Public Intelligence
- How to develop and build a unique Living Lab testbed for health innovation -

https://www.linkedin.com/in/peterjuliusdk

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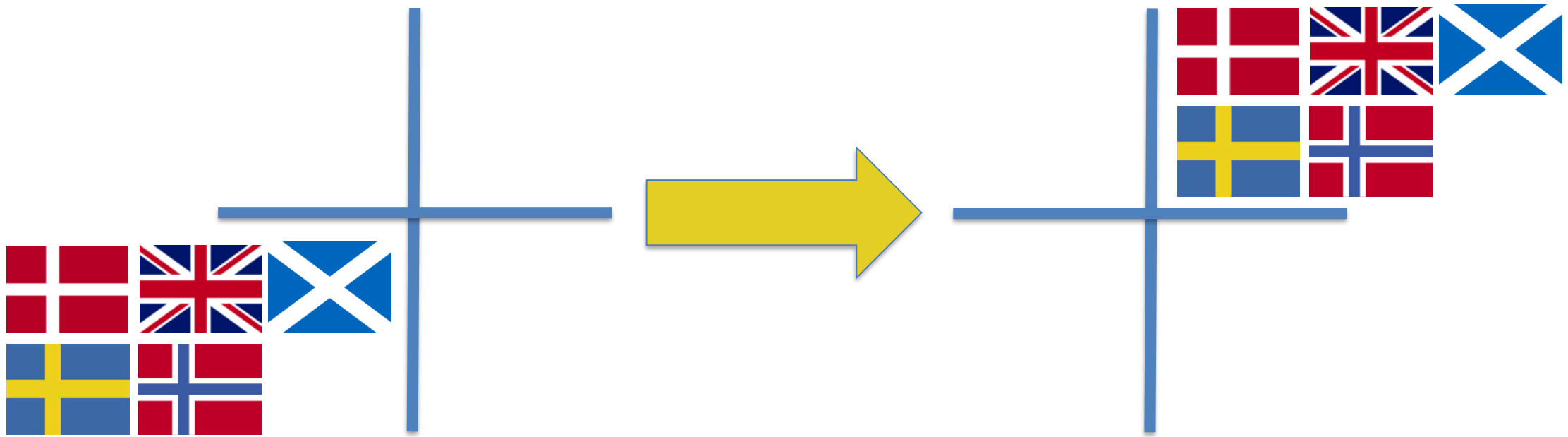PUBLIC'NTELLIGENCE

MY NAME IS PETER JULIUS

- CEO & co-founder Public Intelligence

- I have been working with technological health innovation and implementation in the Danish public sector for the last 15 years.

- MSc (Econ.) – University of Southern Denmark

The reason to go to work

"We go to work today to create better welfare for people tomorrow"

The issues within healthcare are global

- Demographics
- Dementia
- Workforce
- Civil Society

- Fight Loneliness
- Economics
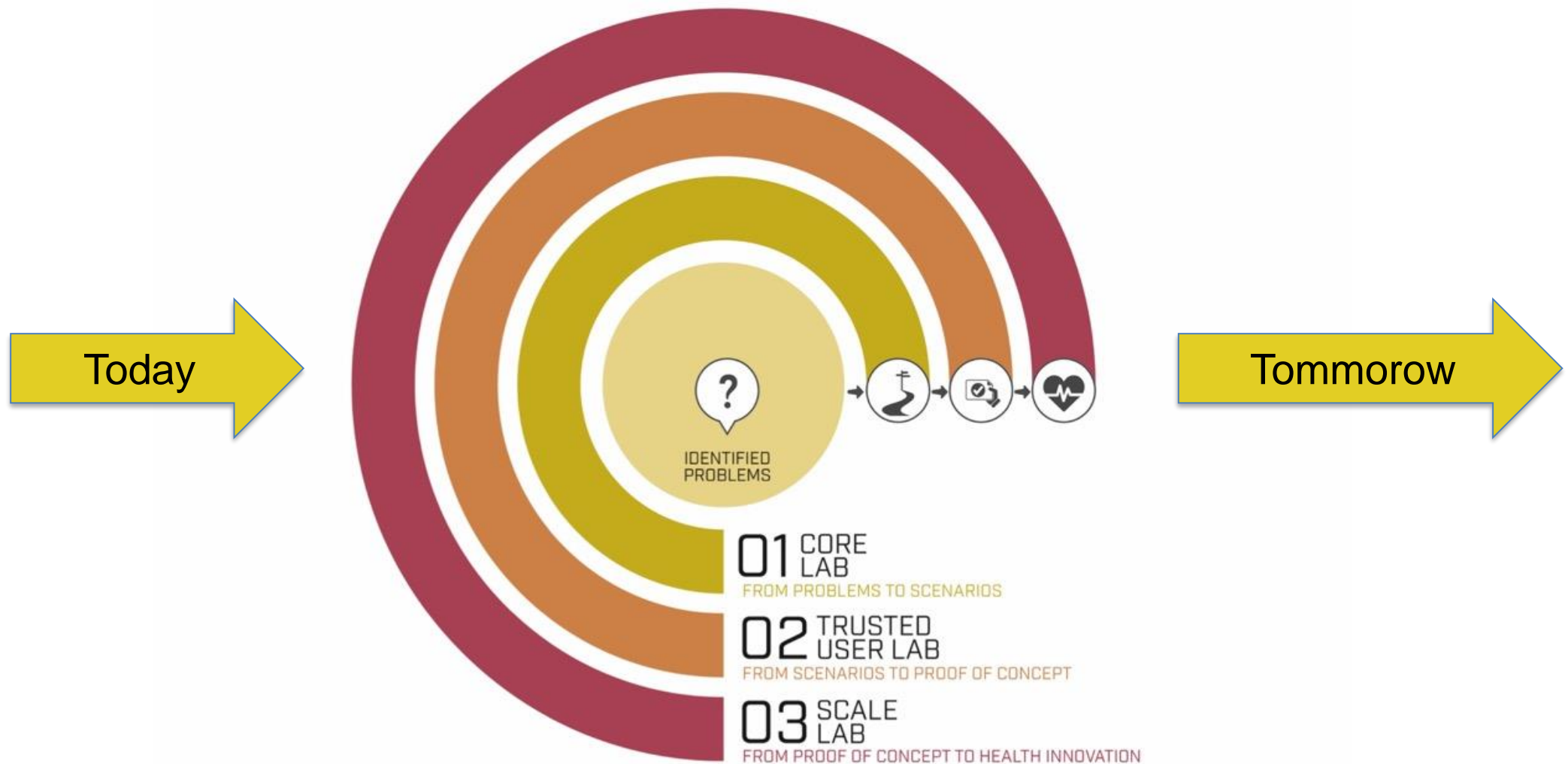- Co-creation
- Rehabilitation
- Technological innovation

- Keep patients out of hospital
- Create Health Care from your Living Room

The typical innovation proces

1. Focus
2. Discover
3. Insight
4. Ideation
5. Prioritize
6. Test
7. Realization

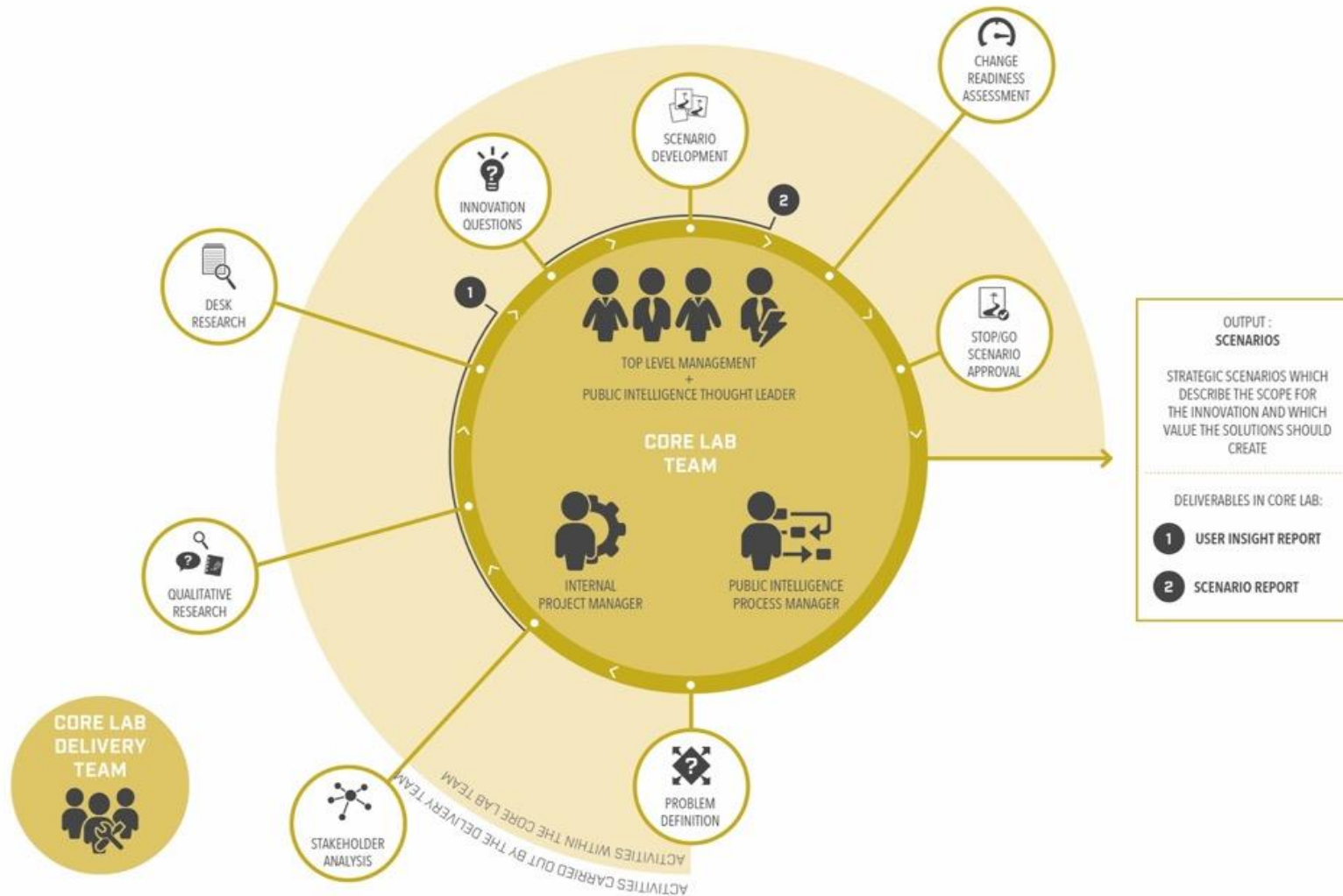# The Methodology is based on experience from more than 6 years working with health innovation

Today

Tommorow

IDENTIFIED PROBLEMS

01 CORE LAB
FROM PROBLEMS TO SCENARIOS

02 TRUSTED USER LAB
FROM SCENARIOS TO PROOF OF CONCEPT

03 SCALE LAB
FROM PROOF OF CONCEPT TO HEALTH INNOVATION

Model: A Core Lab develops relevant scenarios for innovation

CORE LAB'S CORE FUNCTIONALITY

In Core Lab the basic function is describing possible strategic scenarios for the creation of new solutions based on technology.

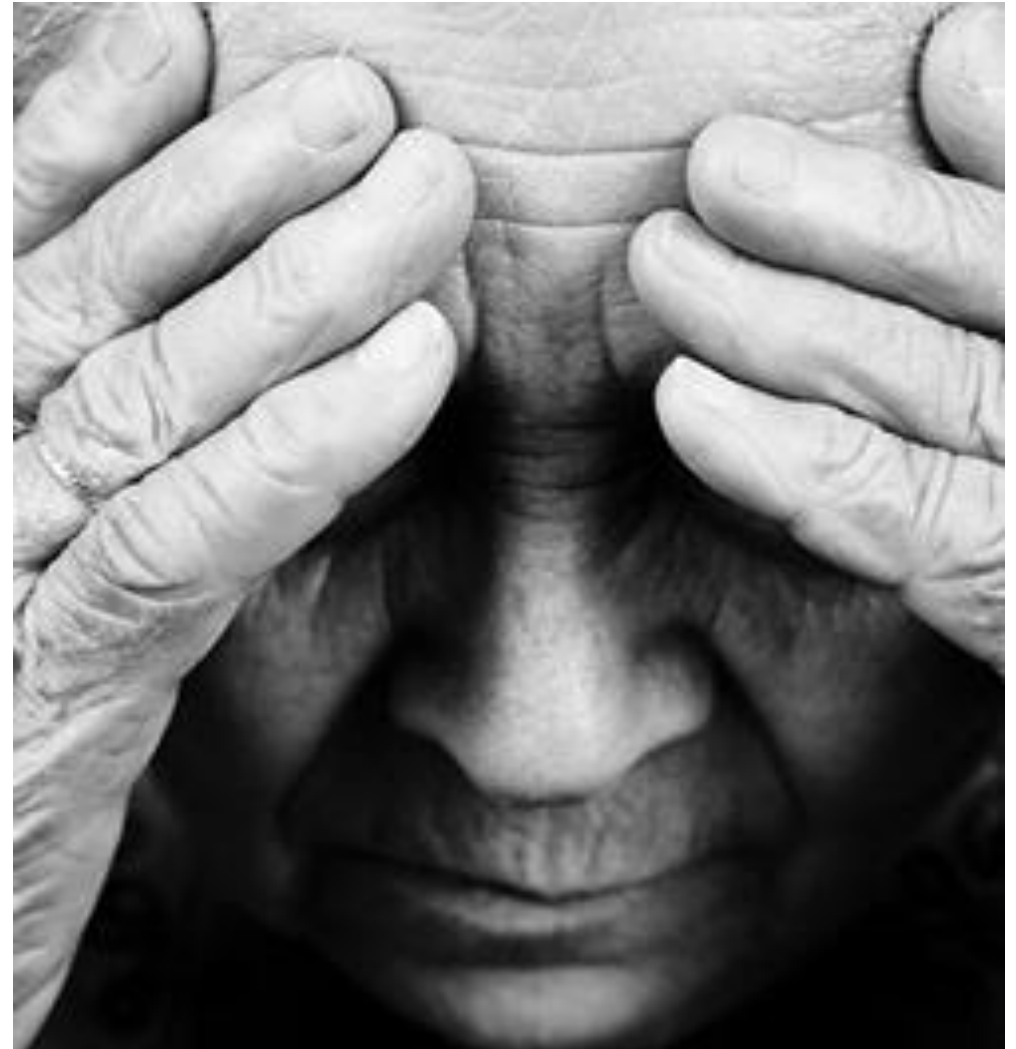The identified problem (the need from the public sector) is defined and researched.

Afterwards, senior management creates and decides which scenarios they would like to see developed into prototypes in the Trusted User Lab.
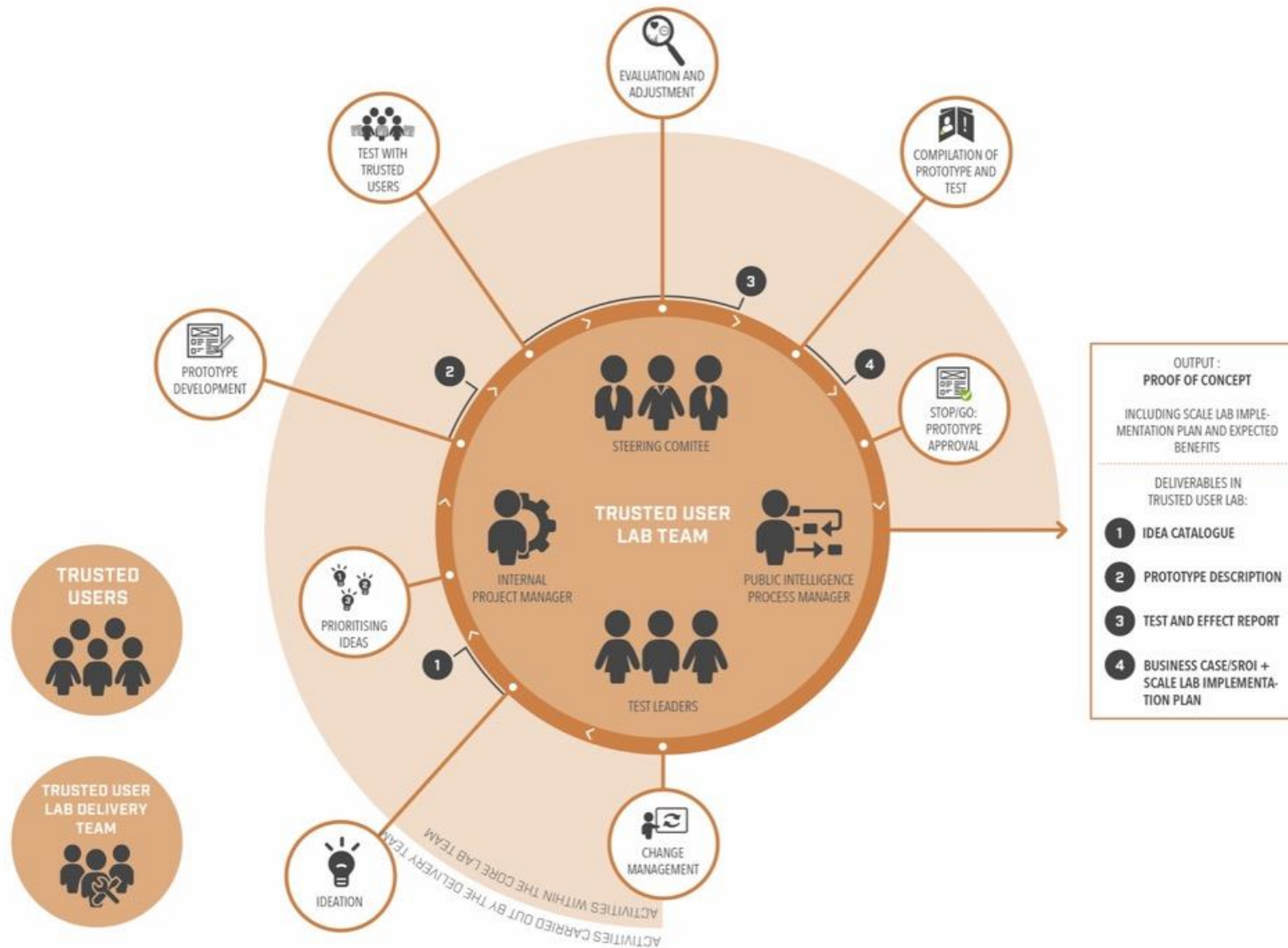
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Example: Nordfyns Kommune (municipality)

Problem: If we don't do anything, people living with the need for medication will suffer and drain parts of the budget. What can we do?

- Top-level management decides the formulation of the problem/challenge and decides with scenarios to explore

- NO solutions please
- Strong focus on organisation
- External disruptor and innovation thought leader to create enough disturbance

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Methodology: A Trusted User Lab ensures that relevant prototypes are developed and tested

TRUSTED USERS LAB'S CORE FUNCTIONALITY

In Trusted User Lab, scenarios are developed into solution prototypes and then put to test with the trusted users.

The trusted users have been trained and educated in testing technology and they are experienced in describing their experiences and providing feedback.

The basic function Trusted User Lab is developing early prof-of-concept into close-to-market products/services and solutions ready for testing in Scale Lab.

The output will be Business Cases, Use cases and other relevant material.

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Focus on Living Labs

A Living Lab is a key tool for creating health innovation. It's a safe-haven for ideation, testing of new ideas, prototypes or actual mature products in real life settings. A living lab can both be physical and virtual.

Focus on Living Labs

The purpose is to create a systematic close-to-practice arena for user-driven open innovation.

A Living Lab will always put the user into the centre of innovation.

Participants in the living lab include carers, professionals and representatives from private and public sector organisations as well.

History and future: 3 generations of Living Labs

1G: Living Labs as tech-showrooms with a political focus

2G: Living Labs as One-customer targeted and specialized Living Labs e.g. focus on dementia within one municipality

3G: A Health Innovation network with a professional 3-party development and project management
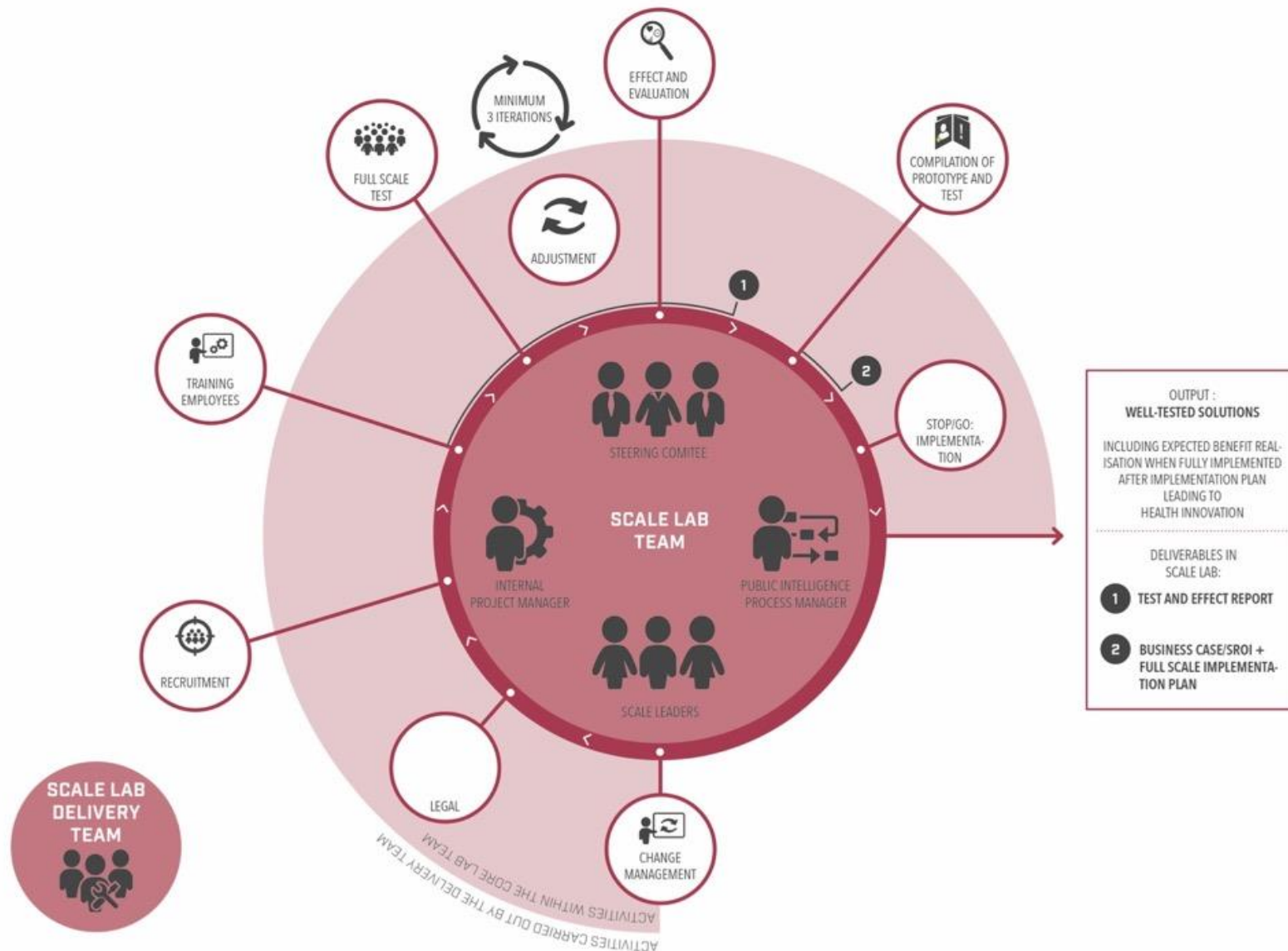
Example: 25 homes in Middelfart Kommune (Municipality)

We educated staff, middle management and citizens. 30 employees and 25 families in their own environment

- It's a Trusted User Living Lab

- It test prototypes and turn them into early products

- Its 100% user driven innovation in a real life environment

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A Scale Lab ensures large scale implementation and realises the potential for better and cheaper welfare

MINIMUM 3 ITERATIONS

EFFECT AND EVALUATION

FULL SCALE TEST

ADJUSTMENT

COMPILATION OF PROTOTYPE AND TEST

TRAINING EMPLOYEES

STEERING COMITEE

SCALE LAB TEAM

STOP/GO: IMPLEMENTATION

INTERNAL PROJECT MANAGER

PUBLIC INTELLIGENCE PROCESS MANAGER

RECRUITMENT

SCALE LEADERS

SCALE LAB DELIVERY TEAM

LEGAL

CHANGE MANAGEMENT

ACTIVITIES CARRIED OUT BY THE DELIVERY TEAM

ACTIVITIES WITHIN THE CORE LAB TEAM

OUTPUT : WELL-TESTED SOLUTIONS

INCLUDING EXPECTED BENEFIT REALISATION WHEN FULLY IMPLEMENTED AFTER IMPLEMENTATION PLAN LEADING TO HEALTH INNOVATION

DELIVERABLES IN SCALE LAB:

1 TEST AND EFFECT REPORT

2 BUSINESS CASE/SROI + FULL SCALE IMPLEMENTATION PLAN

SCALE LAB'S CORE FUNCTIONALITY

In the Scale Lab, the implementation of the solutions is developed and tested in real world by users and experts who have not been involved in the prototype development and tests.

The experiences that are gathered throughout this process are converted into learning and will be used to adjust the implementation activities accordingly. The basic function is to develop close-to-market products to commercial products/services ready for use.

At the same time we will learn how to ensure real life implementation of the products/services tested.
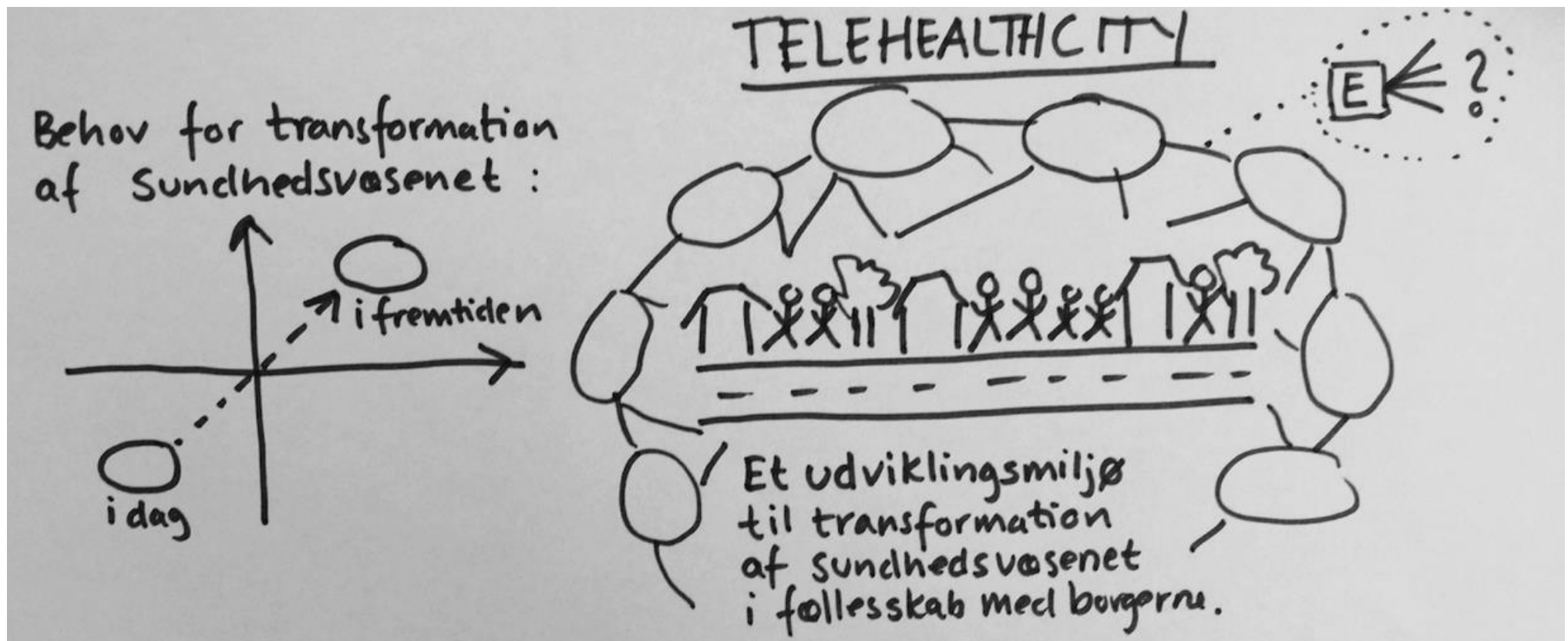
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Example: Kolding Kommune (Municipality)

We work with proven technologies to test for spread and scalability

- Example: From tech in one nursing home to three nursing homes. And if proven to all.

- We prove the business case and test the implementation plan

- We create a self sustaining economic innovation center
  - 1/3 is cost reduction
  - 1/3 is better welfare
  - 1/3 is investment in more innovation

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The Engine at Work Creating a Telehealth City ensuring citizens perspective

A handfull of thougts

- Build a system/engine not a pilot or project
- Its all about stamina and staying for the long run
- Stay true to the methodology
  - Stick to the problem
  - Educate trusted users
  - Scale systematically
- Use an external part to ensure disruption

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