

# Health Care Delivery Innovations and The AHRQ Health Care Innovations Exchange

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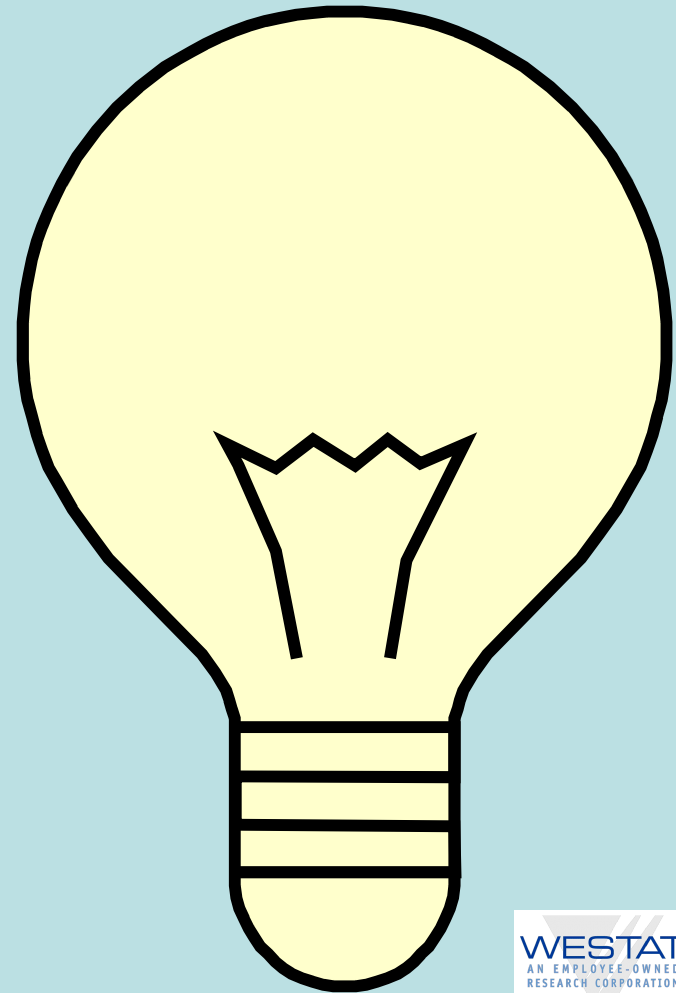


# INNOVATIONS

“NEW IDEAS THAT  
WORK”

“NEW WAYS OF  
WORKING”

“NEW *FOR YOU*”



# THE GREATEST INNOVATION SINCE



# Innovations in Health Care:

## Service and delivery systems

- New or altered services, systems, organizational structures or business models designed to improve health care quality
- Innovation defined within *specific context or setting*

# Health Care Service Innovations



# Some innovation distinctions

- Incremental innovation
- Sustaining innovation
- Supply driven
- Radical Innovation
- Disruptive innovation
- User -led

# Many Innovations...

...But spread across system is slow

- Innovations in health care delivery occur in silos:

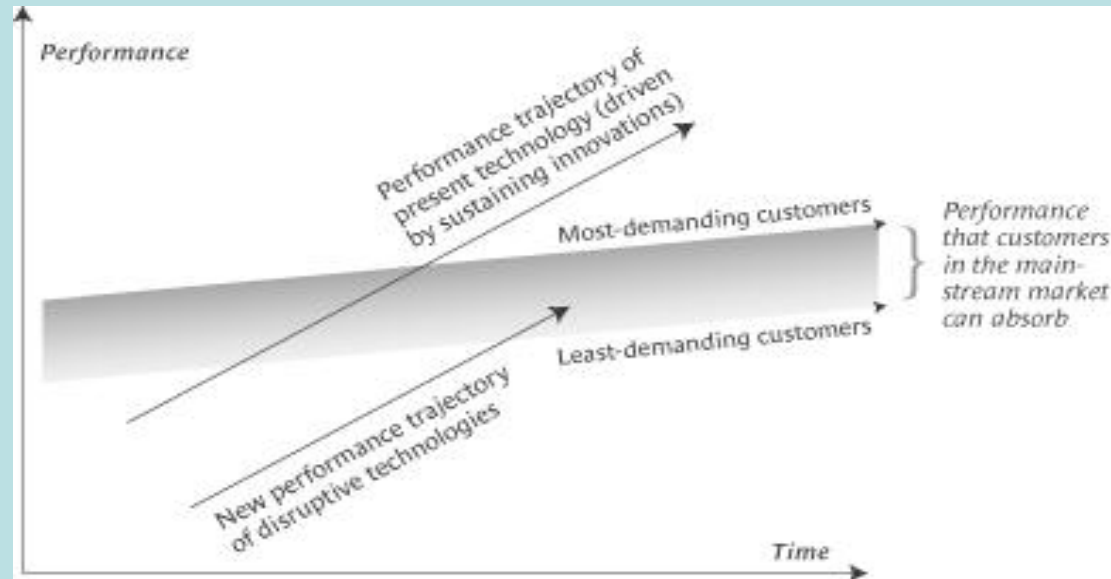
- A specific setting
- A specific population
- A specific department
- A specific disease or condition



- Limited opportunities for solution seekers to learn from successes and failures of problem solvers (i.e., innovators)

# Change-Averse Industry

Will disruptive innovations cure health care?



Health care may be the most entrenched, change-averse industry in the United States. The innovations that will eventually turn it around are ready, in some cases—but they can't find backers.

*by Clayton M. Christensen, Richard Bohmer, and John Kenagy  
HBR, June 2004*

# Harvard Business Review

[www.hbr.org](http://www.hbr.org)

BIG PICTURE

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*If any business needs a dose of creativity, it's health care. A systematic assessment of the industry's innovation ills suggests some remedies and offers a framework for thinking about the obstacles to new ventures in any business.*

## Why Innovation in Health Care Is So Hard

by Regina E. Herzlinger

# Slow and Not-So-Steady Adoption of New Ideas

- Wasted resources (time, manpower, money)
- Frustration on the part of both innovators and adopters
- Use of innovations in patient care not keeping pace with use of innovations in technology???
- Ultimate result: Delayed progress in improving the delivery of patient care