Getting Health Care Delivery Right: Learning from Case Studies

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  number:

• Students interested in becoming global health leaders need training in strategy, management, and leadership
• They must understand context and the social determinants of health
• Like schools of management, we use the case method to expose students to a range of decision dilemmas, provide virtual experiences, and promote critical thinking skills through class discussion and analysis

Conducted quantitative and qualitative research with health care delivery organizations in 16 countries to learn about experiences and challenges

Created over 26 teaching cases with accompanying analytical teaching notes that capture interdisciplinary issues faced in field

Background

Methods

Findings

Cases reveal and teach important lessons:

1. Context matters—programs must account for local factors that influence both the health of the populations and the delivery of health care in their design, implementation, and operations

2. Value—the outcomes achieved divided by the resources invested—is the best measure of program performance, and analysis of value using the care delivery value chain can help program managers determine how best to allocate resources and configure program activities

3. High-value programs address the social, economic, and geographic barriers to health care delivery; they do not see their objective as “offering” services or technology but as ensuring that the population can realize the full value of the services or technology they are providing

4. Measurement should lead to meaningful learning and program improvement

5. Strategy and leadership are essential as managers face shifts in the landscape and increasing burden of disease

Figure 1: Means to access the GHD Case Collection

Figure 2: Case Study Locations

Figure 3: The GHD Case Collection: product titles, disease and topical foci

Figure 4: The Care Delivery Value Chain is a guiding tool for program managers using the GHD Case Collection

Conclusions

• The global health delivery case studies provide a tool for educators to build global health delivery competency for the next generation of leaders

• Cases are available free of charge via www.ghdonline.org/cases

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Link to e-ch: http://www.ech.com/educators/casemethod/resources/freecases/ghd

Link to GHDonline: http://www.ghdonline.org/cases/

Link to Harvard Business Publishing: http://hbsp.harvard.edu/list/ghd