# ARPA-H Customer Experience Hub

PART OF THE ARPANET-H
HEALTH INNOVATION NETWORK

# Monthly All-Hub Webinar

## 12/21/2023

Erin McKenna and Asia Tarpley

Project Team, ARPA-H Customer Experience Hub

# 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
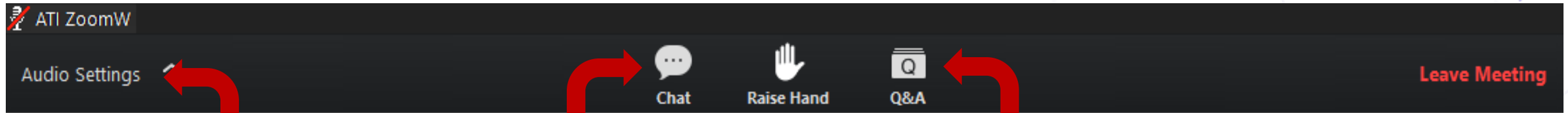


Check **Audio Settings** if you can't hear us

Click **Chat** to ask for help.

Use **Q&A** for direct questions

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# Agenda

- ARPA-H

- Purpose of ARPA-H's Customer Experience Hub

- ACTR Initiative Updates

- Collaboration Database

- Flexible Meeting Space

- Spoke Spotlights

- Networking Opportunity

- Q&A



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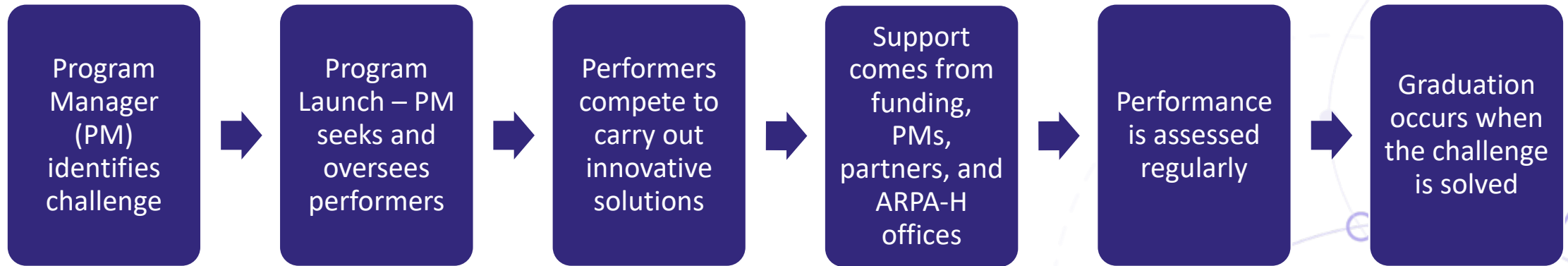PART OF THE ARPANET-H
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# ARPA-H

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 (PM) identifies challenge → Program Launch – PM seeks and oversees performers → Performers compete to carry out innovative solutions → Support comes from funding, PMs, 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

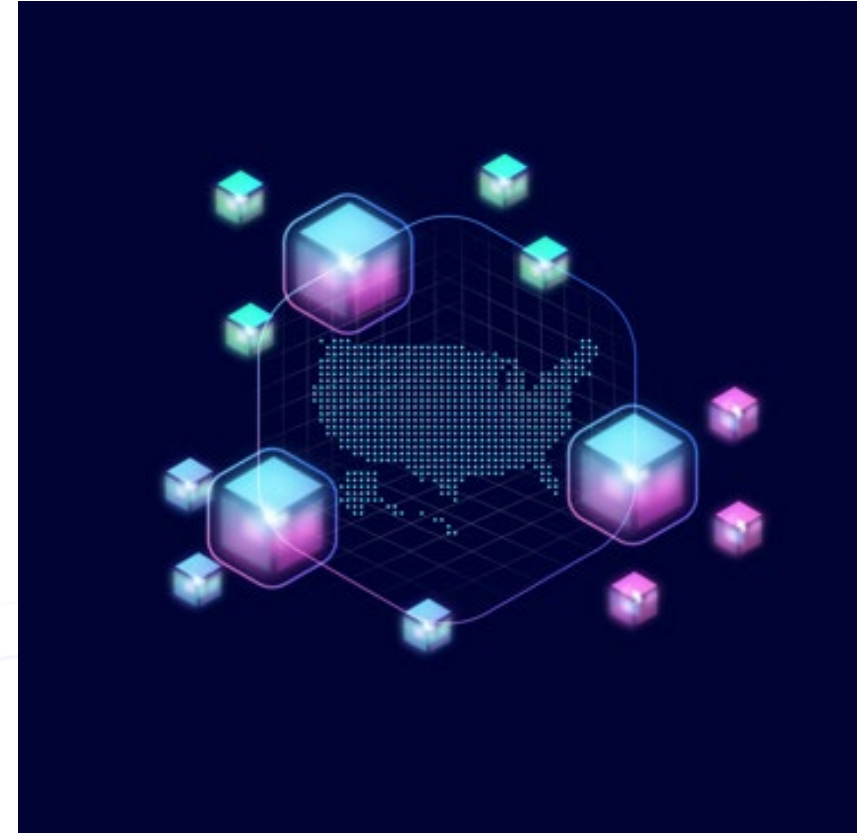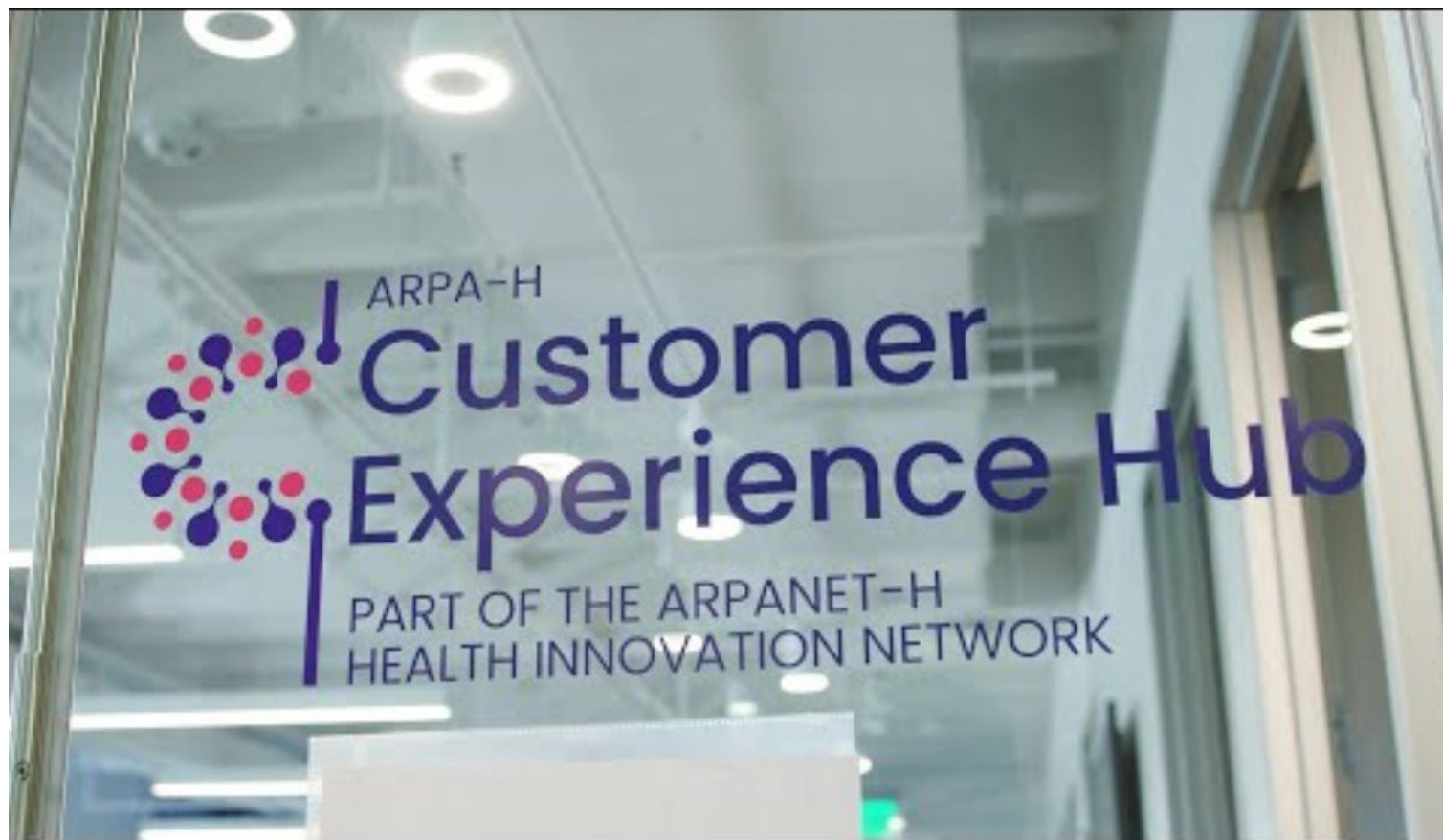- National network of spokes to bring together the nation's voices, resources, and needs



Image credit: ARPA-H/Chris Smith

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# ARPANET-H Customer Experience Hub Launches in Dallas

# ARPA-H Customer Experience Hub

**The goal of ARPA-H's 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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# Advancing Clinical Trial Readiness (ACTR) Initiative

## Flow of Opportunities

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

**151** Intake Forms Completed
- **29** small businesses
- **28** nonprofit organizations
- **34** Institutions of High Education

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# Collaboration Database Preview

**Collaboration Tool:**

- When officially released in the new year, the Collaboration Database will be available via the ARPA-H CX Hub Member Only Site.

- **Step 1:** Search any of the following areas (or a combination) to find collaboration opportunities in a variety of different geographical locations and areas of expertise.
  - **Keyword, Company name, Relevant Experience Areas, Business Type, Status and Location**
  - **Please Note:** You can select more than one option.

The number of matching profiles

Search by keyword or phrase

Use the options below to further filter your list of results



**CXHub Collaboration Database**

Result Count: 209

KEYWORD

COMPANY NAME
Search Companies...

Relevant Experience Areas
Select Relevant Experience Areas...
Select Ecosystems Supported...

STATUS
Choose...

BUSINESS TYPE

MEMBERSHIP CLASS

STATE
Select a State

Reset

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# Collaboration Database

Click the company profile you want to view

Select the Organization you would like to view

View the Member Profile. Please note, only Primary and Secondary POC's will be able to edit this information.

## CXHub Collaboration Database

Result Count: 1

KEYWORD

[                    ] Search

COMPANY NAME

Test Spoke                    x ▼

Relevant Experience Areas

Select Relevant Experience Areas…              ▼

Select Ecosystems Supported…              ▼

STATUS

Choose…              ▲▼

BUSINESS TYPE

[              ]              ▲▼

MEMBERSHIP CLASS

[              ]              ▲▼

STATE

Select a State              ▲▼

Reset

Test Spoke

# Member Organization

PROFILE

## Test Spoke

3000 Pegasus Park Drive
Suite 1015
Dallas, TX 75247

**Company Status**
Nontraditional

**Business Type**
Small

www.testspoke.com
(843) 760-3357

## Primary Point of Contact

Test Spoke

test.test.com

## Relevant Experience Areas

## Ecosystems Supported

## Core Business Areas / Focus

## R&D Highlights / Projects

## Capabilities and Relevance to the CX Hub Mission

## Other Company Representatives

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# Spoke Spotlights

**What is a Spoke Highlight?**

- A spoke spotlight webinar features 4-6 spokes within a similar ecosystem or field (i.e. community outreach, clinical trials, labs, healthcare program, University Research Programs).

- Opportunity to present your unique capabilities especially as the pertain to the ARPA-H Customer Experience Hub.

- Opportunity for Collaboration

- Highlight your organization to the network

- Pitch your need or desire to collaborate to the network

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# Flexible Meeting Space

**Opportunity to host the ARPA-H Team**

**Chance for Collaboration**

**Offers one-on-one time with the government**

**Interested Spokes can reach out to the ARPA-H-CX-Hub@ati.org**

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# Networking Opportunity

## ARPA-H Customer Experience Hub Virtual Speed Networking

- Opportunity to briefly showcase your organization for future collaboration

- Each organization is allotted three minutes and one slide to provide an overview of their capabilities related to ARPA-H CX Hub, teaming desires, or other pertinent information (it's your 3 minutes to use how you like).

- Spokes are welcome to attend as participants with a slide, or to listen-only

- Slides will be available via the Members Only site for future collaboration opportunities after each event

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# Communications

✉ **General/Membership Questions:**
ARPA-H-CX-Hub@ati.org

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

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LinkedIn: @custexperiencehub

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