



Program
of Church
Management

Speaker Series

Management Issues in Fulfilling the Mission of
Catholic Health Care Organizations



Content

- Brief Profile of Speaker
- Global Overview of Catholic Healthcare
- Indian Overview of Catholic Healthcare – The CHAI Network
- CHAI as a NGO & Network
- Challenges Faced by Healthcare in India
- CHAI Initiatives & Solutions

Brief Profile & Background



- I am a Medical Doctor Specialized in Community Health.
- After my Medical Studies I Decided to Become a Catholic Priest in Order to Serve the Larger Society.
- Currently I am working as the Director General of the Catholic Health Association of India (CHAI).
- I am a Happy Religious (Redemptorist), Enjoying My Mission & Current Work, Especially the Leadership Role.

For more Details: www.chai-india.org

Global Overview of Catholic Healthcare

In 2010

- 26 percent of Health Care Facilities in the World.
- 117,000 Health Care Facilities, including Hospitals, Clinics, Orphanages

https://www.catholicnewsagency.com/news/catholic_hospitals_represent_26_percent_of_worlds_health_facilities_reports_pontifical_council

Global Overview of Catholic Healthcare

In 2019

- 5,269 Hospitals, most of them in America (1,399) & Africa (1,367);
- 16,068 Dispensaries, mainly in Africa (5,907);
America (4,330) & Asia (2,919);
- 646 Care Homes for people with Leprosy, mainly in Asia
- 15,735 Homes for the Elderly, the Chronically ill or the Disabled,
Mainly in Europe (8,475) & America (3,596)

<https://zenit.org/articles/catholicism-by-the-numbers/>

Global Scenario of Catholic Healthcare

Europe

- Religious Life & Hospitals

US & Australia

- Ascension Health,
- St Vincent's, Mercy, Cabrini Health etc.,

India & Africa

- Religious Life & Hospitals

CHAI Overview

80% of CHAI members are located in remote, medically under-served areas



3573

Member Institutions



50000

Nuns Qualified in
Health Care



21 million

Patients
Cared for Annually

CHAI Overview

80% of CHAI members are located in remote, medically under-served areas



647

Hospitals



2345

Health Centers



35

Nursing Schools /
Colleges

The two dimensions of CHAI

As an NGO

- Our Focus Areas:
 - Disability
 - Palliative Care
 - Children with HIV
 - Community Health
- Excellence in Project Implementation
- Data for Transparency & Efficiency
- Attract Funding

As a Network

- Strengthen Member Institutions
- Develop Leadership & Healthcare Skills
- Interdependence to Leverage the Network Potential
- Develop Reputation, Visibility, Advocacy & Thought Leadership



Challenges faced by Healthcare Institutions

External

- New Laws & Regulations
- Corruption
- Improved Govt. Services
- Medico-Legal Cases

- Commercialisation
- Shortage of Staff
- Reduced Funding
- Reduced Vocations

Internal

- Lack of Skills & Knowledge
 - Leadership, Management,
 - Clinical, Community Health

- Burnout

Management Issues in Catholic Healthcare

- What should a leader do or not do?

Managers or Doers?

- Importance of time management, balance and reflection

Running around all day is not a virtue

pro-active vs reactive, preventing burnout

- Management Vs Compassion: HR mgmt.

Is there a conflict?

- The significance of Decision Making

- Is profit / making money a bad thing? **Cross subsidization**

- The importance of networking with non-Catholic counterparts – **Allays than competitors**

- Importance of Constant learning – **lack of time**

Challenges of working in non-Catholic Situation

- Catholics are only 1.5% of the Indian Society
- Majority of the Staff & Patients do not follow Catholic Bioethics
- Some Government Regulations are not in line with Catholic Morality
 - E.g. MTP Act; family planning
- Growing Religious Fundamentalism



Potential Solutions – Vision 2030

- To deal the problem of perishing in isolation
 - CHAI Academy
 - Leadership, Management, Clinical, Community Health
 - Common Procurement Portal
 - Savings, Systems & Data
 - Creating an ‘Online Community’
 - Professional Support & Spirituality

VISION 2030

**Compassionate, Affordable,
Quality Care at the margins of society**

A ten-year transformation vision has been developed to sustain and improve CHAI's capacity to serve the nation with compassionate and quality healthcare, while keeping it affordable for the poor and marginalized.



Sustaining **OUR CORE VALUES**

- Compassionate Care
- Affordable Care
- Quality Care
- At the Margins of the Society

Overview of Vision 2030 document



1. Why Vision 2030?

External Challenges:
Commercialization of Healthcare

Internal Challenges:
Skill Gaps & Lack of Resources

Untapped Potential:
Numbers, Reach, Core Values & Grassroots Presence



2. Vision 2030: A dynamic and resilient network

Transformations:

1. Interdependence
2. Quality care
3. Network & Healthcare intelligence
4. Visibility

6 enablers to build capabilities



3. From vision to action: A change management process

- Aligning the members around a common vision and roadmap
- A new style of governance
- Starting with pilots to test & learn followed by Scale up
- Innovation Lab & network intelligence



4. The initial “priority” areas for change

CHAI as an NGO

- Community Health
- Disability
- Palliative Care
- Children with HIV

CHAI as network

- CHAI Academy
- Technology and Innovation Lab
- Network Services: Help desk & Social Franchise Model for Visibility & More Reach



5. Investing in Vision 2030: Financial plan

- Vision 2030 Budget & Targets
- Fundraising campaign



The Sister of 2030

- Leader in Sustainable Human Development - Provides Affordable, Compassionate, Quality Healthcare
- Rich Inner Life & Witnessing Lifestyle
- Empowered through Capacity Building
- Inspiring Stories made Visible



Rev. Dr. Mathew Abraham C.Ss.R, MD
Director General
The Catholic Health Association of India



Thank you!

