



# HealthPros

International Training Network for  
Healthcare Performance Intelligence Professionals

## Introduction

Here we present the 8<sup>th</sup> HealthPros newsletter, in which we introduce the team in NL and we reflect on the current pandemic how it poses challenges but also opportunities for HealthPros.

## HealthPros and COVID-19

The COVID-19 pandemic has generated an unprecedented volume, velocity and variety of COVID-19-related research worldwide. This research shares the common aim to support the current pandemic response and build preparedness for future public health crises. The timely development and uptake of performance intelligence to help govern our health care services and systems through the various phases of this pandemic is of critical importance. To support this effort, our HealthPros fellows, principal investigators and partners have joined forces on a number of ongoing research projects. Please visit our website to stay updated! (<https://www.healthpros-h2020.eu/index.php/research/covid-19>)

## **New study launching March 2021: COVID-19 dashboards from the perspective of their developers**

The HealthPros network, in collaboration with the WHO Regional Office for Europe, have prepared a new study related to public, web-based COVID-19 dashboards. The study explores the perspective of

the organizations behind the dashboards in order to describe the development process and identify the facilitating and hindering factors involved. To do so, we will be conducting one-on-one interviews with dashboard teams and organize a joint workshop of dashboard developers to network and directly exchange experiences and lessons learned.

For more information: <https://www.healthpros-h2020.eu/index.php/research/covid-19>

## **A report from the Fall Meeting (November 16-20, 2020) and fifth training week of the fellows in virtual UK.**

As this was the second time the meeting had to be held online, the Oxford team was prepared and had organized everything logistically to perfection. The virtual consortium meeting in addition to the courses provided in the training week were again very successful. This time the training week was focused on 'Measuring quality and health outcomes in primary care: methods and tools using real world data', with various lectures from experts as well as hands-on experience and work-groups. For those fellows that were not yet as experienced with the statistics program used (R) the Oxford team had even organized a pre-course in the week before the meeting. The training week was very positively evaluated by the fellows (although a bit intense..;-)). On Monday evening the fellows organized the social event, which was very fitting to the current times when many of us are working from home; A virtual coffee-tasting experience!

Bring your own machine and coffee and some “spices” and then share the whole experience. It was a success!



**A report from the Spring Meeting (March 22-26, 2021) and sixth training week of the fellows in virtual Hungary.**

The current changing context forced all ESRs to think about the contributions and impact of their research to the current COVID-19 pandemic, which was not only insightful but also a good training for ESRs to improve their own resilience to adapt their work to changing contexts. As this was the third time the meeting had to be held online, we took into account evaluations of previous times and built in enough moments of ‘retrospection’ and evaluation.

Next to lectures on PROMS in economic evaluations, preference-based evaluation techniques and their role in health economics, the value-based agenda and the economic evaluation framework as well as costing and unit costs in economic evaluations, Health literacy, digital health and PREMS the fellows did a group assignment; they presented a business case on ‘value-based healthcare systems based on performance intelligence, the cases of Germany and Italy’.

During the consortium meeting we also specifically discussed with the fellows what kind of training they would need in the last part of the project and whether they had suggestions. These will be taken into account when designing the last courses and workshops. The virtual consortium meeting in addition to the courses provided in the training week were again very successful.

**Introducing...The team from NL!**

[Damir Ivanković](#)



**Where were you born?**

I was born in a small city of Slavonski Brod, in the east of Croatia, bordering Bosnia. Lived there half of my life. The other half, before moving to Amsterdam, I lived in Zagreb.

**What is your background?**

Educational? I’ve practically been a student all my life. Studied medicine (MD) first and then continued with three part-time masters-level degrees in a row: business administration (MBA), healthcare management (MHM) and public health (MPH). Got offered to do another EU-funded dual MSc degree in international public health. Decided a PhD sounded better than five MSc’s.

### **When did you start working at AMC?**

Fall of 2018. A week after Erica and Mircha. Was sure I would get the worst desk in the office. The desk ended up being totally OK! ☺ It even has the option to become a standing desk, with a touch a button. Having not seen it in a year, I almost miss my office desk.

### **What is the main focus of your research?**

My focus is on blurring boundaries between managerial tools used in corporate sector and those used in healthcare. This took a slight turn towards researching public reporting, through a lot of work on COVID-19 dashboards in the last year.

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

My two main expectations, when deciding to do a PhD in the scope of the MSCA project were: working on relevant, timely and “applicable” research projects and “not being alone”, that is - working in a research team, with 12-13 other Fellows. Both worked out better than expected!

### **What will you do as part of the HealthPros consortium?**

!/? Relevant research! ☺

### **What is the biggest challenge for HealthPros?**

In the beginning, I would have said - convincing the world (and potential employers) that healthcare performance intelligence professionals are a real discipline and a needed addition to the workforce. Now, in the last third of the project, I would say - deciding on one job to take, among all those that will be offered!

### **What do you do in your free time?**

Surf COVID-19 dash-boards around the world. Kidding. Hiking, biking, reading and - during the last year of on&off lockdowns - becoming a home barista.

## **Erica Barbazza**

### **Where were you born?**

Toronto, Canada.

### **What is your background?**

My first degree was in health sciences and globalization studies in Canada. It was courses in international health systems comparisons and measurement and analysis in health sciences that steered me towards further studies in international health policy. It was important to me to have an international perspective to my studies, so I pursued my masters in the UK. I didn't realize then it would be the start of a full decade abroad, with no end to that in sight.

### **When did you start working at AMC?**

1 October 2018. It was raining.

### **What is the main focus of your research?**

Exploring the meaning of actionable health care performance indicators within and across health care systems with a focus on performance indicators in primary care and, more recently, in the context of pandemic public reporting.

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

The training by different partners and possibility to complete secondments was a big draw of the programme for me. I am really grateful to have been able to complete both secondments in-person.

### **What will you do as part of the HealthPros consortium?**

Research ☺☺

### **What is the biggest challenge for HealthPros?**

Building awareness about a new network takes time but our increased Twitter and LinkedIn presence has helped to share our work and also connect with others in the field.

### **What do you do in your free time?**

I spent the first part of the COVID-era at home with my parents in Toronto while on my HealthPros secondment. My mom is an expert knitter and while I have been knitting since I was a child, she really kickstarted this craft again for me. Over the past year, I have started what seems to be a children's clothing line. I knit exclusively for children because the projects are quick, and you can



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experiment with more patterns and yarn types. In 2021, I hope to venture into home wear (pillows and blankets).



## Mircha Poldrugovac



### **Where were you born?**

Koper-Capodistria, Slovenia today, Yugoslavia at the time.

### **What is your background?**

I studied Medicine at the University of Ljubljana and specialized in public health in Slovenia. I worked as a civil servant at the division for quality and safety in health care at the Ministry of Health and at the Centre for Health Care of National Institute of Public Health, before moving to the Netherlands.

### **When did you start working at AMC?**

In October 2018

### **What is the main focus of your research?**

I focus on the use of performance reporting in long term care.

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

There are the advantages of a full-time research position, which is a common feature of a PhD fellowship, but less common with other types of EU financed projects. On the other hand, there are the advantages of a European and international research team, with strongly supported interactions with other research team in the network. So it is the best of both worlds, with the added bonus of the innovative approach to performance in healthcare.

### **What will you do as part of the HealthPros consortium?**

My research contributes to the consolidation of performance intelligence as a field of research, by looking at long-term care, where performance monitoring appears to advance more slowly than in some other areas, such as the hospital sector. Additionally, the pandemic lead to a research effort on Covid 19 dashboards undertaken by a large share of the consortium members. I am really proud to be part of this group.

### **What is the biggest challenge for HealthPros?**

For us, as a network of researchers, I think the biggest challenge is to match the need for scientific rigor with the need for policy relevance. This is not

a challenge unique to HealthPros, but very relevant to the whole area of health services and systems research. It is nonetheless important to keep in mind.

### **What do you do in your free time?**

Take stand up paddle lessons from Veronique.

## Veronique Bos



### **Where were you born?**

According to my first passport: Bennekom, the Netherlands. However, now my passport says Ede, the Netherlands. Interesting change in data.

### **What is your background?**

In these digital meeting days, my background is often faded. My educational background is a BSc in Health Sciences (VU, Amsterdam) and a MA in International Healthcare Management (MCI Innsbruck, Austria). My work experience started with serving food to patients in the hospital as a summer job. Between the Bsc and MA I helped prep a Cardiology unit for accreditation. After my MA I grew into operational hospital management via a project management function. After four years I decided to spend a year in New Zealand and work on a ski hill in the winter and housekeeping/waitressing in the summer. Then I

took on two ad interim functions, first as secretary to the Board of Directors, then as Advisor Quality and Safety to the Board of the hospital in Amsterdam Noord. In between the last two projects I was instructing skiing and snowboarding in Canada.

### **When did you start working at AMC?**

January 2019

### **What is the main focus of your research?**

I focus on performance intelligence in the Dutch integrated care context. The formal working title: Creating evidence-based actionable Healthcare performance intelligence of integrated care in the Netherlands.

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

Having a consortium to discuss and exchange ideas and allow a safe space for learning and training.

### **What will you do as part of the HealthPros consortium?**

I will find partners who want to improve their performance intelligence in order to improve integrated care in the Netherlands and I will do my best to support their need by using evidence, always keeping an eye out for practical fitness for purpose and use.

### **What is the biggest challenge for HealthPros?**

Finding the sweet spot in the balance between team goals and individual goals

### **What do you do in your free time?**

I enjoy spending time being an auntie, daughter, sister, girlfriend, friend or just plain human. I teach Stand Up Paddling in the summer months, enjoy board games (favourites at the moment: Arkham Horror the Board game & Pandemic Legacy), I like a game of jeu de boules or Molkky, and have re-discovered the racing bike.

## Niek Klazinga

### **Where were you born?**

In the capital of Friesland, Leeuwarden.

### **What is your background?**

MD PhD but above all a Health Services Researcher.

### **When did you start working at AMC?**

1999.

### **What is the main focus of your research?**

Quality and Outcomes of Health Services and Systems.

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

Learning together is as important as doing research.

### **What will you do as part of the HealthPros consortium?**

Keep asking questions.

### **What is the biggest challenge for HealthPros?**

Finding valid and reliable answers that are also useful.

### **What do you do in your free time?**

Nature walks and listening to classical music.



## Dionne Kringos

### **Where were you born?**

In Utrecht, the Netherlands.

### **What is your background?**

I have a BSc in Health Policy and Management, a MSc in Health Economics, Policy and Law, a MSc in Health Services Research, and a PhD in the Performance of Primary Care Systems in Europe.

### **When did you start working at AMC?**

2012.

### **What is the main focus of your research?**

My research focus is on the measurement, management and improvement of the performance of health care systems. Central research question in my work is 'How can countries develop or maintain a high-performing health care system that

fits within a specific socio-economic, political, cultural, demographic and epidemiological context?' By answering this question, I aim to support evidence-based decision making that contributes to health system sustainability and improvement.

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

Forming a cohort of enthusiastic early-stage researchers who all perform research on bits and pieces of the same puzzle, and have a natural way of learning from each other, doing joint training, and develop bottom-up research projects.

### **What will you do as part of the HealthPros consortium?**

Co-coordinating the Network, answering some of the questions colleagues (and the 'field') is asking us, supervising Amsterdam-based fellows, making connections across projects and people, disseminating HealthPros' work, and adapting the programme according to training needs of the fellows.

### **What is the biggest challenge for HealthPros?**

Putting our findings into global perspective, thinking of the transferability of HealthPros work to low- and middle- income countries.

### **What do you do in your free time?**

Spending time with my three little daughters and husband. In other words: baking cookies and cakes, performing little DIY projects, listening to Disney songs over and over, making short walks and long picnics on the sea side and in parcs, and visiting all the playgrounds there are within a 1-hour drive from where we live.





## HealthPros Publications

As now the HealthPros network is in the final year, papers are being published regularly. Please visit our website to stay updated.

<https://www.healthpros-h2020.eu/index.php/output>

## Webinars

Two new webinars have been added to the website recently;

On March 30th, 2021 a joint HealthPros & WHO Regional Office for Europe webinar took place, discussing COVID-19 dashboards. A team of researchers representing the Marie Curie Innovative Training Network – HealthPros – presented some of their earlier work on COVID-19 dashboards as well as a new joint study being developed by the WHO Regional Office for Europe and HealthPros on the development of COVID-19 dashboards in Europe in a presentation titled: Learning from COVID-19 dashboard developers: Webinar launching new study on the development of COVID-19 dashboards in the WHO European Region. This recording is now available as the sixth webinar.

Our fifth webinar is a joint workshop with 2019 and 2020 HOPE Exchange Programme participants on Friday, February 26th, 2021, organized by the European Hospital and Healthcare Federation (HOPE) and HealthPros titled: "Beyond hospital data". Topics of COVID-related data integration between hospitals and other health care organisations were discussed with 40 participants present at the webinar. Below you can find the recording. If you have any questions, comments and/or ideas, do get in touch!

<https://www.healthpros-h2020.eu/index.php/training/learning-platform/webinars>

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

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You can find us on 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>



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