

# Implications for Innovators: What Does High-Value Innovation Look Like?

The principles described below will help ensure that solutions are designed for successful implementation and use specifically within the safety net.

## PRINCIPLES OF HIGH-VALUE INNOVATION

## RATIONALE

### Optimal Fit with Patient Context



Innovative tools must meet the unique circumstances of patients in the safety net, which can include a wide array of needs, including those related to language, literacy, culture, and technology. Patients may also struggle with a variety of social needs outside of the health care setting, such as a lack of reliable transportation or access to computers or phones, that can affect their ability to get care.

### Optimal Fit with Provider Context



Solutions must fit the unique circumstances of safety-net providers who have a strong mission orientation and deep connections within the communities they serve. Their care teams often include a variety of nonmedical staff, such as community health workers and peer support specialists, some of whom may have language and literacy needs unique to their environment.

### Linkages and Interoperability



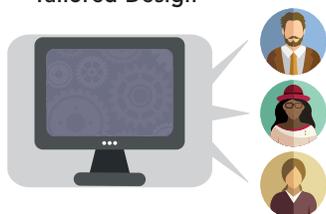
Solutions must be designed to complement and integrate with existing technology, particularly EHR systems. Innovators should build on existing systems, workflows, and staff expertise whenever possible. Requiring providers to switch between interfaces or duplicate work can create significant barriers to adoption, especially for under-resourced clinics and hospitals.

### Accessible, Actionable Data



Solutions that collect or produce data should ensure that those data can be efficiently accessed, analyzed, and ultimately applied to improve care, workflows, or costs. Innovators must consider who will use the data and how they'll access it, as well as how they can maintain and ensure its accuracy and validity.

### Tailored Design



Solutions should be rigorously prototyped to demonstrate value in a variety of safety-net settings. Codesigning or modifying products with input from safety-net partners cannot only increase their applicability to this market, but also serve as proof of concept in other markets.

### Facilitated Purchasing and Implementation



Pilots and demonstrations can help prove a product's value to risk-averse and resource-constrained safety-net customers. Innovators should be aware of the dynamics surrounding purchasing decisions, which are growing increasingly complex as providers become more interconnected.