



Institute of
Healthcare
Management

S C O T L A N D

Institute of Healthcare Management Scottish Conference Expanding Horizons

**10 & 11 October 2006
Airth Castle Hotel & Spa Resort**



Institute of Healthcare Management Expanding Horizons

Wednesday 11 October 2006

**Kevin Woods
Head of Health Department
Chief Executive NHSScotland**

Improvement Challenges for Healthcare Systems

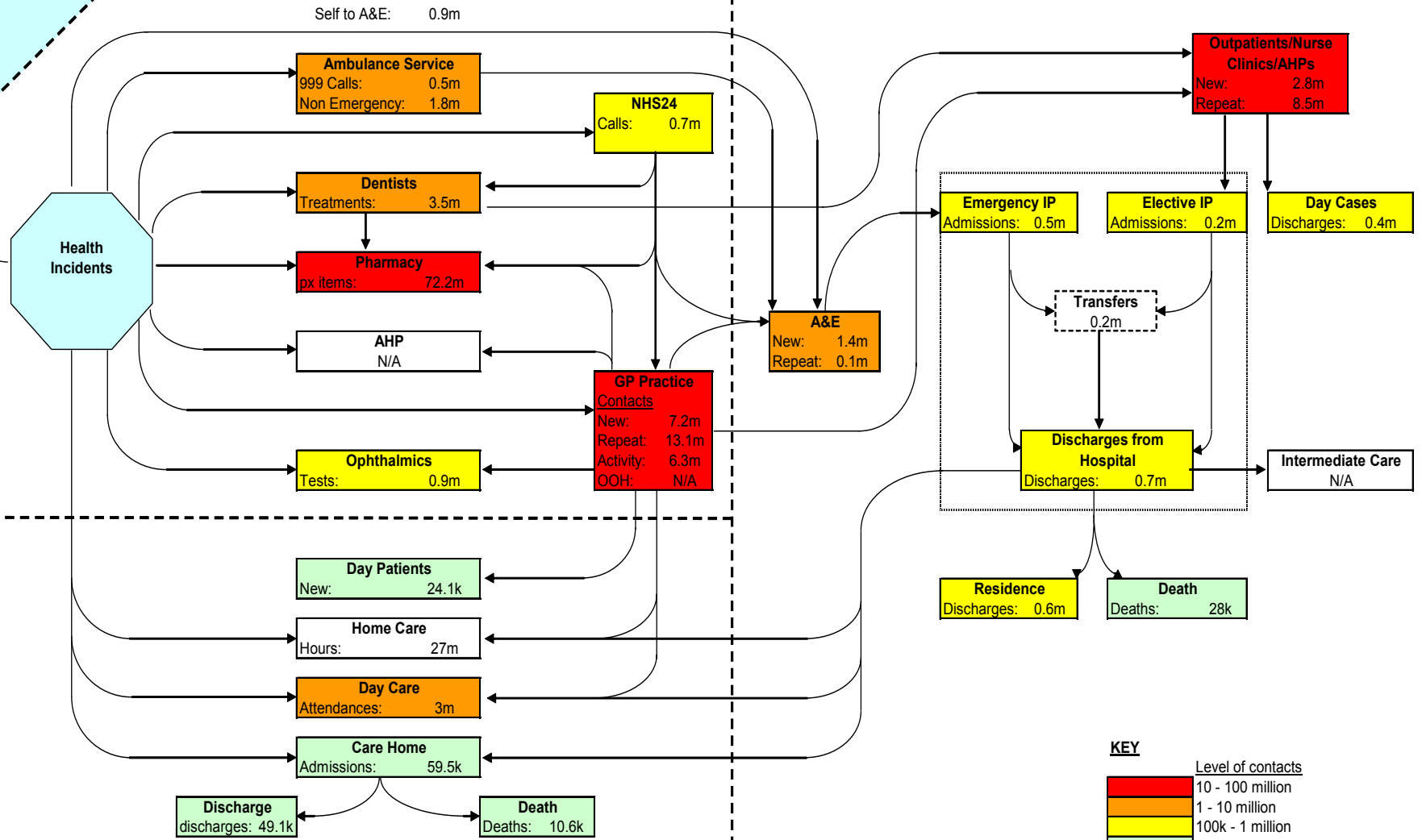
1. Health
2. Quality
3. The effective use of resources
4. Integration of service delivery

NHS Scotland

Self Care
Non NHS care (e.g. private)
other UK NHS

PRIMARY

ACUTE



COMMUNITY

KEY

Color	Level of contacts
Red	10 - 100 million
Orange	1 - 10 million
Yellow	100k - 1 million
Light Green	0 - 100k
White	Unknown

Innovation and Improvement

“As different countries have gone different [reform] routes, a hard reality has emerged:

Health care improvement starts from the ground up. It requires tenacious work to understand what does and does not work in real life and the engagement of countless providers and patients, institutions and communities.”

Source: David Naylor et al, OECD Conference, Ottawa, 5 November 2001



Institute of
Healthcare
Management

S C O T L A N D

Institute of Healthcare Management Scottish Conference Expanding Horizons

**10 & 11 October 2006
Airth Castle Hotel & Spa Resort**



Institute of
Healthcare
Management

S C O T L A N D

Institute of Healthcare Management Scottish Conference Expanding Horizons

**10 & 11 October 2006
Airth Castle Hotel & Spa Resort**