Monday, 31 October (10:00 –16:30)

REGISTRATION (10:00 –16:30) Arena, Main Foyer

Pre-Congress Events

10:00 - 11:30

ANADACH GROUP
Overview and Opportunities in the African Healthcare Market

Innovation in health provision and financing
- Dr. Elgie Osifo-Dawodu, Partner Anadach Group
- Dr. Leke Pitan, IFH Honorary Member and Advisor for Africa Region
- Dr. Amit Thaker Chairman, Kenya Healthcare Federation
- Mrs. Clare Omatseye, President, Healthcare Federation of Nigeria
- Mr. Eric Soubeiga, Senior Investment Officer, International Finance Corporation
- Dr. Jimi Coker, Group Clinical Adviser & Chief of Surgery, Lagoon Hospital
- Mr. Peter Boere, Health Specialist, International Finance Corporation
- Dr. Iain Barton, Managing Director, Imperial Health Sciences

Health Technology Workshops:

Health Technology Assessment: the essentials
Presenters:
- Ms Debjani Mueller: Senior Researcher, CMeRC, Charlotte Maxeke Medical Research Cluster, Johannesburg, South Africa
- Dr. David Tivey: Team leader, ASERNIP-S, Royal Australasian College of Surgeons, South Australia
- Associate Professor Wendy Babidge: Director, ASERNIP-S, Royal Australasian College of Surgeons, South Australia

Introduction to miniHTA: a potential management and decision support tool for the hospital environment
Presenters:
- Dr. David Tivey: Team leader, ASERNIP-S, Royal Australasian College of Surgeons, South Australia
- Ms Debjani Mueller: Senior Researcher, CMeRC, Charlotte Maxeke Medical Research Cluster, Johannesburg, South Africa
- Associate Professor Wendy Babidge: Director, ASERNIP-S, Royal Australasian College of Surgeons, South Australia

17:30 – 19:30

AFRICAN REGIONAL MEETING (Download abstract)
“Universal Health Coverage: The role of 1st level referral hospitals in a Primary Health Care led System”
Host: National Department of Health of South Africa

Tuesday, 1 November (09:00 –13:00)

OPENING CEREMONY
Opening & Programme Director - Dr. Sibongiseni Dhlomo, MEC for Health KwaZulu-Natal
Welcome - Cllr Zandile Gumede, Mayor of eThekwini

FINANCING AND UNIVERSAL HEALTH COVERAGE:
- Plenary Speaker – Dr. Nicolas Crisp, , Freelance Consultant (South Africa)
- Plenary Speaker- Prof. Joan Lo, Member, National Health Insurance Committee, Ministry of Health and Welfare (Taiwan)

IHF Message – Dr. Erik Kreyberg Normann, President, International Hospital Federation
Message of Support – Mr Thembinkosi Mchunu, Premier KwaZulu-Natal

KEY NOTE ADDRESS – Dr. Aaron Motsoaledi, MP, Minister of Health Republic of South Africa

11:30-13:00

Concurrent Sessions

(Hall 3B)

Special Session: WHO (AFRO):
Improving quality of Care in Hospitals: A Comprehensive Information Technology Solution
- Dr. Delanyo Davlo, Director, Health Systems and Services Cluster, WHO (Afro) - Moderator
- Dr. Gilbert Buckle, CEO, Karle Bu Teaching Hospital
- Dr David Sot, Head of division of Health informatics, M&E and research
- Dr. Humphrey Aramagi, Country Liaison Officer (WLOaf)
- Dr. Martin Eleke, Regional Advisor, Health Systems and Services Cluster, WHQ(Afro)

(BRAZIL - BRAZILIAN NATIONAL ASSOCIATION OF PRIVATE HOSPITALS: Quality of Care and Sustainability / A Brazilian Perspective
- Carlos FIGUEREDO, CEO, Brazilian National Association of Private Hospitals - Moderator
- Ary Ribeira, Director, HCOH Hospital do Coração
- Vivien Rossa, CEO, A Camargo Cancer Hospital
- Sidney Klajner, Vice-President, Hospital Albert Einstein

(BELGIUM: BELGIAN HOSPITAL ASSOCIATION: How to become an excellent hospital? Strategies for transformation
- Jan Beeckmans, Director General, University Hospital Brussels - Moderator
- Marc Noppen, CEO, University Hospital Brussels
- Alain de Wever, President, Erasme Hospital Governing Board
- Johan Hellings, Director General, AZ Delta Hospital

(HONG KONG – HOSPITAL AUTHORITY: System improvements in Public Hospitals in Hong Kong
- Dr. Lau Chor-Chiu, Cluster Chief Executive, Hospital Authority - Moderator
- Dr. Christina Maw, Chief Manager (PR&E), Hospital Authority
- Ms. Pauline Wang, Chief Manager (PR&E), Hospital Authority
- Dr. So Wing Yee, Chief Manager (Q&ST), Hospital Authority

(SOUTH AFRICA: DEPARTMENT OF HEALTH: Capacity building in leadership and management for hospital managers: local and international perspective
- Dr Deb Basu - Moderator
- Prof Eric Buch (South Africa)
- Dr Andrew Crichton (South Africa)
- Prof Eric Buch (South Africa)
- Dr. So Wing Yee, Chief Manager (Q&ST), Hospital Authority

FREE PAPER: CAPACITY BUILDING IN LEADERSHIP AND MANAGEMENT
- Guided Business Modelling and Analysis for Hospital Professionals Tiziana Margaria Ireland
- Capacity building for implementation of HTA: a joint effort between Australia and South Africa Jani Mueller South Africa
- Game Theory: participation, motivation and involvement of professionals Marta Barahona Orpinell Spain
- Development and implementation of a model assessment of professional competence Enric Segura Martinez Spain
- Primary Health Care to Communities: Building nurses’ capacity to effectively lead and manage rural health facilities and frontline teams Allison Annette Foster United States
- Moderator – Dr Muna Abdul Razzaq Tahlak, Hospital CEO, Latifa Hospital, Dubai Health Authority

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(HALL 3C)

(HALL 1AB 2AB)

SOUTH AFRICA: DEPARTMENT OF HEALTH: Capacity building in leadership and management for hospital managers: local and international perspective
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- Moderator – Dr Muna Abdul Razzaq Tahlak, Hospital CEO, Latifa Hospital, Dubai Health Authority
13:00–14:00
Lunch / Expo / Posters (Hall 2CDE & 3A)

14:00 – 15:00
Plenary: GOVERNANCE AND ACCOUNTABILITY:
Christopher Drexl
Regional Minister for Healthcare, Science and Personnel
(Styria Region (Austria))

15:00–16:30
Concurrent Sessions

(Room 22)
Special Session – IHF UNIVERSITY HOSPITALS SIG:
Relationship and governance between universities and academic medical centers: A Global survey
- Irene Thompson/Barbara Anason, Vice Chair, AMC Board of Managers, Vizient, Inc - Moderators
- Dr. Risto Miettunen, CEO, Kuopio University Hospital
- Dr. Benjamin Van Camp, Professor and Former Dean, University Hospital Brussels, Rector and Former President, Board, University Hospital Brussels
- Alison Verhoeven, CEO, Australian Healthcare and Hospitals Association
- Salim Hasham, Vice President, Health Services, Aga Khan University
- Dr. Juha Kinnunen, Professor, University of Eastern Finland (UEF)

(Room 3C)
Special Session – MINISTRY OF HEALTH AND MEDICAL EDUCATION – IRAN (Under auspices of WHO I.R. Iran)
Current initiative to improve hospital management and other reform hospital initiatives in Iran
- Dr. Sameen Siddiqi, WHO Representative, Iran - Moderator
- Dr. Iraj Harirchi, First Deputy Minister, Ministry of Health and Medical Education, Iran
- Dr. Hamid Ravaghi, Associate Professor and Consultant, WHO Iran
- Dr. Farshad Farazdadar, Director, Research Center, Tehran University of Management Sciences

(Taiwan – Taiwan Hospital Association:
Delivering Inclusive Smart Health Care by Innovative and Comprehensive e-Health System
- Dr. Hung Jung Lin, Deputy Superintendent, Chi Mei Medical Center - Moderator
- Prof. Shu Wen Chang, Vice Superintendent, Far Eastern Memorial Hospital
- Miss Chao Yen Wu, Nursing Informatics Manager, Chang Gung Memorial Hospital
- Mr. Peter Han-Chang Wu, General Manager, ASUS Cloud Corporation

(Room 12)
USA: American Hospital Association & American College of Healthcare Executives:
Innovative responses: Making care equitable and accessible
- Jim Skogsergh, President & CEO, Advocate Health Care - Moderator
- James H. Hinton, President & CEO, Presbyterian Healthcare Services
- Edward H. Lamb, Division President, Western Division, IASIS Healthcare

(Hall 1AB 2AB)
SOUTH AFRICA – HOSPITAL ASSOCIATION OF SOUTH AFRICA: Return from Babel: seeking commonalities on the road to NHI
- Shivani Ranchod, Insight Actuaries & Consultants

(Room 21)
FREE PAPER: QUALITY OF CARE
- Deployment of Electronic Patient Record - Experience of the University Hospital of LIEGE Philippe Kolh Belgium
- Decreasing Exposure of Health Care Workers (HCWs) to Infectious Diseases (ID) A Step towards Employee Health & Safety Razina Roshan/Razina Roshan Ali Essani Pakistan
- A patient safety programme in reducing the number of models of oxygen regulators and enhancing staff competency on their use Yick Ting Andy Kwok Hong Kong
- Time Out Process: A promising process to patient safety and quality care Ehsan Ali Pakistan
- FGIs and the Guidelines for Healthcare Construction Walt Vernon United States
- Moderator- Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association

16:30–17:00
Lunch / Expo / Posters (Hall 2CDE & 3A)

17:00–18:30
Concurrent Sessions

(Room 22)
Special Session – HEALTH PARTNERSHIPS: Engaging professionals: The importance of institutional partnerships
- Charlie Evans, FACHE, President, International Health Services Group - Moderator
- Andrew Jones, Head of Partnerships, Tropical Health & Education Trust
- Signe Bandlien, Programme Adviser, FK Norway

(Room 21)
SPAIN: UNIO CATALAN D'HOSPITALS: Transforming organization’s structures to improve health outcomes during a period of financial constrain
- Anna Riera, Membership Director, Unió Catalana d’Hospitals - Moderator
- Josep Fusté, Economical Analysis, Studies and Prospection, Unió Catalana d'Hospitals
- Joan Maria Ferrer, Consultancy Director, Fundació Unió FUCH
- Ignasi Carrasco, Chief Medical Officer, Althaia, Xarxa Assistencial Universitaria de Manresa
- Rosa Asbert, Medical Manager, Hospital Universitari Mútua Terrassa

(Hall 3C)
JOINT COMMISSION INTERNATIONAL: Innovations in quality and safety evaluation in health care organizations
- Dr. Paul Chang, Vice-President, Accreditation, Standards and Measurement, Joint Commission International - Moderator
- Dr. Jimi Coker, Group Clinical Adviser, Lagoon Hospitals, Nigeria
- Salma Jaffer, Chief Nursing Officer, Aga Khan University Hospital, Pakistan

(Hall 1AB 2AB)
SOUTH AFRICA – DEPARTMENT OF HEALTH:
Use of health technology for delivery of innovative health care
- Dr. E Kenosh, CEO, Steve Biko Academic Hospital, South Africa - Moderator
- Dr. David Tivey (Australia)
- Dr. E Kenosh, CEO, Steve Biko Academic Hospital, South Africa - Moderator

(Room 12)
Special Session: INVESTOR-OWNED HOSPITALS
(By invitation only)

(Hall 3B)
FREE PAPER: SERVICE DELIVERY: INNOVATION IN DELIVERY OF CARE AND HOSPITAL SERVICES
- Strategic evolution in HIMIS: The essence of a competent evaluation system Danish Lalani Pakistan
- Using data analysis to predict violence in Hospital Chi-Feng Lin Taiwan
- Health care transformation: Building sustainable care around people and place in a new way Rose Taylor United Kingdom
- Leading a Paradigm Shift in Quality of Care and Service Delivery Through Live Simulation, Team-Training, and Lean Six Sigma Sapan Desai United States
- Operational Efficiency Initiatives to Enhance Patient-Centered Care and Safety Patricia Williams United States
- Moderator – Cedric Lussiez, CEO, Arpajon Hospital and IHF Governing Council Member (France)

19:30
Welcome Reception (Hall 2CDE & 3A)
Wednesday 2 November (08:30 – 13:00)

08:30-09:30
IHF INTERNATIONAL AWARDS: PRESENTATIONS & PRIZE GIVING CEREMONY (Hall 1AB 2AB)

09:30-10:00
Break / Expo / Posters (Hall 2CDE & 3A)

10:30–12:00
Concurrent Sessions

(Hall 3B) Special Session – WHO GENEVA
Hospitals’ evolving role to deliver people-centered and integrated health services
- Dr Sameen Siddiqi, Representative WHO (Iran) - Moderator
- Dr Ann-Lise Guisset, Technical Officer, WHO (Geneva)
- Representative, WHO (Slovenia)
- Representative, WHO (South Africa)

(Room 12) Special Session – IHF HEALTHCARE MANAGEMENT SIG: A Global need for the professionalization of Healthcare Management
- Deborah J. Bowen, President/CEO, American College of Healthcare Executives - Moderator
- Neale Fong, President, WA Branch, Australasian College of Health Services Management
- Anna Riera, Membership Director, Unió Catalana d’Hospitals (Spain)
- S. Robert Hernandez, Distinguished Service Professor and Director, University of Alabama at Birmingham (USA)
- Gerry O’Dwyer, President, European Association of Hospital Managers

(Room 21) FRANCE – FRENCH HOSPITAL FEDERATION & UNICANCER: Increasing patients and staff involvement to face hospital challenges
- David Gruson, CEO, French Hospital Federation - Moderator
- Cedric ARCOS, Deputy CEO, French Hospital Federation
- Segolene Duran, Chief Pharmacovigilance Dept, Marseille Cancer Center
- Mélanie Heard, Director, IPDS

(Room 3C) NIGERIA – LAGOS STATE HEALTH SERVICE COMMISSION: Universal Health Coverage in Lagos Nigeria: Financing Prospects and Medico-Legal Perspectives
- Dr. Adeleke Pitman, Special Advisor for Africa, International Hospital Federation - Moderator
- Dr Ahmad Balogun, Retired Permanent Secretary, Lagos State Health Service Commission
- Dr Jemilade Longe, Permanent Secretary, Lagos State Health Service Commission
- Mr Ololud Osayin, President, Resource Centre for Medical Law Research & Development

(Hall 1AB 2AB) SOUTH AFRICA – DEPARTMENT OF HEALTH: Standardisation of hospital services for improving quality of care
- Dr. N Crisp (South Africa) - Moderator
- Dr. Bafana Msibi (South Africa) (Office of Health Standard Compliance)
- Acting CEO MCC and South African Health Product

12:00-13:00
Plenary: TECHNOLOGY: ROLE IN DETERMINING CLINICAL PATHWAYS IN PATIENT CARE:
- Anne Hafstad, Project Director (Defining and Developing Clinical Pathways), Norwegian Directorate of Health (Norway)

13:00-14:00
Lunch / Expo / Posters (Hall 2CDE & 3A)

14:00-15:00
Plenary: CAPACITY BUILDING IN LEADERSHIP AND MANAGEMENT:
- Dr. Marcelo A. Alvarenga, Chief Experience Officer, Hospital Sirio Libanes (São Paulo, Brazil)

15:00–16:30
Concurrent Sessions

(Room 22) Special Session: CEO FORUM: Performance excellence techniques to improve outcomes
- Rulon Stacey, Managing Director, Navigant Leadership - Moderator
- Jim Hinton, President & CEO, Presbyterian Healthcare Services (USA)
- Marta Barahona Orpinell, Chief Customer Officer, Hospital Platò (Spain)
- Niek Klaazenga, Head of Health Care Quality Indicators, OECD
- Ian Brownwood, Administrator, OECD

(Hall 3C) NORWAY – NORSK SYKEHUS-OG HELSETJENESTEN (NORWEGIAN HOSPITAL & HEALTH ASSOCIATION) Integrated Cancer Palliative Care
- Sigbjørn Smeland, Head of Division, Professor of Oncology, Division of Cancer Medicine, Oslo University Hospital and University in Oslo - Moderator
- Stein Kaasa, Head of Department of Oncology, Professor of Oncology and palliative care, Dept. of oncology, Oslo University Hospital and University in Oslo European Palliative Care Research Centre, PRC, Norwegian University of Science and Technology, Norway
- Camilla Zimmermann, Director and professor, Princess Margaret Cancer Centre and University Health Network and University of Toronto, Canada
- Jon Håvard Loge, Group leader and professor Organisation: Oslo University Hospital and University of Oslo, Norway

(Room 21) PHILIPPINES: PHILIPPINE HOSPITAL ASSOCIATION: The Philippine experience in growing leaders: what we have, where we want to go and what it means to the country’s healthcare
- Dr. Edmund B. Lopez, P.R.O. Philippine Hospital Association, Medical Center Chief II - Las Piñas General Hospital & Satellite Trauma Center - Moderator
- Dr. Jesus M. Jardin, President, Philippine Hospital Association, Medical Director - Capitol University Medical Center
- Dr. Arturo S. Dela Peña, Medical Director, St. Luke’s Cancer Center
- Dr. Edmundo B. Lopez, President, Philippine Hospital Association, Medical Center Chief II - Mariano Marcos Memorial Hospital & Satellite Trauma Center - Moderator
- Dr. Ma. Lourdes Otayza, Secretary, Philippine Hospital Association, Medical Center Chief II - Mariano Marcos Memorial Hospital & Medical Center
- Dr. Arturo S. Dela Peña, Medical Director, St. Luke’s Cancer Center
- Jon Håvard Loge, Group leader and professor Organisation: Oslo University Hospital and University of Oslo, Norway

(Room 22) UNITED ARAB EMIRATES - DUBAI HEALTH AUTHORITY Delivery of Care and Hospital Services
- Ms Fatma Musabah, Director of Admin and Finance, Latifa Hospital, Dubai Health Authority - Moderator
- Dr. Muna Abdul Razzaq Tahlik, Hospital CEO, Latifa Hospital, Dubai Health Authority
- Dr. Suhail Abdulla Al Rukin, Consultant Neurologist, Rashid Hospital, Dubai Health Authority
- Dr. Fahad Omar Baslaib, Consultant Cardiologist & Head, Rashid Hospital, Dubai Health Authority
- Dr. Jesus M. Jardin, President, Philippine Hospital Association, Medical Director - Capitol University Medical Center
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- Jon Håvard Loge, Group leader and professor Organisation: Oslo University Hospital and University of Oslo, Norway
FREE PAPER: FINANCING AND UNIVERSAL HEALTH COVERAGE: A ROLE FOR GOVERNANCE AND ACCOUNTABILITY?
- The Nigerian Universal Health Care System: A roadmap to success Jani Mueller South Africa
- Implementing diagnosis-related groups in a developing country setting Carolyn Clark South Africa
- The challenges of managing the first cross-border hospital in Europe: two healthcare models under one roof Josefa Sanchez-solias Spain
- Knowledge Management Strategy in a global health organization MMemila Gil Spain
- Pay for Performance and improving hospital quality within the ACA: lessons for other countries Maureen Lewis (USA)
  Moderator - Dr. Aquina Thulare, Technical Specialist Health Economics and Advisor on National Health

FREE PAPER - SERVICE DELIVERY: INNOVATION AND ROLE OF TECHNOLOGY IN DETERMINING PATIENT-CENTERED DELIVERY OF CARE
- Partnerships to ensure effective use of Health Information Systems and other Health Technologies in support of hospital services Lyn Hamner South Africa
- Electronic Death Certificate (EDC) – A Decisive Step towards Electronic Health Record Huma Saeed Pakistan
- ‘Be There’ Without Being There: An Innovative Approach to achieve JCI Recertification through Virtual Survey Ehsan Ali Pakistan
- Sustainability Roadmap and Its Implication for the World Walt Vernon United States
- Patient Flow Analysis: Innovation for OECD and Emerging Market Hospitals Maureen Lewis United States
  Moderator - Dr. Chin San Liu, Vice Superintendent, Changhua Christian Hospital, Taiwan

FREE PAPER - QUALITY OF CARE
- Quality Improvement Initiatives- A success story of hard to reach mountains of northern Pakistan Kashif Jassani Pakistan
- Implementing diagnosis-related groups in a developing country setting Carolyn Clark South Africa
- The challenges of managing the first cross-border hospital in Europe: two healthcare models under one roof Josefa Sanchez-solias Spain
- Knowledge Management Strategy in a global health organization MMemila Gil Spain
  Moderator - Dr. Leke Pitan, IHF Honorary Member and Advisor for Africa Region

Thursday 3 November (08:30 – 16:30)

9:30 – 11:00 Concurrent Sessions

9:30-11:00 Plenary: SERVICE DELIVERY: INNOVATIONS IN DELIVERY OF CARE AND HOSPITAL SERVICES:
- Dr Jonathan Perlin, President, Clinical Services and Chief Medical Officer, Hospital Corporation of America, Inc. (USA)

9:30-11:00 Special Session: INTERNATIONAL UNION OF ARCHITECTS: IHF – UIA: Collaboration project: reducing hospital operating cost through better design
- Peta de Jager, Research group leader, CSIR Building Science, South Africa - Moderator
- Patricia Williams, Founder and President, Global Health Services Michigan USA
- Maria Grazia Giardinelli, Research Fellow, Research Center - TESIS - Florence University
- Luca Marzi, Research Fellow, Adjunct Professor, Research Center - TESIS – Florence University

9:30-11:00 PAKISTAN AND EAST AFRICA: Setting high standards of quality, care and delivery in the developing world
- Han Kedzierski, CEO, Aga Khan University Hospital, Karachi; - Moderator
- Shawn Bolouki, CEO, Aga Khan University Hospital, Nairobi
- Sulaiman Shahabuddin, Regional CEO, Aga Khan Health Services, East Africa

9:30-11:00 SOUTH AFRICA – DEPARTMENT OF HEALTH: Best practices in Hospital care in South Africa
- Prof Craig Househam, Western Cape - Moderator
- Dr M Mazizizi, CEO, King Edward Hospital
- HoD North West Province
- HoD Limpopo Province
- HoD Western Cape Province
- HoD Kwa Zulu Natal Province
  Special Session: CEO CIRCLE
  (By invitation only)

11:00-11:30 Break / Expo (Hall 2CDE & 3A)

11:30-12:30 CLOSING CEREMONY (Hall 1AB 2AB)
- SPECIAL KEYNOTE PRESENTATION:

12:30-13:30 Lunch (Hall 2CDE & 3A)

13:00-16:30 Hospital Visits
- Addington Children’s Hospital
- Ethekwini Hospital and Heart Centre
- Inkosi Albert Luthuli Central Hospital
- King Dinuzulu Hospital
- Prince Mshiyeni Memorial Hospital