

# Quantitative Modelling in the Management of HealthCare: Healthcare Distinctiveness and Singularities

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# Quantitative Modelling

- widespread use, management of any type of organisation
- yet it is claimed that healthcare is relatively inexperienced
- (or is the claim really about successful experiences?).

# Empirical Based Approach

- We examine healthcare from our personal and professional experiences
  - including quantitative modelling
- we offer some distinctiveness and singularities
  - concerning the management of healthcare
  - compared to other organisations.

# We propose the seven axes of differentiation:

- patient fear of death;
- medical practitioners (for example approach to healing, investigation by experimentation and finance);
- healthcare support staff;
- health care managers;
- political influence and control;
- 'society's view'; and
- utopia.

# The seven axes of differentiation are derived from

- Outpatient clinic data collection
- CLINSIM (Clinic simulation)
  - The political question
  - The requirement
    - What is a requirement?
  - User participation: wow, snore, row
  - In action
  - champion

# More experiences

- Health economics
  - ABCsim
  - Liver transplant
    - “that’s our liver”
- General advice to NHS
- Meet the Minister
  - No, his political advisor
- Me

# Conclusions

- healthcare distinctiveness and singularities affect quantitative modelling
- ignoring them is likely to make the modelling useless if not harmful.
- Simulation book