

2018

# IHF BRISBANE

42nd World Hospital Congress

10-12 OCTOBER 2018 BRISBANE AUSTRALIA

INNOVATE | INTEGRATE | INSPIRE

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# PROGRAM BOOK

#IHFBrasbane2018





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# WELCOME

## MESSAGE FROM THE PRESIDENT OF THE INTERNATIONAL HOSPITAL FEDERATION

I am very happy to welcome all of you to the 42nd World Hospital Congress in Brisbane. It is wonderful for the Congress to be back to the beautiful country of Australia after more than 20 years. Together with the Australian Healthcare and Hospitals Association, we have developed a programme that delivers cutting-edge knowledge on health policy and healthcare management, allowing the participant to develop a broad view on how these issues are advancing throughout the world. The IHF World Hospital Congress, however, has more than just an exciting and rich programme - there are endless opportunities to get to know your peers in the healthcare community, to discuss theory and practice, to network and to gain insights into what the future holds for patients and healthcare provides. So take the opportunity to learn, to share and to be a part of our community, and enjoy your experience at the Congress!



***Dr Francisco R. Balestrin***  
***IHF President***

## MESSAGE FROM THE AUSTRALIAN HEALTHCARE AND HOSPITALS ASSOCIATION

A big 'G'day' to all of you, and welcome to Australia—the land down under—and particularly to Brisbane Queensland, where they say the weather is 'Beautiful one day, perfect the next'! While hospital congresses are seldom described in this way, we can promise that this Congress will be of the highest quality, and will bring you earlier insights and broader perspectives than you are likely to get from anywhere else any time soon. We have worked hard with the International Hospital Federation, and with our supporters, Queensland Health, to bring you an event that will not only be professionally fulfilling, but will leave you with memories and experiences that you will treasure forever.



***Dr Deborah Cole***  
***AHHA Board Chair***

My thanks go to all speakers, staff and delegates for investing your time, energy and resources into this event. We are on the cusp of big changes in healthcare services around the world that will bring great benefits to patients, clinical staff and administrators. Through the knowledge gained and friendships formed here, I know we will be part of making this future happen.



# MESSAGE FROM QUEENSLAND HEALTH

According to Douglas Adams in *The Hitchhiker's Guide to the Galaxy* 'the answer to the ultimate question of life, the universe and everything is 42'.

So it's little surprise there's been a buzz of expectation surrounding the 42nd World Hospital Congress in Brisbane. And while I can't guarantee you'll learn the answer to the question of life, I can promise a contemporary, challenging and cutting-edge congress in 2018.

Big things happen when the number 42 is involved. Teddy Roosevelt was 42 when elected youngest president of the United States.

Elvis Presley died at 42 and Harry Potter discovered he was a wizard on page 42 of the... Philosopher's Stone.

Big things can also happen when the international healthcare community gather to share learnings and explore new opportunities. Please enjoy the backdrop of Brisbane as your host city for this gathering and ensure you pack some new ideas before returning home.



***Dr John Wakefield PSM***

***Deputy Director-General, Clinical Excellence Division***







# ahha

australian healthcare &  
hospitals association

*the voice of public healthcare*<sup>®</sup>

## AHHA—the voice of public healthcare

The Australian Healthcare and Hospitals Association (AHHA) is the 'voice of public healthcare'—we have been Australia's peak body for public and not-for-profit hospitals and healthcare for over 70 years.

Our vision is a healthy Australia, supported by the best possible healthcare system. We want Australians to have equitable access to high quality affordable healthcare when and where they need it.

We build networks, we share ideas, we advocate, and we consult. Our advocacy and thought leadership is backed by high

quality research, events and courses, and our publications—a twice-weekly electronic newsletter, *Healthcare in Brief*, a bi-monthly member magazine *The Health Advocate* and our peer-reviewed journal *Australian Health Review*.

AHHA is committed to working with all stakeholders from across the health sector.

Talk to us about joining AHHA and how we can support your organisation to be a more effective, innovative and sustainable part of the Australian health system.

<https://ahha.asn.au/membership>

# CONGRESS ORGANISERS

## THE INTERNATIONAL HOSPITAL FEDERATION (IHF)

The International Hospital Federation (IHF) is an international not-for-profit, non-governmental membership organisation.

Our members are worldwide hospitals and healthcare organisations having a distinct relationship with the provision of healthcare. We provide them with a platform for the exchange of knowledge and strategic experience as well as opportunities for international collaborations with different actors in the health sector.

Established in 1929 after the first International Hospital Congress in Atlantic City, USA as the International Hospital Association, it was re-named after the Second World War in 1947. With its Headquarters in Geneva the IHF is constituted under the Civil Code of Switzerland. The IHF recognises the essential role of hospitals and health care organisations in providing health care, supporting health services and offering education. Our role is to help international hospitals work towards improving the level of the services they deliver to the population with the primary goal of improving the health of society.



[ihf-fih.org](http://ihf-fih.org)

## AUSTRALIAN HEALTHCARE AND HOSPITALS ASSOCIATION (AHHA)

The Australian Healthcare and Hospitals Association (AHHA) is the national peak body for public and not-for-profit hospitals and healthcare providers in Australia.

For over 70 years we have advocated for an effective, innovative and sustainable health system where all Australians have equitable access to healthcare of the highest standard when and where they need it. Our advocacy is grounded in strong evidence backed by research.

On behalf of our members we engage with health leaders and governments to work towards a sustainable, equitable and accessible health system that delivers quality healthcare for all Australians.

We also provide professional development and information services to our members and stakeholders through courses and events, a twice-weekly electronic newsletter, and a bi-monthly magazine and peer-reviewed journal.

Through our research arm, the Deeble Institute for Health Policy Research, and collaborating university partners and healthcare service providers, we undertake and promote rigorous and independent research on important national health policy issues.

Through our consultancy service, Just Health Consultants, we support Australian healthcare organisations across all sectors by applying our expertise and skills in areas such as corporate and clinical governance; strategy and business planning; organisation design and improvement; healthcare services planning, program evaluation, education and training; and stakeholder engagement and communication.

[ahha.asn.au](http://ahha.asn.au)



# USEFUL INFORMATION

## CONGRESS VENUE

### Brisbane Convention & Exhibition Centre

Corner Merivale and Glenleg Streets  
South Bank, Queensland Australia

## BAGS AND PERSONAL ITEMS

Please ensure you keep your bags and personal items with you at all times. Bags or personal items cannot be stored at the Congress Registration Desk or with the Congress staff at any time. Delegates who leave bags or personal items unattended do so at their own risk.

## CATERING

Morning/afternoon teas and lunch will be served in the exhibition area during the Congress. If you have requested a special dietary meal, these will be available on a separate dietary requirements table during the Congress. Menus on the main buffets will also indicate if dishes are vegetarian, dairy free or gluten free.

## CONGRESS APP

An app containing all the Congress details including speaker and session information, exhibitor and sponsor profiles, maps and other helpful information is available for download. For further information refer to page 22 of this program book.

## DRESS CODE

Please dress in business or smart casual attire for the Congress sessions. Session rooms are often cooler than many people find comfortable, so we recommend bringing a sweater or light jacket.

## NAME BADGES

Name badges must be worn at all times. Your name badge is your entry ticket to sessions and will contain your tickets to social events should tickets be required.

## PHOTOGRAPHY DISCLAIMER

The Congress Organisers have arranged for photography onsite through the Congress. The images may be used for post-Congress reports, case studies, marketing collateral, social media and supplied to industry media if requested. If you do not wish for your photo to be taken, please inform a staff member at the registration desk and we will work to ensure your privacy.

## POSTERS

Posters will be located in the trade exhibition area and will be on display for the duration of the Congress. Poster authors are reminded that it is their responsibility to place and remove their poster and the Congress Organisers will not be responsible for posters left behind at the conclusion of the Congress.

## PRESENTATIONS

Where speakers have given permission, presentations will be made available on the IHF website following the Congress.



## REGISTRATION AND INFORMATION DESK

The registration desk will be located in the Main Foyer on the Merivale Street side of the venue. It will be staffed by the Congress Organisers, Iceberg Events, and operational during the following hours:

Wednesday 10 October	7.30am – 6.00pm
Thursday 11 October	7.30am – 6.00pm
Friday 12 October	7.30am – 5.00pm

## SESSION SELECTION

Please note there is no session selection for the Congress. We recommend that you arrive five minutes prior to the session you would like to attend to ensure a seat.

## SMOKING POLICY

The Brisbane Convention & Exhibition Centre is a non-smoking venue. Delegates are requested not to smoke within the building. Please ask the venue staff for locations of designated outdoor smoking areas.

## SOCIAL MEDIA

We encourage you to share your thoughts and experiences while at the Congress, through the app or if you are on Twitter, please join the conversation using **#IHFBRISBANE2018**

Please feel free to tag the International Hospital Federation using **@IHF\_FIH** or the Australian Healthcare and Hospitals Association using **@AusHealthcare**

## TRADE EXHIBITION

The trade exhibition area and catering will be located in Exhibition Hall 1 on the Foyer Level of the Brisbane Convention & Exhibition Centre, and operational during the following hours:

Tuesday 9 October	3.00pm – 5.00pm
Wednesday 10 October	7.00am – 3.15pm
Thursday 11 October	7.00am – 6.00pm
Friday 12 October	7.00am – 5.00pm

## WIFI

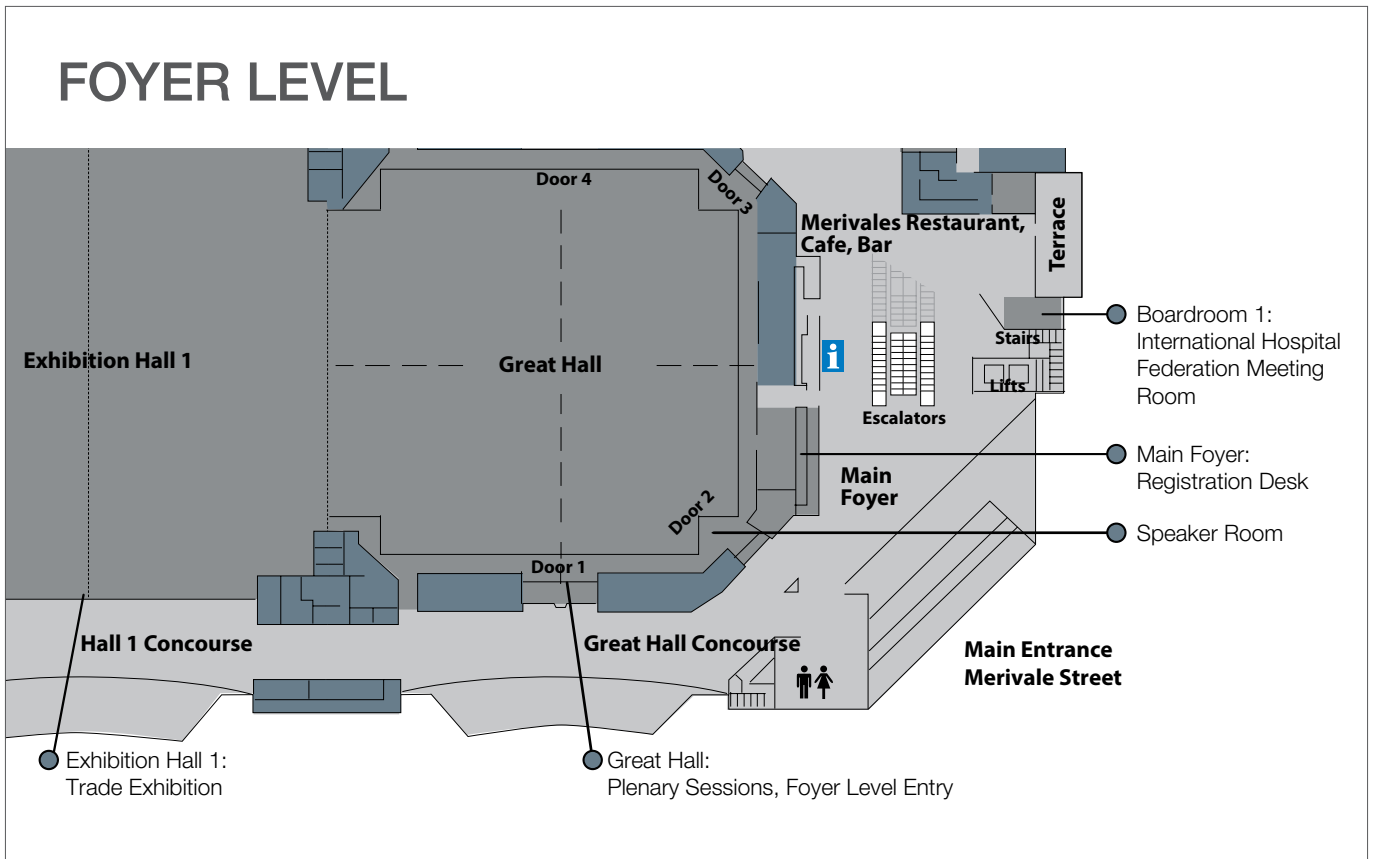
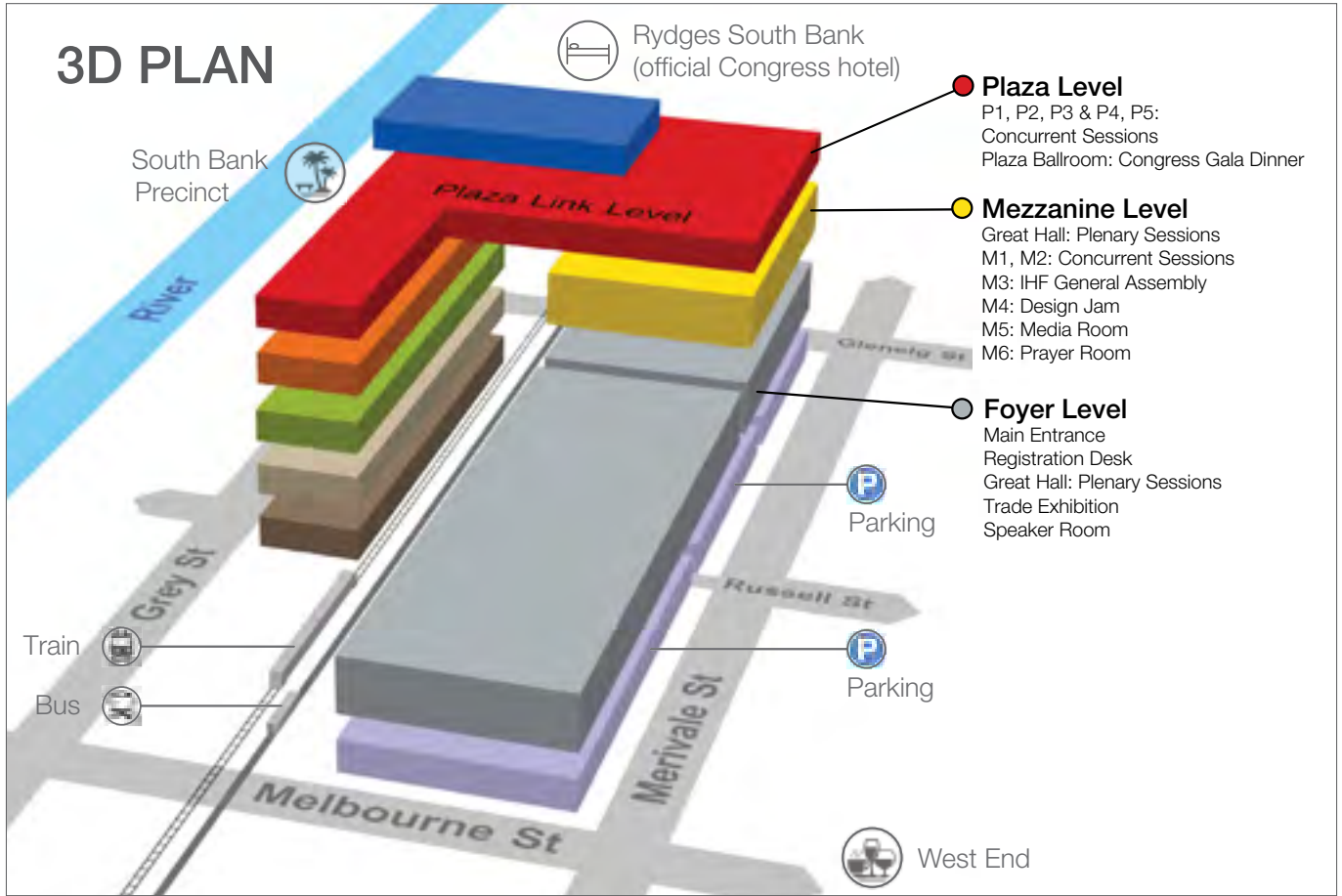
The Brisbane Convention & Exhibition Centre provides complimentary wireless internet throughout the venue.

To connect, search for the network '**BCEC link**'. A password is not required.

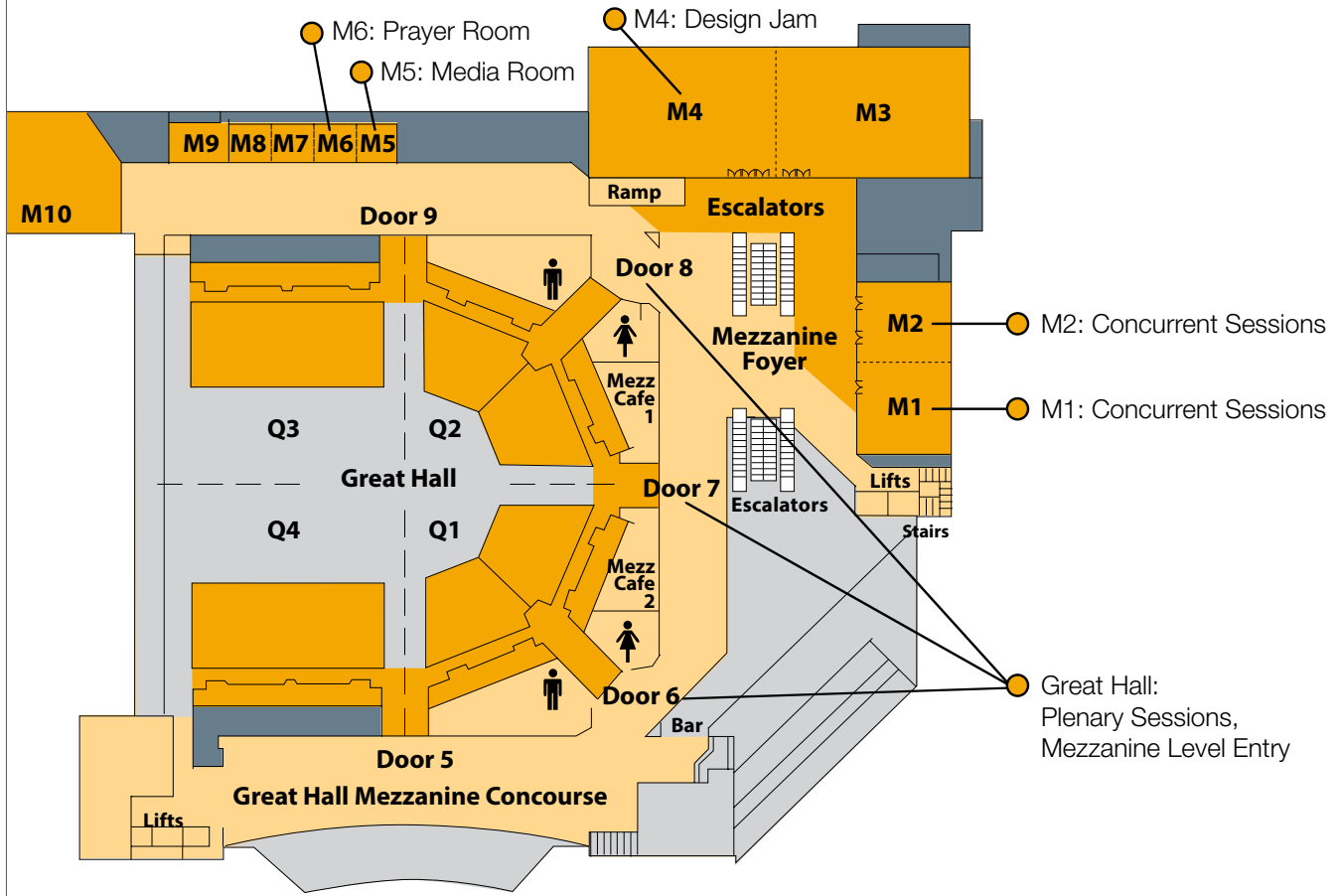




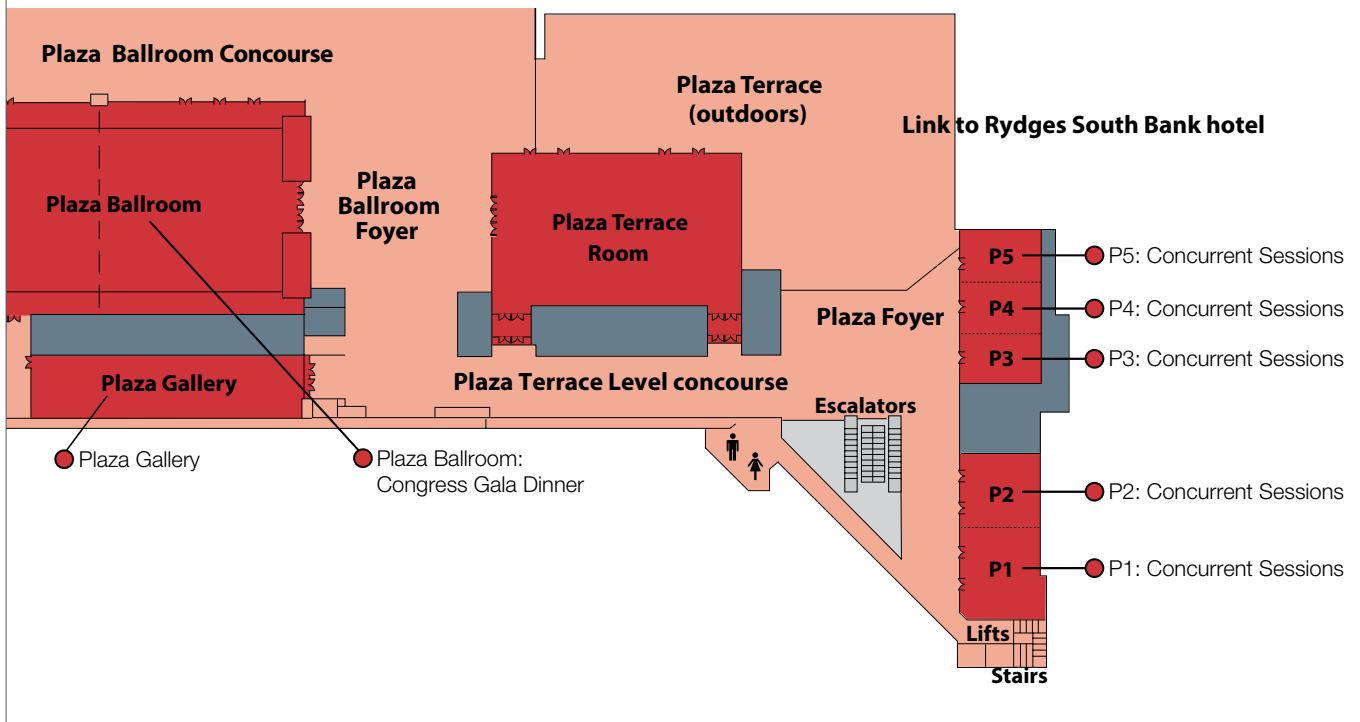
# CONGRESS VENUE MAPS



# MEZZANINE LEVEL



# PLAZA LEVEL





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OF THE  
INTERNATIONAL  
HEALTHCARE  
COMMUNITY



LEARN

Participate in IHF projects, be involved in the work of the IHF Special Interest Groups and the exclusive CEO Circle, join our unique Study Tours.



SHARE

Take part in online discussion groups in the IHF Exchange Platform, share your experience by participating in surveys, working groups, etc.



INNOVATE

Get access to worldwide best practices on topics of your interest: attend free webinars, access IHF online and paper publications, etc.



NETWORK

Participate in IHF Events and meetings: engage in dialogue, share your innovations with peers from all around the world and broaden your network.

Healthcare Management and Leadership Competency Platform

Promoting enhancement of Leadership and Management Competencies through self-assessment. An online instrument to guide Healthcare Managers plan their long-term career pathways. A unique Benchmark tool for cross-national comparison and a unique reference assisting governments and organizations in determining gaps in management and leadership of healthcare management professionals.

IHF Awards

The IHF Awards recognize and honor public and private hospitals and healthcare organizations for innovation, excellence, outstanding achievements and best practices in quality and patient safety, corporate social responsibility, innovations in service delivery, healthcare leadership and management practices, among others.

DISCOVER MORE: VISIT US AT THE IHF BOOTH  
[www.ihf-fih.org](http://www.ihf-fih.org)

# COMMITTEES

## ORGANISING COMMITTEE



**Dr Deborah Cole**

Chief Executive Officer, Dental Health Services Victoria and Board Chair, Australian Healthcare and Hospitals Association (Australia)



**Alison Verhoeven**

Chief Executive, Australian Healthcare and Hospitals Association (Australia)



**Professor Adrian Pennington**

Chief Executive, Wide Bay Hospital and Health Service and Board Member, Australian Healthcare and Hospitals Association (Australia)



**Dr John Wakefield PSM**

Deputy Director General, Clinical Excellence Division, Queensland Health (Australia)



**Lisa Robey**

Engagement and Business Director, Australian Healthcare and Hospitals Association (Australia)



**Michael Zanco**

Executive Director of the Healthcare Improvement Unit, Clinical Excellence Division, Queensland Health (Australia)



**Michelle Wilson**

Manager, Healthcare Improvement Unit, Clinical Excellence Division, Queensland Health (Australia)

## WORLD HOSPITAL CONGRESS SCIENTIFIC COMMITTEE



**Dr Paul Dugdale**

Scientific Committee Chair, Director of Medical Services, ACT Health Service; Associate Professor of Public Health, Australian National University (ANU); director of the ANU Centre for Health Stewardship (Australia); and Board Member, Australian Healthcare and Hospitals Association



**Dr Jay Bhatt**

Chief Medical Officer, American Hospital Association and President, Health Research & Educational Trust (United States of America)



**Professor Hong-I Chen**

Dean of College of Health Sciences, Chang Jung Christian University (Taiwan)



**Professor Gary Day**

Editor-in-Chief, Australian Health Review (Australia)



**Dr Martha Regina de Oliveira**

CEO of ANAHP (Brazil)



**Dr Eric De Roodenbeke**

CEO, International Hospital Federation (Switzerland)



**Dr Rebecca Haddock**

Director, Deeble Institute for Health Policy Research (Australia)



**Dr Wang-Jun Lee**

Chairman and CEO, Myong-Ji Medical Foundation (South Korea)



**Dr Ahmed Salim Saif Al-Mandhari**

Director General of Quality Assurance Centre, Ministry of Health (Oman)



**Perrin Moss**

Program Manager – Project ECHO®; Principal Project Officer – Statewide Services; Australian Research Alliance for Children & Youth (ARACY) Queensland Coordinator; Community, Mental Health and Statewide Services, Children’s Health Queensland Hospital and Health Service (Australia)



**Dr Marc Noppen**

Chief Executive Officer, Brussels’ University Hospital UZ Brussel (Belgium)



**Dr Adesola Pitan**

Senior Special Assistant to the Lagos State Governor on Health Matters (Nigeria)



**Dr Sameen Siddiqi**

Chair, Department of Community Health Sciences, Aga Khan University (Pakistan)



**Dr Linc Thurecht**

Research Director, Australian Healthcare and Hospitals Association (Australia)



**Dr Ole Tjomsland**

Director, South East Norway Health Authority (Norway)



# INTERNATIONAL HOSPITAL FEDERATION AWARDS COMMITTEE



**Dr Lawrence Lai**

IHF Awards Committee Chair; Honorary Senior Advisor, Hong Kong Hospital Authority; IHF Honorary Member (Hong Kong)



**Dr Kwang Tae Kim**

Chairman, Daerim Saint Mary's Hospital; Past President, IHF (South Korea)



**Professor Carlos Pereira Alves**

President, Portuguese Association for Hospital Development (Portugal)



**Dr Satoru Komatsumoto**

Vice-President, Japan Hospital Association (Japan)



**Jan Beeckmans**

General Director, University Hospital Brussels (Belgium)



**Dr Wui-Chiang Lee**

Chief, Department of Medical Affairs and Planning, Taipei Veterans General Hospital (Taiwan)



**Dr Marcelo Britto**

Vice-President, Confederacao Nacional de Saude (Brazil)



**Dr Erik Kreyberg Normann**

CEO, Normann Consulting and Immediate Past President, IHF (Norway)



**Dr Tom Dolan**

President Emeritus, American College of Healthcare Executives (USA)



**Dr Maria Lourdes Otayza**

Medical Center Chief II, Mariano Marcos Memorial Hospital and Medical Center (Philippines)



**Sleiman Haroun**

President, Syndicate of Hospitals in Lebanon (Lebanon)



**Professor Adrian Pennington**

Chief Executive, Wide Bay Hospital and Health Service (Australia); and Board Member, Australian Healthcare and Hospitals Association

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# KEYNOTE SPEAKERS

DAY 1: WEDNESDAY 10 OCTOBER 2018



Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE)  
**8:30 AM**

## Bronte Martin

**Nursing Director, Trauma & Disaster, National Critical Care Trauma Response Centre (NCCTRC), Australia**

Bronte Martin is the Director of Nursing (Trauma & Disaster) and founding member of the Australian National Critical Care Trauma Response Centre. She is currently Australian Medical Assistance Team (AusMAT) Mission & Clinical Team Leader and the Australian representative for UN Disaster Assessment Coordination Teams (UNDAC). Bronte is also a Wing Commander in the Royal Australian Air Force Specialist Reserve. Bronte has been involved in numerous deployments in response to natural disasters and helped to develop and establish the World Health Organization Global Classification, Mentorship and Verification program ensuring validated, quality international emergency medical care is delivered in response to sudden onset disasters.

Twitter: [@NatTraumaCentre](#)



Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE)  
**8:30 AM**

## Glenn Keys AO

**Executive Co-Chairman and Co-Founder, Aspen Medical, Australia**

Glenn Keys is the co-founder and Executive Co-Chairman of Canberra-based Aspen Medical, one of the world's leading providers of outsourced healthcare solutions. In 2003, Glenn founded Aspen with Dr Andrew Walker. After 15 years Aspen has over 2,000 staff and operates across Australasia, the Pacific Rim, the Middle East, Africa, the USA and the UK.

Today the company has customers in the Government, Defence, Mining, Oil & Gas and Humanitarian sectors. In 2017 Glenn and Andrew were selected as runners up for the World Entrepreneurs of the Year, and Glenn was made an Officer of the Order of Australia for both his philanthropic leadership in the business sector and his work as an advocate for people with an intellectual disability.

Twitter: [@GlennKeysAspen](#)



Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE)  
**8:30 AM**

## Berna Marcelino

**Provincial Director, Standardization, BC Clinical and Support Services, Canada**

Berna Marcelino is the Provincial Director of Standardization for BC Clinical and Support Services. Berna leads a diverse group of clinicians in British Columbia's healthcare supply chain. She is responsible for ensuring that clinical and operational perspective is integrated into procurement processes and product management. In this role, Berna led the development and implementation of several provincial processes including the Provincial Ethical Allocation Framework for Products During Critical Shortages.

Berna is a registered nurse with over 16 years in healthcare and has a unique combination of experience in operating room nursing, clinical education, project management, and supply chain.



Opening Ceremony  
**10:00 AM**

**Professor Elizabeth Teisberg**

**Executive Director, Value Institute for Health and Care,  
Dell Medical School in Austin, Texas, United States of America**

Professor Elizabeth Teisberg, PhD is co-creator of the idea of value-based health care strategy and co-author of Redefining Health Care: Creating Value-based Competition on Results, with Prof. Michael E. Porter. Elizabeth serves as Executive Director of the Value Institute for Health and Care at the new Dell Medical School in Austin, Texas.

The Value Institute creates curriculum for transforming strategy, culture and measurement in health care to improve health outcomes and reduce costs. An internationally recognised author and professor, Elizabeth has won the Wachovia Award for outstanding research, the Frederick S. Morton Award for Leadership, and the Book of the Year Award from the American College of Health Care Executives.



Plenary Session 1.1  
**12:45 PM**

**Dr Daphne Khoo**

**Deputy Director Medical Services (Healthcare Performance Group),  
Ministry of Health, Singapore**

Dr Daphne Khoo is the Deputy Director Medical Services (Healthcare Performance Group) at the Ministry of Health (MOH) Singapore where she oversees all national Patient Safety, Clinical Performance Management, Quality Improvement and Utilization Review programmes. She is also the founding Executive Director of the Agency for Care Effectiveness, Singapore's national Health Technology Assessment Agency.

Daphne trained as an endocrinologist at the Singapore General Hospital and the Cleveland Clinic USA. Her current main area of focus at the Ministry is co-driving the Beyond Quality to Value work stream alongside colleagues from Healthcare Financing.



Plenary Session 1.2  
**1:15 PM**

**Chris Pointon**

**Co-founder & Global Campaign Ambassador, #hellomynameis,  
United Kingdom**

Chris is one half of the awesome duo that is 'Chris & Kate'. Their lives were turned upside down around 7 years ago when Kate was diagnosed with terminal cancer whilst they were holidaying in California.

Since then they concertinaed their lives into a shorter period and crammed a huge amount into Kate's time on this planet. Along the way they raised over £360,000 for good causes, travelled the world, and started a global campaign that improves patient care through the basic message of introductions entitled #hellomynameis.

Kate's legacy is huge and her name will live on forever through her legacy and various awards named in her honour.

Twitter: [@pointonchris](https://twitter.com/pointonchris)



## DAY 2: THURSDAY 11 OCTOBER 2018



Plenary Session 2.1  
**8:30 AM**

### **Professor Claire Jackson**

**Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia**

Professor Claire Jackson is a primary care research leader. She has been active in integrated care innovation, education and research for many years, and has been extensively involved in health services research and reform since the early 90s. Claire has been a member of both the national Primary Health Care Advisory Group and the National Primary Care Strategy Expert Reference Group - guiding forces behind Australia's national primary care reform. Claire's current primary area of research interest is in health system reform involving primary care, a topic on which she has published and presented internationally.



Plenary Session 2.2  
**9:00 AM**

### **Melissa Thomason**

**Patient Advocate, United States of America**

Melissa Thomason is a Patient and Family Advisor who currently serves on the Board of Directors for the American Board of Family Medicine, on Patient and Family Advisory Councils in North Carolina and on working groups around the country. She is a remarkably passionate advocate who has shared her story with thousands of healthcare workers around the world and who has made the vital work of patient-centered care her life's mission. A former public school teacher, she spends her time now championing the cause of collaboration with patients and families, caring for her father and being a mother to her ten-year-old son, Nate.



Plenary Session 3.1  
**1:30 PM**

### **Nigel Edwards**

**Chief Executive, Nuffield Trust, United Kingdom**

Nigel Edwards is Chief Executive at the Nuffield Trust. Prior to becoming Chief Executive in 2014, he was an expert advisor with KPMG's Global Centre of Excellence for Health and Life Sciences and a Senior Fellow at The King's Fund. Nigel has a strong interest in new models of service delivery and a practical focus on what is happening at the front line as well as a wealth of experience in wider health care policy in the UK and internationally. Nigel is currently working with the WHO Regional Office for Europe and the European Observatory on Health Systems and Policies on developments in health care provision in Europe.

Twitter: [@nedwards\\_1](https://twitter.com/nedwards_1)



Plenary Session 3.2  
**2:00 PM**

### **Nagwa Metwally**

**Member of Supreme Council, Egyptian Red Crescent, Egypt**

Nagwa Metwally is a renowned advocate for the World Health Organization's Patients for Patient Safety (PFPS) program, which aims to incorporate the patient, family and community voice into all levels of health care through engagement and empowerment. Nagwa has Bachelor and Masters degrees in communication, and has been working in healthcare as a volunteer for nearly 15 years. She currently chairs the Egyptian Red Crescent group dedicated to improving services for patients at Ain Shams University Faculty of Medicine Educational Hospital, and other public hospitals. Nagwa's advocacy resulted in her appointment 8 years ago to be the first patient representative ever on the Ain Shams University Faculty of Medicine's Hospitals Board.

## DAY 3: FRIDAY 12 OCTOBER 2018



Plenary Session 4.1  
9:00 AM

### **Professor Keith McNeil**

**Assistant Deputy Director-General & Chief Clinical Information Officer,  
Queensland Health - Department of Health, Australia**

Professor Keith McNeil plays a key role in the clinical leadership of the statewide eHealth program. He works closely with key stakeholders to maximise the clinical and patient safety benefits associated with technology in the healthcare setting, while minimising risk. Keith has previously worked within Queensland Health as the Head of Transplant Services at The Prince Charles Hospital, Chief Executive Officer at Royal Brisbane and Women's Hospital, and Chief Executive Metro North Hospital and Health Service. More recently, he was Chief Clinical Information Officer, National Health Service, United Kingdom following roles as Chief Executive Officer at Addenbrooke's Hospital and Cambridge University Hospital Foundation Trust.



Plenary Session 4.2  
9:30 AM

### **Karen Knight**

**General Manager Advocacy and Engagement / QLD, NSW & NT Client  
Services, Vision Australia, Australia**

Karen Knight is an experienced human services practitioner and manager with significant exposure across the health, disability, aged care and mental health sectors. She currently leads Vision Australia's service engagement across Queensland, Northern NSW and NT, leading 126 specialist staff.

Karen has more than 20 years' experience working in her chosen fields. Over that time she has built a solid understanding and appreciation of what is required to lead people to make a positive impact on consumers, and achieve staff and organisational results. After a lifetime of blindness, Karen is motivated to inspire others to reach their full potential.



Plenary Session 5.1  
1:45 PM

### **Professor Jeffrey Braithwaite**

**Foundation Director, Australian Institute of Health Innovation,  
Macquarie University, Australia**

Professor Jeffrey Braithwaite is Foundation Director of the Australian Institute of Health Innovation, Director of the Centre for Healthcare Resilience and Implementation Science, and Professor of Health Systems Research, Faculty of Medicine and Health Sciences, Macquarie University, Sydney, Australia. He has appointments at six other universities internationally, and he is a board member and President Elect of the International Society for Quality in Health Care (ISQua) and consultant to the World Health Organisation (WHO).

His research examines the changing nature of health systems, which has attracted funding of more than \$AUD 110 million. He is particularly interested in health care as a complex adaptive system and applying complexity science to health care problems.

Twitter: [@JBraithwaite1](https://twitter.com/JBraithwaite1)

*The keynote speakers are supported by:*



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# WELCOME TO COUNTRY

## ABOUT WELCOME TO COUNTRY

In Australia today, it is common to have a Welcome to Country ceremony before an official occasion or public gathering. The ceremony is conducted by an Aboriginal or Torres Strait Islander person, usually an elder, who is a Traditional Owner of the land where the event takes place. Welcome to Country ceremonies are incredibly varied and can include dance, song or speeches in English or the local Aboriginal or Torres Strait Islander language.

For tens of thousands of years, the continent of Australia and the islands of the Torres Strait have been shared by over 300 Aboriginal and Torres Strait Islander groups with clearly defined land and water boundaries. Protocols were developed to provide permission for people to move across these boundaries for trade, education, spiritual or social purposes.

Originally the protocols included Welcome to Country ceremonies that provided information or safeguarded visitors and guests from physical and spiritual hazards as they travelled across the land.

Today remembrance, acknowledgement, and respect are the key elements of a Welcome to Country. Remembering the truth about this country and its history of colonisation. Acknowledging the Traditional Owners and their continuing connection to the land and waters.

Respecting the culture and knowledge of the Traditional Owners that can offer deep insights for all, who visit, or live on their traditional lands.

## ABOUT SONGWOMAN MAROOCHY

Songwoman Maroochy is of Turrbal/Dippil ancestry and was born on Cherbourg Aboriginal Reserve in Queensland. She is a direct descendant of Daki Yakka – Chief of the Old Brisbane tribe and is both a Songwoman and Law-woman of the Turrbal People. She attended the Melba Conservatorium of Music in Melbourne and the Victorian College of the Arts and has a long and successful history in performing arts.

She was the first Indigenous Australian to perform on the Australian operatic stage. She is an internationally-renowned opera singer and was the first Australian to perform at the United Nations in New York in 1993 in honour of the International Year for the World's Indigenous People. Songwoman Maroochy is much sought after to perform the Traditional Welcome to Country which she presents at many and various events in the Brisbane area, including corporate, government, health and community events.

She takes great pride in her history and achievements and is intent on keeping Turrbal laws and customs alive.





# DAY 1: WEDNESDAY 10 OCTOBER

## FROM VOLUME TO VALUE

Time	Session
7:00 AM to 6:00 PM	Registration desk open
8:30 AM to 9:30 AM PLENARY Location: Great Hall	<p><b>Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE)</b></p> <p><b>Disease, disaster and destruction: providing health services in times of catastrophe, epidemic and conflict</b></p> <p><b>Bronte Martin</b>, Nursing Director, Trauma &amp; Disaster, National Critical Care Trauma Response Centre (NCCTRC), Australia</p> <p><b>Glenn Keys AO</b>, Executive Co-Chairman and Co-Founder, Aspen Medical, Australia</p> <p><b>Berna Marcelino</b>, Provincial Director, Standardization, BC Clinical and Support Services, Canada</p>
9:30 AM	Morning tea, exhibition and poster displays
10:00 AM to 12:00 PM PLENARY Location: Great Hall	<p><b>Opening Ceremony</b></p> <p><b>Welcome to Country</b> Songwoman Maroochy, Australia</p> <p><b>Welcome to the World Hospital Congress</b> Dr Francisco Balestrin, President, International Hospital Federation, Brazil</p> <p><b>Healthcare in Queensland</b> The Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services, Queensland, Australia</p> <p><b>G'day – Welcome to Australia</b> Dr Deborah Cole, Chair, Australian Healthcare and Hospitals Association, Australia</p> <p><b>Australian Minister for Health</b> The Hon Greg Hunt MP, Minister for Health, Australia</p> <p><b>From volume to value: an international perspective</b> Francesca Colombo, Head of Health Division, OECD, France</p> <p><b>Value Based Health Care: returning health care to its purpose</b> Professor Elizabeth Teisberg, Executive Director, Value Institute for Health and Care, Dell Medical School, United States of America</p>
12:00 PM	Lunch, exhibition and poster displays
12:15 PM to 1:15 PM FOCUS SESSION Location: M1	<p><b>Focus Session: Clinical excellence in China's maternity and infant specialty hospitals: scaling for growth and translating research into practice</b></p> <p><b>FS1 Meeting the challenges of China's new family planning policy: scaling hospitals for increased demand</b> Professor Tao Duan, Founder/CEO, Shanghai Spring Field Hospital Management Group, China</p> <p><b>FS2 Best practice in research translation utilising new technologies to improve outcomes in maternity and infant specialty hospitals</b> Professor Paul Colditz, Deputy Director, University of Queensland Centre for Clinical Research, Group Head, Clinical Neurosciences Laboratory, University of Queensland, Australia</p>
12:45 PM to 1:45 PM PLENARY Location: Great Hall	<p><b>Plenary Session 1.1: Moving beyond Quality to Value</b> <b>Dr Daphne Khoo</b>, Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore</p> <p><b>Plenary Session 1.2: The #hellomynameis story - 'through adversity comes legacy'</b> <b>Chris Pointon</b>, Co-founder &amp; Global Campaign Ambassador, #hellomynameis, United Kingdom</p>
1:45 PM to 2:45 PM PLENARY	<p><b>Panel Session 1: What does the 21st century patient demand from healthcare?</b> <b>Mercedes Jabalera</b>, Head of Quality, Hospital Sant Joan de Déu, Spain</p>

<b>Location:</b> Great Hall	<b>Dr Daphne Khoo</b> , Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore <b>Dr Tony Ko</b> , Director, Hospital Authority, Hong Kong <b>Chris Pointon</b> , Co-founder & Global Campaign Ambassador, #hellomynameis, United Kingdom <b>Professor Elizabeth Teisberg</b> , Executive Director, Value Institute for Health and Care, Dell Medical School in Austin, Texas, United States of America
<b>2:45 PM</b>	<b>Afternoon tea, exhibition and poster displays</b>
<b>3:15 PM</b> to 4:00 PM <b>PLENARY</b> <b>Location:</b> Great Hall	<b>IHF Awards Ceremony</b> The 2018 International Hospital Federation (IHF) Awards recognise and honour hospitals and healthcare organisations for innovation, excellence, outstanding achievements and best practices in areas that are worthy of international recognition.
<b>4:00 PM</b>	<b>Delegates move to concurrent sessions</b>
<b>4:15 PM</b> to 5:45 PM <b>CONCURRENT</b> <b>Location:</b> Great Hall	<b>Concurrent Session 1.1: International Hospital Federation award winners</b> <b>Session chair:</b> Dr Lawrence Lai, Chair, IHF Awards Judging Panel, International Hospital Federation, Hong Kong Hear from the 4 winners of the International Hospital Federation Awards on their projects and why they stood out as the best of the best from around the globe in health system innovation and excellence.
<b>4:15 PM</b> to 5:45 PM <b>CONCURRENT</b> <b>Location:</b> M1	<b>Concurrent Session 1.2: Platforms for value: data and analytics</b> <b>Session chair:</b> Derek Lamb, Director, Push My Button, New Zealand <b>1.2A Danish super hospital project: a government lead transformational change of the Danish hospital and health system</b> Hans Erik Henriksen, CEO, Healthcare DENMARK, Denmark <b>1.2B Moving the measurement of performance in healthcare from a volume-based to a value-based perspective: a conceptual framework</b> Dr Jean-Frédéric Levesque, Chief Executive, NSW Agency for Clinical Innovation, Australia Kim Sutherland, Specialist Advisor, NSW Agency for Clinical Innovation, Australia <b>1.2C Data driven approach to choosing pathology tests wisely at Gold Coast Health</b> Therese Kelly, Project Manager, Gold Coast Health, Australia <b>1.2D Co-designing transparency and public reporting with consumers and clinicians: reporting data patients want and clinicians can use</b> Carl Shuker, Principal Adviser, Publications, Health Quality & Safety Commission, New Zealand <b>1.2E Implementation of the ICHOM Heart Failure Standard Set in Brazil in a community setting</b> Dr Martha Oliveira, CEO, ANAHP – National Association of Private Hospitals, Brazil <b>1.2F Value-Based Health Care (VBHC) ripple effect: implementing quality programs</b> Kelly Whittle, CEO, Whittle Advisors, United States of America
<b>4:15 PM</b> to 5:45 PM <b>CONCURRENT</b> <b>Location:</b> M2	<b>Concurrent session 1.3: Paying for value, achieving outcomes</b> <b>Session chair:</b> Dr Qasem Al Salmi, Director General, Royal Hospital, Oman <b>1.3A Evaluation of unnecessary admission and hospitalization and its direct burden assessment: Rasool –e-Akram Hospital, Iran University of Medical Sciences</b> Nader Tavakoli, Iran University of Medical Science, Islamic Republic of Iran <b>1.3B Cluster Hospital: an innovative approach to optimise resources and enhance capacity through integrated network of hospitals</b> Dr Noriah Bidin, Senior Principal Assistant Director, Institute for Health Management, Kuala Lumpur, Malaysia Dr Selasawati Ghazali, Director, Raja Perempuan Zainab II Hospital, Kota Bharu, Malaysia <b>1.3C Quality care everyday</b> Robyn Scanlan, Director Clinical Governance, Wide Bay Hospital and Health Service, Australia <b>1.3D Reduction in waiting time for operations in Isolo General Hospital: quality improvement approach</b> Dr Olufunmilayo Bankole, Medical Director/CEO, General Hospital Ikorodu, Nigeria

<p>4:15 PM to 5:45 PM <b>CONCURRENT</b> Location: P1</p>	<p><b>Concurrent Session 1.4: Lightning Talks</b>  <b>Session chair:</b> Lisa Davies Jones, Health Service Chief Executive, North West Hospital and Health Service, Australia  <b>1.4A Predictors of non-beneficial treatment in end of life hospital admissions: a quantitative analysis</b>  Dr Hannah Carter, Health Economist, Australian Centre for Health Service Innovation (QUT), Australia  <b>1.4B EPS model for enhancing invasive mechanical ventilation (IMV) in general wards</b>  Ming Wai Cheng, Advanced Practice Nurse, Ruttonjee and Tang Shiu Kin Hospitals, Hong Kong  <b>1.4C Strategies to ease the economic burden and prevent patient harm from multidrug resistant infection in hospitals</b>  Dr Sheila Connelly, VP Research, Synthetic Biologics, Inc., United States of America  <b>1.4D Lean Healthcare: industrialization and dehumanization in operating theaters in France and Australia</b>  Zeyad Mahmoud, PhD Candidate, Australian Institute of Health Innovation, Australia  <b>1.4E Disinvestment in low-value care: Australian policy responses to improve patient outcomes and reduce waste</b>  Victoria Mccreanor, PhD Candidate/Research Associate, QUT - Institute of Health and Biomedical Innovation, Australia  <b>1.4F Data and analytics: a building block on the journey from 'Volume to Value'</b>  Ray Messom, Executive Director, System Information and Analytics Branch, NSW Ministry of Health, Australia  <b>1.4G Knowing the score in real time: are you still looking in the rear vision mirror?</b>  Pieter Walker, Director, Qualitas Consortium, Australia  <b>1.4H Better nutritional care for hospital inpatients: from volume to value through The SIMPLE Approach</b>  Dr Adrienne Young, Research Coordinator, Nutrition and Dietetics, Royal Brisbane and Women's Hospital, Australia</p>
<p>4:15 PM to 5:45 PM <b>CONCURRENT</b> Location: P2</p>	<p><b>Concurrent Session 1.5: Patients, process and tools: looking for the right combination to move from volume to value</b>  <b>Session chair:</b> Professor Johanna Westbrook, Director, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University, Australia  <b>1.5A To disrupt or not to disrupt: that is NOT the question</b>  Professor Marc Noppen, CEO, University Hospital UZ Brussel, Belgium  <b>1.5B BECQUEREL Lab [Patient as a partner]</b>  Dr Mikael Daouphars, Hospital Pharmacist, Cancer Centre Henri Becquerel, France  <b>1.5C When doing the right thing hurts your financials. Hospital management in between the patient and regulation.</b>  Helmut Kern, CEO, Hospital of the Brothers of St. John of God Vienna, Austria  <b>1.5D Leadership and management competencies to advance value-based healthcare</b>  Dr Bernardo Ramirez, Director Global Initiatives, University of Central Florida/CAHME, United States of America</p>
<p>4:15 PM to 5:45 PM <b>CONCURRENT</b> Location: P3 &amp; P4</p>	<p><b>Concurrent session 1.6: Welcome to our backyard: a look at research and innovation in Queensland</b>  <b>Session chair:</b> Dr Rebecca Haddock, Director, Deeble Institute for Health Policy Research, Australian Healthcare and Hospitals Association, Australia  <b>1.6A Applying digital technology to surgery</b>  Dr Michael Wagels, Staff Specialist Plastic and Reconstructive Surgeon, Princess Alexandra Hospital, Australia  <b>1.6B The robot doctor will see you now: the evolution of robotic vision</b>  Dr Anjali Jaiprakash, Advance QLD Research Fellow, Australian Centre for Robotic Vision, QUT, Australia  <b>1.6C Research reconfiguring acute care of older patients</b>  Professor Wendy Moyle, Program Director, Menzies Health Institute Queensland, Griffith University, Australia</p>

	<p><b>1.6D Digital health research powering healthcare delivery innovation</b> Dr David Hansen, CEO, Australian e-Health Research Centre, CSIRO, Australia</p>
<p><b>4:15 PM</b> to 5:45 PM <b>CONCURRENT</b> <b>Location:</b> P5</p>	<p><b>Concurrent Session 1.7: IHF Special Interest Group - Investor Owned Healthcare Organizations: aligning planets to foster investment in private healthcare</b></p> <p><b>1.7A Fostering investment in private healthcare, a multi-stakeholders' vision</b> Marisa Gil Lapetra, Knowledge Strategies Manager, International Hospital Federation, Switzerland (<b>session chair</b>)</p> <p><b>1.7B Investment strategy: Dubai healthcare sector 2017-20</b> Dr Ibtesam AlBastaki, Director, Investment and Partnership Department, Dubai Health Authority, United Arab Emirates</p> <p><b>1.7C Private equity case study of raising capital for health entrepreneurs</b> Salim Hasham, Executive Chairman, Mediheal Group, Kenya</p> <p><b>1.7D Danny Sims, Chief Executive Officer, Ramsay Health Care, Australia</b></p> <p><b>1.7E New hospital developments: understanding investors requirements</b> Derry Heron, Executive: EOH Health Vertical, EOH, South Africa</p>
<p><b>6:30 PM</b> to 11:00 PM <b>Location:</b> Plaza Ballroom</p>	<p><b>Congress Gala Dinner</b></p> <p>Join us for a spectacular evening celebrating Australian culture, food and wine in the Plaza Ballroom, Brisbane Convention &amp; Exhibition Centre. If you have purchased a ticket to this function it will be located in the back of your name badge. If you have not purchased a ticket and would like to attend, please see Congress Organisers at the registration desk for ticket availability.</p>

*Program is correct at time of printing. Refer to Congress app for current program session details.*



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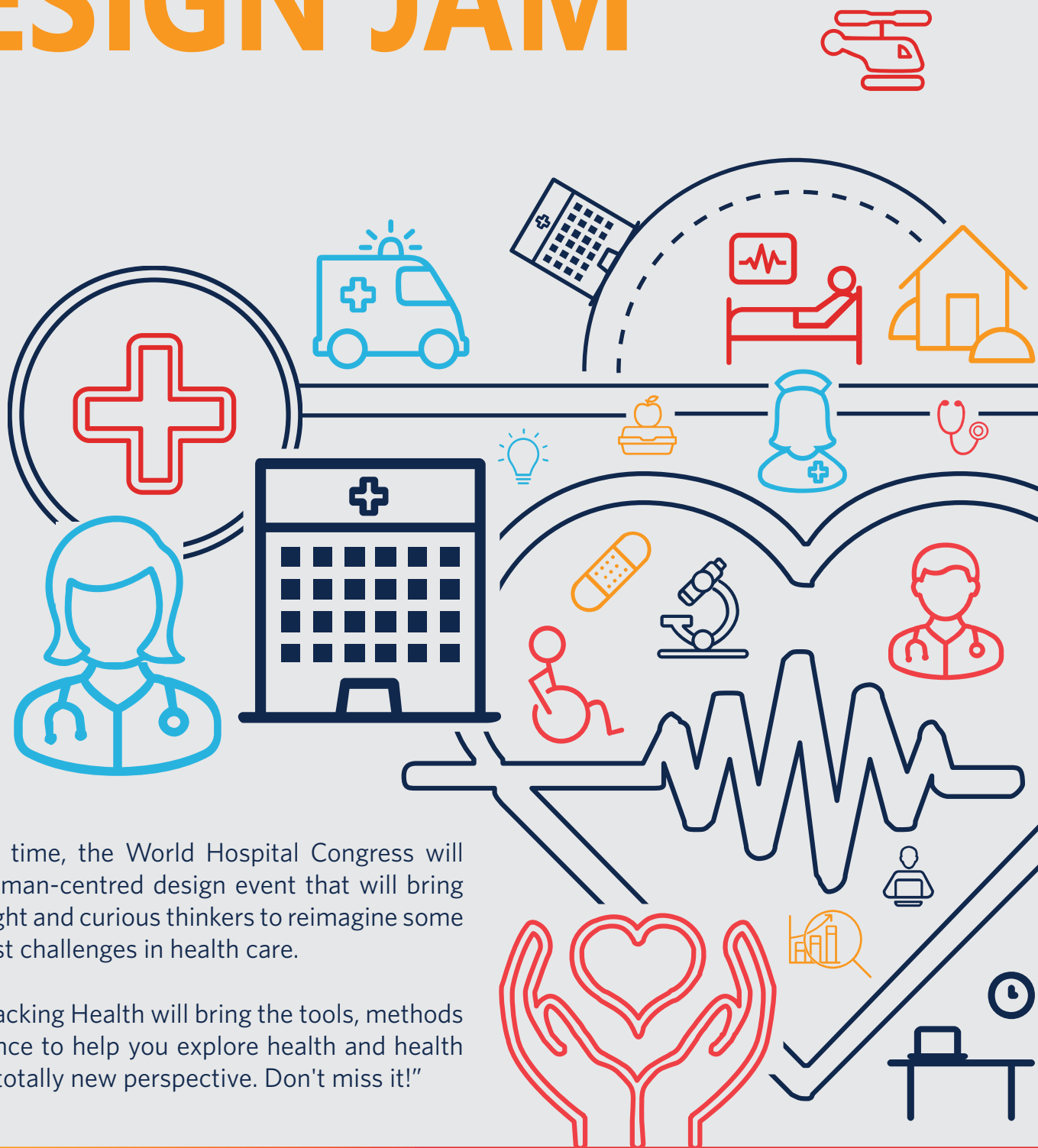
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# DAY 2: THURSDAY 11 OCTOBER

## FROM FOUR WALLS TO THE NEIGHBOURHOOD

Time	Session
7:00 AM to 6:00 PM	Registration desk open
All day	<p><b>Design Jam</b> Ideas on their own won't change outcomes for stakeholders of our health care systems. It is action driven by committed and creative multi-disciplinary teams that will make the difference. The Design Jam will bring together bright and curious thinkers from across the health sector to turn ideas into action. Participate during the day, or hear the results at the pitch session at 5.30pm.</p>
8:30 AM to 9:30 AM <b>PLENARY</b> Location: Great Hall	<p><b>Shadow Minister for Health and Medicare</b> <b>The Hon Catherine King MP</b>, Shadow Minister for Health and Medicare, Australia</p> <p><b>Plenary Session 2.1: Health Care Integration: why is it so hard to deliver and sustain?</b> <b>Professor Claire Jackson</b>, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia</p> <p><b>Plenary Session 2.2: The value of patients: leveraging your greatest assets</b> <b>Melissa Thomason</b>, Patient Advocate, United States of America</p>
9:30 AM to 10:30 AM <b>PLENARY</b> Location: Great Hall	<p><b>Panel Session 2: How can we rethink the role of the hospital in the medical neighbourhood?</b> <b>Dr Ruben Flores</b>, President Emeritus, Philippine Hospital Association and Adviser, Department of Health, Philippines</p> <p><b>Professor Claire Jackson</b>, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia</p> <p><b>Dr Sameen Siddiqi</b>, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan</p> <p><b>Melissa Thomason</b>, Patient Advocate, United States of America</p>
10:30 AM	<b>Morning tea, exhibition and poster displays</b>
11:00 AM to 12:30 PM <b>CONCURRENT</b> Location: Great Hall	<p><b>Concurrent Session 2.1: It takes a community... collaboration for better outcomes</b> <b>Session chair:</b> Deborah Bowen, President &amp; CEO, American College of Healthcare Executives, United States of America</p> <p><b>2.1A Pharmaceutical companies need a perspective and strategy on healthcare systems</b> Geoffrey Chin, Market Access Director, Novartis AG, Switzerland</p> <p><b>2.1B From concept to consolidation: nurturing medical-social collaborative care for dementia in community</b> Yiu Keung Chan, APN, Ruttonjee and Tang Shiu Kin Hospitals, Hong Kong</p> <p><b>2.1C From Four Walls to the Neighborhood: bringing healthcare to the Philippine rural poor</b> Professor Andrea Santiago, Asian Institute of Management, Philippines</p> <p><b>2.1D Continuity of care for Aged Care Facility residents with acute illness: lessons learned from the CEDRIC project</b> Professor Marianne Wallis, Associate Dean (Health), University of the Sunshine Coast, Australia</p> <p><b>2.1E Integrated home medical care service bridging long term care in a regional hospital of Central Taiwan</b> Yu-Chen Wei, Integrated Home Medical Care Case Manager, Puli Christian Hospital, Taiwan</p>
11:00 AM to 12:30 PM <b>CONCURRENT</b> Location: M1	<p><b>Concurrent Session 2.2: World Bank: building integrated service delivery to meet 21st century health needs - lessons learnt from World Bank operations</b> <b>Session chair:</b> Susan Ivatts, Senior Health Specialist, World Bank, Australia</p> <p><b>2.2A</b> Dr Aparnaa Somanathan, Program Leader, World Bank, Australia</p> <p><b>2.2B</b> Dr Shuo Zhang, Senior Health Specialist, World Bank, United States of America</p> <p><b>2.2C</b> Dr Aneesha Arur, Senior Health Specialist, World Bank, Australia</p>
11:00 AM to 12:30 PM <b>CONCURRENT</b>	<p><b>Concurrent Session 2.3: Health workforce as a driver to integrated care</b> <b>Session chair:</b> Dr Erik Kreyberg Normann, President, Norwegian Hospital and Health Service Association and Past President, International Hospital Federation, Norway</p>

<p><b>Location:</b> M2</p>	<p><b>2.3A Leadership for the future of healthcare: developing leaders for integrated care</b> Luiz Felipe Costamilan, CEO, CBEXs - Brazilian College of Healthcare Executives, Brazil</p> <p><b>2.3B Medical social collaboration: a solution for managing mental health needs in the community</b> Dr Lai Wah Eva Dunn, Consultant Psychiatrist, Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p><b>2.3C Multi specialty clinics and out reach nurse-led programs</b> Fatma Al Masroori, Director of Nursing, Royal Hospital, Ministry of Health, Oman</p> <p><b>2.3D Engaging medical workers in Workplace Health Promotion (WHP)</b> Dr Hai-Hua Chuang, Director of Health Promotion Center; Deputy Director of Family Medicine Department, Chang Gung Memorial Hospital, Taipei &amp; Linkou Branch, Taiwan</p>
<p><b>11:00 AM</b> to 12:30 PM <b>CONCURRENT</b> <b>Location:</b> P1</p>	<p><b>Concurrent Session 2.4: Lightning Talks</b></p> <p><b>Session chair:</b> Cédric Arcos, CEO of Healthcare and Solidarity Policies, Paris Region Ile de France, France</p> <p><b>2.4A Connecting teams and creating global knowledge: an international video conference approach to specialist hepatobiliary care</b> Dr Mehan Siriwardhane, Senior Medical Officer, Mater Hospital Brisbane, Australia Amy Brennan, Service Manager, Mater Health Services, Australia</p> <p><b>2.4B “Broken hospital windows”: integrating the theory of spreading disorder with the normalized deviance of hospital staff</b> Dr Kate Churruca, Postdoctoral Research Fellow, Australian Institute of Health Innovation, Macquarie University, Australia</p> <p><b>2.4C How to build strong partnerships between hospital and primary care</b> Katie Doan, Manager, The Collaborative, Australia</p> <p><b>2.4D Sketching out the future of social and health care services, from the standpoint of healthcare managers, practitioners, and citizens</b> Josep Fusté, Economical Analysis, Studies and Prospection Director, Unió Catalana d'Hospitals, Spain</p> <p><b>2.4E Our social commitment beyond the hospital</b> Gemma Gallardo Gonzalez, Nursing Director, Hospital Plató, Spain Anna Jover Moreno, Director of Social and Corporate Management, Hospital Plató, Spain</p> <p><b>2.4F Utilizing information technology for network development and transfer of knowledge among referral hospitals in Indonesia</b> Sudi Indrajaya, Center for Health Policy and Management, Indonesia</p> <p><b>2.4G Providing CPR and trauma training to nurses and doctors of rural areas in China: a volunteer project</b> Ping-Fat Lau, Department Operations Manager, A&amp;E, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p><b>2.4H Project ECHO® - moving knowledge instead of patients: integrating hospital and primary healthcare for children and young people across Queensland</b> Perrin Moss, Program Manager, Children's Health Queensland Hospital and Health Service, Australia</p> <p><b>2.4I Towards a shared care pathway for smoking cessation: support from Seinäjoki Central Hospital to health centres</b> Professor Hannu Puolijoki, Medical Director, Seinäjoki Central Hospital, Finland</p> <p><b>2.4J HealthPathways in NSW: bridging the communication gap between primary and secondary care services, state bodies and local practitioners</b> Nick Rosser, Manager NBM HealthPathways Program, Nepean Blue Mountains Primary Health Network / Nepean Blue Mountains Local Health District, Australia</p> <p><b>2.4K Healing from the history of medical incarceration of Aboriginal and Torres Strait Islander people</b> Dr Melissa Sweet, Editor in Chief, Croakey Health Media, Australia</p> <p><b>2.4L Preliminary results of transforming primary care to into an integrated care system resilient to modern challenges</b> Dr Aiman Iskakova, Deputy General Director, Republican Center for Health Development, Kazakhstan</p>



	<p><b>2.4M An effectiveness study of prehabilitation program in liver surgery patient care</b> Bei Wang, Coordinator, Tan Tock Seng Hospital, Singapore</p>
<p><b>11:00 AM</b> to 12:30 PM <b>CONCURRENT</b> <b>Location:</b> P2</p>	<p><b>Concurrent Session 2.5: From projects to scalable solutions: sustainability in integrated care</b></p> <p><b>2.5A Incentives from the authorities on quality improvement in Belgium</b> Dr Marc Geboers, Director General Hospitals, Zorgnet Icuuro, Belgium (<b>session chair</b>)</p> <p><b>2.5B Strategic alliances between healthcare providers: an efficient model of collaboration prompting a change towards an integrated model, enhancing healthcare sector capabilities</b> Dr Anna Riera, Membership Director, Unió Catalana d'Hospitals, Spain</p> <p><b>2.5C Leading the transformation: from the hospital, to the network, to integrated care</b> Bruno Sobral, Chief-Economist, Brazilian Hospital Association (FBH), Brazil</p> <p><b>2.5D The use of WhatsApp application for consultation between healthcare provider and carers of sick children</b> Dr Tawfiq Al Lawati, Head of Pediatric Gastroenterology, Royal Hospital, Ministry of Health, Oman</p>
<p><b>11:00 AM</b> to 12:30 PM <b>CONCURRENT</b> <b>Location:</b> P3 &amp; P4</p>	<p><b>Concurrent Session 2.6: Transforming the delivery of care so that it's integrated and delivered at the right time and place</b></p> <p><b>Session chair:</b> Krister Partel, Advocacy Director, Australian Healthcare and Hospitals Association, Australia</p> <p><b>2.6A ACT Health Territory-wide Health Services Framework 2018-2028</b> Jodie Chamberlain, Executive Director, Territory-wide Services Redesign, ACT Health, Australia</p> <p><b>2.6B Our children and communities matter</b> Fionnagh Dougan, Chief Executive, Children's Health Queensland, Australia</p> <p><b>2.6C Integrating governance through strategic alliances</b> Linda Livingstone, Director, Engagement and Coordination, COORDINARE – South Eastern NSW PHN, Australia</p> <p><b>2.6D Connected Consistent Care...what could patient centred care look like?</b> Helen Mees, Healthcare Consumer, Health Consumers Queensland, Australia</p>
<p><b>11:00 AM</b> to 12:30 PM <b>CONCURRENT</b> <b>Location:</b> P5</p>	<p><b>Concurrent Session 2.7: IHF Special Interest Group - Healthcare Management: a competency-based approach to enhance healthcare management, how to make best use of it</b></p> <p><b>2.7A Session Introduction</b> Professor Neale Fong, National President, Australasian College of Health Service Management, Australia (<b>session chair</b>)</p> <p><b>2.7B Academic Involvement in Healthcare Management Competencies</b> Professor S. Robert Hernandez, Executive Doctoral Program Director, University of Alabama at Birmingham, United States of America</p> <p><b>2.7C A competency-based approach to enhance healthcare management, how to make a best use of it</b> Dr Daniel West, Professor &amp; Chairman, University of Scranton, United States of America</p> <p><b>2.7D Management Core Competencies Self-Assessment of Hospital managers in Iran</b> Mehdi Jafari, Department of health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran</p> <p><b>2.7E Self-assessment tool: a regional approach to analyse collected evidence</b> Marisa Gil Lapetra, Knowledge Strategies Manager, International Hospital Federation, Switzerland</p>
<p><b>12:30 PM</b></p>	<p><b>Lunch, exhibition and poster displays</b></p>
<p><b>12:30 PM</b> to 2:30 PM <b>Location:</b> Level 12, Rydges South Bank</p>	<p><b>Asian Hospital Federation (AHF) Board of Governors' Meeting</b> By invitation</p>
<p><b>1:30 PM</b> to 2:30 PM <b>PLENARY</b> <b>Location:</b> Great Hall</p>	<p><b>Plenary Session 3.1: Re-positioning the hospital</b> <b>Nigel Edwards</b>, Chief Executive, Nuffield Trust, United Kingdom</p> <p><b>Plenary Session 3.2: Patient engagement in Egypt</b> <b>Nagwa Metwally</b>, Member of Supreme Council, Egyptian Red Crescent, Egypt</p>

<p>2:30 PM to 3:30 PM <b>PLENARY</b> Location: Great Hall</p>	<p><b>Panel Session 3: Patient centred care: integrating health services around the patient</b> Associate Professor Christopher Carter, Chief Executive, North Western Melbourne PHN, Australia Nigel Edwards, Chief Executive, Nuffield Trust, United Kingdom Dr Ann-Lise Guisset, Technical Officer, World Health Organization, Switzerland Nagwa Metwally, Member of Supreme Council, Egyptian Red Crescent, Egypt</p>
<p>3:30 PM</p>	<p>Afternoon tea, exhibition and poster displays</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> Location: Great Hall</p>	<p><b>Concurrent Session 3.1: Coordinating coordination: what funding, structural, technological and clinical models do we need to support integrated care</b> <b>Session chair:</b> Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association, Australia <b>3.1A Coordinating Care: Structure, Reimbursement and Technology</b> Dr Robert Pearl, Clinical Professor, Stanford University School of Medicine, United States of America <b>3.1B What lessons from chaos theory should be applied to improve coordination of coordination</b> Cindy Shay, Director of Health Partnerships &amp; Innovation, BUPA Australia, Australia <b>3.1C One size doesn't fit; local context is fundamental in shaping the response to integrating care</b> Professor Don Matheson, General Manager of the Health Alliance, Metro North HHS and Brisbane North PHN, Australia</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> Location: M1</p>	<p><b>Concurrent Session 3.2: Shared goals, shared gains</b> <b>Session chair:</b> Dr Jesus Jardin, Vice President for Mindanao, Philippine Hospital Association, Philippines <b>3.2A New 'TIC' approach for patient-centered care</b> Dr Jaume Duran, CEO, Fundació Sanitària de Mollet, Spain <b>3.2B Hospitals as community anchors: maximizing impact by aligning operating expenditures with community health and vitality goals</b> Professor Andrew Garman, Rush University Medical Center, United States of America Shweta Ubhayakar, Manager, Community Anchor Mission, Rush University Medical Center, United States of America <b>3.2C Palliative care toward integrated and people-centred health services in hospital</b> Mehdi Jafari, Department of health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran <b>3.2D Healthier Campaspe: working together to Improve Our Health</b> April Mckenzie, Primary Health Manager, Kyabram District Health Service, Australia Ash Watson, Healthier Campaspe Project Coordinator, Campaspe Primary Care Partnership, Australia <b>3.2E Voice of the consumer: co-designing for transition to value-based public oral health care</b> Louise Palmer, Chief Experience Officer, Dental Health Services Victoria, Australia <b>3.2F Electronic Urban Primary Health Centers (eUPHC): bridging the healthcare service delivery gap through technology</b> Vikram Thaploo, CEO, TeleHealth, Apollo Hospitals Group, India</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> Location: M2</p>	<p><b>Concurrent Session 3.3: Addressing inequality and cultural disadvantage: perspectives on improving the health of Indigenous people</b> <b>Session chair:</b> Angela Damm, Clinical Nurse Specialist - Aboriginal Leadership and Development, Murrumbidgee Local Health District, Australia <b>3.3A Transforming institutional racism at an Australian hospital: a case study</b> Dr Christopher Bourke, Strategic Programs Director, Australian Healthcare &amp; Hospitals Association, Australia <b>3.3B Relationship between indigenous health and territory, epidemiological profile and vulnerability, lacunas of networks of attention to indigenous health</b> Professor Ieda Maria Dias, University of Brasilia, Brazil</p>

	<p><b>3.3C Integrated care for Australian Aboriginal and Torres Strait Islander patients with cardiovascular disease: an innovative urban outreach program</b> Dr Danielle Harrop, Cardiologist, Princess Alexandra Hospital, Australia Vivian Bryce, Clinical Nurse Consultant, Princess Alexandra Hospital, Australia</p> <p><b>3.3D The United Nations Declaration on the Rights of Indigenous Peoples: a template for improving outcomes for Indigenous people</b> Janine Mohamed, CEO, Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM), Australia</p> <p><b>3.3E Towards health equity for Indigenous children</b> Dr Danny de Lore, Paediatrician, Lakes District Health Board, New Zealand</p> <p><b>3.3F Royal Australasian College of Physicians - Indigenous Framework Strategy</b> Dr Myra Ruka, Advanced Haematology Trainee, Maori Health Committee, New Zealand</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> <b>Location:</b> P1</p>	<p><b>Concurrent session 3.4: World Health Organization: hospital transformations on the path to Universal Health</b> Join us for a facilitated panel discussion focussed on “how” to trigger and sustain a successful transformation process. <b>Jolanta Bilinska</b>, Immediate Past Chair, International Alliance of Patients' Organization, Poland <b>Dr Ann-Lise Guisset</b>, Technical Officer, World Health Organization, Switzerland (<b>session chair</b>) <b>Adjunct Professor Chien Earn Lee</b>, Chief Executive Officer, Changi General Hospital, Singapore <b>Dr Sameen Siddiqi</b>, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> <b>Location:</b> P2</p>	<p><b>Concurrent Session 3.5: Disruptive forces: turning traditional services models on their head</b> <b>Session chair:</b> Dr Paul Burgess, Clinical Director of Coordinated Care, Top End Health Service, Australia</p> <p><b>3.5A Adjusting hospital care with UHC, an inclusive role of hospital association</b> Dr Widyastuti Wibisana, Head, Institute for International Relation, Indonesian Hospital Association (PERSI), Indonesia</p> <p><b>3.5B Challenges and achievements in integrated, patient-centered care in our healthcare system: different healthcare providers working together. Main drivers.</b> Josep Fusté, Economical Analysis, Studies and Prospection Director, Unió Catalana d'Hospitals, Spain</p> <p><b>3.5C A new dimension in cancer care: bridging the gap in services</b> Professor Bassim Al Bahrani, Director National Oncology Centre, Royal Hospital, MOH, Oman</p> <p><b>3.5D PPP: Its impact on achieving Universal Health Coverage in Kenya</b> Dr Joan Osoro-Mbui, Assistant Medical Director/Inpatient Coordinator, The Nairobi Hospital, Kenya</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> <b>Location:</b> P3 &amp; P4</p>	<p><b>Concurrent Session 3.6: Partnering and leading in our communities: hospitals as change agents - lessons from the USA</b></p> <p><b>3.6A</b> Rick Pollack, President and CEO, American Hospital Association, United States of America (<b>session chair</b>)</p> <p><b>3.6B</b> David Olson, Senior Vice President, External Relations and Chief Strategy Officer, Froedtert Health, United States of America</p> <p><b>3.6C</b> Brian Gragnolati, President and CEO, Atlantic Health System, United States of America</p> <p><b>3.6D</b> Nancy Agee, President and CEO, Carilion Clinic, United States of America</p> <p><b>3.6E</b> Eugene Woods, President and CEO, Atrium Health, United States of America</p>
<p>4:00 PM to 5:30 PM <b>CONCURRENT</b> <b>Location:</b> P5</p>	<p><b>Concurrent Session 3.7: IHF Special Interest Group - University Hospitals: Management of innovation; development and dissemination by University Hospitals. Implications of disruptive innovation</b></p> <p><b>3.7A</b> Associate Professor Paul Dugdale, Director of Medical Services, ACT Health Service; Associate Professor of Public Health, Australian National University (ANU); Director of the ANU Centre for Health Stewardship (Australia); and Board Member, Australian Healthcare and Hospitals Association, Australia (<b>session chair</b>)</p> <p><b>3.7B</b> Alexandre Epalle, External Affairs Director, Geneva University Hospitals, Switzerland</p> <p><b>3.7C Organisation Innovation in a University Hospital</b> Professor Marc Noppen, CEO, University Hospital UZ Brussel, Belgium</p>

	<p><b>3.7D Introducing innovation to hospital</b> Dr Tony Ko, Director, Hospital Authority, Hong Kong</p> <p><b>3.7E Towards a Fast Track in Healthcare Innovation: Setting the Strategy and Infrastructure at Sheba Medical Center</b> Dr Eyal Zimlichman, Chief Medical and Innovation Officer, Sheba Medical Center, Israel</p>
<p><b>5:30 PM</b> to 6:30 PM <b>Location:</b> Great Hall</p>	<p><b>Design Jam Presentations</b> Throughout the day teams have been working on solving issues and coming up with unique solutions. Join us to hear their quick pitches and vote for the winners. For more information on the Design Jam, refer to <b>page 29</b>.</p>
<p><b>5:30 PM</b> to 7:30 PM <b>Location:</b> M3</p>	<p><b>IHF General Assembly</b> Annual meeting of the IHF General Assembly, the formal decision-making body of the International Hospital Federation. All IHF Members are invited to participate.</p>
<p><b>7:30 PM</b> to 9:30 PM</p>	<p><b>CEO Circle Cocktails</b> By invitation</p>
<p><b>6:00 PM</b> to 9:00 PM <b>Location:</b> Lone Pine Koala Sanctuary</p>	<p><b>Optional Lone Pine Koala Sanctuary Dinner</b> Join us for the unique experience of a dinner surrounded by a forest of koalas at Lone Pine Koala Sanctuary. If you have purchased a ticket to this function it will be located in the back of your name badge. If you have not purchased a ticket and would like to attend, please see Congress Organisers at the registration desk for ticket availability.</p>

*Program is correct at time of printing. Refer to Congress app for current program session details.*





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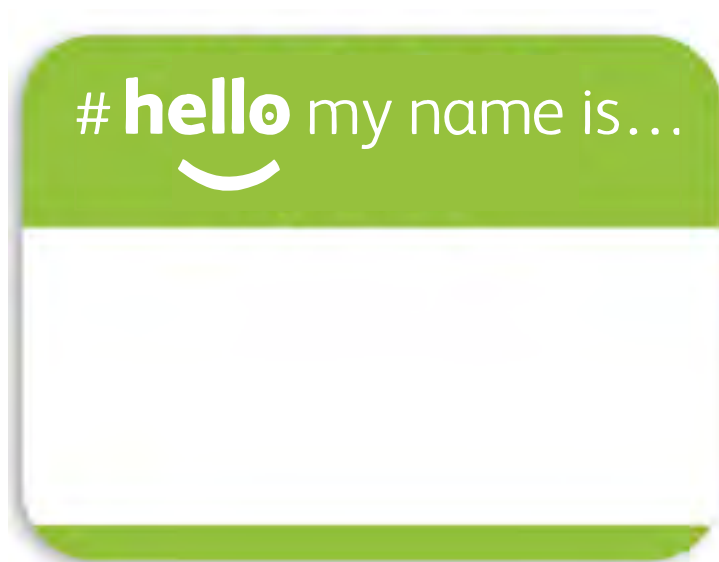
**8** LOCATIONS

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## One of the most important things you will say today is your own name.

The **#hellomynameis...** campaign was started in the UK by Dr Kate Granger MBE and her husband Chris Pointon to improve compassionate care by encouraging and reminding healthcare staff about the importance of introductions in healthcare.

Introductions are not just common courtesy, they are about making a connection between one human being who is suffering and vulnerable, and another human being who wishes to help. They begin therapeutic relationships and can instantly build trust in difficult circumstances.

The **#hellomynameis...** campaign has spread across the world, delivering its message of person-centred, compassionate care. It is a campaign that proves 'Through Adversity comes Legacy'.

To get more information, join up or purchase a full range of merchandise including Kate's books, visit the website [www.hellomynameis.org.uk](http://www.hellomynameis.org.uk).

Twitter: @pointonchris

Facebook: Chris Pointon

Web: [www.hellomynameis.org.uk](http://www.hellomynameis.org.uk)

# hello my name is...  
😊

# DAY 3: FRIDAY 12 OCTOBER

## FROM INFORMATION TO INTELLIGENCE

Time	Session
7:00 AM to 5:00 PM	Registration desk open
7:30 AM to 9:00 AM <b>BREAKFAST SESSION</b> Location: P3 & P4	<b>Value Driving Volume – Implementing Health Care Transformation at Scale</b> Join <b>Professor Elizabeth Teisberg</b> and colleagues from the Value Institute for Health and Care at Dell Medical School/McCombs School of Business, University of Texas at Austin, for breakfast and idea-sharing about how to create health care transformation at scale. Delegates must have pre-registered for this session. If you have not pre-registered and would like to attend, please see Congress Organisers at the registration desk for session availability.
9:00 AM to 10:00 AM <b>PLENARY</b> Location: Great Hall	<b>Plenary Session 4.1: Data, data everywhere but not a bit to think</b> <b>Professor Keith McNeil</b> , Assistant Deputy Director-General and Chief Clinical Information Officer, Clinical Excellence Division, Queensland Health, Australia  <b>Plenary Session 4.2: The hospital experience of people who are blind or have low vision: how you can help</b> <b>Karen Knight</b> , General Manager Advocacy and Engagement / QLD, NSW & NT Client Services, Vision Australia, Australia
10:00 AM to 11:00 AM <b>PLENARY</b> Location: Great Hall	<b>Panel Session 4: Can value be achieved in high-tech, high-cost systems?</b> <b>Johannes Kedzierski</b> , CEO, Aga Khan University Hospital, Karachi, Pakistan <b>Karen Knight</b> , General Manager Advocacy and Engagement / QLD, NSW & NT Client Services, Vision Australia, Australia <b>Professor Keith McNeil</b> , Assistant Deputy Director-General and Chief Clinical Information Officer, Clinical Excellence Division, Queensland Health, Australia <b>Dr Liz Mear</b> , Chief Executive, The Innovation Agency, United Kingdom
11:00 AM	<b>Morning tea, exhibition and poster displays</b>
11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: Great Hall	<b>Concurrent Session 4.1: Bright sparks: the cutting edge of innovation</b> <b>Session chair:</b> John Kokai-Kun, Vice-President, Non-Clinical Affairs, Synthetic Biologics, Inc., United States of America <b>4.1A Overcoming barriers to implementing evidence based care in a regional hospital: implementing ImpACT with telehealth – The Rockhampton Experience</b> Professor Louise Cullen, Emergency Physician, Health Improvement Unit, Royal Brisbane and Women's Hospital, Australia <b>4.1B Transforming healthcare enterprises using big data and artificial intelligence</b> Dr Sapan Desai, Chief Executive Officer, Surgisphere Corporation, United States of America <b>4.1C Use of augmented reality through a head-mounted display as a method for surgical navigation: a paradigm shift</b> Dr Johnny Duerinck, Neurosurgeon, Uz Brussel, Belgium <b>4.1D Leveraging standards and technology to improve accuracy and safety of patient care within the ACT Health</b> Sandra Cook, Director, Future Capability & Governance, ACT Health, Australia
11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: M1	<b>Concurrent Session 4.2: Innovation: a building block for quality and value</b> <b>Session chair:</b> Megan Campbell, Centre Manager, Australian Centre for Health Services Innovation (AusHSI), Australia <b>4.2A Providing better quality of care and health access in low resource settings through technological and social innovations</b> Dr Mohamed El Sahili, Chairman, Medland Health Services, Zambia <b>4.2B Resilient quality and patient safety and new case manager role work has increased value for patient in Vaasa Central Hospital</b> Marina Kinnunen, CEO, Vaasa Central Hospital, Finland Mari Plukka, Quality Manager, Vaasa Central Hospital, Finland

	<p><b>4.2C Digital transformation of hospital quality and safety: clinical streaming analytics to improve patient care</b>  Dr Clair Sullivan, Chief Digital Health Officer, Metro North HHS   Co-Director HITEC, Clinical Excellence Division, Queensland Health, Australia</p>
<p>11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: M2</p>	<p><b>Concurrent Session 4.3: The power of data: building understanding through better use of data</b>  <b>Session chair:</b> Walter Kmet, Chief Executive, WentWest, Australia</p> <p><b>4.3A The Mayo Clinic's approach to reviewing and improving opioid prescribing practices for surgical patients</b>  Dr Elizabeth Habermann, Robert D. and Patricia E. Kern Scientific Director for Surgical Outcomes, Mayo Clinic, United States of America</p> <p><b>4.3B Standardizing electronic data capture to improve national healthcare quality in Kazakhstan</b>  Dr Zhaniya Nurgaliyeva, Head of the Center for Strategic Development, Republican Center for Health Development, Kazakhstan</p> <p><b>4.3C From 2,5 million data points to an 80% reduction in the number of resuscitations in a 542 bed acute care</b>  Kathleen Stam, AZ Maria Middelaes, Belgium</p> <p><b>4.3D Data driven quality improvement: a focus on action</b>  Clare Delaney, Regional Manager, NPS MedicineWise, Australia</p> <p><b>4.3E Controlled pharmaceuticals information leading to intelligent actions: an overview from United Arab Emirates</b>  Dr Amin Al Amiri, Assistant Undersecretary of Public Health Policy &amp; Licensing, Ministry of Health and Prevention, United Arab Emirates</p>
<p>11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: P1</p>	<p><b>Concurrent Session 4.4: Lightning Talks</b>  <b>Session chair:</b> Dr Tony Ko, Director, Hospital Authority, Hong Kong</p> <p><b>4.4A Designing health services in the technology age: aligning strategy, organisational architecture and culture</b>  Nicola Callard, Principal Project Officer, Children's Health Queensland, Australia</p> <p><b>4.4B Virtual nurse's desk</b>  Jordi Mitjà Costa, Nurse, Hospital Sant Joan de Déu, Spain</p> <p><b>4.4C Automated Complaints Tracking System (ACTS)</b>  Enrique Charls Yabut, Senior Department Manager, Makati Medical Center, Philippines</p> <p><b>4.4D Establishing safe test result management systems: the role of robust governance processes, health information technology and patient engagement</b>  Professor Andrew Georgiou, Diagnostic Informatics - Stream Leader, Australian Institute of Health Innovation, Macquarie University, Australia</p> <p><b>4.4E Interoperability approaches, standards and digital health ecosystem relationships and future impacts</b>  Dr Evelyn Hovenga, CEO, Global eHealth Collaborative (GeHCo), Australia</p> <p><b>4.4F Predictive risk stratification: reducing the burden of chronic disease hospitalisation</b>  Dr Sankalp Khanna, Senior Research Scientist, CSIRO Australian e-Health Research Centre, Australia</p> <p><b>4.4G Establishing a platform of mobile of health self-monitoring intervention to improve self-care in patients with chronic heart failure</b>  Yuan-Hui Lai, Assistant Technician, Taichung Veterans General Hospital, Taiwan</p> <p><b>4.4H Emergency hospital re-presentations and death following initial hospital management for osteoporotic fractures: using data linkages to look beyond hip fractures</b>  Professor Steven McPhail, Principal Research Fellow, Queensland University of Technology and Metro South Health, Australia</p> <p><b>4.4I The value of Special Interest Groups: empowering those that collect the data to inform healthcare</b>  Chris Moser, Principal Statistical Data Quality Officer, Statistical Services Branch, Queensland Department of Health, Australia</p>



	<p><b>4.4J Digital transformation of the emergency department-inpatient interface (EDii): integration for innovation</b> Dr Andrew Staib, Co-Director HITEC, Deputy Director and Medical Informatician, Emergency Medicine Princess Alexandra Hospital, Co-Chair QEDSAP, Clinical Excellence Division, Queensland Health, Australia</p> <p><b>4.4K Live-tracking of trauma patients and real-time hospital flow and variation analysis within the 'Management Information System'</b> Professor Martin Wullschleger, Medical Director of Trauma Service, Gold Coast University Hospital, Australia</p>
<p>11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: P2</p>	<p><b>Concurrent Session 4.5: Making numbers count: getting the most out of big data and artificial intelligence</b> <b>Session chair:</b> Dr Andrew Staib, Medical Lead, Digital Health, Clinical Excellence Queensland, Queensland Department of Health, Australia</p> <p><b>4.5A The challenges of collecting the data: making sure that AI works on reliable data</b> Dr Martha Oliveira, CEO, ANAHP – National Association of Private Hospitals, Brazil</p> <p><b>4.5B Big Data: harnessing the complexity of cancer</b> Dr Xosé Fernández, Chief Data Officer, Institut Curie, France</p> <p><b>4.5C Territory wide digital medication system</b> Dr Ngai Tseung Cheung, Head of Information Technology and Health Informatics/Chief Medical Informatics Officer, Hospital Authority Head Office, Hong Kong</p> <p><b>4.5D A global overview of hospital implementations of 'Unique Identification and Data Capture', as important tool for innovation and improvement</b> Dr Els van der Wilden-van Lier, Director Healthcare Providers; MD, MPH, GS1 Global, Belgium</p>
<p>11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: P3 &amp; P4</p>	<p><b>Concurrent Session 4.6: Visions of the Hospital of the Future</b> <b>Session chair:</b> Dr Linc Thurecht, Senior Research Director, Australian Healthcare and Hospitals Association, Australia</p> <p><b>4.6A Herston Biofabrication Institute</b> Professor Mia Woodruff, Leader, Biofabrication and Tissue Morphology Group, &amp; QUT Acting Director, Herston Biofabrication Institute, Australia</p> <p><b>4.6B What an AI workforce looks like</b> Dr Lance Lawler, President, RANZCR, Australia</p> <p><b>4.6C Emergency telehealth Western Australia: what's next</b> Dr Justin Yeung, Head of Department / Clinical Director, Emergency Telehealth Service - WA Country Health Service, Australia</p> <p><b>4.6D Adjunct Professor Sonj Elizabeth Hall, Acting Editor-in-Chief, Australian Health Review &amp; Executive Director, Innovation, ACT Health, Australia</b></p>
<p>11:30 AM to 1:00 PM <b>CONCURRENT</b> Location: P5</p>	<p><b>Concurrent Session 4.7: IHF CEO Circle: The IHF CEO Circle Mentorship Program</b></p> <p><b>4.7A</b> Rulon Stacey, Managing Director, Navigant, United States of America (<b>session chair</b>)</p> <p><b>4.7B The diversity of mentoring</b> Dr Paul Scown, Chair, Nexus Primary Health, Australia</p> <p><b>4.7C Healthcare management: what we can learn from Yozan Uesugi</b> Dr Tsuneo Sakai, Honorary President, Japan Hospital Association, Japan</p> <p><b>4.7D CEO Circle: The IHF CEO Circle Mentorship Program</b> Deborah Bowen, President &amp; CEO, American College of Healthcare Executives, United States of America</p> <p><b>4.7E</b> Luiz Felipe Costamilan, CEO, CBEXs - Brazilian College of Healthcare Executives, Brazil</p>
<p>1:00 PM</p>	<p><b>Lunch, exhibition and poster displays</b></p>
<p>1:45 PM to 2:15 PM <b>PLENARY</b> Location: Great Hall</p>	<p><b>Plenary Session 5.1: Healthcare Systems: Future Predictions for Global Care. Towards progress, avoiding pitfalls and achieving sustainability.</b> <b>Professor Jeffrey Braithwaite</b>, Foundation Director, Australian Institute of Health Innovation, Macquarie University, Australia</p>
<p>2:15 PM to 3:00 PM <b>PLENARY</b></p>	<p><b>Panel Session 5: The bright future for healthcare</b> <b>Professor Jeffrey Braithwaite</b>, Foundation Director, Australian Institute of Health Innovation, Macquarie University, Australia</p>

<b>Location:</b> Great Hall	<p><b>Niall Dickson CBE</b>, Chief Executive, NHS Confederation, United Kingdom</p> <p><b>Daniel Erasmus</b>, Managing Director, Insight Actuaries, South Africa</p> <p><b>Dr Muna Tahlak</b>, Consultant Obstetrician/Gynaecologist and Hospital CEO, Dubai Health Authority, United Arab Emirates</p>
<p><b>3:00 PM</b> to 3:30 PM</p> <p><b>Location:</b> Great Hall</p>	<p><b>Closing Ceremony</b></p> <p>The closing ceremony will feature a taste of what is to come in 2019 when the World Hospital Congress moves to Oman as well as a recap on the experiences shared over the last three days and the announcement of the best poster.</p>
<p><b>3:30 PM</b> to 5:00 PM</p> <p><b>Location:</b> Exhibition Hall 1</p>	<p><b>The Aussie Sundowner</b></p> <p>Join the Australian tradition of finishing a Friday with a drink and some great food. This is your opportunity to experience an authentic Australian BBQ, taste some Australian native foods and meet some real, live Australian animals!</p> <p>The Aussie Sundowner will also feature prize draws and a few special surprises that are not to be missed.</p>
<p><b>Thank you for attending the 42<sup>nd</sup> IHF World Hospital Congress</b></p>	

*Program is correct at time of printing. Refer to Congress app for current program session details.*

# SOCIAL FUNCTIONS

## CONGRESS GALA DINNER

**Date:** Wednesday 10 October 2018

**Time:** 6.30pm – 11.00pm

**Location:** Plaza Ballroom, Brisbane Convention & Exhibition Centre (BCEC)

**Cost:** \$130 per person. If you do not have a ticket and would like to attend, please see Congress Organisers at registration desk for ticket availability.

**Dress:** Cocktail, however delegates are also most welcome and encouraged to attend in national dress.

Join us for a spectacular evening celebrating Australian culture, food and wine in the **Plaza Ballroom**, Brisbane Convention & Exhibition Centre. We encourage you to bring your dancing shoes and use the opportunity to network with your fellow delegates. The evening will also see the presentation of the Sidney Sax Medal. The Sidney Sax Medal is awarded annually by the Australian Healthcare and Hospitals Association to an individual who has made an outstanding contribution to the development and improvement of the Australian healthcare system in the field of health services policy, organisation, delivery and research.



*The Congress Gala Dinner is proudly supported by:*



## SWAGAMAMA

Be amazed by the acrobatics and dance performance of Swagamama. They are Australian champion breakdancers, acrobats, hiphop and contemporary dancers. Swagamama, the award-winning and internationally acclaimed dance crew twice Grand Finalists on prime-time TV show *Australia's Got Talent*, perform internationally and throughout Australia.



## BUSH BAND

Kick up your heels with Bushland Boogie and join us for a traditional Australian bush dance. Australiana bush dancing music at its best, Bushland Boogie has been present on the bush dancing scene for years. The concept was to evolve as one of the best, most high powered, contemporary Australia Bands ever to hit the Australian bush dancing circuit. The band is noted for its expertise in musicianship and outstanding vocal arrangements.



# LONE PINE KOALA SANCTUARY DINNER

**Date:** Thursday 11 October 2018

**Time:** 6.00pm – 9.00pm

**Location:** Lone Pine Koala Sanctuary

**Cost:** \$180 per person. If you do not have a ticket and would like to attend, please see Congress Organisers at registration desk for ticket availability.

**Dress:** Casual

**Transport:** Buses will depart from Glenelg Street, BCEC from 6.00pm.  
Buses will return to BCEC at conclusion of the night from 9.00pm.

Join us for the unique experience of a dinner surrounded by a forest of koalas. You will be transferred from the Brisbane Convention & Exhibition Centre to the world-renowned **Lone Pine Koala Sanctuary**.

There you will meet Australian native animals in an up-close and personal encounter before enjoying a gourmet barbeque in the koala forest. This special event includes transport, dinner and drinks and the unmissable experience of meeting some of Australia's most famous animals.



# THE AUSSIE SUNDOWNER

**Date:** Friday 12 October 2018

**Time:** 3.30pm - 5.00pm

**Location:** Exhibition Area, Hall 1, Brisbane Convention & Exhibition Centre (BCEC)

**Cost:** Included in a full three-day Congress registration.  
Additional tickets are \$50 per person. If you do not have a ticket and would like to attend, please see Congress Organisers at registration desk for ticket availability.

**Dress:** Smart casual

The Australian tradition of a “Sundowner” refers to a drink taken at sunset after a long day’s work. It is a time to relax and reflect but also to enjoy some traditional Australian refreshments and meet an Aussie animal or two.

Join us in **Exhibition Hall 1** where you can experience an authentic Australian BBQ, taste some Australian native foods like kangaroo and barramundi and find out if you are brave enough to touch a snake or lizard!

The Aussie Sundowner will also feature prize draws and a few special surprises that are not to be missed.

Don't miss this fun end to the World Hospital Congress, a last chance to network and the opportunity to make some memories that will last a lifetime.



*The Aussie Sundowner is proudly supported by:*

**Zouki**



# POSTERS

## FROM VOLUME TO VALUE

### **1. Developing patient safety system through applying World Health Organization tool: enriching experience from Oman**

Samra Salim Al Barwani, Director Patient Safety & Risk Management, MoH, Oman  
Safana Salim Mohammed Al Saidi, Head Section of Quality Research, MoH, Oman

### **2. Transforming a mental health unit, a step by step approach**

Kylie Beaver, West Moreton Hospital and Health Service, Australia  
Ankur Gupta, West Moreton Health Service

### **3. Implementing PREMs (Patient Reported Experience Measures) and PROMs (Patient Related Outcome Measures) for enhancing quality of experience and outcome capture**

Sunanda Bhattacharya, The Mission Hospital, Durgapur, India

### **4. Is this a new procedure or a variation? Usability testing of a checklist to identify surgical innovation.**

Brette Blakely, AIHI at Macquarie University, Australia

### **5. Improving hospital services quality in Indonesia, can it be?**

Wasista Budiwaluyo, PERSI (Indonesian Hospital Association), Indonesia

### **6. A pilot nursing service in Primary Health Care – Integrated family medicine nurse clinic**

Yin-Ling Chan, Hospital Authority, Hong Kong, Hong Kong

### **7. Applying lean processes to shorten the time and steps involved in new employees' reporting for duty in a medical center in central Taiwan**

Tsung-Hung Chang, Taichung Veterans General Hospital, Taiwan

### **8. Development and implementation of a three-tier pre-admission clinic service program facilitates day surgery and enhances recovery after surgery ("ERAS")**

Hung-Kai Cheng, Hospital Authority, Hong Kong

### **9. Enhancement program on bedside procedure safety in respiratory medicine wards and special accommodation ward**

Kit Wai Shirley Chow, Ruttonjee & Tang Shiu Kin Hospitals, Hong Kong

### **10. The future of chronic disease management: heart failure management in the Asia Pacific region**

Scott Dunlop, Pathfinder, Cardiac & Vascular Group, ANZ, Medtronic Australasia, Australia

### **11. Sustainability of value-based care**

Mark Davey, Children's Health Queensland, Australia

### **12. The economic benefits of palliative care and end-of-life care in hospital: the 'value' in a good death**

Kelly Gourlay, Palliative Care Australia, Australia

### **13. Improvement of tracking completion rate in cases with positive result of breast cancer screening**

Yun-chin Huang, Saint Paul's Hospital, Taiwan

### **14. Disease Oriented Electronic Health Record (DOEHR) as an informatics tool integrating clinical processes with multi-level healthcare providers**

Santiago Alberto Iriso Osorio, Hospital Clinic de Barcelona, Spain

### **15. Integration of accreditation standards and lean management in hospital management in the age of national health insurance**

Rina Jayanti, PKU Muhammadiyah Surakarta Hospital, Indonesia  
Wiyati Dwi Handayani, PKU Muhammadiyah Surakarta Hospital, Indonesia

### **16. Trigger System**

Kitenge Kalenga, Scottish Livingstone Hospital, Botswana  
Tsholofelo Johane, Scottish Livingstone Hospital, Botswana

### **17. Using healthcare failure mode and effect analysis to reduce the incidence of complications after day surgery**

Chia-ling Ku, Kaohsiung Municipal Hsiaokang Hospital, Taiwan

### **18. Care bundles of scabies outbreak: the quality improvement project in RCW of a regional teaching hospital in Eastern Taiwan**

Hui-hsin Lin, Hualien Armed Forces General Hospital, Taiwan

- 19. The effect of nutrition support therapy on clinical outcomes in critical illness patients with different BMI**  
Shiyu Liu, Tzu-Chi Hospital, Taiwan
- 20. What benefit can we gain? A transformation from paper-based to electronic medical record at Cilandak Health Centre.**  
Luigi Luigi, Primay Health Care Cilandak, Indonesia
- 21. Operations Management Analysis in The Gap between INA-CBGs and Hospital Tariffs in Ventilator-Assisted NICU Patients in Tarakan Hospital Jakarta**  
Laharsa Madison, Special Region of Capital Jakarta Health Agency, Indonesia
- 22. The economic burden of healthcare associated infections (HAIs): a literature review**  
Deb Mathews, Synthetic Biologics, Inc., United States of America  
Trudi Delk, Synthetic Biologics, Inc., United States of America
- 23. Service Manager: a unique enabler for improved clinical access and patient journey**  
Kristin Miller, Mater Health, Australia
- 24. Placing patients first: the Continuous Improvement in Care (CIC) – cancer project**  
Lesley Millar, Cancer and Palliative Care Research and Evaluation Unit (CaPCREU)  
University of Western Australia, Australia
- 25. Improve patient experience in general outpatient clinics**  
Cheung Pik Har, Ward Manager, Hospital Authority Hong Kong, Hong Kong
- 26. Person-centered outcome measure in GDH: the pilot use of goal attainment scale**  
Yvonne Po, Ruttonjee & Tang Shiu Kin Hospitals, Hong Kong
- 27. Putting health care back into residential aged care**  
Daniel Prentice, Queensland Nurses and Midwives Union, Australia
- 28. Do hospital reforms work? A summary of evidence from the UK and Australian hospital reforms.**  
Sandeep Reddy, Deakin University, Australia
- 29. Anaesthesia's team outside of the operating room: Innovation in advanced management model**  
Montserrat Sanclemente Dalmau, Fundació Hospital Sant Joan de Déu de Martorell, Spain
- 30. Elder friendly area in emergency department to improve urgent care for older people with frailty**  
Montserrat Serés Roig, Hospital de la Santa Creu i Sant Pau, Spain
- 31. Reducing unwarranted clinical variation: implications for its rigorous measurement**  
Kim Sutherland, Specialist Advisor, NSW Agency for Clinical Innovation, Australia
- 32. Improving healthcare quality through implementing mandatory social health insurance system in the Republic of Kazakhstan**  
Zarina Temekova, The Republican Center for Healthcare Development, Kazakhstan
- 33. The value of Choosing Wisely**  
Jessica Toleman, Royal Brisbane and Women's Hospital, Australia
- 34. Model framework for valuing therapeutic interventions that prevent antibiotic-associated C. difficile infection (CDI)**  
Vince Wachter, Synthetic Biologics, Inc. United States of America
- 35. Early management of sepsis using guideline causes decreasing mortality and mobility rates in a US hospital**  
Qian Wen, AHMC HealthSystem, United States of America
- 36. Analysis of hospital patient safety culture of Awal Bros Batam Hospital year 2016**  
Imelda Wijaya, Awal Bros Batam Hospital, Indonesia
- 37. HO HO HO, off to work we go! Mindfulness: the capacity to improve wellbeing, relationships and performance in the workplace.**  
Lisa-Kim Wright, Gold Coast University Hospital, Australia
- 38. To report or not, that's the question**  
Yuyuan Yu, Puli Christian Hospital, Taiwan
- 39. Non-contrast computed tomography as a more convenient, safe, and cost efficient choice of diagnostic examination in comparison with intravenous pyelogram**  
Putri Yuliani, Awal Bros Batam Hospital, Indonesia

# FROM FOUR WALLS TO THE NEIGHBOURHOOD

## **40. New model of attention in low risk childbirth in Catalonia. Midwifery led unit.**

Montserrat Batlle Margarit, Fundació Hospital Sant Joan de Déu de Martorell, Spain

## **41. The strategic alliance Institut Guttmann – University Hospital Germans Trias I Pujol: clinical leadership and systemic commitment with health policies**

Montserrat Bernabeu, Institut Guttmann, Spain

## **42. One good street: supporting neighbour initiated care**

Matiu Bush, Bolton Clarke, Australia

## **43. New network management model in paediatric surgery: the TAULI model**

Cristiana Carod-Perez, Corporació Sanitària Parc Taulí, Spain

## **44. Moving from hospital to home: concepts to reduce unplanned hospital readmission after coronary artery bypass graft surgery**

Lisa Capamagian, Tunstall, Australia

## **45. One stop solutions: integrated services in sexual and reproductive health**

Jill Davidson, SHINE SA, Australia

## **46. 'Early and Quick': improving access and quality of care for paediatric patients**

Carl De Wet, Gold Coast University, Australia

## **47. Bridging the gap between primary and tertiary healthcare services to improve low back pain care**

Christine Ferlazzo, Merri Health, Australia

## **48. Moving speech pathology into areas that matter**

Jessica Figueira, Speech Pathologist and Project Lead, Sydney Local Health District, Australia

## **49. Allied Health Sub-acute Rural and Regional Collaborative: transitioning 2 sub-acute**

Jennifer Finch, Allied Health Professions' Office of Queensland, Queensland Health, Australia

## **50. Improving the health services for people of the Republic of Nauru – a medical center in Taiwan**

Jia-Ying Gau, Taichung Veterans General Hospital, Taiwan

## **51. Integration – an essential component in the move towards value-based oral healthcare**

Martin Hall, Dental Health Services Victoria, Australia

## **52. Establish a referral platform to integrate hospital and primary care**

Shu-wen Huang, Taichung Veterans General Hospital, Taiwan

## **53. From a tertiary cardiology unit back to primary care**

Luke Huang, Princess Alexandra Hospital, Australia

## **54. The first ebola virus disease survivor to deliver a full-term baby and ebola management in the United States**

Rachele Hwong, AHMC Healthcare, United States of America

## **55. Collaboration inspiring integration – outcomes and learnings from Better Health North East Melbourne (BHNEM) Living Well Collaboration Stage 1: Explore**

Joanne Kenny, Austin Health, Australia

## **56. Health industries: an applied health workforce, research and education partnership**

Debra Kiegaldie, Holmesglen Institute & Healthscope Hospitals Australia, Australia

## **57. Medicines Line: filling the information gaps on benzodiazepine use and deprescribing**

Gay Ling Tan, NPS MedicineWise, Australia

## **58. Development of a system-wide, integrated framework to manage paediatric overweight and obesity**

Robyn Littlewood, Centre for Children's Health Research, Australia

## **59. Primary Care and NSW Ambulance: working together to put patients first, while reducing unnecessary and avoidable Emergency Department presentations**

Lindsay Mackay, HNECC PHN, Australia

## **60. Developing and strengthening relationships and describing pathways to improve palliative care**

Marika Mackenzie, HNE HealthPathways Program Manager, Hunter New England Central Coast Primary Health Network, Australia

## **61. Strengthening pharmacists' involvement in pandemic influenza planning, preparedness, and response**

Elizabeth McCourt, Queensland University of Technology, Australia

**62. The evolution of allied health: towards trans-disciplinary care, seven days a week, within then beyond the four hospital walls**

Doug Murtagh, Toowoomba Hospital/Queensland Health, Australia

**63. The role of nursing in community linkage of people with severe mental disorder in a penitentiary center**

Aitor Olive, Parc Sanitari Sant Joan De Deu, Spain

**64. Numancia, from a manicomial center to a neighborhood of a metropolis. Strategic Alliance Hospital Provincial Clinic and Parc Sanitari Sant Joan de Déu.**

Ignasi Riera, Parc Sanitari Sant Joan de Déu ( Saint John of God), Spain

**65. Responding to the Syrian and Iraqi crisis: a local refugee health partnership to build an integrated care response**

Leeanne Schmidt, Metro South Refugee Health Service, Metro South Health, Australia

**66. Hospital integration between 2 territories Alt Penedès and Garraf. 1+1>2**

Rosa Simón, Conosrci Sanitari del Garraf, Spain

**67. Achieving behaviour change: how a Queensland, regional community is shaping up and inspiring tribes to tackle obesity/type 2 diabetes**

Robert Simpson, Mackay Institute of Research and Innovation, Australia

**68. Dynamics of peer learning in a medical department: journal and case sharing club**

Gary Tong Yun Chow, Ruttonjee & Tang Shiu Kin Hospitals, Hospital Authority, Hong Kong, Hong Kong

**69. Making triage everyone's business – implementing cross-sector behaviour change to ensure appropriate patient referral to Queensland specialist outpatient clinics**

Liz Travers, Clinical Excellence Division, Healthcare Improvement Unit, Australia

Jon Harper, Central Queensland Wide Bay Sunshine Coast PHN, Australia

**70. Reducing the incidence of in-patient falls in a neurosurgical ward**

Yi-Wen Wang, Kaohsiung Medical University Hospital, Kaohsiung Medical University, Taiwan

**71. Cherbourg Indigenous antenatal ultrasound: moving it local to improve attendance rates**

Margaret Wedge, Darling Downs Hospital and Health Service, Australia

**72. Medicines shortages in Australian hospitals and their impact on patient care**

Kristin Michaels, The Society of Hospital Pharmacists of Australia, Australia

**73. The model of the future integrative health care delivery of inherited metabolic disease in Taiwan**

Ya-Fang Zeng, Yonglin Healthcare Foundation, Taiwan



# FROM INFORMATION TO INTELLIGENCE

**74. Using data science to address two major problems in hospital daily practice: readmissions and days to discharge**

Jordi Altes, Hospital Plató, Spain

**75. A study of efficiency management in public hospital services**

Ajit Arulambalam, HealthShare, New Zealand

**76. Using multi-criteria decision analysis to determine hospital investment for innovation**

Robin Blythe, AusHSI, Australia

**77. Patient flow analysis – delivering improved health outcomes**

Sankalp Khanna, CSIRO, Australia

**78. Assessing emergency department performance: from simple metrics towards integrated measures of activity and timeliness**

Renee Carter, Bureau of Health Information Australia

**79. Hospital management in 2020: the concept and prototype of the iCommand center**

Wei Cheng Weng, Yonglin Healthcare Foundation, Taiwan

**80. Five moments on patient identification**

Man Chung Hal Cheung, Ruttonjee and Tang Shiu Kin Hospital, Hong Kong

**82. The influence of national cultural values on health care system performance**

Louise Ellis, Australian Institute of Health Innovation, Australia

**83. The study of emergency decision-making of cancer hospital evacuation plan in conjunction with BIM-based virtual reality system integration**

Peichi Ho, YongLin Healthcare Foundation, Taiwan

**84. Design flexibility and adaptability inside hospitals: a study of available methods**

Harm Hollander, Conrad Gargett, Australia

**85. Integration of ventilator data in healthcare clouds**

Shu-Chen Hsing, Chi-Mei Medical Centre, Taiwan

**86. Working smarter not harder: using IT systems to monitor longitudinal variation in pressure injury incidence in residential aged care**

Mikaela Jorgensen, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University, Australia

**87. Leveraging on a National Performance Management Initiative: National University Hospital's (NUH) journey of improving its "Indicators of Concern"**

Donna Joy Penanueva, National University Hospital, Singapore

**88. Preference and priority study of mobile application features in hospital service for prospective patients and their caregiver**

Wenang Lanisy, Master in Hospital Management Program - Health Policy and Management Department, Public Health Program, Faculty of Medicine, Gadjah Mada University, Indonesia

**89. SMART TEL (Telephone Enquiry Logistic) – SOPD communication system in Hong Kong**

Yin Ling Wong, Hospital Authority – UCH, Hong Kong

**90. Leveraging entrepreneur networks to achieve digital maturity: fostering digital innovation supporting the delivery of care**

Kate Liebelt, Supply Chain and Precision Health Leader, Deloitte Consulting LLP, United States of America  
Ryan McFarlane, Director, Deloitte Consulting, Australia

**91. Use of health information aiming at medical expense reduction with improvement of medical service quality and management**

Rie Misawa, National Hospital Organization Shinshu Ueda Medical Center, Japan

**92. Hospital inventory and maintenance go digital in Uzbekistan**

Nigora Muratova, German Society for International Cooperation (GIZ), Uzbekistan  
Oleg Dosmukhamedov, Republican Maintenance and Training Center for Technical Staff, Uzbekistan

**93. The development of hospital performance indicators: the case of SINHA, the first (and only) system of hospital indicators in Brazil**

Martha Oliveira, Executive director, Anahp – National Association of Private Hospitals, Brazil

- 94. Preparing for a technology change: case study of a private hospital in East Africa**  
Joan Osoro-Mbui, The Nairobi Hospital, Kenya
- 95. Validation of Contemporary Automated Translation Services (CATS)**  
Travis Pearson, Metro North Hospital and Health Service, Australia
- 96. Establishment of medical oncology tele-trials in Queensland project**  
Melanie Poxton, Queensland Health, Australia
- 97. Estimtrack: more than an app**  
Noemi Pou, Hospital Clinic de Barcelona, Spain
- 98. Utilization of CCTV in improving nurses' compliance on hand hygiene in Cempaka inpatient room, Budhi Asih Hospital Jakarta**  
Ahijrah Ramadhanti, Health Department Provincial of Jakarta, Indonesia
- 99. Innovative design for quality improvement in patient flow, waiting period, and workforce utilisation using data informed decision making**  
Shalomie Shadrach, Darling Downs Hospital and Health Service, Australia
- 100. Evaluation of Computerized Prescribing Order Entry (CPOE) implementation in preventing medication error**  
Djamilah Tabusalla, RSUPN Dr. Cipto Mangunkusumo (RSCM) Kencana, Indonesia
- 101. Medicine information provision through social media: an innovative method of increasing public access to quality information about medicines in Australia**  
Chadi Tahan, NPS MedicineWise, Australia
- 102. Predict the results of conservative therapy for lumbar spinal stenosis: data mining technology using**  
Li-Ping Tseng, St. Martin De Porress Hospital, Taiwan
- 103. Conjugal between hospital services and m-Health: delusion or opportunity?**  
Marlien Varnfield, Australian e-Health Research Centre, CSIRO, Australia
- 104. Improvement of the efficiency of electronic medical record signature**  
Jia-Min Wu, Tungs' Taichung MetroHarbor Hospital, Taiwan
- 105. Value creation of My Health Bank in Taiwan National Health Insurance**  
Yu-Hua Yan, Tainan Municipal Hospital (Managed by Show Chwan Medical Care Corporation), Taiwan
- 106. Develop a new trauma score for trauma triage in Emergency Department of PYNEH**  
Margaret Yuen, Pamela Youde Nethersole Eastern Hospital / Hong Kong Hospital Authority, Hong Kong

*Posters are correct at time of printing. Refer to Congress app for current poster listing.*

# INTERNATIONAL HOSPITAL FEDERATION AWARDS 2018

**The International Hospital Federation Awards will be presented at  
3.15pm on Wednesday 10 October in the Great Hall.**

**Winners of the Gold awards will present their projects in a concurrent session directly after the Awards Ceremony. Posters featuring the winning projects from the Silver and Bronze winners and Merit Awardees will be displayed in the International Hospital Federation Awards display area at the rear of the trade exhibition hall.**



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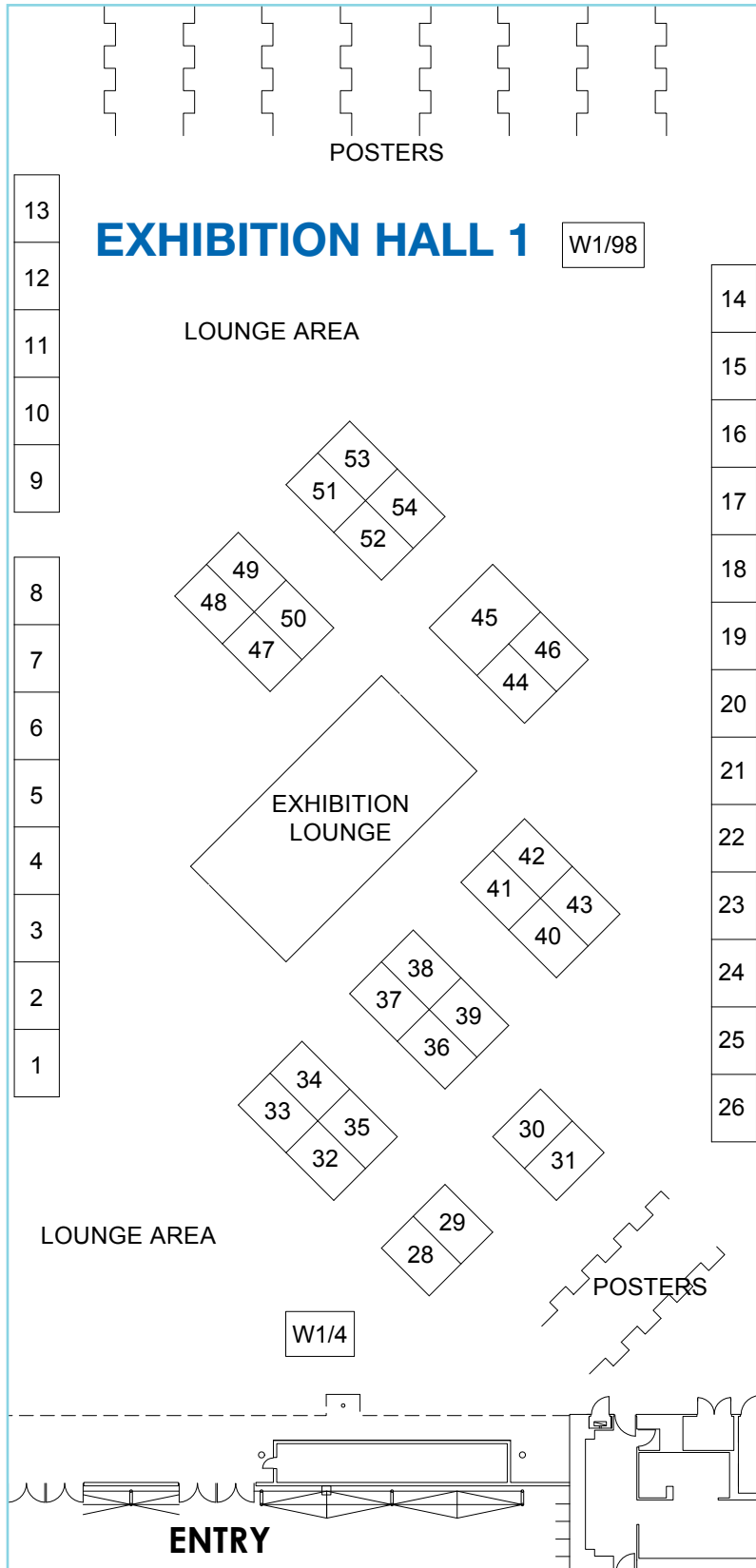
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