

Solution Details

Projects already facilitated through the Outpatient Lab include Re-imagining Integration in the Outpatient Setting (RIOS) and the Preventive Services Clinic initiatives.

RIOS is intended to generate the processes, tool and strategies that will improve integration in the outpatient setting within Mayo Clinic. Its primary focus is to reconsider the role of the physician, support staff infrastructure, and ensure the best use of space to meet the needs of today's patients in Mayo's outpatient practices. One participating practice reported a 36 percent increase in patient visits after working with the Outpatient Lab to reconsider its processes.

Mayo Clinic's RIOS initiative preceded the U.S. government's health care program. Its streamlined outpatient processes will also be crucial to the success of new universal health care reforms.

The Preventive Services Clinic represents an untapped market for Mayo Clinic: patients and their families who may choose to have services such as cancer screening and immunizations provided while they're at Mayo for other reasons. The Outpatient Lab coordinators worked with nurse practitioners and other team members to develop the most appropriate processes and strategies to support this initiative.

Future projects addressed through the Outpatient Lab will include integration of technology:

- To connect internally (physician to physician), such as Microsoft Office Communicator

- To connect externally to provide care to patients, such as Skype
- For patients to use to complete forms portably, such as Netbook

Business Benefits Summary

The Outpatient Lab is available to all Mayo Clinic departments and providers to help identify problems and create evolving solutions. It provides space for experimentation and the opportunity to test processes, equipment and care models rapidly.

Bernau and Woychick stress that the Outpatient Lab is especially helpful for experiments involving new ideas.

"Part of our role is to smooth the way for our health care providers, gaining permission to test, pushing boundaries, and taking the idea to its operational home for prototyping," says Woychick. "We provide support, but each department determines which changes work and which new processes will continue."

For more information about the Outpatient Lab, contact Bernau at 507-266-4606 or Woychick at 507-284-0077.



Outpatient Lab

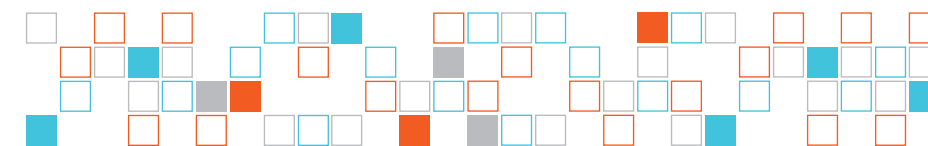
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CENTER FOR
INNOVATION

Nearly eight years ago, under the leadership of Michael Brennan, M.D., and Nicholas LaRusso, M.D., the Mayo Clinic Department of Medicine envisioned a “living lab” that would allow specialists to study how health care is experienced and delivered to patients. The outcome was Mayo Clinic’s unique Outpatient Lab, a versatile environment that brings health care providers together with patients in space that allows experimentation with care model prototypes. The goal is to create the optimum health care experience.

Modeled on a scientific research laboratory, where hypotheses are piloted, observed, tested, and improved, the Outpatient Lab functions as a clinical setting in which providers experiment with health care delivery methods, prototypes and processes. Working directly with patients and providers allows rapid prototyping with all stake holders to discovering new insights and addressing problems in the current system of health care delivery.

The Outpatient Lab is part of the Mayo Clinic Center for Innovation (CFI) which was established in 2008 and uses a patient-centered focus to transform the way health care is delivered and experienced. The CFI team develops ground-breaking solutions and facilitates the

application of these discoveries to bring innovative practices to Mayo Clinic patients, fulfilling our patient-centered mission to transform the way health care is experienced and delivered.

High-Level Solution

The Outpatient Lab allows the expertise, knowledge and resources embedded in a practice to be reimagined by providing health care providers with physical space and easy access to a streamlined process of experimentation and innovative research. The Outpatient Lab is ideal for prototyping, observation, and running pilots because of these features:

- The environment is designed for flexibility to facilitate different ways of thinking. Walls may be expanded or collapsed to meet the unique needs of various experiments.
- Cameras and glass walls assist in observation and analysis with the informed consent of participants.
- Each room includes audio and video mute buttons so clinicians and patients can have privacy when needed during moments of the visit.

- Project management space includes video monitors and debriefing areas to allow monitoring of experiments and real-time debriefing between researchers and research participants.
- A video monitoring room, designed to ensure privacy, allows live observation with video recording to a secure video server with DVD backup, video analysis software, and audio-transcription tools.

The technology resides in the Outpatient Lab space, but techniques used there may also be used in a department’s physical space, where Outpatient Lab coordinators will also facilitate real-time studies to identify needed improvements.

Coordinators guide the process

Together, coordinators Joleen L. Bernau and Naomi L. Woychick bring nearly 60 years of clinic operations experience to the Outpatient Lab. They provide the operational expertise and connections – inside and outside Mayo Clinic – that smooth the way to ensure that prototypes work in reality.

“Co-creation is the name of the game,” says Bernau. “The Outpatient Lab is not a top-down solution. Coordinators go to the practice, observe current processes and then brainstorm with the health care providers involved to help identify problems and test solutions. We provide support, but the department determines which changes work and which new processes the department will continue.”

