Advancing Global Health & Health Care
Dear Friends,

Welcome to Chicago and the International Hospital Federation 39th World Hospital Congress, a unique gathering of visionary healthcare leaders from around the globe. These three days will be filled with ideas and solutions for tackling healthcare's greatest challenges.

World-renowned healthcare leaders and the best and brightest from IHF's member countries will discuss advances in the delivery of healthcare in their countries. Both practitioners and academics will present free papers on topics that address the main Congress themes. And numerous innovations will be highlighted in the educational poster sessions submitted from around the world.

The IHF World Hospital Congress is always a special event. The most important innovations in healthcare emerge when global leaders can gather to hear from one another, exchange ideas and discuss solutions.

We are so glad you have joined us.

2015 IHF Chicago World Congress App

Available for iPhones, iPads and Android devices.
A mobile website version also is available.

To log in, use the email address you used to register for the Congress.
Username: your email address
Password: ihf2015

Access the app and mobile website version at ddut.ch/ihf.
OFFICE OF THE MAYOR
CITY OF CHICAGO

RAHM EMANUEL
MAYOR

October 6, 2015

Dear Friends:

As Mayor, and on behalf of the City of Chicago, I am pleased to welcome all of those gathered for the International Hospital Federation 39th World Hospital Congress.

Founded in 1947, the International Hospital Federation has worked to fortify hospitals and enlighten administrative staff since its inception. For generations, IHF has represented a global voice comprised of hospitals and healthcare organizations alike from all over the world. By providing a home for the open exchange of information and ideas, the International Hospital Federation has given the healthcare community the ability to improve and enhance services hospitals provide to their diverse communities.

This year, the congress will provide healthcare executives from all over the world an opportunity to join together and find solutions to some of healthcare’s most difficult challenges. It is through sharing ideas that the healthcare community is able to tackle issues such as improving healthcare access, engaging both patients and practitioners, treating cancer, and revolutionizing maternal health. As these are just a few of the wide range of topics that will be covered, I am confident that the dedicated healthcare industry and organization leaders in attendance will continue shaping change across the medical and healthcare services landscape. I applaud the International Hospital Federation for the excellent assistance it continues to provide and thank you for your efforts to improve healthcare on an international scale.

I hope that those visiting our great city take time to experience some of the special places in Chicago. Our iconic skyline and incredible lakefront invite you to explore all Chicago has to offer. I hope you have a chance to sample our distinguished restaurants, tour our great universities, and visit our world-class museums during your stay.

On behalf of the people of Chicago, please accept my congratulations on this special occasion and best wishes for much continued success.

Sincerely,

[Signature]
Mayor
Key Information

Name Badges
You will be issued a name badge when you register for the Congress. Please be aware that you must wear your badge at all times, and please bring it to the reception, hospital visits and Gala Dinner.

Breakfast
A light breakfast will be served to all Congress registrants Tuesday through Thursday in the Exhibit Hall. A full breakfast is also available for an additional cost in American Craft Kitchen & Bar.

Lunch and Coffee Breaks
Lunch and coffee breaks will be served in the Exhibit Hall on Tuesday and Wednesday.

Wi-Fi
Complimentary Wi-Fi is available in guestrooms and meeting rooms.
Login: Hyatt Conference Access Code: IHFCHICAGO

Registration Hours
Monday 2 p.m.–7 p.m., Tuesday 7 a.m.–7 p.m., Wednesday 7:30 a.m.–7:30 p.m. and Thursday 8 a.m.–1 p.m.

Coat Check
Coats may be checked with the bell desk (Blue Level, East Tower).

ATM/Currency Exchange
There are two Automatic Teller Machines (ATMs) located in the Hyatt Regency Chicago: on the Green Level of the East Tower under the staircase (by BIG Bar) and on the Green Level of the West Tower near the elevators.

The Hyatt Regency Chicago front desk can accept the following currencies in exchange for U.S. dollars: AUD, CAD, CHF, DKK, EUR, GBP, HKD, JPY, NOK, NZD, SEK and SGD. The closest currency exchange outside the hotel is located at 100 W. Randolph St.

Tipping
In Chicago, tipping of 15–20 percent for restaurant meals, taxis and other services is standard.

Fitness Center
A complimentary fitness center (Blue Level, West Tower) is available 24 hours by using your hotel guestroom key.

Lost and Found
Call the Lost and Found Department at (312) 565-1234 or dial x4646 from any house phone from 8 a.m.–3 p.m., Monday through Friday.

Medical Emergencies
The nearest full-service hospital is Northwestern Memorial Hospital, located at 251 E. Huron St. The phone number is (312) 926-2000. If you require medical care anywhere in the hotel, please dial 55 from any house phone.

Speaker Ready Room
Speakers may prepare for their presentations in Grand Suite 4, Gold Level, East Tower.

Paperless Meeting
This meeting will be paperless. All handouts are available for download through the App.
The International Hospital Federation (IHF) is the global association of health care organizations, which includes in particular, but not exclusively, hospital associations and representative bodies as well as their members and other health care related organizations.

As the worldwide body for hospitals and health care organizations, the IHF develops and maintains a spirit of cooperation and communication among them, with the primary goal of improving the health of society. More specifically, the role of the IHF is to help international hospitals work towards improving the level of the services they deliver to the population regardless of that population's ability to pay. The IHF recognizes the essential role of hospitals and health care organizations in providing health care, supporting health services and offering education.

The American Hospital Association (AHA) works with its members, state, regional, and metropolitan hospital associations and other organizations to shape and influence federal legislation and regulation to improve the ability of its members to deliver quality health care.

AHA affiliates are uniquely positioned to respond to a broad array of local and national issues by providing hospitals with assistance in buying decisions, ideas and information, education, and consulting services. AHA actively participates in partnerships and initiatives addressing crucial areas of concern to the American health care system.

The American College of Healthcare Executives (ACHE) is an international professional society of 40,000 healthcare executives who lead hospitals, healthcare systems and other healthcare organizations. ACHE's mission is to advance our members and healthcare management excellence. ACHE offers its prestigious FACHE® credential, signifying board certification in healthcare management. ACHE's established network of 80 chapters provides access to networking, education and career development at the local level. In addition, ACHE is known for its magazine, Healthcare Executive, and its career development and public policy programs. Through such efforts, ACHE works toward its vision of being the preeminent professional society for healthcare executives dedicated to improving health. The Foundation of the American College of Healthcare Executives was established to further advance healthcare management excellence through education and research. The Foundation of ACHE is known for its educational programs—including the annual Congress on Healthcare Leadership, which draws more than 4,000 participants—and groundbreaking research. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management including textbooks for college and university courses.

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at ddut.ch/ihf.
Governing Council

IHF Executive Committee

President
Dr. Kwang Tae Kim
President, Daerim Saint Mary’s Hospital
Korea

Immediate Past President
Mr. Thomas C. Dolan
President Emeritus, American College of Healthcare Executives
United States of America

IHF Governing Council 2013–2015
as of September 1, 2015

Mr. Philip Davies
Deputy Director-General, Health Commissioning Queensland
Australia

Mr. Nikolaus Koller
President, Federal Conference of the Austrian Hospital Manager
Austria

Mr. Jan Beeckmans
General Manager, University Hospital Brussels
Belgium

Dr. Francisco Balestrin
President, Associacão Nacional de Hospitais Privados
Brazil

Dr. Risto Miettunen
CEO, Kuopio University Hospital
Finland

Mr. Cédric Lussiez
Director, Centre Hospitalier d’Arpajon
France

Dr. Pak Yin Leung
Chief Executive, Hospital Authority
Hong Kong

Dr. Abidin Widjanarko
Chairman of The International Relations Division, Indonesian Hospital Association—Persi
Indonesia

President-Designate
Dr. Erik K. Normann
CEO, Curato AS
Norway

Treasurer
Dr. Juan Carlos Linares
Director, Camara Argentina de Empresas de Salud
Argentina

Dr. Tsuneo Sakai
President, Japan Hospital Association
Japan

Dr. Ahmad Al Awadhi
Director, Kuwait Cancer Control Center
Kuwait

Dr. Ahmad Balogun
Lagos State Health Service Commission
Nigeria

Prof. Carlos Pereira Alves
Vice-Chair, Associacao Portuguesa Para o Desenvolvimento Hospitalar
Portugal

Dr. Terence Carter
Deputy Director General, National Department of Health
South Africa

Dr. Claudine Mathieu Thiébaud
Head Of External Affairs, Hôpitaux Universitaires de Geneve
Switzerland

Mr. Han-Chuan Yang
President, Taiwan Hospital Association
Taiwan

Dr. Ibtesam Al Bastaki
Director, VPS Health Care
United Arab Emirates
The Organizing Committee is responsible for overseeing, coordinating, administering and delegating all organizational and management aspects of the Congress.

Organizing Committee Co-chair
Richard J. Umbdenstock, FACHE
Past President and CEO

Organizing Committee Co-chair
Deborah J. Bowen, FACHE
President/CEO

Peter Angood, MD
CEO

Sr. Carol A. Keehan
President/CEO

Darrell G. Kirch, MD
President/CEO

Charles N. Kahn III
President/CEO

Joseph J. Fifer, CPA
President/CEO

H. Stephen Lieber
President/CEO

Halee Fischer-Wright, MD, MMM, FAAP, CMPE
President/CEO
The Scientific Committee is responsible for deciding the topics covered by the event; selecting and overseeing the invitation of plenary speakers; and selecting the member, free paper and poster presenters.

**Scientific Committee Chair**
Thomas C. Dolan, PhD, FACHE, FASAE
President Emeritus, American College of Healthcare Executives and IHF Immediate Past President

Gail Andrews, MPH, PhD
Senior Technical Advisor, Office of the Director General, National Department of Health (South Africa) and Prevention Lead, Division of Global HIV/AIDS, U.S. Centers for Disease Control and Prevention—South Africa (CDC-SA)

Eric de Roodenbeke, PhD
CEO, International Hospital Federation

Gerald L. Glandon, PhD
President and CEO, Association of University Programs in Health Administration

**Maulik S. Joshi, DrPH**
President/Associate Executive Vice President, Clinical Leadership & Health Improvement/Research, Health Research & Educational Trust (HRET)/American Hospital Association

**Kwang Tae Kim, MD, PhD**
IHF President and Past President, Korean Hospital Association

**Lawrence Lai, BBS, JP, MBBS(HK), FRCP(Edin), FHKAM(Med), FHKCCM(AM), FRACMA**
Honorary Senior Advisor, Hong Kong Hospital Authority

**Juan Pablo R. Uribe, MD**
Director General, Fundación Sante Fe de Bogotá, Colombia

**René Peters, MD, LLM**
IHF Governing Council Member - The Netherlands (2003-2009) and IHF Honorary Member

---

**Pre-Congress Symposium**

**The Global Group for Health Partnerships**

Engaging Professionals: Why Institutional Health Partnerships Work

Monday, Oct. 5, 1 p.m.–5 p.m.
Columbus Hall G, Gold Level

The critical shortage of appropriately trained health workers in low- and middle-income countries undermines efforts to improve the availability of quality health services to the poorest and most disadvantaged people in the world. Where is the logic in improving access to healthcare if people continue to encounter poorly trained staff and unsafe practices?

The Global Group for Health Partnerships presents this half-day symposium to showcase the effectiveness of institutional health partnerships—long-term relationships where equity and mutual benefit lead to powerful and effective outcomes in improving the quality of healthcare where it is most needed.

This symposium will draw on the experience of implementers from around the world and will explore the history and development context of health partnerships; their value at home and abroad; why they are able to achieve results that other development interventions find difficult; how to go about setting up a health partnership; what makes an effective health partnership; the challenges that health partnerships encounter; and why health partnerships should be in every development professional’s toolkit.
<table>
<thead>
<tr>
<th>Monday, October 5</th>
<th>Tuesday, October 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>8:00 a.m.</td>
<td>Continental Breakfast in the Exhibit Hall</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>Coffee Break in the Exhibit Hall</td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>1:00 p.m.</td>
<td>The Global Group for Health Partnerships 1 p.m.–5 p.m.</td>
</tr>
<tr>
<td>2:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>3:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>7:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>8:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>7:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>8:00 a.m.</td>
<td>Opening Ceremony 9 a.m.–10:30 a.m. Remarks IHF Awards Ceremony Speaker: Carissa Etienne, MD</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>Major Presentation 11 a.m.–12 p.m. Speaker: Maureen Bisognano</td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td>Call to Action 12 p.m.–12:15 p.m. Lunch Break in the Exhibit Hall</td>
</tr>
<tr>
<td>1:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>2:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>3:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>Evening Reception 6:30 p.m.–7:30 p.m. Chicago Cultural Center see page 15 for details</td>
</tr>
<tr>
<td>7:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>8:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>Wednesday, October 7</td>
<td>Thursday, October 8</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Continental Breakfast in the Exhibit Hall</td>
<td>Continental Breakfast in the Columbus Ballroom Foyer</td>
</tr>
</tbody>
</table>
| **Major Presentation 8:30 a.m.–9:30 a.m.**  
Speaker: Bernard J. Tyson | **Major Presentation 9 a.m.–10 a.m.**  
Speaker: Liisa-Maria Voipio-Pulkki, MD, PhD |
| Coffee Break in the Exhibit Hall | Coffee Break in the Columbus Ballroom Foyer |
| **Concurrent Sessions 10 a.m.–11:30 a.m.** | **Concurrent Sessions 10:30 a.m.–12 p.m.** |
| Lunch Break in the Exhibit Hall  
Special Session 11:45 a.m.–12:15 p.m.  
Warning From a Mass Grave: Hospitals Under Attack  
Speaker: Emily Friedman | **Closing Ceremony 12:15 p.m.–1:15 p.m.**  
Remarks, Poster Awards, Healthcare in Danger (Bruce Eshaya-Chauvin, MD) and South African Presentation on the 2016 World Hospital Congress |
| **Major Presentation 1 p.m.–2 p.m.**  
Speaker: Claudio Luis Lottenberg, MD, PhD | **IHF Governing Council Meeting**  
1:30 p.m.–4 p.m. |
| **Concurrent Sessions 2:15 p.m.–3:45 p.m.** | Health Venture Fair  
2 p.m.–8 p.m.  
see page 30 for details |
| Coffee Break in the Exhibit Hall | Hospital Visits  
2 p.m.–5 p.m. |
| General Assembly 4 p.m.–5:45 p.m.  
**Concurrent Sessions 4:15 p.m.–5:45 p.m.** | |
| Reception and Gala Dinner 7 p.m.–9 p.m.  
Hyatt Regency Chicago  
see page 21 for details | |

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at [ddut.ch/ihf](http://ddut.ch/ihf).
Universal access to health and universal health coverage are necessary in order to improve health outcomes and other basic objectives of health systems, and they are based on the right of every person to the enjoyment of the highest attainable standard of health, equity and solidarity. Without universal, timely and effective access, universal coverage is an unattainable goal: both are necessary conditions for achieving health and wellbeing. PAHO’s Strategy for Universal Access to Health and Universal Health Coverage seeks, among other strategic objectives, to expand equitable access to comprehensive, quality, people- and community-centered health services. The pathway to achieving this objective requires transforming healthcare delivery through increasing the capacity of the first level of care while redefining the role of hospitals, both in the context of integrated healthcare delivery service networks. This redefinition of the role of hospitals is a very challenging endeavor; however, countries of the Americas have made significant progress.
### Concurrent Sessions 1:30 p.m.–3 p.m.

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results and Lessons from Large-Scale Improvement in Quality and Safety</td>
<td>Deneen Richmond, MHA, RN, Vice President, Performance Improvement and Outcomes, Inova Health System, Virginia Rishi Sikka, MD, Senior Vice President, Clinical Transformation, Advocate Health Care, Chicago Maulik Joshi, Dr.P.H., Associate Executive Vice President, American Hospital Association</td>
</tr>
<tr>
<td><strong>AMERICAN HOSPITAL ASSOCIATION</strong></td>
<td><strong>Moderator: Richard J. Umbdenstock, FACHE, Past President and CEO, American Hospital Association</strong></td>
</tr>
</tbody>
</table>
| Columbus Hall (K/L), Gold Level                                              | **Learning Objectives:**  
  - Discuss findings from a three-year large-scale national engagement project to improve quality, safety and efficiency based on 11 performance measures with 3,000 participating hospitals.  
  - Discover lessons learned from two leading health systems on how to implement best practices across multiple facilities and physician practices.  
  - Learn effective strategies to implement continuous quality improvement and instill a culture to maintain high quality of care. |

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philippine Hospitals: Scenarios in Pursuit of Universal Healthcare for All</td>
<td>Ruben Flores, MD, President, Philippine Hospital Association Bu Castro, MD, Director, Chairman, Committee on Ethics, Hospital Practice and Legal Concerns, Philippine Hospital Association Maria-Lourdes Otyaza, MD, Medical Center Chief II, Mariano Marcos Memorial Hospital and Medical Center</td>
</tr>
<tr>
<td><strong>PHILIPPINE HOSPITAL ASSOCIATION</strong></td>
<td><strong>Moderator: Jesus Jardin, MD, Philippine Hospital Association</strong></td>
</tr>
</tbody>
</table>
| Columbus Hall (C/D), Gold Level                                              | **Learning Objectives:**  
  - Explain how a Philippine hospital improved access to maternal and child healthcare.  
  - Analyze how the Philippine Universal Healthcare program overcame financial and resource challenges.  
  - Describe the ethical issues confronting the Philippine universal healthcare system. |

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Hospitals and End-of-Life Care: Combining Humanity and Efficiency</td>
<td>Kathleen L. Vermoch, Project Manager and Patient Experience Leader, UHC, Chicago Risto Miettunen, MD, PhD, Chief Executive, Kuopio University Hospital District, Finland Drew A. Rosielle, MD, FAAHPM, Palliative Care, University of Minnesota Medical Center, Fairview, Minnesota</td>
</tr>
<tr>
<td><strong>IHF UNIVERSITY HOSPITALS SPECIAL INTEREST GROUP</strong></td>
<td><strong>Moderator: Barbara Anason, Senior Vice President, AMC Networks and Strategy</strong></td>
</tr>
</tbody>
</table>
| Columbus Hall (E/F), Gold Level                                              | **Learning Objectives:**  
  - Learn global perspectives about innovative programs and trends of end-of-life care.  
  - Review key findings from research conducted by IHF’s special interest group on end-of-life care issues in university hospitals.  
  - Discuss comparative survey results gathered from cancer centers from the United States and France. |

<table>
<thead>
<tr>
<th>Session Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation: In Pursuit of Excellence in the Health Valley</td>
<td>Thomas Vogel, Health Economist Karl Heinz Krause, University of Geneva Nicole Rosset, PhD, Deputy, External Affairs, Executive Management Member (HUG)</td>
</tr>
<tr>
<td><strong>UNIVERSITY HOSPITALS OF GENEVA (HUG)</strong></td>
<td><strong>Moderator: Karine Martinez, External Affairs Deputy (HUG)</strong></td>
</tr>
</tbody>
</table>
| Columbus Hall (G/H), Gold Level                                              | **Learning Objectives:**  
  - Describe the Health Valley and Innovation project.  
  - Discuss strategies to implement a new plan that embraced and fostered innovation.  
  - Provide examples of how the use of technology improved global access to health services. |
### Concurrent Sessions 1:30 p.m.–3 p.m. (continued)

| Challenges for South African Hospitals Before NHI With Respect to Innovation and Quality | Gladys Bogosh, CEO, Charlotte Maxeke Johannesburg Academic Health  
Prof. Karen Hofman, MD, FAAP, Director, Wits School of Public Health  
Dr. Sifiso Mtshali, Head of Health for KwaZulu Natal Province  
Dr. Bhavna Patel, CEO, Groote Schuur Hospital  
SOUTH AFRICA—NATIONAL DEPARTMENT OF HEALTH  
Columbus Hall (I/J), Gold Level  
Moderator, Dr. Terence Carter, Deputy Director-General: Hospitals, Tertiary and Workforce Management  
Learning objectives:  
- Identify proven ways to improve access to care in the South African health system.  
- Discover how the use of technology can influence the clinical decision-making process.  
- Learn strategies to optimize patient care by using clinical and organizational metrics.  
- Examine multifaceted approaches to reduce patient infections and increase compliance with standards of care. |
| --- | --- |
| Healthcare Management: An HR Focus  
FREE PAPER PRESENTATIONS  
Columbus Hall (A/B), Gold Level  
Moderator, Dr. Neale Fong | Achieving Exceptional Outcomes through Excellence in Staffing: A Statewide Initiative to Leverage Best Evidence, Joan Ellis Beglinger, MSN, RN, MBA, FACHE, FAAN (USA)  
Interprofessional Relationship of Medicine and Management is the Foundation of Success of Global Healthcare Systems, Atefeh Samadiri-nya, MD, DHA, PhD, CCRP (Canada)  
Participation of Professionals in the Strategic Day: A Case Study, Laia Terradellas Antoñanzas (Spain)  
Inpatient Satisfaction Survey through QR-Coded Scanning by Smart Phones, Tsair-wei Chien (Taiwan)  
The Retention Strategy for Nursing Cadre in Rashid Hospital, Fatima Al Noman (United Arab Emirates)  
Learning Objectives:  
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.  
- Learn from case studies about specific healthcare management and health services research initiatives.  
- Obtain perspectives about effective strategies and challenges that healthcare organizations face. |
| Coffee Break 3 p.m.–3:30 p.m. | Exhibit Hall, Riverside Center, Purple Level |
| Concurrent Sessions 3:30 p.m.–5 p.m. |  
| Private Sector Innovation: Opportunities and Challenges | Jaime Cervantes, CEO, Vitalmex  
Victor Castillo, MD, CEO, Fundación Cardiovascular de Colombia  
Amit Varma, MD, Managing Partner, Quadria Capital  
Roberta Lipson, CEO, United Family Healthcare, Chindex International, Inc.  
INTER NATIONAL FINANCE CORPORATION  
Columbus Hall (K/L), Gold Level  
Moderator, Ioan P. Cleaton-Jones, MD, Principal Health Specialist, International Finance Corporation  
Learning Objectives:  
- Identify the challenges and opportunities of a multinational hospital system in Asia.  
- Describe innovative programs that improved healthcare service delivery and efficiency in Mexico and Columbia.  
- Learn how a private hospital in China has created successful post-graduate training and cardiac care programs. |
### Concurrent Sessions 3:30 p.m.–5 p.m. (continued)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Organizers</th>
<th>Learning Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Millennium Development Goals and Health: Achievements and Challenges in Lagos State, Nigeria</strong></td>
<td>LAGOS STATE HEALTH SERVICES COMMISSION</td>
<td></td>
</tr>
</tbody>
</table>
Dr. Jemilade A. Longe, Permanent Secretary, Lagos State Health Service Commission  
Dr. D.O. Imosemi, MD/CEO, Lagos Island Maternity Hospital  
Dr. Olufemi Omololu, Director, Clinical Services and Training  
**Moderator:** Dr. Leke Pitan, IHF Special Advisor for Africa  
**Learning Objectives:**  
• Summarize the Millennium Development Health goals that were developed from the United Nations Millennium Summit.  
• Learn about the successes and challenges that Lagos State, Nigeria, has experienced in reducing child mortality (goal 4) and improving maternal health (goal 5). |
| **Leading Well: Perspectives From the Field**                        | AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES                                   |  
**Moderator:** Deborah J. Bowen, FACHE, CAE, President and CEO, ACHE  
**Learning Objectives:**  
• Discuss the changing healthcare environment, new challenges for healthcare leaders and how ACHE and other healthcare organizations are addressing these challenges.  
• Review ACHE’s competency-based training and professional development and credentialing programs.  
• Learn how Children’s Hospital Los Angeles and IASIS Healthcare are addressing healthcare challenges through leadership. |
| **Developments and Innovations in the Quality of Care**              | COLOMBIAN ASSOCIATION OF HOSPITALS AND CLINICS (ACHC)                       |  
Juan Carlos Giraldo Valencia, Director General, ACHC  
Carlos Edgar Rodriguez Hernandez, Director Acreditacion en Salud  
Andres Aguirre Martinez, President, ACHC  
**Moderator:** Henry Mauricio Gallardo Lozano, Director Hospital Universitario  
**Learning Objectives:**  
• Discuss how Colombia has established a national accreditation system.  
• Review the importance of an accreditation partnership.  
• Gain strategies for implementing accreditation standards to improve patient care. |
| **Quality and Safety Management of Public Hospital Services in Hong Kong** | HONG KONG HOSPITAL AUTHORITY                                                |  
Dr. Ian Cheung, Chief Manager (Clinical Effectiveness & Technology Management), Hospital Authority  
Dr. T L Lee, Chief Manager (Quality & Standards), Hospital Authority  
Fred Chan, Senior Manager (Patient Safety and Risk Management), Hospital Authority  
**Moderator:** Dr. C C Lau, Cluster Chief Executive (Hong Kong East Cluster), Hospital Authority  
**Learning Objectives:**  
• Learn how the Hong Kong Hospital Authority used technology and evidenced-based medicine to improve clinical quality.  
• Understand the importance of benchmarking against best practices to improve quality of care.  
• Discuss the importance of building a transparent and open disclosure system for medical incident reporting. |
### The Role of Rural/Local Hospitals in Providing Care in Remote Areas

**IHF SPECIAL SESSION**

**Columbus Hall (I/J), Gold Level**

**Moderator:** Dr. Terence Carter, Deputy Director-General: Hospitals, Tertiary and Workforce Management

**Learning Objectives:**
- Learn about the organizational structure, governance, staffing models and scope of services of rural hospitals around the world and the populations they serve from three representatives of rural healthcare providers.
- Describe the various challenges that face rural healthcare providers including recruiting physicians and staff, maintaining a financially viable healthcare organization, and implementing useful information technology as well as the varying roles of government in setting healthcare policies.
- Identify best practices used in rural healthcare organizations to maintain high quality staff, achieve high patient satisfaction and operate effective population-based healthcare delivery services.

### Patient and Community Focus

**FREE PAPER PRESENTATIONS**

**Columbus Hall (A/B), Gold Level**

**Moderator:** Prof. Paul Dugdale, MD

- Enhancement of Quality of Informed Consent by System Change and Information Technology, **Dr. Kam Shing TANG** (Hong Kong)
- Global Green and Healthy Hospitals Acting Together for Environmental Health, **Susan Wilburn** (Argentina)
- Impact of Population Differences in the Area of Preventable Hospitalizations, **Jean Dowling Dols PhD, RN, NEA-BC, FACHE** (USA)
- Public Hospital Transformation in a Resource Constrained Environment: A Case of Kenyatta National Hospital, Kenya, **Lilly Koros Tare** (Kenya)
- The World's Best Stroke Service is in Helsinki, **Maaret Castren** (Finland)

**Learning Objectives:**
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.
Tuesday Evening

Evening Reception 6:30 p.m.–7:30 p.m.

Chicago Cultural Center
78 E. Washington St.
Chicago, IL

Walking Directions:
The Chicago Cultural Center is located on the northwest corner of Michigan Avenue and Washington Street—a short walk from the Hyatt Regency Chicago.

Join us for a spectacular reception hosted at the Chicago Cultural Center. This venue, one of the most visited attractions in Chicago, was designed as the first home of the Chicago Public Library. Construction on the Chicago Cultural Center was completed in 1897, and the center was designated a Chicago Landmark by the City Council on Nov. 15, 1976. The Beaux Arts style was influenced by the buildings of the 1893 World’s Columbian Exposition. The building’s interior features rooms modeled on the Doge’s Palace in Venice, the Palazzo Vecchio in Florence and the Acropolis in Athens. Its lush ornamentation includes two stained-glass domes, rare marbles inlaid with sparkling mosaics and intricate, coffered ceilings.

One ticket to the Evening Reception is included with each paid registration. Additional tickets may be purchased at the Congress Registration area.

> Go west on E. Wacker Dr. toward N. Michigan Ave.
> Turn left onto N. Michigan Ave.
> Turn right onto E. Washington St.
The Chicago Cultural Center is on the right.

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at ddut.ch/ihf.
## Continental Breakfast 7:30 a.m.–8:30 a.m.
Exhibit Hall, Riverside Center, Purple Level

## Major Presentation 8:30 a.m.–9:30 a.m.
Grand Ballroom (C–F), Gold Level

**Delivering Health in the 21st Century**

Moderator: Tsuneo Sakai, MD

Advances in technology and innovation are driving new possibilities in health and healthcare. Bernard J. Tyson, chairman and CEO of Kaiser Permanente, will discuss how an integrated, 21st century approach to health can make care more affordable and more accessible while delivering greater value to consumers, employers and governments.

**Learning Objectives:**
- Discuss how a 21st century integrated approach to healthcare—and health—can deliver greater value for individuals and populations.
- Understand Kaiser Permanente’s integrated and technologically advanced healthcare model and how it can be applied more broadly.
- Explore ways to drive transformational change that will support quality improvement, integrate care and improve outcomes.

<table>
<thead>
<tr>
<th>Concurrent Sessions 10 a.m.–11:30 a.m.</th>
<th>Exhibit Hall, Riverside Center, Purple Level</th>
</tr>
</thead>
</table>
| **Healthcare Leadership and Management Challenges: A Canadian Perspective** | Ray Racette, President and CEO, Canadian College of Health Leaders  
Dale Schierbeck, Vice President, Learning and Development, HealthcareCAN  
Moderator: Bill Tholl, President and CEO, HealthcareCAN |
| **French Hospitals: Strategies to Address Chronic Disease** | Patrice Viens, General Manager, Paoli-Calmettes Cancer Institute  
Pascal Piedbois, General Manager, Paul Strauss Cancer Center  
Vincent Meininger, Assistance Publique Hôpitaux de Paris  
Dominique Somme, University Hospital Rennes  
Moderator: Gerard Vincent, CEO, French Hospital Federation |
| **Ensuring Hospitals Remain Functional in Emergencies and Crisis** | Dr. Felipe Cruz, Chief, Special Projects, Mexican Social Security Institute  
Eng. Tony Gibbs, Structural Engineer, Barbados  
Dr. Luis Fernando Correa, Director, Emergencies and Disasters Ministry of Health, Colombia  
Moderator: Dr. Ciro Ugarte, Director, Emergency Preparedness and Disaster Relief, Pan American Health Organization/World Health Organization (PAHO/WHO) |

<table>
<thead>
<tr>
<th>Coffee Break 9:30 a.m.–10 a.m.</th>
<th>Exhibit Hall, Riverside Center, Purple Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continental Breakfast 7:30 a.m.–8:30 a.m.</td>
<td>Continental Breakfast 7:30 a.m.–8:30 a.m.</td>
</tr>
</tbody>
</table>
Healthcare Leadership in Brazilian Private Hospitals: How Are We Doing?

**BRAZILIAN NATIONAL ASSOCIATION OF PRIVATE HOSPITALS**

**Columbus Hall (G/H), Gold Level**

**Fernando Torelly, CEO, Hospital Moinhos de Vento (RS), Brazil**

**Hildia Lima, Quality Manager, Rede D’Or São Luiz**

**Miguel Andoiglo, Albert Einstein Jewish Hospital**

**Moderator: Carlos Figueiredo, CEO, National Association of Private Hospitals—ANAPH, Brazil**

**Learning Objectives:**
- Discuss similarities and differences of healthcare management practices in Brazil compared with best practices worldwide.
- Examine challenges that healthcare leaders face including cultural barriers and financial issues.
- Obtain personal insight from three healthcare management leaders about opportunities and challenges that they face within their organizations.

Taking Better Care of Complex Patients: Findings from UHC’s Frequently Admitted Patients Improvement Collaborative

**UNIVERSITY HEALTHSYSTEM CONSORTIUM**

**Columbus Hall (I/J), Gold Level**

**Ed Fink, Clinical Project Manager, UC Davis Medical Center**

**Jennifer Houlihan, Director of Clinically Integrated Network Strategy, Integration and Population Health, Wake Forest Baptist Health**

**Diane Nanno, Director of Nursing/Transition Services, Upstate University Hospital**

**Moderator: Danielle Carrier, Project Manager, Quality Operations, UHC**

**Learning Objectives:**
- Discuss the UHC’s Frequently Admitted Patients Improvement Collaborative research project. Examine six specific strategies that have been implemented to improve patient interaction, and reduce hospitalizations and emergency department visits.
- Learn from three organizations participating in the research about lessons learned, preliminary results and next steps.

Healthcare Management: Performance and Training

**FREE PAPER PRESENTATIONS**

**Columbus Hall (A/B), Gold Level**

Moderator: Dr. CC Lau

› Developing Strategic Initiatives to Advance Global Healthcare Management Education, **Daniel J. West Jr., PhD, FACHE (USA)**

› Improving Primary Care and Public Health Integration: Evaluation Using the Public Health Information Technology Maturity Index, **P. Kenyon Crowley, MBA, CPHIMS (USA)**

› Lessons in Leadership: How Clinicians Can Build Their Skills for Leadership and Management, **Ken Hekman, MBA, FACMPE (USA)**

› Values-Based Leadership in a Healthcare Organization: Its Impact on Decision Making and Organizational Outcomes, **Premalatha Mony (USA)**

› Patient Satisfaction Scores Improve With Nurse Leader Rounding, **Alison S. Tothy, MD (USA)**

**Learning Objectives:**
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

Special Session 11:45 a.m.–12:15 p.m.  **Columbus Hall (A/B), Gold Level**

**Warning From a Mass Grave: Hospitals Under Attack**

**Emily Friedman, Independent writer, speaker and health policy and ethics analyst**

Armed attacks on hospitals are occurring more often around the world, resulting in death, injury and destroyed facilities. What can be done to stop this disturbing trend?
Wednesday Afternoon

Major Presentation 1 p.m.–2 p.m.

Every stakeholder in the healthcare system has its role to play in transforming the healthcare system to become more “intelligent.” How are patients, health plans, employees, suppliers and technologies accelerating this transformation?

Learning Objectives:
• Determine the roles of various stakeholders in transforming healthcare.
• Review ways to reduce costs and create efficiencies in healthcare.
• Investigate models to design high quality low cost healthcare systems.

Claudio Luiz Lottenberg, MD, PhD
President
Hospital Israelita Albert Einstein, Brazil

Models for Transforming Healthcare: Ways to Involve Patients, Health Plans, Employees and Suppliers

Moderator: Erik Normann, MD

Concurrent Sessions 2:15 p.m.–3:45 p.m.

Ethical Challenges Facing Belgian Hospital Directors and Approaches to Healthcare Reform

BELGIAN HOSPITAL ASSOCIATION
Columbus Hall (C/D), Gold Level

Learning Objectives:
• Describe three ethical issues and challenges that confront hospitals in Brussels.
• Explain the theoretical and practical approaches that University Hospital Brussels developed for end-of-life care.
• Discuss the way public hospitals of Brussels (IRIS Group) partner with local social networks.
• Explain the ethical challenges Belgian hospital directors are dealing with facing an important reform of the hospital financing system.

Prof. Guy Durant, Former General Manager, University Hospital Saint-Luc
Prof. Marc Noppen, CEO, University Hospital Brussels
Francis de Drée, General Manager, University Hospital Brugmann
Jan Deleu, General Manager, AZ Groeninge
Moderator: Jan Beeckmans, General Manager, University Hospital Brussels

Norwegian Healthcare: Moving Toward a Bright and Innovative Future

NORWEGIAN HOSPITAL AND HEALTH SERVICE ASSOCIATION
Columbus Hall (K/L), Gold Level

Learning Objectives:
• Recognize the various challenges Norway faces in the management of new diseases and delivery of preventative healthcare services.
• Describe strategies for the provision of coordinated and holistic medical care.
• Identify ways to provide effective healthcare services locally and the key drivers to innovate in the healthcare system.

Rolf Johannes Windspong, Director, Department of Community Health Care Services, Norwegian Directorate of Health
Tone Marie Nyboe Solheim, Director, Department of Health and Welfare, The Norwegian Association of Local and Regional Authorities
Prof. Kari Kvaerner, PhD, MD. Director of Innovation and the Clinic of Innovation, Oslo University Hospital
Moderator: Dr. Erik Normann, CEO, Curato AS and IHF President Designate

Claudio Luiz Lottenberg, MD, PhD
President
Hospital Israelita Albert Einstein, Brazil
### Contemporary Leadership Issues for High-Performance, Universal-Coverage Health Systems

**AUSTRALIAN HEALTHCARE AND HOSPITALS ASSOCIATION**

**Columbus Hall (E/F), Gold Level**

- **Dr. Deborah Cole**, Chief Executive, Dental Health Services, Victoria
- **Bernie Harrison**, Peloton: Healthcare Improvement Consulting
- **Sandy Thomson**, GovernancePlus

**Moderator: Prof. Paul Dugdale, MD, Chair of the Board, Australian Healthcare and Hospitals Association**

**Learning Objectives:**
- Identify important leadership principles to successfully deliver universal, affordable, accessible and equitable high-quality healthcare.
- Explore ways to drive transformational change that will support quality improvement initiatives, integrate care and improve outcomes.
- Learn about the role of the Australian accreditation program and the importance of including public dental health services under universal health coverage.

### Globalization and Healthcare: Travel, Talent and Trends

**JOINT COMMISSION INTERNATIONAL**

**Columbus Hall (G/H), Gold Level**

- **Prof. Andrew N. Garman, PsyD, MS**, Rush University
- **Charles E. Bogosta**, President, UPMC International Division, and President, UPMC Cancer Center

**Moderator: Paula Wilson, President and CEO, Joint Commission International**

**Learning Objectives:**
- Discuss current trends in the provision of medical care for travelers.
- Examine the provider perspective of treating and caring for medical travelers.
- Identify how technology and the market of medical travel influence global competition in healthcare.

### Hospitals and Big Data: Playing Field, Initiator or Stakeholder?

**IHF SPECIAL SESSION**

**Columbus Hall (I/J), Gold Level**

- **Marcus Dawe**, CEO, Health Horizon
- **Dr. Shinya Matsuda**, Professor, Department of Preventive Medicine and Community Health, University of Occupational and Environmental Health (Japan)
- **Dr. Chakib Sari**, Manager, Development/Promotion, Clinical Research Unit, Montpellier Regional Cancer Institute (France)
- **Dr. Raymond Gensinger Jr., MD, CPHIMSS, FHISS**, Chief Information Officer, Hospital Sisters Health System (USA)

**Moderator: Patrice Viens, General Manager, Paoli-Calmettes Cancer Institute**

**Learning Objectives:**
- Learn ways to incorporate technology solutions to improve patient care.
- Assess methods to use technology to improve hospital performance.
- Explore how healthcare organizations in Europe, the United States and Asia are using technology to advance healthcare research and outcomes.

### Healthcare Delivery Challenges

**FREE PAPER PRESENTATIONS**

**Columbus Hall (A/B), Gold Level**

**Moderator: Dr. Terence Carter**

- Advancing Health: A New Jersey Statewide Initiative Uses Gainsharing to Align Physicians and Hospitals to Lower Costs and Improve Quality, **Anthony C. Stanowski, DHA, FACHE** (USA)
- Care Delivery System: Population Health, **Margaret J. Holm, RN, PhD, FACHE** (USA)
- How Antimicrobial Stewardship Programs are Changing the Game Against Resistant Hospital Flora, **John Trowbridge** (USA)
- Sustainability Roadmap and Its Implications for the World, **Walt Vernon** (USA)
- The Future of Medical Tourism: Lessons Learned from Global Research—Linking Innovative Delivery to Best Practices in Meeting, **Michael A. Petrochuk, MHA, DBA, FACHE** (USA)

**Learning Objectives:**
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.
<table>
<thead>
<tr>
<th>Concurrent Sessions 4:15 p.m.–5:45 p.m.</th>
<th>Exhibit Hall, Riverside Center, Purple Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building a Solid Primary Care Continuum for the Health System</strong></td>
<td>Plaza Ballroom, Green Level</td>
</tr>
<tr>
<td><strong>INTERNATIONAL FEDERATION OF COMMUNITY HEALTH CENTERS</strong></td>
<td></td>
</tr>
<tr>
<td>Columbus Hall (C/D), Gold Level</td>
<td></td>
</tr>
<tr>
<td>Bill Davidson, Executive Director, Centre Langs Community, Health, Wellness, CACHC</td>
<td></td>
</tr>
<tr>
<td>Heidi Park Emerson, Health Services Researcher, Public Policy Division, NACHC</td>
<td></td>
</tr>
<tr>
<td>Marc Bruijnzeels, Director, Jan van Es Institute, Almere, The Netherlands, and member of the Alliance for Community Oriented Primary Care Working Group of the European Forum for Primary Care</td>
<td></td>
</tr>
<tr>
<td>Moderator: Prof. Paul Dugdale, MD, Chair of the Board, Australian Healthcare and Hospitals Association</td>
<td></td>
</tr>
<tr>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• Describe the structure of the Community Health Center and the International Federation for Community Health Centers.</td>
<td></td>
</tr>
<tr>
<td>• Discuss strategies for collaboration and transmural care to improve patient care and develop a solid continuum of care.</td>
<td></td>
</tr>
<tr>
<td>• Review an example that reduced emergency department visits using an effective continuum of care model.</td>
<td></td>
</tr>
<tr>
<td>• Focus on collaborative engagement with community partners to address social determinants of health.</td>
<td></td>
</tr>
<tr>
<td><strong>Exploring the Value of Health Information Technology</strong></td>
<td></td>
</tr>
<tr>
<td>HIMSS</td>
<td></td>
</tr>
<tr>
<td>Columbus Hall (I/J), Gold Level</td>
<td></td>
</tr>
<tr>
<td>Greg L. Wolverton, FHIMSS, Chief Information Officer, ARcare/KentuckyCare</td>
<td></td>
</tr>
<tr>
<td>Dr. Ilan Fischler, Medical Director, Clinical Informatics, and Geriatric Psychiatrist</td>
<td></td>
</tr>
<tr>
<td>Thomas Martin, PhD, Director, Health Information Systems, HIMSS</td>
<td></td>
</tr>
<tr>
<td>Moderator: Rod Piechowski, Senior Director, HIMSS</td>
<td></td>
</tr>
<tr>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• Discuss the strategic role of how health information technology can be used to measure and improve hospital operational expenses, patient outcomes and physician performance.</td>
<td></td>
</tr>
<tr>
<td>• Identify ways that healthcare leaders can assess the overall value of information technology, including the implementation of an electronic medical record system and mobile technologies.</td>
<td></td>
</tr>
<tr>
<td><strong>Using Global Standards to Improve Patient Safety</strong></td>
<td></td>
</tr>
<tr>
<td>GS1</td>
<td></td>
</tr>
<tr>
<td>Columbus Hall (E/F), Gold Level</td>
<td></td>
</tr>
<tr>
<td>Feargal McGroarty, National Haemophilia System Project Manager, St. James Hospital, Ireland</td>
<td></td>
</tr>
<tr>
<td>Sandra Michel, Director of Systems and Quality, MMIS, Implementations and Audits, Franciscan Missionaries of Our Lady Health System</td>
<td></td>
</tr>
<tr>
<td>Dr. Jean-Michel Descoutures, Pharmacist, Hospital Drugs Technical Coordinator, GIP Resah-IdF, France</td>
<td></td>
</tr>
<tr>
<td>Moderator: Siobhan O’Bara, Senior Vice President, Industry Engagement, GS1 US</td>
<td></td>
</tr>
<tr>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• Learn from healthcare practitioners that have implemented global standards (GS1 System Standards) to enhance patient safety.</td>
<td></td>
</tr>
<tr>
<td>• Understand how to leverage GS1 Standard barcodes to reduce medication errors, increase workflow efficiency and decrease the cost of care delivery.</td>
<td></td>
</tr>
<tr>
<td>• Describe ways that GS1 communication standards play an important role in data collection and reporting to ensure patient safety.</td>
<td></td>
</tr>
</tbody>
</table>
Concurrent Sessions 4:15 p.m.–5:45 p.m. (continued)

How Cooperation in Public Procurement can Improve Healthcare Efficiency: The Challenge of GPOs

**IHF GROUP PURCHASING OFFICERS SPECIAL INTEREST GROUP**

**Columbus Hall (K/L), Gold Level**

**Moderator:** Charles-Edouard Escurat, Deputy Director, RESAH

**Learning Objectives:**
• Discuss key trends for GPOs regarding cooperation in public procurement.
• Debate a series of themes for GPOs, including international standardization and the identification of health products, structures of successful partnerships between GPOs and the industry, and the role of GPOs in detection, evaluation and spread of innovative solutions proposed by subject matter experts.

Healthcare Delivery Innovations

**FREE PAPER PRESENTATIONS**

**Columbus Hall (A/B), Gold Level**

**Moderator:** Thomas Vogel

› Development of Casemix Based Evaluation System in Japan, **Shinya Matsuda** (Japan)
› Job Stress and Burnout in Relation to Physical and Mental Health of Nurses in Southern Taiwan, **Yueh Li Yu** (Taiwan)
› mHealth: Disrupting the Status Quo, Leveraging Lessons Learned, **David A. Collins, MHA, CPHQ, CPHIMS, FHIMSS** (USA)
› Indigenous Health Outpatient Department of University of Brasilia Hospital: Construction of Intercultural Health Practices in the Context of Brazil, **Maria Da Graça Hoefel** (Brazil)

**Learning Objectives:**
• Engage with healthcare leaders from around the world on a variety of healthcare challenges.
• Learn from case studies about specific healthcare management and health services research initiatives.
• Obtain perspectives about effective strategies and challenges that healthcare organizations face.

Reception and Gala Dinner 7 p.m.–9 p.m.

**Grand Ballroom (D–F), Gold Level**

**Gala Dinner**

Attend the Gala Dinner in the ballroom at the Hyatt Regency Chicago for live entertainment, local culinary delights and fantastic networking opportunities. One ticket to the Gala is included with each paid registration. Additional tickets may be purchased in the Congress registration area. Business attire or your nation’s national dress is recommended.
Thursday Morning

Continental Breakfast 8 a.m.–9 a.m.  
Major Presentation 9 a.m.–10 a.m.  
Columbus Ballroom Foyer, Gold Level  
Grand Ballroom (C–F), Gold Level

An Ethical Approach to Healthcare Data Privacy and Management

Moderator: Francisco Balestrin, MD

Availability of adequate, up-to-date and reliable healthcare data is crucial to healthcare service delivery. Interoperable electronic health records, e-prescriptions and mobile health apps offer vast opportunities to enhance the safety and efficiency of care delivery. Providing people with the ability to view and add to their healthcare data empowers them to better manage their health and wellbeing. In this context, building and maintaining public trust in the safe and appropriate use of healthcare data has become critically important. During this session, participants will learn how to develop open and transparent policies around healthcare data privacy and management as well as a legal and ethical framework that support safe and secure transmission of healthcare data.

Learning Objectives:
• Review ethical principles, legal frameworks and practical solutions to ensure safe electronic health management data.
• Understand ways to incorporate qualitative and quantitative data into clinical databases.
• Explore strategies for including patients, physicians and other healthcare professionals in the development and use of Internet-based and mobile healthcare database solutions.

Coffee Break 10 a.m.–10:30 a.m.

Concurrent Sessions 10:30 a.m.–12 p.m.

Promoting Innovation in Hospitals in a Public Healthcare System to Improve Healthcare Delivery, Quality and Efficiency

UNIÓ CATALANA D’HOSPITALS

Columbus Hall (C/D), Gold Level

Learning Objectives:
• Gain an overview of the Catalonia’s healthcare system and how economic challenges, changes in patient demographics and the approach to patient centered healthcare has led to innovative change.
• Discover tools and steps that this public healthcare system uses to improve quality and efficiency. In this results-oriented, autonomous environment, healthcare providers have space to innovate in search of better solutions to meet healthcare outcome goals.
• Examine four examples and strategies that promote change and improved the access and quality of care.

Using Innovative Technology to Provide Holistic, Patient-Centered Smart Solutions

TAIWAN HOSPITAL ASSOCIATION

Columbus Hall (E/F), Gold Level

Dr. Ming Chia Hsieh, Vice Superintendent of Diabetes e-Hospital, Changhua Christian Hospital
Dr. Hsiu Chin Chen, Director of Nursing, Chi Mei Medical Center
Chaney Ho, President, Advantech Co. Ltd

Moderator: Dr. Shou Jen Kuo, Vice President, Taiwan Hospital Association

Learning Objectives:
• Understand how innovative technology has brought revolutionary changes to the provision of traditional medical services.
• Learn how the application of using a creative delivery system to provide holistic diabetes care, a workflow-driven instant messaging system to support TRM, and smart solutions experiences have led to care innovation in Taiwan.
## Concurrent Sessions 10:30 a.m.–12 p.m. (continued)

### Healthcare Leadership Competencies: A Global Perspective

**IHF HEALTHCARE EXECUTIVES SPECIAL INTEREST GROUP**  
Columbus Hall (I/J), Gold Level

<table>
<thead>
<tr>
<th>Speaker(s)</th>
<th>Title and Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lucy Nugent</td>
<td>COO, Tallaght Hospital and Vice President, Health Management Institute of Ireland</td>
</tr>
<tr>
<td>Dr. Reynaldo Holder</td>
<td>Regional Advisor, Hospital and Integrated Health Care Delivery, Pan American Health Organization/World Health Organization (PAHO/WHO)</td>
</tr>
<tr>
<td>Ray Racette</td>
<td>MHA, CHE, President and CEO, Canadian College of Health Leaders</td>
</tr>
</tbody>
</table>

**Moderator:** Deborah J. Bowen, FACHE, CAE, President and CEO, American College of Healthcare Executives

**Learning Objectives:**
- Understand how to use the global healthcare leadership competency directory to assess one’s strengths and weaknesses.
- Develop a healthcare leadership professional development plan to improve patient delivery and care.
- Present a “call to action” that healthcare leaders and the profession can embrace.

### Health Innovation: Future Challenges of Oncology Therapies

**PORTUGUESE ASSOCIATION FOR HOSPITAL DEVELOPMENT**  
Columbus Hall (K/L), Gold Level

<table>
<thead>
<tr>
<th>Speaker(s)</th>
<th>Title and Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dra. Ana Lívio Santos</td>
<td>Postgraduate Course Hospital Manager, National School of Public Health, New University of Lisbon</td>
</tr>
<tr>
<td>João Martins</td>
<td>Director of Medicines Evaluation Department, Acting Director of Economic Evaluation, Prices and Reimbursement Department INFARMED–Autoridade Nacional do Medicamento e Produtos de Saúde, I.P.</td>
</tr>
<tr>
<td>Jorge Félix</td>
<td>Director, Exigo, Portugal</td>
</tr>
</tbody>
</table>

**Moderator:** Carlos Pereira Alves, MD, PhD, Vice-Chair, Portuguese Association for Hospital Development

**Learning Objectives:**
- Learn about new and innovative therapies in oncology and cancer treatment and up-to-date instruments used to assess their value.
- Learn the different models of funding for cancer treatment and the impact on access and direct costs to patients.
- Learn about the citizen’s access to therapeutic innovation.
- Discuss the mechanisms countries use to counterbalance barriers with the approval process and rising costs of new cancer treatments.

### Quality and Safety Advancement

**FREE PAPER PRESENTATIONS**  
Columbus Hall (A/B), Gold Level

<table>
<thead>
<tr>
<th>Title</th>
<th>Speaker(s)</th>
<th>Title and Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building a Culture of Quality in Hospitals and Health Systems</td>
<td>Muhanad Hirzallah, PhD</td>
<td>USA</td>
</tr>
<tr>
<td>Dubai Healthcare City: A Quality Success Story</td>
<td>Dr. Ramadan Al Blooshi</td>
<td>United Arab Emirates</td>
</tr>
<tr>
<td>Maintenance of Medical Devices and Hospital’s Quality Procedures in Developing Countries</td>
<td>Dr. Mamadou SOW</td>
<td>Senegal</td>
</tr>
<tr>
<td>Pioneering Implementation of Simulation-Based Crew Resource Management Training in Hong Kong Public Hospitals</td>
<td>Dr. Kam Shing TANG</td>
<td>Hong Kong</td>
</tr>
<tr>
<td>Reduction of Blood Transfusions and Hospital Expenses through a Lean Six Sigma-Based Process Improvement</td>
<td>Dr. Charles Callahan</td>
<td>USA</td>
</tr>
</tbody>
</table>

**Moderator:** Dr. Juan Pablo Uribe

**Learning Objectives:**
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.
## Concurrent Sessions 10:30 a.m.–12 p.m. (continued)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving Access and Effectiveness of Care</td>
<td></td>
</tr>
<tr>
<td>FREE PAPER PRESENTATIONS</td>
<td></td>
</tr>
<tr>
<td>Columbus Hall (G), Gold Level</td>
<td></td>
</tr>
</tbody>
</table>
| Community-Based Plan of Care: A Healthcare System’s Strategy to Decrease Acute Care Readmissions and Overall Cost of Care, **Paula J. Thompson, RN, MS** (USA)  
| Expansion of Health Insurance Coverage in Korea and Issues to be Resolved, **Sang-keun Park** (Republic of Korea)  
| Ghana: An Innovative Network Model, **Dr. Charles O’Brian** (USA)  
| Tons of Hope: The Philippines, a Case Study, **Walt Vernon** (USA) |
| **Moderator:** Cedric Lussiez |

**Learning Objectives:**  
- Engage with healthcare leaders from around the world on a variety of healthcare challenges.  
- Learn from case studies about specific healthcare management and health services research initiatives.  
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

## Closing Ceremony 12:15 p.m.–1:15 p.m.  
**Grand Ballroom (C–F), Gold Level**

**Remarks**  
**Eric de Roodenbeke, PhD**, CEO, International Hospital Federation

**Poster Awards**  
**Bruce Eshaya-Chauvin, MD**, Medical Adviser/Health Care in Danger Project, International Committee of the Red Cross (ICRC)

**South African Presentation**  
**2016 World Hospital Congress**

<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>IHF Governing Council Meeting</td>
<td></td>
</tr>
<tr>
<td>1:30 p.m.–4 p.m.</td>
<td></td>
</tr>
<tr>
<td>Plaza Ballroom, Green Level</td>
<td></td>
</tr>
<tr>
<td>Hospital Visits</td>
<td></td>
</tr>
<tr>
<td>2 p.m.–5 p.m.</td>
<td></td>
</tr>
<tr>
<td>Health Venture Fair</td>
<td></td>
</tr>
<tr>
<td>2 p.m.–8 p.m.</td>
<td></td>
</tr>
<tr>
<td>see page 29 for details</td>
<td></td>
</tr>
<tr>
<td>see page 30 for details</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Author</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>The Clinical Practice Ethic About Withdrawal of Life-Sustaining Treatments</td>
<td>Chiung-wen Chang</td>
</tr>
<tr>
<td>Activity-Based Costing: An Opportunity for the Medicalization of the Information System</td>
<td>Raoudha Ladjimi</td>
</tr>
<tr>
<td>Evaluation Methods: Exploring Approaches to Cost Benefit Analysis</td>
<td>Thomas Martin</td>
</tr>
<tr>
<td>Evaluation of the Correlations Among Emotional Labor, Emotion Management and Customer-Oriented Behaviour for Emergency Medical Team Members</td>
<td>Su-chiu Hsiao</td>
</tr>
<tr>
<td>From Corporate Social Responsibility to Hospital Social Responsibility: The Perceptions and Expectations of Internal Stakeholders</td>
<td>Chia-Ying Tsai</td>
</tr>
<tr>
<td>Influence of the Revision of Medical Payment System in National Hospital Organization (NHO) From 2004 to 2013 in Japan</td>
<td>Yoshiaki Nakagawa</td>
</tr>
<tr>
<td>Leadership and Management: Implications for Faith-Based Medical Institutions in a Global Setting</td>
<td>Danjuma Daniel</td>
</tr>
<tr>
<td>One Hospital’s Patient Satisfaction Plans in Response to a Changing Healthcare Environment</td>
<td>Valerie Shoup</td>
</tr>
<tr>
<td>Integration of Lean and Six Sigma Methodologies Into Hospital Operational Management Improvement Program: Implications for Strategic Management</td>
<td>Sapan Desai</td>
</tr>
<tr>
<td>Lean Indicator Manage—To Construct the “Time-Saving, Immediately and Real” Quality Indicator Action Management System</td>
<td>Su-chiu Hsiao</td>
</tr>
<tr>
<td>The Healthcare Utilization of the Elderly: An Empirical Study</td>
<td>Wei-chou Chang</td>
</tr>
<tr>
<td>Multihospital Thoracic Surgery Project: How to Approach High Specialization to the Community</td>
<td>Rosa Asbert</td>
</tr>
<tr>
<td>Patient Satisfaction Scores Improve with Nurse Leader Rounding</td>
<td>Alison Tothy</td>
</tr>
</tbody>
</table>

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at [ddut.ch/ihf](http://ddut.ch/ihf).
<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bubbles Soap: Distraction Techniques to Remove Intravenous Catheter</td>
<td>Carmen Jerez Molina</td>
<td>Spain</td>
</tr>
<tr>
<td>An Assessment of the Motivation, Indulgence and Satisfaction for Hospital Volunteers in Volunteer Work</td>
<td>Yu Hua Yan</td>
<td>Taiwan</td>
</tr>
<tr>
<td>Health on the Street: Our Commitment to the Community</td>
<td>Anna Jover Moreno</td>
<td>Spain</td>
</tr>
<tr>
<td>Creation and Implementation of Perioperative Anaesthesia Audit Tool (PAAT) and Perioperative Anaesthesia Checklist (PACL) Towards Objectively Safe Anaesthesia Patient Care</td>
<td>Mansour Nadhari</td>
<td>United Arab Emirates</td>
</tr>
<tr>
<td>Development of a Patient-Centered and Workflow-Driven Instant Messaging System to Support Team Resource Management: A Case Study in Taiwan</td>
<td>Hsiu-chin Chen</td>
<td>Taiwan</td>
</tr>
<tr>
<td>Enhance the Pulmonary Rehabilitation Implementation Rate of the Patient Following Thoracic and Upper Abdominal Surgery in the SICU</td>
<td>Tsai Pei Hui</td>
<td>Taiwan</td>
</tr>
<tr>
<td>Preliminary Study of Elderly Patients’ Satisfaction Toward Hospital Brands and Age-Friendly Policies</td>
<td>Yu Hua Yan</td>
<td>Taiwan</td>
</tr>
<tr>
<td>Promotion of a Regional Hospital in Southern New Nursing Retention Rates</td>
<td>Lai Mei-ling</td>
<td>Taiwan</td>
</tr>
<tr>
<td>The Effectiveness of Surgical Units on Improving the Prevention of Falling Down in 2014</td>
<td>Chen Su-Mei</td>
<td>Taiwan</td>
</tr>
<tr>
<td>Using a Mobile-Based App to Improve Quality Improvement Project Outcomes</td>
<td>Victor Pawelzik</td>
<td>USA</td>
</tr>
<tr>
<td>Decreasing of Interferences and Time Spent on the Transference of Information in Changing Nursing Shifts</td>
<td>Elisenda Sans</td>
<td>Spain</td>
</tr>
<tr>
<td>Innovation in Healthier Delivery: A Sustainable Model in Dermatology Within a Health Region in Catalonia (Spain)</td>
<td>Yolima Cossio Gil</td>
<td>Spain</td>
</tr>
</tbody>
</table>
Up-to-date information is available on the 2015 IHF Chicago App. Access the app at [ddut.ch/ihf](ddut.ch/ihf).

<table>
<thead>
<tr>
<th>Time</th>
<th>Exhibit Hall, Riverside Center, Purple Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, Round 2 Poster Display 7:30 a.m.–4:15 p.m. (authors present 11:45 a.m.–12:45 p.m.)</td>
<td></td>
</tr>
</tbody>
</table>
| Phenomenological Study to Explore the Experience of Frequent Hospitalization in Chronic Diseases Child and Youth | Encarna Gómez Gamboa  
Spain |
| Cluster Analysis of Medical Fees Applied to Taiwan National Insurance Administration for Reimbursement and Classification | Tsair-wei Chien  
Taiwan |
| Perspective on Dental Workflow Structure at DHA | Shamma Al-ali  
United Arab Emirates |
| Strategies to Increase Hospital Bed Turnover—An Example of Improvement of Inpatient Bed Transfer | Su-chiu Hsiao  
Taiwan |
| Study of Leadership Styles Among Department Heads of Nursing and Other Allied Hospital Supportive Services | Rama Mohan Desu  
India |
| The Efficacy of Determining Abnormal Financial Indicators by Using Control Charts in a Hospital | Mei-Yuan Lin  
taiwan |
| The Impact of Three Nursing Staffing Models on Nursing Outcomes | Pei-hsuan Yang  
taiwan |
| Using Online Smart Phones for Getting Feedback From Patients About Their Hospitalized Experience Perception | Chi-Sheng Chang  
taiwan |
| Managing Change: Social Responsibility and Communication | Marta Barahona Orpinell  
Spain |
| Value Creating in Medical Institutions Under Public-Private Partnership: A Perspective on Inter-Organizational Governance | Yu Hua Yan  
taiwan |
| Improving the Success of Strategic Management Using Big Data: Case Studies in Excellence | Sapan Desai  
USA |
| Telecare Service Applied to Health Promotion in Workplace | Chien-min Huang  
taiwan |
| Right Sizing Operating Room Block Utilization | Lisa Mathews  
USA |
<table>
<thead>
<tr>
<th>Title</th>
<th>Author(s)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Screen out the Aberrant Inpatient DRGs Associated With Medical Fee Structure</td>
<td>Cheau-Jane Peng, Taiwan</td>
<td></td>
</tr>
<tr>
<td>Impact of Child-Friendly Environment on Reducing the Need for Sedation in Imaging</td>
<td>Amjad Rashid, Pakistan</td>
<td></td>
</tr>
<tr>
<td>The Future of Open Platforms in Health: Making Big Data Useful for the Health Innovation Sector</td>
<td>Marcus Dawe, Australia</td>
<td></td>
</tr>
<tr>
<td>A Study of the Relationships Among Social Capital, Knowledge Sharing and Patient Safety Culture</td>
<td>Szu-yu Chen, Taiwan</td>
<td></td>
</tr>
<tr>
<td>Improving Hospitals’ Patient Experience, Revenue Cycle Management, and Financial Performance by Utilizing an Expanded Donabedian’s Structure Process Outcome</td>
<td>Lihua Dishman, USA</td>
<td></td>
</tr>
<tr>
<td>A Compliance Audit on Bedside Procedure Safety</td>
<td>Kin Lam Tsui, Hong Kong</td>
<td></td>
</tr>
<tr>
<td>A Compliance Audit on Using Modified Early Warning Score for Patient Monitoring and Clinical Handover</td>
<td>Kai Yuen PANG, Hong Kong</td>
<td></td>
</tr>
<tr>
<td>Improvement Initiatives of Resuscitation Service in a Regional Rehabilitation Hospital in Hong Kong</td>
<td>Pik Lai Erica Ho, Hong Kong</td>
<td></td>
</tr>
<tr>
<td>Lean Management and Failure Modes Analysis: New Tools to Improve Quality in Acute Ischemic Stroke</td>
<td>Rosa Asbert, Spain</td>
<td></td>
</tr>
<tr>
<td>Patient Identification Security With Two Facets for Patient and Hospital: Tunisian Experience</td>
<td>Raoudha Ladjimi, Tunisia</td>
<td></td>
</tr>
<tr>
<td>Quality Improvement in Diabetes Services Through a Proactive Approach</td>
<td>Wing Sun Chow, Hong Kong</td>
<td></td>
</tr>
<tr>
<td>Reducing the Incidence Rate of Pressure Sore in Internal Medical Ward of a Teaching Hospital</td>
<td>Lee Ching-er, Taiwan</td>
<td></td>
</tr>
<tr>
<td>Impact of a Multi-Institutional Comprehensive Hospital Pressure Ulcer Prevention Program</td>
<td>Sapan Desai, USA</td>
<td></td>
</tr>
<tr>
<td>Environmental Noise Levels in Tertiary Neonatal Intensive Care Unit</td>
<td>Blanca Munoz-Mahamud, Spain</td>
<td></td>
</tr>
</tbody>
</table>
Hospital Visits

On Thursday from 2 p.m.–5 p.m., participate in one of four visits to Chicago’s premier hospitals. Tours cost $25 and funds will be donated to the International Committee of the Red Cross for the Health Care in Danger Project. **Bus transportation will be provided.** Please meet in the main lobby of the Hyatt Regency Chicago (Green Level, East Tower) at 1:45 p.m. Buses will depart promptly at 2 p.m. Registration is required.

Advocate Illinois Masonic Medical Center

Advocate Illinois Masonic Medical Center, located on Chicago’s North Side, is one of the state’s largest, most comprehensive, nonprofit, community medical centers. Illinois Masonic Medical Center offers a wide range of medical specialties and is nationally recognized for its medical expertise, use of the most innovative technologies and dedication to patient safety, quality and service.

Ann & Robert H. Lurie Children’s Hospital of Chicago

Ann & Robert H. Lurie Children’s Hospital of Chicago, formerly Children’s Memorial Hospital, provides superior pediatric care in a setting that offers the latest benefits and innovations in medical technology, research and family-friendly design. As the largest pediatric provider in the region with a 130-year legacy of excellence, kids and their families are at the center of all the hospital does.

John H. Stroger, Jr. Hospital of Cook County

John H. Stroger, Jr. Hospital of Cook County is a teaching hospital that provides primary, specialty and tertiary healthcare services. The hospital continues to maintain the strong commitment of the Cook County Health & Hospitals System to the healthcare needs of Cook County’s underserved population, while also offering a full-range of specialized medical services for all segments of the community.

Rush University Medical Center

Rush University Medical Center is a not-for-profit, academic medical center in Chicago. It is nationally and internationally known for many specialties of care, areas of research and its new medical hospital building, the Tower. Rush University, with an exclusive focus on the health sciences, shares the campus with Rush University Medical Center, allowing for unique integration of patient care, research and education.

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at [ddut.ch/ihf](http://ddut.ch/ihf).
Additional Information

Continuing Education Credit:
ACHE—This program has been developed by the International Hospital Federation in conjunction with the American College of Healthcare Executives and the American Hospital Association. The American College of Healthcare Executives has awarded 14 ACHE Face-to-Face Education credit hours to this program.

ACCME Accreditation—This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship with the American College of Healthcare Executives and the International Hospital Federation. The American College of Healthcare Executives is accredited by the ACCME to provide continuing education to physicians. The American College of Healthcare Executives designates this live activity for a maximum of 14 AMA PRA Category 1 Credit(s)TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Evaluations
An evaluation about your overall IHF Congress experience will be sent after the event to the email address you used to register.

Electronic Recording and Photography Policy
Portions of the 2015 IHF Chicago World Hospital Congress may be electronically recorded by IHF. By registering, you agree to permit audio, video and photographic recording of your participation in Congress sessions, and you authorize IHF to use any audio, video and photographic recordings of you at the Congress sessions in any format and for any lawful purpose, including such purposes as editorial, publicity, illustration, advertising and Web content. You hereby waive your right to inspect and/or approve any finished product. No individual or entity may electronically record any portion of the 2015 IHF Chicago World Hospital Congress without the prior written consent of IHF. The comments and opinions of presenters made during this conference are their own. Such comments are meant to be informative, illustrative or educational in nature and are not endorsed by IHF nor are they official IHF policy.

Post-Congress Event

Health Venture Fair
Bridging the Gap Between Innovation and Financing
Thursday, Oct. 8, 2 p.m.–8 p.m.

The Health Investment & Financing Corporation and MoneyPhysicians Inc. are pleased to invite you to the Chicago 2015 Health Venture Fair hosted by IHF, following the 39th World Hospital Congress. The Health Venture Fair will provide an opportunity for technology companies and service providers that have new and innovative approaches in the hospital sector to meet with key healthcare decision makers, leading healthcare providers, investment bankers, fund managers, broker dealers, high net-worth individuals and angle investors. The Fair will showcase new technologies that will transform the way hospital care is delivered in the 21st century. Separate registration is required to attend the Health Venture Fair.

For more information and to register, visit Chicago2015.HealthVentureFair.com
Sponsors

We would like to thank the following sponsors:

Exhibit Hall Theater Sponsor

HKS

hksinc.com

HKS delivers impactful solutions for the world’s most esteemed healthcare institutions. Our work maximizes the value of our clients’ facility assets by integrating guest-focused care strategies with operations, finance and research.

Awards Sponsors

Kwang Tae Kim, MD, PhD

Bionexo

bionexo.com.br

Bionexo integrates hospitals throughout the supply chain sector through a web platform, focusing on business development and relationship. Bionexo contributes to the success of hospitals in Brazil as well as throughout Latin America and in Europe.

Exhibitors

List accurate as of September 14, 2015.

99 Technologies

99technologies.ch

99 Technologies manufactures a new generation of high-level, no-touch systems that effectively disinfect inanimate surfaces and noninvasive medical devices. 99 Technologies systems distinguish themselves for high efficacy at low dosages, faster disinfection cycles and elevated cost effectiveness.

American College of Healthcare Executives

ache.org

American Hospital Association

aha.org

American International Health Alliance

aiha.com

AIHA provides technical assistance through comprehensive, integrated and volunteer-driven partnerships and initiatives that help low- and middle-income countries build institutional and human resource capacity to create a strong foundation for delivering high-quality, inclusive health services.

CPI (Crisis Prevention Institute)

crisisprevention.com

CPI trains health care professionals to safely manage disruptive and assaultive behavior. Our Nonviolent Crisis Intervention® training program helps thousands of hospitals manage their workplace violence prevention initiatives while maximizing person-centered care.

Health Horizon

healthhorizon.link

What’s next on the horizon? Search, follow and engage with all the world’s health innovations. We are the marketplace and professional networking platform for innovation in health.

HKS

hksinc.com

HKS delivers impactful solutions for the world’s most esteemed healthcare institutions. Our work maximizes the value of our clients’ facility assets by integrating guest-focused care strategies with operations, finance and research.

Icahn School of Medicine at Mount Sinai

icahn.mssm.edu

INDEX Holding FZ LLC

indexholding.ae

INDEX Holding is a global conglomerate located in Dubai Healthcare City, Dubai - United Arab Emirates. It operates through its subsidiaries which specialize in events, healthcare management, general trading, tailoring and textiles.

International Hospital Federation

ihf-fih.org

Up-to-date information is available on the 2015 IHF Chicago App. Access the app at ddut.ch/ihf.
Joint Commission International

JCI works to continuously improve the safety and quality of patient care by providing accreditation and certification, consultation, education and publications. JCI has worked with health care organizations and local governments in more than 100 countries.

Mayo Medical Laboratories

Mayo Medical Laboratories is a global reference laboratory bringing Mayo Clinic diagnostic excellence to physicians and patients around the world. Our personal approach to patient care extends into every aspect of our business.

Mazor Robotics

Mazor Robotics is a leading innovator in spine and neurosurgery. We believe in healing through innovation by developing revolutionary robotic-based technology and products that redefine the gold standard of quality of care.

MCN Healthcare


MedeAnalytics

MedeAnalytics’ cloud-based platform empowers providers and health plans with evidence-based insights to collaborate, strengthen operations and improve care. MedeAnalytics’ solutions uncover business insights for nearly 1,000 healthcare organizations across the U.S. and U.K. Visit www.medeanalytics.com.

Mevion Medical Systems

Mevion Medical Systems is a leading provider of proton therapy systems for use in radiation treatment for cancer. The MEVION S250 provides proton therapy single at a fraction of the cost of conventional systems.

Milliman, Inc.

Milliman is one of the largest independent consulting and actuarial firms. Services we offer our healthcare clients include reserve analysis, product design, risk retention alternatives, pricing and funding and financial modeling.

Multi-Health Systems (MHS)

A leading publisher of scientifically validated assessments for more than 30 years, MHS was the first to publish a commercial assessment for Emotional Intelligence. MHS serves clients in educational, clinical, talent management and public safety settings.

Pavisse Incident Management Solution

PavisseSM, an integrated enterprise incident management system, supports incidents, CAPs, peer review, claims, audits and reporting. Scalable and sustainable, it dynamically manages incidents, supports any taxonomy, facilitates compliant PSO reporting, and interfaces with external systems.

South Africa—National Department of Health

2016 World Hospital Congress

SUBWAY

SUBWAY® Restaurants has a successful presence in more than 300 hospitals, serving fast and nutritious food. We offer flexible food options for multiple day-parts, portable menu items, minimal space and flexible floor plans with headquarters support.

SwervePay Health

SwervePay is a cloud-based system providing practitioners with patient payment technology tools that save time, improve efficiency and increase revenue. We improve office workflows so you can focus on what matters most—patient care.

Telelanguage Inc.

Telelanguage has more than 20 years of experience in the health care industry, providing interpretation in more than 200 languages. We have superior trained and certified interpreters who specialize in medical terminology and health-related knowledge.

TowerHunter Executive Search

TowerHunter specializes in finding healthcare leaders. Our clients include integrated delivery systems, physician-led organizations, academic medical centers, community hospitals, health plans and ACOs. Search assignments include senior level leadership positions ranging from C-Level to vice president.

Transcart Inc

The future of patient transport is here today. Save time and money and move your patients in style with the Transcart.

The University of Chicago Medicine

The University of Chicago Medicine is one of America’s leading academic medical institutions, comprising the Medical Center; the Biological Sciences Division; and the Pritzker School of Medicine, a top 10 medical school in the nation.

University of Illinois at Chicago College of Medicine Department of Medical Education

The University of Illinois at Chicago’s Department of Medical Education offers an online master’s degree and graduate certificate in patient safety. These programs develop leaders in quality patient care practices who measurably improve healthcare outcomes.
Speaker Disclosures  List accurate as of September 9, 2015.

It is the policy of the International Hospital Federation/American College of Healthcare Executives to ensure balance, independence, objectivity and scientific rigor in all of its sponsored or jointly sponsored continuing medical education (CME) activities. To this end, all speakers participating in the 39th IHF World Hospital Congress must disclose any real or apparent conflict(s) of interest that may have a bearing on the activity. A conflict of interest may exist when individuals have both a financial relationship with a commercial interest and the opportunity to affect the content and delivery of the activity. This pertains to pharmaceutical companies, medical device manufacturers and any other organization whose products or services relate to the presentation.

The intention of this policy is to identify potential conflicts of interest, facilitate resolution according to protocols and ensure that disclosure is provided to participants prior to the beginning of the activity so that learners may formulate their own judgments as to the objectivity of the activity. A comprehensive conflict of interest disclosure form for all speakers is available on-site at Congress registration.

The following speakers have disclosed that they or an immediate family member have a financial interest with a commercial organization. Where applicable, their names, the commercial entity and the nature of that relationship are indicated.

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Affiliation</th>
<th>Nature of Relationship</th>
<th>Relevance to Presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Garman</td>
<td>Health Administration Press, Author, Royalty—not relevant to presentation content; University of Colorado, Instructor, Honorarium—not relevant to presentation content; NCHL/USCIPP, Staff, Salary—yes, relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fletcher Allen</td>
<td>Instructor, Honorarium—not relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sandy Thompson</td>
<td>Governance Plus, Partner, Consultation—yes, relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lluis Blanch Torra</td>
<td>Better Care, Stocks—not relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anthony Stanowski</td>
<td>Applied Medical Software, Vice President, Salary—yes, relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muhanad Hirzallah, PhD</td>
<td>Healthcare Operations and Performance Excellence (HOPE), Owner/President—yes, relevant to presentation content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ilan Fisher</td>
<td>Ontario Shores, Employee, Salary—yes, relevant to presentation content; HealthTech, Independent Contractor, Contracts Payment—not relevant to presentation content</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Up-to-date information is available on the 2015 IHF Chicago App. Access the app at ddut.ch/ihf.
Discover Chicago

Chicago is home to a vibrant healthcare market, with 116 hospitals in the greater metropolitan area, including 15 teaching hospitals. It is also the home of numerous healthcare associations such as the American College of Healthcare Executives, American Hospital Association, American Organization of Nurse Executives, Healthcare Financial Management Association and HIMSS.

While you’re here, enjoy all that Chicago has to offer with your colleagues, friends and family. Chicago boasts a rich and dynamic arts community, world-renowned museums, sports teams that are known for their passionate fans, and an array of mouthwatering dining options that draw from the city’s rich, multicultural history, sure to tempt any palate.

The city of Chicago is bordered on the north by the southwestern shore of Lake Michigan, the fifth-largest body of fresh water in the world. The city features 77 neighborhoods and an extensive park system that attracts 86 million visitors each year.

For more information, visit ChooseChicago.com.
2015 IHF Chicago
World Congress App

Available for iPhones, iPads and Android devices. A mobile website version also is available.

To log in, use the email address you used to register for the Congress.

Username: your email address
Password: ihf2015

Access the app and mobile website version at ddut.ch/ihf.

WorldHospitalCongress.org

Facebook
facebook.com/2015IHFCongress

@IHF_FIH
#2015IHFCongress

Save the Dates

2016
IHF DURBAN
40th World Hospital Congress
Durban, South Africa
November 1-3, 2016

2017
IHF TAIPEI
41st World Hospital Congress
Taipei, Taiwan
November 7-9, 2017