

2019

**IHF MUSCAT**

43rd World Hospital Congress

6-9 November 2019

Oman Convention  
& Exhibition Centre

*“People at the heart of health services in  
peace and crisis”*

# CONGRESS BOOKLET



[www.worldhospitalcongress.org](http://www.worldhospitalcongress.org)



mci

Congress Secretariat: MCI Middle East ☎ +968 244 00844 ✉ [IHF2019@mci-group.com](mailto:IHF2019@mci-group.com)



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## WE WELCOME YOU TO THE SULTANATE OF OMAN

Oman, situated at the cross roads of South West Asia and MENA, is considered the jewel of the Arabian Gulf and one of its oldest civilizations. As our nation moves confidently towards achieving our Oman 2040 national vision, a well-managed and sophisticated healthcare system is at the forefront of our plans.

The Omani health sector has seen a tremendous evolution in the past four decades under the leadership of His Majesty Sultan Qaboos bin Said. Winning the bid to host the “43rd World Hospital Congress” is a testament to this achievement which we bear witness to during our lifetime.

The capital city of Muscat will play host to this prestigious event. An ancient city that has been inhabited since the sixth millennium BCE. Now, a bustling modern metropolis where the old and the new seamlessly meet to give rise to unique cultural and linguistic diversity. From pristine beaches, high-rise mountains and mesmerizing wadis to modern shopping malls, restaurants and entertainment facilities, Muscat has something to offer for everyone.

We look forward to meeting you all in Oman from the 6th until the 9th of November 2019.

“Ahlan wa Sahlan”

**H.E. Dr Ali bin Talib al Hinai**

Under-Secretary of the Ministry of Health for Planning Affairs  
Oman



## WE WELCOME YOU TO THE WORLD HOSPITAL CONGRESS

We are delighted to head to the beautiful country of Oman to discuss with you the topic “People at the heart of health services in peace and crisis”. Hospitals are not isolated islands – we are very much integral parts of our communities and are supported by their strength and deeply affected by their troubles. In a world that is ever changing, building resilient institutions to better serve our communities – both in peace and in crisis a fundamental issue for all hospital managers.

In hard times – as well as in good ones – however, it is always important to remind ourselves of what our ultimate mission is. As managers, quite often, we see ourselves focused on innovations and technologies, payment and management models, legal and financial issues – and it is easy to forget that all these subjects are tools, not ends in themselves. Fundamentally, hospitals care for people. Just as importantly, people are the most important element in providing quality, safety and value to patients within hospitals.

People are at the heart of health services and also at the heart of the World Hospital Congress. It is your participation, the ideas that you share and the conversations that we will have as a global community of hospitals and health services that will make this Congress wonderful. We hope you will join us and share your knowledge with your colleagues in this congress. So, on behalf of the IHF, let me greet you and give you a warm welcome to Muscat and to the 2019 World Hospital Congress!

**Dr Francisco R. Balestrin**

President  
International Hospital Federation



**Ministry of Health**  
Sultanate of Oman



## ABOUT THE MINISTRY OF HEALTH

From a moderate capacity and poor population's health status in 1970, the MOH has evolved to become a prominent contributor to the prosperity of the Omani people and establishing Oman as a health care system resource country for the other Gulf Cooperative Countries (GCC), to countries of the Eastern Mediterranean Region (EMR) and to the world at large.

Today, the MOH is proud of its modern and organized health care system that covers the promotive, preventive, curative and rehabilitative programs and services with an exemplary referral network of primary, secondary and tertiary health care institutions, including 70 modern hospitals with about 6500 beds, and over 1300 health centers and clinics.

## ABOUT THE INTERNATIONAL HOSPITAL FEDERATION

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

Its members are worldwide hospitals and healthcare organizations having a distinct relationship with the provision of healthcare. It provides 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 recognizes the essential role of hospitals and health care organizations in providing health care, supporting health services and offering education. Its 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.

**OPENING CEREMONY:**

The organizing committee invites all registered delegates to attend the Opening Ceremony which is held on Wednesday, 6<sup>th</sup> November 2019 at 06:30 PM – 07:30 PM in Grand Ballroom A, Oman Convention & Exhibition Centre, Oman.

**REGISTRATION:**

The registration desk is located outside Grand Ballroom Section A & B, registration times:

- 6 November: 15:00 - 20:30
- 7 November: 07:30 - 18:00
- 8 November: 07:30 - 18:00
- 9 November: 07:30 - 14:00

**EXHIBITION:**

The Exhibition will be held in Grand Ballroom Section B

**LUNCH AND COFFEE BREAKS:**

Lunch and coffee breaks will be available at the Grand Ballroom Section B. Please refer to the program for the timing.

**PRAYER ROOMS:**

There will be designated male and female prayer rooms. Kindly approach the registration desk to inquire about the location.

**SPEAKER PREVIEW ROOM & REGISTRATION:**

The Speaker Preview Room is located next to Meeting Room 8. Speakers are also requested to hand over their presentation(s) at least two hours before their session for final checks. The room is available for speakers' convenience throughout the conference for final run-throughs of their presentation(s).

**CONFERENCE CPD CREDITS:**

An e-certificate of attendance will be available for the 43rd World Hospital Congress attendees. You will receive your certificate within 3 days after the congress via email. The congress is accredited by OMSB with 14 CPD points (category I).

**RULES:**

Smoking Policy – Oman Convention & Exhibition Centre, Muscat is a non-smoking venue. Participants are requested to exit the building, to designated smoking corners.

Mobile Phones - Delegates are kindly requested to keep their mobile phones on silent mode in meeting rooms when scientific sessions are in progress.

**The Voice  
of the  
International  
Healthcare  
Community**



**LEARN**

Be active in our online and face-to-face learning activities. Get involved in the work of the IHF Think Tanks and the exclusive CEO network.



**SHARE**

Participate in online discussion groups on the IHF Exchange Platform and share your experience by joining in surveys, working group, etc.



**INNOVATE**

Get access to worldwide best practices on topics of your interest and come up with fresh ideas and innovations to improve organizational performance.



**NETWORK**

Join IHF events and gatherings. Exchange ideas with peers from all around the world and broaden your network with the right connections.

**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.





## **THEME: PEOPLE AT THE HEART OF HEALTH SERVICES IN PEACE AND CRISIS**

The 43rd World Hospital Congress will be emphasizing the importance of people-centered health services in times of peace and crisis. The situation of crisis is making people more vulnerable, and health services must provide such protection as they do when life is a quiet river. To respond to peoples' expectations, health services must be supported by investments contributing to the prosperity of the country, resilience to all possible issues, and innovation to increase health gain. To bring people at the heart of health services in peace and in times of crisis, health services must be responsive, supportive and prospective.

The 43<sup>rd</sup> World Hospital Congress will be exploring how health services can be more:

- Responsive through better resilience
- Supportive through appropriate health investments
- Prospective through health impactful innovations

## **SUB-THEMES:**

### **Resilient Health Services**

Health services must be responding to people's health needs, and especially when they are facing a crisis. This will happen if pro-active interventions and organizations are developed in times of peace. This also requires a true culture of adaptation and responsiveness as well as a capacity to learn from experience and put in practice lessons from the past. This sub-theme will allow delegates to explore in-depth the various dimensions of resilience to make sure that people are always at the heart of health services. The congress will provide valuable tools and approaches for practitioners and policymakers to enhance the resilience of health services.

### **Health Investment For Prosperity**

No one can deny that health is supportive to prosperity. However, health expenditures are growing, and the sustainability of this growth is questioned while at the same time all countries do not have enough resources to respond to all health needs of the population. Considering the amount spent on health, it is necessary more than ever to explore all avenues for more efficient health spending. This requires appropriate governance practices supported by most advanced leadership and management systems inclusive of all health practitioners. Well spent resources on health can be an engine of social development and economic growth but health service providers and especially hospitals will have to revise their delivery models to serve people according to their needs.

The Congress will help delegates better understand how it is possible to gain more prosperity while responding to growing health needs under financial constraints.

### **Innovation For Health Impact**

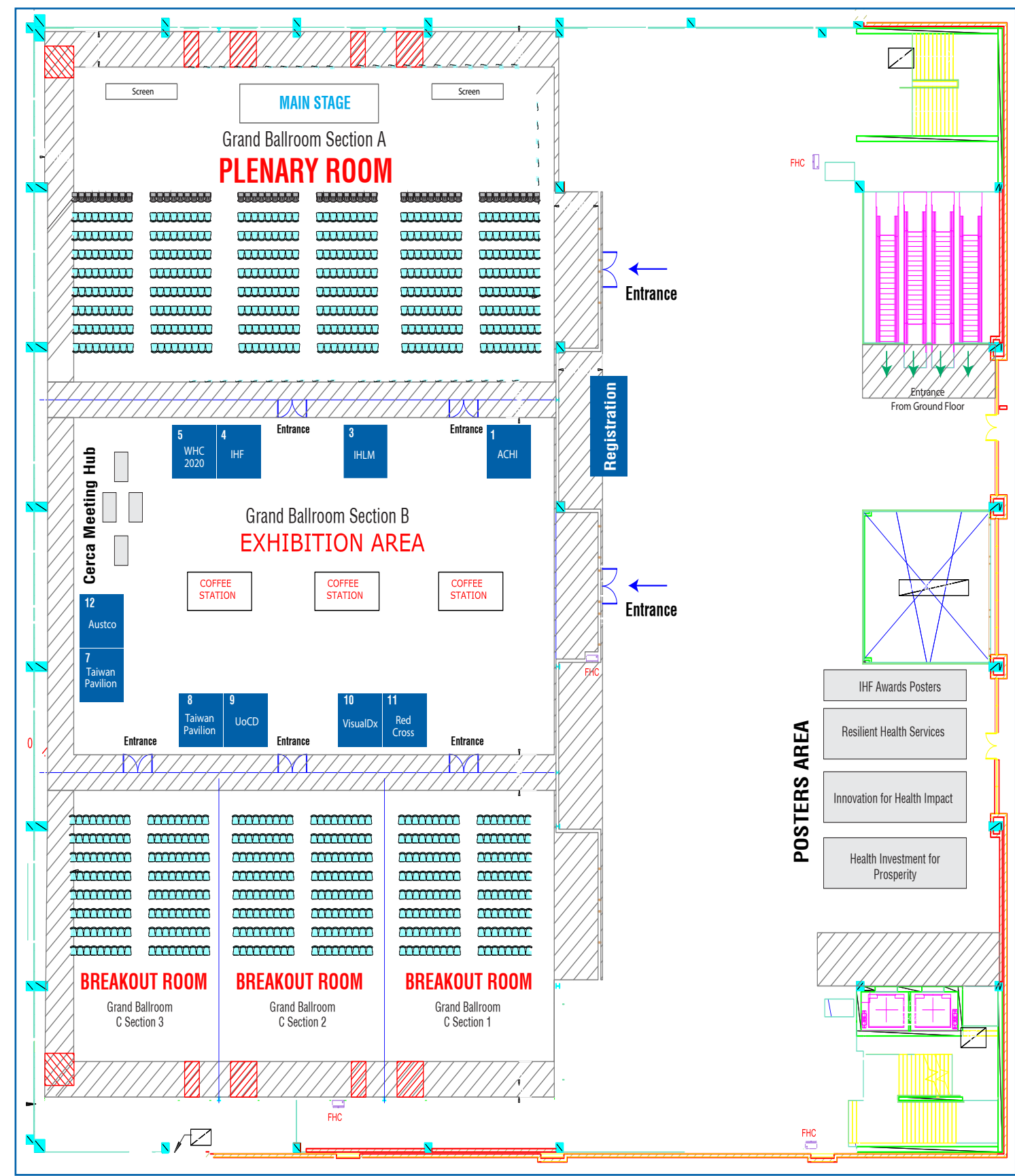
Turning prospective benefits into health gain will happen only if appropriate mechanisms are in place to implement and scale up as quickly as possible benefits of meaningful innovations. It is also a game-changer when innovation is driven by people's needs as they are recognized in health services with industry providing solutions upon request of health providers. The 4th industrial revolution is on its way and health services are powering this change by accelerating the utilization of digital services on all fronts. Exploring all these dimensions will also give prospective perspectives a real chance to quickly become part of daily health services.

# LEVEL 1



## LEGEND

- |  |  |
|--|--|
| 1 Plenary Room<br>Grand Ballroom Section A                         | 8 Parallel Sessions<br>Meeting Room 9                                |
| 2 Exhibition<br>Grand Ballroom Section B                           | 9 IHF Secretariat<br>Meeting Room 10                                 |
| 3 Parallel Sessions<br>Grand Ballroom C Section 1                  | 10 IHF Young Executive Leaders<br>Meeting Room 11, 12 & 13           |
| 4 IHF Governing Council (6 Nov 2019)<br>Grand Ballroom C Section 2 | 11 Economic for Healthcare leader Session (6 Nov)<br>Meeting Room 13 |
| 4 Parallel Sessions<br>Grand Ballroom C Section 2                  | 11 General Assembly (7 Nov 2019)<br>Meeting Room 13 & 14             |
| 5 Parallel Sessions<br>Grand Ballroom C Section 3                  | 11 IHF Governing Council II (9 Nov 2019)<br>Meeting Room 13 & 14     |
| 6 Speaker Room   | 12 Gala Dinner<br>Outdoor Exhibition Space                           |
| 7 Parallel Sessions<br>Meeting Room 8                              |  |



## POSTERS AREA

- IHF Awards Posters
- Resilient Health Services
- Innovation for Health Impact
- Health Investment for Prosperity



**Organizing Committee Chair:**



**Dr. Qasem Ahmed Al Salmi**  
Director General  
Royal Hospital Ministry Of Health  
Oman

**Members:**



**Dr. Harith Al Harthy**  
Royal Hospital  
Administration  
Ministry of Health  
Oman



**Dr. Adil Salih Al Ansari**  
Director  
Hospitals Affairs Ministry  
Of Health  
Oman



**Mohammed Fayez Al Jabri**  
Executive  
Oman Conferences Center  
Ministry of Tourism  
Oman



**Prof. Omar Awadh Al Rawas**  
Chairman of the Scientific  
Committee  
2019 IHF World Hospital Congress  
Oman



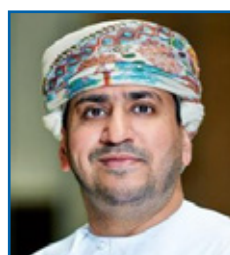
**Dr. Dawood Ahmed Al Riyami**  
DY DG  
Sultan Qaboos University  
Hospital  
Oman



**Salim Rashid Al Saidi**  
Director  
Public Relation and Media  
Department, Ministry of Health  
Oman



**Dr. Waleed Khalid Al Zidjali**  
Chairman  
Oman Medical Association  
Oman



**Khalid Waleed Al Zidjali**  
Director  
Oman Conference Center  
Ministry of Tourism  
Oman



**Tariq Maqbool Sultan**  
Senior Business  
Development  
Oman Conference and  
Exhibition Center  
Oman



**Secretary:**  
**Eyad Zerba**  
Conference Director  
MCI Middle East  
UAE

DOWNLOAD THESE  
**mobileApps**

Make the most of your Congress experience by keeping your event guide and your networking tool handy!



CODE: **ihf2019whc**



Mark your favorite sessions, read speaker bios, view the interactive map and join in in-app social activities!



Build your ideal network by finding and meeting the right connections during the Congress and beyond!





**Scientific Committee Chair:**



**Prof. Omar Awadh Al-Rawas**  
Secretary General  
Arab Board of Health  
Specializations  
Jordan

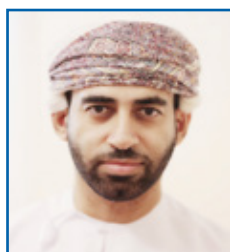
**Members:**



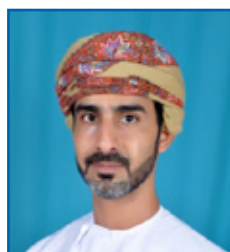
**Dr. Farida AlKhaja**  
CEO, Medical Support  
Services & Nursing Sector  
Dubai Health Authority  
UAE



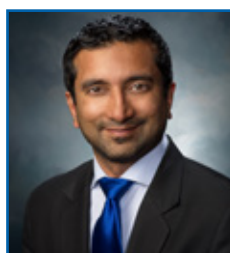
**Dr. Zahid Al Mandhari**  
Senior Consultant,  
Radiation Oncology  
The Royal Hospital  
Oman



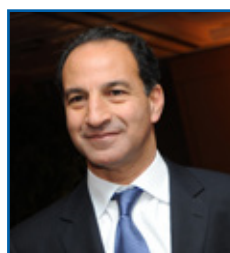
**Dr. Ismail Al Rashdi**  
Director, Quality and Patient  
Safety  
The Royal Hospital  
Oman



**Dr. Qasem Ahmed Al Salmi**  
Director General, Pediatric  
Pulmonology Senior Consultant  
The Royal Hospital  
Oman



**Dr. Jay Bhatt**  
Senior Vice President and  
Chief Medical Officer  
American Hospital Association  
President, Health Research &  
Educational Trust  
USA



**Dr. Paulo Chapchap**  
CEO  
Hospital Sirio Libanês  
Brazil



**Prof. Hong-I Chen**  
Emeritus Professor &  
Honorary Dean  
College of Health Sciences,  
Chang Jung Christian  
University, Taiwan



**Eric de Roodenbeke**  
Chief Executive Officer  
International Hospital  
Federation  
Switzerland



**Prof. Paul Dugdale**  
Executive Director Medical  
Services  
Canberra Health Services  
Australia



**Prof. Helmut Kern**  
CEO  
Hospital of the Brothers of  
St. John of God, Vienna  
Austria



**Prof. Marc Noppen**  
Chief Executive Officer  
University Hospital UZ  
Brussel  
Belgium



**Dr. Maria Lourdes Otayza**  
Medical Center Chief II  
Mariano Marcos Memorial  
Hospital & Medical Center  
Vice President for Luzon  
Philippine Hospital,  
Association, Philippines



**Dr. Hamid Ravaghi**  
Regional Adviser, Hospital  
Care and Management  
Department of Health  
System Development, WHO  
EMRO, Egypt




**Dr. Anna Riera**  
Membership Director  
Unió Catalana d'Hospitals (Catalan  
Hospital, Health & Social Services  
Association)  
Spain




**Dr. Sameen Siddiqi**  
Chair, Department of  
Community Health Sciences  
Aga Khan University Karachi  
Pakistan





# #hello my name is...



During the World Hospital Congress in 2018, IHF and then congress host Australian Healthcare and Hospitals Association (AHHA) supported the #hellomynameis campaign. This year, we are excited to promote the campaign once again! The funds collected from the hospital visits to The Royal Hospital and Sultan Qaboos University Hospital will be donated to St. Gemma's Hospice in Leeds, a charity which #hellomynameis supports.

## WHAT IS #HELLOMYNAMEIS?

Chris Pointon and his late wife Dr. Kate Granger MBE founded the #hellomynameis campaign in 2013 to encourage and remind healthcare staff of the importance of introductions. They both believe in the power of introductions in making human connections and that it is an essential part of providing person-centered, compassionate care. As Kate said, a simple introduction is the first step on the ladder of a therapeutic relationship.

They started with one tweet in 2013 and now #hellomynameis has made over 2 billion Twitter impressions and garnered support from thousands of individuals, groups, and organizations worldwide.

Kate and Chris promote 4 key values that the campaign lives by:

## COMMUNICATION

Is of paramount importance. Timely and effective communication which is bespoke to the patient makes a huge difference and starts with a simple introduction.

## THE LITTLE THINGS

Really do matter – they aren't little at all, they are indeed huge and of central importance in any practice of healthcare and in society. This could be someone sitting down next to you rather than looming over you or holding the door open for someone coming through.

## PATIENT AT THE HEART OF ALL DECISIONS

"No decision about me without me". These words ring true in healthcare as the most important person is the patient and everything should be done with them in mind.

## SEE ME

See me as a person first and foremost before disease or bed number. Individuals are more than just an illness, they are a human being, they are a family member, they are a friend, etc and we should all remember to see more of an individual than just the reason they are using healthcare.

After Kate's death in 2016, Chris is continuing her legacy by keeping the campaign alive.

We Encourage You To Also Support #Hellomynameis

There are many ways you, your colleagues and organization can do so:

- Follow the four key values. You can start by making sure you introduce yourself to your patients and people you interact with.
- Spread the word about the campaign online – tweet, share, post a photo or video. You will find your badges having that bright #hellomynameis logo. Post that or a photo of yourself with your badge during the Congress and share it in social media. Make sure to use the hashtag #hellomynameis.
- Share the information with your colleagues, organization, friends, to everyone you know.
- You can also donate to the charities that #hellomyname supports: St. Gemma's Hospice and Leeds Cancer Centre.

Read more about Kate and Chris story and #hellomyname is at [www.hellomynameis.org.uk](http://www.hellomynameis.org.uk)







**H.E. Dr. Ahmed Mohammed Obaid Al Saidi**  
Minister of Health, Oman

**Education & Qualifications:**

High School Diploma, Zayed the 1st High School, U.A.E. (1981 - 1979),  
BSc, Park College, Kansas City, U.S.A. (1984 – 1981)  
MB ChB, University of Glasgow, U.K. (1989 – 1984)  
Diplomas, FRCP-Glasgow (2003), FRCP-London (2008), FFPH (2012)  
General Management, Harvard Business School U.S.A. (2007)

Presently function in the capacity of the Minister of Health, Sultanate of Oman. Posts previously held: The Under Secretary for Health Affairs & Senior Consultant Rheumatologist, Ministry of Health, Sultanate Oman (Nov 2008 - Mar 2010), Deputy Director General (Medical), Head of Medical Division & Senior Consultant Physician/Rheumatologist, The Royal Hospital, Sultanate of Oman (Nov 2005 – Nov 2008), Senior Consultant Physician/Rheumatologist, The Royal Hospital (Feb 2002 – Nov 2007), Consultant Rheumatologist & Senior Lecturer, Bristol Royal Infirmary, Bristol (Aug 2001 – Jan 2002), Clinical Fellow in Rheumatology, Royal National Hospital for Rheumatic Diseases (RNHRD), Upper Borough Walls, Bath (Aug 1999 – Aug 2001).

Clinical Research Fellow in Rheumatology, RNHRD, Bath (July 1998 – Aug 1999), Registrar in General Medicine/ Rheumatology, The Royal Hospital, Sultanate of Oman (Jan 1998 – 1996), Registrar in General Medicine/ Rheumatology, Stobhill Hospital, Glasgow (Jan 1995 – Dec 1998), Registrar in General Medicine, The Royal Infirmary, Glasgow (Feb 1993 – Dec 1994), SHO General Medicine, The Royal Hospital, Sultanate of Oman (Oct -1990 Jan 1993), JHO General Surgery, Ayr Hospital, Scotland (Feb 1990 – July 1990), JHO Medicine, Ballochmyle Hospital, Scotland (Aug 1989 – Jan 1990).

Research, Publications & Presentations: Clinical Findings and Natural History of 58 Patients with Anti-U1 RNP Antibodies, published as an abstract in Rheumatology (Eular “99”), RNHRD, The Role of Cyclosporine in the Treatment of SLE, The Genetics of SLE, Radiological Changes in Ankylosing Spondylitis, lectures given at regional and national level includes topics in Rheumatoid Arthritis, Osteoporosis, SLE, Scleroderma and other Rheumatic conditions.

Other interests: Spending time with family, enjoy a round of chess or golf on the computer and traveling.



**H.E. Dr. Ferozuddin Feroz**  
Minister of Public Health, Afghanistan

In 2002, Dr. Feroz joined the Afghan Ministry of Public Health as the Deputy Minister, Policy and Planning. He was instrumental in laying sound foundations for Afghanistan’s current health system. He strongly supported the development of two key initiatives, the Basic Package of Health Services and the Essential Package of Hospital Services.

Between 2005 and 2014, Dr. Feroz did consultancy work in many areas of the country for the World Bank, the United States Agency for International Development, USAID, and for the UK Department for International Development, DFID.

During the same period he did Diploma and an MSc in Public Health Management from the London School of Hygiene and Tropical Medicine, London University and MBA from the International Institute of Health Management Research, Jaipur, India.

In early February 2015 he was appointed as the Minister of Public Health.



**Dr. Ahmed Al Mandhari**  
WHO Regional Director for the Eastern Mediterranean

Dr Ahmed Al-Mandhari was appointed as WHO Regional Director for the Eastern Mediterranean by WHO’s Executive Board at its 143rd session and assumed office on 1 June 2018.

A native of Oman, Dr Al-Mandhari has made a substantial, positive contribution to the development and modernization of Oman’s health system, which has witnessed qualitative improvements in recent years, particularly in areas such as patient safety.

A specialist in family and community medicine, Dr Al Mandhari was Head of Quality Management and Development at Sultan Qaboos University Hospital from 2005 to 2006, followed by Deputy Director-General for Clinical Affairs until 2010. In 2013, he was appointed Director-General of Sultan Qaboos University Hospital, later becoming Director-General of the Quality Assurance Centre at the Ministry of Health. Dr Al-Mandhari has also worked as a senior consultant in family medicine and public health in Oman since 2009.





**Dr. Edward Kelley**

Director of the Department of Integrated Health Services, World Health Organization, Switzerland

Edward Kelley is the Director of the Department of Integrated Health Services at the World Health Organization. In this role, he leads WHO's efforts on integrated health service models and packages and on WHO's efforts to strengthen the safety, quality, and infection prevention and control in health care globally. Prior to joining WHO, he served as Director of the U.S. National Healthcare Reports for the U.S. Department of Health and Human Services in the Agency for Healthcare Research and Quality. Kelley also directed the -28country Health Care Quality Improvement (HCQI) Project of the Organization of Economic Cooperation and Development. Formerly, Kelley served as a Senior Researcher and Quality Assurance Advisor for the USAID-sponsored Quality Assurance Project (QAP) and Partnerships for Health Reform Project Plus (PHRPlus). In these capacities, he worked for ten years in West and North Africa and Latin America, directing research on the Integrated Management of Childhood Illness in Niger. Prior to this, Kelley directed the international division of a large US-based hospital consulting firm, the Advisory Board Company. His research focuses on patient safety, quality and organization of health services, metrics and measurement in health services and health systems improvement approaches and policies. Recently, Kelley was also asked to lead the Infection Prevention and Safety and the Health System Recovery teams for WHO's Ebola Response effort.



**Hon. Yuthar Mohammed AlRawahy**

Founder & Honorary Life President, Oman Cancer Association, Oman

Hon. Yuthar Mohammed AlRawahy was a member of the State Council and the founder and chairperson of The Oman Cancer Association (OCA), the first registered, non-governmental, non-profit organization at the Omani Ministry of Social Development. She graduated from the American University of Cairo and worked at the college of Medicine in Sultan Qaboos University in the Dean's Office as the Medical Education Officer from 1996 - 2000.

Ms. Yuthar is a cancer survivor dedicated to advocating for cancer patients and their empowerment. Her organization works to create cancer awareness and acceptance and promotes early intervention through self-examination.

The Dar Al Hanan (Home Away From Home) project is her latest outreach initiative through which NACA provides accommodations for families accompanying ill children who receive treatment at the Royal Hospital in Muscat. Dar Al Hanan caters primarily to families from outside the Muscat Governorate area.

In addition, Ms. Yuthar is involved in numerous community programs such as the Annual Walkathon for Cancer, a monthly cancer survival help group, as well as fundraising for OCA education and research programs.

In 2009, Ms. Yuthar managed to raise enough funds to build a One-Stop Mobile Mammography Unit fitted with digital mammogram that tours the interior of Oman providing breast screening and empowering and educating women on health issues.

She has five children and eight grandchildren.



**Sir Andrew Dillon CBE**

Chief Executive, National Institute for Health and Care Excellence, UK

Andrew Dillon graduated from the University of Manchester in 1975. He has held a number of senior management positions in the UK National Health Service, including General Manager of the Royal Free Hospital and Chief Executive of St George's Healthcare NHS Trust in London. He joined NICE as its founding Chief Executive in 1999.





**Dr. Melinda Estes**

President and Chief Executive Officer, Saint Luke's Health System; Chair-Elect, American Hospital Association, USA

Melinda L. Estes, M.D., came to Saint Luke's Health System in 2011 as President and Chief Executive Officer. She oversees a 2\$ billion not-for-profit, faith-based, integrated health system, which includes 16 hospitals and campuses; heart, neuroscience, and cancer programs; home care and hospice; behavioral health care; and more than 100 physician practices and retail clinics, and senior living communities.

A board-certified neurologist and neuropathologist, Dr. Estes held a variety of executive roles at the Cleveland Clinic, Cleveland Clinic Florida, and immediately prior to coming to Kansas City, served as president and CEO of Fletcher Allen Healthcare in Vermont.

Dr. Estes currently serves as chair-elect of the American Hospital Association, a membership organization that represents 5,000 hospitals and healthcare systems in the United States.



**Dr. Akihiro Seita**

Director of Health Programme, UNRWA (UN Relief and Works Agency for Palestine refugees in the Near East)

Dr Akihiro Seita is the Director of Health and WHO Special Representative at UNRWA (UN Relief and Works Agency for Palestine refugees in the Near East) HQ in Amman, Jordan since 2011. UNRWA provides primary health care to 5.5 million Palestine Refugees in the Near East with 144 health centers with 3500 staff. Dr Seita is the leader in health reform. He manages the UNRWA health reform through family medicine approach (family health team) and e-health (electronic medical records) covering 3.6 million patient records. He facilitated the hospitalization support program reform, by introducing rigorous rationalization of hospitalization criteria and payment system. This is to ensure the best use of limited resources for the most needed people.

He is the innovator in health. With e-health, he introduced a cohort analysis for diabetes and a smartphone application on maternal and child health booklet.

He is a strong advocate for Palestine refugees' health, and published articles on Lancet, including "No health without peace" (November, 2016), "Amid US funding cuts, UNRWA appeals for health and dignity of Palestinian refugees" (19 January 2018) and "Health and dignity of Palestine refugees at stake" (22 Dec 2018). Prior to UNRWA, he was the coordinator for tuberculosis, AIDS and malaria at WHO/EMRO. He received the Princess Chichibu Memorial TB Award for Global Contribution in 2014, and Takemi Life Science Award in 2017.

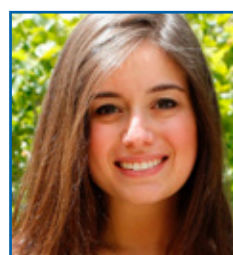


**Dr. Agnès Soucat**

Director, Health Systems Governance and Financing, World Health Organization

Before joining WHO, she was Global Leader Service Delivery and Lead Economist at the World Bank. She previously was the Director for Human Development for the African Development Bank, where she was responsible for health, education, social protection and jobs for Africa, including 54 countries in sub-Saharan Africa and the Maghreb. She has over 25 years of experience in health and poverty reduction, covering more than 70 countries in Africa, Asia and Europe.

She was a pioneer of several innovations in health care financing including community based financing and performance based financing and authored seminal publications on these topics. She is also the co-author of the World Development Report 2004 "Making Services Work for Poor People" and of the Lancet Commission report "Global Health 2035: a world converging within a generation". She was commissioner of the recent Lancet and Rockefeller Commission on Planetary Health. Dr Soucat did also extensive work on the health labor market dynamics in Africa. Dr Soucat holds an MD and a Masters in Nutrition from the University of Nancy in France as well as a Master of Public Health and Ph.D in Health Economics from the Johns Hopkins University.



Clara Abou Samra  
Evidence Lead Specialist  
American University of Beirut  
Lebanon



Dr. Saad Said Al Juma  
Consultant - Emergency  
Department  
The Royal Hospital  
Oman



Dr. Khalid Abulmajd  
Healthcare Quality Adviser  
Ministry Of Health  
Oman



Dr. Dominique Allwood  
Assistant Director  
Improvement  
The Health Foundation  
UK



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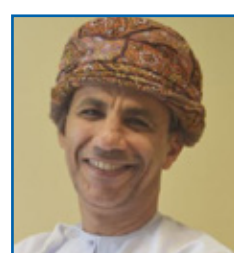
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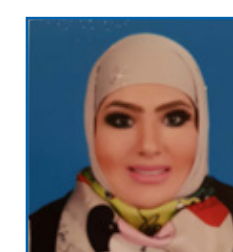
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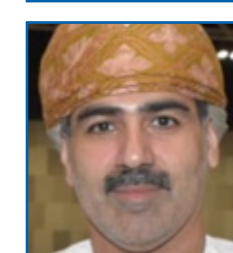
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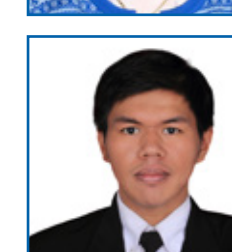
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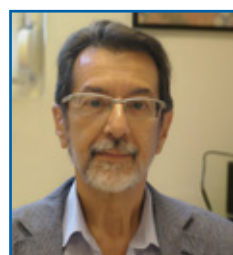


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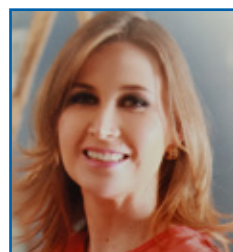
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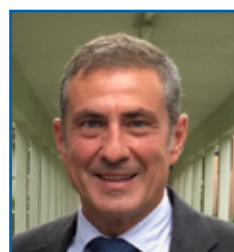
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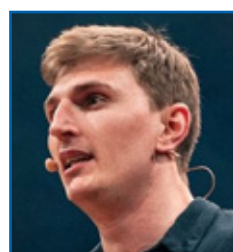
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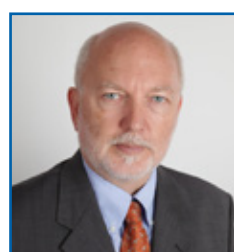
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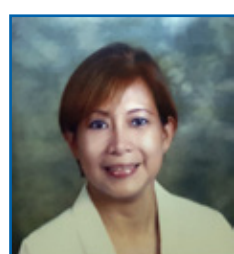
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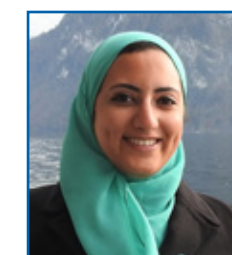
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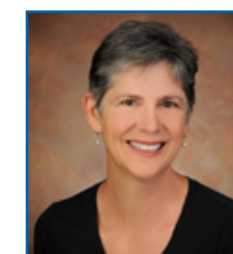
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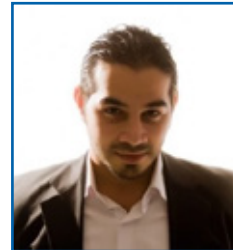




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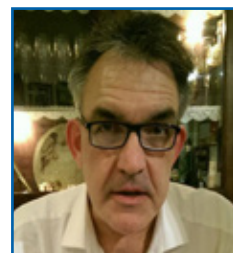
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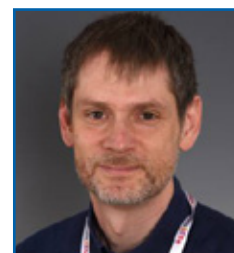
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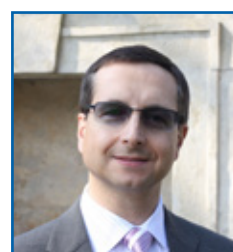
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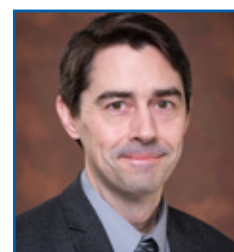
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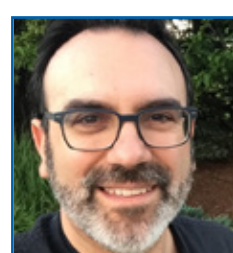
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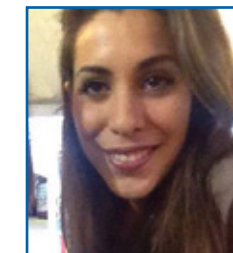
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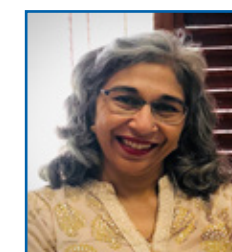
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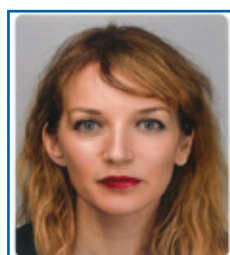
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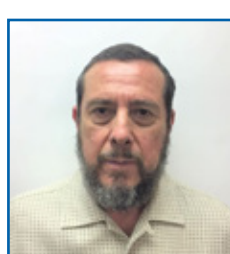
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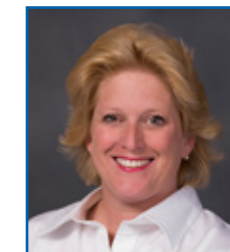
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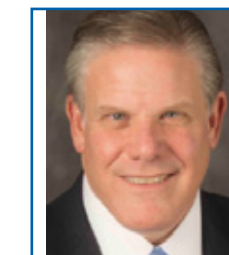
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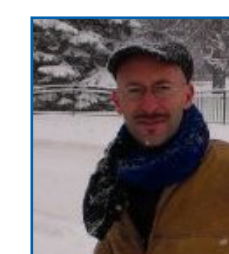
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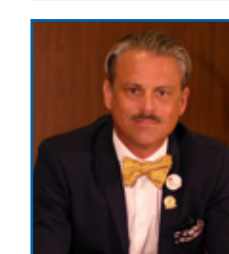
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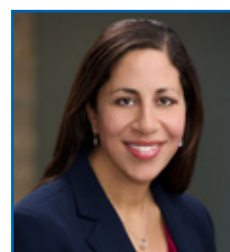
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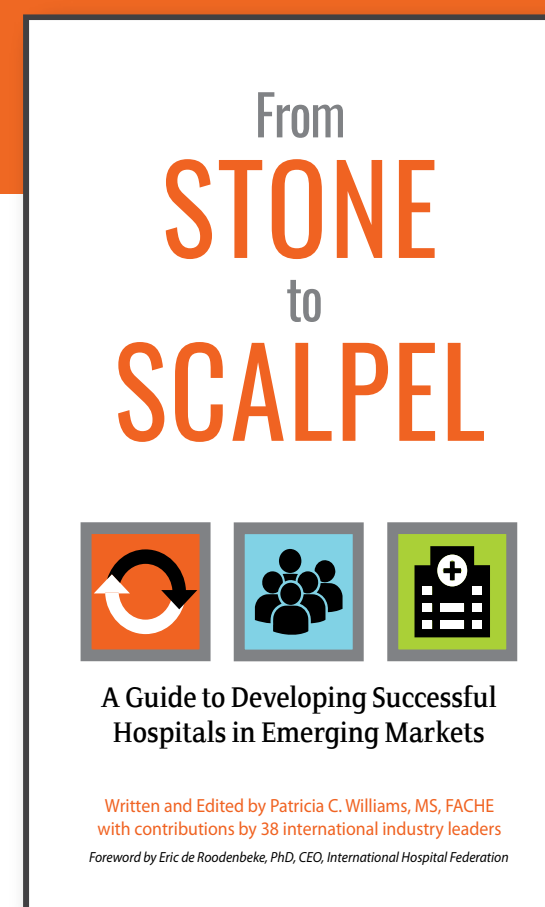


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## DAY 1: WEDNESDAY, 6 NOVEMBER 2019

Legends for sub-themes: ● **Resilient health services** ● **Health investment for prosperity** ● **Innovation for health impact**

Time & Venue	Activity
9:00am – 4:30pm Grand Ballroom C2	<b>IHF Governing Council meeting (by invitation)</b> The Governing Council is the organ charged with the overall governing of the affairs of the International Hospital Federation. This meeting is for Governing Council Members only.
9:00am – 4:30pm Meeting Rooms 11, 12, 13	<b>IHF Young Executive Leaders workshop (by invitation)</b>
12:45 PM – 06:00 PM Grand Ballroom C3	<b>Pre-conference session: Workshop on unlocking hospitals transformative potential for PHC and UHC, organized by the World Health Organization: The "Fast Forward" Initiative for community- and person-centered hospitals and health services</b>
1:00pm – 6:00pm Meeting Room 13	<b>Pre-conference session: Economics for Healthcare Leaders</b>
6:30pm – 7:30pm Grand Ballroom A	<b>Opening Ceremony</b> H.E. Dr. Ahmed Mohammed Obaid Al Saidi, Minister of Health of Oman, and Dr. Francisco Balestrin, IHF President, will officially welcome all delegates to the 43rd World Hospital Congress. Dr. Ahmed Al Mandhari, WHO Regional Director for the Eastern Mediterranean, will provide a keynote address followed by a video from Dr. Tedros Adhanom Ghebreyesus, WHO Director-General.
7:30pm – 9:00pm Exhibition Area	<b>Welcome Reception</b> The Welcome Reception will provide an excellent opportunity to network and meet new people at the start of this unique global forum where you can also tour the exhibition. All congress participants are invited to join the Welcome Reception. Tickets are included in the registration fee. Extra tickets to the Welcome Reception can be purchased at USD 50 / OMR 20.

## DAY 2: THURSDAY, 7 NOVEMBER 2019

Legends for sub-themes: ● **Resilient health services** ● **Health investment for prosperity** ● **Innovation for health impact**

Time & Venue	Activity
8:30am – 10:00am Grand Ballroom A	<b>WHO Opening Keynote and Panel discussion: The role of hospitals in support of universal health coverage</b>  <b>Speakers:</b> ● <i>Dr Ahmed Al Mandhari, WHO EMRO Regional Director: Achievements, challenges and the way forward for UHC</i> ● <i>Dr. Edward Kelley, Director of the Department of Integrated Health Services, World Health Organization: Rethinking hospitals role and position in the health system, for PHC and UHC</i>  <i>Ministerial Roundtable: Hospital sector development for UHC – opportunities and challenges</i>  <b>Panelists:</b> ● <i>H.E. Dr. Ahmed Mohammed Obaid Al Saidi, Minister of Health – Oman</i> ● <i>H.E. Dr. Ferozuddin Feroz, Minister of Public Health – Afghanistan</i>  Young and future leaders will discuss how they envision the future of hospitals and why they care about the direction of the sector.  The session is moderated by Dr Abdullah Al Harthy.
10:00am – 10:30am Exhibition Area	<i>Coffee break, exhibition and poster display</i>
10:30am – 11:00am Grand Ballroom A	<b>Keynote Session 1: Access to hospital services for Palestine refugees: the challenge of UNRWA in difficult times ●</b>  <b>Speaker:</b> <i>Dr. Akihiro Seita, Director of Health Programme, UNRWA (UN Relief and Works Agency for Palestine refugees in the Near East)</i>
11:00am -12:00pm Grand Ballroom A	<b>Panel Session 1: The role of hospitals in times of crisis ●</b> ● <i>Dr. Rashid AL Badi, Director, Center for Emergency Management, Ministry of Health – Oman</i> ● <i>Dr. Joan Osoro-Mbui, Assistant Medical Director/ Inpatient Services Coordinator, The Nairobi Hospital, Kenya</i> ● <i>Dejan Panic, Program Coordinator, Emergency NGO, Afghanistan</i> ● <i>Dr. Akihiro Seita, Director of Health Programme, UNRWA (UN Relief and Works Agency for Palestine refugees in the Near East)</i>  Chaired by: <i>Dr Hani Al Qadhi, Senior Consultant Trauma Surgeon and the Head of Surgery Department, Sultan Qaboos University Hospital, Oman</i>
12:00pm-12:10pm Grand Ballroom A	<b>Shaping the discussion on top issues and meeting the right people at the WHC</b>
12:10pm – 1:00pm Exhibition Area	<i>Lunch, exhibition and poster display</i>
1:00pm – 1:30pm Grand Ballroom A	<b>Keynote Session 2: The role of patients in times of peace and crisis from self-empowerment to social mobilization</b>  <b>Speaker:</b> <i>Hon. Yuthar Mohammed Al Rawahy, Founder &amp; Honorary Life President, Oman Cancer Association, Oman</i>

1:30pm – 2:30pm Grand Ballroom A	<p><b>Panel Session 2: Patient and community voice in times of peace and crisis</b></p> <ul style="list-style-type: none"> <li>Hon. Yuthar Mohammed Al Rawahy, Founder &amp; Honorary Life President, Oman Cancer Association, Oman</li> <li>Dr. Sita Ratna Devi Duddi, Board Member, International Alliance of Patient Organisations</li> <li>Prof. Federico Lega, Director of Research and Training Center in Health Administration, Milan University, Italy</li> </ul> <p>Chaired by: Prof. Paul Dugdale, Executive Director of Medical Services, Canberra Health Services, ACT, Australia</p>
2:30pm – 3:00pm Exhibition Area	Coffee break, exhibition and poster display
3:00pm – 4:20pm	<p><b>Hospitals in integrated healthcare system ●</b> Grand Ballroom A</p> <p><b>Response and Resiliency: Delivering on the Promise of Care ●</b> Grand Ballroom C1</p> <p><b>The pathway of digital transformation towards health Impact and sustainability - an Asian perspective ●</b> Grand Ballroom C2</p> <p><b>From patient-focused to community-centred: discovering new hospital trends ●</b> Grand Ballroom C3</p> <p><b>Free Paper Session: Harnessing innovation to enhance services for the people ●</b> Meeting Room 8</p> <p><b>Free Paper Session: Investing on people for increased efficiency and outcomes ●</b> Meeting Room 9</p>
3:00pm – 3:45pm Meeting Room 10	<p><b>Meeting of the Minds</b></p> <p>Delegates have the opportunity to shape the content of the Congress. Thru the CERCA networking app, you can specify topics that are important to YOU through the topic suggestion feature. The top suggestions will be discussed live during one of the Meeting of the Minds sessions. This is a wonderful chance to further connect, exchange insights and collaborate with fellow participants.</p>
4:30pm – 5:50pm	<p><b>Matching health with growth: the role of hospitals in the local and national economy ●</b> Grand Ballroom A</p> <p><b>Innovation for making access to care simpler, safer and more affordable ●</b> Grand Ballroom C1</p> <p><b>Mitigating consequences of conflict and violence – maintaining delivery of healthcare to the most vulnerable ●</b> Grand Ballroom C2</p> <p><b>Free Paper Session: Making the best of health services in a constrained world ●</b> Grand Ballroom C3</p> <p><b>Free Paper Session: Quality and safety as driver for better services ●</b> Meeting Room 8</p> <p><b>IHF HM-SIG Session: The latest approaches in health leadership development</b> Meeting Room 9</p>
4:30pm – 5:15pm Meeting Room 10	<b>Meeting of the Minds</b>
6:00pm – 7:30pm Meeting Rooms 13 & 14	<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.

**DAY 3: FRIDAY, 8 NOVEMBER 2019**

Legends for sub-themes: ● Resilient health services ● Health investment for prosperity ● Innovation for health impact

Time & Venue	Activity
7:15am – 8:45am Al Adham Ballroom A-B, Crowne Plaza OCEC	<b>IHF CEO Circle Breakfast Meeting (by invitation)</b>
9:00am – 9:30am Grand Ballroom A	<p><b>Keynote Session 3: Hospitals and health systems driving community health and prosperity ●</b></p> <p><b>Speaker:</b> Dr. Melinda Estes, President and Chief Executive Officer, Saint Luke's Health System; Chair-Elect, American Hospital Association, USA</p>
9:30am – 10:30am Grand Ballroom A	<p><b>Panel Session 3: Health service providers contributing to health and prosperity ●</b></p> <ul style="list-style-type: none"> <li>Dr. Fadi El-Jardali, Professor of Health Policy and Systems - Chair of Health Management and Policy Department - Director of Knowledge to Policy (K2P) Center, American University of Beirut, Lebanon</li> <li>Sameh El-Saharty, Program Leader, The World Bank, USA</li> <li>Dr. Melinda Estes, President and Chief Executive Officer, Saint Luke's Health System; Chair-Elect, American Hospital Association, USA</li> <li>Dr. Girdhar Gyani, Director General, Association of Healthcare Providers, India</li> </ul> <p>Chaired by: Dr. Yahya Al-Farsi, Associate Professor, Sultan Qaboos University, Oman</p>
10:30am – 11:00am Exhibition Area	Coffee break, exhibition and poster display
11:00am – 12:00pm Grand Ballroom A	<b>IHF Awards: Showcasing best practices from around the world</b>
12:00pm – 1:00pm Exhibition Area	Lunch, exhibition and poster display
12:00pm – 1:00pm Meeting Room 10	<b>IHF University Hospitals Special Interest Group Workshop (by invitation)</b>
12:00pm – 2:00pm Meeting Room 12	<b>Asian Hospital Federation (AHF) Board of Governors' Meeting (by invitation)</b>
1:00pm – 1:30pm Grand Ballroom A	<p><b>Keynote Session 4: The role of hospitals and health services in support to population well-being ●</b></p> <p><b>Speaker:</b> Dr. Agnès Soucat, Director, Health Systems Governance and Financing, World Health Organization, Switzerland</p>
1:30pm – 2:30pm Grand Ballroom A	<p><b>Panel Session 4: Health services in support of better well-being ●</b></p> <ul style="list-style-type: none"> <li>Dr. Shu-Ti Chiou, Global Vice-President for Capacity Building, Education and Training, International Union for Health Promotion &amp; Education</li> <li>Prof. Bagher Larijani, Deputy Minister for Medical Education, Ministry of Health and Medical Education of Iran; Director-General and Chief Scientific Officer, Endocrinology and Metabolism Research Institute (EMRI), Tehran University of Medical Sciences</li> <li>Dr. Agnès Soucat, Director, Health Systems Governance and Financing, World Health Organization, Switzerland</li> </ul> <p>Chaired by: Niall Dickson, CBE, Chief Executive, NHS Confederation, UK</p>
2:30pm – 3:00pm Exhibition Area	Coffee break, exhibition and poster display



3:00pm – 4:20pm	<b>Innovation in hospital care: From theory to practice</b> ● Grand Ballroom C1
	<b>Local hospitals: Reinventing themselves or just fighting for survival?</b> ● Grand Ballroom C2
	<b>Rethinking hospital planning for improved population health</b> ● Grand Ballroom A
	<b>Free Paper Session: Making health services more resilient</b> ● Meeting Room 8
	<b>Free Paper Session: Innovation for better performing health services</b> ● Meeting Room 9
	<b>Winning projects and programs of the IHF Awards</b> Grand Ballroom C3 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.
4:30pm – 5:50pm	<b>Performance improvement and innovation in The Royal Hospital</b> ● Grand Ballroom C1
	<b>Care outcomes positively influenced by innovating procurement</b> ● Grand Ballroom C2
	<b>Hospitals and priority benefit package toward Universal Health Coverage</b> ● Grand Ballroom A
	<b>Dealing with terrorist attacks: When the unthinkable happens, hospitals are responding</b> ● Grand Ballroom C3
	<b>Free Paper Session: Transforming service delivery to bring additional value</b> ● Meeting Room 8
	<b>IHF IOH-SIG Session: Globalization - An opportunity for more resilient health service development</b> Meeting Room 9
7:00pm – 9:30pm Outdoor Area	<b>Gala Dinner</b> The Gala Dinner will take place at the Outdoor Area of the Oman Convention & Exhibition Centre. Come join your colleagues for an evening of networking and fun where you can sample a wide selection of food and enjoy cultural shows and music.  Tickets to the Gala Dinner is not included in the registration fee and must be purchased at USD 90 / OMR 35 in addition to the registration.

## DAY 4: SATURDAY, 9 NOVEMBER 2019

Legends for sub-themes: ● Resilient health services ● Health investment for prosperity ● Innovation for health impact

Time & Venue	Activity
7:00am – 8:15am Meeting Rooms 13 & 14	<b>IHF Governing Council meeting (by invitation)</b>  The Governing Council is the organ charged with the overall governing of the affairs of the International Hospital Federation. This meeting is for Governing Council Members only.
8:30am – 9:00am Grand Ballroom A	<b>Keynote Session 5: The innovation pathway: aligning ambition for successful adoption of new health technologies</b> ●  <i>Speaker: Sir Andrew Dillon CBE, Chief Executive, National Institute for Health and Care Excellence, UK</i>
9:00am – 10:00am Grand Ballroom A	<b>Panel Session 5: Hospitals as drivers for innovation</b> ●  <ul style="list-style-type: none"> <li>• Saad Chaudhry, Group Chief Information Officer, Saudi German Hospitals Group, UAE</li> <li>• Prof. Americo Cicchetti, Full Professor, Università Cattolica del Sacro Cuore, Italy</li> <li>• Sir Andrew Dillon CBE, Chief Executive, National Institute for Health and Care Excellence, UK</li> <li>• Prof. Amirhossein Takian, Chair- Department of Global Health &amp; Public Policy, Tehran University of Medical Sciences, Iran</li> </ul> Chaired by: Deborah J. Bowen, President and CEO, American College of Healthcare Executives, USA
10:00am – 10:30am Exhibition Area	Coffee break, exhibition and poster display
10:30am – 11:50am	<b>Oman e-Health achievements</b> ● Grand Ballroom C3
	<b>The digital ecosystem in Catalonia: Enhancing healthcare capabilities by collaborating in digital transformation</b> ● Grand Ballroom C1
	<b>Quality in crisis situations</b> ● Grand Ballroom C2
	<b>Free Paper Session: A hospital is more than a hospital: discovering original hospital-based solutions</b> ● Meeting Room 9
	<b>IHF GPO-SIG Session: Procurement - the unexpected drive of value in healthcare: The Value Based Procurement approach</b> ● Meeting Room 8
12:00pm – 1:00pm Grand Ballroom A	<b>Closing Ceremony</b>  The closing ceremony will feature a taste of what is to come in 2020 when the World Hospital Congress moves to Barcelona as well as a recap of the experiences shared over the last four days and the awarding of the best poster.
1:00pm – 2:00pm Exhibition Area	Lunch, exhibition and poster displays
1:30pm – 4:15pm	<b>Hospital site visits</b>  Site visits to The Royal Hospital and Sultan Qaboos University Hospital will take place. Assembly point is at the registration desk.

The following posters will be presented at the exhibition of the World Hospital Congress, under the following sub-themes:

- Resilient health services
- Health investment for prosperity
- Innovation for health impact

Around 60 posters will be displayed throughout the whole duration of the event. We encourage both poster presenters and attendees to be present in the poster areas during coffee breaks and lunch breaks. A special jury will be reviewing the posters and the Best Poster will be awarded during the Closing Ceremony.

#### RESILIENT HEALTH SERVICES

##### **A1: Healthcare in conflict settings: Leaving no one behind**

**Presenter:** Ms. Maha El Akoum  
Head of Content and Research Fellow  
World Innovation Summit for Health  
Qatar

##### **A2: How to manage crisis in hospitals? Building resilient organizational strategy**

**Presenter:** Ms. Marie Georges Fayn  
Reseau Chu And Reseau Hopital & GHT  
Founder  
Groupe Profession Sante – Nehs  
France

##### **A5: Ethical issues in hospitals in preparedness and response to infectious outbreaks**

**Presenter:** Dr. Mahesh Devnani  
Assistant Professor of Hospital Administration  
Post Graduate Institute of Medical Education and Research, Chandigarh  
India

##### **A6: An assessment of safety climate in Kuwaiti public hospitals**

**Presenter:** Dr. Gheed Al Salem  
Deputy Training and Development  
Quality and Accreditation Directorate, Ministry of Health  
Kuwait

##### **A8: Harmonized triage processes in collaborative environments with modern IT (XMDD)**

**Presenter:** Prof. Tiziana Margaria  
Full Professor  
University of Limerick, HRI and Lero  
Ireland

##### **A9: Crisis resource management in maternity ward**

**Presenter:** Dr. Shamsa Alhinai  
Sr Consultant  
Royal Hospital  
Oman

##### **A10: Prevalence of workplace bullying at Royal Hospital, Sultanate of Oman**

**Presenter:** Dr. Nawal Nasser Al Mahyijari  
Psychiatry Specialist  
Royal Hospital- Ministry of Health  
Oman

##### **A11: Applying failure mode effects analysis in introducing the time-based appointment system in the ambulatory patient services in Royal Hospital**

**Presenter:** Dr. Naima Al-Bulushi  
Senior Consultant  
HOD nuclear medicine department, Royal Hospital  
Oman

##### **A12: The advanced practice nurse: An answer to today's population needs**

**Presenter:** Ms. Judit León Carretero  
Registered Nurse  
Master of Science on Nursing, Hospital Sant Joan de Deu  
Spain

##### **A13: Constructing a community-based long-term care setting for case management in Xincheng Township, Hualien County in Eastern Taiwan.**

**Presenter:** Ms. Hui-Hsin Lin  
Medical affair administrator  
Hualien Armed Forces General Hospital  
Taiwan

#### HEALTH INVESTMENT FOR PROSPERITY

##### **B2: Review the performance of Public-Private Partnership (PPP) as an alternative model to finance healthcare services**

**Presenter:** Dr. Halima Al-Hinai  
Director of Health Investment Department  
Ministry of Health  
Oman

##### **B3: The study on the competitive advantages of the development of Taiwan's medical tourism**

**Presenter:** Ms. Yi Ping Chen, HN  
Tri-Service General Hospital Penghu Branch  
Taiwan

##### **B4: A regional hospital in northern Taiwan uses cross-team to increase the profit and loss rate of DRGs**

**Presenter:** Mr. Wang-Huu Hsieh  
Pediatrician  
Keelung Hospital, Ministry of Health and Welfare  
Taiwan

##### **B5: Ideal hospital framework for South Africa**

**Presenter:** Dr. Ozayr Mahomed  
Consultant Public Health Medicine Specialist  
University of KwaZulu Natal  
South Africa

##### **B6: Scoping review on the role of district hospitals: Key findings**

**Presenter:** Ms. Victoria Bélorgeot  
Public Health Consultant  
World Health Organization  
Egypt

##### **B7: How governance can help managers to focus their leadership toward the strategic plan**

**Presenter:** Dr. Joan Maria Ferrer  
Director of Quality, Education & Research  
Fundacio Sanitaria Mollet  
Spain

##### **B8: Hospital and change management: An intervention to improve management and hospital governance**

**Presenter:** Dr. Sanaa Belabbes  
Assistant Professor  
Ecole Internationale de Santé Publique /  
Université Mohammed VI des Sciences de la Santé  
Morocco

##### **B9: Competency based need assessment of hospital CEOs: Iran's case study**

**Presenter:** Dr. Mehdi Jafari  
Head of Health managers development institute  
Ministry of Health and Medical Education  
Iran



**B10: Development of competencies and leadership skills of executive managers in medical organizations of the Republic of Kazakhstan**

**Presenter:** Ms. Botagoz Salkhayeva  
Leading Specialist  
Republican Center for Health Development  
Kazakhstan

**B11: Leadership roles in the successful implementation of lean management in private hospital**

**Presenter:** Dr. Andreasta Meliala  
Director, Hospital Management Post Graduate Program, Faculty of Medicine, Public Health, and Nursing,  
Universitas Gadjah Mada  
Indonesia

**B12: New leadership concept and tools in management for better organization and streamline pathway to minimize interruption of out patients settings and increase staff satisfaction**

**Presenter:** Dr. Suad AlKharusi  
Director of National Oncology Centre  
Royal Hospital  
Oman

**B13: How to involve professionals in the process of healthcare organizations transformation?**

**Presenter:** Ms. Maria Emilia Gil  
PhD student, FPCEE, Blanquerna  
University Ramón Llull, Barcelona  
Spain

**B14: Evidence on HR practice effectiveness of Hospitals in Sub Saharan Africa**

**Presenter:** Prof. Joris Van De Klundert  
Vice Dean of Academic Affairs  
Prince Mohammad bin Salman College  
Saudi Arabia

**B15: Boosting healthcare providers engagement and productivity by implementing wellbeing program**

**Presenter:** Dr. Suad Al-Ismaili  
Head of Pediatric intensive care unit  
Royal Hospital  
Oman

**B16: Leading through values: Staff competencies evaluation and development for increasing efficiency and staff satisfaction**

**Presenter:** Mr. Marcel Pujol Borràs  
Director of People  
Fundació Sanitària Mollet  
Spain

**B18: Behind the Balanced Score Card – The DNA blueprint of success in hospitals**

**Presenter:** Dr. Augusta Dorning  
Group Head: Africa Business  
Lenmed Health  
South Africa

**B19: Managing increasing population with chronic illness with quality multidisciplinary group education**

**Presenter:** Dr. Sau Nga Fu  
Associated Consultant  
Hospital Authority  
Hong Kong

**B21: Quality Improvement Project: Toward Efficient and Timely Nursing Management of Paediatric Emergencies in Paediatric Medical Wards at the Royal Hospital**

**Presenter:** Mrs. Zubaida Al Balushi  
Clinical Nurse Educator  
Royal Hospital  
Oman

**B22: Integrated quality improvement visit – Minimize the round and maximize its effectiveness**

**Presenter:** Mr. Wang Kit, Wylkie Chan  
Assisted Hospital Manager  
Ruttonjee & Tang Shiu Kin Hospitals  
Hong Kong

**B23: Effect of leadership rounds on hand hygiene compliance rate: Goal achieved**

**Presenter:** Dr. Zaina Ali AL Maskari, Director of Infection Prevention & Control, Royal hospital (Oman)

**B24: Scoring model to evaluate the weekly frequency of physiotherapy sessions of in-patients according to mobility**

**Presenter:** Cornelia Neugebauer  
Assistant Head Of Physiotherapy  
Hospital of St. John of God, Vienna  
Austria

**B25: Inventory management in the National Heart Center**

**Presenter:** Ms. Jamila Humaid Al Saidi  
Cardiac cath lab Head Section, National Heart Center  
Royal Hospital  
Oman

**B26: Multimorbidity and medication complexity, new challenges in heart transplantation**

**Presenter:** Dr. Xavier Borrás  
Medical Director  
Hospital Sant Pau, Barcelone  
Spain

**B27: A model for provision of liver transplantation services- A novel approach by the Omani Health care system**

**Presenter:** Dr. Khoula Al Said  
Senior consultant  
Royal Hospital  
Oman

**INNOVATION FOR HEALTH IMPACT**

**C1: Precision Health Digital Strategy: Design and implementation considerations**

**Presenter:** Ms. Kate Liebelt  
Precision Health Strategy & Analytics  
Consultant  
Deloitte Consulting, LLP  
USA

**C3: An infallible system to enhance safety of surgical procedures: Electronic Surgeon Credentialing Management Module**

**Presenter:** Dr. Sandhya Mujumdar  
Deputy Director  
National University Hospital  
Singapore

**C5: Robotic-assisted repair of complex ventral hernia: Does it pay off?**

**Presenter:** Mr. Florian Trummer  
Head of operation theaters  
Hospital of the Brothers of St John of God  
Vienna  
Austria

**C7: E-solution for prescription compliance**

**Presenter:** Dr. Archana Bajaj  
Medical superintendent  
Max Super Speciality Hospital, New Delhi  
India

**C8: MedXat, the implementation of a private and secure platform to improve communication and mobility at Hospital Plató**

**Presenter:** Ms. Laia Terradellas Antoñanzas  
Assistant Director of Social and Corporate Management  
Hospital Plató  
Spain

**C9: An implementation of medical record system on mobile devices**

**Presenter:** Ms. Ai-Chen Chou  
Chief Technical Officer  
Tungs' Taichung MetroHarbor Hospital  
Taiwan

**C11: ChatHealth: A digital platform providing hard-to-reach groups with confidential and timely access to healthcare**

**Presenter:** Mr. Richard Stubbs  
Chief Executive Officer  
Yorkshire & Humber Academic Health Science Network  
UK

**C12: Use of short message service reminders to improve the attendance rate of diabetes-related multidisciplinary services in a general outpatient clinic**

**Presenter:** Dr. Man Chi Dao  
Associate Consultant  
Hospital Authority  
Hong Kong

**C13: The effectiveness of using social media (WHATSAPP) in improving glycemic control on diabetic patient**

**Presenter:** Ms. Zubaida AL Harthy  
Staff Nurse  
NDEC  
Oman

**C14: Strategic, cultural and methodical aspects of pushing innovation in a hospital using the LEAD user method**

**Presenter:** Mr. Nikola Tanjga  
Data Scientist in the department Strategic Projects, Quality and Risks  
Brothers of Saint John of God Hospital Vienna  
Austria

**C16: Application of a clinical alert system and analysis of relative factors for improving quality of care**

**Presenter:** Ms. Hui-Hua Tsai  
Director, Nursing Division  
Taipei City Hospital (Zhongxing Branch)  
Taiwan

**C17: Value stream mapping of patient journeys in adult oncology department, National Oncology Centre-Royal Hospital, Oman**

**Presenter:** Dr. Bahaaeldin Baraka  
Medical Oncologist  
Royal Hospital  
Oman

**C18: Alzheimer's disease clinic and research center: Integrated, comprehensive and patient centered care model**

**Presenter:** Dr. Alba Benaque  
CEO, Fundació ACE  
Institut Català de Neurociències Aplicades  
Spain

**C19: Patient experience in an acute medical unit for complex chronic patients**

**Presenter:** Dr. Raimon Camps Salat  
Internal Medicina Chief  
Hospital Plato  
Spain

**C20: MOPEAD program: Assessing patient engagement models to facilitate diagnosis of Alzheimer's disease**

**Presenter:** Dr. Mercè Boada  
Medical Director, Fundació ACE  
Institut Català de Neurociències Aplicades  
Spain

**C22: Effectiveness of diabetes education on adult diabetic patients**

**Presenter:** Ms. Nasra Al Harrasi  
Staff Nurse  
MOH  
Oman

**C23: Crafting adolescent medicine services in Oman**

**Presenter:** Dr. Nahed Jaber  
Head Unit Adolescent Medicine  
Royal Hospital  
Oman

**C25: Improve the correctness of instrument washing in the operating room of the CSSD by using equipment and environmental planning**

**Presenter:** Ms. Yu-Ping Tsai  
Chiayi Chang Gung Memorial Hospital  
Taiwan

**C26: Factors influencing the uptake of medical male circumcision in rural Kwazulu-Natal province over the period of 2009-2014**

**Presenter:** Dr. Linda Jessica Sobekwa  
Chief Executive Officer  
Department of Health  
South Africa

**C27: Improving oral mucositis management in cancer patients with chemotherapy**

**Presenter:** Ms. Hsiu Fen Hsu  
RN, Assistant Head Nurse, Department of Nursing  
Taipei Medical University Hospital  
Taiwan



The 2019 International Hospital Federation (IHF) Awards will be presented at a prestigious ceremony during the World Hospital Congress. The IHF Awards honors hospitals and health service provider organizations for innovation, excellence, outstanding achievements and best practices in areas that are worthy of international recognition.

### These include:

- Governance, leadership, management policies and practices;
- Quality service delivery in multiple areas at affordable costs;
- Culture of service to motivate healthcare professionals to excel;
- Innovations in healthcare delivery or process management;
- Quality and safety, ethical approaches and evidence-based practices in patient-centered care;
- Sustainable environment, energy conservation and green initiatives;
- Addressing inequalities in healthcare service delivery to the community;
- Advancing healthcare for emerging and developing nations

There are altogether four Awards. Each category presents a unique opportunity to showcase outstanding projects, programs and innovations. Following an extensive review by the panel of judges composed of health leaders from around the world, 27 top entries from the four categories have been selected as finalists from which the Gold, Silver, Bronze and Merit Awards will be chosen.

## 2019 IHF AWARDS FINALISTS

### IHF/Dr Kwang Tae Kim Grand Award

- Japanese Red Cross Ashikaga Hospital (Japan): Achievement of Green Hospital for Patient, Staff and Nature
- Kaohsiung Veterans General Hospital (Taiwan): A comprehensive and sequential solution enhancing the quality care of acute myocardial infarction
- Memorial Hermann Health System (United States): High Reliability, Clinical Care Redesign and Baldrige Award Framework Adoption in a Large Healthcare Organization
- Royal Hospital (Oman): Implementation of Lean in a Tertiary Care Public Hospital
- Surgisphere Clinic (United States): International Impact on Healthcare Outcomes Through a Personalized Medicine and Patient Engagement Program

### IHF/Bionexo Excellence Award for Corporate Social Responsibility

- Aster DM Healthcare (United Arab Emirates): Aster Volunteers
- Auna (Peru): Making Smiles
- Dubai Health Authority (United Arab Emirates): Dubai Heart Initiative
- KPJ Pasir Gudang Specialist Hospital (Malaysia): Medical Outreach Camps and Mobile Clinic for B40 in Remote Villages
- Manila Doctors Hospital (Philippines): #SaveAChildSaveTheNation: A Mental Wellness Project for Children with Trauma
- Tulungagung Dr. Iskak General Hospital (Indonesia): Public Safety Centre

### IHF Excellence Award for Leadership and Management in Healthcare

- Aga Khan University Hospital (Pakistan): iCAN – A management model leveraging technology to improve floor processes
- Dubai Health Authority (United Arab Emirates): DHA Smart Pharmacy
- Medcare Women & Children Hospital (United Arab Emirates): “Happy to go Home” – Reduction in discharge TAT – DMAIC Approach
- Ministry of Health & Prevention (United Arab Emirates): Performance and Clinical Excellence (PaCE)
- North West Hospital and Health Service in collaboration with Gidgee Healing and Western Queensland Primary Health Network (Australia): Improving access, patient experience and outcomes in Australia’s Lower Gulf Region Indigenous Communities through Tri-partite Governance and Leadership
- Satakunta Hospital District (Finland): Customer Experience Management and Development of Service Culture
- Tan Tock Seng Hospital (Singapore): Frequent Readmitter Programme – Holistic Multi-Disciplinary Approach for Frequent Readmitters
- The Aga Khan University Hospital, Karachi (Pakistan): Transformed Patient Experience Through Process Innovations & Real Time Patient Tracking

### IHF/Austco Excellence Award for Quality & Safety and Patient-centered Care

- AHMC Healthcare (United States): Six-Dimensional Approach for Quality & Safety and Patient-Centered Care
- Apollo Health & Lifestyle Ltd. (India): Apollo Safety Development Model: Building a Culture of Safety at Apollo Specialty Hospitals
- Changi General Hospital (Singapore): Driving A Culture of Quality Improvement – The CGH Kaizen Everyday Engagement Programme (KEEP) Journey
- Hospital da Luz (Portugal): Development of a tool of ePROMs as the main concept of outcome measure in value-based healthcare in Luz Saude
- Hospital Vila Franca de Xira (Portugal): Reduction of the consumption of broad-spectrum antibiotics in 3 years of antimicrobial stewardship implementation at Vila Franca de Xira Hospital
- Kaohsiung Veterans General Hospital (Taiwan): A smart healthcare solution reducing in-hospital cardiac rest by innovative early warning electronic information system
- Manila Doctors Hospital (Philippines): Simplified Safety Innovations for the Intensive Care Unit – Acute Stroke Unit
- Sohar Hospital (Oman): Multi-phasic project of Implementation of Antimicrobial stewardship program in Sohar Hospital



## ABOUT OMAN

### EXPERIENCE OMAN:

The Sultanate of Oman is considered a hidden jewel at the tip of the Arabian Peninsula. Oman is a wonderful combination of ageless heritage and modern life. A place where one can explore a traditional souq in the morning and attend a world-class show at the renowned Royal Opera House Muscat in the evening. A large part of the Sultanate's unique charm is the hospitality of the Omani people. It is common for visitors to be invited for Omani coffee and dates by locals when travelling through the country, an offer that should never be refused. Visitors and adventurers looking for a unique holiday experience will find that Oman has a lot to offer. Hiking, scuba diving, fishing, kitesurfing and caving to name just a few. From tall mountains and deep gorges, to waterfilled wadis, endless beaches and some of the world's most stunning desert landscapes, the diverse beauty of Oman is apparent in every part of the country. Even when summer temperatures soar in the rest of the region, the Sultanate enjoys cooler temperatures in Dhofar and the mountain tops of the Al Hajar range, making it a one-of-a-kind holiday destination for visitors from around the world.

### CLIMATE:

The ideal time to visit Oman is from September to March, when the climate is a refreshing 25 to 30 degrees Celsius. During the Summer months (April to September), the climate remains moderate in the Al Hajar Mountain range and Dhofar region, a rarity on the Arabian Peninsula where Summer temperatures frequently exceed 40 degrees Celsius. Dhofar is especially worth a visit during Khareef, the monsoon season from June to September, when daily rains and a magical mist transform the landscape into a lush green.

### CURRENCY:

Oman's national currency is the Omani Rial (OMR), with the lower denominations known as 'Baisa'. Rial notes range from OMR 1 to OMR 50, while Baisas are available in note form in denominations of 100 and 500 with 1,000 Baisa equating to One Rial. Coins are also available in 25, 10, 5 and 50 Baisa denominations but may not be accepted at all stores and outlets. The Omani Rial is the third highest-value currency in the world and the Central Bank of Oman <https://cbo.gov.om/> provides updated information on foreign exchange rates and the history of the currency. Most banks in Oman provide Visa or Mastercard facilities through their branches and ATMs.

### ETIQUETTE:

Omani people are known for their generous hospitality and warm nature, and the country's nationals live in perfect harmony with other cultures and nationalities from all around the world. However, as in any country, visitors are kindly requested to adhere to a number of rules to ensure this mutual respect remains:

- Please observe social customs and dress in an appropriate manner at all times
- Artifacts, flora and fauna and heritage sites can be admired, but never touched or removed – this includes fruit and vegetables from private properties
- Noise or loud music should be avoided when passing residential areas
- People or private property should not be photographed without obtaining permission first
- Garbage should be disposed of in designated bins at all times
- Activities such as hiking or off-roading are at every visitor's own risk, so please make sure to carry enough water, food, fuel and spare parts at all times
- Do not camp in wadi beds; flash floods can occur occasionally
- To ensure safety, do check that any tour guide or specialized tour operator used holds a valid license from the Ministry of Tourism.

### SAFETY:

Oman is ranked as one of the safest and most relaxing countries in the world and is home to some of the most welcoming people in the world. However, when visiting anywhere it is always recommended to take the necessary safety precautions and to store passports, money and other valuables in a closed bag or hotel safe. Oman also has excellent road infrastructure – nevertheless, caution is advised when travelling on the Sultanate's roads. Speed limits are in place at all times and clearly indicated through road signage. Several foreign embassies and consulates are located in Muscat, handling both major and minor diplomatic affairs. Working weeks are usually Sunday to Thursday.



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