BACKGROUND

With the current challenges of shorter periods of confinement and more out-patient check-ups, it is very important how we organise work processes most effectively and design the out-patient clinics of the future.

Now is the time to plan how new hospital buildings should be designed. This demonstration project has a highly relevant focus which provides valuable insight for the benefit of hospital construction in Denmark and abroad.

The outpatient clinic of the future has been developed and tested in a dynamic partnership involving clinicians at Gynaecology–Obstetrics Department G, work process researchers, advisers in the construction industry, the Danish Institute for Medical Simulation and the Healthcare Innovation Centre. The project group has used simulation to develop new concepts for task handling, coordination and functionality in the outpatient clinics of the future, while the patient remains the central focus.

THE STAR MODEL

The project has developed a new organisational and a new room model that addresses the challenges facing outpatient clinics in terms of disturbances and interrupted work processes.

The new model is circular and puts in place a framework for work processes that creates flexibility, effective use of resources and optimised conditions for knowledge sharing and collaboration. Combined, these elements create a better patient experience.

IMPLEMENTATION

The project has shown that implementing the Star Model makes it possible to derive benefits from a number of different angles. It is therefore particularly relevant for further work to be done on how the elements of the model can be incorporated into an existing or new outpatient clinic. The project has shown that the Star Model can also be made more generally applicable by adding value in other ways for outpatient clinics at hospitals other than the University Hospital at Herlev.

In this specific case, a method was developed where simulation is used as a tool of innovation for developing and testing new solutions. This method is robust and is generally applicable to the development and design of function planning and organisational planning in other types of developments nationwide. The method is profitable and is an effective way to quickly and specifically prioritise ideas in order to select the best ones to take forward.

The model and the methodology have been presented to a wide range of construction managers from a number of hospitals and psychiatric units in the Capital Region of Denmark as well as the Capital Region’s Construction Management Group. In addition, the model has been presented to other relevant stakeholders in Denmark and internationally.
The Healthcare Innovation Lab is co-financed by the Programme for User-driven Innovation under The Danish Business Authority.

WHAT IS THE HEALTHCARE INNOVATION LAB?
The Healthcare Innovation Lab is a Danish vibrant meeting venue and workplace for the healthcare sector, including patients, relatives, hospitals, the business community, and knowledge and research institutions. The lab develops and tests new solutions utilising simulation as a user-driven method. There are three demonstration projects/cases in the works for which we are testing and documenting simulation as a user-driven innovation method: 1) The Outpatient Clinic of The Future, 2) Mobile Blood Test Results, 3) Telemedicine - Remote Treatment. The Healthcare Innovation Lab currently includes 26 partners in a Public–Private Innovation Partnership.

HEALTHCARE INNOVATION CENTRE

The Healthcare Innovation Lab – project owner:
The Healthcare Innovation Centre is a strategic initiative in the Capital Region of Denmark. The centre works systematically with user-driven innovation and innovation projects at the region’s 12 hospitals, psychiatric units and disabled units. The activities of the centre include: Launching major innovation projects based on the needs of clinics and departments, gathering new ideas from management and staff for better processing, facilitation of innovation processes and innovation workshops in the departments. The centre serves as a link between stakeholders in the public healthcare sector, private businesses and research institutions. The centre has initiated the National Network for Healthcare Innovation in Denmark and works continuously to promote an international network among the world’s most eminent healthcare innovators.

The Healthcare Innovation Centre is financed by The Growth Forum for the Capital Region of Denmark and the Capital Region’s 12 hospitals, psychiatric units and disabled units.

Participants in The Outpatient Clinic of The Future:

Companies
• Grontmij A/S

Hospitals
• University Hospital at Herlev, Gynaecology-Obstetrics Outpatient Clinic, Department G
• University Hospital at Herlev, NYBYG
• University Hospital at Herlev, Development Department
• Hillerød Hospital, Gastro-Enterology, Outpatient Clinic
• Hvidovre Hospital, Gynaecology-Obstetrics Outpatient Clinic

Researchers
• Technical University of Denmark, DTU Management

Organizations and Knowledge Centre
• Danish Institute for Medical Simulation
• Healthcare Innovation Centre, Capital Region of Denmark
• Danish Society for Patient Safety

Project Management
• Consultant Tanja Schou Hartmann, Grontmij A/S

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