Some tips for better innovation
What is innovation?

Discovery, invention and innovation should not be confused

**Discovery**

is a new knowledge

**Invention**

is a new achievement that can be usefully applied

**Innovation**

is an invention that meets a use, that finds an application
Why innovate?

- Maintaining control / Survive
- To improve
- Be an actor of change
- Develop new activities
- Develop your patient attractiveness
- Develop your HR attractiveness
- Mobilizing employees
Are we organized to innovate?

Hospitals are powerful ecosystems of innovation

Hospitals are organized to provide care, training, many are also organized to do research, but few are organized to do innovation. This is still random, but innovation is a process that can be organized.
The innovation toolbox

A method
A method for organizing and leading innovation and tools to support each innovation stakeholder

Skills
A set of complementary skills and experience to meet all challenges

An ecosystem
An ecosystem of resources to support the hospital
4 main principles for better innovation

**Bottom-up**
Including future users in the project team makes it possible to design a more relevant innovation.

**Benchmarking**
A benchmark of the ideas and approaches of others saves time and enriches one’s own ideas and approaches.

**Collaborative**
Soliciting all agents and leading collaborations provides an important pool of skills and produces a strong motivation.

**Incremental & Iterative**
Versioning innovation and achieving incremental development makes it available to users faster and at lower risk.
The stakeholders

**The facilitators**
The facilitators organize and animate innovation. They also act as a relay with sponsors.

**The sponsors**
The sponsors support the whole process and select the projects to be developed.

**The innovators**
Any agent, patient or partner is a potential innovator. Innovators are supported by the supports to innovate in the best conditions.

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The method in detail

An agile and modular method adapted to hospitals

It consists of six steps:

0) Kick-off meeting

1) Ideation workshop (problem detection)

2) Design workshops
   a) Naive approach
   b) Benchmark and versioning
   c) Rapid prototyping and testing

3) Solution development
   a) Planning
   b) Conduct and monitoring

4) Solution deployment
   a) Diagnosis
   b) Deployment strategy
   c) Conduct and monitoring

5) Final balance sheet and capitalisation

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Focus on design

Personas
Personas are typical profiles of future users. They allow a user-centred design

Experience maps
Experience maps are dynamic structuring of ideas. They facilitate their selection and scheduling

Rapid prototyping
Prototyping and testing makes it possible to test the solution during its design

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Focus on development

Planning

Planning allocates the skills and time of employees to ensure the successful development of the prototyped solution.

Functional documentation

The documentation is initially lightweight and focused on the functional aspect of the solution. It evolves according to test feedback.

Semi-iterative development

Semi-iterative development reduces the tunnel effect through short cycles validated by user test sessions.

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Focus on deployment

A vision + Skills + Incentives + Ressources + An action plan

Change can generate different feelings that can lead to its rejection

CONFUSION ANXIETY RESISTANCE FRUSTRATION FALSE STARTS

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Focus on deployment

**Diagnosis & Anticipation**
The diagnosis makes it possible to model the different scenarios of appropriation of the developed solution and to anticipate the reactions.

**Deployment strategy**
The deployment strategy consists of determining the right scope and pace of deployment based on available resources.

**Fieldwork**
The fieldwork makes it possible to drive and support the deployment of the solution. It relies on ambassadors and local relays.

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Thank you for your attention! Questions?

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