

INSPIRE BARCELONA WORKSHOP 26.3.2015

PROCURERS RESOURCES AND SKILLS

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4 Ms: Mandate, Mindset, Means, Metrics

- **Mandate:** Demand side strategy that all actors share and implement
- **Mindset:** Cultural change, civil servants taking a more proactive / co-creative role.
- **Means:** Knowledge, skills, resources, tools, user involvement
- **Metrics:** Deliver evidence on positive measurable outcomes
-> cost/benefit analysis, incentives, reimbursement models

Mandate

- Joint decisions on **who leads** and who is responsible, who are onboard: the Region, Smart City, State? (**pool demand**)
- **Demand side strategies that all actors share and implement**, incl service, procurement and eHealth strategies
 - > success of operative instruments depend on the success of strategic instruments.
- **Focus on priority topics / areas**
- **Alignment of the actors**; hospital /primary care management, procuring department, clinicians, users.

Mindset

- Cultural change, civil servants taking a more pro-active / co-creative role.
- Do not look at the legal issues as hinders, be pragmatic and resolve what needs to be resolved. "You are all in the same boat".
- Service design, co-creation, user-driven innovation embedded into regular practices in a structured and analytical manner
- Public services need to demonstrate that they are producing measurable positive outcomes
- System level value should be defined with the users.

Means & tools

- Knowledge, skills, resources to conduct PPI/PCP , market dialogue, needs assesment & other activities
- Unconventional lawyers that help to resolve the issues in a proactive manner for the mutual benefit of involved actors from demand and supply side.
- Possible to break organizational boundaries, silos if organizational changes and redesign of services is the key
- Adequate public sector service (business) model is the key
- End-user involvement as a resource -> empowerment, inclusion, acceptance. Supports also going directly to consumer market.

Metrics

- **Deliver evidence on value creation**

- > clear objectives
- > cost/benefit analysis
- > measurable outcomes
- > incentives, reimbursement models tighted to the outcome and positive value creation

- **Business Case**

- > visualizes and clarifies the objectives and value creation process
- > should be used as a tool to guide the process

CHANGE OF MINDSET NEEDED?

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THANK YOU !

