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Welcome to Talking Healthcare: Insights from global leaders”.

Produced by the International Hospital Federation, the Talking Healthcare podcast series will feature healthcare leaders and executives from the IHF’s global community sharing their expertise, knowledge, and insights into cutting-edge topics in healthcare.

Across the IHF’s network, we believe that well-managed hospitals improve health outcomes for everyone, everywhere. Strong leadership skills are fundamental to healthcare management. And, in an increasingly international setting, benefitting from shared knowledge and experience can transform organizational performance.

Since 2019, the IHF has offered an annual programme for selected young executives to improve their management and leadership skills, and to network internationally. These young leaders are shaping the healthcare delivery of the future, and every year the skills and ideas that they exchange throughout the programme offer learning and insights to benefit the global healthcare community.

Participants attend a series of masterclasses in key healthcare leadership areas. Small group work to complete topical assignments are an opportunity for the selected young executives to share their insights across our global community. The capstone experience for participants is attending the annual World Hospital Congress, where they graduate to the YEL Alumni network.

It's my pleasure to introduce you to Taylor Johanssen, Director at Children’s Hospital of Eastern Ontario, Canada and a graduate of the YEL 2021 programme.

Welcome to the podcast Taylor.

00:01:54:04 - 00:02:46:09

Taylor Johanssen

Thank you so much, Eleonor, and hi to all of our listeners. It's my pleasure to be your guest today on today's episode of Talking Healthcare, we'll hear from Dr. Abel Tesfaye, the Medical director of Eka Kotebe General Hospital in Ethiopia; Moustafa Abdelwahab, Senior Specialist in the Healthcare Improvement Programme of the Healthcare Facilities Division of the Department of Health, Abu Dhabi; Hiba Al Naabi, the senior member of the Quality and Patient Safety Team at the Royal Hospital in Oman, and Jim Hauser, Senior Director of Integrated Surgical Institute and the Interim Executive Director for the Institute Administration at Cleveland Clinic in Florida.

Welcome, everybody. So, guys, I'd like to start with your reflections on what was it like to be selected for the Young Executive Leaders programme and how is the experience for each of you?

Abel, let's start with you.

00:02:47:18 - 00:03:43:00

Abel Tesfaye

Thank you. Taylor I don't know how I can express my feelings because the YEL Programme was a dream for me. When I saw the application on the internet and somebody commented me to apply. Ultimately our hospital is not a member of IHF, but when they announced me included in the group, I accepted the challenge.

Fortunately, the IHF gave me another opportunity and my hospital to be a member and also by giving me a scholarship. So that was a wonderful moment. I'm a physician and a surgeon, but nobody taught me leadership, so I always feel that is something I can learn in the YEL Programme.

So that was a wonderful moment for me but for my hospital.

00:03:44:13 - 00:03:47:16

Taylor Johanssen

Thank you. Hiba, what did you think? What was your experience with YEL like?

00:03:48:14 - 00:04:18:10

Hiba Al Naabi

Well, it was a new programme in 2019 and we were unfamiliar with it. However, I was really excited to join the programme and especially my senior colleague really strongly encouraged me to register and give it a try. Why not? So I had a great support from my superiors to join this programme and be a member in the programme.

So it was really an excellent opportunity to join the YEL programme.

00:04:18:10 - 00:04:20:04

Taylor Johanssen

Thank you. Moustafa, what about you?

00:04:21:14 - 00:05:03:15

Moustafa Abdelwahab

So thank you for hosting me in this broadcast. Let me that in the beginning that when I applied for this, we received an email from IHF saying that there's an opportunity for a new programme called Young Executive Leaders, and then I applied. I was hesitating in the beginning because I was not familiar about this programme. So when applied, I was a little bit hesitant. How much is this going to add to me?

Honestly, I know a lot of people who applied from the Emirates of Abu Dhabi, and when I see that I've been selected as the only Emirati. I was really proud of myself. I was feeling that I need to give more and the need to exchange knowledge for this programme.

00:05:04:07 - 00:06:07:08

Moustafa Abdelwahab

Honestly, after we start the classes and they start to integrate with the people, I know how everything is going on. I learned a lot. It gave me a big push. A lot of sharing knowledge with my colleagues. It gave me like this leadership development, accelerate my career growth pathway. I was working in the hospital later on when I got more knowledge, more experience, I was promoted and got to another place which is Department of Health.

YEL also gave me a network and exposure to a lot of leaders all over the world, not only in Abu Dhabi or in the in the Middle East region, but also all over the world. During and after this, whether we when we met in in Congress or later on this year, sharing knowledge, experience, people from different countries and diversity is one of the key function and success of this programme. Thank you so much for allowing me to be part of this programme.

00:06:07:08 - 00:06:27:11

Taylor Johanssen

I love what you said, Mustafa, about the pride that you felt. I often tell people that being part of the Young Executive Leaders cohort is kind of one-part training and one part accolade. It's almost, you know, being on a 40 under 40 list or something similar. And then you have the benefit of learning together and collaborating.

So really nicely said. Jim, what was it like for you?

00:06:28:11 - 00:08:04:00

Jim Houser

Thank you, Taylor. Thank you for including me on this podcast as well as for the International Hospital Federation. The application process went very smooth and certainly appreciated the opportunity. What led me to apply was, one of the leaders in Cleveland Clinic, Renee Boggs, had the opportunity to serve in a prior year and spoken so highly of the programme.

And I had a lot of trust for her feedback. As I applied, naturally I was concerned, you know if I'd make the cut more or less and be included. And it's a very competitive application process. I would encourage all that are interested to apply because ultimately it's worth the potential opportunity. I can say from going through the programme that I'm even more humbled after completing it because of such great leadership across the other participants how I've learned from them.

The most valuable, valuable opportunity that I've gained is the perspective to step out of my current challenges and problems and hear what's going on across the world and how they're thinking about things. Because it helps me restructure how I solve issues in my day-to-day work activities. And then lastly, I had a wonderful experience with the masterclasses from Wittkiewer to the International Geneva to the leading behaviors.

It was really a terrific opportunity to learn from others, leading organizations and other revolutionary individuals that are really shaping healthcare across the globe. Thank you, Taylor.

00:08:04:00 - 00:08:28:18

Taylor Johanssen

Absolutely. I think we can all agree that taking part in the programme has helped us in many ways, probably ways we didn't even think were possible. So the next thing I'm interested in hearing about from you is what's next? How do you plan to build on your participation now that you've graduated into the alumni network? How do you feel that the connections that you've made will influence your future?

Moustafa, I know you've thought a lot about this, so let's start with you.

00:08:30:12 - 00:09:38:22

Moustafa Abdelwahab

Honestly, the first thing that I'm encouraging all my colleagues, all my friends to join the YEL programme. asking me to assist them in their application. So a lot of people are really interested. They are interested to join this amazing programme.

The other part is doing my daily job. I have some off skills, but some challenges. I need to have feedback I need to have a benchmark from other colleagues all over the world. So what I do is I just send out a message to my colleagues, to my young executive leaders all over the world. What do you think about this issue? How do you deal about this issue in your country? Honestly, within a couple of hours, because we have different time zones, I see a lot of replies. Even we go like online and then they start to explain everything in the country and how they deal with these. This is one of the really fantastic things in this show sharing knowledge, exposure to different diversity of other programmes.

So again, I am proud to be part of this programme.

00:09:40:18 - 00:09:44:07

Taylor Johanssen

Thank you. Hiba, what about you?

00:09:44:07 - 00:10:37:08

Hiba Al Naabi

Definitely the network offers perspectives and insights from different young executive leaders and joining this alumni and also exposure to different viewpoints. I would also highlight more about this and exchanges, practices like do we have a specific practices others do not have. So it's it's an opportunity to exchange best practices, knowledge and even the cross-cultural learning from each other, especially we we are coming from different countries around the world.

And we can also identify with all the successful practices and we can adopt in our organization. We can collaborate, we can have even a partnership with other centers around the world. Thank you.

00:10:37:24 - 00:10:42:00

Taylor Johanssen

And Jim, how will your connections and your time in YEL influence your future?

00:10:42:21 - 00:11:36:15

Jim Houser

Sure. You know, I would say as I expand the layers of the conversation examples provided, I think of the YEL inner circle and just contributing back to the programme with the educational opportunities, whether it's helping, assist, hosting or connecting individuals for the programme. And then naturally after that, expanding out to opportunities to present at the World Congress. I think that's something I will really be striving to do for next year.

And then lastly, bringing some of the YEL leadership out to the world. You know, naturally we practice day to day in the world. The opportunities to serve with others on various boards or community organizations is something that I look forward to. And then bringing that back to serving in my day-to-day work of how to lead at Cleveland Clinic better and serve our patients best. Thank you.

00:11:37:24 - 00:11:38:19

Taylor Johanssen

Abel, what do you think?

00:11:40:02 - 00:12:11:21

Abel Tesfaye

Well, I think now I'm already, I'm part of this huge community. So already during the Congress, I make a lot of connection with the people, individuals and hospitals. Exchange of knowledge already started in the Whatsapp platform and to make sure I am a source of knowledge as young leaders are also following my ways.

00:12:13:13 - 00:12:33:15

Taylor Johanssen

Thank you. So guys, now that you're growing your international network, you're just discussing common issues. You're getting your problem solved, pulling the people that you know about the challenges that you face. What topics are you most interested in, learning about and collaborating with your peers on? Hiba, let's start with you.

00:12:33:15 - 00:13:37:16

Hiba Al Naabi

There are various topics actually that came across recently and one of them is cross-sector collaboration that is one of the topics. And it talks about how we can collaborate in different sectors, for example, primary healthcare, tertiary healthcare with other organization. Another topic is wearable data. This is a new topic to me and it's really very interesting to know about these devices. How does it work? The last one is about health data work. That is a very interesting topic. Also talks about resource for data, definitions, ideas for improving population health.

And it's all about aligning systems together and to collaborate. And the goal is to have a system change and sustainability and equity. So these are the main topics that they came across and it's very interesting. Probably the next YEL leaders will select one of these topics and talk about them in their deliverable.

00:13:38:24 - 00:13:57:08

Taylor Johanssen

You make a nice point because the alumni network has the opportunity to influence the subsequent years and cohorts of YEL. And as Jim mentioned, we can be speakers in their master classes. We can help shape the conversations that happen. So a great point. Jim, what do you think? What kind of topics are you interested in collaborating across the globe about?

00:13:59:01 - 00:15:44:21

Jim Houser

What's top of mind for me right now is a little bit of, you know, prioritizing the day-to-day needs of healthcare. How do we really protect some of the most important aspects of health care while we're going through this challenge? So access to care, I see is the greatest challenge, particularly in the United States historically we've had great access to care, but that's recently been threatened by costs and shortages of healthcare professionals. Which has naturally had a combined compounding effect with recruitment and retention and employee well-being.

So really looking into care efficiencies, how do we across the globe provide care an efficient ways that does not add burden or challenge, the well-being of our teams is something that's of great interest to me. How do we protect a certain amount of time for our clinicians to be able to continue to educate and contribute to research, which ultimately sets the foundation for how we improve care in the future, is also of interest to me and what innovations are out there.

You know, for Cleveland Clinic, we're looking at how do we apply A.I. to healthcare, can contribute to the documentation requirements. We think about all the challenges in healthcare reimbursement that and how specific some levels of documentation can be. And are other groups doing that? Well, Cleveland Clinic, we're also looking at some of the big data elements and what lessons we can learn. So what data exist across the globe that we can tap into to really understand the needs of our patients and our communities as well as the teams providing that care. Thank you, Taylor.

00:15:45:04 - 00:15:51:08

Taylor Johanssen

Okay Moustafa, what do you think? What topics are you most interested in learning about and collaborating with peers all over the world on?

00:15:52:07 - 00:17:00:03

Moustafa Abdelwahab

Thank you so much Taylor, for this question. Since I'm working in Department of Health on many projects, like for example, the patient safety, hospital ranking , pay for quality, IHF's

excellence. So what I did is I went to my colleagues, the young executive leaders and then I told them, do you have a benchmarking for the hospital ranking?

Honestly, I received an amazing reply from the colleagues. One of them told me, I have a presentation and here let's go to the benchmarking all over the world. So I have many topics that I need to exchange with the colleagues. As I told you, patients experience, the KPIs benchmark because you know when you set the benchmark you have an internal and external. Sometimes you need to compare. You set yourself with the best practices over the world. Ultimately to know what's the international benchmark, what is the best practice that they are doing, for example, in the hospital ranking in IVF. Every day we can exchange knowledge, you can gain more experience from our colleagues.

Thank you.

00:17:01:06 - 00:17:23:22

Taylor Johanssen

I totally agree it's a great privilege to be able to have this network of people who you can throw a question out there, who we have trust with and relationships have been built that can help us think more critically about how to run hospitals and healthcare businesses in our respective countries in a better or maybe just a different way.

Abel, what do you think? What topics are you interested in collaborating with global players on?

00:17:25:17 - 00:18:15:01

Abel Tesfaye

So among the topics, very important for me and our system. The most important is telehealth and digitalization. This is what we lack in our country, and of course equality.

The second one is regarding human resource. As professionals nowadays are decreasing in number, especially in my country. So that gives me a lot of input to work on a solution. So these two topics are very fascinating for me.

00:18:15:01 - 00:18:25:01

Taylor Johanssen

In closing everyone, why don't you give us just your final thoughts on what you think about the YEL programme and what comes next.

00:18:25:01 - 00:18:52:18

Abel Tesfaye

IHF is the source of knowledge exchange and the IHF YEL is a world-class programme, it is also a wonderful community, so thank you very much and I appreciate being an alumni.

00:18:46:01 - 00:18:52:18

Hiba Al Naabi

The YEL programme is a wonderful opportunity to join. I strongly recommend you all to join this programme. Thank you.

00:18:52:18 - 00:19:12:06

Jim Houser

Thank you for listening to this podcast today. We're grateful for all of those that have joined to hear some of our feedback, and we look forward to the potential opportunity to serve in the future with any future applicants that are accepted and join the YEL family. Thank you.

00:19:13:13 - 00:19:30:15

Moustafa Abdelwahab

Everybody if you are lucky and you are listening to this broadcast, please don't hesitate for a second to join the Young Executive Leaders. Really, it will add a lot to you. It will change your career path. Thank you and we are waiting for you.

00:19:30:15 - 00:20:04:01

Taylor Johanssen

Thank you. Everyone. Thank you so much for joining me today on Talking Healthcare. It has been a pleasure to just take a minute and reflect on our shared experiences with the Young Executive Leaders Programme. It is an honor to call you a colleague and also a friend. The IHF will be launching the call for applications for the Young Executive Leaders Programme 2024 this December.

We hope you'll encourage your colleagues to apply and make sure you follow the IHF social media channels. To learn more about the upcoming 47th World Hospital Congress in Brazil. Thank you.

00:20:04:08 - 00:20:42:11

You can find out more about this amazing programme on the IHF website. And don't forget to sign up to our mailing list and follow us on social media to be the first to know about the launch of applications for the YEL 2024 programme.

Thank you so much for tuning in! If you like what you heard, please subscribe and head on to Anchor, Apple, Google Podcast and Spotify. Make sure you will never miss an episode from us!

For more information on the International Hospital Federation, you may visit www.ihf-fih.org.
Goodbye!