MaineHealth Innovation builds connections to drive diversity of thought, educates to produce creative problem-solvers, and funds to accelerate ideas. By leveraging the ideas, insights and expertise of all care team members to develop novel solutions to our unmet care needs, we are working together so our communities are the healthiest in America.

May 2024 | View Archived Issues | created by Erin McCue

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A Note from Susan

Susan Ahern - Vice President of Innovation, MaineHealth

Hi Colleagues,

Thanks for taking the time to learn about all the amazing innovation champions and innovators. Folks are curious, and congratulations to Erin McCue! With her leadership, we are officially at 1,000 subscribers for the MaineHealth Innovation newsletter, and the last issue had a 49.7% open rate! We have also grown by 100 subscribers just this month. Our subscribers are from across the United States, in Europe, and include colleagues in industry and other health systems. Based on the industry statistics, the open rate is considered a top-tier score for healthcare services!

A special thanks also goes to the colleagues from across MaineHealth who gave a substantial investment of their time to advise the first cohort of founders in the Future of Healthcare Residency Program. We did a back of the envelope calculation and more than 500 hours was invested! This investment came from the executive suite to clinicians to business administrators who provided their healthcare and clinical insights to accelerate the success of the startups who are solving some of the unmet care needs.
An example of one of the major successes is in the rural maternity and obstetrics care due to the leadership of MaineHealth’s Community Health Improvement and ObGYN teams. An initial pilot was made possible by the Rural Maternity and Obstetrics Management Strategies (RMOMS) grant which was awarded to MaineHealth. Thanks to Dr. Dora Anne Mills, Chief Health Improvement Officer, Caroline Zimmerman, Grant Director, Dr. Elizabeth Erekson, Chair ObGYN, Anna Gilbert, Program Manager, and their teams who were instrumental in sparking and working hard on the collaborations with Mother-of-Fact and Northern Lights. Together, 64 new mothers and babies have been helped, and Northern Light Health is planning to expand statewide!

I look forward to collaborating with the new Healthcare Founder Residency Cohort. If you are interested in learning more and joining the MaineHealth site visit on May 23, please see details below.

With kindness,
Susan

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A Human Centered Approach to Innovation and Healthcare

On March 29th, the MaineHealth Innovation team had the privilege of presenting at the MaineHealth 2024 Nurse Educator Conference. This event aimed to enhance nurse educators’ toolkits for delivering evidence-based, engaging content, leveraging software and technology for interactive learning.

Susan Ahern, Vice President of Innovation, provided an insightful overview of MaineHealth Innovation, showcasing its programs, stories, and impact to an audience of over 50 attendees, including faculty, nurses, and students. Following this, Carla Muniz, Innovation Lab Program Manager, led a dynamic ideation session, illustrating design thinking values -- such as curiosity, being positive, collaboration, no judgement, daring, etc. -- and the innovation process for MaineHealth Innovation workshops, and Erin McCue, Innovation Program Coordinator, set up Innovation To Go! for conference attendees to get more information and goodies!

We extend our congratulations to Debra McPherson, MS, RN-BC and her remarkable team for their impactful initiative, which has allowed MaineHealth to share knowledge, best practices, and relevant information, contributing to career development across the system. We had an amazing time and look forward to the opportunity to collaborate again!

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Future of Healthcare Founder Residency Cohort #2 Announced!
We are excited to announce the companies selected for the **2024 Future of Healthcare Founder Residency Cohort**! In partnership with The Roux Institute, Northern Lights Health, and Maine Venture Fund, MaineHealth has invested in the residency program to support MaineHealth's vision of working together to make our communities the healthiest in America. These ten dynamic companies are poised to revolutionize the healthcare technology landscape in Maine. From advanced cardiac health monitoring to cutting-edge stress management solutions, each company brings unique expertise and vision to the table.

1. **Core.dio** is a non-invasive cardiac health monitoring platform which measures cardiac output and central blood pressure, utilizing common wrist-based signals and AI.

2. **EmpoweRx** is a marketplace tech platform to upskill healthcare professionals and ensure they are fully compliant, eliminating liability for healthcare organizations and offers options for contract and permanent placement staffing with our network of nursing and allied professionals.

3. **Health for Mankind** is a digital health solution that zeroes in on diabetes management, with an emphasis on serving minority and underserved communities.

4. **HUB Healthcare** is solving the healthcare collaboration challenge by providing a web-based platform that offers a centralized workspace, much like Slack, tailored to the specific needs of healthcare providers.

5. **Legacy** is a mobile application that significantly streamlines the Advanced Care Planning (ACP) process for healthcare providers. The app, currently at its Minimum Viable Product (MVP) stage, features a unique integration of AI and GPT technologies to facilitate the rapid creation of personalized and legally sound ACP documents.

6. **Metis Health Technologies** is developing a healthcare data platform tailored for clinical business owners, analogous to what Toast provides for restaurants. Leveraging the Quintuple Aim as our balanced scorecard framework, Metis unifies general ledger, scheduling, and EMR data to empower clinic owners and administrators in Financial Planning & Analysis (FP&A) and Business Intelligence, payroll, claims, scheduling, billing, quality measures.

7. **Novobeing** is a digital health platform that delivers science-backed immersive stress management solutions. They are redefining the way people deal with stress and enhance their well-being through highly engaging and personalized virtual and mixed-reality experiences.

8. **OPTT**, “A revolutionary AI toolkit to improve behavioral health outcomes”, equips mental health provider teams with a digital technology to deliver high-quality care more efficiently across the patient’s journey. OPTT’s clinically validated technologies empower mental health providers to triage, access, and monitor patients' progress effectively, based on their unique narratives.

9. **Parrots.AI** is an AI-driven neurocare platform designed to support patients with
neurological disorders and their healthcare providers. The state-of-the-art SaaS software solution offers real-time, personalized assistance tailored to individual patient needs, enhancing patient independence, ensuring continuity in care, and augmenting the capabilities of caregivers and healthcare professionals.

10. Valhalla is a clinical automation platform that automates medical office operations through generative AI making the EHR work on its own, with features such as automated filing and pre-charting, to workflow automation.

Interested in collaborating with these founders? Contact innovation_center@mainehealth.org for more information.

Colleagues are also welcome to join the MaineHealth site visit with the Future of Healthcare Cohort #2 on Thursday, May 23rd, from 12pm-1pm! Thank you to Lizzy Mulcahy, DNP, FNP-C and the telehealth team for coordinating this year's visit! If interested in joining, RSVP at innovation_center@mainehealth.org

Open Innovation and a Patient Journey Map for a Collaborative Clinical Care Project with Addiction Medicine

MaineHealth Innovation is excited to announce its open innovation collaboration on a clinical care project aimed at addressing challenges faced by patients with Substance Use Disorder (SUD) in acute care settings. Under the leadership of Kristen Silvia, MD, a specialist in Addiction Medicine, this initiative aligns with MaineHealth’s commitment to patient-centered care and improving outcomes in addiction medicine.

The recent workshop, held on April 24th, focused on visually mapping the experience of SUD patients within our acute inpatient settings. By using agile methodologies, interactions, pain points, goals, and gaps in care, the goal is to develop solutions that enhance the overall patient experience and drive positive outcomes.

Open innovation is a way to switch from a silo and the traditional mentality of relying on internal research and development only to encouraging organizations to draw on external ideas, knowledge, and technology.

With 10+ physicians, surgeons, pharmacists, and other experts joining forces (pictured), we are grateful for the collaborative and open innovation approach taken to address this pressing issue. With Substance Use Disorder identified as a priority area, we anticipate gaining deeper insights from these patient journey maps. This deeper understanding will enhance our ability to develop tailored solutions for patient needs, minimize frustrations, and identify clear areas for improvement and consistency.

Back row left to right: Jed Lundin, PharmD, Director of Pharmacy, SMHC, Susan Ahern, Vice President Innovation, Kristen Silvia, MD, Physician, Addiction Medicine & Family Medicine, Damien Carter, MD, MMC General Surgery, Rosemary Paine, MMC FNP Surgery, Elizabeth Joyce, MD, Hospitalist, SMHC & MMC, Kinna Thakarar, DO, MMP Addiction Medicine, Infectious Disease, & Internal Medicine, Tania Strout, PhD, RN, MS, Vice Chair for Research, Dept. of Emergency Medicine, Ted Logan, MD, Addiction Medicine & Psychiatry MBH & Pen Bay PARC unit

Front row: Carla Muniz, Innovation Lab Program Manager

Not pictured: Linda Durst, MD, Chief Medical Officer, MBH, Chair, Dept. of Psychiatry, MMC, Jason Hine, MD, ED Physician, SMHC, and James Gallea, MD, Chief of Emergency Services, Stephens Memorial Hospital
Join us at the 2024 Costas T. Lambrew Research Retreat on May 1

MaineHealth Innovation is thrilled to be part of this year’s Costas T. Lambrew Research Retreat on May 1 at Maine Medical Center’s Dana Center! Come visit us in one of the following settings to learn more about the exciting initiatives happening at MaineHealth in collaboration with MaineHealth Innovation:

**Poster Session:**
*Time:* 9:00am-10:00am  
*Room:* Dana Center, Room #9  
*Poster Title:* A Human Centered Approach to Solve Unmet Care Needs at MaineHealth

Our poster highlights the Ideas to Action workshop, focusing on problem identification, core innovation concepts covered during the workshop, outcomes, and participant feedback and testimonials.

**Lunch with Small Interest Groups**
*Time:* 12:00pm-1:00pm  
*Room:* Dana Center, Room TBD

Join us for a fun and interactive session where you’ll discover how MaineHealth Innovation can empower you to advance and leverage your innovative ideas. We’re eager to hear from you—remember, no idea is a bad one! Together we’ll explore a range of avenues to propel your ideas forward, from immersive design thinking workshops to participation in our innovation cohort. Let’s shape the future together!

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**Reminder: Webinar Series for Bioscience Startups**

**BioStartup Blueprint: From Idea to Funding Webinar Series | 12PM-1PM**

**April 24**
*I have an idea, now what do I do?*

**May 22**
*How do I fund my fledgling startup?*

**June 18**
*Demystifying Shark Tank*

**Facilitated By:**
- Todd Keller, MCI/MaineHealth
- Brady Bohrmann, Bold Ocean Ventures

Missed the kickoff of the BioStartup Blueprint Webinar Series? No worries, there are still 2 more sessions to dive into! Next up on May 22nd, join us for Session 2 where we’ll tackle the question: “How do I fund my fledgling startup?”

In this session, we’ll explore the diverse funding landscape in Maine, both dilutive and non-
dilutive. Our panel of experts, including Kendra Batchelder, WAVED Medical, Christian Haller, and Val Kratzman, Maine Center for Entrepreneurs and Business Finland, will share best practices for preparing and approaching funding sources. Discover the key milestones your company needs to access these funding opportunities and learn which aspects of your company are pivotal when seeking support.

MaineHealth Innovation and Maine Center for Entrepreneurs have partnered to develop this 3-part BioStartup Blueprint webinar series. Todd Keiller, Director of Intellectual Property and Technology Transfer at MaineHealth and BioInnovate Program Manager at Maine Center for Entrepreneurs, and Brady Bohrmann, Managing General Partner at Bold Ocean Ventures and MaineHealth Intellectual Property and Business Development Committee member, will guide us through the journey of launching a bioscience, life science, or healthcare venture—from ideation to securing funding.

Don’t miss out—register now to secure your spot!

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**MaineHealth Innovation at Transformation 2024**

Discover the exciting strides made by MaineHealth Innovation at Operations Transformation’s annual conference, Transformation 2024! This event offers a full day of free professional development, focusing on improvement techniques, tools, and their applications within MaineHealth for MaineHealth as well as opportunities to network with MaineHealth colleagues and acquire new skills. Open to all care team members, whether attending in person or virtually - Learn more + Register here!

**MaineHealth Innovation Session:**
Innovating Healthcare Futures: MaineHealth’s Journey for Collective Impact

**Presenters:** Erin McCue and Carla Muniz  
**Date:** May 16  
**Time:** 11:00am-11:45am

**Session Description:**  
Embark on an immersive journey into the world of innovation with MaineHealth. Founded in 2020, MaineHealth Innovation builds connections to drive diversity of thought, educates to produce creative problem-solvers, and funds to accelerate ideas. By leveraging the ideas, insights, and expertise of all care team members to develop novel solutions to our unmet care needs, we are working together so our communities are the healthiest in America.

Join us to learn more about the innovation process, from ideation to implementation, exploring every step along the way!

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**Spotlight on Innovators at Surgery Grand Rounds**

In the spirit of inspiration, MaineHealth Innovation was delighted to collaborate in Surgery Grand Rounds on April 25. Three outstanding innovators: Robert Ecker, MD, MBA; Sunil Malhotra, MD; and Jeremy Lott, MD each shared their innovation journey and showcased their novel contributions, from robotic clot retrieval to a new way to address congenital cardiac surgery and...
temperature-stable balloons for percutaneous ablation procedures. Their stories highlighted their spark and the vision of the transformative potential of healthcare innovation while emphasizing the supportive ecosystem within which innovators thrive. We’re grateful to serve colleagues and drive a change in healthcare.

A heartfelt thanks to Rob, Sunil, Jeremy, and Jaswin Sawhney, MD, FACS, of the Surgery Grand Rounds team for the opportunity to share these remarkable stories and insights. We look forward to continuing our collaborative journey toward innovative solutions that enhance patient care and outcomes.

To paraphrase Baird Mallory, MD, “Residents, immersed in learning, are fertile ground for innovation. Amidst entrenched beliefs and repeated truths, they must trust their instincts, challenge dogmas respectfully, and welcome new perspectives from diverse fields. Innovation, crucial for progress, thrives on their fresh outlooks and willingness to question conventional wisdom.”

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**Bringing Design Thinking to the Transplant Program**

MaineHealth Innovation introduced Design Thinking to the Maine Medical Center Kidney Transplant Program on April 1st. Living kidney coordinators, along with pre- and post-transplant leaders, medical assistants, and practice supervisors, collaborated with Innovation team for an immersive session addressing real-world challenges inherent to patient care within the Transplant Program.

Facilitated by Carla Muniz, Innovation Lab Program Manager, teams within the Transplant Program utilized Human-Centered Design principles to develop innovative solutions. These solutions focused on streamlining day-to-day operations for program staff, ensuring efficiency without sacrificing quality care, and enhancing communication channels among physicians and team members.

This initiative was led by Ardyce Peters, Director of Transplant Services at Maine Medical Partners Gilman Clinic and Juan Palma-Vargas, MD, General Surgery at Maine Medical Center. Their leadership was instrumental in fostering a collaborative approach to improving patient care within the Transplant Program.

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**Innovation To Go! Across the System**

Innovation To Go!, MaineHealth Innovation’s initiative aimed at raising awareness about the services available to care team members through on-site visits, has been a resounding success! Visit Erin McCue, Innovation Coordinator, at an upcoming location:

- **MHIR** | 5/10 from 11am-12pm
- **Spring Harbor Hospital** | 5/17 from 10:30am-12:30pm

MaineHealth Innovation is dedicated to fostering innovation across the MaineHealth system. If you are interested in a pop-up visit, please email innovation_center@mainehealth.org

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**Connect Events**

- **Innovation Brewing Ideas Coffee Corner**

**Educate Learn + Discover**

- **Intellectual Property Information Session**
MaineHealth Innovation Joins the Center for Health Improvement Team Meeting

MaineHealth Innovation was pleased to present at the recent Center for Health Improvement (CHI) team meeting. As a key contributor to the advancement of health and well-being in MaineHealth communities, CHI’s impact is profound. MaineHealth Innovation looks forward to continued collaborations with 250+ CHI colleagues. Aligned with CHI’s mission to address critical issues and enhance community well-being, Innovation is optimistic about our joint efforts to support innovation and dedication, striving to make our communities the healthiest in America.

Innovation Stories

We’re mapping stories across MaineHealth to highlight incredible innovative work happening around the system and to inspire others to share their stories. Do you have an innovative story that you would like to share? Email innovation_center@mainehealth.org

Staff Development Team Creates "Operation: No Harm Index"

The excitement was palpable as the day of the Skills Fair arrived, and the Operation: No Harm Index game took center stage, continuing the tradition of engaging hospital staff in critical topics of patient safety and the No Harm Index. Led by Kathleen Sheehan-Tartre, BSN, RN, Nursing Director of Nursing Education & Staff Development, Kate Campbell, BSN, RN, CPAN, Staff Development Specialist and Hannah Taylor, MSN, RNC-MNN, Staff Development Specialist the team developed a creative, life-size version of Operation, infusing it with real-life scenarios and vital safety concepts.

Instead of the conventional buzzer, a call bell became the focal point. Players took turns operating on Cavity Sam, answering questions related to patient safety drawn from the No Harm Index pile. Success meant delicately removing a body part piece without triggering the buzzer. Beyond entertainment, the game served as a test of knowledge and skill, and if help was needed, players could use a Specialist Card to call upon their assistance with challenging operations.

Local companies, including Maine Custom Metalworks and Signarama, contributed their expertise and resources.

Mingling with the sound of buzzing buzzers and cheering teammates, each successful operation brought players closer to victory, reinforcing the importance of patient safety and teamwork. Ultimately, Operation: No Harm Index was more than just a game; it was a
testament to collaboration, innovation, and dedication in promoting patient safety. As the echoes of laughter faded, one thing remained clear: together, we can make a difference in the lives of those we serve.

MaineHealth Innovation Center Programs
Innovation Cohort | Innovation Fund | Innovation Workshops
Brewing Ideas Coffee Corner

The MaineHealth Innovation Team:
Susan Ahern - Vice President of Innovation
Rebecca Gamage - Administrative Specialist III
Todd Keiller, MBA - Director of Intellectual Property & Technology Transfer
Erin McCue - Innovation Program Coordinator
Carla Muniz, M.Ed. - Innovation Lab Program Manager

Let us know how we can help support innovation: innovation_center@mainehealth.org

Can’t Find Us Online?
Our page is located at the bottom of the MaineHealth website.