

Evaluating People-Centered Design Practices

Engaging individuals in product development and delivery

By better understanding the needs, preferences, and beliefs of employees and their families, employers and other purchasers improve the possibility of dramatically improving the health and wellbeing of those being served. Through the Health Innovators Incubator Program (HIIP), the National Alliance convened innovators in the healthcare space and thought leaders to determine how to take meaningful steps towards including People Centered Outcomes (PCO) in all aspects of their point solution from development to implementation.

Key Opportunities to Drive Improved People-Centered Design

1

LISTEN Product Development

- ▶ Integrate a variety of end-user voices in internal and external (i.e., vendor) discussions from the beginning.
- ▶ Gather positive and negative personal experiences from employees and their families.
- ▶ Anticipate blind spots in programs and processes.

2

APPLY Product Delivery

- ▶ Establish shared accountability with vendors.
- ▶ Build significant, personalized educational efforts into the strategy to drive patient activation.
- ▶ Meet regularly with vendors to determine whether targeted people and populations are engaging with solutions.

3

ASSESS Product Metrics and Outcomes

- ▶ Ensure data and personal stories are given equal weight.
- ▶ Continuously scale highly personalized interactions and interventions.
- ▶ Pay particular attention to sub-populations to ensure equitable and responsive care.

Helpful Facts and Resources

Optimizing Innovation for People-Centered Outcomes



Click on the image above for a practical Vendor Engagement Template to inform vendor discussions.



The 2023 National Alliance Annual Forum featured the workshop, "Optimizing Innovation for People-Centered Outcomes," with moderator Karen van Caulil, PhD, Andrew Crighton, MD, Greg Merritt, Brent Pawlecki, MD, Wayne Rawlins, MD, and Christa-Marie Singleton, MD.

Additional Resources

- ▶ [In Pursuit of Whole Person Health: Sample RFI Questions](#)
- ▶ [Multi-Stakeholder Collaboration: A Relational Roadmap Toward Whole Person Health](#)
- ▶ [Behavioral Health Vendor Engagement Template](#)

Acknowledgment

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