

WHAT IS OPEN INNOVATION?

Open innovation is the process by which a government opens a problem that they have been unable to solve internally to external stakeholders. These can include customers, suppliers, entrepreneurs, innovators, SMEs or even civil society, who generate ideas to solve the challenge. It is a very useful tool in order to open organizations to people who are not directly linked to a problem, but who can think of ways to fix it. An open innovation challenge is a mechanism that is flexible, cost-effective and very powerful in terms of mobilizing an entire ecosystem around any kind of problem.

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THE CHALLENGE IMPACTA SALUD (IMPACT ON HEALTH) IS BASED ON A RESEARCH PROJECT IN THE DISTRICT OF RECOLETA (SANTIAGO), BUT ALSO HAS THE SUPPORT OF RECOLETA MUNICIPALITY. DOES THIS MEAN THAT THE RESULTS OF THE COMPETITION WILL ONLY BENEFIT RECOLETA?

Not necessarily. While the focus of the 3 winners' pilots is the district of Recoleta, the option of undertaking the pilots in one of the other municipalities with similar characteristics in Greater Santiago is also open.

CAN I APPLY TO THE CHALLENGE WITH MORE THAN ONE SOLUTION?

No, each team should only submit one solution.

WHAT TOOLS CAN MY TEAM AND I ACCESS ON THE BOOTCAMP AND DURING THE DEMO DAY?

The Demo Day is a full day during which the shortlisted teams have the opportunity to present their idea in person to an expert jury. There will be the option to project presentations.

The Bootcamp is an accelerated incubation process where those selected will have access to a specially-adapted workplace, infrastructure for prototyping, mentoring from the Laboratorio de Gobierno team, site visits and testing with real users, feedback sessions with public officials and talks from national and international experts. In addition to this training and support, a grant of \$5 million Chilean pesos is available for the development of a minimum viable prototype (MVP).

HOW WILL THE WINNING SOLUTION BE IMPLEMENTED? WILL THERE BE FOLLOW-UP FROM THE LABORATORIO DE GOBIERNO, MINSAL AND THE MUNICIPALITY OF RECOLETA?

The three winning applications to Impacta Salud will receive a grant of \$50 million Chilean pesos each, with which to carry out a pilot in 2016 in the municipality of Recoleta or in another municipality in Greater Santiago with similar characteristics. The municipality and MINSAL will be counterparts in this pilot. The Laboratorio de Gobierno will provide follow up during the pilot stage.

The pilots which are successful will be considered for a scaling plan by MINSAL, though this is beyond the direct scope of the Impacta Salud contest and the action framework of the Laboratory.

MY SOLUTION MAY HAVE AN IMPACT ON THE DISTRICT OF RECOLETA, BUT HOW DO I KNOW IF IT COULD HAVE AN IMPACT IN OTHER PARTS OF CHILE?

The pilots will take place in Recoleta and/or in other communities with similar characteristics in the Greater Santiago region. Successful cases will be assessed within a regional and national plan for scaling

WHAT WILL I DO IF I AM A FOREIGNER, WIN THE CONTEST AND GET TO THE IMPLEMENTATION STAGE?

There will be \$50 million Chilean pesos with spending flexibility to include the living costs of foreigners of a winning team..

WILL I RETAIN OWNERSHIP OF THE INTELLECTUAL PROPERTY OF MY IDEA?

The intellectual property and industrial property associated with a solution submitted to Impacta Salud will remain with the applicant. The responsibility for registering trademarks, patents or any procedure associated with the management of intellectual property will be the responsibility of the participant. In this case, a non-exclusive license to use the results in the national territory must be granted to the Laboratorio de Gobierno for a period of five years and at a price more-favorable-than-the-market.

WHAT COUNTRIES CAN APPLICANTS COME FROM?

Solutions can be submitted by applicants from any country.

DO I NEED EXPERIENCE IN INNOVATION?

No previous experience is required to participate. The background and experience of each team will be evaluated at different points from the Demo Day onwards, but not as a requirement for applying.

WHAT ARE THE FORMATS OF THE DELIVERABLES FOR THE DIFFERENT STAGES?

Initial online application: Complete the written form without attachments.

Demo Day: Presentation of the solution and the prototyping plan.

Expo: Minimum viable Prototype (MVP) with a plan for the pilot..

HOW MANY PEOPLE CAN BE IN EACH TEAM?

There is no maximum number of people per team, but for space-related reasons, a maximum of 5 people per team can participate in the Boot Camp.

WHAT IS THE TIMETABLE OF THE BOOTCAMP? DOES IT REQUIRE FULL TIME DEDICATION?

The bootcamp will take place in the IF innovation center in Recoleta. IF will be open from 9:00 to 18:00, and while full-time dedication is not needed, the process will be very intense.

WE ARE A PRIVATE INNOVATION CONSULTANCY, CAN WE PARTICIPATE?

Any private individuals or legal entities may participate, whether Chilean or foreign.

CAN WE APPLY FROM OUTSIDE OF CHILE? WOULD WINNING ONE OF THE 20 PRIZES OF \$ 5MM CL (US \$ -7.000) COVER THE COST OF TRAVELING TO CHILE TO PARTICIPATE IN THE BOOTCAMP AND DEMO DAY?

Any individual or organization of whatever nature (including both for or non-profit) may apply from anywhere in the world. The 20 grants may be used to travel to Santiago, Chile to attend the Bootcamp to develop the prototype, with up to 5 people per team taking part..

CAN OUR ORGANIZATION SUBMIT MORE THAN ONE PROJECT?

An organization as a legal entity may only apply to the contest with one solution. However, each employee, individually or as part of a team, can also apply with their ideas without needing the support or sponsorship of the organization.

I WORK IN THE PUBLIC SECTOR. CAN I APPLY TO IMPACTA SALUD?

Any individual may apply and there is no restriction on civil servants forming part of a multidisciplinary team.

WE ALREADY HAVE A PRODUCT AND/OR A MINIMUM VIABLE PROTOTYPE THAT RESPONDS TO THE IMPACTA SALUD CHALLENGE. CAN WE SUBMIT IT TO THE CONTEST?

Any legal or natural person may participate, provided they meet the requirements of the terms and conditions (Challenge Rules). Applicants can submit products or services that respond to the challenge that they have already taken to market.

IN MY WORKPLACE WE HAVE RECEIVED FUNDING FROM CORFO, ARE THERE ANY RESTRICTIONS ON APPLYING?

There is no restriction on applying and possibly receiving contributions from the Laboratorio de Gobierno despite already being beneficiaries of other funding from CORFO.

DOES IMPACTA SALUD ONLY SEEK SOLUTIONS FOCUSED ON PRIMARY CARE?

The goal of the challenge is to bring primary care closer to people and the solutions should be mainly focused mostly on that. However, relevant ideas are also welcomed that are relevant to secondary and tertiary health service delivery levels.

SHOULD THE PROPOSAL BE DESIGNED TO SOLVE A PROBLEM AND PILOT THE RESULT IN QUINTA BELLA?

Impacta Salud is looking for solutions that aim to solve the problem of access to healthcare and that link people with primary health. In this way, the solutions that will be financed are those that are along the lines of bringing healthcare closer to people, relieving overcrowding in the existing system, and generating prevention and self-care. The focus is on solutions applicable nationwide, and Recoleta, particularly the Family Health Center Quinta Bella, is simply a place of reference where research has been done and where the pilot will take place.

CAN I INTERVIEW SOMEONE FROM THE FAMILY HEALTH CENTER QUINTA BELLA?

To ensure the capabilities and correct operation of the health center, participants are asked to refrain from

visiting the headquarters of Quinta Bella and to work with the information contained in Annex 1 of the Terms and Conditions, together with the results of the Q&A that will be published.

It is important to note that Impacta Salud is not the attempt to solve a problem experienced by a particular health center, but rather seeks solutions that can have a positive impact on all Family Health Centers. Quinta Bella is the co-creation partner of this innovation process.

Additionally, participants should be aware that the challenge is to bring health to communities, and for this reason focusing on the internal management of Family Health Centers is not advisable in order to achieve the best result.

WHERE I CAN FIND MORE INFORMATION ABOUT IMPACTA SALUD AND/OR THE RESEARCH ON WHICH THE CONTEST IS BASED?

The Terms and Condition of the challenge are available on the challenge website from the link 'Challenge rules'. In the sections 'Background' and 'Annex 1' more information is available on the Chilean System of Primary Health and the research in the Family Health Center Quinta Bella.

SHOULD THE PROPOSALS BE ABLE TO BE INTEGRATED INTO THE HEALTH SYSTEM ITSELF OR CAN THEY BE COMPLEMENTARY INITIATIVES?

The idea is that the solutions can be integrated into the Chilean public health system since the goal is for them to be scalable and replicable within it.

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MORE QUESTIONS: IMPACTA@LAB.GOB.CL**

HOW ARE CESFAM SERVICES CLASSIFIED AND MANAGED?

The primary healthcare centers deliver around 100 services. Care hours are classified into two groups: programs and morbidity. Programs are managed with daily and deferred schedules. In the case of morbidity (severe cold, fever, etc.) some centers give appointments in delimited periods. There is no national consensus, but rather each administration decides how to manage its own agenda.

WHO PAYS CESFAM AND HOW?

Services are financed per capita, delivered to healthcare centers by FONASA (National Health Fund). For this purpose, registrants are validated twice a year to avoid duplications. Funding of APS (Municipal Primary Healthcare): the legal framework establishes the state contributions to health services managed by municipalities, according to Law 19.378 of the Municipal Health Statute, where two mechanisms of payment are defined: per capita (article 49) and delivery prospective (article 56). The municipal APS serves a population of 11,637,459 (91.4% of the public health sector) and 320 municipalities, corresponding to entities that manage municipal health in Chile.

Source:

http://www.munitel.cl/eventos/seminarios/html/documentos/2012/CURSO_MARCO_JURIDICO_EN_QUE_SE_DESENVUELVE_LA_APS/PPT07.pdf

IS THERE UNUSED CAPACITY IN PRIMARY HEALTHCARE SYSTEM?

Patients missing scheduled appointments is the biggest resource waste in the system in terms of chronic disease treatment.

TO WHAT EXTENT ARE THE CESFAMS (FAMILY HEALTHCARE CENTERS) HEALTH SYSTEMS COMPUTERIZED (DIGITALIZED)?

90% of healthcare centers nationally have Electronic Agendas.
56% of the APS (Primary Healthcare) have completed the implementation of the Electronic Clinical Record.

WHAT IS THE PROFILE OF THE MEMBERS OF THE EVALUATION COMMITTEE?

It is a multi-stakeholder panel made of several people with a variety of profiles from the public and private sectors, including professionals from the Health Ministry, Fonasa, CORFO, the academia and national and international experts in innovation and entrepreneurship

WHERE CAN I ACCESS STATISTICS AND FURTHER INFORMATION, SUCH AS THE USERS OF PRIMARY HEALTHCARE?

Further information is available in the following resources:
Statistics Department and Health information: <http://www.deis.cl/>
National Health Fun: <http://www.fonasa.cl/>
National System of Municipal Information: <http://www.sinim.gov.cl/>
Budget Office: <http://www.dipres.gob.cl/>
<http://www.minsal.cl/>
<http://ichem.uautonoma.cl/>

CAN WE APPLY WITH IDEAS THAT ARE NOT BASED AROUND TECHNOLOGICAL INNOVATION AND DEVELOPMENT, BUT THAT CONSIST OF CHANGES IN PROCESSES AND POLITICAL WILL?

The competition is open to all type of solutions. Naturally, a good cost-benefit will have a positive impact in the evaluation.

CAN THE PROTOTYPE BE A CO-CONSTRUCTION OF THE SOLUTION THAT WILL BE LATER IMPLEMENTED IN THE PILOT PHASE? CAN OPTIONS BE DEVELOPED WITH THE COMMUNITY?

Yes, it is possible to co-create and co-construct the solution on the ground, with the community. This is the main objective of the prototype development process during the Bootcamp. In this sense, the bootcamp will serve to develop a better proposal in the pilot phase.

IN THE ONLINE APPLICATION, WHAT SHOULD I WRITE IN THE IMPACT SECTION (IMPACT ON ECONOMY, CULTURE, ECOLOGY, AND POLITICS)?

The Impact section is designed around the "Circles of Sustainability". If you consider that your solution does not have a direct impact in one of these circles, you may say so in your answer. This section does not need to be comprehensive, but rather generic. In the Submission Manual (the first downloadable on the Submission page) you will find a presentation that lists questions to inspire your answers and provide guidance.

WHEN IS THE TEAM EVALUATED?

Foreigners do not need to have a Chilean RUT nor be based in Chile. It is only important to consider that at least one member of the team should participate physically in the Bootcamp, and if they are winners, in the pilot phase.

IS IT NECESSARY TO APPEAR ON THE REGISTRY OF LEGAL ENTITIES RECEIVING PUBLIC FUNDS FROM CORFO, AND HOW IS THIS DONE?

According to the Law N° 19.862, the Registry of Collaborators of the State has the purpose of gathering and publishing the public funds transfers made from the State administration to institutions, foundations, corporations, not-for-profit organizations and other legal entities. The inscription in the Registry can be done online. On the following site there are manuals explaining the procedure: www.registros19862.cl

DO I NEED A GUARANTEE POLICY (INSURANCE)? CAN THIS EXPENSE BE COVERED WITH THE GRANT/CONTRIBUTION?

The warranty policy (insurance) is only necessary for those shortlisted teams that will receive the grant and participate in the Bootcamp. This is necessary to guarantee the correct use of the transferred public resources. It is possible to cover the financial costs associated with the warranty with the grant received, including this cost under 'Operational Expenses'.

IF THE SUBMISSION IS DONE BY A FOREIGN LEGAL ENTITY, HOW CAN IT RECEIVE THE WARRANTY? DOES THE WARRANTY NEED TO BE IN CASH OR CAN IT BE PROPERTY?

The warranty that all beneficiaries need to provide should be easily executable. Hence, it could not be based on a property. The terms and conditions (Challenge rules) state the possibility of giving a bank guarantee of immediate execution, term deposit, insurance policy of immediate execution, or certificates of deposit issued by mutual guarantee institutions, for a value equivalent to the 100% of the subsidy. It is not necessary for this to be constituted in Chile if this can be done in your country of origin.

DO WE NEED TO ATTEND THE BOOTCAMP IN PERSON?

At least one member of the team (and maximum 5) must participate in the Bootcamp in person. The associated expenses can be covered with the grant under the "Operating Expenses" account.

WHAT HAPPENS IF SOME OF THE DESIGN GUIDELINES NEED TO BE MODIFIED DUE TO FEASIBILITY OR COSTS DURING THE BOOTCAMP PHASE?

The objective of the incubation process of the Bootcamp is to create, test and iterate the prototype as many times as needed until achieving a minimum viable prototype. This means that design guidelines can be modified once solutions are tested with real users on the ground and with an analysis of feasibility and costs based on the feedback received by experts from the Ministry of Health and the Recoleta Municipality.

WHAT'S THE PURPOSE OF USING STAKEHOLDERS IN ORDER TO VERIFY THE SOLUTION?

You only need to verify your solution with stakeholders during the Bootcamp and pilot, if chosen. This is a way of ensuring that your solution is truly relevant to the health service and its users.

IF WE NEED EQUIPMENT (SUCH AS TABLETS, MOBILE PHONES, ETC.) TO DO THE PILOT, WILL THESE EXPENSES BE COVERED BY THE GRANT?

All expenses directly associated with the development of the pilot are covered by the corresponding team with the grant received.

WHEN WILL THE PILOT PHASE BEGIN?

After the Award date, which is scheduled for December 2015.

HOW LONG WILL THE PILOT PHASE LAST? HOW LONG WILL THE WINNERS HAVE TO SPEND THE CLP 50M CONTRIBUTION?

Winners will have 6 months to develop the pilot and spend the CLP 50M contribution (US\$ 70,000 approx.).

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