



Driving Integration of Emerging Technologies into Healthcare: **Fresh Approaches to Innovation**

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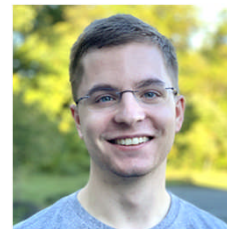
Special Track @ HealthInfo
2022



HITLAB



About us



HITLAB



About me

- Medical sociologist/DrPH [Columbia University, USA]
 - Qualitative research & measurement
- *Formerly* faculty w/ NYU Langone Health Center for Healthcare Innovation & Delivery Science
- *Currently*
 - Research Director @ HITLAB
 - Independent consulting & collaboration

Healthcare delivery | digital health | innovation

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HEALTHINFO
2022

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Track Chair & Moderator

- Digital healthcare delivery research & evaluation
- Applied social & behavioral science for public health
- Relationship-centered solution design
- The practice of innovation + gathering



SPECIAL INTERESTS:

- Digital health implementation
- Remote patient monitoring
- Provider/Patient Burnout

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Inspiration for this track

How do we make implementation easier and more systematic?

How can we better address social, ethical, regulatory and other issues that come with putting into practice emerging tech that utilizes ML and AI?

How can we design tools that HCPs and patients really want to use?

How might we innovate more effectively and efficiently?

How can we account for the myriad of complexities that seem to pop up with each new innovation/design endeavor?



“NewInnov” Track Overview

Tutorial: Honing New Tools for Innovation Farming: Introduction to Consequence Mapping

Panel 1: Cooperative Farming: Perspectives of Patients, Providers & Others on Innovation

Panel 2: Supporting Emerging Tech Integration into Healthcare Delivery + Fresh Approaches to Innovation

→ **Session 6:** Introducing the NewInnov Track + Foundational concepts + Case studies

Session 8: Useful Tools+ Big Picture SO WHAT



Session 6: Foundational ideas + Case studies

- **Improving Healthcare Innovation for Emerging Technologies: New Approaches to Designing for Current Core Challenges**
Sara Chokshi
- **The Innovation Farm: A Modern Replacement for the Innovation Funnel**
Gen Gurczenski and Jay Erickson
- **Making Artificial Cornea Real with Artificial Intelligence: Case Study: Artificial Cornea + RPM**
Theo Fleck and Thomas Schmiedel



Session 8: Useful tools + Big Picture Possibilities

- **Engagement Centered Innovation: A GoodLife Media Case Study**

Sara Chokshi

- **Monitoring Activities for Maintaining Independent Living in Dementia**

Dympna O'Sullivan

- **NODE.Health UX Measures: A Tool for Measuring + Improving User Experience for Patients & Clinicians**

Jay Erickson

- **Opportunities Created by Healthcare's Adoption of AI & ML**

Shahid Shah

- **NewInnov Track Open Discussion & Closing Remarks**

Moderator: Sara Chokshi



Improving healthcare Innovation for emerging technologies:

New approaches to designing for current challenges



Why do we need new approaches to innovation?

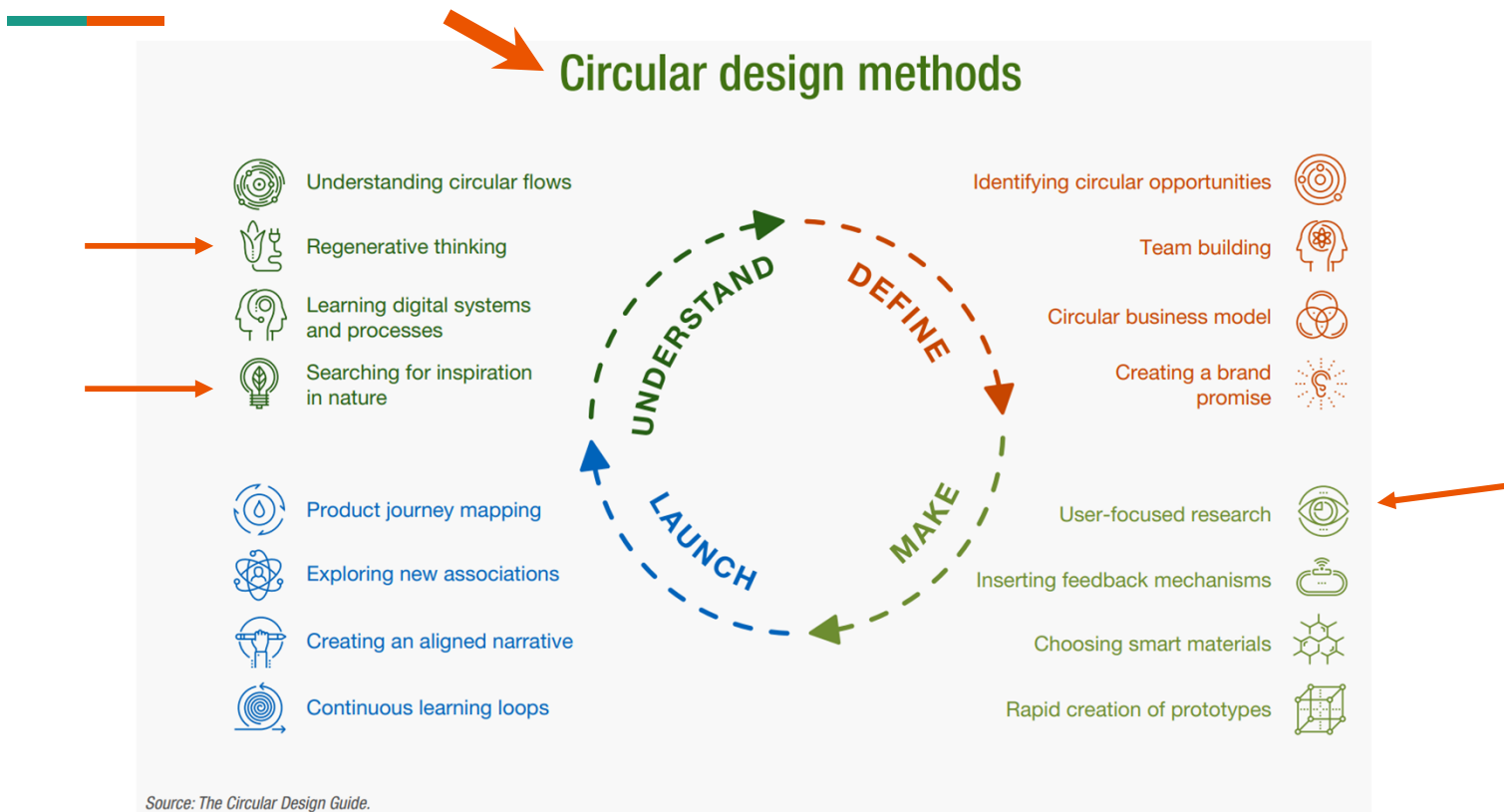
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Where can we find these “fresh” ideas?

1. Tap into design best practices: Circular Design
2. Design for relationships
3. Take an expansive “farm’s eye” view of innovation projects
4. Solve for “core” challenges with every solution
 - Equity
 - Burnout

1. Tap into Design Best Practices





2. Design for RELATIONSHIPS

Emerging technologies require **RELATIONSHIP-CENTERED DESIGN** -a shift from user-centered/ human-centered design practices to a central focus on facilitating relationships.

3. Take an “Farm’s Eye” View





4. Solve for Core Challenges with Every Solution

Burnout

“... Three years later I’ve come to feel that a system that promised to increase my mastery over my work has, instead, increased my work’s mastery over me. I’m not the only one. A 2016 study found that physicians spent about two hours doing computer work for every hour spent face to face with a patient—whatever the brand of medical software.” -Atul Gawande, *Why doctors hate their computers*, The New Yorker, 11/12/2018

Inequity

“Digital back doors are technological processes and tools used in health care, such as racially biased algorithms, infrastructural limitations, and dirty data. These unwittingly exacerbate existing health inequities, which the World Health Organization defines as “systematic differences in the health status of different population groups.” - Kim Gallon, *Digital back doors can lead down the path to health inequity*, STAT, 6/24/2022



Thanks in advance!

The goal of these presentations is to provide useful tools and inspiration for you to bring back to your own projects and teams.

Please reach out to any of us at any point in the conference to share ideas, challenges, etc.