

**Rome, 11-15 July 2016**  
**“SUMMER SCHOOL IN HEALTH CARE  
MANAGEMENT”**

The welfare state of many countries has been urged to be revisited in light of economic crisis and the shrinking of public finance. In addition, the incidence of elderly people on the whole population is much greater than in the past and the demand of patients is radically changed.

In this context, in order to keep up with the expectations of high quality of care without waste of resources, health care executives are urged to update their managerial competences and skills, improving their knowledge regarding on how to promote and lead innovation, implement change effectively and monitor the results.

The Italian health care system is one of the few in the world that guarantees an actual universal coverage with excellent clinical outcomes and with an efficient use of resources. For the foreigner participants learning health care management in Italy will be definitely a stimulating experience.



**TOPICS AND TEACHING METHODS**

The course program is structured around seven logical blocks:

1. sustainability in Health care;
2. strategic organization desing;
3. operations management;
4. integrated care;
5. strategy and performance evaluation;
6. innovation management;
7. leadership and people management.

Conceptual frameworks, case discussions and skill-oriented activities will be applied to each topic.

Furthermore, two field visits are planned within the course at:

1. **University Teaching Hospital “Agostino Gemelli” of Rome.**

The visit and meeting with the top management will be focused on the organization and management tools used in the management clinical operations and patients flows logistics. Visit to the Operating Room Platform: an innovative model of integrated logistics.

2. **Local Health Unit (Casa della salute) in Emilia Romagna.**

The visit and meeting with the top management of this structure will be focused on the organization and management tools of a new organizational model in wich primary care and social activities are highly integrated to respond, through on holistic approach, to the complex needs of elderly patients.

**All lectures are run in English**

**LOCATION**

Università Cattolica del Sacro Cuore of Rome

**APPLICANTS**

Top and middle Manager who have already background and experience in the field:

- ✓ Hospital CEOs;
- ✓ General Managers;
- ✓ Medical and Administrative directors;
- ✓ Heads of Departments;
- ✓ Controller or Operations Manager;
- ✓ Seniors consultants.

<p><b>COURSE DETAILS:</b></p> <p>Day 1 (11<sup>th</sup> July 2016)  <u>Morning session:</u> “<b>Introduction to the program and to the Italian Healthcare System</b>”.  Rationale and structure of the program; overview of the Italian National Health care System (NHS); challenges and solutions of balancing quality, efficiency and equity in health systems.</p> <p><u>Afternoon session:</u> “<b>Strategic Organization Design</b>”.  Strategic decision making; innovative organizational models in health care; organizational change in health care.</p> <p>Day 2 (12<sup>th</sup> July 2016)  <u>Morning session:</u> <b>Case Study - Strategic Organization design.</b>  Work in groups on a case study: the participants will be asked to discuss together possible solutions to a specific organizational problem in a healthcare delivery organization.</p> <p><u>Afternoon session:</u> “<b>Operation Management</b>”.  Logistical solutions to improve quality and efficiency of healthcare production processes; patient-centered hospital care models; lean management.</p> <p>Day 3 (13<sup>th</sup> July 2016)  <u>Morning session:</u> <b>Field Visit.</b>  University Teaching Hospital “Agostino Gemelli” of Rome.</p> <p><u>Afternoon session:</u> <b>Case Study – Operations Management.</b>  Work in groups on a case study: the participants will be asked to discuss together possible solutions to a specific organizational problem in Operations Management.</p> <p>Day 4 (14<sup>th</sup> July 2016)  <u>Morning session:</u> <b>Field Visit.</b>  Local health Unit (Primary Care Service) in Emilia Romagna.</p> <p><u>Afternoon session:</u> “<b>Performance management</b>”.  How to design an effective performance management system to lead the change.</p> <p>Day 5 (15<sup>th</sup> July 2016)  <u>Morning session:</u> “<b>Innovation Management</b>”.  Adopting and Implementing Medical Technologies: emerging challenges and opportunities; final debriefing and customer satisfaction.</p> <p><u>Afternoon session:</u> “<b>Leadership</b>”.  Which skills to lead complicated organizations?; change management.</p>	<p><b>FACULTY:</b></p> <p>Elena Cantù  <i>Associate Professor of Management, Faculty of Economics, Catholic University.</i></p> <p>Americo Cicchetti  <i>Professor of Organization, Faculty of Economics, Catholic University  Director of ALTEMS.</i></p> <p>Antonella Cifalinò  <i>Associate Professor of Management, Faculty of Economics, Catholic University.  Deputy Director, CERISMAS</i></p> <p>Daniele Mascia  <i>Assistant Professor of Organization, Faculty of Medicine, Catholic University.  Researcher at ALTEMS.</i></p> <p>Marco Marchetti  <i>Director of UVT (Unit of Technology Assessment), Gemelli Teaching Hospital.</i></p> <p>Giuliana Monolo  Lecturer in Management Accounting,  <i>Catholic University.  Researcher at CERISMAS;</i></p> <p>Giuseppe Scaratti  <i>Professor of Organizational Psychology,  Faculty of Economics, Catholic University  Researcher at CERISMAS;</i></p> <p>Stefano Villa  <i>Associate Professor in Health care Management  Faculty of Economics, Catholic University  Coordinator field research project at CERISMAS.</i></p>
<p><b>Online enrollment until 30<sup>th</sup> June 2016</b></p>	
<p><u>Teaching assistant:</u>  Eugenia Tomas Roldan  eugenia.tomasroldan@unicatt.it</p>	<p><u>For information and online enrollment:</u>  ALTEMS-Graduate School of Health Economics and Management  Università Cattolica del Sacro Cuore  L.go F. Vito, 1 - 00168 Rome  Phone: +39 06.30.15.58.63  E-mail: <a href="mailto:altems@rm.unicatt.it">altems@rm.unicatt.it</a>  Web: <a href="http://altems.unicatt.it">http://altems.unicatt.it</a></p>