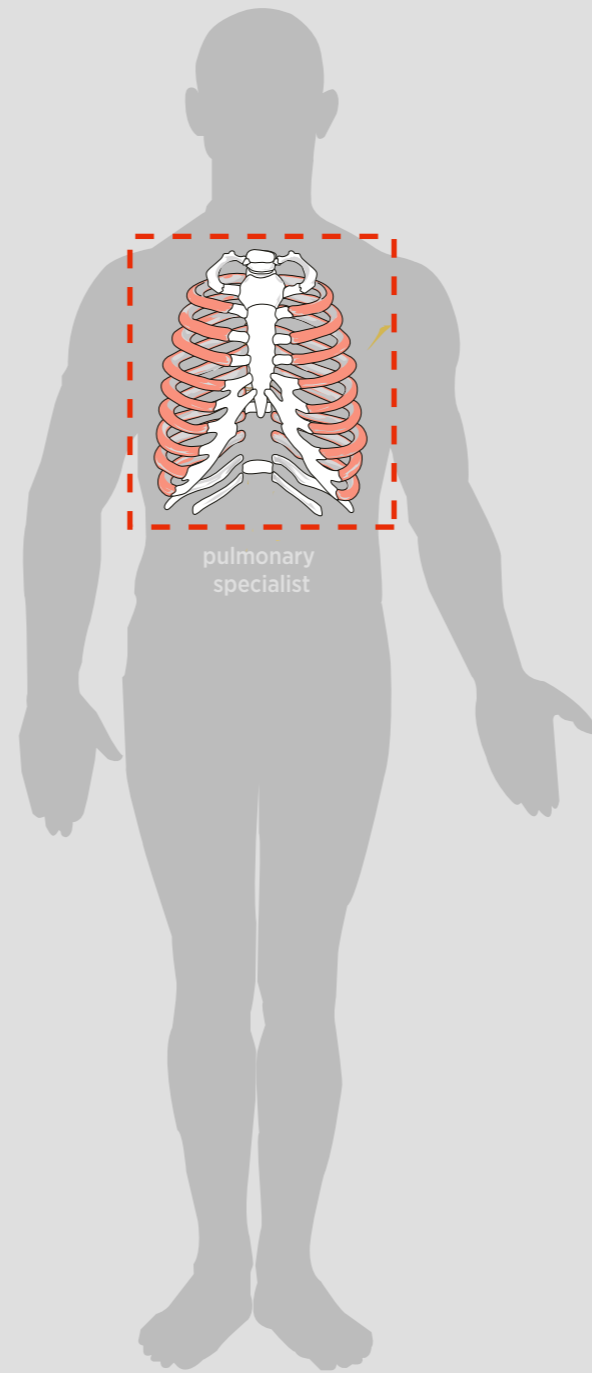
OPTIMIZED CARE OFFERINGS



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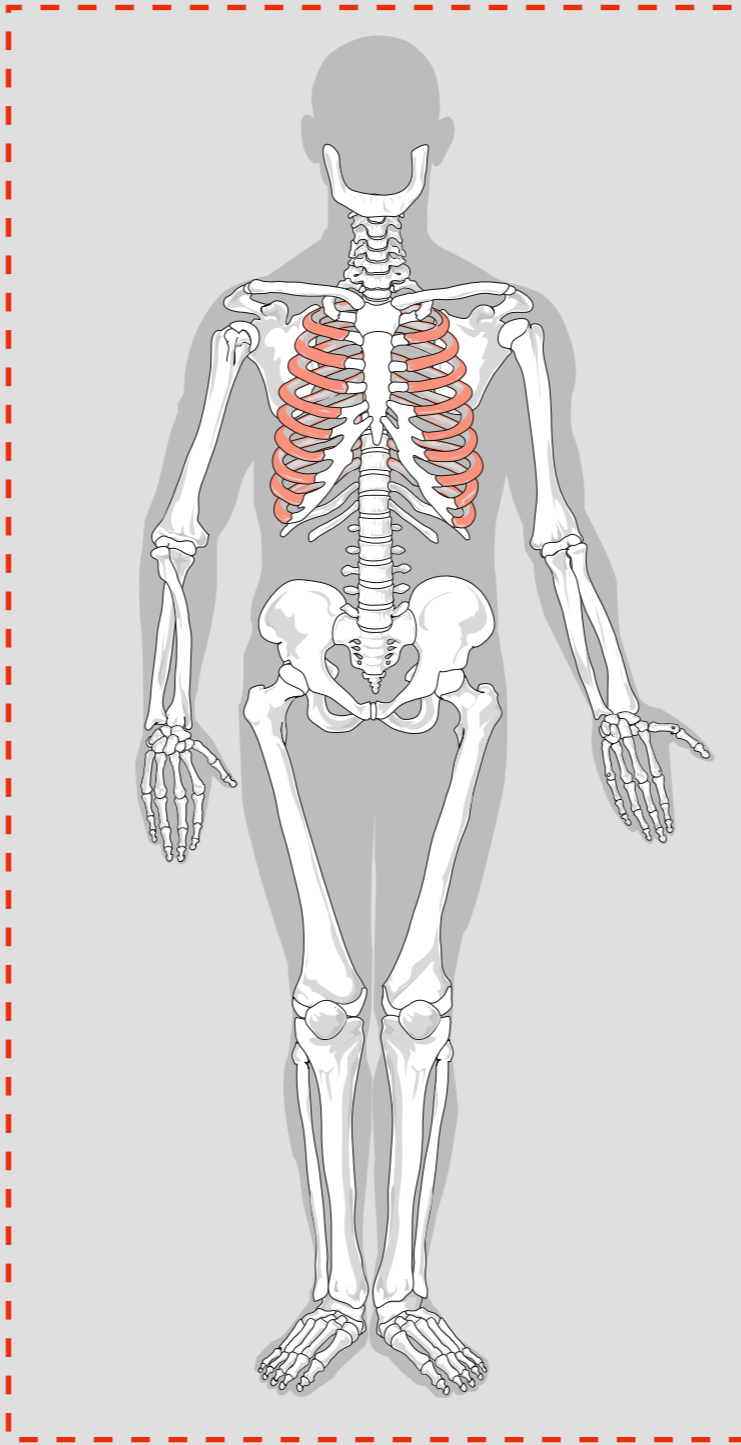
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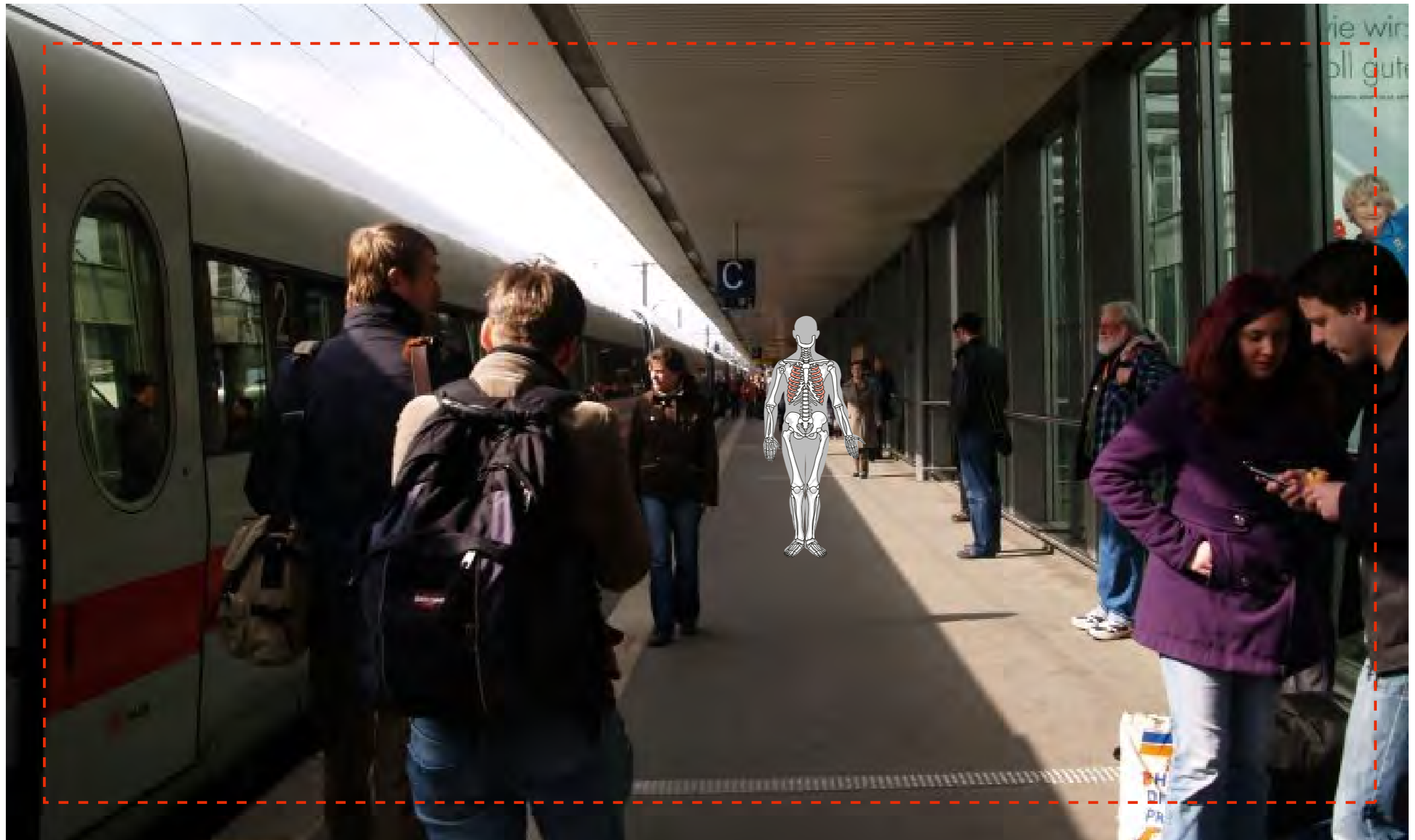
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Healthcare
Industry

Mayo
System

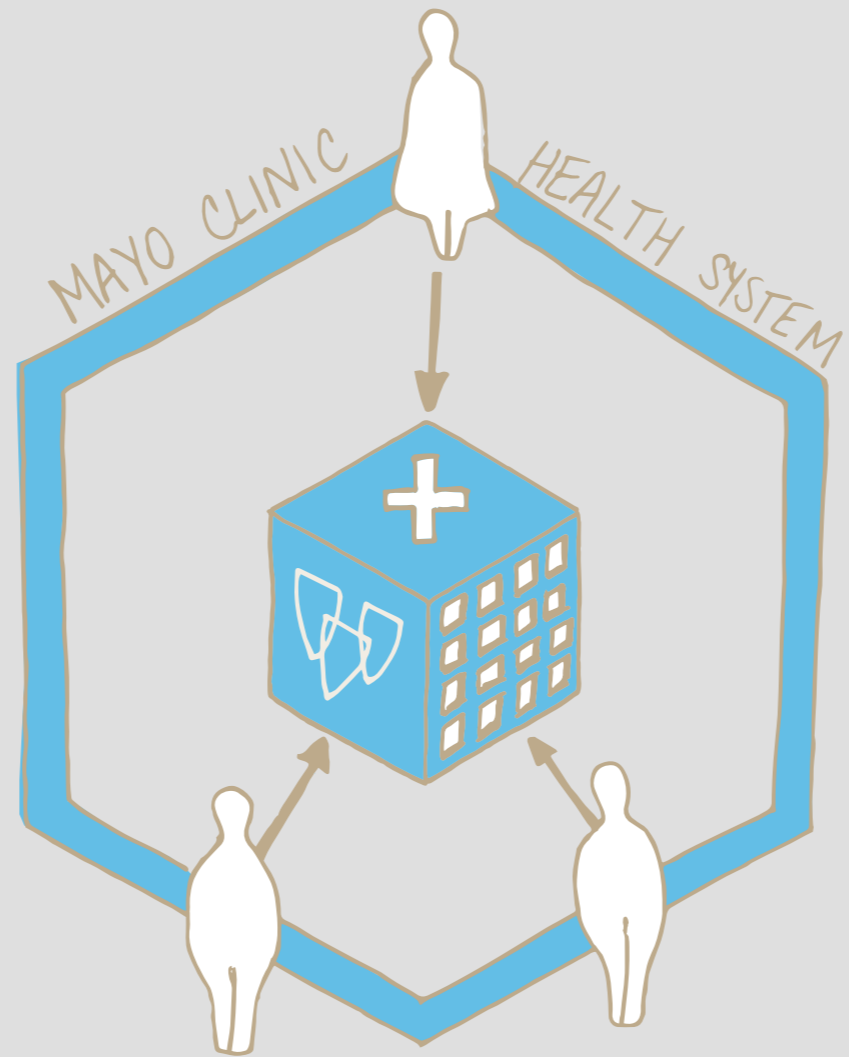
Outpatient
Practice

Service
Offerings

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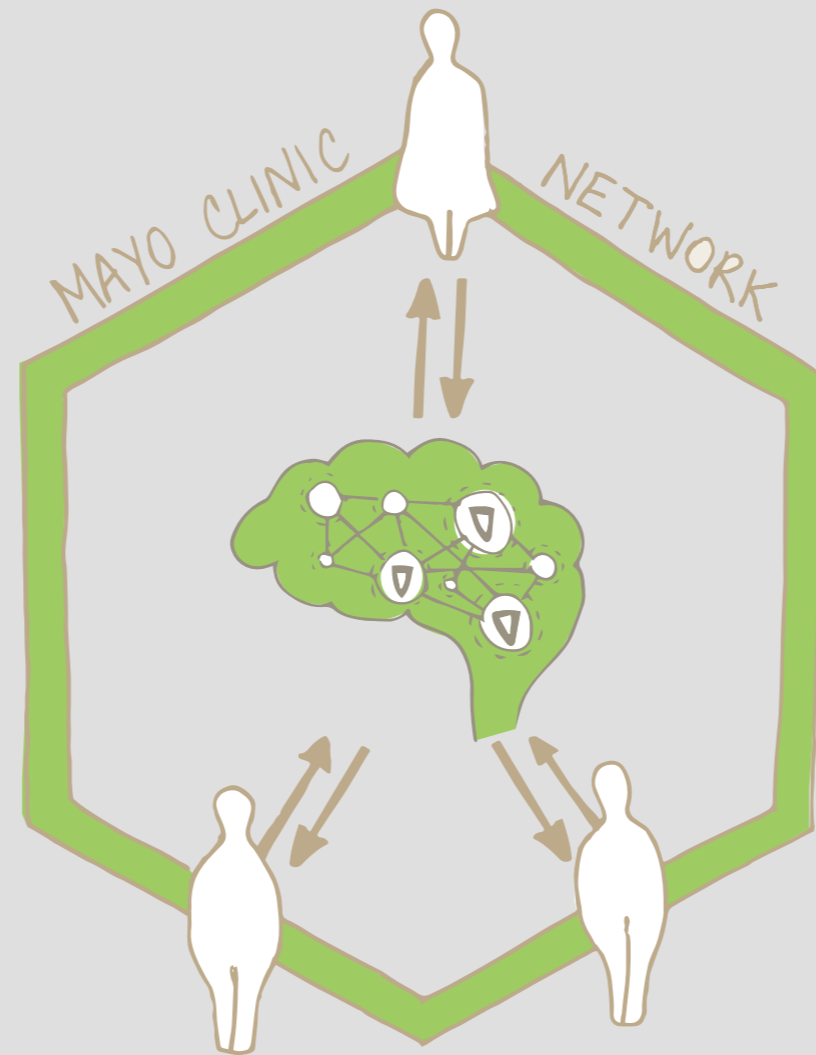


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WHAT IS AT THE CORE OF OUR VALUE PROPOSITION?

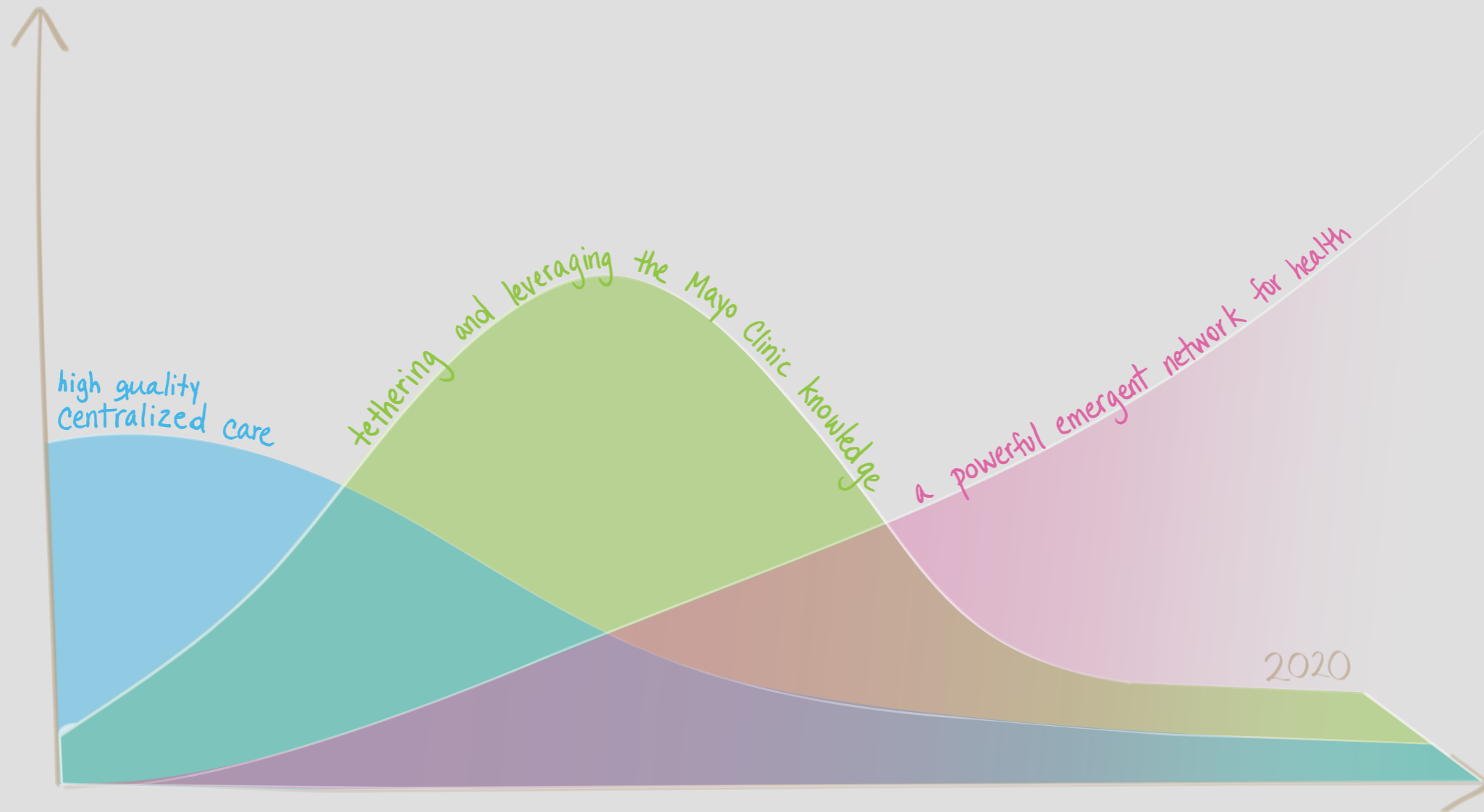


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200
MILLION



CARE

KNOWLEDGE

RELATIONSHIPS

Curry, A. and Hodgson, A. (2008). "Seeing in multiple horizons: connecting futures to strategy" . Journal of Futures Studies 13(1). Pp. 1 - 20.

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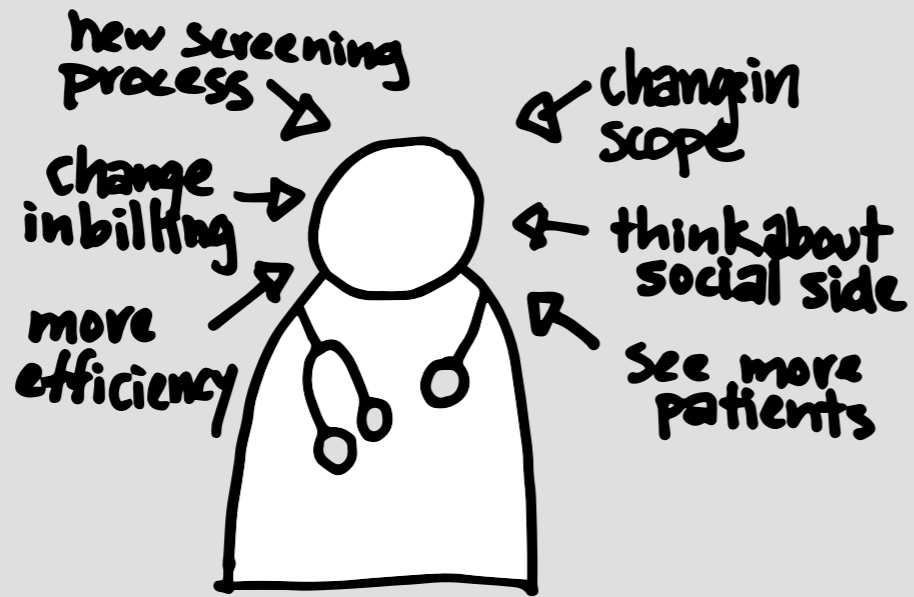
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CHALLENGES IN SYSTEMS CHANGE

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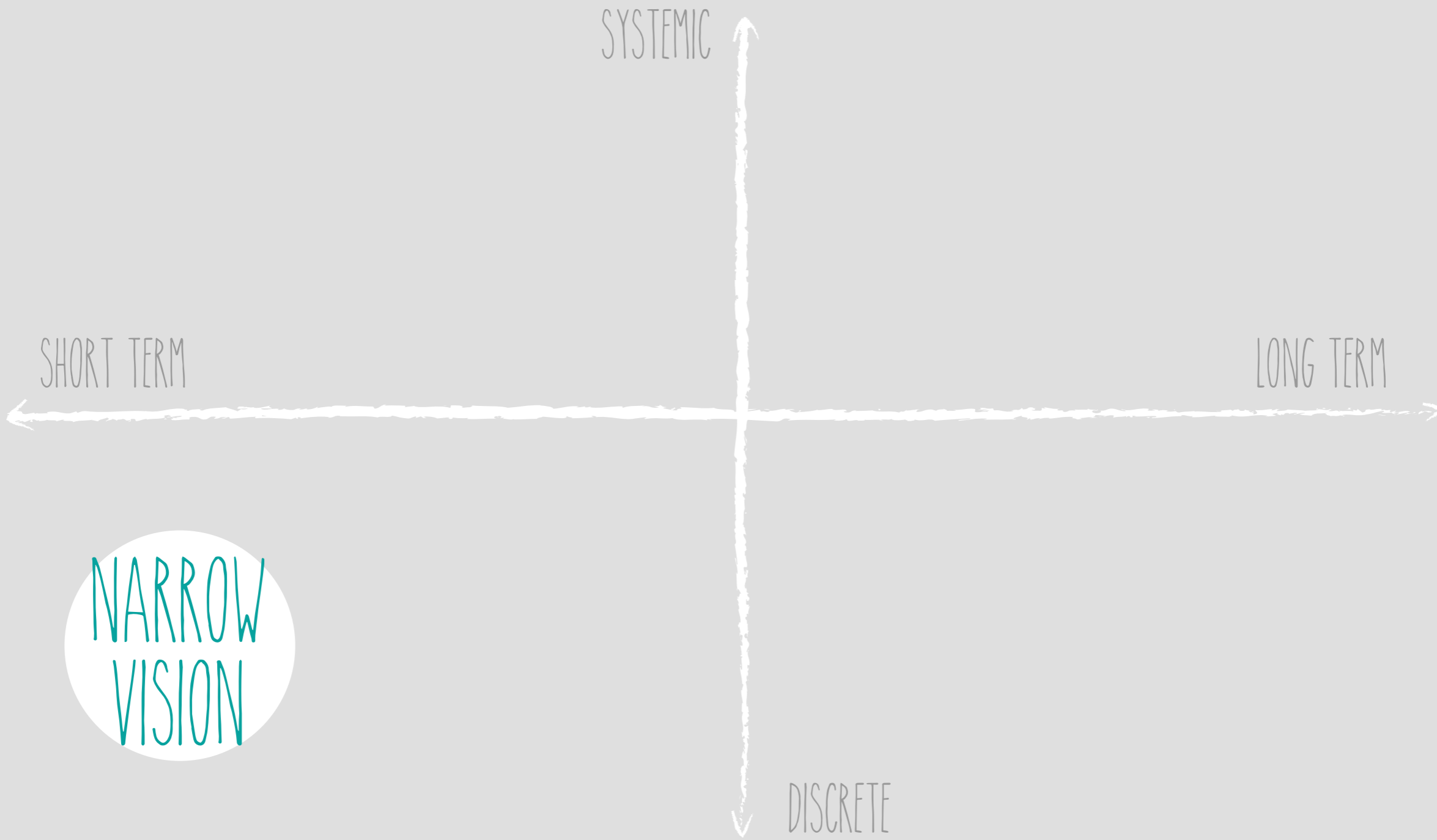
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CHANGE
FATIGUE



PROVE IT

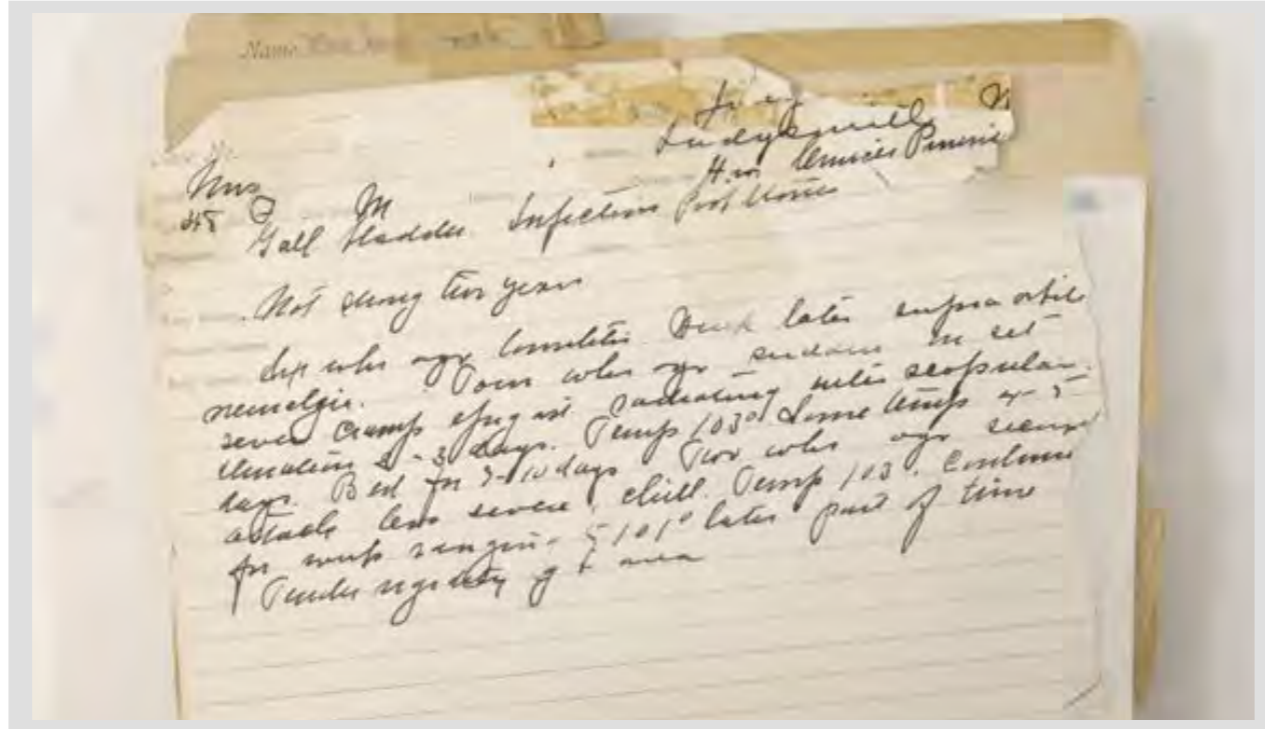


* Model from Peter Coughlan and Colleen Ponto

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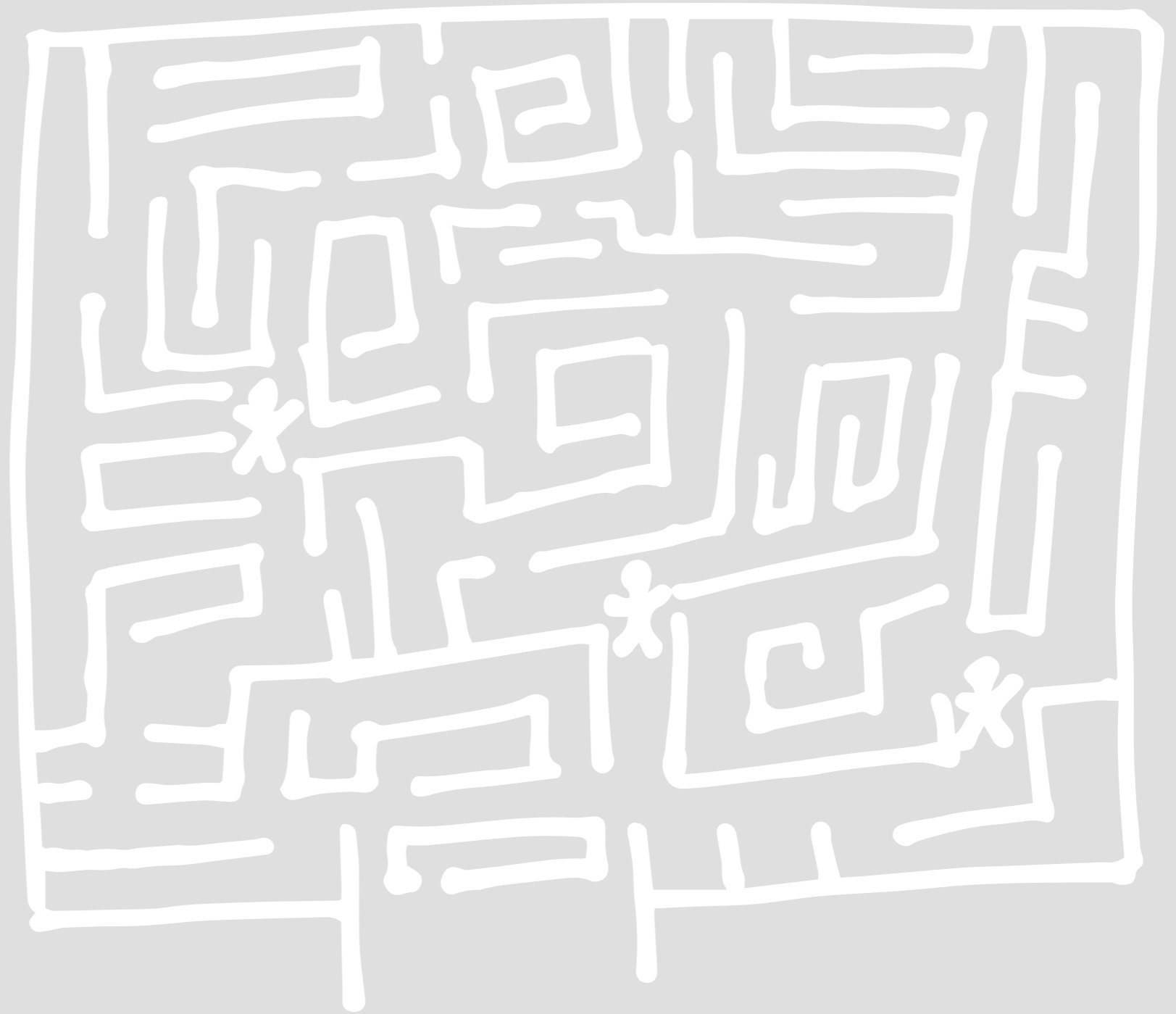
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MITIGATION VS OPTIMIZATION

STRUCTURE
DRIVES
BEHAVIOR

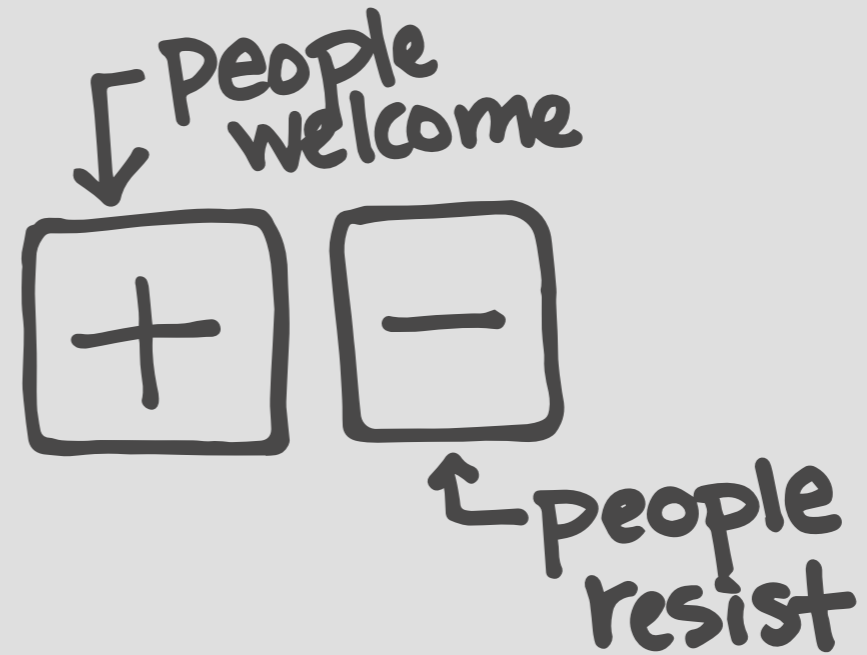


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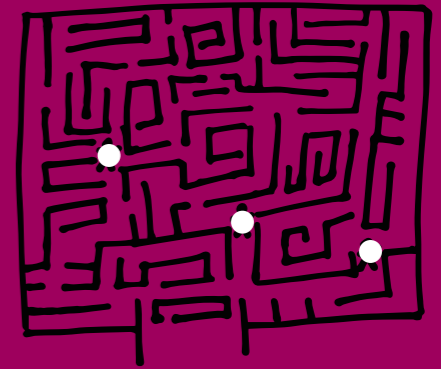
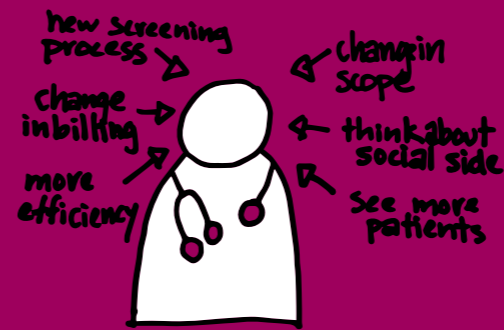
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ADDING OR DISRUPTING



DO YOU SEE ANY OF THESE CHALLENGES IN THE CONTEXT YOU ARE WORKING IN?



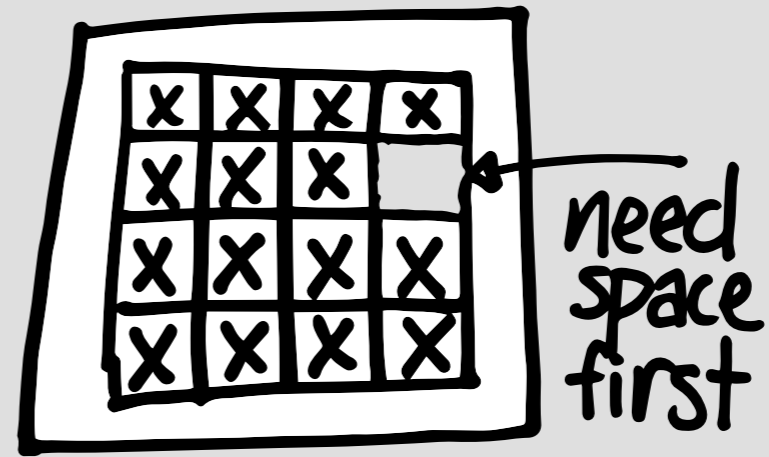
SUCCESSSES IN FACILITATING SYSTEMS CHANGE

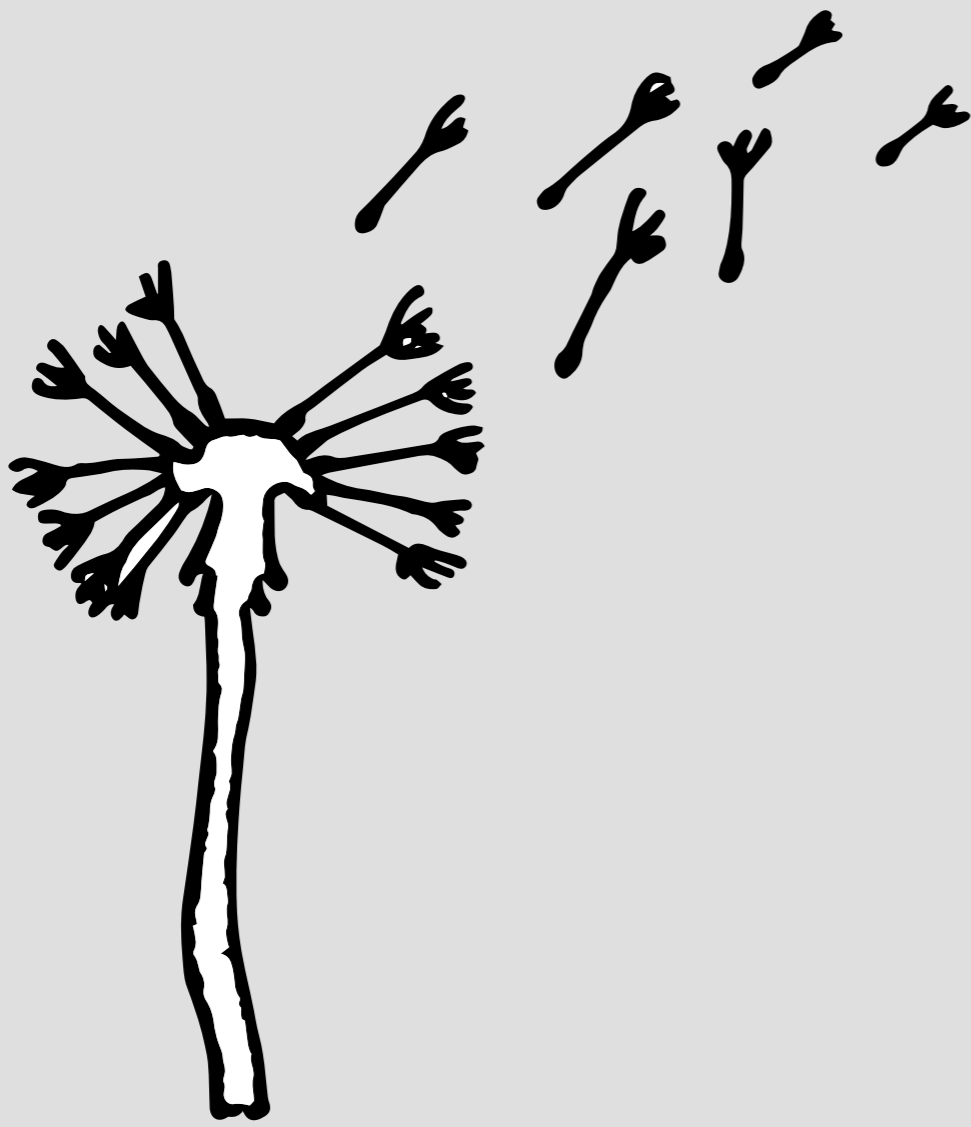
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MAKING SPACE FOR CHANGE





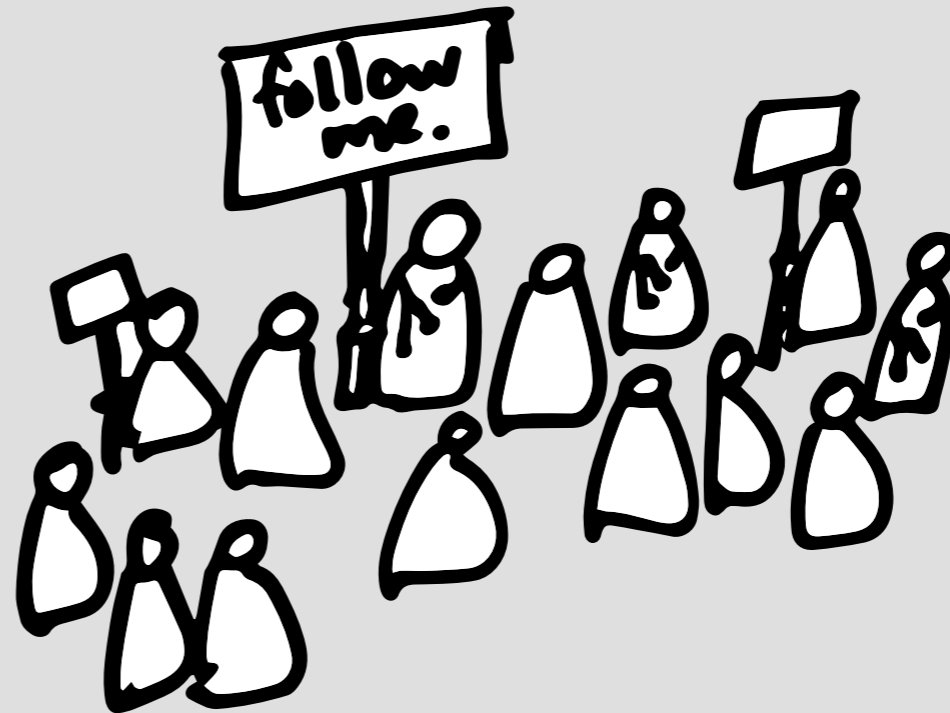
EMBRACE THE
UNINTENDED

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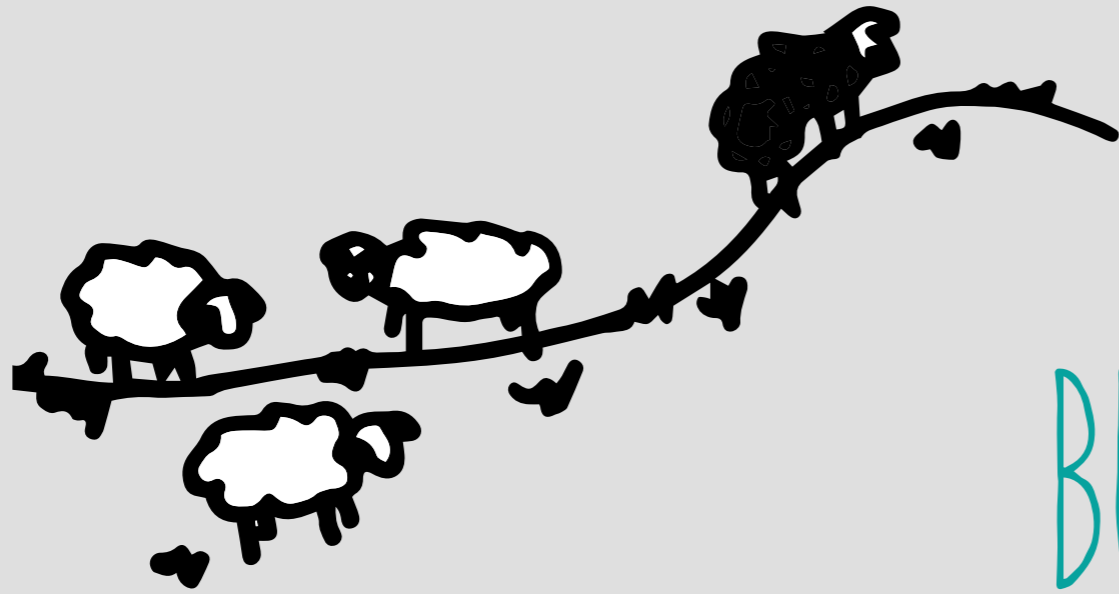
ENABLING PRACTICE CHAMPIONS



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BUILDING ON WHAT
IS WORKING

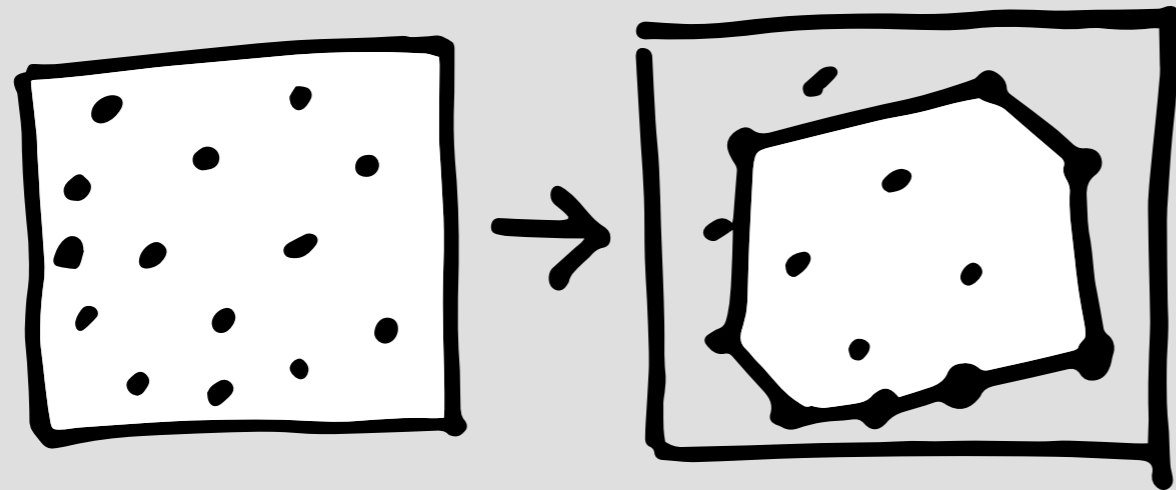
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IDENTIFYING STRATEGIC LEVERS





CONNECTING
THE DOTS

