

**IHF-Healthcare Management Special Interest Group  
Workshop, 2<sup>nd</sup> -3<sup>rd</sup> February 2017  
Washington DC, USA**

Thank you for your attendance at the IHF Healthcare Management SIG workshop in Washington DC on 2<sup>nd</sup> and 3<sup>rd</sup> February 2017. I look forward to working with you on this opportunity to further advance healthcare management and leadership competencies globally.

The following information package provides details for the workshop to assist in your planning and attendance. Our hosts, the Pan American Health Organisation, have also provided some additional information on Washington DC for your convenience.

Our workshop agenda has been planned to promote discussion on the opportunities at both an international and country level to progress healthcare leadership competencies and the profession. The outcome of the workshop will be to develop a strategic work plan for the Healthcare Management SIG for implementation of the Leadership Competency Directory for 2017 and beyond. A number of our attendees will be providing a facilitation role for each session to assist with the group discussion and planning.

To support the workshop discussion, I have included in the information package a suggested pre-reading list. The pre-reading list provides examples of international studies examining the importance and impact of management competencies on organizational and system performance.

Finally, I would like to invite country representatives to provide a short 5-10 minute verbal update on the status of healthcare management and leadership development in their home country/regions. This country/region update will form part of Session 3 (Day 1) Progress Update. The key points to consider are:

- What is happening in healthcare management and leadership development in your country/region?
- What is working?
- What are the barriers to growth in professionalization?

If you have any questions on the workshop, please contact Donelle Rivett at [drivett@paxongroup.com.au](mailto:drivett@paxongroup.com.au).

I look forward to your participation and the workshop outcomes.

Yours sincerely



**Dr Neale Fong**  
Chair  
IHF Healthcare Management SIG

**IHF Healthcare Management SIG**  
**Workshop – 2-3 February 2017**  
**Washington DC, USA**  
**AGENDA**

**Day 1 - 2 February 2017**

Session	Topic
9.30am – 10.00am	<b>Pre-Registration (from 9.30am)</b> Refreshments available on arrival
Session 1 10.00am – 10.30am	<b>Welcome and Introductions</b> Background briefing on HM-SIG
Session 2 10.30am – 11.00am	<b>Workshop Objectives</b> Outline of workshop objectives
Session 3 11.00am – 12.30pm	<b>Progress to Date</b> Discussion on expectations for HM-SIG participants  Review of latest international developments for HM-SIG <i>Country/Association updates – Questions:</i> <ul style="list-style-type: none"> <li>• <i>What is happening in healthcare management and leadership development?</i></li> <li>• <i>What's working?</i></li> <li>• <i>What are the barriers to growth in professionalization?</i></li> </ul>
12.30pm – 1.30pm	Lunch break
Session 4 1.30pm – 3.00pm	<b>Self Assessment Tools of Global Directory</b> Presentation of Self Assessment platform Utilization and potential opportunities Possible repository of information and process to fill in reference documents.
3.00pm – 3.30pm	Break
Session 5 3.30pm – 5.30pm	<b>Partnering with Other Stakeholders</b> <b>Academia</b> Role for, and relationship with Academia Education and research on competencies Expansion of stakeholders <b>Accreditation Agencies</b> Relationship between competencies and accreditation requirements

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**Day 2 - 3 February 2017**

Session	Topic
Session 6 8.30am – 8.45am	<b>Welcome and Introduction to Day 2</b> Summary of Day 1 outcomes Day 2 workshop objectives
Session 7 8.45am - 10.30am	<b>Healthcare Management Associations – how do we use these to grow professionalization</b>  <b>Strategies for Lobbying Governments and Supporting Professionalisation</b> Strategies for Lobbying Governments and getting stronger institutional support  <b>Partnerships</b> - approach in favour of emerging and developing countries
10:30am – 11.00am	Break
Session 8 11.00am -12.30pm	<b>Priorities for 2017 – 2019</b> Development of priorities for 2017-2019 and Workplan 2017
12.30pm – 1.30pm	Lunch
Session 9 1.30pm – 3.00pm	<b>Funding Requirements and Sources</b> Strategies for attracting funding for programs of work
Session 10 3.00pm – 3.30pm	<b>Workshop Close</b> Summary of workshop outcomes Next meeting Acknowledgments
Additional Session (To be Confirmed) 3.30pm – 4.30pm	<b>Academic Partnership further development</b> Getting in more details on better articulating the work of Academic group and IHF-SIG and strategy in regard to OECD and other international organizations

## Attendees

Country	Name	Position
Australia	Dr Neale Fong	President, Australasian College of Health Service Management (ACHSM) Chair, IHF Health Management SIG
Canada	Ray Racette	President and CEO, Canadian College of Health Leaders
Ireland	Lucy Nugent	President, Health Management Institute Ireland (representing European Association of Hospital Managers)
Spain	Anna Riera	Membership Director, Unio Catalana d'Hospitals
Switzerland	Dr Eric de Roodenbeke	CEO, International Hospital Federation
USA	Megan Silverman	Strategic Project Manager, American College of Health Service Executives (ACHSE)
USA	Dr Robert (Bob) Hernandez	Chair, Global Health, Health Services Administration, Alabama University
USA	Dr Daniel (Dan) West	President, Commission on Accreditation of Healthcare Management Education (CAHME) Professor and Chair, Health Administration and Human Resources, University of Scranton
USA	Dr Anthony Stanowski	CEO, Commission on Accreditation of Healthcare Management Education (CAHME)
USA	Charlie Evans	President, International Health Services Group
USA	Dr James (Jim) Rice	Director and Senior Advisory, Integrated Healthcare Strategies
Colombia	Dr Henry Mauricio Gallardo	Vice President, Colombian Association of Hospitals and Clinics Director Hospital Universitario, Fundacion Santa Fe de Bogota, University Hospital (John Hopkins International)
USA/Mexico	Dr Bernardo Ramirez	Director, Association of University Programs in Health Administration (AUPHA) Director, Global Health Initiatives, Health Management and Informatics, University of Central Florida
USA	Temitayo (Temi) Ifafore	Health Workforce Technical Advisor, USAID Global Health Fellows Program
USA	Dr Gerald Glandon	President and CEO Association of University Programs in Health Administration
UK	Andrew Jones	Head of Partnerships, THET

Country	Name	Position
Taiwan	Dr Wui Chiang Lee	CEO, Joint Commission on Hospital Accreditation
Philippines	Dr Maria Lourdes Otayza	Medical Centre Chief, Mariano Marcos Memorial Medical Centre Secretary, Philippines Hospital Association
Australia	Donelle Rivett	Secretariat, IHF Health Management SIG

## Workshop and Venue Details

### Venue

Venue details for the workshop are as follows:

Address: Pan American Health Organisation (PAHO)  
525 Twenty-third Street NW  
Washington DC

Room: Meeting Room C – Second Floor

Attendees will be required to pass through security on entry to PAHO. Please ensure that you have photo identification on arrival.

### Transport and Parking

Limited parking is available on site therefore it is highly recommended that attendees use public transport or TaxiCab services for transport. Local TaxiCab telephone numbers are:

- Virginia:
  - Arlington Yellow Cab, (703) 522-2222
  - Alexandria Yellow Cab, (703) 549-2500
  - Fairfax Yellow Cab, (703) 534-1111
- Washington, DC:
  - People Cab Association, (202) 373-1800
  - Potomac Cab Association, (202) 398-0526

Further information on TaxiCabs is available at: <http://www.commuterpage.com/taxi.htm>

If you are planning on arriving by car, public parking facilities are available at Columbia Plaza at 2400 Virginia Ave NW, Washington DC for hourly and daily rates.

### Metro

The closest Metro Station to PAHO is Foggy Bottom GWU Station (Blue and Orange Lines). Exit the Metro to 23<sup>rd</sup> Street NW, and head south along 23<sup>rd</sup> Street for three blocks (approximately 0.3 mile, 6 minutes).

### Breaks

Coffee, juice and fruit will be provided during the workshop breaks during each day.

### Meals

Attendees will be required to make their own arrangements for lunch each day. There are a number of venues available for lunch including:

- PAHO Cafeteria, 3<sup>rd</sup> Floor PAHO Building – Peruvian fare
- Columbia Plaza, opposite PAHO Building on 23<sup>rd</sup> Street) – has restaurants and food outlets (Casey's Coffee, Sizzling Express and The Market at Columbia Plaza)

### Further Information

If you have any queries or require further information, please contact Donelle Rivett at [drivett@paxongroup.com.au](mailto:drivett@paxongroup.com.au).

## Workshop Pre-Reading

The following papers are suggested pre reading for the workshop.

### *IHF Documents*

**Leadership Competencies for Healthcare Services Managers.** International Hospital Federation  
Available: [https://www.ihf-fih.org/resources/pdf/Leadership\\_Competencies\\_for\\_Healthcare\\_Services\\_Managers.pdf](https://www.ihf-fih.org/resources/pdf/Leadership_Competencies_for_Healthcare_Services_Managers.pdf)

Special Session: **A Global Need for the Professionalisation of Healthcare Management** – IHF Healthcare Management SIG. Presentation at the IHF 2016 Durban Congress, 2 November 2016.  
<https://www.ihf-fih.org/home?myhub&selected=1712>

### *Pre-Reading Materials*

Gahan, P., Adamovic, M., Bevitt, A., Harley, B., Healy, J., Olsen, J.E., Theilacker, M. 2016. **Leadership at Work: Do Australian leaders have what it takes?** Melbourne: Centre for Workplace Leadership, University of Melbourne. Available: <http://www.sal.workplaceleadership.com.au/>

The King's Fund. 2011. **The future of leadership and management in the NHS – No more heroes.** Report from the The King's Fund Commission on Leadership and Management in the NHS. The Kings Fund, UK. Available: <https://www.kingsfund.org.uk/publications/future-leadership-and-management-nhs>

Dorgan S. et al. 2011. **Management in Healthcare – Why good practice really matters.** London School of Economics/McKinsey & Company, UK. Available: [http://worldmanagementsurvey.org/wp-content/images/2010/10/Management\\_in\\_Healthcare\\_Report\\_2010.pdf](http://worldmanagementsurvey.org/wp-content/images/2010/10/Management_in_Healthcare_Report_2010.pdf)

Bradley, E, Taylor, L, Cuellar, C. 2015. **Management Matters: A leverage point for health systems strengthening in global health.** International Journal of Health Policy and Management. 4(7). 411-415. Available: [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2621436](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2621436)

### **Further Information**

Further information and minutes from previous meetings for the IHF Healthcare Management SIG are available at: <https://www.ihf-fih.org/activities?type=sig&section=healthcare-management>