



**KTH Industrial Engineering
and Management**

Master of Science Thesis MMK 2009:30 MCE 178

Innovation projects in clinical settings
Development of a design process for the
Sister Kenny Research Center

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Abstract

The Sister Kenny Research Center is part of the Sister Kenny Rehabilitation Institute located at the Abbott Northwestern hospital in Minneapolis, USA. The Sister Kenny Rehabilitation Institute provides rehabilitative services, treating more than 70,000 patients a year.

The Sister Kenny Research Center strives to optimize the service to patients by nurturing new innovations in rehabilitation care and treatment. Research projects are conducted in interdisciplinary so-called Clinical Innovation Teams. As the Sister Kenny Research Center is recently started, it did not prior to this thesis project have a design process or structured way of working in design projects.

The outcome of this thesis project is a comprehensive innovation strategy package with a set of tools to enhance the innovativeness at the Sister Kenny Research Center. The strategy package consists of three interlinked parts:

- A design process adapted to the work environment at the Sister Kenny Research Center ensuring projects are conducted in a structured and innovative manner.
- An Innovation Handbook describing the design process to the Clinical Innovation Teams and providing step-by-step guidance to designing. The handbook is written for people with little or no previous experience from design projects.
- A report with recommendations to the management at the Sister Kenny Research Center of how to best support design projects. The report includes aspects of workplace design, recommendations on how to deal with uncertainties that come when moving between clinical care and research and ideas of how to ensure quality of care and maintain productivity when clinicians engage in research activities.

This innovation strategy package provides the Sister Kenny Research Center with a good foundation for conducting innovation projects.