



innovating
HEALTH

*Innovating Health Series
Snapshot – August 2019*

HISA



AUSTRALIA'S DIGITAL
HEALTH COMMUNITY


accenture

Overview

- *Innovating Health Series*
- *Importance of leadership in change*
- *2018-19 Series Focus and Topics*
- *Inclusion of Design thinking*
- *What is Next....*

*Health leaders and industry experts
committed to raising the profile
of digital health innovation
and doing something about it*

Series Focus 2018-19



Greg Moran

***Strategy and Business
Development
HISA***

[@gregmoran19](#)



Ian Manovel

***Innovation Principal
Director
Accenture Australia***

[@ManovellInnovate](#)

AI in Healthcare

"How can health organisations realise the benefits and take advantage of new technologies such as Artificial Intelligence (AI), whilst at the same time ensure that quality standards and ethical treatment and care are maintained?"

- 1. AI Accelerator! – How might we foster innovation in AI in healthcare, whilst reducing risk and avoiding harm.***
- 2. Skills 3.0 - How might we prepare, educate and support everyone (practitioners, consumers/patients, general public) in the development and adoption of AI in healthcare and deliver better patient outcomes?***
- 3. Do No Harm – How might we ensure that AI tools, processes and application areas will reliably enhance the quality, safety and efficacy of patient-centred healthcare?***
- 4. The Empathy Equation - How might we as a country rapidly develop the ethical and regulatory framework for AI in healthcare in all parts of government and community life?***

***Balancing ethics
with innovation***



Digital Platforms supporting private healthcare - Aged Care case study

hackinghealth.ca

"How can we better link hospital discharge to aged care services and residential aged care facilities?"

- 1. *YourOptions.com – digital app to compare and select facilities with a virtual assistant. Using a government subsidised model where data is free of charge. Premium and more targeted support services would involve a cost.***
- 2. *AI enabled online service – concierge service for new residents that provides transparency to potential new resident, their carers and families. A government subsidised model moving to a chargeable model as it matures.***
- 3. *Our target – a hospital enabled solution where discharge nurses know facility and bed availability to reliably refer family to connect. This will a KISS solution focused on better connections between hospitals and aged care facilities.***
- 4. *My Aged Care enhanced and actually working to support transitions of care. This may require a rethink of how government may work with aged care industry and other players to connect the various parts of the system.***

Empathy and understanding in transition of care



Intelligent Procurement

"How can we rethink the supply chain and procurement in healthcare to be smarter, get better return, and achieve efficiencies?"

- 1. Predictive analysis in procurement – Data analysis with complimentary processes to apply to supply demand.***
- 2. Approval governance automation – building in streamlined and digital approval processes to high demand regular procurement as a consistent and repeatable process.***
- 3. Data Visualisation for predictive demand – where supply demand and purchasing requirements are more visible to staff in the business. Getting staff on to be more responsive to purchase and replacement requirements.***
- 4. MaterZON – building and linking catalogue purchasing direct from business to supplier removing internal procurement middle man in the purchasing chain.***

Quadruple Aim

- *Sustainable outcome*
- *Most efficient cost*
- *Good provider experience*
- *Good customer experience*



Design Thinking – A key ingredient

- **Healthcare is changing from a codified cookie cutter service model of diagnostics and prescription**
- **To being more human centred where care for the patient is paramount**
- **If you are going to be designing the future health system and changes – a process which allows human centred thinking as a key enabler is important requirement**
- **Innovating Health series uses a design thinking format to hold the executive discussions**

“We can’t solve problems by using the same kind of thinking we used when we created them.”
– *Albert Einstein, Former refugee*



What is next....?

www.innovatinghealth.org.au

innovation@hisa.org.au



Thank you for your interest.

