

### FORTH Project Details

Sector: Healthcare

User: Alfred Health - RACC

Country: Australia

Year: 2017

Online  Offline

Facilitator(s): Mark Krnjaic, Peter Hunter



### Innovation Assignment:

The increasingly ageing population and rising complexity of our services was creating more demand for our finite resources. Our patients and their families expected a more engaged and personalised service. We needed a radically new, flexible model of care providing personalised experience for people who use & deliver our service.

### Highlights of the process:

Our Expedition launched with 9 core interdisciplinary team members representing Allied Health, Nursing, Medicine, Pharmacy and Business Services. We also had 10 extended team members. We visited 15 completely unique companies from diverse industries to expand our thinking about innovation opportunities. We discovered 124 customer frictions and generated over 680 ideas in response. We tested 11 concepts and generated 7 Business Cases with 5 leading to sustained transformation.

### Main results:

As a result of the FORTH expeditions and the 7 mini-business cases, Alfred Health leads the way with the implementation of transformational home based care. It offers people choice on care being in settings other than hospital, and creates more person-centred approaches to the traditional in-hospital care.

We work to create enriched environments that give more choices for people and provide therapy that is more meaningful and relevant.

Our health service is now a national clinical thought-leader in Home-based care and has created a whole-of-health industry service approach called Alfred @ Home

Life Cafes have also been implemented in the local community which draw on the life skills of older people, to share their wisdom and experiences, with a core focus on creating wellness and improving social connectedness for older people.

