2017 IHF TAIPEI
41st World Hospital Congress
Patient-friendly & Smarter Healthcare
November 7–9, 2017, Taipei, Taiwan
PROGRAM BOOK
醫療數位轉型。首選SAP

SAP具備整合式醫療紀錄及協同醫療分析功能，提升病患就醫滿意度，令醫療機構運作更加順暢，可於照護點即時取得相關資訊，方便病患、照護人員及醫療支援網路交流資訊，並使作業輔助流程完全清晰、透明。

SAP可以做到甚麼？

提升病患就醫滿意度
整合病患服務、收費及診療紀錄
提供個性化就醫紀錄

臨床資訊
於照護點即時取得
病患及臨床相關資訊

照護合作
方便病患、照護人員及
醫療支援網絡交流資訊

協同診斷
運用先進分析程式強化判斷
提升研究及醫療成果

重要實證數據

16%
縮短ICU平均住院日*

85%
減少人工搜集彙整資料時間*

7%
提升ICU病床週轉率*

* The inCor, 拉丁美洲規模最大的
聖保羅醫學院附設心臟科醫療中心

客戶成功案例

運用SAP減少6,500萬美元不必要醫療支出

運用SAP協助開創性生物標記研究

運用SAP每年可額外照護12,000名癌症醫療病患

如欲瞭解更多，請至一樣
聚碩科技洽詢並可獲得精美禮品
Key Information

VENUE
The Taipei International Convention Center (TICC)
Address: No. 1, Sec.5, Hsin-Yi Rd., Taipei, 11049 Taiwan.
Tel: +886-2-2725-5200
Fax: +886-2-2723-2590

ACCESS TO CONGRESS VENUE
By MRT: MRT station - Taipei 101 / World Trade Center Station (Exit 1) on Tamsui-Xinyi line
By Bus: The ticket for one-segment is NT$15, you may pay by coins or with an EasyCard.

BADGE COLLECTION
Registration Opening Hours:
6th November (Mon.) 0800-1700
7th November (Tues.) 0800-1700
8th November (Wed.) 0800-1700
9th November (Thurs.) 0800-1230

Exhibition Opening Hours:
7th November (Tues.) 0800-1700
8th November (Wed.) 0800-1700
9th November (Thurs.) 0800-1230

Please wear the Name badges during the congress and in the exhibition area.
If you would like to sign up for extra items, kindly go to the ONSITE REGISTRATION counter.
If there is any outstanding left/ refund to be collected, kindly go to the CASHIER counter.

DRESS CODE
Welcome Reception : Smart Casual
All other sessions and activities : Business Casual
Since the venue is large, we do suggest you wear comfortable shoes.

Emergency Call: +886-932-040-973 (During the Congress 7-9 November)

WIFI ACCESS
Network: IHFTAIPERI
Password: Formosa2017

MOBILE APP
IHF official congress mobile app features the full program and schedule, list of speakers, sponsors and exhibitors, venue map, posters preview and more. You can also view the list of attendees and arrange a meeting with them. We have a dedicated B2B meeting area on the 1st floor for attendees. Plus respond to polls and surveys, post in the activity feed about your event experience and be reminded about important sessions all within the app. There is also an app game where you can win a VIP registration to the 42nd World Hospital Congress in Brisbane.
The app is available for both Android and iPhone users. Scan the QR code on the right.
You can also download the app at: https://crowd.cc/s/X21C
Welcome Messages

Message from the President of International Hospital Federation

Dr. Erik Kreyberg Normann

As President of the International Hospital Federation, it is my pleasure to welcome you to the 41st World Hospital Congress. For the first time, the World Hospital Congress is hosted by the Taiwan Hospital Association which has been a member of IHF for 47 years. This year, we want to encourage healthcare leaders and professionals from the healthcare sector to share their experiences and knowledge around the theme “Patient-friendly & Smarter Healthcare”. For this we have prepared a dense program in which we will find the latest innovations and public policies implemented in IHF-member countries.

Message from the Chairs of Congress Organizing Committee

Prof. Han-Chuan Yang

It is with great pride that we welcome you to the 41st World Hospital Congress (IHF Taipei 2017).

Over the years, hospitals in Taiwan have put tremendous time and effort into creating a better healing space for the populace. Aside from professional medical experts, cutting edge medical technologies and assets are also crucial to provide professional care as well as comfort and warmth, and are in accordance with this year’s topic “Patient-friendly& Smarter Healthcare”.

Each country faces different challenges and difficulties in relation to hospital management, however we believe that we have same goals to deliver accessible and quality health-care to the general public. This congress is an ideal platform for professionals to exchange thoughts and experiences on the policies and infrastructure of the healthcare system. Your precious opinions will surely shine a new light on the congress and benefit us all.

We hope you will enjoy your stay in Taipei!
Organisers

The International Hospital Federation (IHF)

Founded in 1929, the International Hospital Federation (IHF) is the worldwide forum and knowledge hub for hospitals, national hospital associations and healthcare organizations that offers policy guidance and facilitates the exchange of strategic information and experience in health sector management.

As a membership organization of national bodies representing healthcare service delivery from around the world, the IHF is recognized in the international arena as the voice of the global healthcare community.

Based in Geneva, Switzerland, the primary goal of IHF is to improve the health of society by helping worldwide hospitals to enhance the performance of the services they deliver to the population. For doing this the IHF establish partnerships with international health organizations, create events, participate in projects and publish papers and a journal.

Taiwan Hospital Association (THA)

Taiwan Hospital Association (THA) is the national organization that represents and serves all types of hospitals in Taiwan. Its primary goals are to upgrade medical care and health care service quality, promote public welfare, and coordinate hospital activities. Since its foundation in 1968, THA now has close to 300 hospital members with 1,200 hospital managers as representatives.
Committees

Scientific Committee

Joan C. LO (Taiwan)  Krister H PARTEL (Australia)  Susan KILLION (Australia)  Marcelo Moncorvo BRITTO (Brazil)

Benoît NAUTRÉ (France)  Chor Chiu LAU (Hong Kong)  Wang Jun LEE (Korea)  Tsuguya FUKUI (Japan)

Mkhululi “Mac” LUKHELE (South Africa)  Pr Antoine GEISSBUHLER (Switzerland)  Wui-Chiang LEE (Taiwan)  Hong-I CHEN (Taiwan)

Yue-Chune LEE (Taiwan)  Jay BHATT (USA)  Eric De ROODENBEKE (IHF)

Awards Committee

Tsuneo SAKAI (Japan)  Lawrence LAI (Hong Kong)  Jan BEECKMANS (Belgium)  Francisco R. BALESTRIN ANDRADE (Brazil)
Awards Committee

Kwang Tae KIM (Korea)
Han-Chuan YANG (Taiwan)
Tom DOLAN (USA)
Erik Kreyberg NORMANN (Norway)
Carlos PEREIRA ALVES (Portugal)

Local Organizing Committee

Han-Chuan YANG
Shou-Jen KUO
Steve Wen-Neng UENG
Chih-Hsiung WU
Ko-Shih CHANG
Chung-Liang SHIH
Deh-Ming CHANG
Ching-Chuan SU
Wu-Chi HSIEH
Chii-Jeng Mark LIN
Tai-Yuan CHIU
Tzu-Hsien TUNG
## Program

Pre-Congress Meeting
Plenary Sessions
Concurrent Sessions
Ceremony, Welcome Reception, Gala Dinner

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### Time Table

<table>
<thead>
<tr>
<th>Time</th>
<th>6(^{th}) NOVEMBER (MON.)</th>
<th>7(^{th}) NOVEMBER (TUE.)</th>
<th>8(^{th}) NOVEMBER (WED.)</th>
<th>9(^{th}) NOVEMBER (THUR.)</th>
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<tbody>
<tr>
<td></td>
<td>Registration 8am-5pm</td>
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<td>Pre-Congress Meeting</td>
<td>Plenary 1</td>
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<td>Concurrent Sessions</td>
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<td>1300-1400</td>
<td>Pre-Congress Meeting</td>
<td>Plenary 2</td>
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<td>Lunch</td>
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<td>1900-2100</td>
<td>Welcome Reception</td>
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*Sponsor Symposium: 1300-1330, Tuesday, 7\(^{th}\) November & 1630-1715, Wednesday, 8\(^{th}\) November

**Healthcare Visits – Route A & B: 1400-1700, Route C: 1330-1700

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(update as of 25 October, 2017)
Detailed Program

- Leadership and Management
- Care for Ageing and Multi-chronic Patients
- Patient as a Stakeholder for Healthcare Service
- Quality of Care and Patient Safety
- Technology and Changes in Healthcare
- Resilience and Security in Health Services
- Innovations in Service Delivery
- Financing and Value Analysis

**MONDAY, 6TH NOVEMBER**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>08:00 – 17:00</td>
<td>REGISTRATION</td>
<td>Lobby, 1F</td>
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<td><strong>PRE-CONGRESS MEETING</strong></td>
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<td>ECONOMICS FOR HEALTHCARE LEADERS</td>
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<td>10.00 a.m. – 3.30 p.m.</td>
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<td>Congress Participants</td>
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<td>IHF Members: Free</td>
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<td>Non-IHF Members: $250 USD</td>
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**Morning Session, 10.00 a.m. – 12 p.m.: Economic Theory and the Health System**

Explore how economic theory illustrates the behaviour of patients, providers, payers and regulator in the health system.

- Do economic principles apply to the healthcare market?
- Can the players in the health system make informed choices?
- What are the consequences of third party decisions on the value of health services?

**Afternoon Session, 1 p.m. – 3.30 p.m.: Economic Theory and Hospital Management**

- What should hospitals value if not financial profit?
- How to aim at efficiency in a hospital?
- Can economic incentives increase hospital performance?

Join an interactive workshop to explore and discuss critical concepts of economic theory applicable to hospital management.

Register at [http://worldhospitalcongress.org](http://worldhospitalcongress.org)
TUESDAY, 7TH NOVEMBER

08:00 – 17:00  Registration / Exhibition / Poster Display

08:30 – 09:30  Opening Ceremony

09:30 – 10:30  Plenary 1

Keynote Speaker
San-Cheng Chang
President, Institute for Biotechnology and Medicine Industry

Topic: The new era of health industry driven by intelligent technology and big data

10:30 – 11:00  Coffee Break

11:00 – 12:30  Taiwan Hospital Association (TAIWAN)

A Smart and Patient-friendly Healthcare Policy in Taiwan

- Share Taiwan’s smart e-health system.
- Share “patient-oriented NHI Medi-Cloud System” and personalized “My Health Bank” system to illustrate the convenient and transparent cloud services system.
- Share how to adoption SDM to achieve health literacy program to create a healthy lifestyle environment for elders.

Moderator

Speakers

Shou-Jen Kuo
Superintendent
Changhua Christian Hospital

Min-Huei Hsu
Counselor
Ministry of Health and Welfare

Po-Chang Lee
D.G NHIA
Ministry of Health and Welfare

Ying-Wei Wang
D.G. HPA
Ministry of Health and Welfare

11:00 – 12:30  Australian Healthcare and Hospitals Associations (AUSTRALIA)

Transforming digital healthcare: more than meets the eye

At the conclusion of this session, participants will be able to anticipate and respond to a number of challenges associated with moving from traditional to digital healthcare delivery. Participants will also gain insight into the benefits Australian hospitals, clinicians, other health service providers and health consumers have realized from digitally enabled healthcare.

Moderator and speaker

Speakers

Richard Ashby
Chief Information Officer
Queensland Health

James Birch
Chairman
Australian Digital Health

Johanna Westbrook
Director
CHSSR, AIHI and Macquarie University

Andrew Staib
Medical Lead
Queensland Health
11:00 – 12:30 Belgian Association of Hospitals (BELGIUM) Room 102, 1F

The network always wins!?

Understand why the Belgian government is imposing an important reform on hospital networks.
Learn how Belgian hospitals are dealing with these reforms and which aspects are critical to make networking a success.
Gain insights on how the Belgian reform on networking fits within the broader international healthcare policy context.

**Moderator**

**Jan Beeckmans**
General Director
University Hospital Brussels

**Speakers**

**Marc Geboers**
Director of General Hospitals
Zorgnet-Icuro

**Marc Noppen**
CEO
University Hospital Brussels

**Renaud Mazy**
CEO
University Hospital Saint-Luc

11:00 – 12:30 INTERNATIONAL SOCIETY FOR QUALITY IN HEALTHCARE (ISQua) Room 103, 1F

From accreditation to quality...How can accreditation help to improve quality in health care?

- To understand leadership for improvement of quality
- To know how to develop a business case for quality
- To learn how accreditation can facilitate the achievement of the business case for quality

The learning will be via an interactive process in which the concepts that are presented can be discussed and debated so that the advantages of accreditation can be understood.

**Moderator and speaker**

**Peter Lachman**
Chief Executive Officer
ISQua

**Speaker**

**Clifford Hughes**
President
ISQua

11:00 – 12:30 GS1 GLOBAL OFFICE South Lounge, 3F

The benefit of GS1 identifiers to enhance patient safety and quality of care

This session contains presentations from healthcare practitioners, who have implemented global GS1 standards and realised patient safety benefits. Presentations will focus on reasons for implementation, methodology, ROI and learnings. Highlighted will be:
- China: patient safety through traceability of medical devices and pharmaceuticals.
- Hong Kong: increase patient safety by introducing bar coding being able to prevent dispensing of expired items and automatically track and trace drugs to the point of issue.
- Taiwan: system in the Central Warehouse, Cardiac Catheterization Room and Operating Room, to quickly and correctly identify medical products, reducing medical errors and increasing healthcare quality.
Moderator

Els Van der Wilden
Director Healthcare Providers
Healthcare Providers, GS1

Speakers

Charles Hou
Chief
MacKay Memorial Hospital

Anthony Wong
Senior Pharmacist
Hospital Authority

Justin Bitters
Manager
Bernhoven Hospital

11:00 – 12:30  Ministry of Health and Medical Education (IRAN)
Capacity building for hospital management
North Lounge, 3F

In this session, four experts will share their experience in Capacity building for Hospital Management. The audience will be able to get information about Iran experience on how to design and implement hospital managers capacity building (TOT roll out) as well as the success factor when conducting such program.
Also, discussed about:
• Public hospitals in Iran health care system
• Iranian public hospital challenges and need assessment
• Iranian public hospital managers capacity building

Moderator and speaker

Mehdi Jafari
Advisor of BPM Center
MoH and Medical Education

Masoud Aboulhallaje
Head of BPM Center
MoH and Medical Education

Ali Maher
V-D of curative affairs
MoH and Medical Education

Mohammadhossein Salarianzadeh
Head of MAR Center
MoH and Medical Education

11:00 – 12:30  FREE PAPER SESSION 1
Category: Innovations in Service Delivery
Joy Lounge, 4F

Chairperson: Alison Verhoeven, Australian Healthcare & Hospitals Association

1. Better model to predict in-hospital mortality
   David Dean [Australia]
2. Driving discharge process excellence through the innovative & customize STRIDE (Strategic Targeted Reengineering Initiatives for Discharge Efficiency) mechanism
   Debrishi Chatterjee [India]
3. Implementation of personal health records to enhance health management in a rural community of central Taiwan
   Heng-shuen Chen [Taiwan]
4. Digital medical currency – Bridging the access divide
   Kelly Whittle [United States of America]

12:30 – 13:30  LUNCH
Room 101, 1F

12:30 – 13:30  HEADS OF NATIONAL ORGANIZATIONS’ MEETING (By invitation only)
Room 202A, 2F
13:00 – 13:30  SPONSOR SYMPOSIUM - SYSAGE Technology Ltd (Gold Sponsor)  Room 103, 1F
The digital transformation of health – Hospitals run better with SAP

Speakers

Winnie Wu  
SAP Account executive

Martin Burger  
SAP Health industry Expert

13:30 – 14:30  PLENARY 2  Room 201, 2F
Keynote Speaker  
Tony Pat-sing Ko  
Cluster Chief Executive, New Territories West Cluster, Hong Kong Hospital Authority

Topic: Transforming Healthcare through Information Technology

CONCURRENT SESSIONS

14:30 – 16:00  Infection Control Society of Taiwan (TAIWAN)  Room 201, 2F
Control and management of healthcare associated infections (HAIs) in hospitals

- To understand the epidemiology and prevalence of healthcare-associated infection (HAI) in hospitals and particularly in intensive care units (ICUs) in Taiwan. The distribution of multidrug-resistant organisms (MDROs) associated with HAI is presented.
- To describe how the antibiotic stewardship program works in main Taiwanese hospital and the clinical impact, including changes in patient outcomes, antibiotic consumption, antibiotic resistance, and the prevalence of Clostridium difficile infection.
- To evaluate the performance of care bundles for catheter-related urinary tract infection (CA-UTI), ventilator-associated pneumonia (VAP), central line-associated bloodstream infection (CLABSI), and surgical site infection (SSI) in Taiwan and the impact of HAI and MDRO infections.

Moderator

Po-Ren Hsueh  
President  
Infection Control Society of Taiwan

Speakers

Wan-Hui Sheng  
Deputy Director  
National Taiwan University Hospital

Wen-Chien Ko  
Chief  
National Cheng Kung University Hospital

Chun-Ming Lee  
Superintendent  
St. Joseph’s Hospital

14:30 – 16:00  Hospital Authority (HONG KONG)  Room 102, 1F
Application of IT in disaster management

- To discuss the roles of Accident & Emergency Service in the management of civil disasters and multiple casualties incidents
- To share the experience in using real time information to improve Accident & Emergency Service
- To discuss the importance of implementing a rapid communication system for emergency response in public hospital system
14:30 – 16:00  IHF Special Interest Group – IHF CEO Circle
Room 103, 1F

Using a performance excellence framework to improve performance in your hospital

In this session, you will learn from world experts the difference between performance excellence and process improvement and the difference between tactics that are used to address a single issue and a true performance excellence framework (i.e. Malcolm Baldrige National Quality Award and the European Foundation for Quality Management) that drives systems thinking and the correct utilization of process tactics such as LEAN and Six Sigma.

14:30 – 16:00  Japan Hospital Association (JAPAN)
South Lounge, 3F

World Health Organization introduces ICD-11 and ICD-10 simplified index

This session will raise recognition and understanding of ICD-11 among hospitals in the world so that they will be more ready for use it when ICD-11 is officially launched in respective country. If the countries are less prepared for ICD, they will find easier coding in ICD-10 simplified index and Startup Mortality List (SMoL).
14:30 – 16:00  University Hospitals of Geneva (SWITZERLAND)  
*The hospital: a responsible and integrated enterprise*

Why do the University Hospitals of Geneva pay a specific attention to a social, economic and environmental responsibility?  
How can this corporate self-regulation ensure that the hospital’s activity is conducted in an ethical way?  
What does it involve?

**Moderator**

Karine Martinez  
Deputy Director  
HUG

**Speaker**

Alexandre Epalle  
Director  
HUG

14:30 – 16:00  FREE PAPER SESSION 2  
*Category: Patient as a Stakeholder for Healthcare Service*

Chairperson: Kate Silk, Australian Healthcare & Hospital Association

1. Improving patient experience in hospital settings  
   *Chingche J. Chiu [United States of America]*

2. Empowerment of individuals to optimize cancer prevention? Lessons learned from oncogenetics  
   *Fabrice Kwiatkowski [France]*

3. The perceptions and care needs of families of patients in the intensive care units  
   *Hsin-Mei Wu [Taiwan]*

4. Facilitation of patient understanding of discharge information by auto-generated Patient Discharge Information Summary (PDIS)  
   *Kam Shing Tang [Hong Kong]*

5. How to focus on the value of the patient to innovate clinical services? Systemic approach from understanding the value of the patient to the effectiveness of services innovation  
   *Sheng-jye Kuang [Taiwan]*

16:00 – 16:30  COFFEE BREAK  
Room 101, 1F

16:30 – 18:00  IHF CEO CIRCLE STEERING COMMITTEE MEETING (By invitation only)  
Room 202A, 2F

**CONCURRENT SESSIONS**

16:30 – 18:00  Taiwan Hospital Association (TAIWAN)  
*The Application of Innovative Technology in the Healthcare Industry*  
Room 201, 2F

- Through the integration of all intelligent-devices systems, the hospital can reroute tasks intelligently to reduce manpower and the possibility of unexpected errors, and also shorten patient’s waiting time. This also makes the hospital’s operation management become more efficient.
- In light of the ever-growing healthcare market and global demand in long-term care, the development of personalized assistant robots has seen a soaring rise; whether designed for cleaning service, personal companionship, entertainment, education, care assistance, or professional medical applications, robots are now entering the market via many forms and presentations.
- In traditional design, the space in hospital will be built first then users have to compromise or adjust their daily work scenarios and service patterns to fit the space. This research is aimed to establish a new model that would take in both medical professionals and patients’ requirements from predesign phase in order to create a patient-centered, staff-oriented and technology-advanced medical environment then further drive the brand-new medical culture transformation.
16:30 – 18:00  Norwegian Hospital and Health Service Association (NORWAY)  Room 102, 1F

Keys to success in the implementation of a National Patient Safety Program in Norway

- Understand how to plan and implement a successful patient safety programme
  a) on a national level,
  b) in a hospital and
  c) in a nursing home
- Gain knowledge on how to best adopt interventions and adapt them at home

Moderator and speaker
Anne-Grete Skjellanger
Head
NPSP in Safe Hands 24-7

Speakers
Stephan Ore
CMS
Oppsalhjemmet Norlandia

Tonje Elisabeth Hansen
CMS
Nordland Hospital Trust

16:30 – 18:00  IHF Session  Room 103, 1F

What makes local hospitals embedded in the community?

- To give short survey of the health care system of each country
- To explain the role of local hospitals
- To explore their peculiarities and way of functioning
- Open perspectives and tracks of development

Moderator and speaker
Dominique Colas
Director
CH du Penthièvre & du Poudouvre

Speakers
Jesus Jardin
Board of directors
Philippines Hospital Association

Lily Koros Tare
CEO
Kenyatta National Hospital

Lee Meng-Chih
Superintendent
Taichung Hospital, MoH and Welfare
### Workshop “Smarter healthcare, safer organisations, healthier patients”

- Assess methods to use smarter health systems to improve healthcare performance and patient care.
- Explore how Intelligent Personalised healthcare decision support systems are been used to healthcare research and outcomes.
- Discuss the benefits of smarter health systems to patient safety and cost-effectiveness health care.

**Moderator and speaker**

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<tr>
<th>Moderator</th>
<th>Speakers</th>
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<tbody>
<tr>
<td>Margarida Eiras</td>
<td>David Mendes, Ana Tito Lívio</td>
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<tr>
<td>Vice-President</td>
<td>R&amp;D Manager, Project Manager</td>
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<td>DECSIS SA, APDH</td>
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**Speakers**

- **Margarida Eiras**
  - Vice-President
  - APDH
- **David Mendes**
  - R&D Manager
  - DECSIS SA
- **Ana Tito Lívio**
  - Project Manager
  - APDH

### JOINT COMMISSION INTERNATIONAL (JCI)

**Enhancing Physician Involvement in Quality Improvement efforts – The JCIA Certification program**

This session will discuss how to take building design from concept to reality, factoring planning, design, construction as well as the commissioning (move-in) phase of a new or renovated healthcare facility. Key factors such as having a clear understanding of the plan and implementation across all parties involved – leadership, staff, architects, construction workers, and others- are also address to avoid unnecessary distractions, delays, and regulatory barriers.

**Moderator and speaker**

<table>
<thead>
<tr>
<th>Moderator</th>
<th>Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paula Wilson</td>
<td>Michael Chihoski, Andrew T. Huang</td>
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<tr>
<td>President and CEO</td>
<td>Consultant, President and CEO</td>
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<tr>
<td>JCI</td>
<td>Joint Commission Resources, Koo Foundation Sun Yat-Sen Cancer Center</td>
</tr>
</tbody>
</table>

**Speakers**

- **Paula Wilson**
  - President and CEO
  - JCI
- **Michael Chihoski**
  - Consultant
  - Joint Commission Resources
- **Andrew T. Huang**
  - President and CEO
  - Koo Foundation Sun Yat-Sen Cancer Center

### FREE PAPER SESSION 3

**Category: Financing and Value Analysis**

Chairperson: Lawrence Lai, Hospital Authority, Hong Kong

1. Universal health care in a mixed public-private health system – The Australian experience
   *Linc Thurecht [Australia]*
2. Toward activity based funding for public hospitals in Australia
   *Paul Dugdale [Australia]*
3. Strengthening Health Care Supply Chain through Value Analysis
   *Berna Marcelino [Canada]*
4. Improving Performance of 30-day Readmission and Expenditure Through Innovation Integrated Health Care Mechanism in Taiwan
   *Ying-ying Wu [Taiwan]*
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>19:00–21:00</td>
<td><strong>WELCOME RECEPTION</strong></td>
</tr>
</tbody>
</table>

- **Style:** Standing Buffet
- **Attire:** Smart Casual
- **Ticket Price:** Free to all IHF Congress attendees

To highlight the uniqueness and innovation of Taiwan island culture, we set interesting folk art stands at the venue, including Dough Sculpture Art and Traditional Sugar Painting, and you can definitely explore the great joys of good old-fashioned Taiwanese art crafts. Moreover, do not miss the performance of Jazz band played by top performers who will present a variety of world and folk songs. Let the melody of beautiful Jazz music brings you a remarkable and relaxing night.
### WEDNESDAY, 8TH NOVEMBER

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:00 – 08:30</td>
<td>IHF CEO CIRCLE BREAKFAST MEETING (By invitation only)</td>
<td>Room 103, 1F</td>
</tr>
<tr>
<td>08:00 – 17:00</td>
<td>REGISTRATION / EXHIBITION / POSTER DISPLAY</td>
<td></td>
</tr>
<tr>
<td>08:30 – 09:30</td>
<td>IHF AWARDS</td>
<td>Room 201, 2F</td>
</tr>
<tr>
<td>09:30 – 10:30</td>
<td>PLENARY 3</td>
<td>Room 201, 2F</td>
</tr>
<tr>
<td>10:30 – 11:00</td>
<td>COFFEE BREAK</td>
<td>Room 101, 1F</td>
</tr>
</tbody>
</table>

#### Session Chair
Erik Normann, President, International Hospital Federation and Norwegian Hospital and Health Service Association

#### Awards Committee Chair
Tsuneo Sakai, Board Member, Japan Hospital Association and International Hospital Federation

- **IHF/Kwang Tae Kim Grand Award**
  Kwang Tae Kim, Immediate Past-President, International Hospital Federation

- **IHF/BIONEXO Excellence Award for Corporate Social Responsibility**
  Risto Miettunen, CEO and Treasurer, Kuopio University Hospital District and International Hospital Federation
  Mauricio Barbosa, CEO, Bionexo

- **IHF/EOH HEALTH Excellence Awards for Leadership and Management in Healthcare**
  Francisco Balestrin, President Designate and President, International Hospital Federation and ANAHP
  Charles Harebottle, Managing Director, EOH

- **IHF Excellence Award for Quality & Safety and Patient-centered Care**
  Eric Normann, President, International Hospital Federation and Norwegian Hospital and Health Service Association

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#### Keynote Speaker
**Dr. Sidney Klajner**
President, Sociedad eisraelita Brasileira Albert Einstein

**Topic**: Making patient experience a driver for healthcare provision

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#### CONCURRENT SESSIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 – 12:30</td>
<td>Joint Commission of Taiwan (TAIWAN)</td>
<td>Room 201, 2F</td>
</tr>
<tr>
<td></td>
<td>Using simulation to improve quality and patient safety</td>
<td></td>
</tr>
</tbody>
</table>

- To apply simulation training to individuals, teams, work units, and organizations.
- To apply simulation as the tool for creating safe culture and fostering changes in work procedures and systems.

#### Moderator
Tsuen-Chiuan Tsai
Dean
Academic Affair
Kaohsiung Medical University

#### Speakers
- **Che-Wei Lin**
  Chief Executive Officer
  Center for Education in Medical Simulation, Taipei Medical University

- **Fremen Chih-Chen Chou**
  Director
  China Medical University Hospital

- **Chih-Wei Yang**
  Attending Physician
  National Taiwan University Hospital
11:00 – 12:30  American Hospital Association & American College of Healthcare Executives (USA)
“Getting to Zero” A leadership challenge

- Discuss the challenges and responsibilities that healthcare leaders face given the myriad of safety issues.
- Explain strategies to build and maintain a strong leadership and safety culture within an organization.
- Illustrate solutions that leaders can use to raise awareness about safety issues and improve care within their organizations.

Moderator
Richard J. Pollack
President and CEO
American Hospital Association

Speakers
Nancy Howell Agee
President and CEO
Carilion Clinic

Jim Skogsbergh
President and CEO
Advocate Healthcare, FACHE

Charles D. Stokes
President and CEO
EVP and COO
Memorial Hermann Health System, FACHE

11:00 – 12:30  IHF Special Interest Group – University Hospitals
Perspectives on Academic Medical Centre/University Governance Alignment

- Understand the dimensions of integration and collaboration across patient care, teaching, research and innovation
- Gain insight into the key success factors of leading organizations as well as unique challenges
- Understand the leadership competencies needed for effective collaboration between the academic medical centre and university
- Discover barriers and enablers to effective alignment
- Uncover successful strategies for enhancing the value of the academic medical centre and university collaboration

Moderator
Barbara Anason
Senior Vice-President
Vizient University Health System Consortium

Speakers
Risto Miettunen
CEO
Kuopio University Hospital

Paul Dugdale
Director
Canberra Hospital and Health Services and Australian National University

Marc Noppen
CEO
UZ Brussel

11:00 – 12:30  French Hospital Federation & UNICANCER (FRANCE)
From centralized to decentralized model in hospital care

- How rethink the model from a feudal model (hospitalized centered) toward a model “patient oriented” and supported by new and ad hoc piloting tools (mobile teams, telemedicine, care networks), especially in the field of chronic diseases (cancer, geriatric, palliative care, rehabilitation...).
- Rethinking the management of patients with chronic and cancerous diseases and share the experience of the different countries of the world around the new logics of patient pathway, patient empowerment.
In the very makings and raison d’être of La Unió, as an association of healthcare providers, with the capacity to influence and support the development of the public health system in our country, is the promotion and support of a wide range of policies aimed at reinforcing the social responsibility of our members. La Unió is a driving force of social responsibility towards the society we serve, from offering methodological support and promotion, to putting a spotlight on those initiatives, acknowledging them, and providing tools to facilitate them. Third, sharing practical experience and the methodology employed to evaluate and promote, in an ordered, systematic way, the development of CSR policies of La Unió itself, and our members, by means of demonstration projects.

11:00 – 12:30 FREE PAPER SESSION 4

Category: Leadership and Management

Chairperson: Muna Tahlak, Latifa Woman and Children Hospital and Dubai Health Authority

1. Apply LEAN approach in hospital emergency department improves patient throughput
   Gregory Hwee [United States of America]
2. Adaptation of the Global Health Care Management Competency Framework for the Asia Pacific region
   Richard Baldwin [Australia]
3. Harness on the web to help poor patients
   Venkat Narayan Hampapur [India]
4. Create Effective Branding Strategies at Public Medical Center in central Taiwan
   Wayne Huey-herng Sheu [Taiwan], Presenter: Gow-Jen Shieh
### LUNCH

**Time:** 12:30 – 13:30
**Location:** Room 101, 1F

**Meeting:** ASIAN HOSPITAL FEDERATION MEETING (By invitation only)
**Location:** Restaurant Pearl Liang, Grand Hyatt Taipei

### PLENARY 4

**Time:** 13:30 – 14:30
**Location:** Room 201, 2F

- **Keynote Speaker:** Nancy Howell Agee, CEO, Carilion Clinic
- **Topic:** Leading and Designing a Patient Centred Health System

### CONCURRENT SESSIONS

**Time:** 14:30 – 16:00
**Location:** Room 201, 2F

**Technology and Nursing Management**

- **To determine** if the outcomes and satisfaction with using a nursing information system (NIS) improved patient safety and the quality of nursing care in a hospital in Taiwan.
- **To describe and share** the experience of using the nursing informatics in human resources management in a medical center in Taiwan and can be the reference to apply in the future.
- **To share** the experience of a medical center in central area of Taiwan on how it planed and developed the nursing care information system for improving clinical patient care since 2010.

**Moderator:** Kwua-Yun Wang, President, Taiwan Nurses Association

**Speakers:**
- Tso-Ying Lee, President, Taiwan Nursing Informatics Association
- Shirling Lin, Nurse Supervisor, Taipei Veterans General Hospital
- Shu-Chen Chang, Director, Changhua Christian Hospital

### National Confederation of Health & National Association of Private Hospitals

**Time:** 14:30 – 16:00
**Location:** Room 102, 1F

**Brazilian hospital management, compliance, quality and patient safety**

Understanding the Brazilian level of compliance programs, the integration between corporate and clinical governance for effectiveness patient care, economic performance all integrated with Brazilian law regulations.

**Moderator:** Luiz Felipe Costamilan, Director, National Association of Private Hospitals (ANAHP)

**Speakers:**
- Eduardo Queiroz Jr., COO, Santa Casa Misericórdia de Bahia
- Ricardo Maurício F. Soares, Professor and Chief Organizer, National Confederation of Health (CNS) & FederaçãoBaiana de Saúde (FEBASE)
14:30 – 16:00  IHF Special Interest Group – Hospital Management  Room 103, 1F
Towards professionalization of Healthcare Management

- Obtain perspectives on why increasing the professionalization of healthcare management is important to the delivery of safe and efficient healthcare.
- Understand the research opportunities aligned with healthcare management professionalization.
- Understand how the web based competency platform, Leadership Competencies for Healthcare Services Managers was developed.
- Present a case for using the web based competency platform to grow in one’s own professional development and advancement at the organization and government levels.
- Obtain perspective and opportunities to participate with the HM-SIG’s global initiatives and planned outcomes

Moderator and speaker

Speakers

Neale Fong
President
Australasian College of Health Service Management

Marisa Gil Lapetra
Knowledge Strategies Manager
International Hospital Federation

S. Robert Hernandez
Professor
University of Alabama at Birmingham

Megan Silverman
Strategic Project Manager
American College of Healthcare Executives

14:30 – 16:00  Dubai Health Authority (UNITED ARAB EMIRATES)  South Lounge, 3F
Technology

How technology can elevate or transform healthcare systems partnering with patients.

Moderator

Speakers

Muna Tahlak
CEO
Latifa Woman and Children Hospital & Dubai Health Authority

Mohammed Al Redha
Director
Dubai Health Authority

Amani Al Jassmi
IT Director
Dubai Health Authority

Yaser Saeedi
Consultant Urologist
Dubai Health Authority
14:30 – 16:00  HEADS OF NATIONAL ORGANIZATIONS’ MEETING (By invitation only)  North Lounge, 3F

14:30 – 16:00  FREE PAPER SESSION 5  Joy Lounge, 4F

Category: Quality of Care and Patient Safety

Chairperson: Tsuneo Sakai, Japan Hospital Association

1. Key to VTE risk assessment  
   Archana Bajaj [India]
2. Evaluation of a critical care follow-up program on patient’s outcomes  
   Hang-mui So [China]
3. Value driven outcomes program to identify and link cost and outcome variation to improve quality of care and reduce expenses  
   Juan Carlos Negrette [United States of America]
4. Cost-effective technology in enhancing quality  
   Pichumani Parthasarathi [India]

16:00 – 16:30  COFFEE BREAK  Room 101, 1F

16:30 – 17:15  SPONSOR SYMPOSIUM - iEi Integration Corp (Bronze Sponsor)  Room 102, 1F

Healthcare 4.0 – iEi Smart Hospital

Speakers

Jordan Jiang  
CEO  
IEI Integration Corp.

Jiunn-Rong Chen  
CEO  
Smart eCare Inc.

16:30 – 18:00  FREE PAPER SESSION 6  South Lounge, 3F

Category: Resilience and Security in Health Services

Chairperson: Marcelo Moncorvo Britto, National Confederation of Health (CNS)

1. Security survey for health care facilities: A guide for field operations  
   Agnieszka Cholewinska [Switzerland], Presenter: Federico Sittaro and Erin Downey
2. Using a patient safety culture improvement tool (PSCIT) to enhance hospital safety  
   Chang Hsu-tung [Taiwan]
3. A prospective kap study on disaster management of healthcare staff  
   Priyanka Anchalia [India]
4. The world health organization’s prescription for sustainable healthcare  
   Walt Vernon [United States of America]

16:30 – 18:00  FREE PAPER SESSION 7  North Lounge, 3F

Category: Technology and Changes in Healthcare

Technology and Changes in Healthcare

Chairperson: Hong-I Chen, College of Health Sciences in Chang Jung Christian University

1. ICT methods for healthcare space management. Case study: AOU Careggi in Florence (Italy)  
   Luca Marzi [Italy]
2. A study of the intelligent indoor air quality control system on Hualien Tzu-Chi Medical Center
   Ming-chiao Lin [Taiwan]
3. Technology as a solution to improving social determinants of health
   Vik Bakhru [United States of America]
4. Improving timely access to outpatient rehabilitation services through education, technology and process
   change in times of the Affordable Care Act
   Eduardo Lopez [United States of America]

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>16:30 – 18:00</td>
<td>IHF GENERAL ASSEMBLY</td>
<td>Room 103, 1F</td>
</tr>
<tr>
<td>19:00 – 21:00</td>
<td>GALA DINNER</td>
<td>Grand Ballroom, 3F,</td>
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<td></td>
<td>Grand Hyatt Taipei</td>
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</tbody>
</table>

- Pre-Drink starts from 18:30
- Style: Chinese Cuisine
- Attire: Business Casual
- Ticket Price: TWD 3,000 – check availability at Onsite Registration Counter

Taiwan is an island of plenty, not just for spectacular scenic beauty but also for its colorful mix of culture. Our island is rich in stories just wanting to be told. IHF Gala Dinner will be a grand feast bustling with excitement, and surrounded by preeminent cultural performance groups. Do not miss this grand feast for impressive performances of Acrobatic Acts, Lion Dance, and Face Changing.
THURSDAY, 9TH NOVEMBER

08:00 – 12:30  REGISTRATION / EXHIBITION / POSTER DISPLAY

08:30 – 09:30  PLENARY 5  Room 201, 2F

Keynote Speaker
Deborah Cole
CEO, Dental Health Services, Victoria

Topic: Disrupting health — let’s experience better outcomes

CONCURRENT SESSIONS

09:30 – 11:00  Taiwan Medical Association (TAIWAN)  Room 201, 2F

New Development of Community Medicine in Taiwan

- Understand the important opportunity for health care of our healthcare system in Taiwan
- Appreciate how social media sites like Twitter and Facebook can be leveraged by medical practices
- Discuss the new plan to stabilize long-term care funding and promote preventive health care to delay the disabilities
- Implement primary health care to improve health quality, lower care costs, have better health outcomes, and reduce health disparities.

Moderator
Ding-Cheng Chan
Superintendent
National Taiwan University Hospital, Chu-Tung Branch

Speakers
Yi-Lien Liu
Superintendent
Long-Tan Min-Sheng Hospital

Chia-Ming Li
Attending Physician
National Taiwan University Hospital, Beihu Branch

Brian Chang
Deputy Secretary General
Taiwan Medical Association

09:30 – 11:00  IHF and Global Health Management Consortium  Room 103, 1F

Short term courses in hospital management

- Know the various options and contact information for short term management training of hospital leaders and executives that they can share back in their respective countries.
- Share additional information on proven short term management training programs they are familiar with.
- Sharing of ideas on additional ways to develop the effectiveness of hospital management in hospitals where the leaders have not had formal training in hospital management.
- Discussion on the issue of adding management concepts taught in business and industry in hospital management training.

Moderator and speaker
Rufino L. Macagba
Chairman and President
Lorma Medical Center

Speakers
Rene Domingo
Full-time faculty
Asian Institute of Management

Noel Lawas
Professor
University of the Philippines
Manila
In this session, three experts will share their experience in quality improvement and patient safety programs ranging from surgical outcome improvement to infection control programs. The audience will be able to learn from their experience on how to conduct practical large-scale quality and safety programs as well as the success factors when conducting such programs. The importance of engaging front-line clinical staff and sharing of good practices will also be discussed.

**Moderator**

Tony Pat-sing Ko  
Cluster Chief Executive  
Hospital Authority

**Speakers**

Heng-tat Leong  
Chief of service (Surgery)  
Hospital Authority

Kin Wing Choi  
Consultant  
Hospital Authority

Ka Lam Cheng  
Advanced Practice Nurse  
Hospital Authority

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**FREE PAPER SESSION 8**  
**North Lounge, 3F**

**Category: Care for Ageing and Multi-chronic Patients**

Chairperson: Cédric Lussiez, French Hospital Federation

1. Information Technology in Long Term Health Care Tzuchi Model in Eastern Taiwan  
   Chun-hsun Chen [Taiwan]

2. A Frailty Care Unit for Elderly Patients in Emergency Medical Ward (EMW): A Pilot Study  
   Jenny Ngai [Hong Kong], Presenter: Shirley Hung Yu Kan

3. Identification and improvement of organizational weaknesses in age-friendly health care in Taiwan  
   Shu-ti Chiou [Taiwan]

4. Improving the care of the elderly in the RACF and ED: introduction and implementing the CEDRiC toolkit  
   Elizabeth Marsden [Australia]

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**FREE PAPER SESSION 9**  
**Joy Lounge, 4F**

**Category: Innovations in Service Delivery**

Chairperson: Jesus Jardin, Philippines Hospital Association

1. A public / private collaboration to reduce the burden of preventable hospitalisations in patients with heart failure in Tasmania, Australia  
   Katharine Silk [Australia]

2. Call the doctor!: A novel hand-held radio-based hospital emergency communication system in Botswana  
   Nathan Raines [United States of America], Presenter: Celeste Pizza

3. The 20 years’ experience of specialized outpatient model care in the community  
   Rosa Asbert [Spain]

4. Achieving effective, efficient and universally accessible contraceptive management in Australia  
   Kylie Woolcock [Australia]

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**COFFEE BREAK**  
**Room 101, 1F**
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:30 – 12:30</td>
<td><strong>CLOSING CEREMONY</strong> Room 201, 2F</td>
</tr>
<tr>
<td></td>
<td>• Opening Remarks</td>
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<tr>
<td></td>
<td>Eric de Roodenbeke, CEO, International Hospital Federation</td>
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<tr>
<td></td>
<td>• Poster Awards</td>
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<tr>
<td></td>
<td>• IHF Brisbane 2018 – 42nd World Hospital Congress Presentation</td>
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<td></td>
<td>• IHF President Address</td>
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<tr>
<td></td>
<td>Francisco Balestrin, President, International Hospital Federation</td>
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<td></td>
<td>• Final Closing &amp; Farewell:</td>
</tr>
<tr>
<td></td>
<td>Steve Wen-Neng Ueng, President, Taiwan Hospital Association</td>
</tr>
<tr>
<td>12:30 – 13:30</td>
<td><strong>LUNCH</strong> Room 101, 1F</td>
</tr>
<tr>
<td>14:00 – 17:00</td>
<td><strong>HEALTHCARE VISITS</strong></td>
</tr>
<tr>
<td></td>
<td>- Route A &amp; B: <strong>14:00-17:00</strong>, gathering time 13:50 at Lobby, 1 Floor, TICC</td>
</tr>
<tr>
<td></td>
<td>- Route C: <strong>13:30-17:00</strong>, gathering time 13:20 at Lobby, 1 Floor, TICC</td>
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</tbody>
</table>

More information about Healthcare Visits at page 39
### Leadership and Management

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C01</td>
<td>Taiwan</td>
<td>Hsiao-Ling Tsou</td>
<td>An Efficient Method in Assorting Medical Supplements with Colored and Numbered Labels: an application in inventory management of operating rooms</td>
</tr>
<tr>
<td>1C02</td>
<td>Taiwan</td>
<td>Kuanty Liu</td>
<td>Application of Business Intelligence in Bed-Management Decision Support System-in a Health Care System in Central Case</td>
</tr>
<tr>
<td>1C03</td>
<td>Taiwan</td>
<td>Guo Shu-liu</td>
<td>Comparison of The Effectiveness Between two Hospitals Orientation Programs for New Graduate Nurses</td>
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<tr>
<td>1C04</td>
<td>Taiwan</td>
<td>Ya Wen Lee</td>
<td>Effectiveness of the Flipped Classroom on Novice Nurses’ Skills Training</td>
</tr>
<tr>
<td>1C05</td>
<td>Taiwan</td>
<td>Wen-hsiung Cheng</td>
<td>Evaluation of Formosa Technology’s E-Market Place: A Case Study of a Regional Teaching Hospital in Southern Taiwan</td>
</tr>
<tr>
<td>1C06</td>
<td>Taiwan</td>
<td>Li-yin Chang (Presenter: Hsu-Hui Yu)</td>
<td>Lean information management in nursing quality monitoring system</td>
</tr>
<tr>
<td>1C07</td>
<td>Taiwan</td>
<td>Hui-chin Wang (Presenter: Chien-te Lee)</td>
<td>Promote Team Resource Management to Enhance Teaching Ability</td>
</tr>
<tr>
<td>1C08</td>
<td>Taiwan</td>
<td>Wei Cheng Weng</td>
<td>Prototype and simulation design for a cancer center of the future</td>
</tr>
<tr>
<td>1C09</td>
<td>Taiwan</td>
<td>Ying Chih Sung</td>
<td>Reduce the rate of over 48 hours stay in the emergency department</td>
</tr>
<tr>
<td>1C10</td>
<td>Taiwan</td>
<td>Pei-chi Ho</td>
<td>The Development of Design Communication Platform for Healthcare Integrated with BIM and Virtual Reality Technologies</td>
</tr>
<tr>
<td>1C11</td>
<td>Taiwan</td>
<td>Yuan-hui Lai (Presenter: Yin-Lurn Hung)</td>
<td>Lean Management and Leadership of Surgical Team Enhance Operating Room Performance and Staffs Satisfaction</td>
</tr>
<tr>
<td>1C12</td>
<td>Taiwan</td>
<td>Jia-ying Gau</td>
<td>Knowledge management systems for prepare the hospital accreditation</td>
</tr>
<tr>
<td>1C13</td>
<td>Taiwan</td>
<td>Paul Huang (Presenter: Yu-Wen Lin)</td>
<td>Innovative Health Promotion – Healthy Trail Walking Contest in Hospital</td>
</tr>
<tr>
<td>1C14</td>
<td>Taiwan</td>
<td>Paul Huang (Presenter: Alice Chen)</td>
<td>The Effectiveness Analysis on the Implementation of HRIS in Hospital</td>
</tr>
<tr>
<td>1C15</td>
<td>Taiwan</td>
<td>Paul Huang (Presenter: Yi-Ting Lin)</td>
<td>The Action Research on Application of Experience Education in Team Building</td>
</tr>
<tr>
<td>1C16</td>
<td>Taiwan</td>
<td>Shu-wen Huang (Presenter: Chi-Sen Chang)</td>
<td>Centralized inpatients beds management helps to solve emergency retention by I-P-O model</td>
</tr>
<tr>
<td>1C17</td>
<td>Hong Kong</td>
<td>Chui Wing Lam</td>
<td>Examining the Effect of Positive Psychosocial Scheme among Newly Graduated Nurses in acute hospitals in Hong Kong</td>
</tr>
<tr>
<td>1C18</td>
<td>Spain</td>
<td>Rafel Vidal-serra</td>
<td>Social Benefits Plan, implementation and evaluation of results on people</td>
</tr>
<tr>
<td>1C19</td>
<td>Hong Kong</td>
<td>Lai Hang Kwok</td>
<td>Standardized Pre-operative Management: Pre-print progress notes for same day admission operations</td>
</tr>
</tbody>
</table>

### Financing and Universal Health Coverage

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1E24</td>
<td>United States</td>
<td>William Huang</td>
<td>Conducting revenue cycle with M.D. clinical advisors effectively improves the denial rate: an experience of 220 beds hospital in California</td>
</tr>
</tbody>
</table>

### Governance, Accountability and Ethics

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1E05</td>
<td>Hong Kong</td>
<td>Pik Lai Erica Ho</td>
<td>Enhance Compliance in Informed Consent Documentation and Quality in Informed Consent Process</td>
</tr>
<tr>
<td>1E06</td>
<td>India</td>
<td>Sunanda Bhattacharya</td>
<td>Enhancing Patient Satisfaction by targeting the prime determinants critical to patient experience</td>
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<tr>
<td>Code</td>
<td>Country</td>
<td>Author</td>
<td>Title</td>
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</tr>
<tr>
<td>1E07</td>
<td>Taiwan</td>
<td>Jia-ying Gau (Presenter: Tzu-Chin Teng)</td>
<td>Humanitarian actions of Taichung Veterans General Hospital are beyond borders</td>
</tr>
<tr>
<td>1E08</td>
<td>Taiwan</td>
<td>Chelsea C. Chou</td>
<td>Spatial Analysis of China’s Hospital Reform</td>
</tr>
<tr>
<td>1E09</td>
<td>Taiwan</td>
<td>Te-jung Liu</td>
<td>Telling the truth about Brain tumor: clinical Practice and Ethical Dilemmas Faced by Nurses</td>
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<td>Kai-ting Ting</td>
<td>The Implementation of Amendments to Human Organ Transplant Ordinance in Taiwan could change the organ transplants behavior overseas</td>
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<td>Taiwan</td>
<td>Ya-shiu Lo</td>
<td>To promote intensive non-cancer patients with peace care intervention rate of the project</td>
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**Organizing Long Term Care for Ageing and Multi-chronic Patients**

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
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<td>Zih-jie Sun</td>
<td>Application of Quality Function Deployment in exploring the quality of outpatient service in a local age-friendly community hospital</td>
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<td>Taiwan</td>
<td>Wan-chi Hsu</td>
<td>Effects Of Moderate to High-Intensity Exercise on Cardiopulmonary Endurance in Clients with Chronic Psychiatric Disorder</td>
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<td>Taiwan</td>
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<td>Effects of Thickened-Flavor Water on Cough Frequency and Fluid Intake to Elderly in the Long-term Care Settings</td>
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<td>Taiwan</td>
<td>Chao Fen-huei</td>
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<td>Indonesia</td>
<td>RS Cipto Mangunkusumo</td>
<td>Hospital Malnutrition in Geriatric Patients</td>
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**Patient as a Stakeholder for Healthcare Service Provision**

<table>
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<tr>
<th>Code</th>
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<td>Enhanced the self-care abilities of metabolic syndrome with following education model</td>
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<td>Taiwan</td>
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<td>Exploring Hospital’s Social Responsibility: External Stakeholders’ Perspectives</td>
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<td>Taiwan</td>
<td>Meng-szu Lee</td>
<td>Glycemia Analysis and Establishment of a Health Management Plan Based on the Health Checkup Data of 9371 Senior Citizens</td>
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<td>Taiwan</td>
<td>Tung Wen Ko</td>
<td>Shared decision making model in coronary intervention therapy</td>
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<tr>
<td>1E16</td>
<td>Taiwan</td>
<td>Sheng-hsiung Fan (Presenter: Tai-Chin Wu)</td>
<td>The effects of promoting participation of patients to improve healthcare quality and patient satisfaction</td>
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<td>1E17</td>
<td>Singapore</td>
<td>Pei Xuan Chua (Presenter: Gwendolyn Ong Wei Ling)</td>
<td>Empowering Patients In Their Care Journey Through Advance Care Planning</td>
</tr>
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**Quality of Care and Patient Safety**

<table>
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<td>Lowering the acute myocardial infarction re-admission rate by enhancing the knowledge of secondary prevention care for patients and their relatives</td>
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<td>Improve the overdue rate when emergency patients transfer to the ward</td>
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<td>Taiwan</td>
<td>Yu Mei Fang</td>
<td>Reducing Readmission Rate in Chemotherapeutic Patients with Poor Side Effect Management</td>
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<td>Taiwan</td>
<td>Su-ling Tsai</td>
<td>Wound care team involved in discussion of the quality of life of diabetic foot ulcers</td>
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<td>Chia Hui Cheng (Presenter: Li-Yueh Huang)</td>
<td>Attitudes And Perception Of Patient Safety Reporting: Cross-Sectional Survey</td>
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<td>Improvement of inhalation skill on usage of Small Volume Nebulizer by diversified approaches</td>
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<tr>
<td>Session</td>
<td>Country</td>
<td>Presenter</td>
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<td>Integrated Holistic Care Improve Healthcare Quality: Implementation of 6-year experience</td>
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<td>Taiwan</td>
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<td>Multifaceted approach to enhance the accuracy of dispensing at a regional teaching hospital in Taiwan</td>
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<tr>
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<td>Taiwan</td>
<td>Liwen Hung</td>
<td>Patient Safety Culture Survey in a Local Community Hospital in Southern Taiwan</td>
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<tr>
<td>2A11</td>
<td>Taiwan</td>
<td>Huang Grace Li Ying</td>
<td>The Relation of Intensive Therapy and Glycemic Control in Diabetes Mellitus</td>
</tr>
<tr>
<td>2A12</td>
<td>Taiwan</td>
<td>Hsiang-ching Huang</td>
<td>To Reduce the Number of Vague Orders during Nursing Practice in Cardiology Ward</td>
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<tr>
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<td>Utilization of computerized database system to facilitate the efficiency of case management for chronic hepatitis B and hepatitis C patients</td>
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<tr>
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<td>Taiwan</td>
<td>Lih-chi Chen</td>
<td>Establishment and Effectiveness of Pharmaceutical Home Care in Elderly Patients with Triple H (Hypertension, Hyperlipidemia and Hyperglycemia)</td>
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<tr>
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<td>Taiwan</td>
<td>Yi-Hui Jiang</td>
<td>Integration of Clinical Service and Administrative Operation Reduces the Incidence of Outliers in Cancer Core Measure Indicators</td>
</tr>
<tr>
<td>2A17</td>
<td>Indonesia</td>
<td>Adreasta Meliala</td>
<td>Organizational culture and risk of burnout at Dr. Cipto Mangunkusumo National Referral Hospital Indonesia</td>
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<td>Japan</td>
<td>Atsuko Koyama</td>
<td>Avoiding diagnostic errors to improve patient safety in psychosomatic medicine</td>
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<tr>
<td>2A19</td>
<td>Hong Kong</td>
<td>Kayin Shimen Au</td>
<td>Pre-Hospital Discharge Diabetes Education on Meal-Based Blood Glucose Monitoring</td>
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<td>United States</td>
<td>Michael Counte</td>
<td>An Analysis of Hospital Health Information Technology and Its Service Quality Performance</td>
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<td>Singapore</td>
<td>Monica Man Ling Chen</td>
<td>From “Hush-Hush!” To “Share &amp; Learn!” Education Nuggets to Change Safety Culture!</td>
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<td>Hong Kong</td>
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<td>Investigation by hospital dentists on oral problems of patients under the care of the nutrition support team in our hospital</td>
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<td>Taiwan</td>
<td>Lin Jiunncherng</td>
<td>Building up a High-quality Cardiac Team at a Regional Hospital</td>
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<td>2B02</td>
<td>Taiwan</td>
<td>Jiun-long Wang</td>
<td>Improving the Weaning Rate for Ventilator Dependent Patients in Subacute Respiratory Care Ward-Experience from Central Taiwan Medical Center</td>
</tr>
<tr>
<td>2B03</td>
<td>Taiwan</td>
<td>Chun-sheng Chen</td>
<td>Prevention of oxygen therapy related pressure injury</td>
</tr>
<tr>
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<td>Taiwan</td>
<td>Jui-yueh Yang</td>
<td>To improve the safety of drainage tube (Jackson-Pratt) in post-operative neck tumor patient</td>
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<td>Taiwan</td>
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<td>Shortening the time to emergency management of high risk pregnancies</td>
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<td>Taiwan</td>
<td>Cheng Li-chung</td>
<td>Improvement the isolating rate of Carbapenem-Resistant Acinetobacter Baumannii in SICU</td>
</tr>
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<td>Taiwan</td>
<td>Chinhsin Yeh</td>
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<td>Research on feelings of advanced cancer patients with dyspnea by using BiPAP</td>
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<td>Taiwan</td>
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<td>Effectiveness of Application of Mobile Internet Devices to the Intake and Output Recording of Patients at Intensive Care Units (ICU)</td>
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<td>Taiwan</td>
<td>Su-chiu Wang</td>
<td>The training and evaluation for terminally ill patient’s interprofessional practice</td>
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<td>Taiwan</td>
<td>Mei-ling Lo</td>
<td>Nursing strategies to improvement quality of end-of-life care in intensive care unit</td>
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<td>Taiwan</td>
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<tr>
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<td>Yi-ting Tsai</td>
<td>Hospitalist in a Medical Center in Central Taiwan: Experience from Taichung Veterans General Hospital</td>
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<td>Taiwan</td>
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<td>Improving Patient Safety through Rapid Response Team operation</td>
</tr>
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<td>Evaluating Compliance Rate of Patient Safety Practice via Patient’s Experience</td>
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<td>Community Comprehensive Medical Care Effort with GPS for Safety Measures and Drug Adherence of Elderly Patients</td>
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<tr>
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<td>Iris Sharon Domingo (Presenter: Donna Joy Penaneuva)</td>
<td>Privileging Audit: Enhancing Safety of Surgical Procedures</td>
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<td>Portugal</td>
<td>Margarida Eiras</td>
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<td>Significant Reduction of Emergency Department Wait Time Causes Rapid Improvement in Patient Satisfaction</td>
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<td>Electronic Policy Management helps Hospital to Comply with Government Agency Standards</td>
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<td>Temperature and Time-dependent False Negative Detection of Pseudomonas aeruginosa in Delayed Entry Samples of Blood Culture</td>
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<td>The Role of Health Communication on Critical Care Decision -Making - An Example of Extracorporeal Membrane Oxygenation Team</td>
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<td>Shu Min Chang</td>
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<td>Effects of Multidisciplinary Care on Mortality Risk within 30 days after Dialysis for End-stage Renal Disease Patients</td>
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<td>Outcomes of Implementing PharmaCloud System in One Tertiary Hospital (Medical Center) in Central Taiwan</td>
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<td>Taiwan</td>
<td>Chien Chou Hsiao</td>
<td>Pigtail catheters replace traditional large-bore chest tubes for pneumothoraces in premature infant in neonatal intensive care unit</td>
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<td>Taiwan</td>
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<td>Reduce readmission rate trough pharmacist intervention program</td>
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<td>Taiwan</td>
<td>Hui-ya Wang</td>
<td>Using Pluralism Education Tools to Improve Nasogastric Feeding Skill in Caregivers</td>
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<tr>
<td>2C17</td>
<td>Taiwan</td>
<td>Dar-ren Chen</td>
<td>Breast Cancer Care Program</td>
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<td>Taiwan</td>
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</tr>
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<td>Taiwan</td>
<td>Yu-chih Ting</td>
<td>Quality Improvement Program To Reducing Multidrug-Resistant Bacteria Infection Density In The Intensive Care Unit</td>
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<td>Taiwan</td>
<td>Wei-hao Feng</td>
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<td>2C21</td>
<td>Taiwan</td>
<td>Analysis of the Outcomes of Comprehensive Clinical Pharmaceutical Care for Breast Cancer Patients</td>
<td>Benefits of the Clinical Guidelines Adherence for Hospitalized Patients with Acute Myocardial Infarction</td>
</tr>
<tr>
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<td>Taiwan</td>
<td>Benefits of the Clinical Guidelines Adherence for Hospitalized Patients with Acute Myocardial Infarction</td>
<td>Effect of High Fidelity Resuscitation Simulation Team Training on General Ward</td>
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<tr>
<td>2C23</td>
<td>Taiwan</td>
<td>Effect of High Fidelity Resuscitation Simulation Team Training on General Ward</td>
<td>Gender Difference in the Association of Statin Therapy and Incident Dementia: A Population-based Study of Elderly Taiwanese</td>
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<tr>
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<td>Taiwan</td>
<td>Gender Difference in the Association of Statin Therapy and Incident Dementia: A Population-based Study of Elderly Taiwanese</td>
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<td>Introducing ISO 9001 Quality Managing System to ensure referral services in veterans administration system in central Taiwan</td>
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<td>Outpatient Service Improvement for the Elderly</td>
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<tr>
<td>2C27</td>
<td>Taiwan</td>
<td>Outpatient Service Improvement for the Elderly</td>
<td>Sophisticated approach to improving the 30-minute reporting rate of serum troponin-I levels in a tertiary referral center setting</td>
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<tr>
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<td>Taiwan</td>
<td>Sophisticated approach to improving the 30-minute reporting rate of serum troponin-I levels in a tertiary referral center setting</td>
<td>The patient-centered laboratory testing and diagnostic process for liver-transplant patients</td>
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<tr>
<td>2C29</td>
<td>Taiwan</td>
<td>The patient-centered laboratory testing and diagnostic process for liver-transplant patients</td>
<td>The Relationships Between Frequency of Renewing Foley Bag and Long-Term Silicon Catheter-related Urinary Tract Infection</td>
</tr>
<tr>
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<td>The Relationships Between Frequency of Renewing Foley Bag and Long-Term Silicon Catheter-related Urinary Tract Infection</td>
<td>Improve Patient Safety through Reducing Delay in Urgent Specimen Delivery</td>
</tr>
<tr>
<td>2C31</td>
<td>Taiwan</td>
<td>Improve Patient Safety through Reducing Delay in Urgent Specimen Delivery</td>
<td>Improving the accuracy of hemodialysis patients’ weights through information platform</td>
</tr>
<tr>
<td>2C32</td>
<td>Taiwan</td>
<td>Improving the accuracy of hemodialysis patients’ weights through information platform</td>
<td>Improving the Nursing Guidance Integrity in Gynecological Cancer Patients with Intraperitoneal Tenckhoff Tube Chemotherapy</td>
</tr>
<tr>
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<td>Taiwan</td>
<td>Improving the Nursing Guidance Integrity in Gynecological Cancer Patients with Intraperitoneal Tenckhoff Tube Chemotherapy</td>
<td>Reducing the rate of severe weight loss in Patients Treated with Radiotherapy: A Quality-improving Study</td>
</tr>
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</tr>
<tr>
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<td>Assess the notification of drug therapeutic inequivalence at a hospital in Taiwan</td>
</tr>
<tr>
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<td>Taiwan</td>
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<td>Using Information Technology (IT)-incorporated Quality Control Circle (QCC) Significantly Increasing Vital-sign-monitoring Ratio in Patients Received Radiotherapy</td>
</tr>
<tr>
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<td>Taiwan</td>
<td>Using Information Technology (IT)-incorporated Quality Control Circle (QCC) Significantly Increasing Vital-sign-monitoring Ratio in Patients Received Radiotherapy</td>
<td>Application of Integrated Care Program (Hospitalists) in Emergency Department in Taiwan: 4 years experience</td>
</tr>
<tr>
<td>2C38</td>
<td>Taiwan</td>
<td>Application of Integrated Care Program (Hospitalists) in Emergency Department in Taiwan: 4 years experience</td>
<td>Care of the Hip Fracture Risk in Patients with Stroke: A Population-Based Study In Taiwan</td>
</tr>
<tr>
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<td>Taiwan</td>
<td>Care of the Hip Fracture Risk in Patients with Stroke: A Population-Based Study In Taiwan</td>
<td>Factors that affect patients with head and neck cancer on radiation therapy quality</td>
</tr>
<tr>
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<td>HCC Comprehensive Care Program</td>
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<td>2C41</td>
<td>Taiwan</td>
<td>HCC Comprehensive Care Program</td>
<td>Implement the effectiveness of the Shock Treatment And Resuscitation Team</td>
</tr>
<tr>
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<td>Physical Restraints and Unplanned Endotracheal Extubation Among Patients in Intensive Care Units</td>
</tr>
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<td>Taiwan</td>
<td>Physical Restraints and Unplanned Endotracheal Extubation Among Patients in Intensive Care Units</td>
<td>Process improvement and acute ischemic stroke thrombolytic drug administration safety</td>
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<td>Taiwan</td>
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<td>Reducing the Error Rate of the Surgical Intensive Care Unit Oropharynx Trachea Tube Intubating Patients’ Oral Hygiene</td>
</tr>
</tbody>
</table>
### Resilience of Hospitals to Better Face Human (including IT Security) and Natural Threats

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1E18</td>
<td>Taiwan</td>
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<td>The Correlations between Resilience education programs and the nurse staff fatigue of the workplace.</td>
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<td>1E19</td>
<td>Taiwan</td>
<td>Paul Huang (Presenter: Wei-Chen Hsiao)</td>
<td>The Study of Hospital Worker Resilience – Example of A Regional Hospital in Southern Taiwan</td>
</tr>
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</table>

### Service Delivery: Innovations in Delivery of Care and Hospital Services

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
</tr>
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<td>Po-yu Liu</td>
<td>A nurse practitioner delivered health education program to improve pneumococcal vaccination rate among elder patients</td>
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<td>Shu-hui Chuang</td>
<td>A Preliminary Study on the Convenience of Services for the Elderly in the Smart Hospital: A Study of Outpatient Service</td>
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<td>Chieh Liang Wu</td>
<td>A real-time computer-aided visual board increases the efficiency of an operation room</td>
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<td>Taiwan</td>
<td>Wan-fu Wu</td>
<td>A tool to ease tribal conflict – intelligent scheduling by one touch</td>
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<td>1A05</td>
<td>Taiwan</td>
<td>Li Yu-ju-yan</td>
<td>Application of Electronic Whiteboard in Nursing Administration</td>
</tr>
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<td>Taiwan</td>
<td>Mingying Lee</td>
<td>Applying HFMEA to Reduce the Risks of Infant Abductions within the Hospital</td>
</tr>
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<td>Taiwan</td>
<td>Mei-yu Chang</td>
<td>Bundles of strategies improve inpatients discharge before noon</td>
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<td>1A08</td>
<td>Taiwan</td>
<td>Herring-chia Chiu</td>
<td>Cost-Effectiveness of Mini-laparotomy for Colorectal Cancers in Elderly Patients</td>
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<td>Taiwan</td>
<td>Jeng-mei Hsu</td>
<td>Effectiveness of the Promotion of Advanced Care Planning</td>
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<td>Taiwan</td>
<td>Pei-ru Huang</td>
<td>Effects of an integrated obesity care program in Lukang Christian hospital, Taiwan</td>
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<td>1A11</td>
<td>Taiwan</td>
<td>Ching-tai Cheng</td>
<td>Effects of Pharmaceutical Care Intervention by Pharmacistsion Refill Prescription Patients of Medication</td>
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<td>Taiwan</td>
<td>Tiffany Ting-fang Shih</td>
<td>Feasibility of portable ultrasonography in home-based patient care</td>
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<tr>
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<td>Taiwan</td>
<td>Ming Cheng</td>
<td>Genomic medicine in Changhua Christian Hospital, Taiwan: innovation, research and service</td>
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<td>1A14</td>
<td>Taiwan</td>
<td>Chin San Liu</td>
<td>Holistic Care with Tai Chi Exercise can maintain the function of balance and alleviating Depression in Patients with Spinocerebellar Degeneration</td>
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<td>Taiwan</td>
<td>Hsiu-yung Lin</td>
<td>How to focus on the value of the patient to integrate the management quality system effectively? -Quality Improvement from Management to Clinical, from Strategy to Operation: An experience from Feng Yuan Hospital (FYH)</td>
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<td>Taiwan</td>
<td>Yang Ai Yu</td>
<td>Improvement of the safety in drugs use during pregnancy by Intelligent Medicine Bag</td>
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<td>Taiwan</td>
<td>Tzu-ting Lin</td>
<td>Innovative opportunity for healthcare promoting – shared decision making from physician-patient</td>
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<td>1A18</td>
<td>Taiwan</td>
<td>Chien-min Huang</td>
<td>Intervention Evaluation of Community Care for Chronic Psychiatric Patients in Taipei</td>
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<tr>
<td>1A19</td>
<td>Taiwan</td>
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<td>Multidimensional approach to improve the quality-of-life of residents requiring prolonged mechanical ventilation in a respiratory care facility</td>
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<td>Maw-soan Soon</td>
<td>Outcomes of Implementing Collaborative Patient Care in One Tertiary Hospital (Medical Center) in Central Taiwan</td>
</tr>
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<td>1A21</td>
<td>Taiwan</td>
<td>Wei-ting Hsu</td>
<td>Performance Management Improvement Plan for Critically Ill Adult Patients</td>
</tr>
<tr>
<td>1A22</td>
<td>Taiwan</td>
<td>Ru-hsueh Wang</td>
<td>Promote the effectiveness of smoking cessation service in outpatient clinic</td>
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<td>1A23</td>
<td>Taiwan</td>
<td>Shin-yen Ku</td>
<td>Reaching UNAIDS 90-90-90: Line@ Improves Quality of HIV Case Management</td>
</tr>
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<td>Mark K. Chan</td>
<td>Social Media Marketing for “Mother &amp; Baby-Friendly” Services of a Hospital in Taiwan</td>
</tr>
<tr>
<td>1A25</td>
<td>Taiwan</td>
<td>Wang Li Chiu</td>
<td>Tele-Health Care system in aging population</td>
</tr>
<tr>
<td>1A26</td>
<td>Taiwan</td>
<td>Chih Hsien Chou</td>
<td>The Application of Activity-based Costing Analysis on Paperless and Electronic Medical Records Policy for Hospitalized Rehabilitation Prescription</td>
</tr>
<tr>
<td>1A27</td>
<td>Taiwan</td>
<td>Beh-huan Chang</td>
<td>The effects of a music-creation group on the anxiety, self-esteem, and quality of life for people with severe mental illness: A quasi-experimental design</td>
</tr>
<tr>
<td>1A28</td>
<td>Taiwan</td>
<td>Ching-hsiung Lin</td>
<td>Total integration and excellent efficiency in Ventilator Weaning Center</td>
</tr>
<tr>
<td>1A29</td>
<td>Taiwan</td>
<td>Yan Chi Hung</td>
<td>Using cooperation among different teams to promote and integrate care and medical quality</td>
</tr>
<tr>
<td>1A30</td>
<td>Taiwan</td>
<td>Cheng-kuo Chang</td>
<td>Validating the Lace Index of predicting 30-day readmission and death risks among one tertiary hospital patients in Taiwan</td>
</tr>
<tr>
<td>1A31</td>
<td>Taiwan</td>
<td>Jia-ying Gau (Presenter: Wei-Jen Chen)</td>
<td>Taichung Veterans General Hospital Seeking for the Best Quality of Service and Winning National Award</td>
</tr>
<tr>
<td>1A32</td>
<td>Taiwan</td>
<td>Yi-ting Tsai (Presenter: Wan-tzu Lin)</td>
<td>Reducing length of stay by means of healthcare quality improvement circle in integrated care ward in Taichung Veterans General Hospital</td>
</tr>
<tr>
<td>1A33</td>
<td>Taiwan</td>
<td>Liao Yu Chen</td>
<td>Services Provided by 24 Hours Telephone Nursing Consultation</td>
</tr>
<tr>
<td>1A34</td>
<td>Taiwan</td>
<td>Meng-chieh Wu</td>
<td>Regional System of STEMI for PCI-capable and Non-PCI-capable Responsibility Hospitals in Tainan City in Taiwan</td>
</tr>
<tr>
<td>1A35</td>
<td>Taiwan</td>
<td>Shu-wen Huang</td>
<td>Use of a time-flow study to reduce patient waiting time and satisfaction in a geriatric outpatient clinic</td>
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<tr>
<td>1A36</td>
<td>Singapore</td>
<td>Chen Hui Cheng</td>
<td>1-Bill, 1-Queue</td>
</tr>
<tr>
<td>1A37</td>
<td>China</td>
<td>Ko Shuk Yee</td>
<td>The effects of music intervention on anxiety, physiological parameters and satisfaction in adult patients undergoing colonoscopy: A randomized controlled trial</td>
</tr>
<tr>
<td>1A38</td>
<td>Hong Kong</td>
<td>Lily Choa</td>
<td>Towards Safe Medication Practice by 7 DOs</td>
</tr>
<tr>
<td>1A39</td>
<td>Philippines</td>
<td>Razil Lyn Romero</td>
<td>Utilization of Health Services in Primary Care Unit: An Observational Study</td>
</tr>
<tr>
<td>1A40</td>
<td>China</td>
<td>Suk Yi Loretta Siu</td>
<td>Cornerstones of Operating Room Efficiency: Introduction of a Novel All-in-one Disposable Procedure Pack for Ophthalmic Surgeries</td>
</tr>
<tr>
<td>1A41</td>
<td>Australia</td>
<td>Anna Riera</td>
<td>A Case of Integration in Baix Empordà (Catalonia), 20 years on the road</td>
</tr>
<tr>
<td>1A42</td>
<td>Philippines</td>
<td>Grace Santiago</td>
<td>Enhanced Maternal Care Package for Quezon Province</td>
</tr>
<tr>
<td>1A43</td>
<td>Australia</td>
<td>Marianne Wallis</td>
<td>Streamlining acute care of the elderly in residential aged care facilities and the emergency department: the CEDRIC project</td>
</tr>
</tbody>
</table>

◆ Technology: Acceptance by Health Professionals and Changes in Hospital Organization

<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
<th>Author</th>
<th>Title</th>
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<td>China</td>
<td>Chun-Yih Juan</td>
<td>Cleanroom Remodeling for the PET Radiopharmaceuticals in a Medical Cyclotron Center</td>
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<tr>
<td>1D01</td>
<td>Taiwan</td>
<td>Chu Hsien Wang</td>
<td>Difficult airway Workshop and difficult-airway trolley system improved the clinical outcomes of endotracheal intubation</td>
</tr>
<tr>
<td>1D02</td>
<td>Taiwan</td>
<td>Chia-chen Hsu</td>
<td>Effect of an Automatic Warning System On the Inappropriate Pill Splitting of Medications</td>
</tr>
<tr>
<td>1D03</td>
<td>Taiwan</td>
<td>Li-chuan Liao</td>
<td>Improving the correction of nesting and positioning of premature infants</td>
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<tr>
<td>1D04</td>
<td>Taiwan</td>
<td>Hung-pin Hou</td>
<td>Information Technology Acceptance of Hospital Setting in West Africa: A Perspective on Knowledge Transfer</td>
</tr>
<tr>
<td>1D05</td>
<td>Taiwan</td>
<td>Chieh-yu Liao (Presenter: Ming-Fen Wu)</td>
<td>Promoting Patient Safety by Implementation of the PharmaCloud Technology in Medication Reconciliation</td>
</tr>
<tr>
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<td>1D06</td>
<td>Taiwan</td>
<td>Horn Chen</td>
<td>Study of the Effect of Audio-and-Video Education from the Perspectives of Medical Professionals: Taking a Preoperative Anesthetic Education as an Example</td>
</tr>
<tr>
<td>1D07</td>
<td>Taiwan</td>
<td>Yuh-chun Kuo</td>
<td>The Application of Portable Ultrasonography on Community-based Kidney Screening – One Year Experience of Taipei City Hospital</td>
</tr>
<tr>
<td>1D08</td>
<td>Taiwan</td>
<td>Ai-chin Cheng</td>
<td>The Exploration of Planned Extubation of elderly patients</td>
</tr>
<tr>
<td>1D09</td>
<td>Taiwan</td>
<td>Shu-mei Hsu</td>
<td>The Feasibility of Hospital-Based Health Technology Assessment in Taiwan</td>
</tr>
<tr>
<td>1D10</td>
<td>Taiwan</td>
<td>Chi Meng-feng</td>
<td>The greatest health evaluation circumstance by applied IT system</td>
</tr>
<tr>
<td>1D11</td>
<td>Taiwan</td>
<td>Bi-lian Chen</td>
<td>The effect of time saving on Alert reminder of STAT order’s Nursing Information System</td>
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<td>Yuan-hui Lai (Presenter: Ming-Tsung Liu)</td>
<td>Intelligent Whiteboard System based on Lean Management</td>
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<tr>
<td>1D13</td>
<td>Taiwan</td>
<td>Meng-chieh Wu (Presenter: Jui-Chi Li)</td>
<td>Using Tablet Computer to Improve the Efficiency of Hospitalist System at Emergency Department in Taiwan</td>
</tr>
</tbody>
</table>

◆ The Challenges to Access to Treatment: Drug Availability and Price, Physical Access, Cultural Dimension

<table>
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<th>Country</th>
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<td>Hui-hsia Hsieh</td>
<td>Appropriateness of NK1-receptor antagonist utilization in patients receiving chemotherapy</td>
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<tr>
<td>1E21</td>
<td>Taiwan</td>
<td>Leo Tsui</td>
<td>Assessment of Efficacy and Safety of Current Statin Therapy for Patients with Hyperlipidemia</td>
</tr>
<tr>
<td>1E22</td>
<td>Taiwan</td>
<td>Cheng Chih Wu</td>
<td>Revisit the drug-interaction between carbapenem and valproic acid: refining process on Computerized Physician Order Entry (CPOE) system integration &amp; challenge</td>
</tr>
<tr>
<td>1E23</td>
<td>Taiwan</td>
<td>Yu-chun Tung</td>
<td>The efficacy of human factors engineering model to improve the efficiency of pharmacist’s antibiotic assessment</td>
</tr>
</tbody>
</table>
Keynote Speakers

Plenary 1

Dr. San-Cheng Chang  
President, Institute for Biotechnology and Medicine Industry

Dr. San-Cheng Chang graduated from Cornell University with a doctoral degree in Civil and Environmental Engineering. He was Google’s Regional Director of Hardware Operations in Asia, overseeing the operations of Google’s Asia information center. Within Taiwan’s governmental agencies, Dr. Chang has held multiple positions, including Director of National Center for High-performance Computing, Minister without Portfolio of Executive Yuan, and the first Minister of Ministry of Science and Technology. Dr. Chang was further appointed as Vice Premier of Executive Yuan in 2014, and Premier of Executive Yuan in 2016. While in office, Dr. Chang strongly supported Taiwan’s commercialization of innovations and international collaborations in the biotechnology and medical industries. Dr. Chang is currently the Chairman of Institute for Biotechnology and Medicine Industry (IBMI), leading IBMI as a communication organization between Taiwan’s government, academia, and biomedical industry. Under Dr. Chang’s leadership, IBMI is further promoting Taiwan’s biomedical industry to the international market. Currently Dr. Chang also holds positions as the Chairman of beingNet Alliance and the Chairman of Taiwan Mobile Foundation, contributing to the era of intelligence transformation and taking part in public services.

Plenary 2

Dr. Tony KO Pat-sing  
Cluster Chief Executive, Hong Kong Hospital Authority

Dr Tony Ko is a physician by background and a specialist in geriatric medicine. He is currently the Hospital Chief Executive of TuenMun Hospital and the Cluster Chief Executive of New Territories West Cluster of the Hong Kong Hospital Authority. Dr Ko moved from clinical medicine to health services management in 2008 and served as the Chief Manager (Strategy, Service Planning and Knowledge Management) and later the Chief Manager (Patient Safety & Risk Management) of the Hospital Authority Head Office until the appointment to Hospital Chief Executive of Pok Oi Hospital and the Service Director of Primary and Community Health Care of New Territories West Cluster in 2012; and the appointment to his current position in 2014.
Plenary 3

Dr. Sidney Klajner  
President, Sociedade Israelita Brasileira Albert Einstein

Dr. Sidney Klajner, President of SociedadeIsraelitaBrasileira Albert Einstein and leads the Board Committee for Quality and Patient Safety. He graduated in medicine at Faculdade de Medicina da Universidade de São Paulo and did his medical residency, fellowship and MSc in Gastroenterology and Digestive Surgery. Dr Klajner also leads the institutional Committee for Patient Experience and has championed the development of the Physician-Hospital Program and the organization of the physician and clinical staff groups organized around patient conditions and medical specialties.

Plenary 4

Dr. Nancy Howell Agee  
Chief Executive Officer, Carilion Clinic

She began her career in nursing in the early 1970s. From 2001 to 2011, Ms. Agee served as executive vice president and chief operating officer, co-leading Carilion’s reorganization into a patient-centered, physician-led clinic and developing a joint-ventured medical school and research institute with Virginia Tech. She is a health care leader nationally and is a member of several boards including the American Hospital Association (AHA), where she is chair-elect.

Plenary 5

Dr. Deborah Cole  
Chief Executive Officer and Chair, Dental Health Services and Australian Healthcare and Hospitals Association

Appointed in February 2011 as the Chief Executive Officer of Dental Health Services Victoria, Deborah has substantial experience in managing major public healthcare organisations throughout Australia. She has held CEO positions at Calvary Health Care and Yarra City Council as well as senior executive positions at Mercy Health and St Vincent’s Health. Deborah was Director of the Royal Dental Hospital of Melbourne from 1995–1999 and previously held senior positions at the South Australian Dental Service. Since 2016, Deborah has been the National Board Chair of the Australian Healthcare and Hospitals Association. She is also a Board Director for the Hessel Care Foundation and HESTA, a pension fund.
Healthcare Visits

– Thursday, 9th November, 2017 –

Tickets for Healthcare visits TWD 600 are available at Onsite Registration Counter.

**Route A – Taipei Veterans General Hospital (TVGH)**
02:00 p.m. - 05:00 p.m.
Gathering time: 01:50 p.m at Lobby, 1 Floor, TICC
Website: www.vghtpe.gov.tw/vghtpe

Taipei Veterans General Hospital (TVGH) was founded in 1958 to offer medical care to veterans and the general public, and now has become one of the most important national medical centers in Taiwan with 3000 beds. TVGH has outstanding achievements in medical fields such as organs transplantation technology, catheter ablation of atrial fibrillation, through biological reconstruction to treat osteosarcoma, epilepsy surgery by a multidisciplinary team and establishing the first center for geriatrics and gerontology in Asia providing comprehensive health care for the elderly and so on. To improve medical service quality, specialized medical zones have been established, such as the Endoscopy Center for Diagnosis and Treatment, Center of Sleep Medicine, and Genetic Consultation Center, so as to provide the most advanced comprehensive care to our patients.

**Route B – Far Eastern Memorial Hospital (FEMH)**
02:00 p.m. - 05:00 p.m.
Gathering time: 01:50 p.m at Lobby, 1 Floor, TICC
Website: hos.femh.org.tw/newfemh/NetFemhEn/index_about_xml.aspx?sub=5

Far Eastern Memorial Hospital (FEMH) was established in 1981. After completing expansion and renovation in 2015, FEMH has become one of the most modern hospitals in Taiwan with 1320 hospital beds and more than 3,200 employees. FEMH offers a full range of medical services, including primary care, specialty care, surgery service, and 24-hour emergency room. Our core competencies are 3C2T1M1N: Cardiovascular medicine, Cancer, Critical care, Traumatology, Transplantation, Minimally Invasive Surgery, and Nephrology. To build a patient-centered health care system through advanced technology applications, FEMH has implemented various intelligent systems, including cloud-based data warehousing, automated calling system, customized broadcasting system, physiological parameters upload system, and real-time monitoring and alarm system.
Route C – Linkou Chang Gung Memorial Hospital & Advantech IoT Campus
01:30 p.m. - 05:00 p.m.
Gathering time: 01:20 p.m at Lobby, 1 Floor, TICC
Website:
Advantech: www.advantech.com/

Linkou Chang Gung Memorial Hospital (CGMH) is a JCI accredited, multi-specialty hospital situated amidst the flourishing district of Linkou, Taiwan. Founded in 1978, CGMH has been listed among one of Taiwan’s largest, most prestigious, medical and educational centers, containing nearly 4,000 beds and a total of 29 specialty centers. Not only does the hospital account for almost 10,000 out-patients a day, but it also receives the highest number of international patients in Taiwan, treating over 10,000 patients a year. At Chang Gung Memorial Hospital, we prioritize patient-centered care, offering domestic, as well as cross-border, patients with quality medical services, state-of-the-art technology, and superior values.

Advantech IoT Campus - Inspired by Advantech vision and mission of enabling an intelligent planet, Advantech collaborated with its industry partners and constructed the Advantech IoT Campus in 2014, to create a core engine accelerating the era of the Smart City and Industry 4.0. Advantech IoT Campus is an amazing smart city & industry 4.0 real demo site: it embodies the concept of intelligent building and smart cities which include intelligent healthcare, intelligent retail, intelligent logistics and it is a platform for new ideas and products. IoT Campus is just the first step towards the realization of Advantech mission of “Enabling an Intelligent Planet” by actively demonstrating all of Advantech’s Smart City and Intelligent Building Solutions.
## Exhibition

### Exhibition Zone - X

<table>
<thead>
<tr>
<th>No.</th>
<th>Exhibitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>X01</td>
<td>IEI Integration Corp.</td>
</tr>
<tr>
<td>X07</td>
<td>SYSAGE Technology Co., Ltd.</td>
</tr>
<tr>
<td>X13</td>
<td>Taipei Computer Association</td>
</tr>
</tbody>
</table>

### Exhibition Zone - Y

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Y01</td>
<td>Bai-Shi Technology Ltd.</td>
</tr>
<tr>
<td>Y02</td>
<td>International Hospital Federation</td>
</tr>
<tr>
<td>Y03</td>
<td>Australian Healthcare &amp; Hospitals Association - IHF Brisbane 2018</td>
</tr>
<tr>
<td>Y05</td>
<td>Korean Hospital Association</td>
</tr>
<tr>
<td>Y06</td>
<td>Jaguar Technology</td>
</tr>
<tr>
<td>Y07</td>
<td>Chang Gung Medical Technology Co., Ltd.</td>
</tr>
<tr>
<td>Y08</td>
<td>Malaysian Society for Quality in Health</td>
</tr>
<tr>
<td>Y09</td>
<td>Huede Healthtech Co., Ltd.</td>
</tr>
<tr>
<td>Y15</td>
<td>Advantech Co., Ltd.</td>
</tr>
<tr>
<td>Y24</td>
<td>DT Research, Inc.</td>
</tr>
<tr>
<td>Y25</td>
<td>Far EasTone Telecommunications Co., Ltd.</td>
</tr>
<tr>
<td>Y26</td>
<td>Joint Commission International</td>
</tr>
</tbody>
</table>
Sponsors & Exhibitors

GOLD SPONSOR
SYSAGE Technology (stock code:6112) was founded in 1998 with the mission of becoming “The ICT Solution Provider” for business partners and corporate clients by offering first rate products and professional services. We are the leading distributor of Cisco, SAP, Apple, IBM, Oracle, VMware, Citrix, EMC, Dell, Check Point, McAfee, etc. in Taiwan. “Success comes from the best combination.” Our company has internationally well-known hardware and software product lines, technical support teams certified by the manufacturers, extensive market channels, and strong technical consultation and maintenance/service. Our corporate operation focuses on “product, professional, channel and service.” Moreover, we provide clients with reasonable budgets to effectively increase their business operational efficiency and greatly improve their IT competitiveness. Such an approach will lay a good foundation for their future development and enable them with the ability to face the challenges.

SILVER SPONSOR
Advantech: Partnering for Smart City & IoT Solutions
Founded in 1983, Advantech is a leader in providing trusted innovative embedded and automation products and solutions. Advantech offers comprehensive system integration, hardware, software, customer-centric design services, and global logistics support; all backed by industry-leading front and back office e-business solutions. Advantech has always been an innovator in the development and manufacture of high-quality, high-performance computing platforms. We cooperate closely with our partners to help provide complete solutions for a wide array of applications across a diverse range of industries. To realize our corporate vision of Enabling an Intelligent Planet, Advantech will continue collaborating and Partnering for Smart city & IoT Solutions.

BRONZE SPONSORS
IEI Integration Corp. has been developing and manufacturing industrial computers for almost two decades and medical devices for more than 10 years. The services we provide to our customers are with high quality and long-term support. Furthermore, the flexible OEM/ODM cooperation pattern is also the option for customers to choose products that are best fit to their requirements. IEI smart healthcare solution not only offers powerful and useful devices but also provides practical total solution to advance medical technology. IEI healthcare solution aims at decreasing human error in the workflow and creating a paperless environment by utilizing IEI smart medical products. IEI not only provides high quality products to our customers but also provides products compliant with ISO 13485, ISO 14971 and EN/UL 60601-1. The medical certifications ensure that the quality of the production process and the medical products meet medical device standards and medical electrical safety standards.

Huede Healthtech is a leading company dedicated in Emergency and Critical Care Management Services in Taiwan. With self-developed systems, so called Advanced Physiological Transmitting System (APTS), Huede provides total solution in collecting and processing medical device data automatically, early-warning transmission, integrating clinical information in central-based, bed-side records so as to electronic medical records. Huede is specialized in Clinical Information Management.

**Honor**  Huede has developed a series of APTS services including applications in Ventilator, Pump, Patient-Monitor, and defibrillator etc.

**Joint Commission of Taiwan (JCT) Recognition:**
- In 2016, APTS_V, ventilation, is recognized as Smart Health IT service provider.
- In 2017, APTS_P, pump, is again recognized as Smart Health IT service provider.

**Mission**  To be the most reliable partner in emergency and critical care management.
## Acknowledgement

On behalf of Organizing Committee of 41st World Hospital Congress, we would express our highest gratitude to the following healthcare providers and organizations for the magnificent contribution to make the Congress success.

*Listed by alphabetical order*

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Location/Religion/Ownership</th>
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<tr>
<td>ANTAI MEDICAL CARE COOPERATION ANTAI TIAN-SHENG MEMORIAL HOSPITAL</td>
<td>安泰醫療社團法人安泰醫院</td>
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<td>郭綜合醫院</td>
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44
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<td>臺北榮民總醫院玉里分院</td>
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ISRAEL 2018
HOSPITAL EXECUTIVE STUDY TOUR

The Study Tour 2018 is an opportunity for healthcare professionals to discover the Israeli healthcare system and to visit technological sites in innovative companies in the healthcare sector.

During the Tour, attendees will get to know more about:
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- Health and hospital policy in Israel
- Clinical research, technology transfer and commercialization
- Medical technology innovation
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KEYNOTE SPEAKERS

- **Prof. Avi Weiss**
  Executive Director
  Taub Center

- **Avi Israeli**
  Chief Scientist, Ministry of Health
  Head, Hadassah Faculty of Medicine

- **Dov Chernichovsky**
  Chair, Health Policy Planning
  Taub Center

- **Dr. Benny Zeevi**
  Managing General Partner, DFI Tamir Fishman Venture & Tel Aviv Venture Partners

OTHER SPEAKERS

- **Todd Dollinger**
  Chairman and CEO
  The Trendlines Group

- **Shai Haim**
  The Bronica Entrepreneurship Center

- **Ran Balicer**
  Director, Health Policy Planning
  Clalit Research Institute, Israel

ORGANISER & SPONSOR

- Alexander S. Preker
  President and CEO
  Health Investment & Financing

PROGRAM FACILITATOR

- Eric de Roodenbeke, PhD
  Chief Executive Officer
  International Hospital Federation

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- Hadassah Medical Center
- Al Makassed Islamic Charitable Society Hospital Jerusalem
- The Trendlines Group Accelerator
- Israel Institute of Trade
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www.hospitalcongress2018.com