HEALTHCARE INNOVATION AS A CALLING

PRESENTED BY
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Innovation Defined:

THE SHARED PERSPECTIVE THAT THROUGH A GRATEFUL EMBRACE OF CHANGE WE CAN FIND OUR TRUE PURPOSE.
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The shared perspective that through a grateful embrace of change we can find our true purpose.
THE MICROHOSPITAL: A NEW APPROACH
Emerus: THE MICROHOSPITAL FACILITY

- 30,000-60,000 sf. with 8 ER rooms, 8-10 inpatient beds
- 24/7 staffed with board certified ER physicians, internists and hospitalists
- On-site x-ray, CT, ultrasound and lab
- Transfer Agreements with partner hospitals

with ancillary services to include imaging, physical therapy, primary care, rotating specialists, surgery, etc
Emerus: BEST IDEA WINS

1. Cross Trained Staff
2. Red light for emergencies
3. Marker boards for communication
4. 15 minutes or free
### EMERUS PARTNERED PERFORMANCE – 12 MONTHS

**Performance Metric**

1. OP4C. Aspirin at Arrival (chest pain) Percent of Patients Receiving
   - Emerus: 100%
   - National Average: 97%
2. OP5. Average time to ECG - Chest Pain
   - Emerus: 2 minutes
   - National Average: 7 minutes
3. OP20. Door to Diagnostic Evaluation to Qualified Medical Personnel
   - Emerus: 9 minutes
   - National Average: 33 minutes
4. OP21. Average time to Pain Management for Long Bone Fracture
   - Emerus: 42 minutes
   - National Average: 54 minutes
5. OP22. Left Without Being Seen (percent)
   - Emerus: 0.9%
   - National Average: 2.0%
6. ED1. Average Time from ED Arrival to ED Departure for Admitted ED Patients
   - Emerus: 166 minutes
   - National Average: 338 minutes

**Satisfaction Metric**

- PG Overall Score
  - Emerus: 90.3%
  - National Average: 0.13%

**MD Complaints as a percentage of visits**

- Overall Nursing Satisfaction
  - Emerus: 91.7
- Likelihood to Recommend
  - Emerus: 86.9

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1. Includes all Emerus owned and managed facilities across multiple markets and brands 12/2014 – 12/2015
2. In Emerus’ case, # of minutes to see ER physician NOT other clinician
Emerus:
LESSONS FROM BRIGHT IDEAS

1. Everyone had an idea
2. Needed infrastructure and executive buy-in
3. Innovation can be taught and learned
4. Share failures and successes
5. The answer is **YES** not NO
MAP OF LOCATIONS
HIPS:

AT HIPS, OUR MISSION IS TO SERVE, SUPPORT, AND CONNECT INNOVATION LEADERS.
THE COUNCIL OF 33 HAS OPERATIONAL OVERSIGHT AND INNOVATIVE IMPACT ON:

1 OF EVERY 5 hospitals in the U.S.
1 OF EVERY 4 hospital beds in the U.S.
1 OF EVERY 3 hospital admissions
1 OF EVERY 2 overnight patient days in the U.S.
HIPS COUNCIL MEMBERS
Barriers to Innovation:

- STRUCTURAL
- ORGANIZATIONAL
- FINANCIAL
- CULTURAL
Winning Innovation Strategies:

1. No hiding behind regulations.
2. Leadership commitment
3. Infrastructure internally and externally
4. It takes time
5. Cultural commitment to process, change, importance