Innovation in a Large Enterprise

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Key Ideas

While innovation is critical to long-term competitiveness, innovation itself faces stiff competition from a large organization's other needs.
Key Ideas

Outward-facing innovation and inward-facing innovation need different structures to flourish.

Key Ideas

Unlocking the creativity of the staff closest to the work is key to internal-facing innovation.
Key Ideas

Creating an independent capability is the key to external-facing innovation.

Key Ideas

Control structures must be created to support innovation.
Innovation has Competition!

Material
- Controls
- Operational Discipline
- Need for Stability
- Short-term Pressure

Human and Cultural
- Crises
- Fear of Failure
- Fear of Change
- Inertia
- Nay saying

Creating an Environment

- Funding
- Giving Control to the Manager
- Create Governance Model
What types of Innovation do we have in UHGiT?

**Opportunity Creation**
- Create new services and break into new markets
- Experimental
- Often requires new technology

**Problem Solving**
- Solves problem, well understood by current stakeholders
- Planned
- Improves efficiency or meets regulatory requirement

**Consumer Database**
- Web Moderate

**Technical Innovation**
- Teams can own both Opportunity Creation and Problem Solving Innovation

**HealthPresence**

- All new Opportunities should ultimately evolve to a point where they can be classified as Problems to be Solved
Web Moderate!

Solution Pattern Products
Infrastructure Configs
- Pre-configured Infrastructure
- Integrated Infrastructure, Code Libraries, Processes, Middleware
- 1st Pattern Product called "Self-Service Web Moderate"

Web Moderate is a Solution Pattern.

Benefits
- Cycle time reduction
- Standard configuration
- Community knowledge

It is an integration of best practices, software patterns, development technologies, software components, and infrastructure technologies that have been designed and tested to work together to support the development of business solutions.
In-no-vate

1. To introduce something new; make changes in anything established: verb (used without object)
2. To introduce something new as if for the first time: verb (used with object)

Who are we in IRD?

We are a team of business-savvy technologists focused on improving healthcare.

We are...

• Deep technical specialists
• Agile program delivery leadership and teams
• A partnering organization and leadership team
Our Mission

Working across the entire spectrum of healthcare constituents to find new ways to apply focused and practical technology, helping to make healthcare work better.

We will...

• Work across all business segments and groups
• Provide technology innovation support for new products
• Provide technology innovation support for new service offerings
• Bridge groups and technologies to look for opportunities to leverage current and new capabilities in new and innovative ways
• Provide technology innovation support for improved business operations

Hypothesis-Driven Approach

The program framework reflects aligning customer segmentation with resource capabilities through continuous enhancement to UHG data and intelligence to capture revenue and cost opportunities.
Developing new competencies, business models, products and services to sustain mission-critical business strategies and achieving competitive differentiation through the launch of an innovative ideation program.

Spotlight on Success
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