MANAGING HEALTH CARE DELIVERY

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Offered by the HBS Health Care Initiative

Program Objectives
This program provides the management frameworks and leadership strategies you need to improve patient care, organizational performance, and financial outcomes in your health care delivery system. You will explore operational design, strategy, finance, leadership, and innovation, as well as service excellence, negotiation, and team building. By evaluating these complex issues from multiple perspectives, you will learn how the world’s leading health care organizations improve performance.

Curriculum

Module 1: Design for Excellence
Gain the skills to design and lead a competitive health care delivery organization.

- Strategy – Improve performance through learning and leadership
- Operational Design – Analyze and design effective operational models, teams, and delivery strategies
- Teamwork – Facilitate and manage physician-hospital relationships
- Leadership – Assess the roles of effective leaders—managing, mentoring, monitoring, directing, and inspiring

Module 2: Manage for Performance
Acquire the management tools and techniques to achieve high performance.

- Finance and Accounting – Assess the financial health of a department or organization
- Service Excellence – Improve the coordination and efficiency of services
- Negotiation – Craft deals that create collective value and claim individual value
- Human Capital Management – Develop and implement incentives that drive results

Module 3: Innovate for Impact
Cultivate a climate that fosters innovation.

- Learning Organizations – Stimulate and capture future innovation
- Innovation – Develop a learning culture that rewards innovation

Between Modules: Apply and Test Key Concepts
Between modules, you will apply and test concepts directly relevant to you and your organization.

Participant Mix
This program is designed for leaders with more than 10 years of experience in clinical or nonclinical roles, including physician and subspecialty chiefs, nurse executives, leaders from physician network organizations and senior executives in diverse administrative functions.

Anticipated Faculty
Richard M.J. Bohmer; Ryan W. Buell; Dennis Campbell; Amitabh Chandra; Clayton M. Christensen; Leemore S. Dafny; James J. Dowd; Amy C. Edmondson; Francesca Gino; Richard G. Hamermesh; Robert S. Huckman (faculty chair); V.G. Narayanan; Raffaella Sadun; and Robert Simons

OCT 2017–MAY 2018 SESSION
Module 1: 15–20 OCT 2017
Module 2: 04–09 MAR 2018
Module 3: 13–18 MAY 2018
$25,000
HBS Campus, Boston, MA
WHY HARVARD BUSINESS SCHOOL?
This is where world leaders convene. At Harvard Business School, you will do more than prepare for the next step in your career. You will develop the worldview, strategic skills, and leadership capacity to master the complex global challenges that face your company today.

The Case Method, pioneered by Harvard Business School, is a proven tool for expanding your leadership capability and expertise. No other program puts you face to face with the faculty who wrote the cases and experienced the outcomes.

Our Global Curriculum integrates the best practices and cultural insights of the world’s top businesses. You will return with the latest strategies for achieving your company's goals—and your career objectives.

A Diverse Group of Accomplished Peers will share their unique perspectives and life experiences. You will leave with a business network that spans functions, industries, and the globe.

Full-Time Harvard Business School Faculty members teach every course. Drawing on proven business expertise and field-based research, they will engage you in an unparalleled learning experience.

Admissions
Application Process – Please visit www.exed.hbs.edu for complete admission requirements and to apply online. The Admissions Committee meets monthly, and admits qualified candidates on a rolling, space-available basis. Early application is strongly encouraged.

Admission Requirements – Admission is selective and based on professional achievement and organizational responsibility. No formal educational requirements apply. Executive Education programs enhance the leadership capacity of the managers enrolled as well as their organizations, and HBS expects full commitment from both. While participants devote time and intellect to the learning experience, sponsoring organizations agree to relieve individuals of their work responsibilities during the program.

Program Fee – The program fee covers tuition, books, case materials, accommodations, and most meals. Payment is due within 30 days of the invoice date. If admission is within 30 days prior to the start of the program, payment is due upon receipt of the invoice. Cancellation policies are outlined in the information provided to applicants upon admission.

Connect With Us
For more information, please contact our Client Services team at:
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