

HMI Annual Conference

29 September 2016
The Concert Hall, RDS, Dublin

GETTING IT

RIGHT

Making better choices

www.hmi.ie/conference



Welcome



Welcome to the Health Management Institute of Ireland's 6th Annual Conference. It is my first Conference as President of the Institute and I look forward to extending a warm welcome to the many delegates from around the country, and further afield, to what promises to be a stimulating and informative event.

The theme of this year's conference, GETTING IT RIGHT, harks back to the frequently quoted comment about continuing to do the same thing and yet hoping to get different results. For managers and their colleagues throughout the health services, making the right choices may be their most important contribution in 2017. Some of these choices will involve strategic decisions, changing fundamentally the way services are provided. Others will bring about changes to organisational structures or the introduction of new technologies with significant potential for enhancing the delivery of clinical care.

The conference aims to help managers to answer the questions about choices to be made arising from the political, economic, social and technical changes in the healthcare environment.

The opening address by Mr. Simon Harris T.D., Minister for Health will set the scene as he outlines his vision for healthcare delivery in Ireland and his expectations of managers responsible for turning that vision into reality. Leading speakers from home and abroad will lead an informed and provocative debate on the significant levers shaping the future of healthcare delivery in Ireland.

The afternoon will focus on the people side of management. We will look at the patient perspective, the management of staff and the pressures, stresses and resilience of both.

As usual, the conference design will provide plenty of opportunity to listen, debate and to develop relationships with colleagues and peers from across the health services in Ireland.

I look forward to meeting you on the 29th September.

A handwritten signature in black ink that reads "Lucy Nugent".

Lucy Nugent
President
Health Management Institute of Ireland

Registration 0800

The Broader View

Chair: Lucy Nugent

Healthcare systems worldwide are facing similar pressures to Ireland; changing demographics, social and political expectations, cost containment versus access to care and quality outcomes. Although comparisons can be difficult to make, the OECD report 'Health at a Glance 2015' supports the view that resource constraint is now less of a problem in Ireland and that the real issue for managers is making better choices about how we use the systems, technologies, and skills needed to deliver a worldclass healthcare system, to meet the present and future needs of our people.



Welcome

Lucy Nugent *President, Health Management Institute of Ireland and Deputy CEO, Tallaght Hospital*

The President will formally open this year's annual conference with an overview of the conference themes. She will encourage all present to engage with the outstanding panel of speakers to avail of the opportunity to discuss and debate the challenges facing managers in the Irish healthcare system.



Address by Minister for Health

Mr. Simon Harris T.D. *Minister, Department of Health*

This keynote address from the Minister will give managers an opportunity to hear about the new government's policies and planned initiatives. The Minister will also outline his expectations of managers regarding service delivery, quality, cost management and patient care.



The reality of health economics in Ireland

Dr. Brian Turner *School of Economics, University College Cork*

Brian will discuss health economics in Ireland in the context of the wider economic environment and the demands which health places on the public purse. He will explore options for healthcare funding in Ireland against the backdrop of the experience of different models operating in Europe.



Lean management: a German perspective

Dr. Josef Dullings *President of the German Association of Hospital Managers (VKD) and CEO, Hospitals of Saint Vincenz, Paderborn, Germany*

With his extensive experience of the German healthcare system, Josef is ideally positioned to provide valuable insights into the German hospital system and the contribution of lean management to meeting the service delivery and cost challenges faced by all healthcare systems.



International insights into management competencies

Eric de Roodenbeke *Director General, International Hospital Federation*

In the complex environment of healthcare, managers need a range of sophisticated knowledge, skills and personal capabilities in order to adapt. Eric will discuss the outcome of an extensive international research and consultation programme across Europe, the US and Asia which identified these competencies.

Break

Levers of Change in Healthcare Delivery

Chair: Lorcan Birthistle, Vice President, Health Management Institute and CEO, St. James's Hospital

This session will focus on two of the most important levers of change in the health service; technology and quality improvement. One requires significant financial investment and the other, although not as cost intensive, equally requires the sustained commitment of management and staff to be successful.



Driving quality improvement in the NHS

Dr. Jennifer Dixon *Chief Executive, Health Foundation, UK*

Jennifer will outline the benefits that frontline-led quality improvement programmes can bring to the health services. She will discuss the challenges faced by frontline staff and the three kinds of support they need to get from management.



Enhancing capability, knowledge and timely access to information

Richard Corbridge *Chief Information Officer, Health Service Executive and Chief Executive Officer, eHealth Ireland*

Yvonne Goff *Chief Clinical Information Officer, Health Service Executive*

Both Richard and Yvonne are at the forefront of developing and implementing ICT strategies with the potential to transform and integrate service delivery across the health services.

Panel Discussion

The morning speakers will be joined by other experts at the forefront of changes to health service delivery in Ireland.

HMI Leaders Award 2016



GETTING IT RIGHT: HMI Leaders Award 2016

Denis Doherty *HMI Council Member and Chair of the National Adjudication Panel*

Launched in 2014, the HMI Leaders Award recognises leaders who are bringing about changes in healthcare: delivering improvements in patient outcomes; enhancing service access and delivery; and, improving resource allocation. Each year the HMI Leaders Award showcases the expertise, risk-taking and perseverance which teams and individuals display in striving to achieve change within our health services.

Lunch 1300-1400

Afternoon Session

Chair: Lucy Nugent



Patient values and care

Lia Mills *Author and Writer*

Drawing on her own experiences as both a patient and advocate, Lia will provide a personal perspective on the importance of the values of compassion and respect for patients. Lia will also refer to practical ways in which the services can give substance to those values.

Managers: Inspirational and Resilient

Chair: Caroline O'Regan, Executive Development Specialist (Dublin),
Institute of Leadership, RCSI

Managers often focus on their responsibilities for performance planning and delivery. There are other ways in which managers can support staff such as being aware of and responding to human factors at work. Faced with the stresses of managing tasks and people, we will also focus on the pressures which managers face as they deal with conflicting demands from different stakeholders.



The health manager's life: pressure, stress and resilience

Prof. Jim Lucey *Medical Director, St. Patrick's Mental Health Services, Dublin and Clinical Professor of Psychiatry, Trinity College Dublin*

Jim will identify some of the major causes of stress and its consequences for managers. He will also identify the signs which indicate that pressures and stresses are impacting negatively and suggest some mechanisms which managers can use to build resilience.



21st century leadership

Prof. Anne Scott *Professor and Vice President for Equality and Diversity, National University of Ireland, Galway*

People in the health services are talented and committed. Anne will discuss the kind of leadership which is required to inspire people and transform the ways in which work is done and also deal with the complexities and opportunities presented by managing a diverse workforce.



Insights from human factors

Prof. Oscar Traynor *Director, National Surgical Training Centre and Professor of Postgraduate Surgical Education, Royal College of Surgeons in Ireland*

Oscar will discuss the practical implications of human factors, including leadership, teamwork, communications and the management of critical events on the work of professionals and their link to favourable and adverse outcomes in clinical practice.

Panel Discussion

The afternoon speakers will be joined by managers with responsibility to support and develop health services staff.

Conference Summary and Close

Lucy Nugent

About HMI

The HMI is the professional body for healthcare managers across all sectors of the health services in Ireland. Its overall aim is the continuous development of standards of management competence and practice. HMI meets the needs of the modern healthcare manager through informing, educating and involving its members and stakeholders in professional development and networking activities.

- Health Manager journal
- Annual Conference
- HMI Leaders Award
- Regional meetings
- Training, workshops and eLearning
- CPD opportunities
- QQI qualifications
- Training DVDs
- Organisational support
- Development of competency framework for healthcare managers
- Discussions, surveys and research
- Full membership of European Association of Hospital Managers

About the Conference

Our conference is designed to enable senior managers and policy makers from all sectors of the Irish health services to engage in an informed discussion on the challenges and opportunities for the health services and the initiatives being taken to ensure better access and quality of health services provided for service users. The speakers and issues addressed will be of interest to Chief Executives, members of Hospital Boards, Clinical Directors, Directors of Nursing and Heads of Services.

Member fee €115

Non-member fee €175

Group discounts apply. Recognised for 6 CPD points.

To book your place go to hmi.ie/conference

Terms and conditions apply, see www.hmi.ie/conference/registration



01 2974070



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info@hmi.ie



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Health Management Institute of Ireland
Unit 7, 78 Furze Road, Sandyford, Dublin, D18 YW2

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