



Informational Session

Customer Experience Hub

San Antonio, TX - 12/19/23

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Agenda

- Introduction by BioMedSA
- ARPA-H
- Purpose of the Customer Experience Hub
- Spoke Eligibility and Benefits
- Spoke Application
- Contracting
- ACTR Initiative Recap
- Immersive Experiences & Ecosystem Engagements
- Q&A



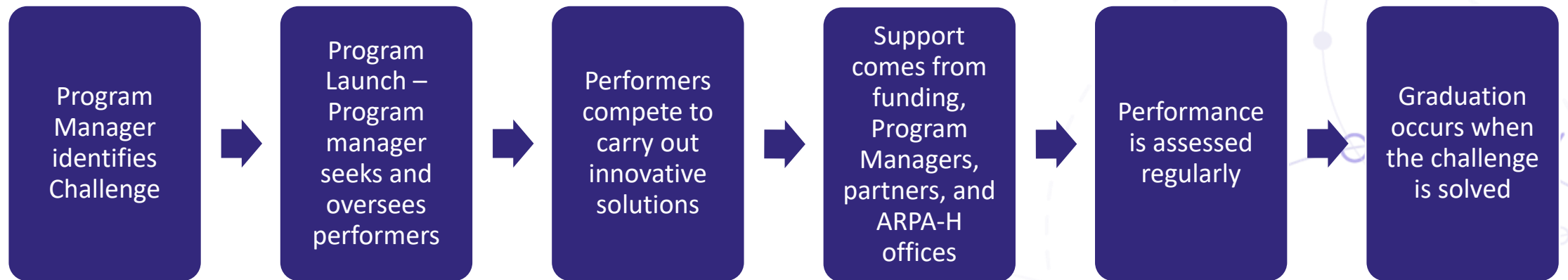
ARPA-H

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.

The ARPA-H Model



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.

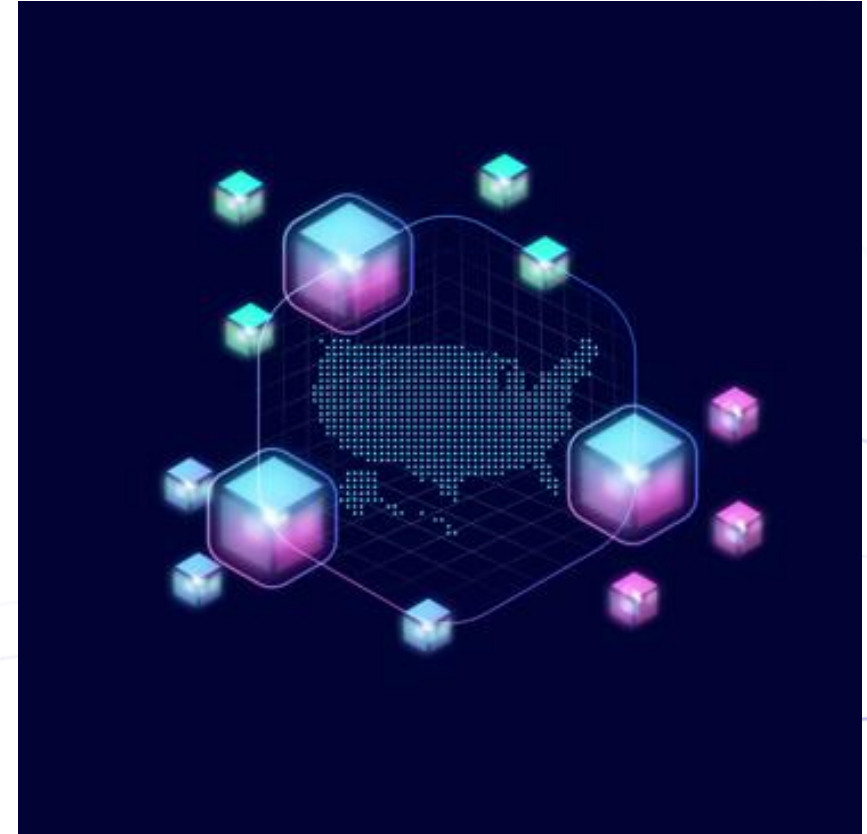


Image credit: ARPA-H/Chris Smith

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.

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



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

INFORMATION

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

REVENUE

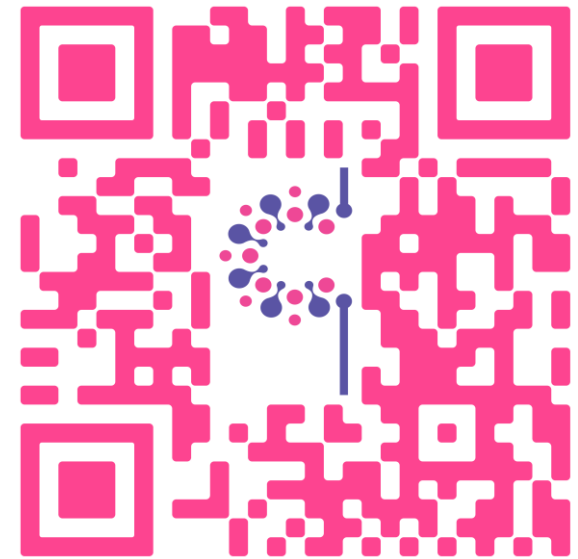
Efficiencies for quick payments and simplified, streamlined access to Government funding

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



Contracting – Other Transaction (OT) Agreement

- Other Transactions (OTs) are generally defined by what they are not → not standard procurement contracts, grants, or cooperative agreements
- OTs are not generally subject to the federal laws and regulations that apply to standard government procurement contracts (e.g., FAR/DFARS)
- Common Benefits of OTs:
 - **Information exchange** – Provides a means for more open and transparent communication between the government and spoke members
 - **Teaming** – Fosters and promotes teaming of partners to provide more complete proposals that better meet the technical requirements
 - **Flexibility** – Promotes the implementation of innovative ways of doing business with the government (e.g., working with GFI or Government laboratories)
 - **Potentially reduces time to award** – Processes and programs are inherently fast-paced and fuels innovation at an accelerated rate.

Advancing Clinical Trial Readiness (ACTR) Initiative

Flow of Opportunities

- Draws on the ARPANET-H Network to source feedback at scale.
- Deadline to provide feedback was 12/1/23. Membership was not a requirement to respond.



151 Intake Forms Completed

- 29 small businesses
- 28 nonprofit organizations
- 34 Institutions of High Education

Immersive Experiences

Goal: Immerse ARPA-H personnel in an experience outside of traditional office space and provide opportunities to interact directly with the end-users they are trying to help gain first-hand knowledge of their challenges, needs, and motivations.

Example Location(s):

- Hospital Systems
 - Rural hospital
 - Emergency room
- Research Institutions
- Academic Institutions
- Community Health Organizations

Size:

- Small and intimate (1-3 attendees)
- Medium size group (10 attendees)



Note: Spoke ideas and opportunities are welcomed

Ecosystem Trips

Example Location(s):

- Hospital Systems
- Research Institutions and/or Academic Institutions
- Community Health Organizations
- Economic Development/Community Organizations tied to ARPA-H Mission

Size:

- Breakout groups (4-5 sessions)
 - Medium size group (8-12 attendees)

Topics:

- Varies however tied to ARPA-H Program Managers (current or existing programs)
- Expansion on prior ecosystem engagements

Denver, CO - Nov 23

Over 40 engaged stakeholders

Location:

- CU Anschutz Medical Campus
- The Commons at Champa

Session Topics:

- Mental Health & Neuroscience
- Research Translation
- High Power Computing (APECx)
- Resilient Extended Automatic Cell (REACT)
- Spoke Open House



Communications



General/Membership Questions:
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