Leadership Competencies for Healthcare Services Managers
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Objectives of Presentation

• Highlight Relevant Leadership Challenges
• Introduce Call to Action and Competency Directory
• Identify Stakeholder and Uses of Directory
• Discuss Next Steps
“The science of medicine is thousands of years old. The discipline of management sciences, which includes the study of leadership, is less than 100 years old. The management sciences applied to health care are still in their infancy.”

- Management Sciences for Health -
The Leadership Challenge

• Handling an increasing and overwhelming pace of change
• Attracting, developing, and retaining the next generation of leaders needed to build, grow, and sustain healthcare organizations
• Managing the most complex institutions
• Managing more with less
Professionalization of Healthcare Management

• The need:
  – As costs continue to increase, the pressure for enhanced management capacity continues to grow
  – The efficient and effective use of resources and the quality of healthcare services provided is improved by enhancing the management capacity of individual leaders and teams

• Key barriers:
  – Lack of adequate management preparation in the training of many healthcare leaders.
  – The role of healthcare manager is not recognized as a profession in all countries
IHF World Hospital Congress
Call to Action for Healthcare Leaders
Call to Action for Healthcare Leaders

• Adoption of the Global Healthcare Management Competency Directory to inform and align healthcare management development programs at all levels of undergraduate, postgraduate and ongoing education and professional development.

• Formal recognition at the national level of healthcare management as a profession

• Implementation of merit-based career advancement along with a career path for healthcare managers and leaders

• Recognition of healthcare managers’ professional associations as key stakeholders for policy dialogue related to leadership and management and for the advancement of the profession
A special thank you to:

- American College of Healthcare Executives
- Australasian College of Health Service Management
- Canadian College of Health Leaders
- European Association of Hospital Managers
- Federaçao Brasileira de Administradores Hospitalares
- Federacion Andina y Amazonica de Hospitales
- Federacion Latinoamericana de Hospitales
- Health Management Institute of Ireland
- Hong Kong College of Healthcare Executives
- International Health Services Group
- International Hospital Federation
- Jamaican Association of Health Services
- Management Sciences for Health
- Pan American Health Organization
- Sociedad Chilena de Administradores en Atención Médica y Hospitalaria
- Taiwan College of Healthcare Managers
- Tropical Health and Education Trust – Partnership for Global Health
- University of the West Indies
Competency Domains and Sub-domains

Directory includes 80 competency statements organized into 5 domains and 27 sub-domains.

Full competency directory can be found on IHF’s website: https://www.ihf-fih.org/resources/pdf/Leadership_Competencies_for_Healthcare_Services_Managers.pdf
### Key Stakeholders and Possible Uses of Directory

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Use</th>
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<tbody>
<tr>
<td><strong>Government</strong></td>
<td>Legal adoption of the directory for human resources development in healthcare management</td>
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<tr>
<td><strong>Academia</strong></td>
<td>Support program development, training, accreditation, faculty development and case studies</td>
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<tr>
<td><strong>Professional Groups and Associations</strong></td>
<td>Provide support and guidance for credentialing and advocacy</td>
</tr>
<tr>
<td><strong>International Organizations and Agencies</strong></td>
<td>Use as part of development support to country through projects, training, and job descriptions</td>
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<tr>
<td><strong>Consulting Firms</strong></td>
<td>Support project development at local, regional and national levels</td>
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<td><strong>Employers</strong></td>
<td>Develop position descriptions and the design and development of in-service education programs</td>
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<tr>
<td><strong>Individuals</strong></td>
<td>Use in self-assessment and as a mentor/mentee tool</td>
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**Work together to positively impact healthcare through heightened leadership capability and increased recognition for the profession of healthcare management**
Next Steps

• How Can YOU Get Involved?
  – Use the competencies for your own personal development, in job descriptions, with mentors/mentees, in conversations with government entities, etc.
  – Record what you find most useful about the competencies - where are they making a difference?
  – Share your findings with the consortium by emailing Megan Silverman (msilverman@ache.org)
Questions?
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