

**From the Audience:
Questions Submitted to the April 14, 2009, Panel
“Women Making a Difference in Healthcare”**

At the panel, the audience was invited to submit written questions for the panelists. Because of time constraints, not all could be posed, and some were melded with other questions by the moderator. The entire set, as submitted, is interesting as a reflection of concerns that audience members brought to the event.

How can the interdisciplinary approach that Paula Johnson illustrated around Women’s Healthcare be applied to the cost crisis by involving providers, employers, patients, and insurers at the same table?

Now that more physicians are women, how do you expect hospital physician relationships will change, particularly in 5-10 years when more women will be in physician-leadership roles?

(For Paula Johnson) In national conversations about “national” or “universal” access to care, we have reached a point where “coverage” and “care” are used nearly interchangeably. While these issues are tightly connected, there are clear differences between insurance coverage and medical care. How can we help clarify the differences and further the conversation productively?

Sometimes wisdom lies outside the system to organize a holistic view of healthcare reform. Who are the key stakeholders that shape a whole system view? What is the profile of an ideal convener to help facilitate the dialogue/process? What is the desired end state of healthcare reform in Massachusetts?

The panel’s knowledge and experience is quite impressive and thank you for providing a wonderful history of the Boston Hospitals—do you think there would be a benefit to having a healthcare insurer present on the panel?

What gender differences have you observed and/or experienced in the field of healthcare administration?

Considering the recent verdict and award to a female physician alleging a hostile environment, how does a leader in a hospital setting ensure a level playing field for women staff and employees?

Patients have to wait long [times] when taken to the ER. How can you improve patients’ management care specifically for the medical emergency ward?

Can you address any challenges you have faced being a woman leader in healthcare?

People are saying that Massachusetts’s universal healthcare is failing because of the lack of a reimbursement structure. How would you defend that?

As a prime leader in healthcare, what is the biggest challenge you have faced as a woman in the field? What advice would you give to women working in healthcare in this struggling economy?

Explain/discuss pros and cons to a universal government-run healthcare system. Why do we focus so much on quality reform in healthcare industries, insurance, and policy, yet we move farther away from patient accountability for their own health? How do we encourage people to own their own health?

What do you feel your biggest challenge is being a woman leader in healthcare?

Do you think the "Patient Centered Medical Home" has the potential to increase access to primary care, cost, and most importantly increase quality for primary care delivery? What role do you see hospitals playing in success of this model? What would you recommend insurers say to employer demands for specialized coverage (16,000 Ben Plans [benefit plans])?

What kind of scenario planning do you do to ensure the quality of care while keeping costs down? Are there hospitals that you see nationally that are using scenario planning in their long-term strategy?

In these tough economic times, can you give us any hope for the future? How will we get services to those who need it, contain costs, and all stay afloat?

What are the key one or two healthcare policy issues that you are most concerned about and why?

Being [myself] a healthcare professional at Boston Medical Center and for the underserved/homeless population (Boston Healthcare for the Homeless Program) what resources, specifically for women, could you suggest for our patients, when we are all faced with such economic obstacles throughout our city?

What do you think the impact of the Federal Stimulus funding (for Healthcare IT) would be to your organization?

This week's MHA Monday Report included a projection that as many as 10K jobs may be lost in FY2010 if current economic trends continue. What preparatory steps can women take, as individuals and as healthcare leaders, to prepare?

How is your hospital planning to spend the healthcare IT stimulus package? Do you have any specific programs at your hospital that support women's leadership opportunities?

Do you think that the mandatory healthcare law in Massachusetts is a good one?

Do you think health insurance should be tied to employee benefits packages, or does it have to be separated from employment for national health care reform to be successful?

How do you foresee changing the culture of the American healthcare consumer from one of "on demand" specialty care and high tech diagnostics to one of responsible participation and trust?

SEIU/EFCA [Service Employees International Union/Employee Free Choice Act] — Are we banding together or handling it one hospital at a time?

What's unique about you all as women leaders in healthcare? Any unique struggles?

As a woman in a male-dominated organization, what is your advice as the steps to take to be recognized and to move up the ladder? What are the panelists' educational backgrounds? Did you all have female mentors?

(For Jeanette Cough and Paula Johnson) How does your medical background change your viewpoint of the administrative issues as opposed to those of your peers without medical training?

Can you provide one recommendation for improving communication across the organization? [for] improving physician/provider alignments with administration?

Could each of you describe the single largest challenge facing your facility today? Are these challenges going to require solutions that will transform how you operate business today?

Where do you stand on nationalized health insurance?

What measures have you as a leader of a major health care provider taken to induce more transparency? lower healthcare costs?

What are the top three factors where you can have the greatest impact on profitability? What areas of your budget increased the most this year relative to last year?