



HealthPros

International Training Network for
Healthcare Performance Intelligence Professionals

Dissemination of HealthPros

In December 2018 we organized a X-mas competition with the question on “The best way to disseminate the HealthPros network to the general public” won by fellows Oscar and Erica who presented their ideas at the Supervisory board meeting of the consortium during the meeting in Aalborg. In the meantime, they have restyled Twitter (<https://twitter.com/HealthProsH2020>), Facebook (<https://www.facebook.com/pg/HealthProsH2020/about/>), LinkedIn (<https://www.linkedin.com/company/healthprosh2020>), and Research Gate (<https://www.researchgate.net/project/HealthPros-Innovative-Training-Network-for-Healthcare-Performance-Intelligence-Professionals>), resulting in a very active twitter community and a significant rise in the number of followers to 155!

Damir Ivankovic had an interview in the EuroNews MRPH newsletter (https://issuu.com/euronetmrph/docs/euronet_newsletter18) and HealthPros was also mentioned in the 19th MCAA (Marie Curie Alumni) Newsletter. Now available online to read and share. (<https://www.mariecuriealumni.eu/newsletters>).

So, in order to do justice to our new dissemination efforts, in this newsletter we introduce the Italian HealthPros team, and also

we asked for a short impression of all the fellows that have currently started secondments. However, our fellows are very enthusiastic about the program and life in general, so the short impression became rather long..Enjoy reading!

Introducing...The team from Italy!

[Kendall Jamieson Gilmore](#)



Where were you born?

In the UK.

What is your background?

My academic studies were at the University of Edinburgh, where I studied biological sciences with a focus on pharmacology, and University College London, where I completed my master's degree in global health and development. After graduation I joined the UK Civil Service Fast stream, during and following which I spent several years working in and around Whitehall in the Department of Health and at NHS England. In that period I supported or led various policy, strategy and legislation programmes with an overall focus on health and care system innovation and reform.

Most recently before starting the HealthPros programme, I spent two years as a health specialist at Social Finance, a non-profit organisation which works to develop better

responses to social challenges through data analysis, investment, and partnership working. In my time there I worked with different types of health and care providers, funders, and regional health commissioners to identify and implement opportunities for improved outcomes and value for patients.

When did you start working at Scuola Superiore Sant'Anna?

In September 2018.

What is the main focus of your research?

I am researching the use of patient reported information (PROMs and PREMs) alongside routinely collected data to better understand the performance of healthcare systems, and to inform incentive and governance models using these insights.

What is the added-value of Marie-Curie European Training Networks in comparison to other types of (EU) research projects?

The multidisciplinary, international network building, and focus on collaborations across academic, public and private sectors provides real opportunities for enduring benefit based on our research outputs as well as a wide set of career opportunities for researchers.

What will you do as part of the HealthPros consortium?

I'm one of the HealthPros Fellows, so I will: collaborate with others to conduct original research into the ways in which patient reported data can be used to deliver better value from health and care services; publish and present findings at conferences and in academic journals; develop my skills in different areas through placements in universities, a hospital, and public health department. And hopefully have a fun time while doing so (thus far, yes).

What is the biggest challenge for HealthPros?

The HealthPros projects (and team members) are all highly complementary, together comprising a cohesive whole which is greater than the sum of each project or person individually. This is a massive strength of the programme. For me,

alongside this strength is the greatest challenge – how to realise that overall value during and after delivery of all work packages. This is partly a logistical issue (the challenge of coordinating and managing teams across several countries and types of organisation, and making sure each party is aware of what the other is doing), partly a communication issue (how to coherently describe for different audiences such diverse work streams, to make clear the synergies and alignment), and partly an implementation issue (how to ensure the outputs and synergies from each team are applied in practice to enable better outcomes and value in healthcare). If all this can happen, there could be huge impact from the programme, but it will be hard!

What do you do in your free time?

Consume industrial quantities of pasta and attempt to burn it off through big walks around the glorious Italian scenery with my wife Sophie. Mastermind audacious heists.

Claire Wilmington



Where were you born?

I was born near Paris in France.

What is your background?

After graduating with a B.Sc. in Biomedical Science, I undertook several internships in intellectual property and the access to medicines sector. I later gained an M.Sc. in public health from LSHTM and went on to work as a drug pricing analyst for the information company IHS Markit.

When did you start working at Scuola Superiore Sant'Anna?

In September 2019.

What is the main focus of your research?

We're in the process of defining it.



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What is the added-value of Marie-Curie European Training Networks in comparison to other types of (EU) research projects?

Marie-Curie ETN's ESR program offers the unique opportunity of being part of an international collaborative effort that fosters immense career growth.

What will you do as part of the HealthPros consortium?

I will be working as an Early Stage Researcher on a project that will concern the utilization of healthcare performance intelligence, one of the three workpackages of the HealthPros research.

What is the biggest challenge for HealthPros?

To find solutions applicable to all health systems while taking into account the complexity of each health system and surrounding administrative, social and economic structures.

What do you do in your free time?

I enjoy reading, traveling and meeting friends.

Sabina Nuti



Where were you born?

Pisa, Italy

What is your background?

I have a B.Sc. in Political Sciences - Course in Political Administration (University of Pisa) and a MBA Master

in Business Administration (Bocconi University, Milan). I am the Rector of Scuola Superiore Sant'Anna in Pisa (Italy), where I am Full Professor of Health Management.

When did you start working at Scuola Superiore Sant'Anna?

In 2000

What is the main focus of your research?

My main research focus is on performance evaluation systems in the healthcare sector, avoidable variation, priorities and target setting, managerial tools for public governance systems

What is the added-value of Marie-Curie European Training Networks in comparison to other types of (EU) research projects?

I love the idea that we are training a new generation of professionals in an innovative and multidisciplinary way. These ESRs have a unique opportunity to build skills and international relationships.

What will you do as part of the HealthPros consortium?

I supervise the research projects of the 2 ESRs hosted by Sant'Anna and will support the work of the others during their secondment periods.

What is the biggest challenge for HealthPros?

The biggest challenge is that, through the training of our ESRs, our mission is to produce value for the whole society, so that the whole population can benefit from the achievements of our project.

What do you do in your free time?

I help my husband running his business -an organic certified farm in the countryside of Pisa.

Annamaria Murante



Where were you born?

I was born in a small city in the south of Italy, known for being the place where the latin poet who wrote on the carpe diem was born

(Quintus Horatius Flaccus for those interested.LJ)

What is your background?

I have a degree in economics and a PhD in management

When did you start working at Scuola Superiore Sant'Anna?

Since 2005 I have been working at the Management and Health Lab of Sant'Anna School, now as Assistant Professor.

What is the main focus of your research?

My research interests deal with user experience, co-production, and service process delivery within the healthcare sector.



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What is the added-value of Marie-Curie European Training Networks in comparison to other types of (EU) research projects?

It provides you with a large perspective in the research training activities and stimulates inter-institutional knowledge sharing enriched by a young mood.

What will you do as part of the HealthPros consortium?

I will support the ESRs hosted by SSSA and other ESRs, if they request me, in achieving their research goals within the main framework of the HealthPros project and specifically in connection with the 2 and 3 WPs.

What is the biggest challenge for HealthPros?

Training potential professionals expert in performance evaluation within the healthcare sector and leading them to transfer to others the culture of working on the improvement of performance with a systematic approach, evidence-based, driven by data who become information able to drive the healthcare actors to address the challenges they are called to.

What do you do in your free time?

I learn from my three year old son to be mother.

The first fellows have started their secondments! Some impressions below...

Canadian standoff is real!

Mircha Poldrugovac and Damir Ivankovic (AMC)- seconded at CIHI/UoT in Toronto, Canada

"The cool thing about being famous is traveling. I have always wanted to travel across seas, like to Canada and stuff." (Britney Spears, American singer)

We might not be as famous as Britney (yet!) but we can confirm that indeed the cool thing about being a HealthPros Fellow is traveling... across seas, like to Canada and stuff. So, here we are, the two of us in Toronto, Canada for a

semester as our first HealthPros secondment. "Two of us" are Mircha and Damir, HealthPros Fellows from the Amsterdam University Medical Centra (Amsterdam UMC) and the University of Amsterdam (UvA). Why Canada? Because of longstanding collaborations and partnerships between the involved institutions. Because of the opportunity to compare and expand some of the work we've done in Europe to the experience of Canada. Also, to learn about the Canadian healthcare system (some would say "systems"), its history and the changes it is going through currently, especially in Ontario. To meet influential researchers and attend some amazing courses, lectures and workshops offered by our partners and hosts here. To pave the way for more HealthPros Fellows to visit Canada next year for their secondments. And those are just the professional reasons...

Our Canadian partners and hosts are the Canadian Institute for Health Information (CIHI) and the North American Observatory on Health Systems and Policies (NAO), which is hosted by the University of Toronto's (UofT), Dalla Lana School of Public Health (DLSPH), Institute of Health Policy, Management and Evaluation (IHPME). That was a lot of names and a lot of acronyms, for sure. Talking of acronyms, they love them here! Seriously. On our first day at CIHI, we got a 5-page document print-out called "Commonly used abbreviations at CIHI". In case you wondered, for example, what HR stands for, you will find that it may stand for 3 different things, depending on the context.

So, what are we exactly doing here? Mircha: "I'm working on a paper that deals with the impact of public reporting of long-term care homes' data, spending majority of my time at CIHI." Damir: "I'm trying to do a study among Ontario hospital managers on the use of



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performance data for decision-making. For this I am also collaborating with the Ontario Hospital Association (OHA). We did something similar among European hospital managers earlier this year so it will be interesting to try and compare the two populations.”

Avoiding that all work and no play makes Mircha and Damir dull boys (like that ever was an option), we are also trying to fully experience Toronto and Canada while here. After a surreally beautiful September, we are starting to get the feel of real Canadian Fall / Winter weather. This means that we finally have an opportunity to witness Canadian tuxedo styling in the streets but also focus on indoor activities. One indoor activity that we take very seriously is thoroughly exploring the ethnic cuisine landscape of this highly multicultural city, which some people claim is “Toronto’s best kept secret”. And who are we to disagree?

Oh, did we mention the completely justified stereotype of Canadians being the nicest people in the Universe? The Canadian standoff is a thing here! If you don’t know what it is, google it. Seriously.



Stay tuned with usual HealthPros information channels (website, Twitter, Facebook) for more on our Canadian adventures.

Cheers and HealthProost!

Erica Barbazza (AMC)- seconded at NIVEL in Utrecht, NL

Since the 1st October, I have extended my morning commute and now travel to the nearby city of Utrecht where I am based at NIVEL -the Netherlands Institute for Health Services Research.

Despite having lived in the Netherlands for one year at the time of starting my secondment, this placement has proved to be a true immersion experience: an all Dutch team; Dutch as the office working language; and a wide assortment of hagelslag at the lunch table [chocolate sprinkles to be added to bread with butter, or as I have learnt, first peanut butter, then a mixture of dark chocolate sprinkles and milk chocolate shavings, there’s a difference].

While at NIVEL, I am putting my research on the fitness for use of indicators into practice. My secondment is focused on the use of prescribing indicators in primary care in the Netherlands. The investigation explores users and uses of primary care prescribing data at all levels of the health system: for improving clinical practice at the micro-level; for professional development, external assessment, quality-based payment and optimizing networks at the meso-level and; strategy development, system monitoring and system quality assurance at the macro-level. Given the kaleidoscope of data providers, insurers and ongoing research initiatives, it is proving to be a very practical exercise into the real-world challenges of linking data, analyzing findings and acting on results.

When I am not learning about the complexity of the Dutch system, I am expanding my Dutch vocabulary with colleagues; practicing everything from pleasantries to learning to recognize the Dutch pronunciation of abbreviations like NHG [n-ha-gee], LHV [l-ha-vee], among the many other health system actors in Dutch.



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Óscar Brito Fernandes (Corvinus)- Seconded at the AMC (NL)

Late July, I left gorgeous Budapest behind and my colleagues at the Department of Health Economics at the Corvinus University of Budapest. I spent my August in Portugal for a much-deserved Summer vacation. Time was too short to visit and do everything that I wanted, but my heart and soul were rejoicing. As of September 1st, 2019, I am living in Amsterdam.

Coming to the Netherlands was previously planned as an essential part of my training as a Healthcare Performance Intelligence professional (we are HealthPros! – I chant while writing). I am based at the Department of Public Health, located at the AMC (Amsterdam University Medical Centers). This has been a great opportunity to learn and work closely with the coordinators of the HealthPros project (Niek Klazinga and Dionne Kringos), Amsterdam-based HealthPros fellows Erica Barbazza and Véronique Bos (Damir and Mircha had to go abroad; that’s how much they a-dore me!), and all other researchers I have met at the department (Angie, you’re featured here! How cool is that?). One of the aims of my stay here is to continue my research on the use of health care performance data by insurers (e.g. patient-reported experience measures) to support consumer engagement with health care purchasing.



One of the positive experiences of being abroad is that of getting to live embedded in a new culture. For example, I’m cycling now! Who would have thought? Not me, for sure! It’s also great to navigate through the many canals and be surprised by the stories hidden across city buildings. And not to mention how great it is to be able to visit so many interesting museums, markets and parks across Amsterdam. A recommendation: if visiting, don’t miss to taste a warm and soulful stroopwafel (and do invite me, please!). Not all is great, though: the rain... oh, the rain! It was very disappointing to be here facing rainy weather and my friends back in Portugal still working on their exquisite tan. I came to realize that this is now my new reality, hence I had to adapt myself to the circumstances; now, I even cycle in the rain with the warmest smile I can mask my face with. How cool is that?

But, as Portuguese, I am made of saudade and fado. I miss being close to my family and friends, sunsets in Portuguese waters, mama’s food... One year of HealthPros and already one personal key learning I’ll take with me is that of being grateful for all those pieces that shape who I am, even though I don’t acknowledge them daily. I guess that “All I want for Christmas is you”! Later on, the adventure continues in Budapest. Make sure to follow that across the social media channels of HealthPros.

Kendall Jamieson Gilmore (SSSA)- seconded at DEP, (Rome, Italy)

It's well known that when in Rome, one must do as the Romans do. As such, since I arrived I have been busy commissioning magnificent buildings exalting my name to all who dare approach, building aqueducts to feed public baths, slaughtering my rivals in gladiatorial combat, and participating in gigantic orgies. It's all been very tiring.

Luckily, my placement at the Department of Epidemiology for the Lazio region is proving to be a most enjoyable and interesting safe haven from the trials of recreating the Roman period. At DEP Lazio, I am working to identify the policy implications and actions arising from the epidemiological analysis my colleagues conduct as part of their daily work. Currently, I am providing the policy input for a research paper on the determinants of adherence to best practice therapies following acute myocardial infarction, and will soon start work on a project about overprescribing in the under-5s. It's been a great opportunity to learn about some of the advanced statistical analyses my new colleagues conduct in health and environmental protection, as well as being able to draw on my different (i.e., less skilled) background to bring a new angle to some of their projects.

During my time here I've also been away to the 7th International Jerusalem Conference on Health Policy, where I was presenting a poster for project I've been working on collecting and analysing Patient Reported Experience Measures from paediatric hospitals in Italy and Latvia, as well as to the European Health Forum Gastein, which I participated in as a young scholar (along with legendary Gasteiner and fellow HealthPro Véronique).

Now I must go, my chariot is waiting to take me to a brutal recreation of a famous sea-battle.



Armin Lucevic (Corvinus)- seconded at OPTIMEDIS, (Hamburg, Germany)

Hamburger Newsletter

OptiMedis AG,

Germany

Greetings from the promised land of many Central and Eastern Europeans!

Meal portions are big, beer is good and public transport is expensive (but there are almost no control checkups).

Germans (or at least the one I met) are disciplined, punctual and well-organized. Planning well ahead, and 5 o'clock really means 5 o'clock! When working, they are working hard; but they also find time for leisure. And Right to disconnect (no emails after working hrs or weekends) works quite well, despite that there is no actual law on it.

I am based at OptiMedis AG, a health management company focusing on healthcare data analytics as well as development and management regional integrated healthcare. Currently involved in couple of projects, namely, calculation of inappropriate medication for UK practices using FORTA-EPI algorithm, and adaptation of OptiMedis data-warehouse model to the Hungarian health

insurance context. Soon will start research on the Blockchain technology to support value-based care. Things are looking promising!

Ok, need to go now, we are setting up new miners in the basement (BTC is going up again)!

Tschüss!

Upcoming events:

11-15th November 2019

Fall Meeting, third training week ESRs in Germany.

30th of March - 2nd of April 2020

Spring Meeting, fourth training week ESRs in Italy.

16th - 20th of November 2020

Fall Meeting, fifth training week ESRs in UK.

For more information on the network and topics/input for the next newsletter please contact the project manager (Laurian Jongejan);

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