

# 2017 Impact Report





CHI unites global  
thought leaders to  
uncover actionable  
ideas that drive  
human-centered  
healthcare  
innovation.

CENTER FOR HEALTHCARE INNOVATION

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"An outstanding cross-sectional representation of healthcare experts provided the basis for a stimulating discussion on the meaning of patient-centricity and healthcare value from diverse perspectives." - Dr. Greg Gilmet, MD, MPH, Vice President Medical & Scientific Affairs, Upsher-Smith Laboratories

## Who We Are

The Center for Healthcare Innovation (CHI) is a non-profit research and educational institute that helps patients and providers increase their knowledge and understanding of healthcare value, which we define as high-quality care that is accessible to all.

## Our Mission

Our mission is to unite global thought leaders to uncover actionable ideas that drive human-centered healthcare innovation.

## What We Do

CHI has five primary areas of focus:

1. Bring together key stakeholders to develop collaborative relationships to positively impact healthcare value
2. Increase understanding of the definition, framework, and metrics of healthcare value
3. Produce primary, objective, and impactful research focused specifically on the intersection and interplay of healthcare quality, access, and cost
4. Analyze fundamental drivers and trends of rapidly rising healthcare costs
5. Identify and disseminate best practices for optimizing healthcare quality and access

# What Makes CHI Different

- We focus solely on research and education that aims to increase knowledge and understanding of healthcare value.
- We are a 501(c)(3) non-profit, charitable organization that exists only to make the world a healthier place.
- We are rigorously objective, unbiased, and non-partisan.
- We are an independent, neutral institute, not associated with or captive of industry, academia, government, or other institutions.
- We approach our research, solutions, and education through a multi-perspective lens, including the patient, provider, pharma, pharmacy, payer, and policymaker perspectives.
- We are a global organization, and we view healthcare through a global lens.
- We are an interdisciplinary group of innovative healthcare leaders, physicians, executives, entrepreneurs, authors, academics, and innovators.
- We operate for the benefit of other healthcare groups - including patients, providers, pharma, pharmacy, payers, and policymakers - and we incorporate each unique perspective into our research.

# Frequently Asked Questions

1. [What is CHI?](#) We are a healthcare research and educational institute.
2. [What type of organization is CHI?](#) We are an independent, objective 501(c)(3) non-profit.
3. [What does CHI hope to accomplish?](#) We aim to be the leading global platform for meaningful change in healthcare.
4. [What activities does CHI do to achieve these goals?](#) We research, educate, communicate, train, convene, and report on healthcare value, quality, access, and costs.
5. [How does CHI make the world a healthier place?](#) Our research and education focus on improving healthcare quality, reducing costs, and increasing access.
6. [How does CHI support and stimulate innovation for healthcare?](#) We bring the best and brightest healthcare leaders from all over the world together to share their ideas and expertise, thus creating a unique opportunity to address and improve healthcare value.
7. [How is CHI funded?](#) CHI is funded through a combination of grants from philanthropic foundations, program revenue from educational events, and individual and corporate donations.
8. [What are CHI's future goals?](#) (1) Increase the quantity and breadth of our research and education, (2) continue to attract the best and brightest human talent and grow our team, and (3) increase our impact around making the world a healthier place.

# Our Education



# Breakthroughs in Healthcare Diversity Symposium



The Breakthroughs in Healthcare Diversity Symposium, which was on 1/10/17 in San Francisco, is an educational symposium focusing specifically on the development of a collaborative diversity and inclusion healthcare network to solve the challenges surrounding the delivery of quality healthcare to underserved and vulnerable patient groups. The goal of establishing this network was to connect patients, clinicians, researchers, and industry professionals who are passionate about diversity and inclusion and serving underserved patient populations. Panel discussions included Addressing Healthcare Disparities in Clinical Research & Comparative Effectiveness Research for Underserved Patient Groups, Chief Diversity Officers Roundtable, and What Role Does Technology Play in Healthcare Diversity. The symposium also featured a distinguished keynote address by Dr. Sergio Aguilar-Gaxiola, Professor of Clinical Internal Medicine at the University of California Davis School of Medicine.

"The symposium was an incredible opportunity to learn best practices from courageous leaders across the healthcare industry on critical issues that impact our everyday workforce. I thoroughly enjoyed the symposium because I was provided with essential tools, resources, and knowledge to advance my personal and professional work around inclusion and diversity. I also deeply appreciated the opportunity to network with others, which has opened new doors to co-create opportunities for community solutions." -Joe Lee, Workforce Development Strategist, Community Health Center Network

# Diversity, Inclusion, & Life Sciences Symposium



The 7th annual Diversity, Inclusion, & Life Sciences Symposium, which was on 6/15/17 in Chicago, is the world's leading educational event focusing specifically on diversity and inclusion in the health sector. The symposium brings many of the country's leading healthcare executives and professionals, patients, entrepreneurs, policymakers, researchers, scientists, technologists, academics, and service providers together to discuss how to make the health sector more diverse and understand how to better serve different patient groups. Panel discussions included The Role of Coaching & Mentoring in Executive Success, Expanding Definitions of Diversity, and Diversity and Inclusion in Clinical Trials and Research. The symposium also featured a distinguished welcoming address by Dr. Maha H. Hussain, Senior Deputy Director & Associate Director for Clinical Sciences Research at the Robert H. Lurie Comprehensive Cancer Center of Northwestern University, and a distinguished keynote address by Dr. Susan R. Windham-Bannister, Managing Partner of Biomedical Innovation Advisors.

"The educational session addressed issues that are at the core of our healthcare system. The interchange of thoughts and ideas provided a vision of how changes in our current health system could lead to better healthcare for all."

- Dr. Stuart Rich, MD, Professor of Medicine, Northwestern Medicine; FDA Cardiorenal Drug Advisory Committee



[Click to watch video recap or visit \[chisite.org\]\(http://chisite.org\)](#)

# Patient Engagement Workshop



The Patient Engagement Workshop, which was on 8/9/17 in Aurora, IL, is an educational workshop designed to help the Aurora healthcare community optimize engagement with patients and residents. The workshop brings together leading healthcare experts, community, and patient groups in a collaborative setting to exchange new information, ideas, and best practices on how to build healthier communities. Panel discussions included Engaging Uninsured & Vulnerable Patient Populations and Delivering the Right Care & Engaging Patients. The workshop focused on how to (1) engage and encourage patients and residents on how to be active participants in their care and well-being, (2) develop coordinated messaging for patients, and (3) explore new and novel ways to reach residents and patients.

# Healthcare Executive Roundtable Discussion

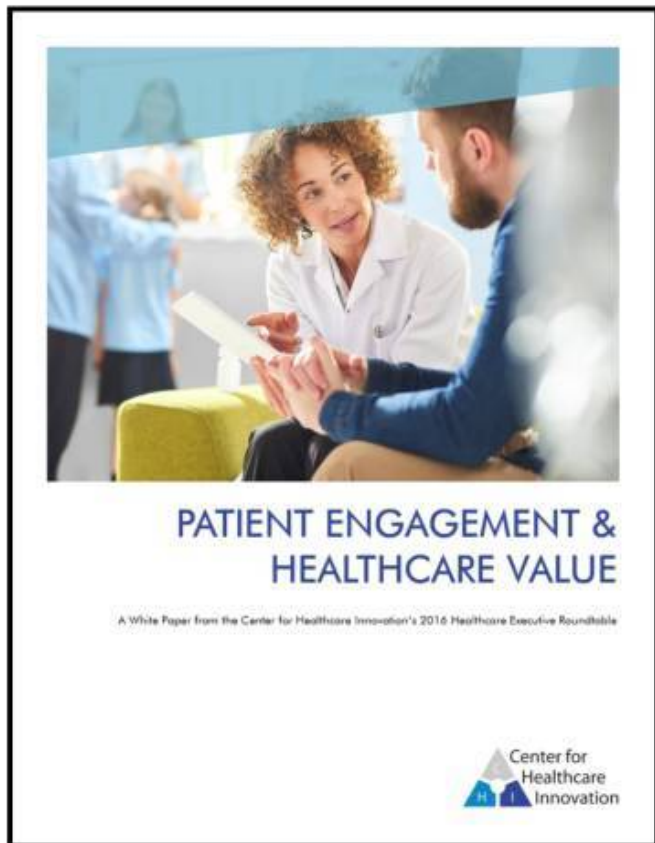


Our 5th annual Healthcare Executive Roundtable: Healthcare Value in a Consumer-Oriented, Patient-Centric Era, which was in New York on 10/12/17, was an intimate, expert roundtable discussion for healthcare executives, patients, and key opinion leaders to discuss how stakeholders throughout the healthcare ecosystem can address critical issues related to healthcare value, quality, and cost. One pressing issue that has dominated headlines over the past 18 months is drug pricing. Total drug spending in the U.S. increased by 8.5% in 2016 and is expected to reach \$400 billion by 2020. Additionally, the pace of the shift from volume-to-value continues to impact healthcare. Patients who are engaged in their own care have been shown to have better outcomes, and lead to lower costs for the health system. The roundtable provided a forum for healthcare executives to discuss these issues and optimize engagement, communication, and collaboration. To improve healthcare, disparate sectors must come together to have meaningful, informed dialogues about the nuances of healthcare value, and must do so in a way that fosters multi-dimensional co-learning.

"It is important to bring key leaders from the industry together to collaborate and brainstorm on how to enhance the clinical outcomes that our country needs to achieve." - Shannon Stephenson, CEO, Chattanooga Primary CARES

# Our Research





## How Patient Engagement Drives Healthcare Value White paper

Click to download or visit [chisite.org/research](http://chisite.org/research)

This white paper focuses on defining healthcare value based on the expert insights from the Center for Healthcare Innovation's Healthcare Executive Roundtable held on October 13th, 2016 in New York and other key trends and market forces. Keeping in mind that patient engagement can drive and increase healthcare value, the roundtable identified specific ways in which healthcare stakeholders can enhance patient engagement, such as building relationships based on mutual trust and open communication with patients. Ultimately, the decision to be engaged with their own care rests with patients. Additionally, this white paper explores how patients can optimize their degree of engaging healthcare professionals. Furthermore, healthcare organizations (HCOs) that partner with patients, leverage existing health technologies, and draw on external experiences will have created an environment that encourages engagement.



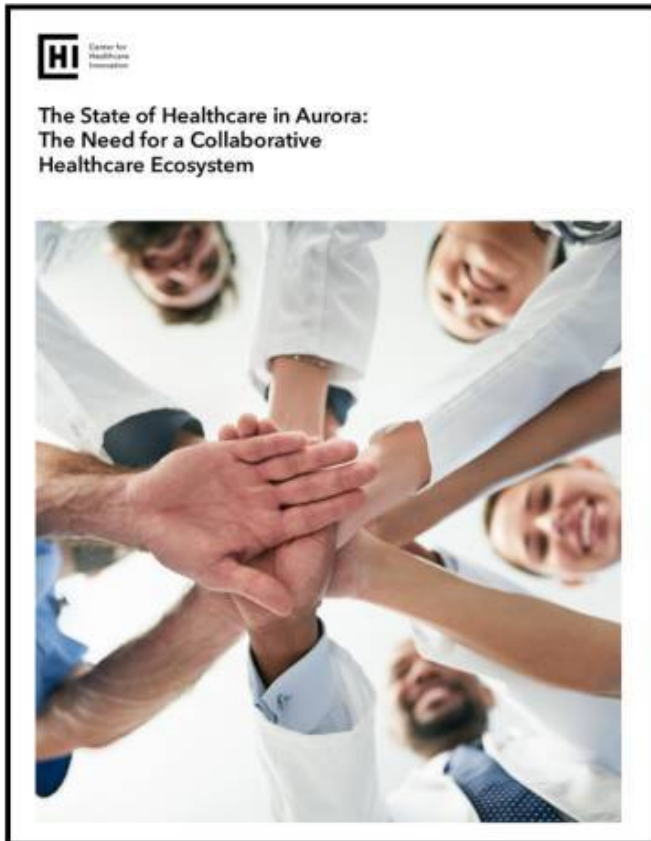
## 2017 Diversity, Inclusion, & Life Sciences Symposium Executive Summary



# Diversity, Inclusion, & Life Sciences Symposium Executive Summary

[Click to download or visit chisite.org/research](https://chisite.org/research)

This executive summary stems from the 7th annual Diversity, Inclusion, & Life Sciences Symposium, which took place in Chicago, IL, USA on June 15, 2017. The symposium is the world's leading annual event focusing on diversity and the life sciences. It is an interactive and collaborative forum for life science and healthcare executives, entrepreneurs, policymakers, researchers, scientists, technologists, academics, and service providers to discuss best practices, challenges, and opportunities at the crucial interface of diversity, healthcare, and the life science industry. The symposium featured some of the world's leading healthcare, life science, and diversity experts coming together in a collaborative setting to discuss the most pressing diversity issues facing the healthcare and life sciences industries in the 21st century. Panel discussions included The Role of Coaching & Mentoring in Executive Success, Expanding Definitions of Diversity, and Diversity and Inclusion in Clinical Trials and Research. The symposium also featured a distinguished welcoming address by Dr. Maha H. Hussain, Senior Deputy Director & Associate Director for Clinical Sciences Research at the Robert H. Lurie Comprehensive Cancer Center of Northwestern University, and a distinguished keynote address by Dr. Susan R. Windham-Bannister, Managing Partner of Biomedical Innovation Advisors. This executive summary captures some of the insights, ideas, best practices, and new perspectives from the symposium's distinguished speakers, panelists, and other experts. It is meant to serve as a summary of the innovative ideas and insights regarding diversity and inclusion for healthcare and the life sciences. We hope it can be a resource for you and your organization as you think about diversity in the 21st century.



Click to download or visit [chisite.org/research](http://chisite.org/research)

## The State of Healthcare in Aurora: The Need for a Collaborative Healthcare Ecosystem

This white paper focuses on identifying actionable opportunities for the Aurora healthcare ecosystem to build healthy communities through patient engagement based on the expert insights from the Center for Healthcare Innovation's Patient Engagement Workshop: Building a Healthy Aurora Community held on August 9th, 2017 in Aurora, Illinois and other key trends and market forces. Keeping in mind that patient engagement can drive and increase healthcare value, the workshop identified the five challenges facing the community today and outlined actions that should be taken to begin addressing each. These challenges include increasing the number of insured residents, creating better informed and empowered healthcare consumers, and insuring communication, coordination, and collaboration across the healthcare community. Additionally, this white paper explores the measurable changes and benefits that other communities have found in addressing each of the challenges and outlines actionable steps to be taken in building a healthy community.



Expected to release in December 2017

## The Patient-Centric Approach to Recruitment of Chronically Ill Patients in Clinical Trials: Impact on Costs and Recruitment

This white paper reviews the patient-centered care (PCC) model and examines several PCC metrics we believe will be influential in reducing costs for chronic diseases. In particular, we analyze the patient-centric model, an innovative subset of patient-centered care, and its potential for cost savings by improving patient education, engagement, and retention of chronically ill patients in clinical trials. Chronic disease management is often cited as a potential improvement area to reduce overall U.S. healthcare costs. Recent studies have argued that the adoption of patient-centered care (PCC) approaches in treating chronic diseases will create more cost-savings over the long term. In an era of increased complexity and rising costs, the drug development industry is increasingly placing focus on personalized medicine in their patient recruitment and retention strategies. Furthermore, there is limited research on the use of patient-centric approaches to recruiting chronically ill patients. Often these patients have functional limitations or generally have difficulty accessing care. The increasing use of health information technology (HIT) can also help to increase patient knowledge of their ailments. Informed and empowered patients can be pivotal in retaining a diverse range of patients for clinical trials and reducing the cost burden associated with patient recruitment and retention.

# Our Other Initiatives



# Special Strategic Retreat

On June 14, 2017, CHI organized a special strategic retreat with our full CHI Board of Directors and healthcare and community leaders to determine what initiatives, research, and educational programs will have the greatest impact on healthcare value for all stakeholders, including maximizing care quality and improving access to care.



[Click to see why CHI Board serves or visit \[chisite.org\]\(http://chisite.org\)](#)



# Thought-Leadership, Blogs, Op-Eds, & Social Media

CHI offers the latest healthcare value insights, ideas, and trends via a variety of outlets. This year, we tackled such topics as defining patient-centricity, diversity in the health sector, drug pricing, pharmaceutical collaboration, and other pressing issues. Objectivity and quality are hallmarks of CHI, and they are helping us tackle some of the most important issues affecting healthcare.

# THE SCIENCE RUNWAY

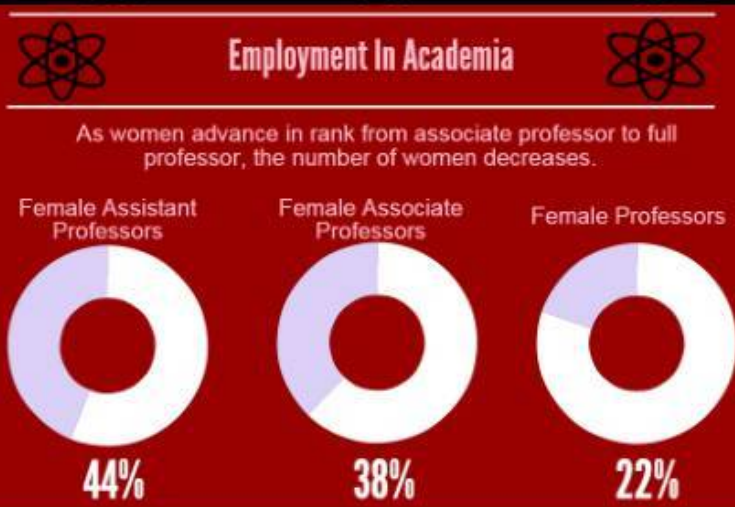
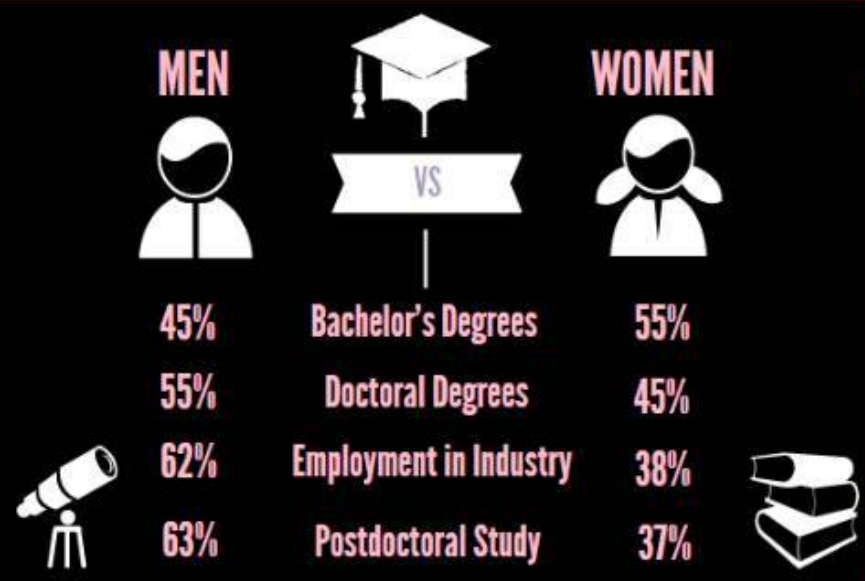
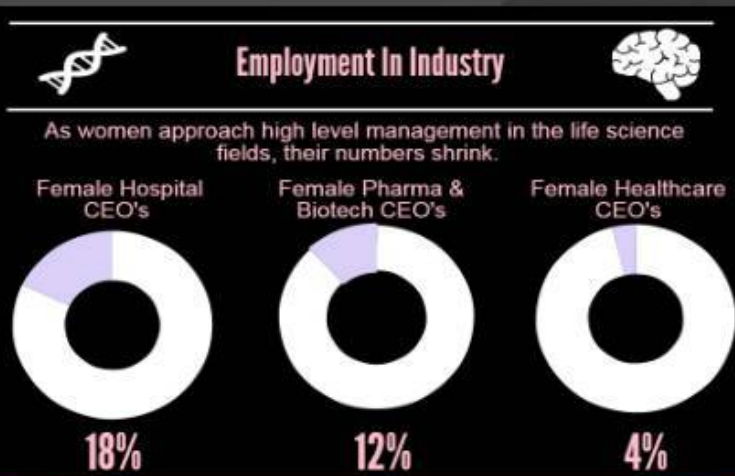
SHINING A SPOTLIGHT ON ROLE MODELS IN HEALTHCARE AND THE LIFE SCIENCES TO INSPIRE THE NEXT GENERATION OF WOMEN TO JOIN THE INDUSTRY.

INFO@THESCIENCERUNWAY.COM

For every six men in the healthcare & life sciences industry....



...there are only four women.

The Science Runway is a website specifically designed to attract young girls to careers in healthcare and life sciences by showcasing women who have successfully created careers in a variety of roles. The heart of the Runway is a robust, searchable portal containing pictures, profiles, and SR-exclusive interviews with leading women executives, entrepreneurs, investors, scientists, and policymakers. The goal is to grow the portal into a resource for females of all ages who are seeking guidance and mentorship on entering, remaining, and thriving in the healthcare and life science sectors. Please visit [thesciencerunway.com](http://thesciencerunway.com) for more information.

# OUR 2017 IMPACT

400

HEALTHCARE  
STAKEHOLDERS  
ATTENDING  
EVENTS



1,900

RECIPIENTS OF RESEARCH  
REPORTS & WHITE PAPERS

EVENTS IN  
3 MAJOR CITIES IN  
THE UNITED STATES:  
**CHICAGO,**  
**NEW YORK, &**  
**SAN FRANCISCO**

11%

INCREASE IN 2017  
STAKEHOLDERS



# OUR 2017 IMPACT



## African Americans Represent 12% of the U.S. Population but only 5% of Clinical Trial Participants

CHI organizes an educational symposium focusing on diversity and clinical trials since 2011, and we've brought together over 700 clinical trial and diversity experts to share ideas and learn.

## Healthcare Spending in the U.S. is Expected to Reach \$4.8 Trillion by 2021



Since 2012, we've convened over 200 C-Suite and Senior executives from the provider, pharma, payer, patient and other healthcare sectors to share new ideas around rising healthcare costs and obstacles to access.



## Patient Engagement is Redefining the Role of Patients and Disrupting Traditional Care Delivery

We've compiled extensive research surrounding how patient engagement impacts healthcare value including redefining core concepts such as value and trust in healthcare.



## 26% of Americans Reported Barriers that Restrict their Access to Care

CHI brought together over 100 leading healthcare professionals, clinicians, technologist and patient groups at our symposium focusing on healthy equity and disparities.

# SUPPORTING INNOVATION

CHI offers our deepest gratitude to all the generous supporters who assist our efforts to make the world a healthier place through communication, education, training, symposia, reports, and research. We would like to give special thanks for the support, donations, gifts, and resources made by the following supporters:

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To be the  
leading global  
platform for  
meaningful  
change in  
healthcare.



Center for  
Healthcare  
Innovation