

Performance Management in Healthcare

THE BACKGROUND



The need to develop and implement an effective Performance Management System in Healthcare organisations has several purposes, including:

- enhancement of quality of services;
- accountability in the use of public funds;
- the spread of innovation.

This applies at an organisation and country level, although the need to improve the quality of services provided goes beyond national boundaries. The OECD highlights the relevance of quality measurement

in the healthcare sector in order to identify the value created by healthcare organisations and reduce health service inequalities.

From this perspective it is important to consider the content of the Directive 2011/24/EU in which the European regulator gives a legislative framework in which patients can obtain cross-border healthcare services in some circumstances. This introduces international competition in the provision of some healthcare services.



Performance excellence for tomorrow's health

TOPICS

- COMPARISON BETWEEN ITALIAN & UK NHS.
- ACCOUNTABILITY IN THE NHS SECTOR.
- NHS PERFORMANCE MANAGEMENT SYSTEMS.
- FINANCIAL MANAGEMENT IN NHS ORGANISATIONS
- LEADERSHIP AND TALENT MANAGEMENT.
- MARKETING OF NHS SERVICES.
- INNOVATION MANAGEMENT IN THE NHS

LEARNING OBJECTIVES

The leadership school in Performance Management for Healthcare organisations aims to deliver practical and theoretical knowledge for effectively measuring and managing performance within healthcare organisations. This edition will take into account UK and Italian NHS systems only, in order to highlight the core differences and provide a framework to develop joint managerial activities.

TARGET PARTICIPANTS

The school is aimed at clinical, finance or management staff in healthcare organisations, or in health regulators. Among others, the main goals are related to sharing, critically comparing and developing systemic relationships between organisational and country-specific experiences in order to identify best practice and, through this, enhance the value which is produced by the organisation and delivered to a multiplicity of stakeholders (patients, caregivers, employees, communities, NHS), following an organisational learning approach.

A COMPREHENSIVE LEARNING ENVIRONMENT FOR NHS MANAGEMENT

ORGANISATION

The leadership school provides a five days residential learning environment in which participants will receive a comprehensive understanding of topics related to perfor-



mance management in healthcare organisations. School organisation includes a more theoretical learning approach in the mornings and a team-based learning (case studies, laboratories, learning games) approach during the afternoon, in which participants will put

into practice what they learnt from theory. Furthermore, two visits to private and public hospitals will show performance management in place within Italian health care organisations.



DIVERSIFIED PERSPECTIVE

Lecturers at the school have both an academic and a practical background in order to maximise the return on human and social capital, which is involved in the school as both participants and teachers. All teaching will be conducted in English.



CROSS-COUNTRY LEARNING ENVIRONMENT

The cross-country learning environment will foster the identification and sharing of best practice in place in each system. Participants will get a detailed analysis of the strengths and weaknesses of the Italian and English NHS.



COMPREHENSIVE APPROACH

The intensive programme of the school will provide the participant with the most useful frameworks, capabilities and tools for facing the increased competition and managing a leading NHS organisation.

