



**How innovation  
help the  
improvement in  
“Healthcare  
Service”**

# Introduction



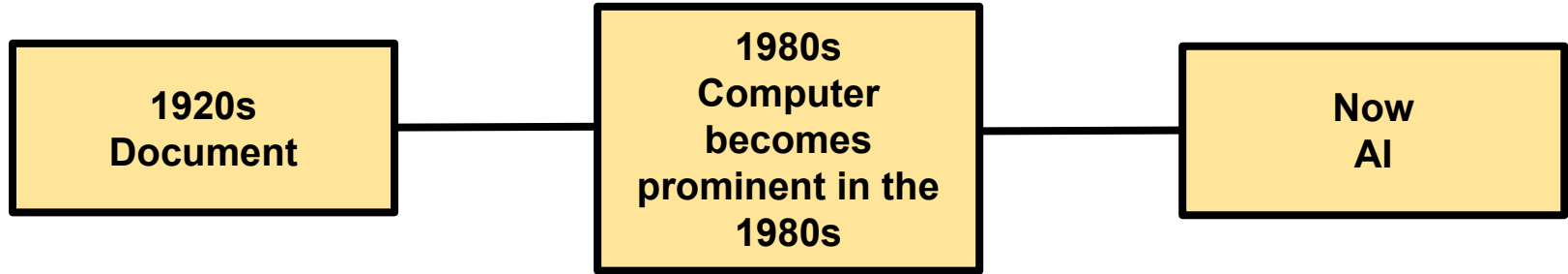
# Why this topic?

**consumer needs**

**aging population**

**some area lacking the good quality of healthcare**

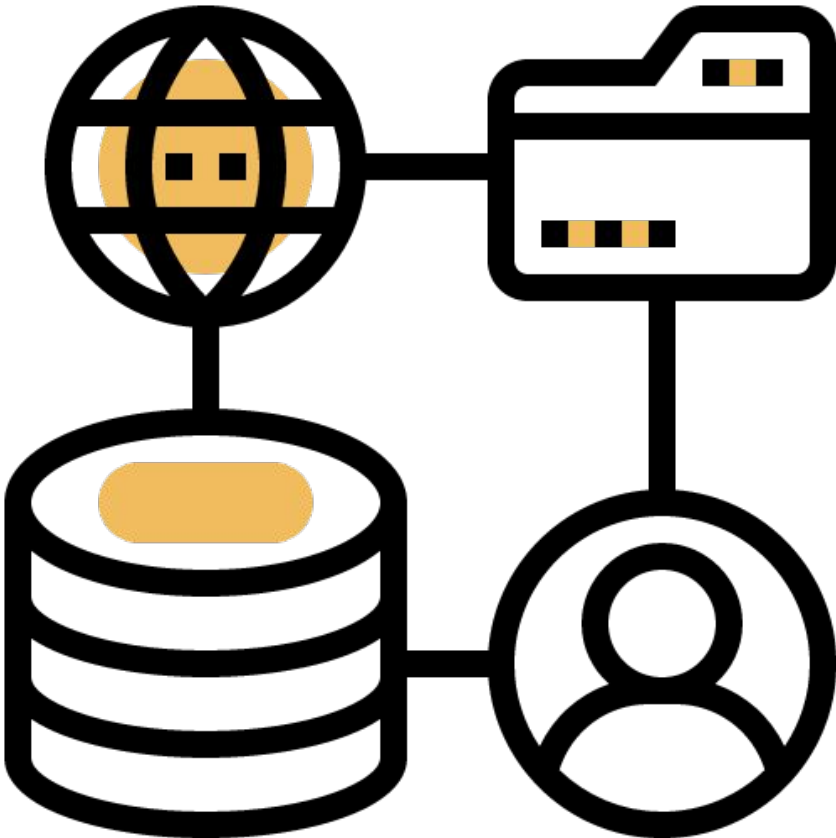
# Timeline of innovation in healthcare



# Why innovation in healthcare?

- **gives more opportunities to give medical practitioners to collaborate and share their expertise**
- **economic growth and industrial progress**

# Framework



# Healthcare Innovation

Quality

Costs

Safety

Efficiency

Outcomes

The patient

How the patient is seen

How the Patient is Heard

How the Patient's Needs are met

Treatment

Diagnosis

Prevention

Education

Research

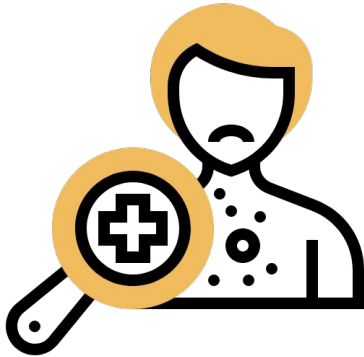
Information  
Technology

Healthcare  
Practitioners  
And providers

# Healthcare Stakeholders



Physician



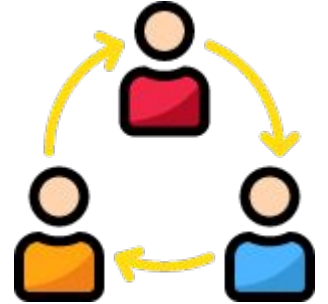
Patient



Regulatory  
Agencies



Innovator  
Company

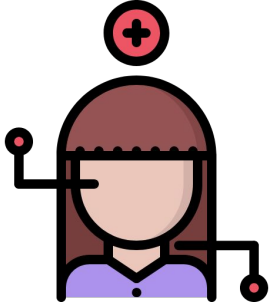


Healthcare  
organization

**The process of innovation in both complex and multi-dimensional regardless of the industry in which it is being applied.**

<b>Stakeholders</b>	<b>Need, Wants &amp; Expectation</b>
<b>Physician</b>	<b>Improved clinical outcomes, diagnosis, and treatment</b>
<b>Patient</b>	<b>Improved patients' experience, physiological, waiting time</b>
<b>Organization</b>	<b>Enhanced efficiency of internal operation, cost containment, productivity and quality.</b>
<b>Innovator company</b>	<b>Profitability and improved outcomes</b>
<b>Regulatory Agency</b>	<b>Reduced risks and improve patient safety</b>

# Five Purposes of Healthcare service



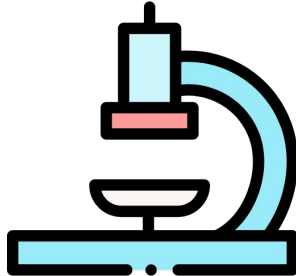
1.Treatment



2.Diagnosis



3.Prevention

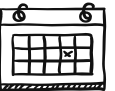
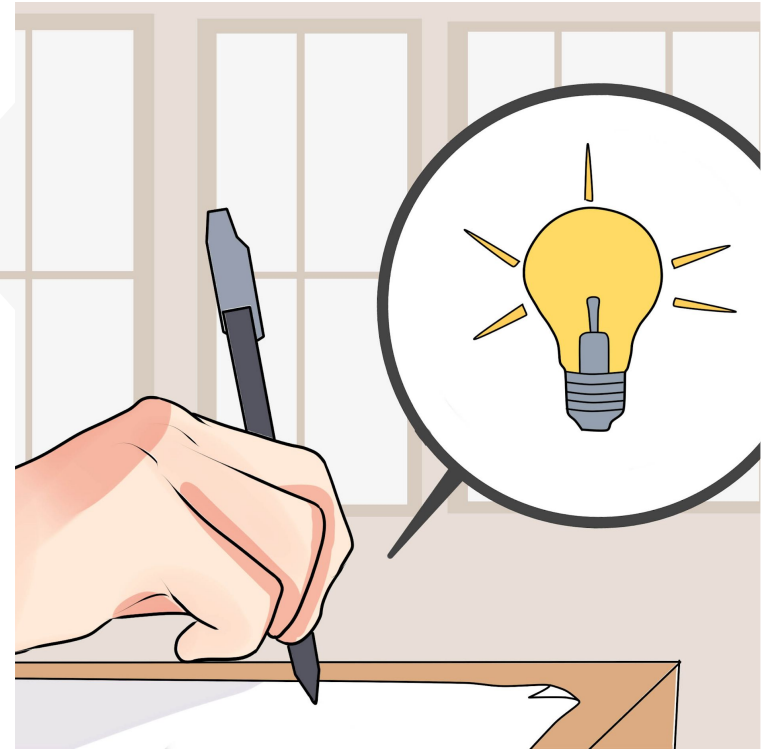


4.Education



5.Research

# Methodology of Data Collection & Literature review



**Understand the topic!**

# Literature reviews

Lais Silveira Costa <sup>1</sup>

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## Abstract

*The contemporary context of population aging, its different health and disease characteristics, and the growing incorporation of technologies by healthcare systems have highlighted the need to adjust the healthcare structure as a whole. The defense of a democratic and sustainable system reveals the importance of understanding how changes in healthcare take place. The current article aims to contribute to the understanding of innovation in healthcare services. The study's results indicate that the existence of certain knowledge gaps means that public policies tend to overlook a whole range of innovations normally associated with social change, with a consequent impact on human development, social cohesion, equality, and equity, all issues that are central to the field of public healthcare. The article concludes that the lack of a mature theoretical framework negatively impacts the formulation of such policies, further aggravated in Brazil by growing differences in quality and access between population segments that depend on the public and private healthcare systems.*

Healthcare Services; Diffusion of Innovation; Healthcare Policy; Sustainable Development; Innovation

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## Innovation in hospitals: a survey of the literature

*Abstract: The literature on innovation in hospitals is relatively extensive and varied. The purpose of this article is to conduct a critical survey, and in particular to highlight the functional and occupational bias that characterises it, whereby the sole object of innovation is medical care and that innovation is essentially the work of doctors. In order to achieve this objective, four different (complementary or competing) concepts of the hospital are considered. In the first, the hospital is seen in terms of its production function, in the second as a set of technical capacities, in the third as an information system and in the fourth as a service provider and a hub in a wider system of healthcare. In the latter approach, hospitals are regarded as combinative providers of diverse and dynamic services, able to go beyond their own institutional boundaries by becoming part of larger networks of healthcare provision, which are themselves diverse and dynamic. This approach makes it possible to extend the model of hospital innovation to incorporate new forms of innovation and new actors in the innovation process, in accordance with the Schumpeterian tradition of openness.*

**Key words:** innovation, hospitals, survey

# Literature reviews

## Variations in the Adoption of Healthcare Innovation: A Literature Review

### Variations in the Adoption of Healthcare Innovation: A Literature Review

Marisa Miraldo, Katharina Hauck, Antoine Vernet, and Ana Wheelock

Subject: Health Economics Online Publication Date: Apr 2019

DOI: 10.1093/acrefore/9780190625979.013.76

### Summary and Keywords

Major medical innovations have greatly increased the efficacy of treatments, improved patient outcomes, and often reduced the cost of medical care. However, innovations do not diffuse uniformly across and within health systems. Due to the high complexity of medical treatment decisions, variations in clinical practice are inherent to healthcare delivery, regardless of technological advances, new ways of working, funding, and burden of disease. In this article we conduct a narrative literature review to identify and discuss peer-reviewed articles presenting a theoretical framework or empirical evidence of the factors associated with the adoption of innovation and clinical practice.

We find that variation in innovation adoption and medical practice is associated with mul-

*International Journal for Quality in Health Care* 2004, Volume 16, Number 2, pp. 107–123

10.1093/intqhc/m3030

### Examining the Evidence

*A series presenting findings from a systematic search of the literature on a specific topic and offering quantitative or qualitative analysis of these findings.*

## Determinants of innovation within health care organizations

### Literature review and Delphi study

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### Abstract








**Purpose.** When introducing innovations to health care, it is important to gain insight into determinants that may facilitate or impede the introduction, in order to design an appropriate strategy for introducing the innovation. To obtain an overview of determinants of innovations in health care organizations, we carried out a literature review and a Delphi study. The Delphi study was intended to achieve consensus among a group of implementation experts on determinants identified from the literature review.

**Data sources.** We searched 11 databases for articles published between 1990 and 2000. The keywords varied according to the specific database. We also searched for free text. Forty-four implementation experts (implementation researchers, programme managers, and implementation consultants/advisors) participated in the Delphi study.

**Study selection.** The following studies were selected: (i) studies describing innovation processes, and determinants thereof, in health care organizations; (ii) studies where the aim of the innovations was to change the behaviour of health professionals; (iii) studies where the health care organizations provided direct patient care; and (iv) studies where only empirical studies were included.

**Data extraction.** Two researchers independently selected the abstracts and analysed the articles. The determinants were divided into four categories: characteristics of the environment, characteristics of the organization, characteristics of the user (health professionals), and characteristics of the innovation. When we selected the determinants, we identified several determinants

# Interview

KPIs	 Or 
Quality	
Cost	
Safety	
Efficiency	
Outcomes	



**Analyze**

# Limitation

~~Quantitative data~~

**Q&A**