

Technology can vastly improve healthcare experiences and your operations.  
But it can be difficult to identify, test, and adopt new technology.

# HOW TO PILOT NEW TECHNOLOGY SOLUTIONS FOR HEALTH CARE

Here's how to successfully pilot  
new technology solutions  
in your organization.

## How can technology help?

- Improve patient experience
- Improve provider/staff experience
- Eliminate manual or redundant work
- Decrease administrative tasks for high cost providers
- Increase efficiency
- Reduce no-show rate
- Reduce readmissions
- Address social determinants of health

## Target new technology in priority areas

1

Look for areas that are aligned with your organization's strategy.

Is your organization focused on increasing access? Improving quality of care? Reducing no-shows?

Then choose one of those.



2

## Secure strong support from senior leadership

Prepare a simple business case for the project and how it will create value for the organization.

### Aspects of support from leadership:

- Permission and encouragement in spite of uncertainty.
- Help connect the project across departments.
- Help overcome organizational challenges from policies, legal and IT.



## Create a map of the workflow and patient experience that the technology will affect

Consider existing and future states from each and every stakeholder's viewpoint.

Discuss potential impacts in detail with staff to anticipate benefits and challenges.



4

## "Act out" how the new workflow would work with staff and the technology

Have the technology vendor participate and confirm the behavioral and workflow changes that will be required.

Objectively assess the benefits and challenges of a real implementation.



## Collect data to assess the impact of the new technology

Select a few simple measures that should improve.

Identify the sources of data for these measures and establish a way to collect it before, during, and after your pilot test.



6

## Keep the core team small, but communicate widely

Make IT and legal part of the team early!  
Understand legal's ability to contract with vendors.

Simplify contracting and IT challenges by adjusting how the pilot is tested.



## Establish weekly or bi-weekly check-ins to keep things moving

Small consistent progress is better than large stressful pushes.



8

## Don't try to pilot the solution in the real workflow

Often, it is too difficult to immediately integrate with your IT infrastructure. So you'll run a test of a new technology outside of your existing IT infrastructure in what is called a "walled garden." It helps to keep the pilot test from impacting critical health or business data/process.



*The Healthcare Safety Net is the collection of hospitals and clinics who provide care for Medicaid, uninsured, and other vulnerable people. Resources are scarce so improving care and operations with effective technology can help make time and resources go farther.*