2nd World Congress on Health Economics Policy & Outcomes Research
June 29-30, 2017 Madrid, Spain

How can the Human Resource Management Contribute to the Efficiency of Health Systems

Moschofidou Maria-Paraskevi
contact: mmoschofidou@gmail.com
M.Sc. Public Health, Swiss Tropical and Public Health Institute, Basel Switzerland

Background

:Human resource management in the health sector is important in the achievement of operational efficiency. Without proper management of human resources policies cannot translate to quality healthcare. The research paper, thus investigated how human resource management contributes to efficiency in health systems by examining the criteria for judging human resource performance, areas in need of reform in the Swiss heath sector and a comparison of international policies with those being implemented in Greece.

Methods Health care provision systems in these two regions were examined in a wider perspective. We did not get forums for collecting primary data, so we had to rely on secondary sources of information. We also relied on information from previous surveys that were recently conducted to get comparative figures. We had to get data from reliable sources such as the Commonwealth Fund, WHO regional offices in the United Kingdom and the national coalitions on health care provision. The chief HR issues were examined from a perspective of the two regions. The impact of these resources on HealthCare systems was also analyzed as larger depths.

Aims

)What criteria should be used for judging the performance of health systems and how should the be measured?

2) What are main reforms and priorities for Switzerland with regard to human resources for health?

3) Which are the most important hr practices and policies internationally, and how are they different from the practices Switzerland?

Introduction

:Human resource management in the health sector is important in the achievement of operational efficiency. Without proper management of human resources policies cannot translate to quality healthcare.

•Apart from physical capital and consumables, human resource is a principal health input. Healthcare performance depends largely on the knowledge, skills, and motivation of the persons who are involved in the delivery of service.

• A successful healthcare system needs to be able to mix and create balance between human and physical resources. Without proper procedures for managing people, missions, quality improvement goals and strategic plans become useless.

Fig.1 Performance management of HR



Source:2016, Swiss Tropical and Public Health Institute

Results:

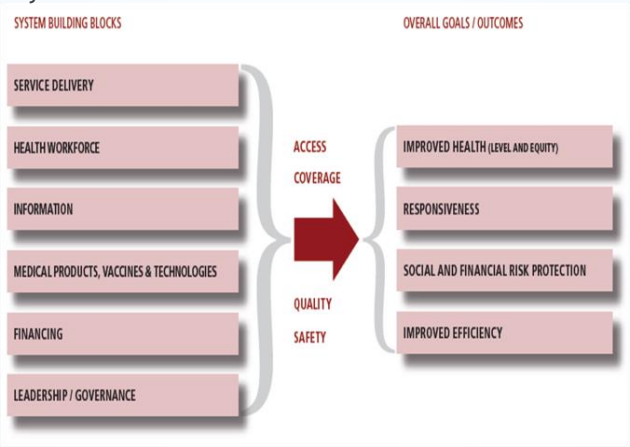
The criteria looked at outcomes both from the workforce point of view and patient's point of view. Better management of healthcare workers will also be judged based on the employee satisfaction with their work and turnover rates that are recorded in the healthcare industry.

The expected reforms will touch on areas workforce training and certifications, the size, as well as distribution of healthcare workers.

With regards to training, aim at establishing the quality of training that given to healthcare workforce and how organizations track down their continuous certifications. In terms of size, there search aim at establishing the workforce and patient ratio as this greatly impacts on the quality of care that is given to patients.

Size as well as distribution determines employee satisfaction and turnover rates (elaradi and Johari 15.) Poor patient to healthcare professional ratio may result in burnout, leading to high turnover rates due to employee dissatisfaction(Harris, Cortvriend and Paula Hyde 451).

Fig.2 Relations between functions and goals of health systems



Source:2016, Swiss Tropical and Public Health Institute

The need for high performance by employees especially in the health sector becomes demanding and so it is important that the managers are clearly aware of the factors that contribute to the high performance of the employees and ensure them in everyday practice.

Secondly, they need to know ways to manage staff reductions and organizational changes that are very common, yet culture should be known, teamwork in both small and large groups, creating relationships between staff and organizational level.

In general, DAA executives should behave properly and have the appropriate knowledge to be able to respect and admire workers and be able to draw attention to them within the health care unit

Fig.3 SWOT Analysis showing comparison between Swiss and Greek Health Systems

Strengths		**Weaknesses**	
Switzerland	Greece	Switzerland	Greece
-Strong human resource management policies (Sieder and Leibundgut 421). -Established human resource departments within healthcare organizations -Strong economy	-Established human resource management structures in healthcare organizations (Chopra, 668)	- lack of strong commitment by leaders to healthcare human resource management (Thomson 102)	-Weak economy -Few policies concerning human resource management in healthcare (Bohlander 29; Dowling 142; Kabene et al.20)
Opportunities		**Threats**	
Switzerland	Greece	Switzerland	Greece
-Available continuous training opportunities -Reputable healthcare management institutions	-Available training opportunities (Frost and Alexandrou 92) -Available employ ment opportunities	-Availability of alternative well-paying careers	-Available employment opportunities in other countries (Daviaud and chopra 49; ofori-Okyere and aboagye 7) -Low employee motivation

Conclutions:

Resources management and planning are critical, but often negHuman lected, characteristics of health systems in general.

Integration (Health) with Human Resource Policy reforms and human resource planning.

Re-education and continuous training of the number of employees and skills.Geographical distribution of the health workforce.

Managing human resources, including performance, motivation, working conditions.

The Swiss healthcare system has placed much emphasis on reform in the management of human resources.

The main aim is to create efficiency and effectiveness that will translate to quality outcomes to the patients.

Main issues in the reforms of the healthcare system in Switzerland to create efficiency include workers in the country.

References: Bohlander,George,and Scott Snell.Managing human resources. CengageLearning,2006.,Buchan,Janmes. ''What difference does (''good'') HRM make?.''Human resources for health 2.1 (2004):6., Chen, Lincoln,et al.''Humanresoursesfor health:Overcomingthe crisis.''(2004):1984-1990.,Chopra, Mickey,et al. ''Effects of policy options for human resourcesfor health:An analysis of systematicreviews.''The Lancet 371.9613 (2008):668-674.,Daviaud, Emmanuelle, and Mickey Chopra.''How much is not enough?Human resources requirements for primary health care:A study from South Africa.''Bulletin of the World Health Organization'' 86.1 (2008):46-51. Dowling, Peter.Intranional human resource management: Managing people in a multinational context.CengageLearning,2008.