



Naresuan University  
THAILAND

1<sup>st</sup> International Conference on

## Health Services Delivery Management

Strengthening the management of primary health care and district health services in  
uncertain times: International perspectives



University of New England  
AUSTRALIA

**The role of professional colleges in  
strengthening health management  
leadership**

POM RU SEUKE PEN  
GEART YARNG YING TEE  
DAI MEE SUAN RUAM  
PEN ZAO – PARB NAI  
NGARN TEE PISADE NEE

ACKNOWLEDGEMENT TO THE  
SHAPE DECLARATION & Crisis of  
Failed Management – Australian  
Hospital and Aged Care Magazine

**Australian College of Health Services  
Executives (ACHSE) – Short History**

- ACHSE was established in 1945 – then known as the Australian Institute of Health Administrators.
- Its founding role was to represent the interests of health service managers and to develop their expertise and professionalism.

## ACHSE TODAY

- ACHSE is now the professional organisation representing health service managers across the full range of health care delivery systems in Australia, New Zealand, Hong Kong and the wider Asia Pacific Region.
- ACHSE has over 3,000 members drawn from a wide range of health professionals with both clinical and non-clinical backgrounds working in the public, private, primary care and aged care sectors.

## ACHSE VISION, MISSION and VALUES

### VISION

The leadership and learning network for health professionals in management.

### MISSION

To advance the practice of management by:

- Developing the expertise and professionalism of members
- Promoting education and continuing professional development
- Shaping curricula and education standards

## ACHSE VISION, MISSION and VALUES

### MISSION

- Facilitating networking and mentoring
- Promoting research in health management
- Influencing health policy

### VALUES

ACHSE values trust, integrity and mutual respect through the participation of its members.



# ASIA PACIFIC FOCUS





ACHSE

A career in  
Health and Aged Care  
Management today requires  
tools, skills and support every  
step of the way.

A person rock climbing on a steep cliff face. The climber is wearing a helmet and a harness, and is using ropes and gear. The background is a bright, hazy sky.


Today the health system measures performance on both clinical and business indicators of success and improvement, it can deal with patient's complaints in a more transparent manner, whilst it provides a much wider range of services and is much more transparent in spending government money.

Throughout the world there has been constant calls for health reform. The success of reform internationally, mostly through restructure and the adoption of management techniques has been questioned in terms of effectiveness, cost and negative impacts on health systems.

ACHSE supports a new approach, a new pathway, which turns away from blame and focuses on that core resource skill of the system, its people. Through them we need to harness their skills and their shared vision for the future, not some nostalgia for "the old days".



ACHSE brings excellent  
credentials  
to assist health managers on  
their journey along the new  
pathway

A photograph of a person rock climbing a steep, reddish-brown cliff face. The climber is wearing a blue jacket, dark pants, and a white helmet. The background is a bright, hazy sky.

- Robust Professional Development Program
  - Fellowship Study Program
  - Mentorship Program
  - Annual National Congress
  - Asia Pacific Journal of Health Management
  - Study Tours – UK, Hong Kong, New Zealand
- 
- A photograph of two women in business attire. One woman is wearing a red blazer and is looking down at a document or laptop. The other woman is partially visible next to her, also looking down. The background is a soft, hazy light.



- On Line Education
- Management Competency Assessment Tools
- ACHSE Library
- Collegiality
- Advocacy





## Advocacy – The Way Forward

A SHAPE/ACHSE Partnership to facilitate and promote informed debate on how health service might best be organised and effectively managed.



## SHAPE/ACHSE Partnership

Considered Advocacy in support of the SHAPE declaration which affirms that if it is appropriate for health professionals who deliver care to be registered, licensed and required to evidence continuing professional development, then the same circumstance should be applied to those entrusted with the management of those health professionals and the resources consumed by the health system.

This suggests minimum standards of health management education, structured health system experience and continuing professional development



# HEALTH CARE ROADBLOCK

ACHSE

## TRIBAL WARFARE



# HEALTH TRIBES

ACHSE

- Nursing Tribes
- Accountant Bean Counting Tribe
  - Allied Health Tribes
    - IT tribes
    - Doctors

Doctors – Series of Warring Clans



Doctors – Come Together as an Omnipotent Force When Attacked from Outside





**Major challenges in health service management**  
**Articulated in SHAPE Declaration**

**Gaining experience to lead and manage in a range of differing health system and organisational arrangements.**

**Develop a deep contextual understanding of health systems, public policy, professional cultures and politics.**

**Be competent in organisational sense making as negotiators of meaning, active participants, constructors, organisers and persuaders within health systems.**



**Major challenges in health service management**  
**Articulated in SHAPE Declaration**

**Be drawn from a range of backgrounds including those with clinical and non clinical experience and qualifications who can demonstrate broad contextual health knowledge and more than one logic.**

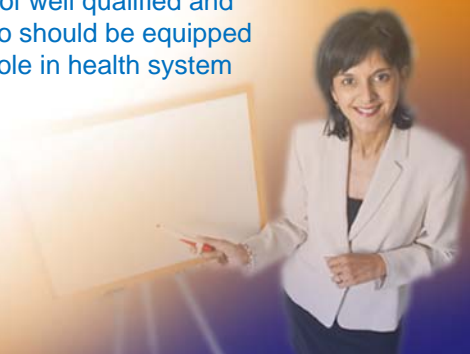
**Be able to understand how clinical work should be structured and managed and work actively with clinicians and others to deliver coherent, well managed health services**





## The Next Step in the Partnership

Influencing a commitment from government, health departments, providers, colleges and educational institutions to invest in and value education, experiential and work based training and continuing development of the health management workforce. It will require a collaborative effort on the part of these stakeholders to develop cadres of well qualified and experienced health managers who should be equipped and restored to a more central role in health system reform.



## ACHSE Moving forward...

- Redevelopment of the new web site
- Expansion of On Line Learning Opportunities
- Strong Advocacy as it relates to the need for well educated and trained Health Managers, Continuing Professional Development and the need to continue to have discrete Health Management Tertiary Degree and Post Graduate Programs.
- Change in Name to Australasian College of Health Services Management



- College members work in health in all sectors- Private, public, primary health care, acute care and public health
- College is multidisciplinary and open to all the health professions
- Membership allows participation and contribution and advancement to Fellow
- Members are entitled to use the post nominal's after their name of AFCHSE and FCHSE

- ACHSE has helped establish/develop Colleges in HK and NZ and is currently assisting Singapore
- ACHSE welcomes interest in establishing similar Colleges in Thailand and elsewhere
- We are willing to help and support your efforts
- College membership is open to all interested in health management irrespective of country in which they reside

ACHSE

ACHSE – A visionary step

The Establishment of an Asia Pacific International College

- Australia
- New Zealand
- Hong Kong
- Thailand
- Singapore



ACHSE



***Sailing the Tides  
of Turbulence***

National Congress 14 – 16 July 2010  
Esplanade Hotel Fremantle WA

CALL FOR ABSTRACTS  
ACHSE 2010 NATIONAL  
CONGRESS

ACHSE

## **CONGRESS THEMES**

- Effective Leadership
- Workforce
- Quality Safety and Risk
- Innovative Ideas From the Fringe





ACHSE

# ACHSE

**THE LEADING DRIVER OF  
CONTINUOUS IMPROVEMENT  
TO HEALTH CARE  
MANAGEMENT IN THE ASIA  
PACIFIC REGION**



**Home**

