

**SPECIAL ARTICLE**

**Crisis management in the Health Sector; Qualities and characteristics of health crisis managers**

**Efstathiou Panos, MD, MSc, PhD,**

Commander, Hellenic National Health Operations Center, Hellenic Ministry of Health and Social Solidarity, Greece

**Papafragkaki Dafni, MD,**

Scientific Associate, Hellenic National Health Operations Center, Hellenic Ministry of Health and Social Solidarity, Greece

**Gogosis Kostas, MSc,**

Administrative Director of Hellenic National Health Operations Center, Hellenic Ministry of Health and Social Solidarity, Greece

**Manwliou Zacharoula, RN, MSc,**

Coordinator, team of strategic and operational planning, Hellenic National Health Operations Center, Hellenic Ministry of Health and Social Solidarity, Greece

**Corresponding author**

Efstathiou Panos, MD, MSc, PhD, Commander of Hellenic National Health Operations Center, Hellenic Ministry of Health and Social Solidarity,

Tel: 210-6828350, [panosefstathiou@usa.net](mailto:panosefstathiou@usa.net)

**Abstract:** The rapidly evolving nature of today's health systems and the need to adapt to modern demands, require that these systems are staffed with skilled health crisis managers. Based on that scenario, crisis managers with good knowledge and training, adequate experience, as well as virtues of excellent organizational skills, operational planning, mental power and social sensitivity, can play a key role in dealing successfully with crises in the health sector.

**Key words:** crisis manager, health systems, operational planning, health crisis