ARPA-H

Customer Experience Hub

PART OF THE ARPANET-H HEALTH INNOVATION NETWORK

Informational Webinar for Current and Prospective Spokes

Mike Stebbins, Ph.D.

Vice President, Medical and Threat Countermeasures Division, Advanced Technology International

Customer Experience Hub Consortium Management Firm

- Housekeeping Items:
- All Attendees are on mute and will not be able to unmute themselves
- Please use the "chat" function for technical difficulties only
- Place all Questions in the Q&A Box
- Please check your Audio Settings if you are having difficulties hearing us

ATI ZoomW

Audio Settings

Chat

Raise Hand

Q&A

Leave Meeting
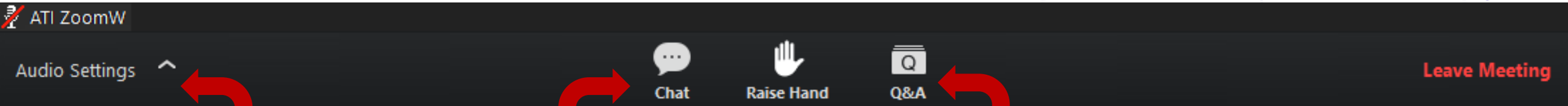
Check **Audio Settings** if you can't hear us

Click **Chat** to ask for help.

Use **Q&A** for direct questions

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Agenda

- ARPA-H
- Purpose of the Customer Experience Hub
- Spoke Eligibility
- Spoke Benefits
- Spoke Application
- ACTR Initiative
- Q&A

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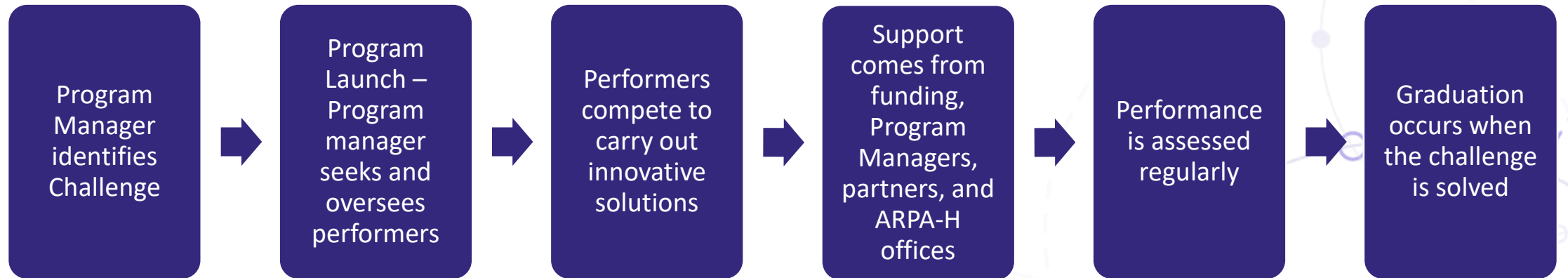PART OF THE ARPANET-H
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ARPA-H

The **Advanced Research Projects Agency for Health (ARPA-H)** is a research funding agency that supports transformative biomedical and health breakthroughs – ranging from the molecular to the societal – to provide health solutions for all.

Mission: To accelerate better health outcomes for everyone by supporting the development of high-impact solutions to society's most challenging health problems.

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The ARPA-H Model

Program Manager identifies Challenge → Program Launch – Program manager seeks and oversees performers → Performers compete to carry out innovative solutions → Support comes from funding, Program Managers, partners, and ARPA-H offices → Performance is assessed regularly → Graduation occurs when the challenge is solved

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ARPANET-H

- Nationwide health innovation network that connects people, innovators, and institutions

- 3 regional hubs:
  - Customer Experience
  - Investor Catalyst
  - Stakeholder and Operations

- Nationwide network of spokes to bring together the nation's voices, resources, and needs.
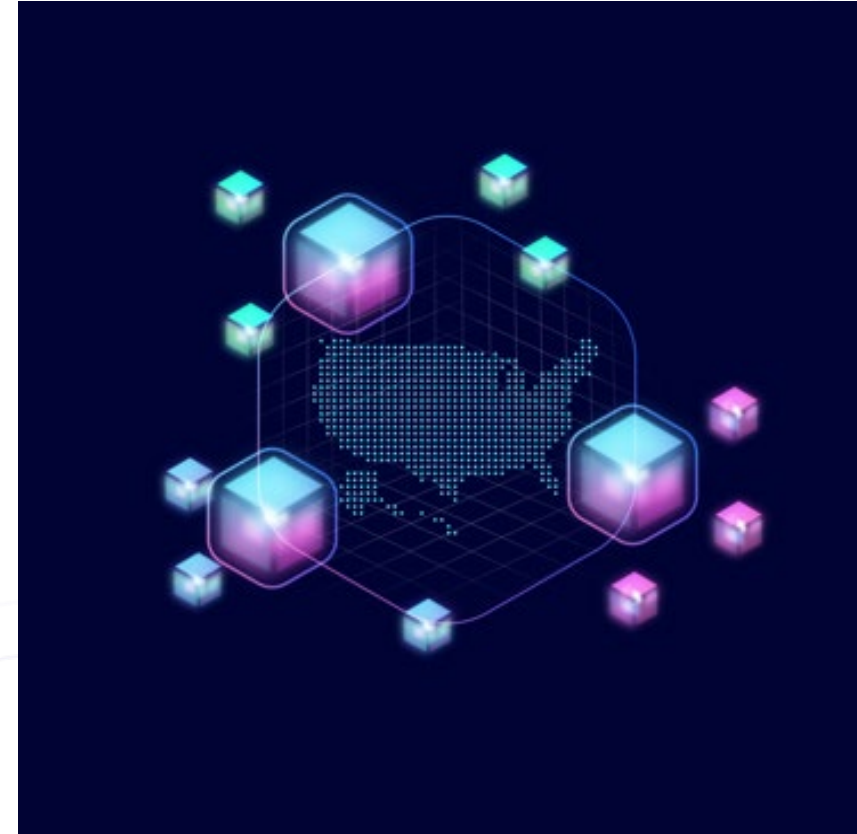

Image credit: ARPA-H/Chris Smith

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ARPA-H Customer Experience Hub

The goal of the Customer Experience Hub is to ensure that future healthcare advancements are patient-centric and deliver improved outcomes for all Americans.

- Target prevention, treatment, and diagnosis needs through a proactive approach to diversify clinical trials, reach representative patient populations, and instill patient-centric approaches to yield better health outcomes for all Americans.

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Spoke Eligibility

- Institutions of Higher Education (IHE)

- For-Profit Organizations (Research Organization, Healthcare Organization or System, Independent Hospital, BioDesign firms, Other)

- Small Businesses

- Clinics, public and community health centers, other healthcare facilities

- Payers, Patient Advocacy Groups

- Non-Profit Organizations

- Community Based Organizations

- Federally Funded Research and Development Centers

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Spoke Benefits

🔑 ACCESS

Networking opportunities with consortium members (industry, academia, nonprofits, and other health ecosystem stakeholders), Government and other strategic stakeholders, at annual membership meetings and valuable conferences and forums

📢 INFLUENCE

Another advantage is the ability to be a voice at important tables to help shape the direction of high-profile, high-investment R&D efforts

⚡ SPEED

Operates through a flexible contracting vehicle capable of multiple taskings with a single set of terms, resulting in award execution significantly faster than traditional FAR-based contracts

ℹ️ INFORMATION

Provides visibility into Government needs and priorities, enabling members to direct R&D (and IR&D) investments to meet them

$ REVENUE

Efficiencies for quick payments and simplified, streamlined access to Government funding

↗️ MARKET EXPANSION

Creates a channel for small companies and innovative suppliers, including those who have never worked with the federal government before, to identify opportunities and establish customer relationships with Government and other members

Spoke Application

- All applying organizations must read and agree to the Consortium Membership Agreement

- Applications are vetted by ATI and ARPA-H

- Get yourself Categorized – We will use this information to identify and engage!
  - Capabilities
  - Ecosystems
  - ARPA-H Focus Areas of Interest

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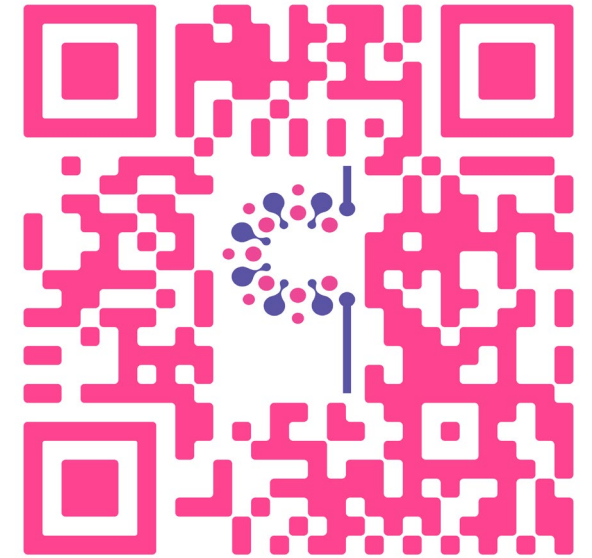
Advancing Clinical Trial Readiness (ACTR) Initiative

- Flow of Opportunities

| Request for Feedback | → | Collaboration | → | Build out requirement with your feedback |

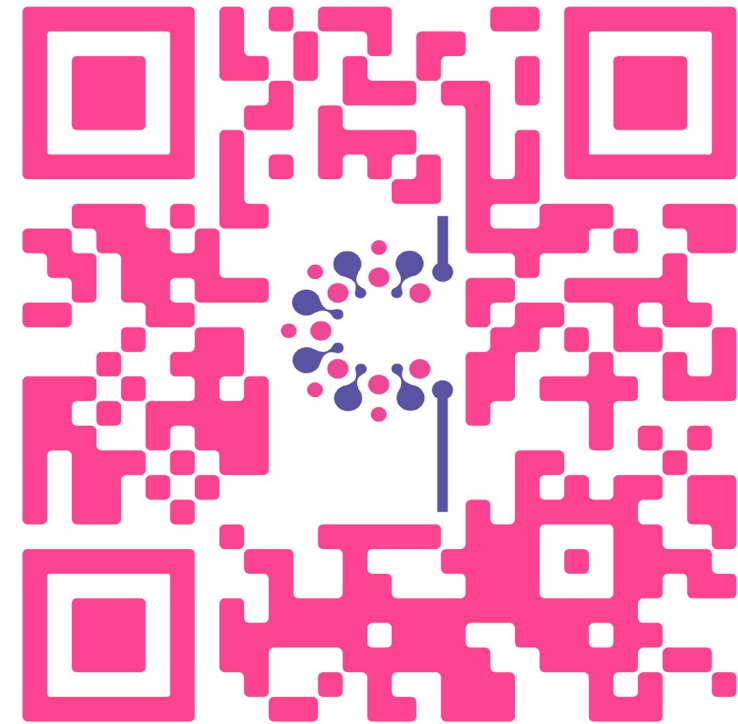**Collaboration is Key!**

Advancing Clinical Trial Readiness (ACTR) Network Activation Call

- Draws on the ARPANET-H Network to source feedback at scale.

- Deadline to provide feedback is 12/1/23.

- Membership not a requirement to respond.

Communications

📧 **General/Membership Questions:**
cxhub@ati.org

🖥 **Visit the CX Hub Website:**
www.customerexperiencehub.org

Follow us on Social Media

Twitter (X): @custexhub
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Questions?