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
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

Data Exercise

OECD Health Data Base

HEALTH DATA 2004

- www.oecd.org

WHO – Europe HFA

Health for All Database

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

Briefing for the Minister on WHO 2000 Report
Operation Management

Service Industry !!

• Capacity
  – Covering Peak Demand? / Demand Analysis

• Scheduling

• Queuing / Waiting Times
  – Pitfalls of specialization: integrality / uncertain demand
  – Operatational improvements
    • Psychology & Physiology
    • Anxiety; unfair waits; -- noise; comfort, …

• Process Flow, Buffers

• Resources: expensive – difficult implementation

• Quality Management – EFQM -

Control Systems

• Responsibility Centers?

• Different Payment Systems
  – different incentives !!

• Physician concerned about case mix information
  – Difficult implementation

• DRGs tool for clinical management
  – For payment?
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

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
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**

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

MERRY CHRISTMAS
&
A Happy New Year 2005 !!