

The Big Picture: HPH standards as a compass to navigate complexity and reduce inequalities

Leaders in healthcare contexts are immersed in a high complexity that moves between various macro and micro dimensions, all connected to each other, but difficult to see.

The tendency of organizations is to protect themselves and not change and so they suffer and insist on the processes in use, they further tighten them to control them and avoid errors, despite the increase in complexity. In this scenario, managers often see health promoters as further sources of stress if they do not provide immediate results, or relegate them to managing single-issue campaigns to combat something (anti-smoking or anti-obesity, etc.) with specific results.

Unfortunately, resources are not inexhaustible and the forcing of traditional paths that are no longer functional is wearing out and breaking agreements, first of all that between professionals and the profession (who escape from the systems) as well as between professionals and patients (disappointed or angry because the systems are no longer capable of meeting their needs). The key theme is first of all an epistemological challenge.

Do you make visible the complexity of a healthcare system that is constantly changing, in search of new balances?

How is the fairness of the allocation of transversal resources guaranteed when they are assigned vertically?

The workshop will focus on the contribution of the substandards and related improvement plans produced within the system as a contribution to the strategic directions on the urgent issues of this era in which patients are increasing, healthcare workers are decreasing and technology, despite its evident usefulness, risks mechanizing and depersonalizing the care relationship.

The goal is to have a global vision of the investment in the 5 HPH standards and at the same time the ability to zoom in on what is generated when they are met. A sort of rendering capable of giving greater control and facilitating communication.

Key Message: strategic vision, indicators, self assessment, self regulation, communication