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15th - 17th November 2010  
The Four Seasons, Miami  
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*Anthony Mancuso, Maimonides Medical Center*

*"Excellent networking opportunity. Very successful in bringing high profile, affable Health IT executives. I love focus on CMIO/ CIO space. Length of meeting was perfect. Staff was very professional and helpful. Dinners were fun and entertaining."*

*Rich Paula, Tampa General Hospital*

*"Well Organized and executed. Professional, friendly and helpful staff. Will attend again."*

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## A Change of Culture for Healthcare

What is the importance of the management culture within the healthcare industry?



Emma Naylor | Sun Oct 31, 2010

**TAGS:** health blog, healthcare companies, healthcare system, management of healthcare, NGH Summit in Miami

Today the management of culture within healthcare is becoming more and more important. It is now viewed as a necessary part of the health system reform. In the United Kingdom, the National Health Service (NHS) reforms are based on the premise that any major cultural transformation of an organization must be secured alongside structural and procedural change, this in turn will deliver improvements in both quality and performance.

Culture change can be seen as a lever for performance improvements. The industry is well aware of the limitations of a managerial perspective. A new Committee of healthcare specialists believes that culture change within the industry must be targeted in one of two ways: Either their first objective is to 'do what you do better' or look towards qualitative growth. Both objectives will be discussed in the Next Generation Healthcare Committee will meet at the NGH Summit in Miami.

'Many commercial organizations maintain a competitive edge by pursuing a policy of cultural continuity', they capitalize on the lessons, working practices and traditions that have worked for their company in the past, for this to work they focus on the growth or reproduction and repetition'

The second option is to look towards qualitative growth, this is a more appropriate option in a situation where the existing culture has become stale and a complete overhaul is required. This is also the position that the US healthcare system has found itself in.

'Second order change is often invoked in response to a growing crisis or deficiency in the existing culture, which cannot be addressed adequately by a change in culture but rather demands a fundamental change of culture. If politicians and management gurus are to be believed, health

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### A Change of Culture for Healthcare

29 Oct 2010 - Today the management of culture within healthcare is becoming more and more important. It is now viewed as a necessary part of the health system reform. In the United Kingdom, the National Health Service (NHS) reforms are based on the premise that any major cultural transformation of an organization must be secured alongside structural and procedural change, this in turn will deliver improvements in both quality and performance.

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After seeing high profile reports in the US which have documented gross medical errors, policy thinking is embracing the notion of culture change as a key element of health system redesign. Jeff Rose – VP Clinical Excellence, Informatics, Ascension Health wishes to address the committee on the principles published as A Leadership Framework for Culture Change in Health Care. He believes it is key to outline the core elements, or '5 Cs' of culture change needed to move the US towards the adoption of new tools and processes in healthcare that enhance care quality, and provider adoption in the interest of high reliability environments. It gives a simple and readily recalled set of principles by which the traditions and resistance of many healthcare organizations can be both led and managed by caregivers and executives so that expenditures on technology, information and evidence availability, collaborative processes and principles of high reliability human factors can speed our mutual journey to highest quality lowest cost medical practices in our rapidly changing world of

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### A Change of Culture for Healthcare

By NG online news - 2010-10-28

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### Africa leading telecoms growth market

27 October 2010 at 10h23

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African telecoms are the fastest growing telecommunications sector in the world, with a total investment of \$18-billion since 2001.

Between 2002 and 2007, according to Ernst & Young, the industry grew by 49.3 percent as opposed to Asia which recorded a 27.4 percent growth.

This figure is significant: it is double Brazil's telecoms growth of 28 percent and almost seven times the growth France which grew at 7.5 percent over the same time.

Yet despite such a rapid investment, there is still large room for improvement, and the NGT Africa 2011 Summit, a closed door event hosted by GDS International plans to discuss the future of the African telecoms industry and possible pitfalls, whilst outlining the continued growth of the continent.

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## A change of culture for healthcare

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### The Future of Patient Centric Care

by **Brendon Nafziger, Writer**

Leaders in health care information technology gathered in southern California earlier this month to hash out some of the challenges facing their industry, as part of the second Next Generation Health Care Summit.

The conference, which ran from September 30th to October 2nd, brought executives from GE Healthcare, Verizon, Sunquest, Adobe and Ochsner, among others, to the Ritz Carlton resort in Marina del Rey, just outside Los Angeles.

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Keywords: US health care reform, Electronic medical records, NG Healthcare Summit, Patient care

## The Future of Patient Centric Care

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The much publicized Healthcare reform in the USA has taken its effect on the industry. Job losses are ripping through the heart of America and continuing government pressure to improve systems to deal with President Barack Obama's changes brings their own challenges, so leading health care executives met at the NG Healthcare Summit last week in Dallas, Texas, to discuss the issues.

The USA spends around \$2,000 billion a year on health care expenses, more than any other country across the globe, but

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## The Future of Patient Centric Care

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The passing of President Obama's healthcare bill marks the biggest reform of the healthcare sector in the US for around 40 years and gives the pharmaceutical manufacturing sector a little more certainty regarding the future outlook for its business.

Overall, there is a strong belief that the pharmaceutical industry will benefit from the reform, but according to Tijana Ignjatovic, strategic healthcare analyst at Datamonitor, the bill is something of a double-edged sword.

While many factors will determine the financial impact of proposed US healthcare reform on the branded pharmaceutical industry, Datamonitor believes that there are potential short and long-term dangers.

In the short term, it is likely that imposed discounts and rebates, in addition to

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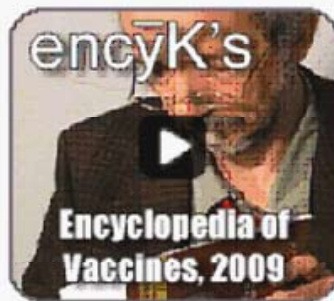
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## The Future of Patient Centric Care

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Electronic medical records (EMR) have been named as key technology innovation to improving patient care and reducing medical errors say the NG Healthcare committee Meeting in May in Dallas.

This has been backed through federal stimulus money that along with legislation can reshape the healthcare industry.

Still, talk to people in healthcare and it is clear that there are myriad issues that need to be resolved before there is unanimous adoption of electronic records. Key challenges include financing the conversion from paper to computerized records, designing the work flow, making systems easier to use, integrating files from multiple sources and, of course, ongoing technical support.

The NG Healthcare Committee believe it is the responsibility of the healthcare Giants to support the smaller mid-sized companies and a meeting such as the NG Healthcare summit (hosted by GDS International) by openly discussing their implementation techniques.

Key challenges to be faced as raised by representatives from Mark Eimer – CTO, Texas Health Resources, Steve Heilman – CMIO, Norton Healthcare, Will



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