

## *Innovation & Improvement in Process, Space, and Technology*

At the Sidney R. Garfield Innovation Center, Kaiser Permanente's patients, doctors, nurses, architects and engineers use elements of human-centered design to improve and to innovate physical spaces, technologies and clinical operations in a unique, "movie-set" warehouse. Many of our innovations have been spread throughout Kaiser Permanente as well as to organizations nationally and internationally. **Want to learn more?**

Join us for a two-day inaugural session that introduces our unique methodology and prototyping capabilities at the Garfield Center led by Kaiser Permanente innovators from our own Innovation Consultancy, Innovation and Advanced Technology and National Facilities departments. During this highly interactive session, participants will focus on improving medication safety as a case study and actively prototype new spaces, technologies and processes that improve medication safety.

### Highlights of the Program Include:

- Experience first-hand how we understand our users' needs and ideate and prototype new processes, spaces and technologies
- Learn how we engage end-users (patients, doctors and nurses) and how they impact the successful spread and sustainability of innovation
- Understand how we learn from failure and embrace it as part of our culture
- Learn how to build your own Innovation Center
- Collaborate with other like-minded innovators on real world cases

### Learning Objectives:

- Awareness of human-centered design & collaboration as powerful tools for innovation
- Extrapolate case study learnings to real world problems
- Understanding of different innovation centers and their similarities and differences

**Where:** The Sidney R. Garfield Health Care Innovation Center  
590 Whitney Street  
San Leandro, California 94577

**When:** August 3-4, 2010

**Session Fee:** \$250 U.S. (Significant discount for inaugural event)

**Register online:** [http://xnet.kp.org/innovationcenter/activities/workshop\\_reg.htm](http://xnet.kp.org/innovationcenter/activities/workshop_reg.htm)  
Space is Limited! Last day to register is Friday, July 23, 2010

**Lodging:** Participants will make their own arrangements.  
Suggestion for lodging: [Oakland Airport Hilton](#) (510-635-5000)

**Travel:** The Garfield Center is located one mile from Oakland International Airport and approximately 30 miles from San Francisco International Airport.

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## Agenda

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### Tuesday August 3, 2010

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**7:30 AM** Breakfast & Registration

#### Morning Activities

Typology of Innovation Centers: Learn about different innovation centers, similarities and differences

Human-Centered Design: Interactive module on creativity, innovation and design-thinking led by IDEO-trained consultants

**12 Noon** Networking Lunch

#### Afternoon Activities

Interactive Rotations: Hands-on exercises in process, technology and space

Hosted Dinner (Shuttle service will be provided to the restaurant)

**8:00 PM** Shuttle back to hotel

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### Wednesday August 4, 2010

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**7:30 AM** Breakfast

#### Morning Activities

Metrics & Spread: Discuss ways to validate ideas and create deployment packages

Putting it All Together: Teams apply core curriculum from Day 1 to a real world problem

Lessons Learned Lunch: Help us develop future workshops by sharing what worked during the last 2 days and how we may have better met your needs

#### 1:00 PM Adjournment or Optional Afternoon Activities

How to Build your own Innovation Center OR Garfield Center Facility Tour

**2:30 PM** Adjourn

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