CONTENTS

Welcome Messages 02
IHF World Hospital Congress 03
Hosts 03
Supported by 05
About South Africa 06
About Durban 07
Congress Programme 08
Poster Presentation 18
Plenary Speakers 19
Scientific Committee 21
Organising Committee 21
Platinum Sponsors 22
Gold Sponsors 23
Silver Sponsors 23
Bronze Sponsors 23
Mobile Application 24
Forthcoming Congress 24
Dr. Aaron Motsoaledi  
Honourable Minister of Health, Republic of South Africa

South Africa, is proud to host the 40th World Hospital Congress under the auspices of the International Hospital Federation. This is a historic event since it is the first time that IHF World Hospital Congress is hosted on the African continent. The IHF World Hospital Congress serves as an international platform for sharing inspirational and innovative strategies as well as tested approaches to resolve critical organisational challenges in the health sector. The hosting of this prestigious event in South Africa at this time is especially significant since South Africa is embarking on a massive reorganization of the health system with the implementation of the National Health Insurance System which will ensure Universal Health Coverage in South Africa. Consistent with our Constitution, the South African Government is committed to ensure that every citizen has access to quality and affordable health care. Dr Chan (2013) further indicated that universal coverage was the most appropriate means to address these problems: “Universal health coverage is the single most powerful concept that public health has to offer. It is a powerful social equalizer and the ultimate expression of fairness.”

While in recent times South Africa has achieved a number of milestones for which we have been lauded by the international community, South Africa still has a range of challenges that need to be overcome to ensure the successful implementation of NHI. These achievements include: 1. The reduction of mother to child transmission rate of HIV from 8% in 2008 to 1.5% in 2015. 2. The improvement of the TB treatment success for drug sensitive TB from 67% in 2009 to 82% in 2015. 3. South Africa was the first country in the World to introduce GENEXPERT for early diagnosis of TB and in 2015 50% of the global volume of all tests are done in South Africa. 4. South Africa was the first African country to introduce vaccines for pneumonia and diarrhea (rotavirus & pneumococcal) in 2009 which has had a significant impact on these childhood diseases; 5. South Africa was the first country in Africa to have a national programme which is fully funded by the national fiscus for the introduction of the human papilloma virus (HPV) vaccine to prevent cervical cancer; While we celebrate these achievements, we recognize that there are significant challenges that need to be addressed to ensure the successful implementation of NHI.

The South African National Development Plan identifies two objectives that must be realised to overcome our challenges: 1. The quality of services in the public health system must be improved 2. The relative cost of private healthcare must be reduced. The experience internationally is that solutions to these challenges lie in addressing the underlying systemic contributory factors in the areas of leadership and management as well as the management of: human resources, supply chain, finance, infrastructure and health technology. I wish you every success with your deliberations and I believe that the outcomes of this congress will add significantly to improving the quality of and access to affordable health care across the globe.

Erik Kreyberg Normann MD  
President, International Hospital Federation

I have looked forward with much expectation to welcoming delegates to the 40th IHF World Hospital Congress to be held in Durban South Africa. This event is of great historical significance for the IHF in that it will be the first time the event will be hosted on the continent of Africa. Secondly, it will be the first annual edition after having been hosted as a biennial event since 1929.

The Durban Congress I believe should present an ideal platform where healthcare leaders representing developed, emerging and developing economies will gather to exchange ideas and experiences in ways to address the challenge of patient-centered care and safety.
IHF WORLD HOSPITAL CONGRESS

The World Hospital Congress of the International Hospital Federation (IHF) is a unique global forum that brings together key drivers of national and international policy, management, financial trends and solutions in healthcare management and service delivery. Through this forum multidisciplinary exchange of knowledge, expertise and experiences are facilitated, together with dialogue on best practices in leadership in hospital and healthcare management and delivery of services.

HOSTS

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.

IHF SECRETARIAT
Route de Loëx 151
1233 BERNEX - SWITZERLAND
Tel: +41 (0) 22 850 94 20
Fax: +41 (0) 22 757 10 16
E-mail: info@ihf-fih.org
Website: http://www.ihf-fih.org

Vision
A long and healthy life for all South Africans

Mission
To improve health status through the prevention of illnesses and the promotion of healthy lifestyles and to consistently improve the healthcare delivery system by focusing on access, equity, efficiency, quality and sustainability.

The vision and mission reflect the values of the Department of Health of South Africa – a commitment to excellence in healthcare that is community-centred.

Strategic Goals

• Prevent disease and reduce its burden, and promote health through a multi stakeholder National Health Commission
• Improve health facility planning by implementing norms and standards;
• Improve financial management by improving capacity, contract management, revenue collection and supply chain management reforms;
• Develop an efficient health management information system for improved decision making;
• Improve the quality of care by setting and monitoring national norms and standards, improving system for user feedback, increasing safety in health care, and by improving clinical governance
• Re-engineer primary healthcare by: increasing the number of ward based outreach teams, contracting general practitioners, and district specialist teams; and expanding school health services;
• Make progress towards universal health coverage through the development of the National Health Insurance scheme, and improve the readiness of health facilities for its implementation;
• Improve human resources for health by ensuring appropriate appointments, adequate training and accountability measures.
Strategic Approach

The strategic approach of the Department is informed by the key challenges faced by the health sector which include:

- a complex, quadruple burden of diseases;
- concerns about the quality of public health care;
- an ineffective and inefficient health system; and
- spiralling private health care costs.

Both the National Development Plan (NDP) 2030 and the World Health Organisation (WHO) converge around the fact that a well-functioning and effective health system is the bedrock for the attainment of the health outcomes envisaged in the NDP 2030. The trajectory for the 2030 vision, therefore, commences with strengthening of the health system, to ensure that it is efficient and responsive, and offers financial risk protection. The critical focus areas proposed by the NDP 2030 are consistent with the WHO perspective.

The implementation of the strategic priorities for steering the health sector towards Vision 2030 is monitored through NDP Outcome 2: “A long and healthy life for all South Africans”, which is the National Health Council (NHC) consisting of the Minister of Health and the 9 Provincial Members of the Executive Council (MECs) for Health. The Technical Advisory Committee of the NHC (Tech-NHC) functions as the Technical Implementation Forum. It consists of the Director-General of the National Department of Health (NDoH) and the Provincial Heads of Department (HoDs) of Health in the 9 Provinces, and NDoH Deputy Director-Generals.

National Development Plan 2030 vision

The National Development Plan (NDP) sets out nine (9) long-term health goals for South Africa. Five of these goals relate to improving the health and well-being of the population, and the other four deals with aspects of health systems strengthening.

By 2030, South Africa should have:

- Raised the life expectancy of South Africans to at least 70 years;
- Progressively improve TB prevention and cure
- Reduce maternal, infant and child mortality
- Significantly reduce prevalence of non-communicable diseases
- Reduce injury, accidents and violence by 50 % from 2010 levels
- Complete Health system reforms
- Primary healthcare teams provide care to families and communities
- Universal health care coverage
- Fill posts with skilled, committed and competent individuals

The hosting of the 40th World Hospital Congress provides a unique opportunity for sharing experiences and lessons, to enhance our national efforts of transforming the health care system and positioning hospital services, within the current international commitment to Universal Health Coverage and the broader South African Government policy.
“The Hospital Association of South Africa (HASA) is a non-profit organisation that represents the majority of the country’s private hospitals. Among its members are the four largest hospital groups that together own and operate more than 200 private hospitals across the country and offer various facilities, from acute care to psychiatric care. Three of the Association’s members have expanded into other countries, including Switzerland, the United Kingdom, India, Poland, and the Middle east. As the representative body for private hospitals, HASA has a clearly defined purpose to lead, represent and serve its members, particularly in the areas of national policy development and debate, and in enhancing quality care across the healthcare system through research and evidence-based contributions. HASA promotes mutually agreed values-based behaviours among its members and is committed to positive engagement and discussion with all stakeholders who desire to ensure the healthcare system in this country best serves all citizens.”

VISION
Board of Healthcare Funders (BHF) is driven by a strong ambition and desire to enable and support progress towards a;
1. A patient-centric healthcare system that is affordable and accessible to all.
2. A healthcare funding industry anchored on the principles of:
   - social solidarity;
   - affordable access;
   - high quality care delivery;
   - financial sustainability;
   - harnessing collective knowledge, expertise and resources to deliver better value to medical scheme members and healthcare consumers in general.

Board of Healthcare Funders serves the interests of medical scheme members by representing managed care organisations, medical schemes and their administrators within the healthcare environment in South Africa, Botswana, Namibia, Lesotho, Swaziland, Mozambique and Zimbabwe.

The organisation’s core aim is to ensure the sustainability of the healthcare sector by enabling medical schemes, managed care organisations and administrators to provide accessible, affordable, quality healthcare to their medical scheme members. This is achieved by fulfilling the following key functions:

Representing and promoting the common interests of the private medical aid industry.
Promoting the attractiveness, competitiveness and sustainability of the private healthcare sector.
Providing economies of scale, to support and enable member schemes, managed care organisation and administrators to deliver value to their members and clients respectively.

For information please contact us: e-mail address: marketing@bhfglobal.com
Telephone: (011) 537 0200
Website: www.bhfglobal.com
SOUTH AFRICA

Bank Services and Currency
Bank hours are from 09:00 to 15:30 on weekdays and from 08:30 to 11:00 on Saturdays. Most banks have cash dispensing machines accepting Visa, MasterCard and Cirrus ATM cards. The South African currency unit is the Rand (ZAR), denoted by the symbol R, \( R_1 = 100 \) cents. Most businesses, tour operators, airlines and hotels accept major credit cards and traveler's cheques. Coins come in denominations of 5c, 10c, 20c, 50c, R1, R2 and R5 and notes in denominations of R10, R20, R50, R100 and R200.

Communication
The international dialing code for South Africa is +27. For international operator assistance dial 0900/0903. For the national directory dial 1023.

Electricity
City and town power systems are 220/230 volts; 50Hz. Plugs have three cylinder pins. Most hotels in the city have multiple adapter plugs however; it is advisable to have an adaptor for foreign appliances. Some plugs are of the two pin European variety.

Emergency Numbers
Police and Flying Squad: 10111
Metro Police: 031 361 0000
Ambulance: 10177
Netcare Medical Response: 082 911
EMRS Medical Response: 10177

Transportation
Taxi
Bus
Trains

VISION
Optimal health for all persons in KwaZulu-Natal.

PROFILE OF KZN IN RELATION TO HEALTH:
KwaZulu-Natal has a population of approximately 10.5 million people, and KZN DoH is responsible for the provision of health care to 90% of the KZN Province population. The KZN Province is faced with the challenge of a quadruple burden of diseases, which are: HIV and AIDS and Tuberculosis (TB); High maternal and child mortality, Increasing incidence of Non-Communicable diseases (NCDs) as well as, the pandemic of violence, accidents and trauma. In its endeavour to fight the disease, KZN DoH has invested in 871 healthcare facilities that are spread throughout the province. These include:

• 72 Hospitals;
• 21 Community Health Centres (CHCs) or ‘mini hospitals’;
• 592 fixed clinics; and
• 186 mobile clinics
Durban in South Africa is a modern multifaceted City and is home to the busiest port in Africa. The City captures the best of the whole of Africa, boasting beautiful beaches, friendly people, world-class amenities, rich history and cultural diversity. Durban has over the years, created hugely attractive tourism products which have increased the City's appeal as a top tourist destination. This has earned the City a number seven spot in the 2015 New York Times' travel list of the world’s top 52 places to visit. Durban has invested billions of rand in infrastructure development, thereby creating investment opportunities and a conducive environment for business. As a port City, Durban has adopted a pro-developmental approach and proactively attracts industries in key sectors. The City's port is the Gateway to Africa, supporting Durban, KwaZulu-Natal province and Johannesburg, the country's economic hub.

Eתקwini is home to almost 3.7 million residents and is well known for its beachfront promenade which stretches from Blue Lagoon to uShaka. The iconic Moses Mabhida Stadium is also a must see attraction. Visitors can take a ride in the stadium cable car to get a panoramic view of the City.

The City is famous for its rich heritage and is a melting pot of cultures. A conscious effort has been made to take Durban to the world and share our rich and diverse cultures with the world. Visitors can travel the acclaimed Inada Heritage Route which includes a stop at Inanda Seminary School, the school where the late former President and world icon Dr Nelson Mandela cast his vote in the country’s first democratic government elections in 1994. Township tourism is also booming and allows visitors to get an authentic feel of township life. This includes stops to local shisanyamas, where guests can enjoy a truly authentic South African meal.
### MONDAY

#### 31st OCTOBER

**REGISTRATION (07:00 – 16:30) MAIN FOYER**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10:00-11:30</strong></td>
<td><strong>ANADACH GROUP (Room 11)</strong> Overview and Opportunities in the African Healthcare Market Innovation in health provision and financing</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. Egbe Osifo</a>, Dawodu, Partner Anadach Group</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. Leke Pitan</a>, IHF Honorary Member and Advisor for Africa Region</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. Amit Thaker Chairman</a>, Kenya Healthcare Federation</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Mrs. Clare Omatseye</a>, President, Healthcare Federation of Nigeria</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Mr. Eric Soubeiga</a>, Chairman, Kenya Healthcare Federation</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Mrs. Clare Omatseye</a>, President, Healthcare Federation of Nigeria</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Mr. Eric Soubeiga</a>, Senior Investment Officer, International Finance Corporation</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Mr. Peter Boere</a>, Health Specialist, International Finance Corporation</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. Iain Barton</a>, Managing Director, Imperial Health Sciences</td>
</tr>
<tr>
<td><strong>10:00-16:30</strong></td>
<td><strong>Health Technology Workshops: (Room 12)</strong></td>
</tr>
<tr>
<td><strong>10:00-12:30</strong></td>
<td><strong>Health Technology Assessment: the essentials (Room 12)</strong></td>
</tr>
<tr>
<td></td>
<td>Presenters:</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Ms Debjani Mueller</a>, Senior Researcher, CMeRC, Charlotte Maxeke Medical Research Cluster, Johannesburg, South Africa</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. David Tivey</a>, Team leader, ASERNIP-S, Royal Australasian College of Surgeons, South Australia</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Associate Professor Wendy Babidge</a>, Director, ASERNIP-S, Royal Australasian College of Surgeons, South Australia</td>
</tr>
<tr>
<td><strong>13:30-16:30</strong></td>
<td><strong>Introduction to miniHTA: a potential management and decision support tool for the hospital environment (Room 12)</strong></td>
</tr>
<tr>
<td></td>
<td>Presenters:</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Dr. David Tivey</a>: Team leader, ASERNIP-S, Royal Australasian College of Surgeons, South Australia</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Ms Debjani Mueller</a>: Senior Researcher, CMeRC, Charlotte Maxeke Medical Research Cluster, Johannesburg, South Africa</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Associate Professor Wendy Babidge</a>: Director, ASERNIP-S, Royal Australasian College of Surgeons, South Australia</td>
</tr>
<tr>
<td><strong>17:30-19:30</strong></td>
<td><strong>AFRICAN REGIONAL MEETING (Hall 4AB)</strong></td>
</tr>
<tr>
<td></td>
<td>“Universal Health Coverage: The role of 1st level referral Hospitals in a Primary Health Care led System”</td>
</tr>
<tr>
<td></td>
<td>Host: National Department of Health of South Africa</td>
</tr>
</tbody>
</table>
09:00-11:30 OPENING CEREMONY (Hall 1AB 2 AB)

Opening & Programme Director - Dr Sibongiseni Dhlomo, MEC for Health KwaZulu-Natal
Welcome - Cllr Zandile Gumede, Mayor of eThekwini
IHF Message – Dr Erik Kreyberg Normann, IHF President
Message of Support – Mr Thembinkosi Mchunu, Premier KwaZulu-Natal
KEY NOTE ADDRESS – Dr Aaron Motsoaledi, MP, Minister of Health Republic of South Africa

Inauguration Expo & Exhibition / Break

FINANCING AND UNIVERSAL HEALTH COVERAGE:

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

Moderator: Dr. Erik Kreyberg Normann, President, International Hospital Federation

11:30-13:00 Concurrent Sessions

(Hall 3B) Special Session: WHO (AFRO): Improving quality of Care in Hospitals: A Comprehensive Information Technology Solution

- Dr Delanyo Dovlo, Director, Health Systems and Services Cluster, WHO (Afro) - Moderator
- Dr Gilbert Buckle, CEO, Korle Bu Teaching Hospital
- Dr David Soti, Head of division of Health informatics, M&E and research
- Dr Humphrey Aramagi, Country Liaison Officer (WLOai)
- Dr. Martin Ekeke, Regional Advisor, Health Systems and Services Cluster, WHO(Afro)

(Room 12) BRAZIL - BRAZILIAN NATIONAL ASSOCIATION OF PRIVATE HOSPITALS: Quality of Care and Sustainability / A Brazilian Perspective

- Carlos Figueiredo, CEO, Brazilian National Association of Private Hospitals - Moderator
- Ary Ribeiro, Director, HCOR Hospital do Coração
- Vivien Rosso, CEO, A Camargo Cancer Hospital
- Sidney Klajner, Vice-President, Hospital Albert Einstein

(Room 21) BELGIUM: BELGIAN HOSPITAL ASSOCIATION: How to become an excellent hospital? Strategies for transformation

- Jan Beeckmans, Director General, University Hospital Brussels - Moderator
- Marc Noppen, CEO, University Hospital Brussels
- Alain de Wever, President, Erasme Hospital Governing Board
- Johan Hellings, Director General, AZ Delta Hospital

(Hall 3C) HONG KONG – HOSPITAL AUTHORITY: System improvements in Public Hospitals in Hong Kong

- Dr. Lau Chor-Chiu, Cluster Chief Executive, Hospital Authority - Moderator
- Dr. Christina Maw, Chief Manager (PCS), Hospital Authority
- Ms. Pauline Wong, Chief Manager (PR&E), Hospital Authority
- Dr So Wing Yee, Chief Manager (Q&ST), Hospital Authority
1st NOVEMBER

(Hall 1AB 2AB) SOUTH AFRICA: DEPARTMENT OF HEALTH: Capacity building in leadership and management for hospital managers: local and international perspective

- Dr Deb Basu - Moderator
- Prof Eric Buch (South Africa)
- Dr Andrew Crichton (South Africa)
- Dr Shadrick Mazaza (South Africa)
- Dr Jaydip Maitra (India)

(Room 22) FREE PAPER: CAPACITY BUILDING IN LEADERSHIP AND MANAGEMENT

- Guided Business Modelling and Analysis for Hospital Professionals Tiziana Margaria Ireland
- Capacity building for implementation of HTA: a joint effort between Australia and South Africa Jani Mueller South Africa
- Game Theory: participation, motivation and involvement of professionals Marta Barahona Orpinell Spain
- Development and implementation of a model assessment of professional competence Enric Segura Martinez Spain
- Primary Health Care to Communities: Building nurses’ capacity to effectively lead and manage rural health facilities and frontline teams Allison Annette Foster United States

Moderator- Dr Muna Abdul Razzaq Tahalak, Hospital CEO, Latifa Hospital, Dubai Health Authority

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

14:00-15:00 (Hall 1AB 2AB) Plenary: GOVERNANCE AND ACCOUNTABILITY:
Christopher Drexler, Regional Minister for Healthcare, Science and Personnel (Styria Region (Austria)
Moderator: Dr Terence Carter, Deputy Director General: Hospitals, Tertiary Health Services, Workforce Planning and Development, National Department of Health, South Africa and IHF Governing Council Member (South Africa)

15:00-16:30 Concurrent Sessions

(Room 22) Special Session – IHF UNIVERSITY HOSPITALS SIG: Relationship and governance between universities and academic medical centers : A Global survey

- Irene Thompson/Barbara Anason, Vice Chair, AMC Board of Managers, Vizient, Inc - Moderators
- Dr. Risto Miettunen, CEO, Kuopio University Hospital
- Dr. Benjamin Van Camp, Professor and Former Dean, University Hospital Brussels, Rector and Former President, Board, University Hospital Brussels
- Alison Verhoeven, Chief Executive Officer, Australian Healthcare and Hospitals Association
- Salim Hasham, Vice President, Health Services, Aga Khan University
- Dr. Juha Kinnunen, Professor, University of Eastern Finland (UEF)
- Mr. Janne Aaltonen, Chief Liaison Officer and Member Executive Board, Hospital District of Helsinki and Uusimaa
**1st NOVEMBER**

**TUESDAY**

(Hall 3C) Special Session – MINISTRY OF HEALTH AND MEDICAL EDUCATION – IRAN (Under auspices of WHO I.R. Iran)

Current initiative to improve hospital management and other reform hospital initiatives in Iran

- **Dr. Sameen Siddiqi**, WHO Representative, Iran - Moderator
- **Dr. Iraj Harirchi**, First Deputy Minister, Ministry of Health and Medical Education, Iran
- **Dr. Hamid Ravaghi**, Associate Professor and Consultant, WHO Iran
- **Dr. Farshad Farzadfar**, Director, Research Center, Tehran University of Management Sciences

(Room 12) TAIWAN – TAIWAN HOSPITAL ASSOCIATION: Delivering Inclusive Smart Health Care by Innovative and Comprehensive e-Health System

- **Dr. Hung Jung Lin**, Deputy Superintendent, Chi Mei Medical Center - Moderator
- **Prof. Shu Wen Chang**, Vice Superintendent, Far Eastern Memorial Hospital
- **Miss Chao Yen Wu**, Nursing Informatics Manager, Chang Gung Memorial Hospital
- **Mr. Peter Han-Chang Wu**, CEO, ASUS Cloud Corporation

(Hall 3B) USA: AMERICAN HOSPITAL ASSOCIATION & AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES: Innovative responses: Making care equitable and accessible

- **Jim Skogsbergh, Chairman**, American Hospital Association, President & CEO, Advocate Health Care - Moderator
- **James H. Hinton**, President & CEO, Presbyterian Healthcare Services
- **Edward H. Lamb**, Chair, American College of Healthcare Executives, President & CEO, Mt. Carmel Health System

(Hall 1AB 2AB) SOUTH AFRICA – HOSPITAL ASSOCIATION OF SOUTH AFRICA: Return from Babel: seeking commonalities on the road to NHI

- **Dr Dumani Kula**, Deputy CEO, Clinix Health Group - Moderator
- **Shivani Ranchod**, Insight Actuaries & Consultants

(Room 21) FREE PAPER: QUALITY OF CARE

- Deployment of Electronic Patient Record - Experience of the University Hospital of LIEGE Philippe Kolh Belgium
- Decreasing Exposure of Health Care Workers (HCWs) to Infectious Diseases (ID) A Step towards Employee Health & Safety Rozina Roshan Ali Essani Pakistan
- A patient safety programme in reducing the number of models of oxygen regulators and enhancing staff competency on their use Yick Ting Andy Kwok Hong Kong
- Time Out Process: A promising process to patient safety and quality care Ehsan Ali Pakistan
- FGI and the Guidelines for Healthcare Construction Walt Vernon United States

Moderator- Alison Verhoeven, Chief Executive Officer, Australian Healthcare and Hospitals Association Special Session

16:30-17:00 Break / Expo / Posters (Hall 2CDE & 3A)
### 17:00-18:30 Concurrent Sessions

**Concurrent Sessions**

1. **Room 22**
   - Special Session – HEALTH PARTNERSHIPS: Engaging professionals: The importance of institutional partnerships
   - **Charlie Evans**, President, International Health Services Group - Moderator
   - **Andrew Jones**, Head of Partnerships, Tropical Health & Education Trust, UK
   - **Signe Bandlien**, Programme Adviser, FK Norway
   - **Patrick Kamalo**, Specialist Neurosurgeon, Queen Elizabeth Central Hospital, Malawi

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

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

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

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

6. **Hall 3B**
   - FREE PAPER: SERVICE DELIVERY: INNOVATION IN DELIVERY OF CARE AND HOSPITAL SERVICES
   - Strategic evolution in HIMS: The essence of a competent evaluation system
   - Danish Lalani Pakistan
   - Using data analysis to predict violence in Hospital Chi-Feng Lin Taiwan
   - Leading a Paradigm Shift in Quality of Care and Service Delivery Through Live Simulation, Team-Training, and Lean Six Sigma Sapan Desai United States
   - Operational Efficiency Initiatives to Enhance Patient-Centered Care and Safety Patricia Williams United States

**Moderator** – Cedric Lussiez, CEO, Arpajon Hospital and IHF Governing Council Member (France)

**19:30 Welcome Reception (HALL 2CDE & 3A)**
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:30-09:30</td>
<td><strong>IHF INTERNATIONAL AWARDS: PRESENTATIONS &amp; PRIZE GIVING CEREMONY</strong></td>
<td>Hall 1AB 2AB</td>
</tr>
<tr>
<td></td>
<td>Moderator: Dr. Erik Kreyberg Normann, President, International Hospital Federation</td>
<td></td>
</tr>
<tr>
<td>09:30-10:00</td>
<td>Break / Expo / Posters</td>
<td>Hall 2CDE &amp; 3A</td>
</tr>
<tr>
<td>10:00-12:00</td>
<td><strong>Concurrent Sessions</strong></td>
<td>Hall 3B</td>
</tr>
<tr>
<td></td>
<td>(Hall 3B) Special Session – WHO GENEVA Hospitals’ evolving role to deliver people-centered and integrated health services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr. Sameen Siddiqi, Representative WHO (Iran) - Moderator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr. Ann-Lise Guisset, Technical Officer, WHO (Geneva)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Prof. Ramzi Bouzidi, Head, Orthopaedics Unit, Mongi Slim Hospital Tunis, Tunisia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mr. Bennet Asia, Director: Districts and Development, National Department of Health, South African</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>IHF HEALTHCARE MANAGEMENT SIG: A Global need for the professionalization of Healthcare Management</strong></td>
<td>Room 12</td>
</tr>
<tr>
<td></td>
<td>• Deborah J. Bowen, President/CEO, American College of Healthcare Executives - Moderator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Neale Fong, President, WA Branch, Australasian College of Health Services Management (Australia)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Anna Riera, Membership Director, Unió Catalana d’Hospitals (Spain)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• S. Robert Hernandez, Distinguished Service Professor and Director, University of Alabama at Birmingham (USA)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>FRANCE – FRENCH HOSPITAL FEDERATION &amp; UNICANCER: Increasing patients and staff involvement to face hospital challenges</strong></td>
<td>Room 21</td>
</tr>
<tr>
<td></td>
<td>• David Gruson, CEO, French Hospital Federation - Moderator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cedric ARCOS, Deputy CEO, French Hospital Federation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Segolène Duran, Chief Pharmacovigilance Dept, UNICANCER Marseille Cancer Center – Institut PaoliCalmettes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mélanie Heard, Director, IPDS</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NIGERIA – LAGOS STATE HEALTH SERVICE COMMISSION: Universal Health Coverage in Lagos Nigeria:</strong></td>
<td>Hall 3C</td>
</tr>
<tr>
<td></td>
<td>Financing Prospects and Medico-Legal Perspectives</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr. Adeleke Pitan, Special Advisor for Africa, International Hospital Federation - Moderator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr Ahmad Balogun, Retired Permanent Secretary, Lagos State Health Service Commission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr Jemilade Longe, Permanent Secretary, Lagos State Health Service Commission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mr Olaolu Osanyin, President, Resource Centre for Medical Law Research &amp; Development</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>SOUTH AFRICA – DEPARTMENT OF HEALTH: Standardisation of hospital services for improving quality of care</strong></td>
<td>Hall 1AB 2AB</td>
</tr>
<tr>
<td></td>
<td>• Dr Bafana Msibi (South Africa) (Office of Health Standard Compliance)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dr Gall Andrews, Chief Operating Officer, National Department of Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ms. Itsholeng Annie Jautse, Quality Assurance Middle Manager, National Department of Health, South Africa</td>
<td></td>
</tr>
</tbody>
</table>
2nd NOVEMBER

12:00-13:00 (Hall 1AB 2AB) Plenary: TECHNOLOGY: ROLE IN DETERMINING CLINICAL PATHWAYS IN PATIENT CARE:
- Johan Torgersen MD/PhD, General Director, Division for Specialized Health Care, Norwegian Directorate of Health (Norway)

Moderator: Dr Ronnie Van Der Merwe, Chief Clinical Officer, Mediclinic International

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

14:00-15:00 (Hall 1AB 2AB) Plenary: CAPACITY BUILDING IN LEADERSHIP AND MANAGEMENT:
- Dr Marcelo A. Alvarenga, Chief Experience Officer, Hospital Sírio Libanes (São Paulo, Brazil)

Moderator: Dr. Francisco Balestrin, IHF President Designate and President, Brazilian National Association of Private Hospitals

15:00–16:30 Concurrent Sessions

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

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

(Room 12) PHILIPPINES: PHILIPPINE HOSPITAL ASSOCIATION: The Philippine experience in growing leaders: what we have, where we want to go and what it means to the country’s healthcare
- Dr. Edmundo B. Lopez, P.R.O. Philippine Hospital Association, Medical Center Chief II - Las Piñas General Hospital & Satellite Trauma Center - Moderator
- Dr. Jesus M. Jardin, President, Philippine Hospital Association, Medical Director - Capitol University Medical Center
- Dr. Ma. Lourdes Olayza, Secretary, Philippine Hospital Association, Medical Center Chief II - Mariano Marcos Memorial Hospital & Medical Center
- Dr. Arturo S. De la Peña, Medical Director, St. Luke’s Medical Center
2nd NOVEMBER

(Room 21) UNITED ARAB EMIRATES - DUBAI HEALTH AUTHORITY Delivery of Care and Hospital Services

- Ms Fatima Musabah, Director of Admin and Finance, Latifa Hospital, Dubai Health Authority - Moderator
- Dr Muna Abdul Razzaq Tahlak, Hospital CEO, Latifa Hospital, Dubai Health Authority
- Dr Suhail Abdulla Al Rukin, Consultant Neurologist, Rashid Hospital, Dubai Health Authority
- Dr Fahad Omar Baslaib, Consultant Cardiologist & Head, Rashid Hospital, Dubai Health Authority

(Hall 1AB 2AB) SOUTH AFRICA – HOSPITAL ASSOCIATION OF SOUTH AFRICA: Quality Perspectives from SA Private Hospitals

- Gareth Kantor, Insight Actuaries & Consultants - Moderator
- Presenters: Various South African Private Hospital Groups

(Hall 3B) FREE PAPER: FINANCING AND UNIVERSAL HEALTH COVERAGE: A ROLE FOR GOVERNANCE AND ACCOUNTABILITY?

- The Nigerian Universal Health Care System: A roadmap to success Jani Mueller South Africa
- Implementing diagnosis-related groups in a developing country setting Carolyn Clark South Africa
- The challenges of managing the first cross-border hospital in Europe: two healthcare models under one roof Josefa Sanchez-solias Spain • Knowledge Management Strategy in a global health organization Mªemilia Gil Spain
- Pay for Performance and improving hospital quality within the ACA: lessons for other countries Maureen Lewis USA

Moderator - Dr. Aquina Thulare, Technical Specialist Health Economics and Advisor on National Health

16:30-17:00 Break / Expo / Posters (Hall 2CDE & 3A)
17:00-18:00 IHF GENERAL ASSEMBLY (Room 11)
18:15-19:15 CEO CIRCLE COCKTAIL RECEPTION (By invitation only)
19:30 GALA DINNER (Hall 4 & 5)
### 3rd November

**THURSDAY**

**08:30-09:30**

**Plenary: SERVICE DELIVERY: INNOVATIONS IN DELIVERY OF CARE AND HOSPITAL SERVICES:**

*Dr Jonathan Perlin*, President, Clinical Services and Chief Medical Officer, Hospital Corporation of America, Inc. (USA)

Moderator: Prof. Mkhululi “Mac” Lukhele, Congress Scientific Committee Chair and Head of Department of Orthopaedics, Charlotte Maxeke Johannesburg Academic Hospital

**09:30-11:00**

**Concurrent Sessions**

**Room 12** Special Session: INTERNATIONAL UNION OF ARCHITECTS: IHF – UIA: Collaboration project: reducing hospital operating cost through better design

- *Peta de Jager*, Research group leader, CSIR Building Science, South Africa - Moderator
- *Patricia Williams*, Founder and President, Global Health Services Michigan USA
- *Maria Grazia Giardinelli*, Research Fellow, Research Center - TESIS – Florence University
- *Luca Marzi*, Research Fellow, Adjunct Professor, Research Center - TESIS – Florence University

**Room 12** Special Session: INTERNATIONAL UNION OF ARCHITECTS: IHF – UIA: Collaboration project: reducing hospital operating cost through better design

- *Hans Kedzierski*, CEO, Aga Khan University Hospital, Karachi; - Moderator
- *Shawn Bolouki*, CEO, Aga Khan University Hospital, Nairobi
- *Sulaiman Shahabuddin*, Regional CEO, Aga Khan Health Services, East Africa

**Hall 1AB 2AB** SOUTH AFRICA – DEPARTMENT OF HEALTH: Best practices in Hospital care in South Africa

- *Prof Craig Househam*, Western Cape - Moderator
- *Dr M Mazizi*, CEO, King Edward Hospital
  - HoD North West Province
  - HoD Limpopo Province
  - HoD Western Cape Province
  - HoD Kwa Zulu Natal Province

**Room 22** Special Session: CEO CIRCLE (By invitation only)

- *Rulon Stacey*, Managing Director, Navigant Leadership - Moderator
- **Special Guest Speaker: Prashant Hoskote**, Senior Director - Quality and Service Excellence I Max India Group, India

**Hall 3C** FREE PAPER - SERVICE DELIVERY: INNOVATION AND ROLE OF TECHNOLOGY IN DETERMINING PATIENT-CENTERED DELIVERY OF CARE

- Partnerships to ensure effective use of Health Information Systems and other Health Technologies in support of hospital services Lyn Hanmer South Africa
- Electronic Death Certificate (EDC) – A Decisive Step towards Electronic Health Record Huma Saeed Pakistan
- Be There’ Without Being There: An Innovative Approach to achieve JCI Recertification through Virtual Survey Ehsan Ali Pakistan
- Sustainability Roadmap and Its Implication for the World Walt Vernon United States
- Patient Flow Analysis: Innovation for OECD and Emerging Market Hospitals Maureen Lewis United States

**Moderator - Dr. Chin San Liu, Vice Superintendent, Changhua Christian Hospital, Taiwan**
### 3rd November

#### 08:30-09:30
(Room 21) FREE PAPER - QUALITY OF CARE

- Quality Improvement Initiatives: A success story of hard to reach mountains of northern Pakistan
  - Jassani Pakistan
- Improving Medical Record Documentation of Physicians: A Retrospective Study at a tertiary care hospital
  - at Karachi Pakistan
  - Rozina Roshan Ali Essani Pakistan
- Development from nonsmoking staff to preoperative smoking cessation during ys 2002-2015
  - Hannu Puolijoki Finland
- Placing Value on Customer Service
  - Marta Barahona Spain

**Moderator** - Dr. Leke Pitan, IHF Honorary Member and Advisor for Africa Region

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

#### 11:30-12:30
**CLOSING CEREMONY (Hall 1AB 2AB)**

**SPECIAL KEYNOTE PRESENTATION**: Olusoji Adeyi, Director Health, Nutrition & Population Global Practice, The World Bank Group

**POSTER AWARDS**

**PRESENTATION 2017 TAIPEI CONGRESS**: Prof Han-Chuan Yang, President, Taiwan Hospital Association

**VOTE OF THANKS**: Dr Joe Phaahla, MP, Deputy Minister of Health, Republic of South Africa

**Moderator**: Eric de Roodenbeke, PhD, Chief Executive Officer, International Hospital Federation

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

#### 13:30-16:30
**HOSPITAL VISITS**

- KZN Children’s Hospital
- Ethekwini Hospital and Heart Centre
- Inkosi Albert Luthuli Central Hospital
- King Dinuzulu Hospital
- Prince Mshiyeni Memorial Hospital

---

**THURSDAY**

17
POSTER PRESENTATION

Capacity Building in Leadership and Management
- Profile of nurses’ competences from a private healthcare institution, Jaqueline Maria de Soares (Brazil)
- Nurses experiences regarding in-patient suicide in a specific hospital in Gauteng, South Africa, Mirriam Matandela (South Africa)

Financing and Universal Health Coverage
- A Study of the Relationship between Level of Contracted Medical Care Institutions, Fixed Assets Investment, Non-Medical Revenues, and Retained Earnings, Hsiao-wen Lu (Taiwan)

Governance and Accountability
- Smart Card Technology and its integration with EMR, Venkat Narayan Hampapur (India)
- Key Interventions that will support the realization of data driven hospital management, Merilyn Zondo (South Africa)

Quality of Care
- Post-Discharge Patient Telephone Enquiry Program to Reduce Urology Unplanned Readmission Rate in a Regional Hospital in Hong Kong, Wing Shan Sandy Leung (Hong Kong)
- Can Real Time Audit of Actual Cardiac Arrest Event Improve Patients Outcomes?, Shahnaz Gokal (Pakistan)
- Do it right the first time and every time: Multidisciplinary team approach to decrease blood contamination rate at a Tertiary, Shahnaz Gokal (Pakistan)
- Redesigning and Standardization of crash cart trolley throughout the hospital: Moving towards safer practices, Shahnaz Gokal (Pakistan)
- Strengthening Medication Reconciliation Practices: A patient safety initiative at a tertiary care hospital at Karachi Pakistan, Nazia Khuwaja (Pakistan)
- Successful implementation of a programme to reduce allogenic blood transfusion in total knee arthroplasty, Rosa Asbert (Spain)
- Constructing an online information system to alert infectious disease: increasing both patient and caregiver safety during radiotherapy, Chen Cheng-yung (Taiwan)
- Efficiency enhancement of emergency surgery in a tertiary hospital in eastern Taiwan, I-fang Liu (Taiwan)
- Use bundle care model to increase care quality of indwelling catheter, Hung Chiayin, (Taiwan)
- Using integrated information system to improve patient safety during radiotherapy, Chen Cheng-yung (Taiwan)
- Enhancement of Competition of Pre-operative Care in Urology Ward, Wang You-yin (Taiwan)

Service Delivery: Innovation in Delivery of Care and Hospital Services
- The Use of Educational Intervention on Cleaning Process in a Hospital, Angela F. Sola, Fabiana S. Vasques, Claudia C. D. Oliveira, Vítor Luis da Silva, Antônio C. C. Pignatari (Brazil)
- How to Implement Transitional Care in France: first lessons., Aline Corvol (France)
- A public sector hospital innovation programme in Africa, Carolyn Clark (South Africa)
- TEAM WORK ON AGGRESSIVE REDUCTION OF BIRTH ASPHYXIA INITIATIVE, Jani Mueller (South Africa)
- Implementation of fast- track surgery program in knee and hip arthroplasty, Re- engineering the process, Rosa Asbert (Spain)
- PRINCEP program: clinical program for specialized and integrated care of pediatric patients with complex chronic conditions, Anna Riera (Spain)
- Construct the Tele-healthcare Elderly Popula on Care Model of Innovation in the Digital Age, Anna Riera (Spain)
- Challenges and achievements in integrated care. Primary care empowerment in achieving efficient integration: Hospital Lleuger de Cambrils (“light” hospital) experience, Pei-ching Lin (Taiwan)
- The value of health check to early detection of major diseases, Pao-hsien Chu (Taiwan)
- Climate Change: A challenge to the safety and care of the world, Susan Wilburn (USA)

Technology: Role in Determining Clinical Pathways in Patient Care
- Modelling directly executable processes for hospital and healthcare professionals with XMDD, Tiziana Margaria (Ireland)
- Using Health Technology Assessment in a hospital setting: an integral way to manage a patient’s care pathway? Jani Mueller (South Africa)
PLENARY SPEAKERS

Mag. Christopher Drexler
Minister for Health Care and Human Resources, Styria Region, Austria

Christopher Drexler is Minister for Health, Care, Science and Human Resources for the Styria region since March 2014. Prior to this position Christopher Drexler was President of the Styrian Employees' Organisation from 2006 to 2015. He was Chairman of the People's Party in the Styrian Parliament from 2003 to 2014 and member of the Styrian Parliament from 2000 to 2014. Between 1996 and 2000 he was Manager of the Styrian Think-Tank “Modell Steiermark”.

He was a member of the Styrian Employees’ Association (Steirische Arbeiterkammer) from 1994 to 2000. Prior to that between 1992 and 1996 he was Business-Manager of the Styrian Employees’ Organisation (Steirischer Arbeitnehmerinnen- und Arbeitnehmerbund) and from 1991 to 1993 he was Chairman of the Styrian Young ÖVP (Junge Volkspartei Steiermark).

Minister Drexler studied law at the University of Graz (Austria) and is married with 4 children.

Jonathan B. Perlin
MD, PhD, MSHA, MACP, FACMI
President, Clinical Services and Chief Medical Officer
HCA – Hospital Corporation of America

Dr. Jonathan B. Perlin is President, Clinical Services and Chief Medical Officer of Nashville, Tennessee-based HCA (Hospital Corporation of America). He provides leadership for clinical services and improving performance at HCA's 167 hospitals and more than 800 outpatient surgical, urgent care and other practice units. Current activities include: advancing electronic health records for learning healthcare and continuous improvement; driving value through (big) data science and advanced analytics; and elevating measured clinical performance and patient safety to benchmark levels. His team recently completed the landmark REDUCE MRSA study that demonstrated a 44 percent improvement on known best practices for reducing bloodstream infections.

Before joining HCA in 2006, “the Honorable Jonathan B. Perlin” was Under Secretary for Health in the U.S. Department of Veterans Affairs. Nominated by the President and confirmed by the Senate, as the senior-most physician in the Federal Government and Chief Executive Officer of the Veterans Health Administration (VHA), Dr. Perlin led the nation’s largest integrated health system.

Dr. Nicholas Crisp

DR NICHOLAS CRISP is a freelance health management consultant. He has an MMed (Community Health) from University of Witwatersrand. From 1995 to 1999 he served as Superintendent General (Head of Department) of Health and Welfare in Limpopo Province. Since then he has worked on HIV/AIDS and health systems strengthening in South Africa, Nigeria, Ghana, Lesotho, Botswana, Namibia and Tanzania.

He is a semi-retired amateur olive farmer in the Klein Karoo.
PLENARY SPEAKERS

PROF. JOAN C. LO

PROF. JOAN C. LO, in 1989 joined Taiwan’s National Health Insurance (NHI) Planning Task Force and was in charge of the design of the financing system. Since then, her efforts have been concentrated on the NHI system evaluation and redesigning. Prof. Lo has also participated in the Long-Term Care (LTC) Insurance Steering Group and pension reform in Taiwan. Prof Lo is an economist by training, and has worked as a computer programmer, energy policy analyst, part-time lecturer and involved in econometric modeling and forecasting.

JOHAN TORGersen

JOHAN TORGersen MD/PhD, is the General Director of Division for Specialized Health Care at the Norwegian Directorate of Health. Important areas of responsibility are health legislation, clinical pathways, personalized medicine, biotechnology legislation, pre-hospital emergency care, psychiatric health care and quality in health care. Johan Torgersen professional background is as specialist in anesthesiology and intensive care with PhD and research experience from intensive care.

MARCELO ALVES ALVARENGA

MARCELO ALVES ALVARENGA, MD, MSC has recently been appointed (2016) Chief Experience Officer at the Hospital Sírio Libanês(HSL Syrian-Lebanese Hospital), São Paulo, Brazil.
The Scientific Committee is responsible for deciding the topics covered by the event; selecting and overseeing the invitation of plenary speakers; and selecting the member, free paper and poster presenters.

**Mkhululi “Mac” Lukhele**  
Head of Department of Orthopaedics, Charlotte Maxeke Johannesburg Academic Hospital.

**Dr Shou Jen Kuo**  
Superintendent, Changhua Christian Hospital (CCH)

**Molefe Ernest Kenoshi**  
M.B.,Ch.B DTM&H., Chief Executive Officer, Steve Biko Academic Hospital (Previously Pretoria Academic Hospital).

**Sigbjørn Smeland**  
MD PhD Head of Division of Cancer Medicine, Oslo University Hospital

**Dr. Debashis Basu**  
MBBS, MSc(Med), MPH, MBA, MMed, FCPHM (SA) PhD (Med), Public Health Medicine Specialist Charlotte Maxeke Johannesburg Academic Hospital and University of the Witwatersrand.

**Ken Anderson**  
D.O., M.S., CPE, Chief Operating Officer and Acting President, Health Research & Educational Trust Acting Senior Executive for Health Improvement, American Hospital Association

**Dr. Aquina Thulare**  
Technical Specialist: Health Economics and Advisor on National Health Insurance (NHI), National Department of Health

**Dr. Eric De Roodenbeke**  
Chief Executive Officer, International Hospital Federation

**Paul Dugdale**  
BMBS MA MPH PhD. Director, Chronic Disease Management, Canberra Hospital and Health Services, Director of the Centre for Health Stewardship at the Australian National University and Chair of the Australian Healthcare and Hospitals Association

The Organizing Committee is responsible for overseeing, coordinating, administering and delegating all organizational and management aspects of the Congress.

**Dr Terence Carter**  
MB.CHB (Natal) DCH (SA) DHM (UCT), Deputy Director General: Hospitals, Tertiary Health Services, Workforce Planning and Development, National Department of Health, South Africa

**Zola Mtshiya**  
Head of Marketing and Communications BHF

**Dr Desmond Johns**  
MBCHB, MMedSc is a medical doctor with extensive clinical experience, complemented with more than 20 years’ experience in national and international public health policy, multilateral diplomacy and development assistance.

**Mkhululi “Mac” Lukhele**  
Head of Department of Orthopaedics, Charlotte Maxeke Johannesburg Academic Hospital.

**Molefe Ernest Kenoshi**  
M.B.,Ch.B DTM&H., Chief Executive Officer, Steve Biko Academic Hospital (Previously Pretoria Academic Hospital).

**Dr Dumisani Bomela**  
CEO, Hospital Association of South Africa

**Dr Mandlenkosi Garlick Oscar Mazizi**  
CEO, King Edward VIII Hospital
EOH provides the technology, knowledge, skills and organisational ability critical to Africa’s development and growth. Following the Consulting, Technology and Outsourcing model, we provide high value, end-to-end solutions to our clients in all industry verticals.

Listed in 1998, EOH attributes its 45% compounded annual growth to a culture of remaining prudent and not just meeting, but exceeding, customer expectations.

We’re one of the biggest local manufacturers with facilities in Eastern Cape & Western Cape. We offer integrated and innovative solutions from primary healthcare, tertiary hospitals to specialized turn-key solutions. Partnering with local, multi-national as well as government-funded research institution means we can collaborate to create products that are globally competitive.

The Group manufactures clothing and is a major supplier of bed linen and related products to the health care industry in the public sector. Specialist divisions/companies manufacture uniforms, clothing and linen for the corporate wear market, to fulfill tenders for Government Agencies and Parastatals, as well school wear. The Group supplies all major chain stores, semi-chains, hawker wholesalers, independent retail stores and boutiques, throughout South Africa and the neighbouring states. The Group also exports through a specialist export division, New South Africa Garment Manufacturers (NSAGM).

Tower City was formed in 2003. It was the brainchild of Nkosinathi Madlala. It was developed to participate and enhance the role of black owned businesses in sectors where they had little or no involvement and has employed more than 300 employees.

- Engineering works
- Manufacturing and supply of medical consumables and chemicals
- Healthcare and commercial cleaning services

Introducing Plato Holdings 360° Fleet and Freight Solutions, a “new-generation” holding company comprised of a consortium of Black business professionals that are well-versed in the fleet and logistics management, finance and strategic analysis arenas. As a group of like-minded businessmen, these consummate professionals collectively bring to the table a wealth of experience, knowledge and an impressive combination of skills that span more than 50 years. Collectively this group boasts a strong network connection within the public and financial services sectors.

EThekwini Municipality is a Category A municipality found in the South African province of KwaZulu-Natal. The area is topographically hilly, with many gorges and ravines, and almost no true coastal plain. Durban has a turbulent history dating from ivory hunters in the 1820s and their conflict with the local Zulu monarchs.

The province has the largest number of battlefields. The world-class Durban Chief Albert Luthuli International Convention Centre (ICC) has hosted a historic line-up of events including conferences of a global scale.

EThekwini is the largest City in this province and the third largest city in the country. It is a sophisticated cosmopolitan city of over 3 442 398 people (as per 2011 Census). It is known as the home of Africa’s best-managed, busiest port and is also a major centre of tourism because of the city’s warm subtropical climate and extensive beaches.
MOBILE APPLICATION

The mobile app built for IHF 40th World Hospital Congress! It has all the important information you’ll need for the event, and features to enhance your event experience. With this app, you will have the unique experience of mobile networking during the congress. Its features will allow you to simply click on the attendee list and send messages, notes, and schedule meetings with fellow attendees. By browsing through the programme you can create your own personalized schedule.

*The app can be downloaded in 2 easy steps on an iOS or Android device or by using the mobile web version.*

FORTHCOMING CONGRESS

[Image of IHF TAIPEI 2017 poster]