

Innovations in Health Care Delivery

Thursday, April 22, 2010, at 4:00 p.m.

The Universities at Shady Grove
The Camille Kendall Academic Center
Building III, Room 3241
9636 Gudelsky Drive
Rockville, MD 20850

The Issue

In spite of the often negative image of health care in the country, there are many innovative health care institutions engaged in activities that improve the quality, efficiency, and equity of services provided to the public.

What We Know

Slowly but steadily, the evidence base on health care innovations is building, so that there is information on which innovations have worked and which have not. Yet, too many of these improvements stay within the walls of their originating institutions. Relatively few of these innovative improvements move into the mainstream of health care delivery. This failure in the diffusion of innovations is not unusual. Rogers (2003) outlines the many potential reasons for such failures in his seminal theories on the diffusion of innovation. But in health care, the movement from knowledge to practice has been particularly slow. For example, Balas and Boren (2000) have found that it takes an average of 17 years for research findings to be adopted into clinical practice. They point out that health care lacks an information infrastructure that connects the research establishment to the front line of health care delivery. In addition, the information that is available tends to be in forms that are not intended to facilitate taking action. Practical information about the challenges of implementation and considerations regarding start up and sustainability are usually absent.

References

Rogers, EM. *Diffusion of Innovations (5th Edition)*, New York, Free Press, 2003.

Balas EA, Boren SA. Managing clinical knowledge for health care improvement. In: Bemmell J, McCray AT, editors. *Yearbook of Medical Informatics 2000: Patient-Centered Systems*. Stuttgart, Germany: Schattauer Verlagsgesellschaft mbH; 2000:65-70.

Goals for the Presentation

This presentation will focus on the Agency for Healthcare Research and Quality (AHRQ) Health Care Innovations Exchange, an ambitious initiative that aims to promote the dissemination, adoption, and implementation of health care delivery innovations. The Innovations Exchange identifies innovations occurring in various health care settings (hospitals, medical offices, clinics,

nursing homes) and other settings where health care is provided (schools, prisons, workplaces), and provides summary information that is intended to facilitate the adoption and implementation of the innovations by other health care providers. In addition, potential adopters are encouraged to contact the innovators who have all agreed to make themselves available to others interested in implementing their novel solutions within their own systems.

Dr. Veronica Nieva will introduce the concept of health care delivery innovations, followed by Judi Consalvo of the Agency for Healthcare Research and Quality, who will provide the agency's perspective on the goals for the Innovations Exchange. Dr. Nieva will then demonstrate the Innovations Exchange web site (www.innovations.ahrq.gov) and discuss how the term "innovations" is defined, how each innovation is presented, and how the public can use the site. Dr. Judith Rogers, Chief Nurse Executive and Vice President of Patient Care Services at Holy Cross Hospital, will share information about a special emergency unit especially designed for elderly patients.

Presenters

Veronica Nieva, PhD, is a Vice President at Westat and a member of the Rockville Institute Advisory Board. Her recent research focuses on health care safety culture and quality, with a strong emphasis on dissemination issues. Dr. Nieva has co-authored *Managing Creation: The Challenge of Building a New Organization*.

Judi Consalvo is from the Agency for Healthcare Research and Quality.

Judith Rogers, PhD, MSN, RNC, is Chief Nurse Executive and Vice President of Patient Care Services at Holy Cross Hospital.