

# Managers & Management in Italian public hospitals

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# What is this project about?

- A **survey** on management and managers in the Italian public hospitals
- Measuring **management practices** – «WMS/MOPS HP» style
- Understanding who hospital **managers** are – attitudes, skills, traits
- **Linking** these measures to hospital-level **healthcare outcomes** and to admin data on **managers' CVs**

# Why do we care?

- Large **variation in healthcare outcomes** across Italy
- **Management and managers** are an important **input** for the production of healthcare
  - Cf. the whole Bloom Sadun Van Reenen literature
- **Little is known** about italian public hospitals

# What do we want to do?

- Measuring

Management practices in hospitals + attitudes/skills/traits of managers  
*at different layers of government*

- and possibly the perceptions of workers on the same matters
- Two (+1) surveys
  - Directors of ASL / ASL public hospitals & Aziende Ospedaliere
  - Heads of Units (primari) - multiple ones within given hospitals
  - (Workers)
- Linking the data with admin data on manager CVs and healthcare outcomes (AGENAS - PNE)

# Questionnaire structure

## Managers

- A. Demographics
- B. Tenure and mobility
- C. Job satisfaction
- D. Knowledge of policies

## Management

- E. Management control
- F. Human resources management
- G. Healthcare policies (risks management, waiting times, accreditations)

# Where do we stand?

- Questionnaires for Directors and Heads of Units are ready
- Currently programming the survey instrument for testing
  
- We gathered contact information for all hospitals
- We contacted with two survey agencies (IPSOS & Demetra)
  
- Currently working on **means to incentivise participation**
  - Institutional support
  - Testimonials
  - Donations (€€€)
  - Proxy interviews - delegation

# Ongoing questions

- **IRB approval**
  - currently fishing for opportunities in Verona
- **Linkage and privacy**
  - 1 director → 1 hospital
- **Deliverables** for AMELIA
  - what is the appropriate level of geographical aggregation?

# Thank you



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