



**Sue Hodgetts** says no wonder there are issues between clinicians and managers if there isn't a way of accrediting individuals which demands an ongoing commitment to professional development that assures competence and inspires confidence.

### People who perform The Accredited Manager- assuring the delivery of high quality care

**Sue Hodgetts is the Chief Executive of the Institute of Healthcare Management taking up post in July 2006.**

Sue has acted as the interim CEO for the National Centre for Involvement from January 2008 – November 2009.

She has extensive experience in the field of education and training both within and external to the NHS and has also held high profile positions within education organisations and NHS education and training bodies including five years as Chief Executive of the Devon and Cornwall NHS Workforce Development Confederation, where she built the organisation from its inception.

Sue has a passion for developing organisations in order to maximise the potential of both its staff and its resources.

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Developing and delivering an accreditation process that regulates managers doesn't happen anywhere in the world. Yes, there are certificates and qualifications galore that will validate competence at the time of completion, but there isn't a way of accrediting individuals which demands an ongoing commitment to professional development that assures competence and inspires confidence. No wonder there are issues between clinicians and managers

At least there wasn't. The Institute of Healthcare Management has, for over a century supported managers and leaders in healthcare organisations to acquire the skills and knowledge to undertake their roles and develop their careers. As organisations in the health and care sector have changed over the years, the manner in which the Institute has supported those engaged in management and leadership roles has evolved. The Accredited Manager programme is the next phase in the evolution. The comprehensive assessment process required to achieve this status establishes a professional baseline. Then, the need for re-validation every four years, based on an active CPD portfolio ensures currency of practice.

Regulation through Accreditation provides evidence of:

- the ability of managers and leaders to apply the skills and knowledge necessary to effectively and efficiently manage complex organisations
- accountability that can be tested by colleagues, peers, patients and users
- ongoing development that ensures the use and sharing of best practice
- systematic facilitation by managers and leaders to deliver a safe and effective high quality patient / user experience, contributing to care.

In the pilot phase of the Accreditation programme, I also found, not surprisingly, that the individual managers who participated, across health and care were very proud of their achievements and pleased to receive recognition - at last!

*(The IHM will launch the Accredited Manager Programme at the end of June 2010)*