

“Getting to Great:



A New Model for Governing the
21st Century Healthcare Organization”



A masterclass by **Dennis Pointer**

12th October 2007, London

Getting to Great: A New Model for Governing the 21st Century Healthcare Organization



Over the past 25 years, my professional life has focused on Governance. I have written 6 books and a ton of articles on the topic, conducted hundreds of board retreats, given too- many- to- count speeches and have served as a consultant to over 350 health systems and hospital boards.

I have observed that there is much that is right about health care organization governance. Board work is important. The vast majority of CEOs truly value great governance; they recognise the contribution that a high-performance board can make. Directors, both executive and non-executive truly want to make a difference on behalf of their communities and add value to the organisations they serve.



Yet something is off. My analysis has led me to conclude that relatively good governance has been an impediment to great governance. There's a significant governance performance/contribution gap. Most health care organization boards are neither performing as well as they should nor making the contributions they could; they are functioning sub-optimally. Furthermore the performance/contribution gap can't be closed by incrementally improving the way boards have been structured and governance has been practiced in the past. It is becoming more obvious that one needs a new governing model better suited to the realities, complexities, challenges and opportunities facing boards of 21st century health care organisations.

In this masterclass, I would like to explore, share insights and stimulate new ways of thinking and governing healthcare organisations. I will incorporate the work of major Board development initiatives such as Dr. Fosters and the NHS Confederation amongst others to stimulate debate and action and to enthuse board leaders on the crucial role they can fulfil on effective governance.

Dennis Pointer

Key note presenters



Dennis Pointer

Dennis Pointer is Virginia Mason – Austin Ross Professor, Department of Health Administration, School of Community Medicine, University of Washington (Seattle). He has held two previous endowed chairs: the John J. Hanlon Professor of Health Services Research and Policy, Graduate School of Public Health, San Diego State University (1991-2002); and the Arthur Graham

Glasgow Distinguished Professor of Health Services Management, Department of Health Administration, Medical College of Virginia (1986-1991). From 1975 to 1986 he was affiliated with the University of California, Los Angeles where he served as: Professor and Head, Program in Health Services Management, School of Public Health; Associate Director, U.C.L.A. Medical Center; Professor, Anderson School of Management; and Professor of Psychiatry and Bio-behavioral Sciences, School of Medicine. During his tenure at U.C.L.A. he was a Research Fellow at the RAND Corporation.

Dr. Pointer is the author of ten books. *Board Work* (Jossey- Bass, 1999) and *Really Governing* (Delmar, 1996) have won the James A. Hamilton book of the year award from the American College of Healthcare Executives. His other books include: *Getting to Great: Principles of Healthcare Governance*; *The High Performance Board*; *The Health Care Industry: A Primer for Board Members*; and *Essentials of Health Care Organization Finance: A Primer for Board Members* (all are published by Jossey-Bass). He has written over 100 scholarly and professional articles.

He is founder and principal of Dennis D. Pointer & Associates, which has been retained as a governance consultant by over 350 healthcare organizations, commercial corporations, governmental agencies and professional/trade associations. Dr. Pointer was a founding partner of the American Healthcare Governance and Leadership Group LLC, now the Center for Healthcare Governance of the American Hospital Association.

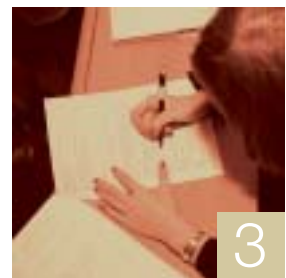
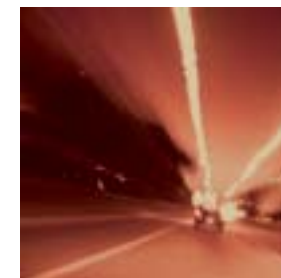
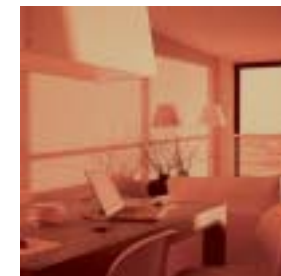
Dr. Pointer received his Ph.D. from the University of Iowa in hospital and health services administration (1971) and B.Sc. in organizational psychology with minors in religious history/ philosophy from Iowa State University (1967).



Sir William Wells

Sir William was Chairman of the NHS Appointments Commission from 2001 to 2007 and has been Chairman of the DoH Commercial Advisory Board since 2003. He has been a non-executive in the NHS for nearly 40 years. He is a Pro

Chancellor of the University of Surrey & Vice President of the Royal College of Nursing, a member of the General Council of the King's Fund, and a Trustee of the National Museum of Science and Industry. He is an Honorary Fellow of the Royal College of Physicians. He sits on a number of Private Sector boards including being Chairman of Covenant Healthcare Ltd, ADL plc, Pure Sports Medicine, CMG plc and Hillgate (220) Limited. He is an Non Executive Director of Arc Fund Management and SQW plc.






Key objectives of the masterclass



- to develop knowledge and understanding on the characteristics and behaviours of world class boards;
- to analyse leadership strategies and action for governance that will impact on service improvement;
- to provide new and practical ways of creating effective governance approaches;
- to explore with board members, senior leaders, clinicians, practitioners and others on practical ways and means to maximize and deliver service improvement through high performance health care organisations.



Who should attend this Masterclass

This masterclass and expert seminar is for:

CEOs, Executive and Non Executive Directors and other Senior Leaders involved in Corporate Strategy, Mergers and Turnaround, Modernisation, Commissioning, Service Redesign, Clinical Governance, Performance Management, Service Delivery, Organisation Development, Human Resources in Health, Social Care, Local Government, and Private Sector Providers.

Directors, Executive and Non-Executive Directors and Senior Leaders from Social Care and other Public Sector Organisations; Directors and Senior Business Leaders from the Private Sector.

Academics, Researchers and Management Consultants working at Board Level and with board level issues.

Programme



9.00 - 9.30

Registration and networking

9.30 - 11.00

What's off with governance

Prof Dennis Pointer

11.00 - 11.30

Coffee

11.30 - 13.00

Outlines of a new governing model: governing responsibilities, oversight role, foresight role

Prof Dennis Pointer

13.00 - 14.00

Lunch and networking

14.00 - 15.30

Enabling governing infrastructure and doing board work

Prof Dennis Pointer and Sir William Wells

15.30 - 16.30

Delivering on Governance

Prof Dennis Pointer

16.30 - 17.00

Tea, networking and end of Class.



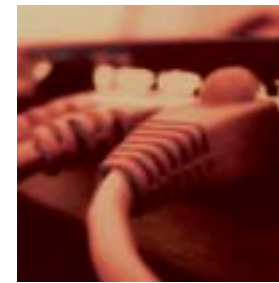
- small group discussion-dialogue/deliberation-debate (employing carefully crafted observations/insight and evidence, questions and queries will be incorporated in sessions as appropriate)



Enhancing involvement: sustaining learning

- a pre-event reading pack will be sent out electronically and will be available at www.aeneasktc.com
- proceedings from the master-class will be available as a Resource Pack from Aeneas.





About Aeneas

Aeneas is a knowledge transfer company, established to promote and support the spread of good practice in the public and private sectors through publications [monographs, handbooks, texts and proceedings] and educational activities [expert seminars and masterclasses].

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Sharing good practice from world class companies with Doug Ready
October 2007

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October 2007

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