RULES FOR RADICAL [healthcare] INNOVATORS

@NickDawson

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World Health Organization ranking of health systems in 2000

From Wikipedia, the free encyclopedia

The **World Health Organization (WHO) ranked the health systems** of its 191 member states in its World Health Report[1] 2000. It provided a framework and measurement approach to examine and compare aspects of health systems around the world.[2] It developed a series of performance indicators to assess the overall level and distribution of health in the populations, and the responsiveness and financing of health care services. It was the organization's first ever analysis of the world's health systems.[3]

Contents [hide]

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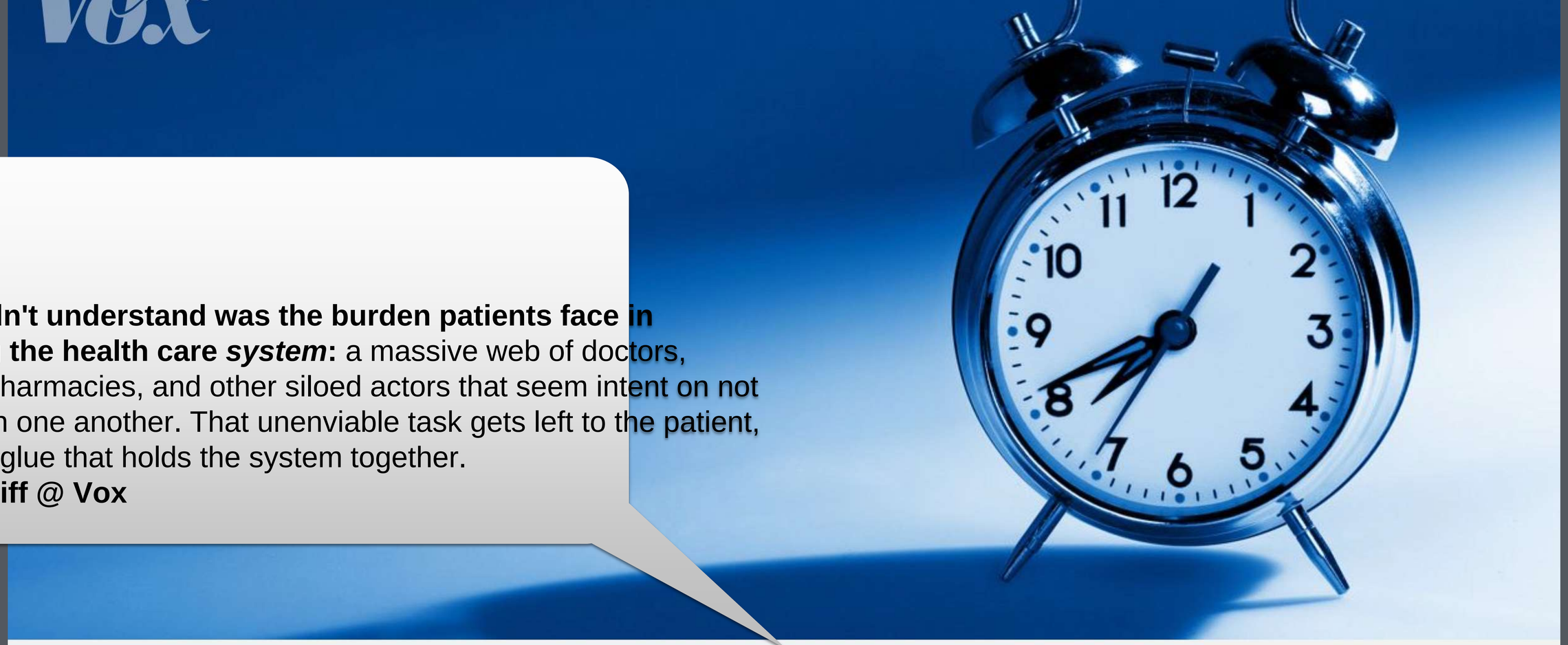
Ranking [edit]

Ranking	Country	Per Capita Expenditure
1	France	4
2	Italy	11
3	San Marino	21
4	Andorra	23
5	Malta	37
6	Singapore	38

Ranking	Country	Per Capita Expenditure
31	United States	1



What I didn't understand was the burden patients face in managing the health care *system*: a massive web of doctors, insurers, pharmacies, and other siloed actors that seem intent on not talking with one another. That unenviable task gets left to the patient, the secret glue that holds the system together.
- Sarah Kliff @ Vox

TWEET SHARE (9,203)

Shutterstock

Unpaid, stressed, and confused: patients are the health care system's free labor

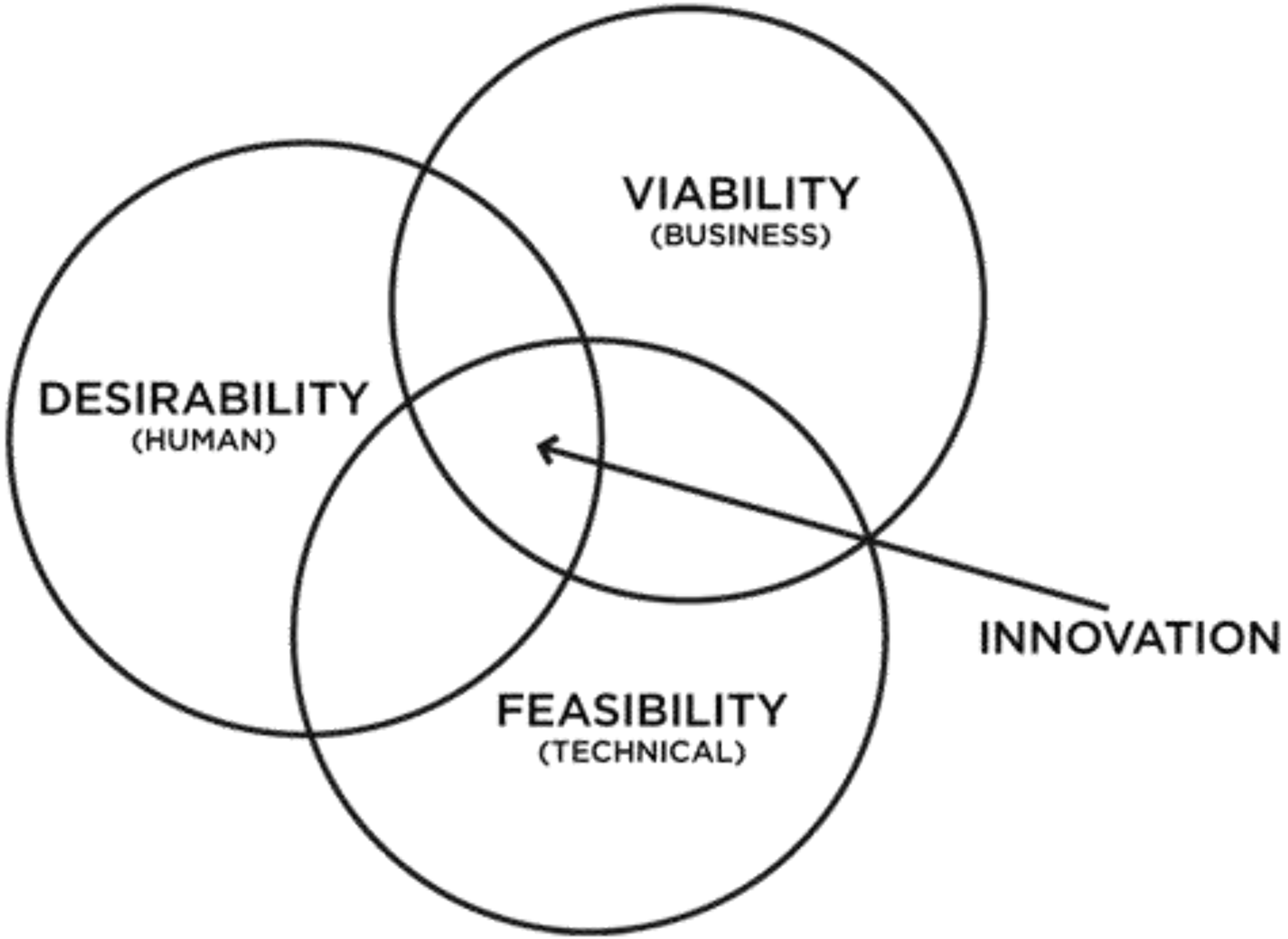
(whew!)

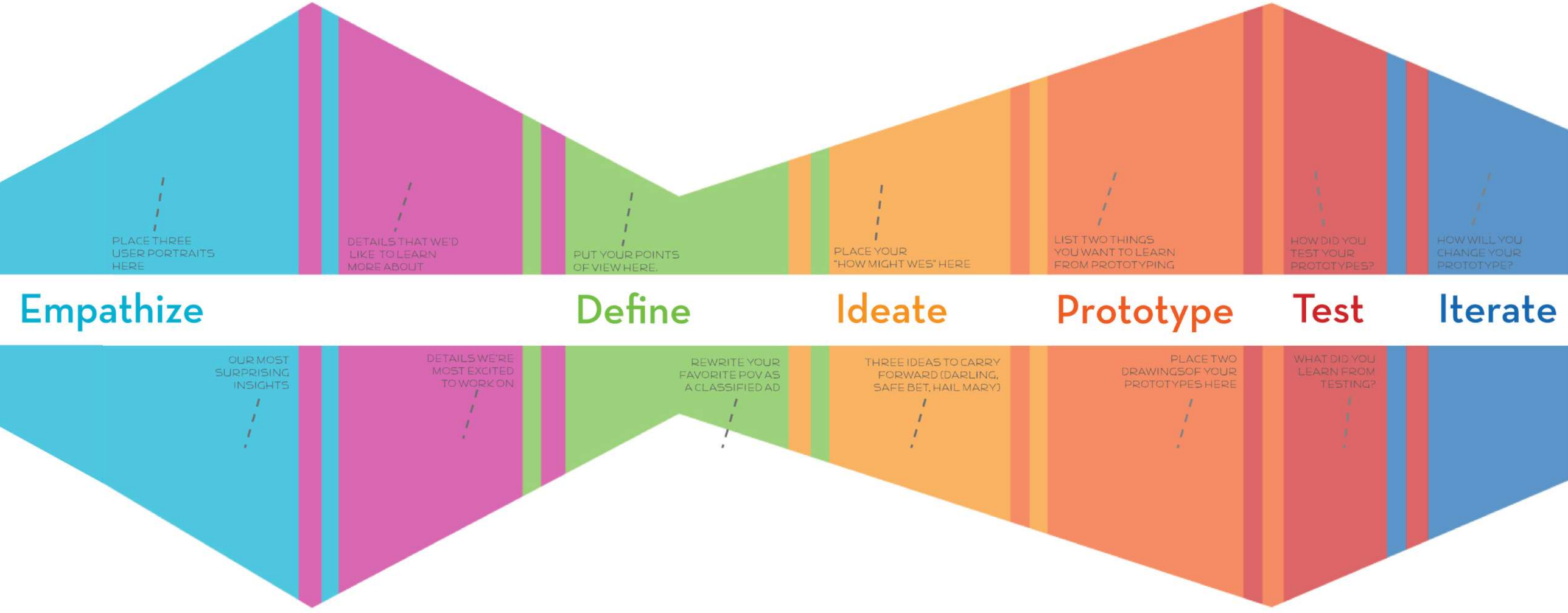
CONFERENCE
FRONTIERS
CONFERENCE

human
centered
design

what is design

what is design thinking

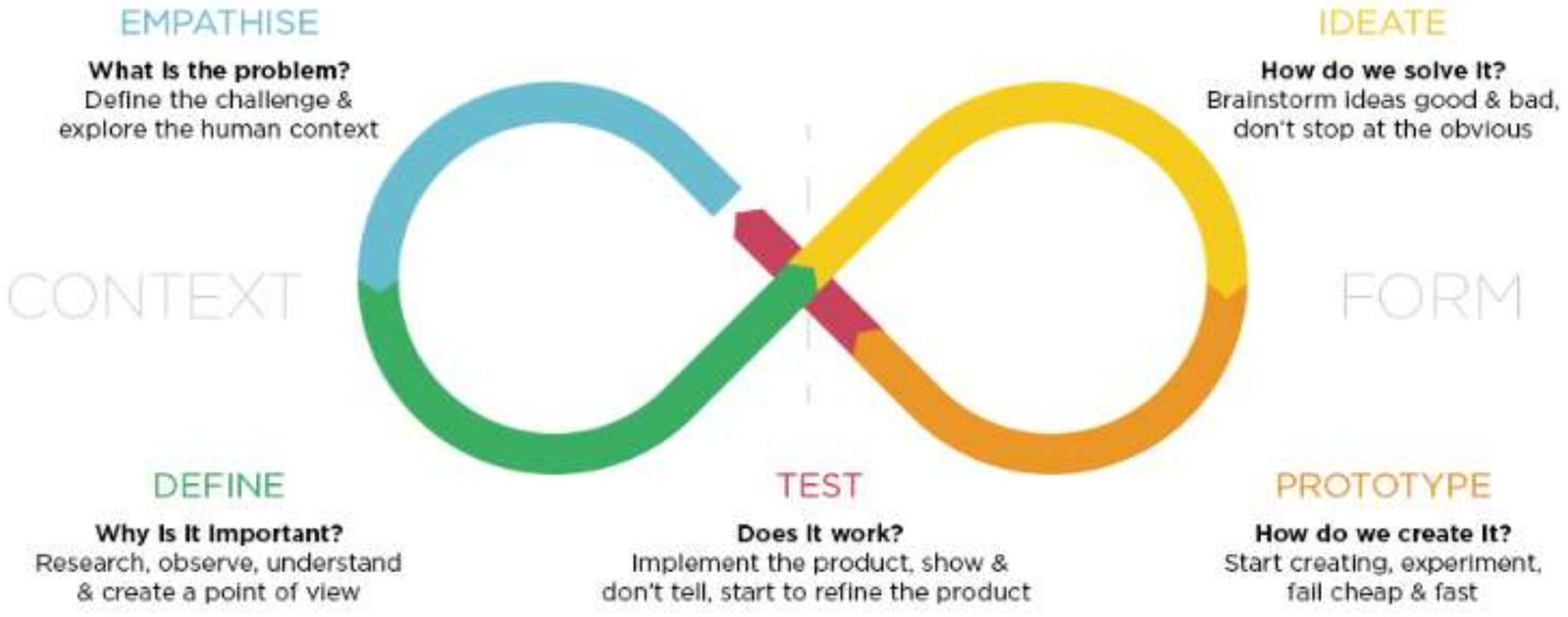




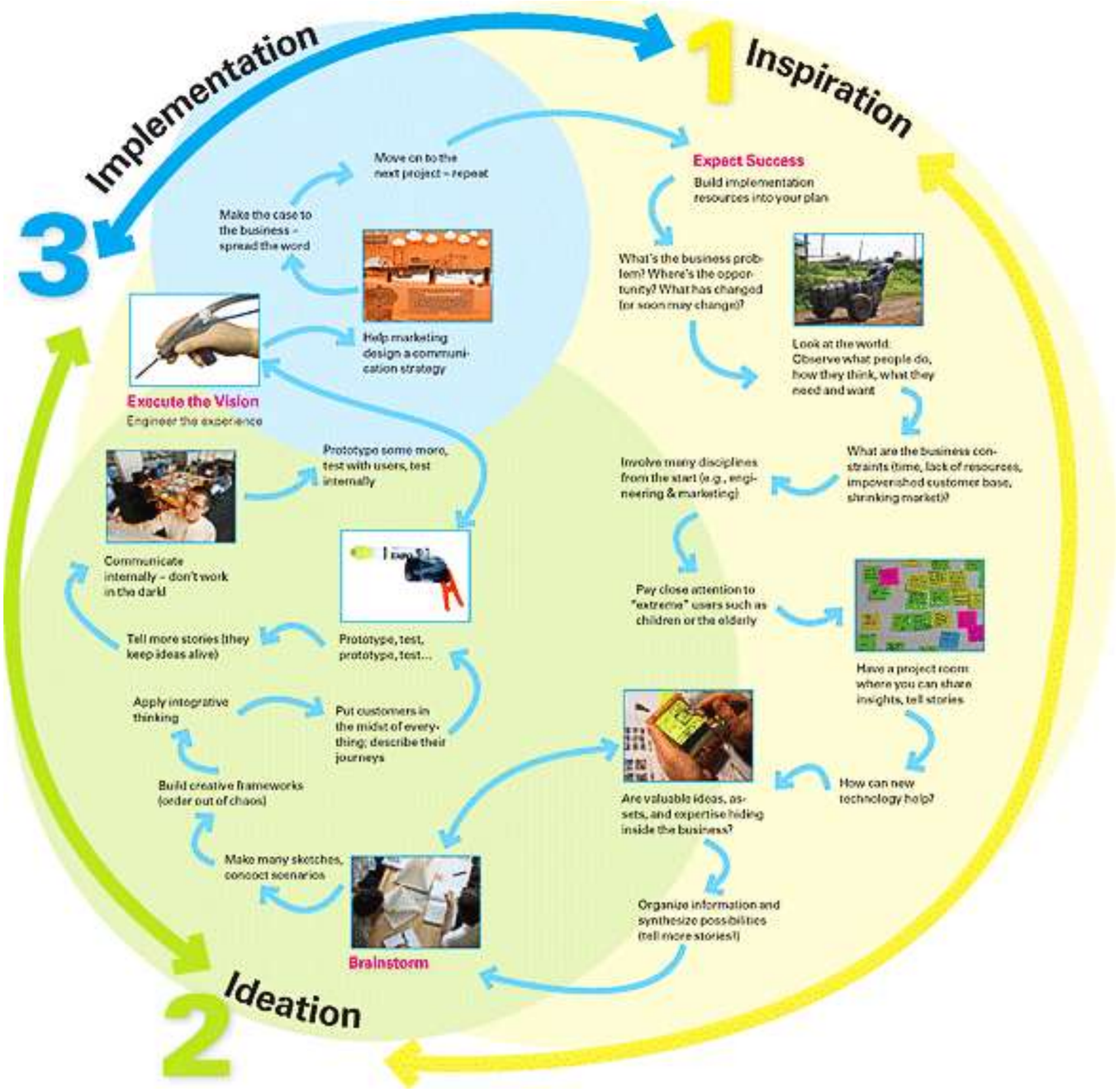
designdashboard k12 LABORATORY

DESIGN THINKING

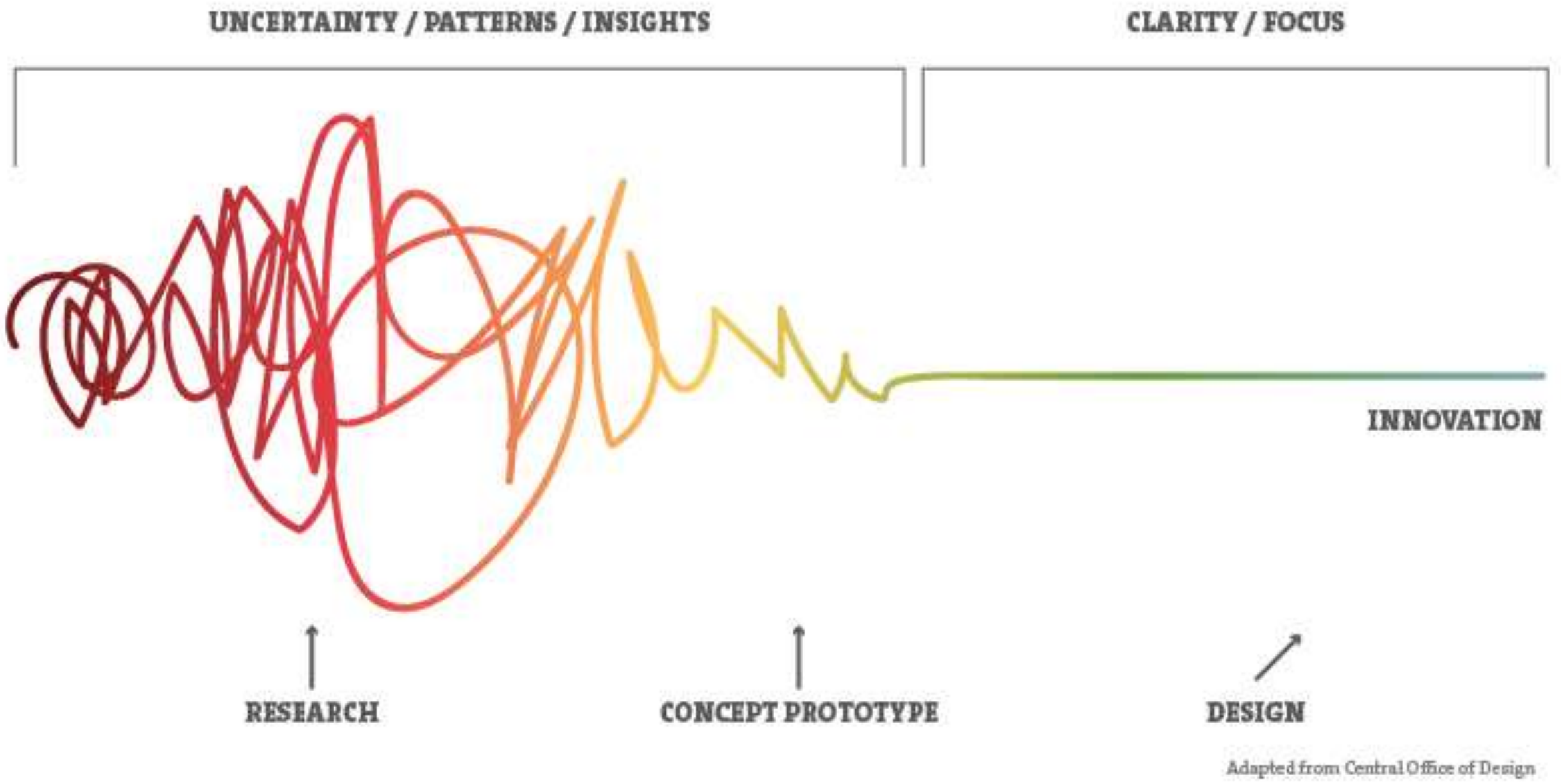
A FRAMEWORK FOR INNOVATION



Billy Loizou



https://hbr.org/2008/06/design-thinking



http://inchoo.net/wp-content/uploads/2016/06/design-thinking-3.png

The five phases of the design process:

1
DISCOVERY

I have a challenge.
How do I approach it?

2
INTERPRETATION

I learned something.
How do I interpret it?

3
IDEATION

I see an opportunity.
What do I create?

4
EXPERIMENTATION

I have an idea.
How do I build it?

5
EVOLUTION

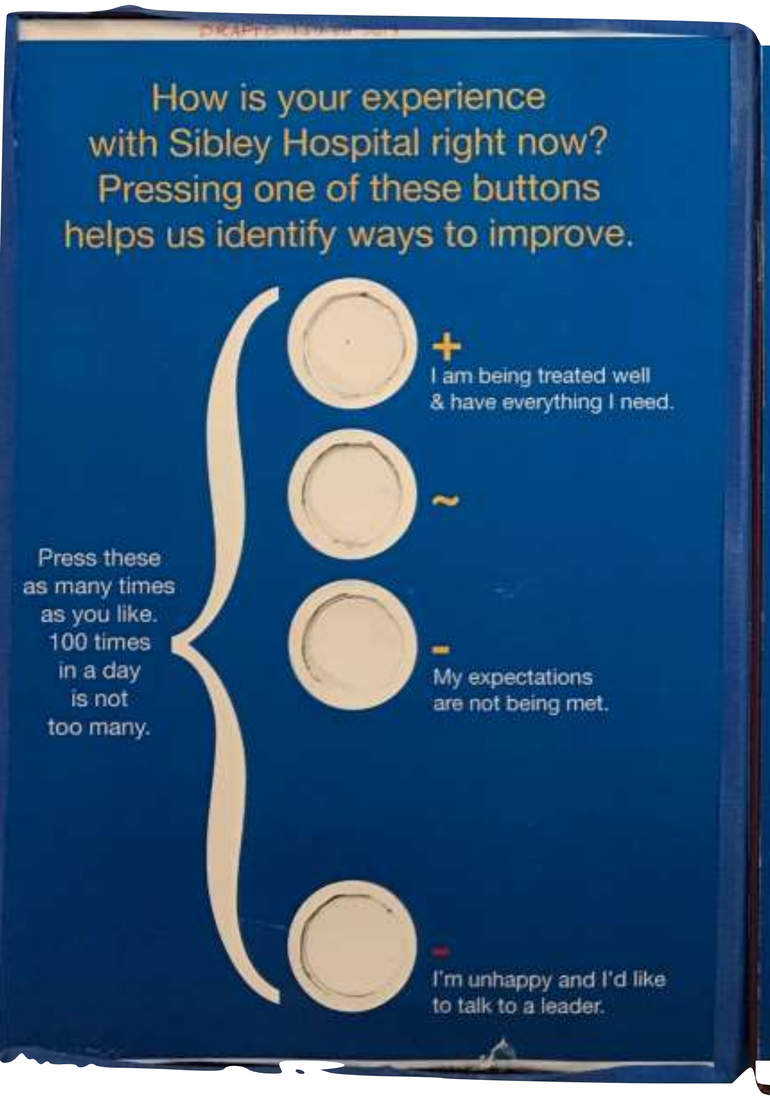
I tried something.
How do I evolve it?

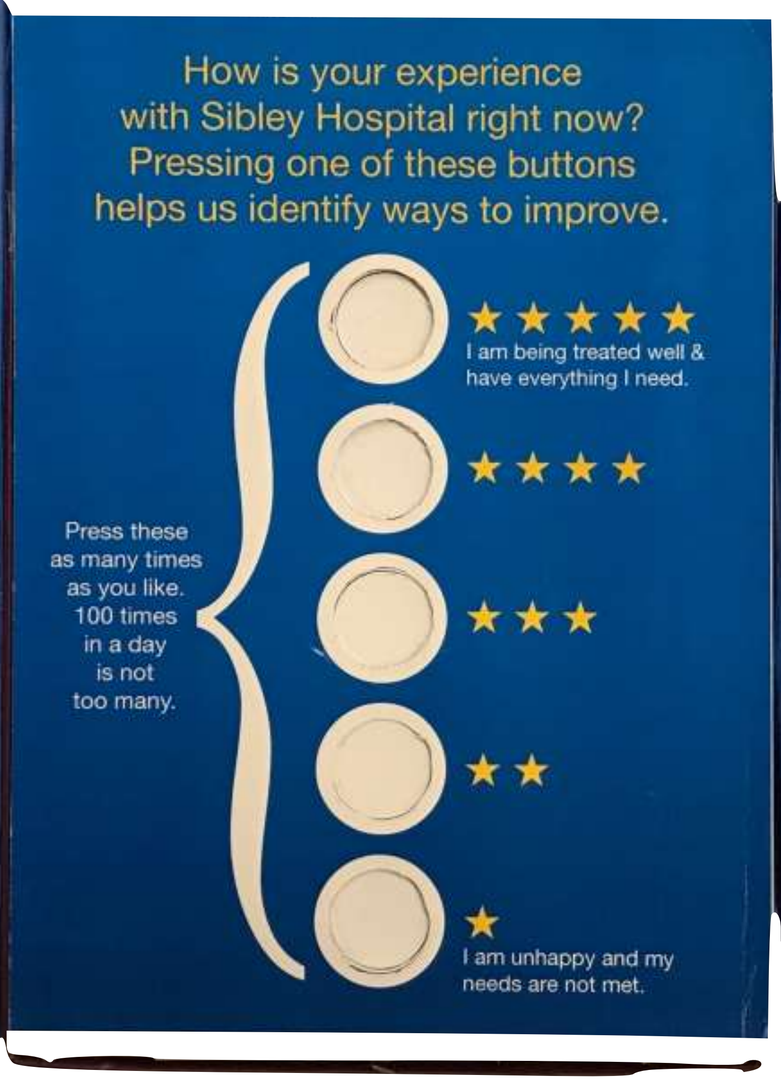
IDEO

Listen Imagine Do

HOME
LISTEN
IMAGINE
DO
TELL
SUBMIT AN OPPORTUNITY
CLASSES
CONTACT
LISTEN. IMAGINE. DO.

RN


How is your experience
with Sibley Hospital right now?
Pressing one of these buttons
helps us identify ways to improve.
Press these
as many times
as you like.
100 times
in a day
is not
too many.
+
I am being treated well
& have everything I need.
~
-
My expectations
are not being met.
-
I'm unhappy and I'd like
to talk to a leader.


How is your experience
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as many times
as you like.
100 times
in a day
is not
too many.
★★★★★
I am being treated well &
have everything I need.
★★★★
★★★
★★
★
I am unhappy and my
needs are not met.

How is your experience
at Sibley right now?

1:18

Services

Dining

HOW TO USE THIS TABLET

RATE YOUR EXPERIENCE!

HOSPITAL SERVICES

Welcome to Sibley Memorial

ROOM 509

SIBLEY MEMORIAL HOSPITAL
JOHNS HOPKINS MEDICINE

5255 Loughboro Road, N.W.
Washington, D.C. 20016
(202) 537-4000

Currently
86.4° CLEAR

Today
91° HIGH 60° LOW
CHANCE OF A THUNDERSTORM

innovation at Sibley is imaginative

I LIKE...
the smell!
that I feel so relaxed
MUSIC
theremin!
Stars....
High quality sound system
The visuals
I WISH
EXIT

we encourage wild ideas

Stanford MEDICINE X
Engaging Participants
as Partners in Research

and we fail quickly to succeed sooner

call me: Bill

I want you to know:

- I’m an army doctor
- I have a wife and adult son
- I’m an avid skier

My goals:

- discharge within 1 day
- back to work next week
- full function after recovery

current pain level

call me: Hugh

If I weren't here I would likely be: Exercising at the gym. I enjoy exercise

You should know: I'm a former IRS agent who was the first in his family to go to college.

The most important thing to me is: Helping others. I love to help people however I can.

ROOM [redacted]

PLEASE CALL ME:

[redacted]

WHAT I WOULD LIKE YOU TO KNOW ABOUT ME:

I've got two dogs named Amy + Bamba. I'm a retired methodist minister.

WHAT I VALUE/LOVE MOST:

Getting back to my PUPS Amy + Bamba →

I don't have my hearing aid in.

RULES FOR RADICAL [healthcare] INNOVATORS

DONT DO THIS

- I.T. will never support it
- legal will never allow it
- well we tried that before…
- it needs more study
- let’s form a committee
- we don’t have the resources

run
towards
the
challenge

empower
everyone

The Overall Concept
Exactly What we
Need!
Music
- the smell
- the darkness
- the music
- the concept
design
with
not
for

always
be
designing

solve
within
arm's
reach

that was fun!

@nickdawson

www.sibleyhub.com

strategic goals

innovation

end user focus

The most compelling things come from a understanding the needs, hopes, fears and dreams of people who will use whatever it is you're working on. Design Thinking is a rigorous process for driving innovation based on end users.

enablers:

design thinking
focus groups
feedback tools

speed

Innovative teams look more like start-ups than large corporations. Speed means going from inspiration to implementation quickly so innovators don't lose momentum or focus. Speed looks like having access to supplies, tools and resources quickly and easily.

enablers:

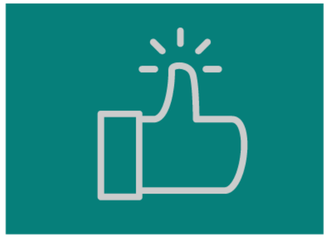
purchase cards
wide range of skills
embedded techies

low cost of failure

Smart teams test ideas early, in their most raw states. Fear of failure is the number one inhibitor of testing ideas. Testing doesn't have to mean creating business or legal risk, but it does require the psychological safety of being free from judgment or repercussions.

enablers:

leadership support
leadership modeling

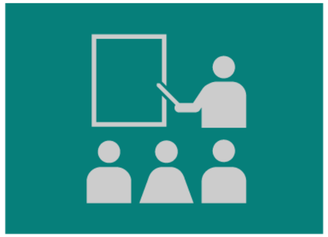


authority

Teams working on new solutions need a wide scope to access tools, spaces, problems and resources. They need to build on speed and a low cost of failure by making quick decisions and effecting things in short time. One way is to build parallel structures.

enablers:

innovation wifi
network
dedicated staff



continuous learning

New ideas come from a broad exposure to new thoughts, different industries and ways of thinking. Innovation teams need to seek out and cultivate learning opportunities. These can come from inside the team by sharing skills or from outside sources.

enablers:

lunch-n-learns
field trips
conferences

be wild!

Play is a serious part of innovation. Teams should make space for things like improv, stokes, and tossing balls around. The awesomest innovation teams whimsically flow between play and serious work. Playful teams also find creative solutions faster.

enablers:

lunch-n-learns
field trips
conferences

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