

HOW DOES AN ORGANIZATION...

- Increase employee engagement?
- Tap into employees' creativity?
- Foster a culture of innovation?

INNOVATING FROM WITHIN

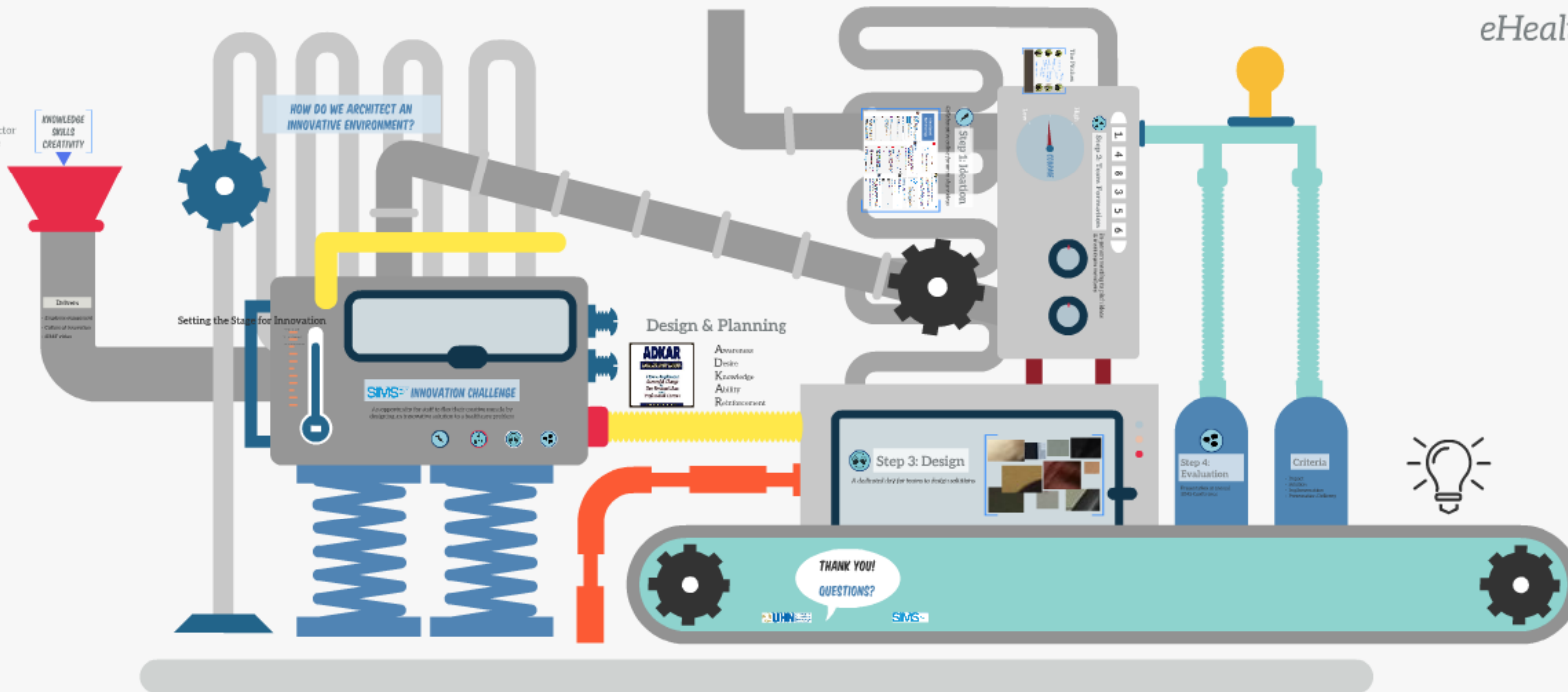
Fostering a Culture of Innovation

Cheryl Chui, Greg Cockram, Angela Lee
eHealth 2015 Conference

Inputs: SIMS™

500+ staff - one of the largest public sector health information technology service delivery organizations in Canada

- Department of UHN
- IT resources for UHN
- Leading service providers for UHN



Outcomes

- Employee engagement
- Community of collaboration
- Culture of innovation

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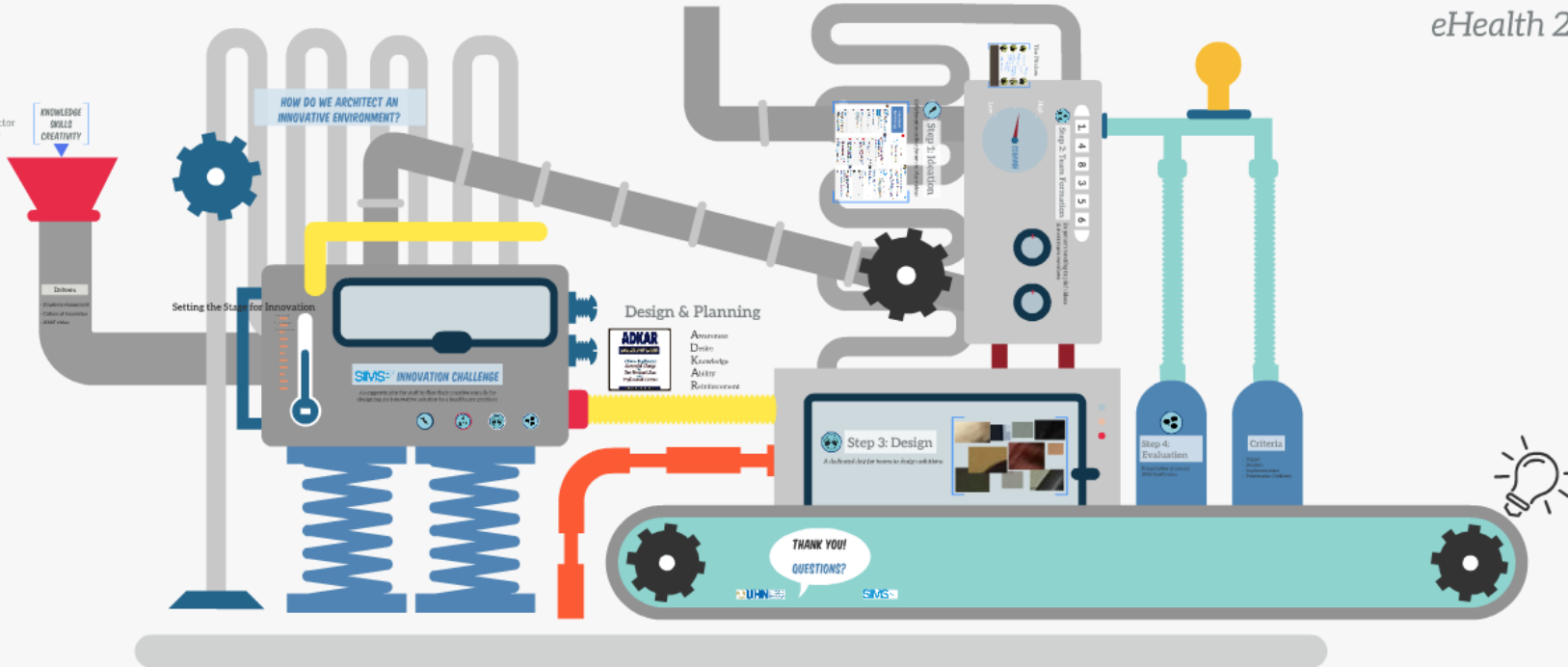
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Inputs: SIMS transforming healthcare delivery

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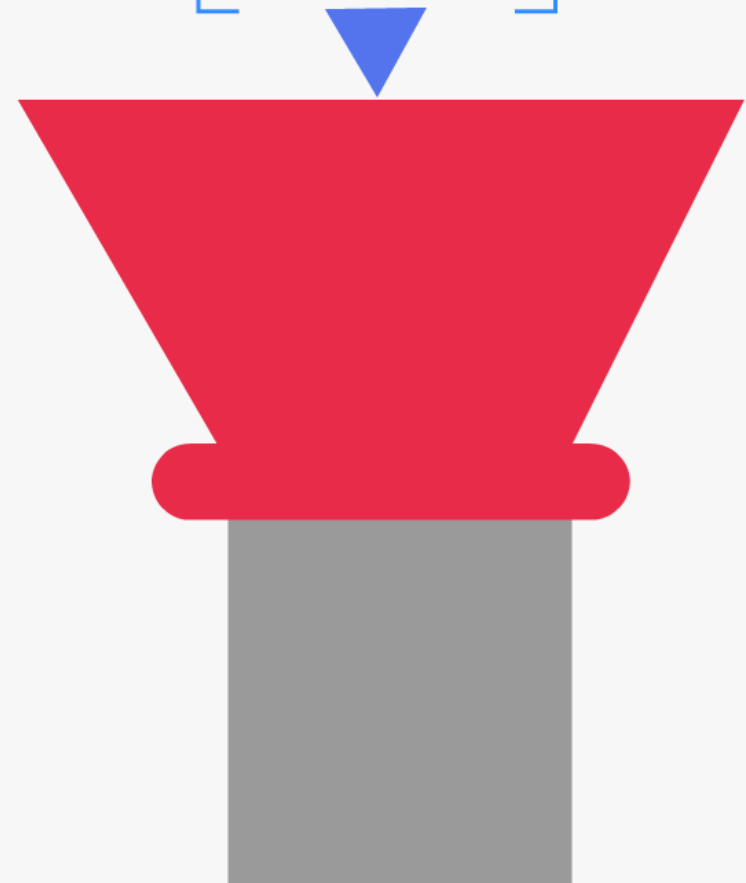
• Department of  Toronto General
Toronto Western
Princess Margaret
Toronto Rehab

• IT resources for  Toronto Central
Community Care Access Centre  WEST PARK
HEALTHCARE CENTRE

• Leading system-wide solutions for  Ontario
Ministry of
HEALTH AND
LONG-TERM CARE  eHealth Ontario  Canada Health Santé
Inforoute Santé
du Canada

 CONNECTING
GTA  Diagnostic Imaging Repository
GTA West  RM&R

KNOWLEDGE
SKILLS
CREATIVITY



Drivers

- *Employee engagement*
- *Culture of innovation*
- *SIMS' vision*

**HOW DO WE ARCHITECT AN
INNOVATIVE ENVIRONMENT?**



Innovation Framework



*Recreated from Peter Skarzynski and Rowan Gibson, *Building a Systemic Innovation Capability*, Harvard Business Review, 2008

Setting the Stage for Innovation

- Gain leadership support
- Focus on staff engagement
- Create a supportive environment



SIN

An o
design

WHAT WE'VE SEEN...



Innovation

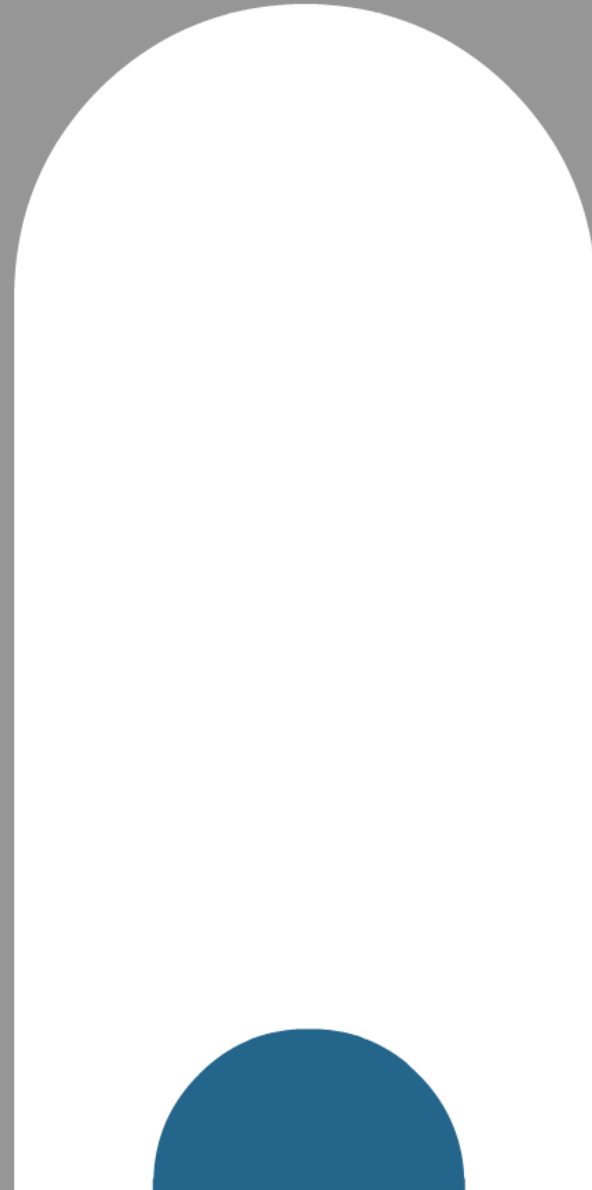
- Gain leadership support



- Focus on staff engagement



- Create a supportive environment



Innovation

- Gain leadership support
- Focus on staff engagement
- Create a supportive environment

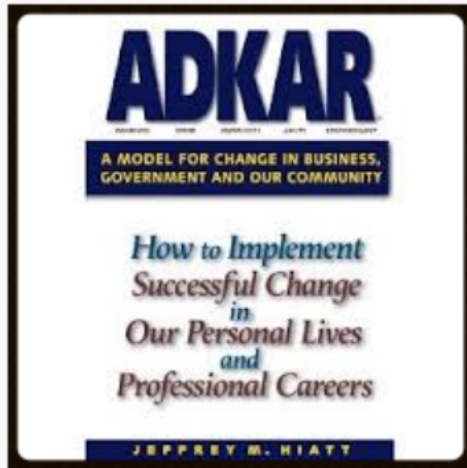


SIMS transforming healthcare delivery INNOVATION CHALLENGE

An opportunity for staff to flex their creative muscle by designing an innovative solution to a healthcare problem



Design & Planning



Awareness
Desire
Knowledge
Ability
Reinforcement

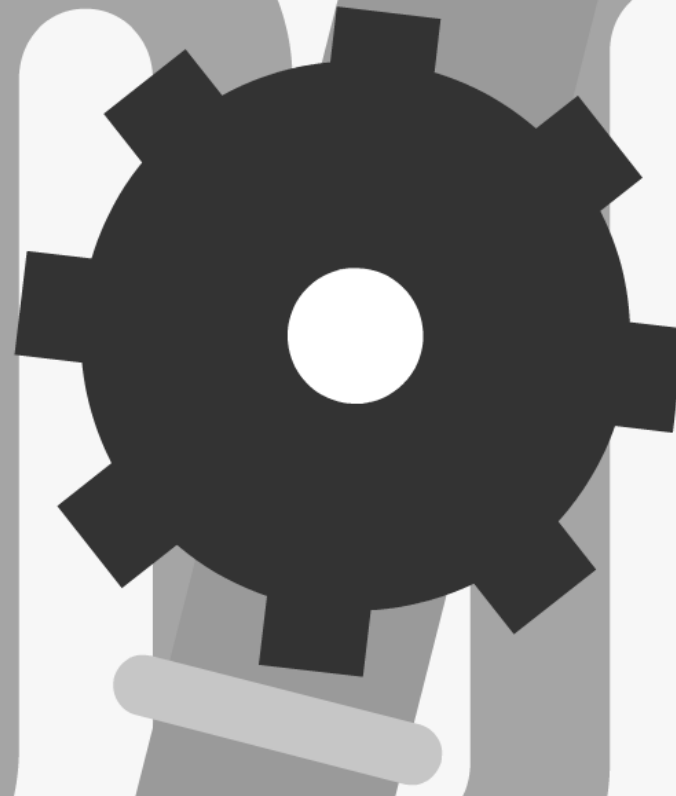
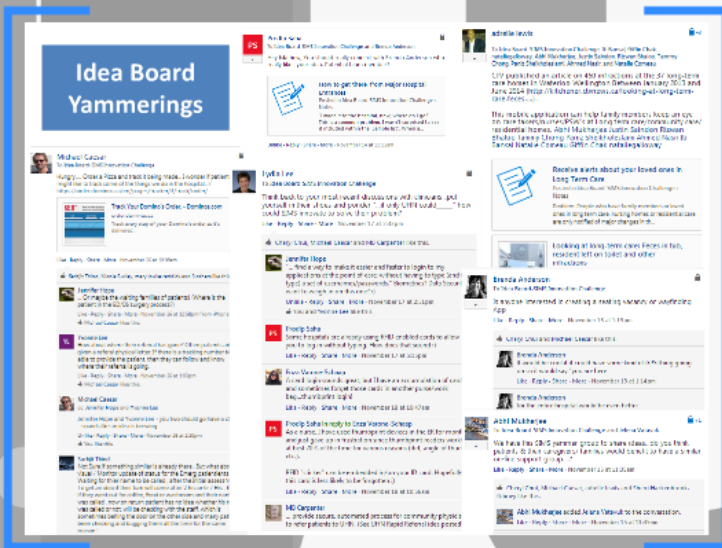


A dedic



Step 1: Ideation

Collaborative online forum to share ideas



Idea Board Yammerings



Michael Caesar

To Idea Board-SIMS Innovation Challenge

Hungry... Order a Pizza and track it being made... I wonder if patient might like to track some of the things we do in the hospital...?
<https://order.dominos.ca/en/pages/tracker/#/track/order/>



Track Your Domino's Order. - Dominos.com
 order.dominos.ca
 Track every step of your Domino's order as it's delivered.

Like · Reply · Share · More · November 26 at 10:08am

Sarbjit Thind, Nicole Burley, mary louise reddick and 3 others like this

Jennifer Hope

... Or maybe the waiting families of patients! (Where is the patient in the ED/DI/surgery process?)

Like · Reply · Share · More · November 26 at 12:58pm from iPhone
 Michael Caesar likes this.

YL

How about where their referral has gone? Often patients are given a referral physical letter. If there is a tracking number to be able to provide the patient, then they can follow and know where their referral is going.

Like · Reply · Share · More · November 26 at 1:03pm
 Michael Caesar likes this.

Michael Caesar

cc: Jennifer Hope and Yvonne Lee

Jennifer Hope and Yvonne Lee - you two should go have a cc - sounds like an idea is brewing...

Unlike · Reply · Share · More · November 26 at 2:20pm
 You like this.

Sarbjit Thind

Not Sure if something similar is already there , But what ab visual / Monitor update of status for the Emerg patients Waiting for their name to be called , after the Initial assessm To get an idea if their turn will come after 2 hrs or 6-7 Hrs , E if they went out for coffee, Food or washroom and their nam was called , now on return patient has no idea whether his n was called or not, will be checking with the staff, which is sometimes behing the door on the other side and many pati been checking and bugging them all the time for the same re etc !

PS

Prodip Saha

To Idea Board-SIMS Innovation Challenge and Brenda Anderson

Hey Mathew, You should really connect with Brenda Anderson who really likes your idea. Potential team member?



How to get there, from Major Hospital Entrances

Posted in Idea Board-SIMS Innovation Challenge > Notes

"I made it to the hospital, now, where do I go?" This is a common problem, I wasn't surprised to see it included within the 'Sample list'. When a...

Unlike · Reply · Share · More · November 14 at 11:12am



Lydia Lee

To Idea Board-SIMS Innovation Challenge

Think back to your most recent discussions with clinicians...put yourself in their shoes and ponder "...if only UHN could..." how could SIMS innovate to solve their problem?

Like · Reply · Share · More · November 17 at 2:32pm

Cheryl Chui, Michael Caesar and MB Carpenter like this.

Jennifer Hope

"... find a way to make it easier and faster to login to my applications at the point of care; without having to type (and type) a set of usernames/passwords." Biometrics? Data Security want to weigh in on this one? ;)

Unlike · Reply · Share · More · November 17 at 2:51pm
 You and Yvonne Lee like this.

PS

Prodip Saha

Some hospitals are already using RFID enabled cards to allow you to log in without typing. How does that sound ;)

Like · Reply · Share · More · November 17 at 5:15pm

Enza Varone-Schaap

A card login sounds great, but I have an accumulation of card and sometimes forget those cards in another purse/work bag...thumbprint login!

Like · Reply · Share · More · November 18 at 10:47am

PS

Prodip Saha in reply to Enza Varone-Schaap

As a nurse, I have used thumbprint devices in the ER for mont and just gave up in frustration since thumbprint readers work at best 70% of the time for various reasons (dirt, angle of thun etc.).

RFID "sticker" can be embedded in/on your ID card. Hopefully this card is less likely to be forgotten ;)

Like · Reply · Share · More · November 18 at 10:56am

MB Carpenter

... provide secure, automated process for community physicia to refer patients to UHN. (See UHN Rapid Referral idea posted



adrelle lewis

To Idea Board-SIMS Innovation Challenge. Iti Bansal, Giffin Chak, nataliegalloway, Abhi Mukherjee, Justin Saindon, Rizwan Bhaloo, Tammy Chong, Paniz Sheikholeslami, Ahmed Nasir, and Natalie Comeau

CTV published an article on 450 infractions at the 37 long-term care homes in Waterloo-Wellington Between January 2013 and June 2014 (<http://kitchener.ctvnews.ca/looking-at-long-term-care-feces-...>) .

This mobile application can help family members keep an eye on care takers/nurses/PSW's at Long term care/community care/ residential homes. Abhi Mukherjee Justin Saindon Rizwan Bhaloo Tammy Chong Paniz Sheikholeslami Ahmed Nasir Iti Bansal Natalie Comeau Giffin Chak nataliegalloway



Receive alerts about your loved ones in Long Term Care

Posted in Idea Board-SIMS Innovation Challenge > Notes

Problem: People who have family members or loved ones in long term care, nursing homes or residential care are only notified of major changes in th...



Looking at long-term care: Feces in tub, resident left on toilet and other infractions



Brenda Anderson

To Idea Board-SIMS Innovation Challenge

Is anyone interested in creating a seating vacancy or wayfinding App

Like · Reply · Share · More · November 13 at 1:13pm

Cheryl Chui and Michael Caesar like this.

Brenda Anderson

It would be cool if it could have some kind of GPS thing going on so it would say "you are here

Like · Reply · Share · More · November 13 at 1:14pm

Brenda Anderson

for the entire hospital would be even better



Abhi Mukherjee

To Idea Board-SIMS Innovation Challenge and Jelena Vatauvuk

We have this SIMS yammer group to share ideas...do you think patients & their caregivers/ families would benefit to have a similar on-line support group...?

Like · Reply · Share · More · November 15 at 11:35am

Cheryl Chui, Michael Caesar, adrelle lewis and Sherri Hackenbrook-Gibney like this.

Abhi Mukherjee added Jelena Vatauvuk to the conversation.

Like · Reply · Share · More · November 15 at 11:35am



Prezi

1.

4

8

3

5

6



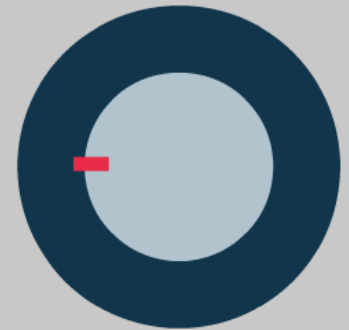
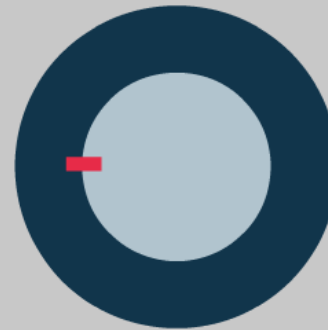
Step 2: Team Formation

*In-person meeting to pitch ideas
& meet team members*

High

Low

COURAGE





Step 2: Team

The Pitches



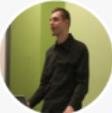
Rapid referral

Wayfinding



My MD app

LTC alerts



Patient experience survey

Health data mashup tool



Online ED wait times



And many more...



High

Low

COURAGE



Step 3: Design

A dedicated day for teams to design solutions



THANK YOU!





Step 4: Evaluation

Presentation at annual
SIMS Conference

Criteria

- Impact
- Solution
- Implementation
- Presentation Delivery



Outcomes

- ✓ Employee engagement
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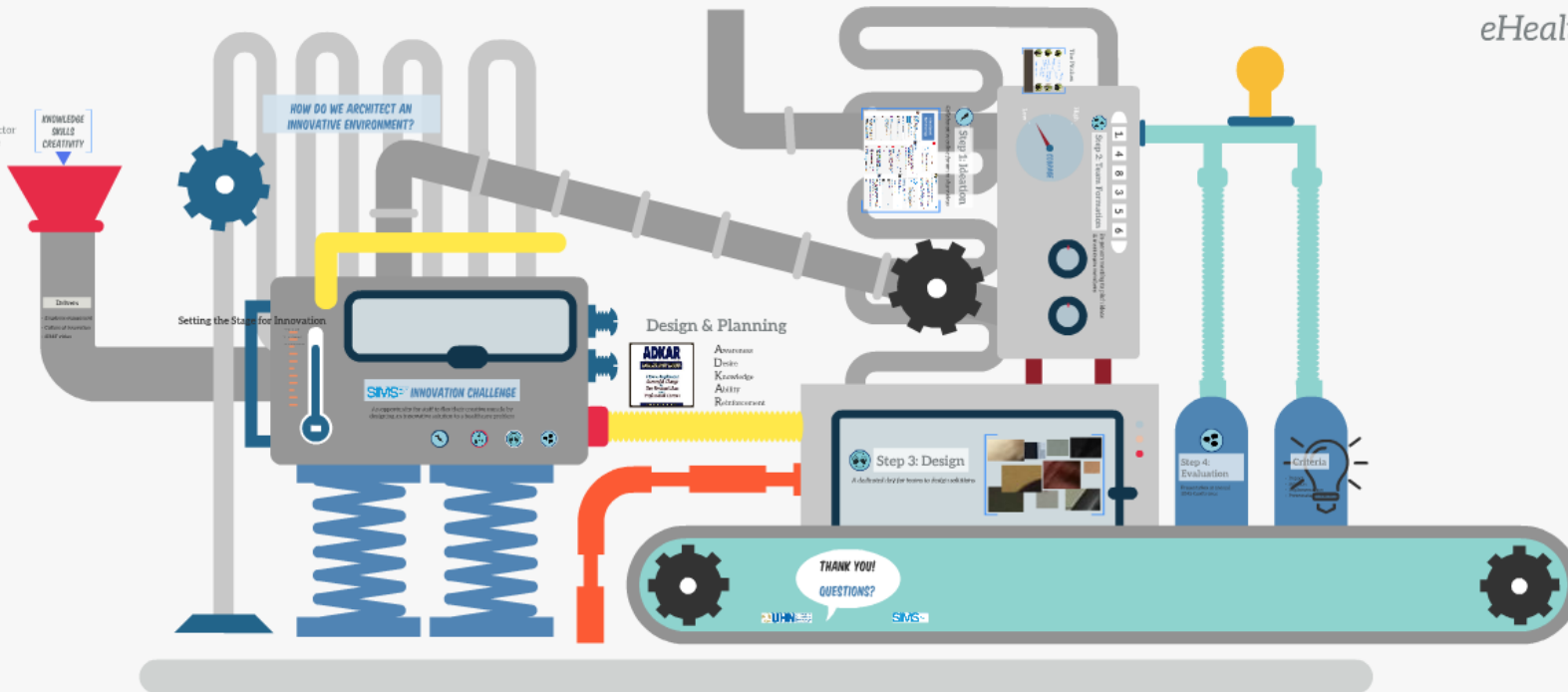
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- IT resources for St. Michael's
- Leading service providers for SickKids, Sunnybrook, Toronto General



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THANK YOU!

QUESTIONS?

