

Creating an Innovation Driven Ecosystem

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*EVP, Chief Information & Transformative
Innovative Environment Officer*

**Thomas Jefferson University & Jefferson
Health**

Agenda

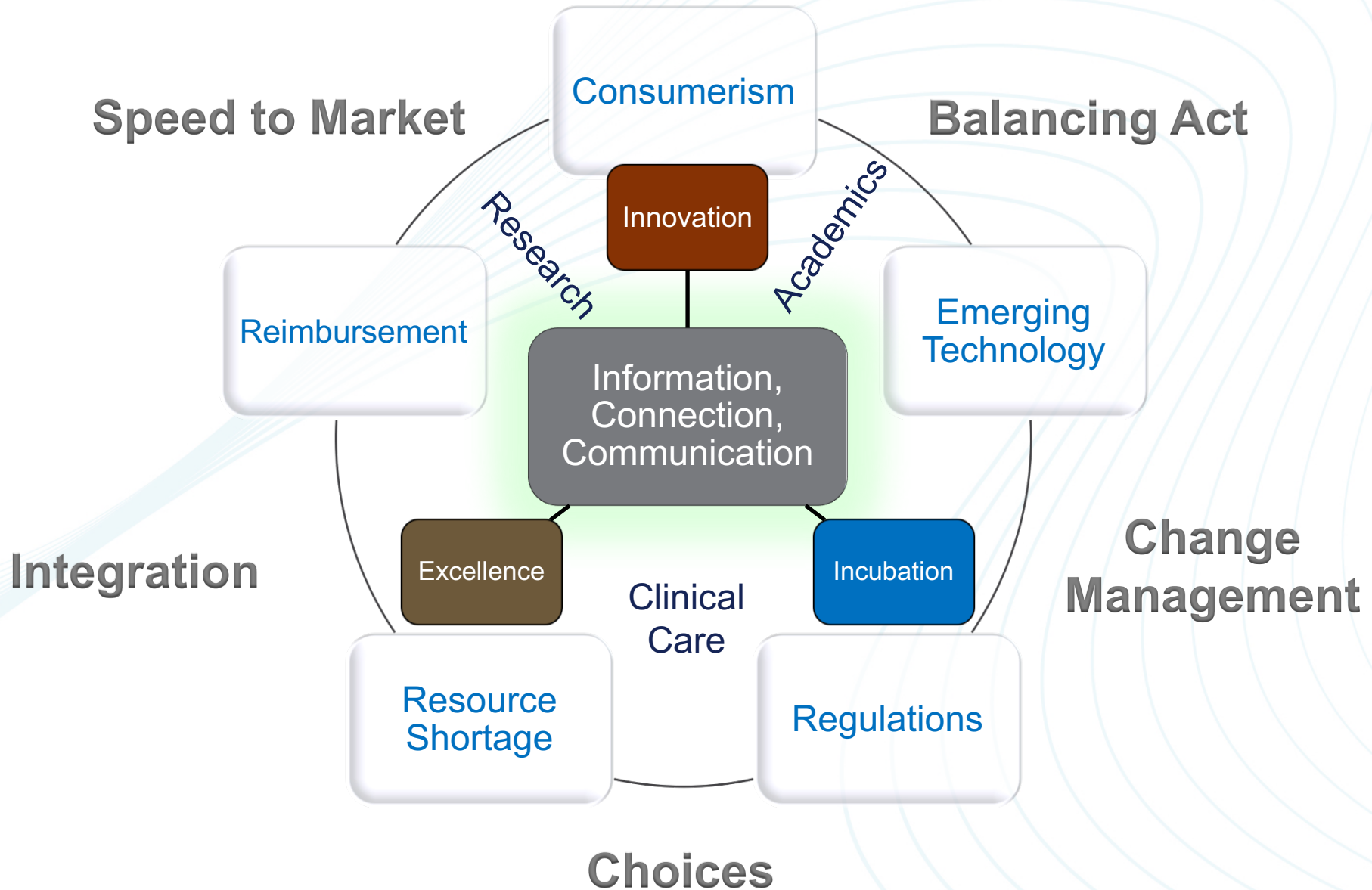
1. Mindset
2. New Direction
3. Disciplined Approach
4. Celebration & Recognition
5. Relevance



Jefferson™
HEALTH IS ALL WE DO

Mindset

Innovation Driven Ecosystem



Paradigm Shift

Value Based Organization

Craftsman

Facility Centric

Event Centric

Volume

Technology



Team Based

Consumer Centric

Process & Information Centric

Value

Digital

Our Guiding Principles

Vision

- Create an innovation driven ecosystem to nurture consumer centric digital enterprise

Mission

- Excellence in creativity, collaboration and delivery (ExCCD)

Motto

- Innovate, collaborate, excel, deliver and have fun

Unique Selling Proposition

- Simple, meaningful and beautiful



Jefferson[™]
HEALTH IS ALL WE DO

New Direction



MyJeffHealth

Supporting Patients & Families First

NICView

The Neonatal Intensive Care Unit with live streaming cameras

- Families to see their babies 24/7 and from anywhere in the world via a secure online portal
- 55,000 total views
- Usage across 20 countries



MyJeffEd

Supporting Forward Thinking Education

Student Information Systems Modernization

- Improves efficiencies
- Facilitates partnerships at other locations
- Provides optimal educational environment for students and faculty
- Transparent goal tracking



JeffConnect

Supporting a Seamless Clinical Enterprise

ED Dashboard Project

Insights driven process redesign for rapid decision making

- Reduced the rate of patients who “Left without being seen” by **75%**
- Significantly reduced the average wait time
- Improved customer service scores by **20%**



“Displaying actionable real-time data to the entire ED team enables them to adjust quickly and provide the most timely care for improved patient experiences and outcomes.”

Carol Haines
VP, Clinical Transformation
Office of the Chief Medical Officer

JeffDiscovery

Supporting High Impact Science

Research Kit App

- Allows patients to record data instantaneously
- Has the ability for users to monitor data remotely
- Has led to improved patient-reported outcome rates



JeffWise

Programs of Global Distinction



Perioperative KPIs



BMT Cancer Informatics



Sickle Cell Population Health

JeffDigital

Supporting One Jefferson

Single Sign On Project

User-friendly and secure login

- Time saver for clinicians and staff
- Leverage “fast user login & switching”
- Integrate with various medical and business applications.
- Implement *Imprivata* ConfirmID/E-Prescribe controlled substances (hands free authentication)

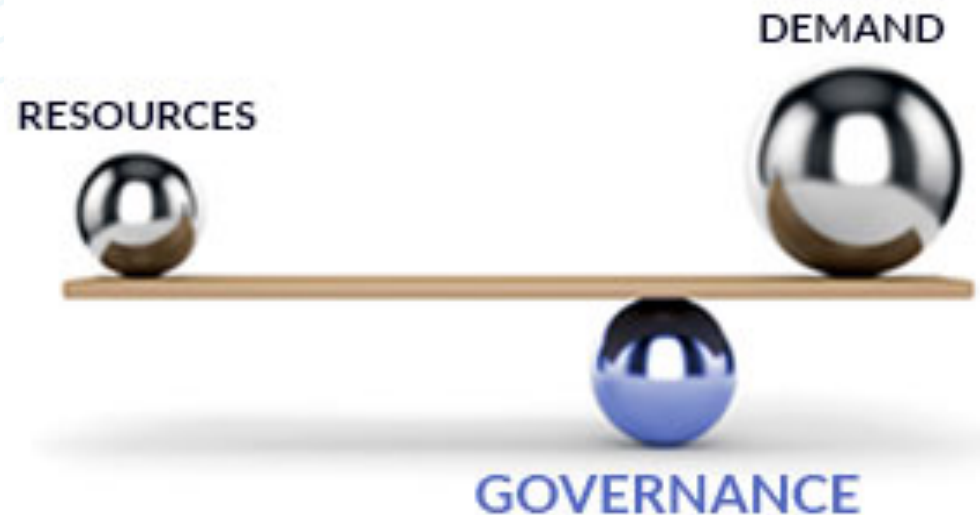


Disciplined Approach

Demand Management

A Disciplined Approach Through Focused Execution

- Enterprise vs. Local
- Integrated vs. Distributed
- Disciplined vs. Opportunistic
- Path Creation vs. Keeping the Lights On



Prioritization and Dynamic Resource Allocation

Thinking Differently

Developing a High Performing Team



P Philadelphia

PROPERTY

What Home Depot Taught Jefferson About Collaborative Workplaces

The home improvement giant's former product merchant took his customers' desires to organize their homes and translated them into a homelike workplace that encourages creativity.

BY SANDY SMITH | AUGUST 29, 2016 AT 5:00 PM

"When I came to Jefferson three years ago, it was a 190-year old institution that was very conservative and used to thinking a certain way," Chopra said. But the world and the workforce were changing: "People were beginning work before they left their homes, while they were in their pajamas."

The 170 new people Chopra's division would hire would largely be Millennials used to such work habits. So the challenge became: How do you get the old elephant to dance to a new tune?

The answer, it turned out, was to rethink the space the workers would use – to "think outside the cube," as Chopra put it. To assist with this task, he turned to KSS Architects, a local firm that has some experience designing spaces to spark creativity, and asked them how they might transform an empty space to make it feel like working at home.



Celebrate & Recognize

Engagement & Communications

Best Place to Work

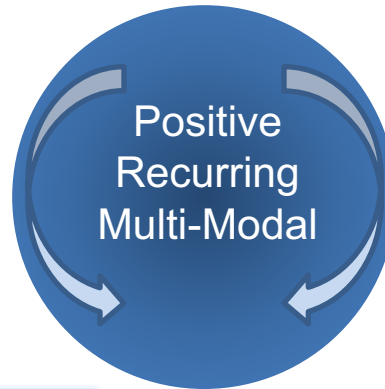
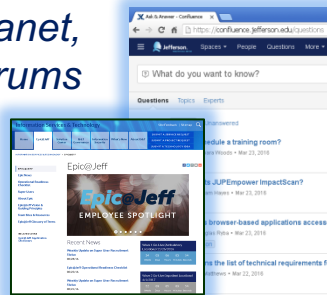
News/Regular Updates/Success Stories
Newsletters, TVs, Executive Memos



Positive Thinking Self Care Sessions, Mind/Body Awareness



Info/Answers
Intranet, Chat Forums



Team Activities
Celebrations, Team Building, Fun!



Strategy/ "Big Picture"
Town Halls, Team Meetings Annual Reports



Global Recognition



The story of Jefferson's evolution in technology has earned the organization industry-agnostic recognition, extensive media coverage and new partnerships with world-renowned companies.





Jefferson[™]

HEALTH IS ALL WE DO

Relevance

Patients/Students/Community



Have Fun!

