Fostering Innovation in YOUR Organization

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Dr. Karen Tilstra, CO-Founder, FHIL- Florida Hospital Innovation Lab
Karen Tilstra, PhD
Creative Director
Florida Hospital Innovation Lab

Karen Tilstra wants to live in a world where work is fast, people are free, and chocolate is devoid of calories; but, in the meantime she has co-founded of the award winning Florida Hospital Innovation Lab, (FHIL).

One year after launching FHIL Karen co-founded Orlando Magic's Innovation Lab; and co-designed the nation's first undergraduate degree in Innovation and Social Entrepreneurship at Rollins College in Winter Park Florida. Her most recent project launching the San Diego State University's Design Thinking Innovation Lab.

Karen holds a PhD in Innovation and leadership, EdS. in Educational Psychology, and a MA in Counseling Psychology. She has taught at the University level in both USA and Asia and is currently a visiting professor at Rollins College. She is a licensed Educational Psychologist who ran a private practice for more than 10 years. She has also published in both academic journals and children's literature. A native Californian, Karen now lives in Florida with her artistic husband. They have three sons, plus Nick, the adopted dog, who their neighborhood regards as the world’s wackiest canine.
Conflict of Interest

Karen Tilstra, PhD

Has no real or apparent conflicts of interest to report.
Learning Objectives

∙ Outline the importance of fostering an innovative culture

∙ Describe the steps necessary to implement innovative programs and initiatives

∙ Discuss how to develop ideas using an innovation lab
The Importance of a Culture of Innovation
3 MYTHS OF WESTERN THINKING

1. NOTHING IS CONNECTED

2. EVERYTHING MUST BE KNOWN BEFORE WE START

3. RATIONAL THINKING IS BEST
Adventist Health Systems
Florida Hospital
165,000 Employees  
350,000 Employees  
2.1 Million Employees
The closer you are to the top the farther you are from the truth.

What are you missing?
Don’t Innovate -
Create a Culture of Innovation Instead

- Focus on Outcomes
- Develop Reciprocal Trust
- Challenge the Status quo
- Be Inspiring
#2
Implementing Innovative Programs & Initiatives
In 8 EASY steps...

1. Top Leadership Says INNOVATE
2. Create Disciples
3. Permission & Responsibility for all
4. It’s GRASS ROOTS baby
5. Low Barrier & Easy Access
6. Action Learning
7. EMBEDDED
8. Make them a STAR!
Top Leadership Says INNOVATE
Create Disciples
Permission & Responsibility for All
It’s GRASS ROOTS baby
Low Barrier & Easy Access
Action Learning
Make them a STAR
What are you or your boss missing that could totally disrupt your industry, job or career?
#3
Developing An EMBEDDED Innovation Lab
Garanimals
You and your project
Outcomes

• 23% - 40% increase in Employee Engagement
• More than $28 Million in savings
• Improved Patient Satisfaction Score
• Affected Acute & Ambulatory Clinical Practice edit
How might you gather more empathy from your end users in order to create more relevant solutions?
Tomorrow’s ILLITERATE will not be those who can’t read or write.... rather, those who can’t learn, unlearn and relearn.
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