

NEWS RELEASE

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European experts to speak at Humana conference on Commissioning for World Class Quality

LONDON, UK – 11 November 2008: Humana Europe is today hosting a conference to debate how the NHS can learn from European expertise to drive forward quality-focused care for patients through world class commissioning.

‘Commissioning for World Class Quality’ is being held in London’s Cavendish Conference Centre and is being supported by the European Society for Quality in Healthcare. Keynote groundbreaking masterclasses, case studies, and presentations from European experts in the commissioning arena will be heard, including a session led by Humana’s Director of Policy and Research, Tom Granatir, on the role of the world class commissioner in developing the local health and social care economy. Other sessions will focus on topics such as what makes a good commissioner, international lessons to improve patient care and commissioning, and measuring quality at commissioner, provider and team level.

Speaking ahead of the event, David Golderberg, director of Humana’s Commissioning Institute said: “This conference is an excellent opportunity to discuss how commissioners can improve the quality of services throughout

the NHS. We will also be showcasing the need for the NHS to develop “consensual commissioning” – collaborative relationships between providers and PCTs.”

At a time when the Department of Health is implementing the recommendations of Lord Darzi’s review of the NHS, this conference will provide timely discussion of lessons for PCTs on how to drive quality forwards, whilst improving their effectiveness in the way they commission and deliver healthcare services to their local populations.

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Notes to editors

1. The Commissioning for World Class Quality Conference will be held on the 11th November at the Cavendish Conference Centre in London. The conference will include masterclasses and case studies, as well as keynote presentations from national experts which cover the new commissioning paradigm, implications of working with social care and moving beyond the rhetoric with world class commissioning. Further information can be found at http://www.humana.co.uk/media/177_20080701-134520_World_Class_Quality_Commissioning.pdf.pdf
2. The conference is also being supported by the Commissioning Institute, the English Community Care Association, European Society for Quality in Healthcare, and the Institute of Healthcare Management.
3. Humana Europe is a leading provider of commissioning services and support to the NHS. Humana provides expert guidance, tools, and innovative solutions to support PCTs, providers, and stakeholders in delivering services that best meet the health needs of the individual. They are a clinician-led organisation with expertise in health service design, data and knowledge management, contracting and provider performance management, patient and public engagement, and motivational programmes that promote healthy behaviour. Further information can be found at www.humana.co.uk
4. Humana Europe is a wholly owned subsidiary of Humana Inc, a health benefits company headquartered in Louisville, Kentucky. Humana Inc has a 47-year legacy of embracing change in healthcare and is recognised as a pioneer of consumerism in the healthcare industry. For more information please visit www.humana.com