



WHAT TO EXPECT



OVERVIEW FOR PARTICIPANTS:

THE NEED FOR NEW SOLUTIONS IN HOSPITALS

Hospitals are integral in health systems and core to achieving health-related Sustainable Development Goals. Hospitals and their workers further play an important role in communities as places where health services and care are received in times of need. The Covid-19 pandemic put a significant strain on hospital workers, serving tirelessly to meet the demand. It has cast a light on many of the system and service failures that exist but also on the creative energy and insights of people in the health systems. Now is the opportunity to restructure and transform hospitals through new solutions, such that staff and patients can experience a healing environment.

NEW SOLUTIONS THROUGH INNOVATION AND COLLABORATIVE DESIGN

Despite the existence of many improvement tools, some stubborn problems, both large and small, persist. We need to approach them with new perspectives and to find new solutions to improve hospitals. Staff and patients understand the issues best and have a wealth of creative ideas: by staff and patients working together, context-appropriate, culturally sensitive solutions can be found.

The process of engaging in innovation is an opportunity to strengthen relationships, engage in positive hope-filled mindsets and, so doing, strengthen the overall organizational culture of the hospital.



HOSTING A HOSPITAL SOLUTION HUB

A hospital solution hub is an opportunity for hospital workers, the community, local mentors and partners to come together with the vision to not only improve services but boost the organizational culture of their hospital. Establishing a hospital solution hub will be an opportunity to tap into the creative capacity and agency of workers and the community, to propose and implement new solutions to improve patient care.

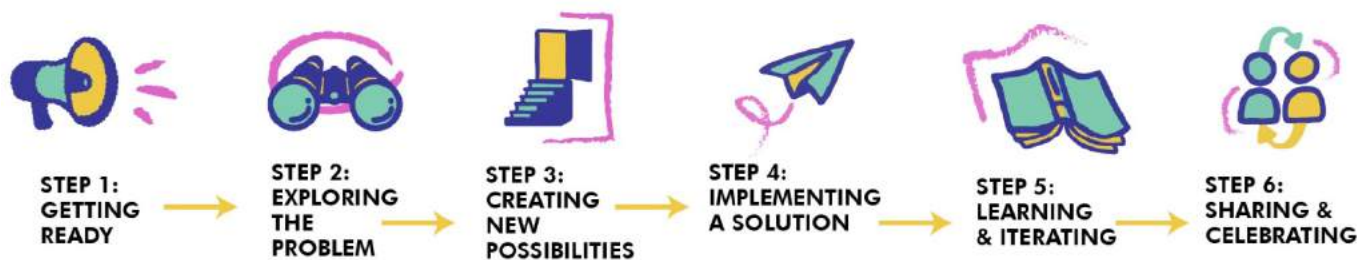
THE SOLUTION CREATION PROCESS:

Each hospital solution hub will undertake a stepwise process to create a new solution in response to a challenge.

Hospital solution hubs can select one of two challenge opportunities:

- Improving unscheduled patient care and patient flows in the Emergency Unit
- A challenge of your choice, for which there is no clear existing solutions.

The innovation process will be broken down into six steps:



GETTING INVOLVED

There are 4 ways in which you can get involved in the Hospital Solution Hubs.

1.



Establish a hub,
with
WHO support

2.



Establish a hub,
without
WHO support

3.



Serve as a
hub mentor

4.



Listen to an
inspirational
audio series

1. BECOME A PARTICIPATING HUB, WITH WHO SUPPORT.

For the first innovation cohort (July – November 2023), WHO will provide support to hospitals in 3 countries: Cameroon, Pakistan and Azerbaijan.



THREE REQUIREMENTS TO SET UP A HUB

Team:

A motivated hospital worker team – a team of 4-6 hospital workers from different backgrounds and perspectives. You can also include patients/community members as part of your team.

Ideally, a country partner with expertise in innovation/design or solution creation [university, NGO, etc]. This is not a prerequisite, but this will help in the scale up and sustainability of the approach in your country.

Management:

Supportive hospital management and district management – management should give you the permission to think out of the box and give you time to invest in your solution.



Mindset:

Learning mindset - we are looking for teams who are open to experiment, learn and adapt.

Inclusivity – we encourage a diversity of staff cadres and viewpoints to engage in the innovation process. for new solutions. Ideas can come from anywhere, so we encourage diverse people to be engaged in the process.

Collaboration & Shared Leadership – we encourage collaboration with patients, beneficiaries and communities throughout the innovation process.

Hopeful – we are looking for high-hope teams who can see possibilities, amidst challenges.

Hubs will receive the following support:

- **The HSH Innovation Toolkit** – receive access to a tailor-made toolkit that will guide you through the process of taking an idea and converting it into reality.
- **Innovation Coaching** – receive country support from seasoned international innovation coaches during the innovation process.
- **Innovation Skills Workshops** – learn practical innovation skills through dedicated interactive workshops.
- **International Hub Network** – access a dedicated web platform to share ideas and challenges, and receive peer support and encouragement.
- **International Recognition** – all hubs that successfully complete the 5-month innovation process, will receive country and WHO recognition, and the opportunities to present their work.



2. PARTICIPATE AS A HUB, SELF-DIRECTED

Hospitals teams, who are not located in the three pilot countries, are able to also join the innovation process and become part of the global community. They can follow the six step innovation process over a limited time frame

Self-directed hubs, will receive the following support:

- **The HSH Innovation Toolkit** – receive access to the toolkit, providing tools for each step.
- **International Hub Network** – join the online platform and share your ideas with other hospitals.
- **International Recognition** – self-directed hubs completing the process and presenting a solution, you will receive WHO recognition.

3. SERVE AS A HUB MENTOR

Globally, there are many experts with technical experience in the Emergency Unit or in other areas of health care. Additionally, there are also country-based innovation experts, who can provide coaching support.

If you would like to provide support to one of our hospital teams, we would welcome your support!

4. LISTEN TO AN INSPIRATIONAL AUDIO SERIES

To support all participating hubs as well as the broader global health community, an inspirational audio series called “Collaborative Innovation – Conversations with Pioneers” will be available starting July 2023. In this series, healthcare workers will share their own personal experiences, lessons learned and challenges overcome in creating new solutions.



TO GET INVOLVED:

<https://tinyurl.com/hsh-interest>



Follow the link and complete our Expression of Interest form and we'll have a team member get back to you.

CONTACT US:

HSH@who.int

