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.

1. Increase efficiency
2. Reduce no-show rate
3. Reduce readmissions
4. Address social determinants of health
5. Improve patient experience
6. Improve provider/staff experience
7. Eliminate manual or redundant work
8. Decrease administrative tasks for high cost providers

How can technology help?

1. 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:
     1. Permission and encouragement in spite of uncertainty.
     2. Help connect the project across departments.
     3. Help overcome organizational challenges from policies, legal, and IT.

2. Target new technology in priority areas
   - Look for areas that are aligned with your organization's strategy.
   - Consider existing and future states from each and every stakeholder’s viewpoint.
   - Discuss potential impacts in detail with staff to anticipate benefits and challenges.
   - 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.

3. 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.
   - “Act out” how the new workflow would work with staff and the technology.
   - How the technology will participate and confirm the behavioral and workflow changes that will be required.
   - Objectively assess the benefits and challenges of a real implementation.

4. Collect data to assess the impact of the new technology
   - Sales is a key measure that should improve.
   - Identify the source of data for these measures and establish a way to collect it, bar, during, and after your pilot test.
   - Collect data to assess the impact of the new technology.

5. Keep the core team small, but communicate widely
   - Keep the core team small, but communicate widely.
   - Make IT and legal part of the team early!

6. Establish weekly or bi-weekly check-ins to keep things moving
   - Small consistent progress is better than large stressful pushes.
   - 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/ processes.

7. Don’t try to pilot the solution in the real workflow
   - Don’t try to pilot the solution in the real workflow.

8. Innovation Hubs
   - piloting new solutions for care in the safety net

HOW TO PILOT NEW TECHNOLOGY SOLUTIONS FOR HEALTH CARE

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

1. Secure strong support from senior leadership
   - Prepare a simple business case for the project and how it will create value for the organization.
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Technology can vastly improve healthcare experiences and your operations. In fact, it can be difficult to identify, test, and adopt new technology.

These lessons were developed with input from experts and are not to be used as a substitute for legal or medical advice. For more information, visit innovationhub.ac/health-safety-net.