

SANIT 2004
Management in the Health Sector

CONCLUSIONS

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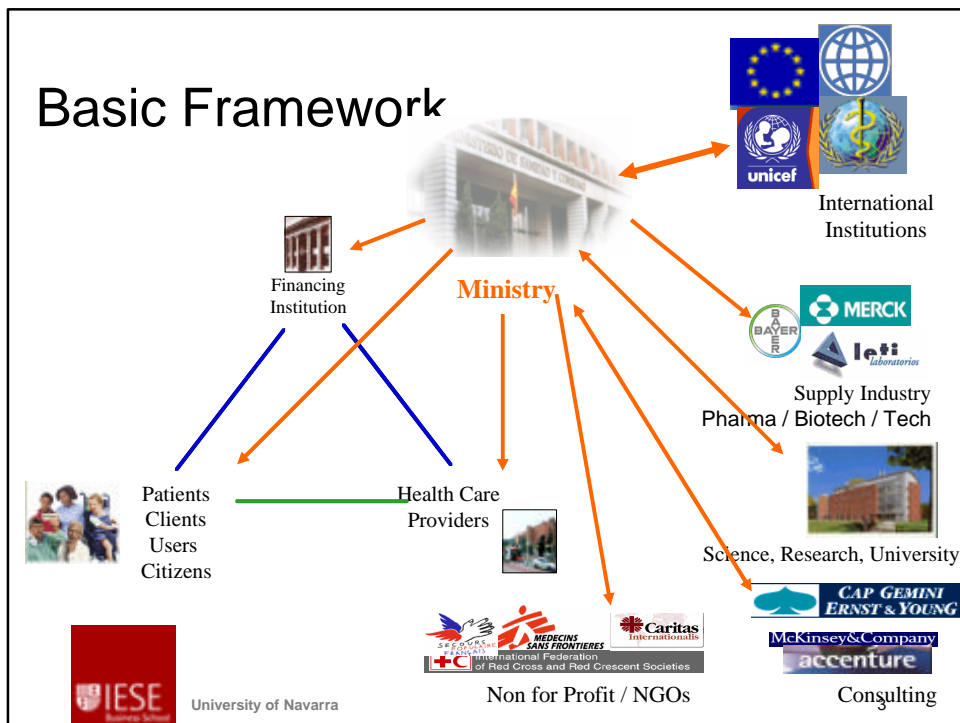
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Management in the Health Sector

- Basics, Data, Systems, Context
- Operation Management
- Control Systems
- Managing Professionals
- Managing NGOs
 - Fund Raising, Contracting, etc.
- Managing Information Technology
- Risk Management
- Pharmaceutical Sector
- Health Policy and International / European Health

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Introduction / Systems

- Basics of health systems
 - Need – Equity – Quality – Efficiency
 - The Changing Hospital
- Health System Comparison
 - Bismarck vs. Beveridge vs. Private
- OECD Health Data / WHO 2000 Report





System Comparison

HIT - Health Care Systems in Transition Profiles



www.euro.who.int



www.observatory.dk



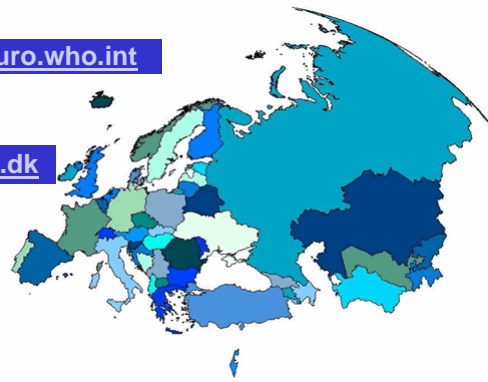
www.who.int



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www.paho.org



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Data Exercise



OECD Health Data Base



HEALTH DATA 2004

www.oecd.org



WHO – Europe HFA Health for All Database



<http://hfadb.who.dk/hfa/>



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Briefing for the Minister on WHO 2000 Report

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Operation Management

Service Industry !!

- Capacity
 - Covering Peak Demand? / Demand Analysis
- Scheduling
- Queuing / Waiting Times
 - Pitfalls of specialization: integrality / uncertain demand
 - Operational improvements
 - Psychology & Physiology
 - Anxiety; unfair waits; -- noise; comfort, ...
- Process Flow, Buffers
- Resources: expensive – difficult implementation
- Quality Management – EFQM -



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Control Systems

- Responsibility Centers?
- Different Payment Systems
 - different incentives !!
- Physician concerned about case mix information
 - Difficult implementation
- DRGs tool for clinical management
 - For payment?



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Risk Management

- **How to manage Risk**
 - Risk = Uncertainty & Hazard
 - Separation of analysis & value judgment
 - There is no zero Risk!! – how much is acceptable?
 - complex preferences
 - Cognitive deficiencies; framing strong influence
- **Managing Patient Safety - DF**
 - Medical Errors - recognize
 - Individual – system – organization
 - Safety systems in Health Care Organizations
 - Leadership – process design – Team
 - Expect the unexpected; learning environment



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Management of NGOs

- Strategic Purchasing
 - How to contract NGOs, incentives
- Fund Raising
 - Singapore National Kidney Foundation
- NPO Management
 - Critical Success Factors
 - resounding mission, permanent, emotional
 - Translated in good operational objectives
 - Leadership / Reputation
 - What is success: funds / activities / board, ...
 - Management just like any company
 - Financial Strategy: Revenues vs. Expenses



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Information Technology

- **Health Care Value Chain**
 - Paperless Hospital – value change
 - Better transactions, asymmetry, self service info, new players
 - Informational Impact on Physician, Patients, etc.
- **Changes**
 - technological, organizational, cultural, financial, regulatory, market
- **Electronic Medical Records**
 - Patients – payers – providers
 - Road blocks: attitude, regulatory, technical, financial
 - Great opportunities to detect problems
- **Regional Networks**
- **Telemedicine Clinic**



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Other Topics

- Health Care in the US
- Health Policy / Stewardship EU Health Policy
- EU - Public Support to Private Research
 - European Research in Life Science
 - Technology Platforms
- Pharmaceutical Sector
- Your REPORTS!!



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Great to work with you!!
All the Best
for your
future professional life!



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MERRY CHRISTMAS

&

A Happy New Year 2005 !!



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