

Transcript of Media – Hospital-based Innovation Hubs

Becky Buchen, senior vice president for OSF Innovation

“But when you really start to leverage the ideas that they have, because they’re at the frontline of care, they’re seeing the challenges that are being faced every day, whether it’s by our patients or their fellow Mission Partners, and then bringing forward those ideas really starts to advance that innovative culture. Buchen adds, “Then they build on each other’s ideas and that really supports the transformation of health care.” (:24)

“You start out with a problem that you want to solve, but then it acts very much like a social media platform. So I can bring forward my ideas. Other people can vote up my ideas or add to my ideas, and that starts to build great excitement. It’s a very intuitive platform; very easy to use so it’s not intimidating.” (:23)

“It might be that we need to better understand the data. It might be that we take a deeper dive into the process as we transform the ideas they’re bringing forward. It may be that the idea they brought forward is something so unique that we need to make sure that we have the intellectual property protected for them.” (:22)

Zack VanKeulen, director of Emergency Services for OSF HealthCare Saint Paul Medical Center in Mendota, IL

“You learn about things outside of health care, like software design and coding and the amount of money and resources it takes to create some of these apps. And those things may not be possible, so you have to bite off a smaller piece than you originally thought was possible. But in the end, if you can innovate and make a change that positively impacts the patient’s experience, then it’s a win-win situation,” says VanKeulen. (:25)

“You hear the general public saying that the health care system is broken. So this is members of the health care system, Mission Partners from OSF, trying to make that repair that’s so desperately needed in our country today.” (:15)

Dawn Trompeter, president OSF HealthCare Saint Paul Medical Center in Mendota, IL

“If the pilot is successful and increasing those experiences for our patients, then that’s something we can spread across our entire market region and then across the Ministry to enhance our patient experience across the entire health system.” (:14)

Ed “That’s just one example. It could be for diabetes, it could be a number of different things, but really engaging our patients in their own health care and helping them understand in layman’s terms, really what happens and what their diagnosis may be about or how they may be able to help keep themselves healthy through that (seeing the impact).” (:20)