

PROGRAM AGENDA

Wednesday, 4th November

Theme: Learnings from the COVID-19 crisis

Time (Central European Time)	Activity
10:00–10:10	<p>Opening Ceremony IHF President, Dr Risto Miettunen, and IHF CEO, Eric de Roodenbeke, will officially welcome all participants to the IHF Virtual Forum.</p>
10:10–11:10	<p>Plenary Session 1: People at the forefront in fighting COVID-19 In this session, leaders of various professional bodies will share what have been the most critical and the most complicated challenges to overcome in order to manage and protect healthcare workers during the COVID-19 crisis. They will also discuss innovative solutions in mobilizing human resources. <u>Session chair:</u> Eric de Roodenbeke, Chief Executive Officer, International Hospital Federation <u>Speakers:</u></p> <ol style="list-style-type: none"> 1. Jim Campbell, Director, Health Workforce, World Health Organization 2. Annette Kennedy, President, International Council of Nurses 3. Dr. Otmar Kloiber, Secretary General, World Medical Association 4. Rosa Pavanelli, General Secretary, Public Services International
11:10–11:25	<p>Networking Break Interact with fellow attendees in the lobby, via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.</p>
11:25–12:25	<p>Concurrent sessions:</p> <p>Enhancing digital response to face COVID-19 This session will give an overview of various digital solutions from around the world that were adopted or used to face COVID-19 and how these enhanced the response to the crisis and provision of health services. <u>Session chair:</u> Prof. Kristian Kidholm, Professor, Head of Research, Odense University Hospital, Denmark <u>Speakers:</u></p> <ol style="list-style-type: none"> 1. Dr. Teresa Anderson, Chief Executive, Sydney Local Health District, Australia 2. Prof. Henrique Martins, University Professor and Independent Consultant, ISCTE-IUL, Portugal 3. Hal Wolf, President & CEO, HIMSS <p>Agility and innovation to drive response to COVID-19 In this session, hospital and health executives will share their experience, solutions and innovations to adapt and enhance organizational agility during the crisis. <u>Session chair:</u> Ronald Lavater, Incoming Chief Executive Officer, International Hospital Federation</p>

	<p>Speakers:</p> <ol style="list-style-type: none"> 1. Dr. Xènia Acebes, Medical Affairs Director, Servei Català de la Salut, Spain 2. Dr. Charles Al Odeh, Chief Medical Officer, UHG Brasil, Brazil 3. Dr. Andrea Capponi, Chief Medical Officer, University Hospital of Novara, Italy 4. Prof. Anupam Sibal, Group Medical Director, Apollo Hospitals Group, India 5. Dr. Muna Tahlak, Consultant Obs/Gyn & Chief Executive Officer, Dubai Health Authority - Latifa Women and Children Hospital, UAE
	<p>Effective collaboration to respond to COVID-19</p> <p>Collaboration has been critical to better respond to COVID-19. This session will address, through experiences, the different dimensions of collaboration including those between public and private hospitals, hospitals and primary care, hospitals and social services and long-term care, and hospitals and the community.</p> <p>Session chair: Dr. Khai Meng Choy, Chief Manager (Service Transformation), Hospital Authority, Hong Kong</p> <p>Speakers:</p> <ol style="list-style-type: none"> 1. Dr Khalifa Alshaqsi, Hospital Director, Nizwa Hospital, Oman 2. Dr. Juan Carlos Contel, Member, Chronic Care Program and Integrated Health and Social Care Plan, Department of Health, Spain 3. Dr. Ekaterine Kavtaradze, COO, Evex Hospitals, Georgia 4. Dr. Wui-Chiang Lee, Director, Taipei Veterans General Hospital, Taiwan
12: 25–13:00	<p>Speed networking, free time for networking</p> <p>Join the speed networking where you can meet fellow attendees thru rapid-fire video calls. You can also interact in the lobby via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.</p>
13:00–14:00	EVENT BREAK
14:00-14:50	<p>Meeting of IHF Hospital Association Leaders: The Role of Hospital Associations during the COVID-19 Crisis</p> <p>During this meeting, leaders of hospital associations will share experiences about how their organization coped with the Covid-19 pandemic. This will pave the way to the second meeting, which will be a broader discussion on the impact(s) that the crisis had on the way hospital associations function and their role beyond the crisis.</p> <p>This is a private discussion between hospital association representatives.</p> <p>Facilitated by Eric de Roodenebeke, CEO, IHF</p>
15:00–16:00	<p>Plenary session 2: How leadership makes a difference in times of crisis</p> <p>This session will give insights from hospital leaders from around the world on what has made a difference in responding effectively to COVID-19. They will tackle necessary leadership qualities, main challenges they faced, key lessons from the crisis and interventions to take forward.</p> <p>Session chair: Daniel Mortimer, Interim Chief Executive, NHS Confederation, UK</p> <p>Speakers:</p> <ol style="list-style-type: none"> 1. Dr. Melinda L Estes, President & CEO, Saint Luke's Health System, USA 2. Shagufta Hassan, Interim Chief Executive Officer, The Aga Khan University Hospital, Pakistan 3. Prof. Helmut Kern, Former CEO, Hospital Brothers of St. John of God Vienna, Austria 4. Dr Theresa Li, Cluster Chief Executive, Hong Kong West Cluster, Hospital Authority, Hong Kong
16:00–16:15	<p>Networking break</p> <p>Interact with fellow attendees in the lobby, via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.</p>

16:15–17:15

Concurrent sessions:

Patient safety recommendations for COVID-19 in a time of crisis

In this time of crisis, learning from each other becomes more important than ever and the rapid sharing of Knowledge is ever important. In this session the speakers will discuss two examples of how this has been achieved.

The Italian Network for Safety in Healthcare (INSH) compiled the key lessons they learnt in the pandemic in Italy. These are practical frontline messages, devoid of the complexity of guidelines. These were first published by the International Society for Quality in Health Care (ISQua) in April 2020. Since then they have been viewed over 10,000 times and translated from Italian into English, Spanish, French and Portuguese. They are a work in progress, a symbol of continual learning and improvement.

JCI developed a rapid response to spread the learning on how to respond to the pandemic to the many organizations with which it associated.

As we move from patient-centred care toward people-centred care we need to remember that we are here to protect the providers of care as well as the patients who need our care at this time. Knowledge provides people around the world with the ability to provide quality care and be safe.

This session is hosted by ISQua.

Session chair: Dr. John Brennan, General Practitioner and Quality Improvement Faculty, Royal College of Physicians of Ireland, Ireland

Speakers:

1. Dr. Micaela La Regina, Medical Doctor, Azienda Sociosanitaria Ligure 5, Italy
2. Dr. Peter Lachman, CEO, International Society for Quality in Health Care
3. Dr. Joel Roos, Vice President of International Accreditation, Quality Improvement and Patient Safety, Joint Commission International

Maintaining essential health services during COVID-19

This session will explore experiences of health services that had to respond to non-COVID patient needs while being in the capacity to respond to new COVID-19 surge situations.

Session chair and speaker: Dr. Edward Kelley, Director, Integrated Health Services Department, World Health Organization

Speakers:

1. Sophie Beaupère, CEO, Unicancer, France
2. Dr. Jaume Benavent, General Manager, Consorci d'Atenció Primària de Salut Barcelona Esquerra (CAPSBE), Spain
3. Prof. Mesquita Evandro, President Accreditation Hospital, Brazilian Association Private Hospital

Women in Healthcare: Leadership Lessons from the COVID-19 Pandemic

The session of the IHF Women Executives Forum (WEF) will offer a platform for senior female leaders in healthcare to come together and explore what COVID-19 has revealed about the power of female leadership. Led by a diverse panel, participants will hear personal stories from women who successfully led their organizations and communities through the onset of the coronavirus crisis. Participants will have the opportunity to learn from these 'lived experiences', and take away new ideas to adopt as part of their own leadership practices, as part of ensuring that the healthcare sector emerges from the COVID-19 pandemic with women leading, in equal numbers, and equal partnership.

Session chair: Deborah J. Bowen, FACHE, CAE, President and CEO, American College of Healthcare Executives, USA

Speakers:

1. Dr. Majeda Al-Ruzzieh, Chief Nursing Officer, King Hussien Cancer Center, Jordan
2. Samantha Allen, CEO, Sussex Partnership NHS Foundation Trust, UK

	3. Dr. Eveline Hitti, Chairperson, Department of Emergency Medicine, American University of Beirut, Lebanon
17:15–18:00	Speed networking, free time for networking, videos from Catalonia Join the speed networking where you can meet fellow attendees thru rapid-fire video calls. You can also interact in the lobby via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.

Thursday, 5th November

Theme: Looking forward and transforming health services after the COVID-19 crisis

Time (Central European Time)	Activity
10:00–11:00	Plenary session 3: Mobilizing adequate funding for health services The COVID crisis has put an extraordinary strain on both public and private hospitals. It has also uncovered the structural financial weaknesses of hospitals as autonomous organizations. This session will focus on key financial structural challenges hospitals are facing and possible options to overcome them. <u>Session chair:</u> Bruno Meessen, Health Financing Expert, World Health Organization <u>Speakers:</u> 1. Dr. Fawzi AlHammouri, Chairman, Private Hospital Association, Jordan 2. Dr. Jaime A. Almora, President, Philippine Hospital Association 3. Ivan Planas Miret, Director of Finance, Servei Català de la Salut (CatSalut), Spain 4. Saskia Maria Wegner, Policy Adviser, German Hospital Federation
11:00–11:15	Networking break Interact with fellow attendees in the lobby, via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.
11:15–12:15	Concurrent sessions: How hospitals should evolve: reflections from patients and the community This session will give the opportunity to hear views from patients and other organizations and will explore if COVID-19 is providing an opportunity to accelerate patient-centered care or if it challenges this perspective. <u>Session chair:</u> Dr. Sita Ratna Duddi, Chair of the Board, International Alliance of Patient Organisations <u>Speakers:</u> 1. Nicola Bedlington, Special Advisor, European Patients Forum 2. Prof. Jan De Maeseneer, Emeritus Full Professor, Ghent University, Belgium 3. Dr. Komal Kanitkar, Assistant Medical Officer, Municipal Corporation of Greater Mumbai, India 4. Prof. Margareta Kristenson, Professor, Linköpings Universitet, Sweden; Chair of the Governance Board of the International HPH Network Adapting buildings and equipment for the future COVID-19 has demonstrated that hospital buildings and equipment must be more flexible than they are. This session will put forward key recommendations on approaches to transforming or building flexible hospitals and adapting equipment that can better face uncertainties. <u>Session chair:</u> Alexandre Lourenço, President, Portuguese Association of Hospital Managers, Portugal

	<p>Speakers:</p> <ol style="list-style-type: none"> 1. Prof. Roberto Bologna, Professor, Department of Architecture, University of Florence, Italy 2. Prof. Fábio Bitencourt, Executive Committee member, International Federation of Healthcare Engineering 3. Dr. Wang-Jun Lee, Chairman & CEO, Myongji Hospital, South Korea 4. Patricia Williams, President and Founder, Global Health Services Network, USA <p>Transforming supply, logistics, and infrastructure beyond COVID-19</p> <p>The global COVID-19 pandemic has acted as a catalyst for accelerated transformation in hospital supply, logistics and infrastructure: a change much needed in many healthcare systems globally. To support its community to realize the benefits of these changes, the International Hospital Federation established the IHF 'Beyond COVID-19' Task Force.</p> <p>In this session, members of this special Task Force will share key findings about supply, logistics, and infrastructure changes realized during the COVID-19 pandemic, which have beneficially transformed healthcare, and so should be sustained in the future.</p> <p>Session chair: Dr. Els van der Wilden - van Lier, Director Healthcare Providers, GS1 AISBL</p> <p>Speakers:</p> <ol style="list-style-type: none"> 1. Dr. Jiban Khuntia, Associate Professor, University of Colorado Denver, USA 2. Ricardo Mota, Hospital Manager, Coimbra Hospital and University Centre (CHUC), Portugal 3. Prof. Nicoletta Setola, Associate Professor in Architectural Technology, Department of Architecture, University of Florence - TESIS Centre, Italy
<p>12:15–13:00</p>	<p>Speed networking, free time for networking</p> <p>Join the speed networking where you can meet fellow attendees thru rapid-fire video calls. You can also interact in the lobby via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.</p>
<p>12:30-13:15</p>	<p>Meeting of Minds: Visible Nursing Leadership During COVID-19</p> <p>The meeting of minds is an opportunity for IHF members to host an open group discussion, workshop, panel discussion, or presentation related to COVID-19. This MOM is being hosted by the Royal Hospital in Oman.</p> <p>2020 was welcomed as the year of the Nursing and Midwifery (World Health Organization [WHO], 2020), but it will long be remembered as the year of COVID-19. It has illustrated the best in the nursing resourcefulness. The year of the Nurse and Midwife seems an appropriate time to reflect on nursing leadership and plan for future. It is important now to identify how to make nursing leadership more visible, especially in how to drive the voice and decision making of nursing leaders as we move forward.</p> <p>Speakers:</p> <ol style="list-style-type: none"> 1. Nasra Al Hashmi, Nursing Section Head, Royal Hospital, Oman 2. Fatma Al Masroori, Director of Nursing & Midwifery Affairs, Ministry of Health (Sultanate of Oman) 3. Dr. Manal Al Zadjali, Dean of the Higher Institute of Health Specialties, Ministry of Health (Sultanate of Oman) 4. Dr. Jamal Eid Al Khadhuri, Director General of Nursing Affairs, Ministry of Health (Sultanate of Oman)
<p>13:00-13:50</p>	<p>IHF Health Management Workshop</p> <p>This workshop will explore the importance of healthcare management competencies and of professional associations. First, we will launch IHF's renewed platform for competencies self-assessment and underscore its role for continuous education. Second, a pilot research on career pathways and competencies will be presented. And finally, the European</p>

	<p>Association of Healthcare Managers will share their perspective regarding the role and the vision of professional associations.</p> <p><u>Session chair:</u> Eric de Roodenbeke, CEO, IHF</p> <p><u>Speakers:</u></p> <ol style="list-style-type: none"> 1. Dr. Bernardo Ramirez, Director Global Health Initiatives, UCF, USA 2. Prof. Americo Cicchetti, Professor of Health Care Management, University' Cattolica Del Sacro Cuore 3. Marc Hastert, Secretary General, EAHM 4. Dr. Michel Nathan, Board Member, EAHM
14:00–15:00	EVENT BREAK
14:00-14:50	<p>Meeting of IHF Hospital Association Leaders: The Role of Hospital Associations beyond the COVID-19 Crisis</p> <p>Based on the discussions of the first Hospital Association Leaders meeting on 4 November, this meeting gathers leaders of hospital associations throughout the world to share their perspectives about the impact that COVID-19 had on their organization, and how they will cope with it in the future.</p> <p>This is a private discussion between hospital association representatives.</p> <p>Facilitated by Ronald Lavater, Incoming CEO, IHF</p>
15:00–16:00	<p>Plenary session 4: Hospitals in the new normal: how will they look like?</p> <p>Is COVID-19 an accelerator for transformation or a reset of the hospitals? To answer this question the path to transformation will be explored in this session in the light of the COVID-19 crisis from a policy angle with the expected changes in regulation and governance modalities.</p> <p><u>Session chair:</u> Ann-Lise Guisset, Technical Officer, World Health Organization</p> <p><u>Speakers:</u></p> <ol style="list-style-type: none"> 1. Dr. Mohamed El Sahili, CVO, Medland Hospital, Zambia 2. Brian Gragnolati, President and CEO, Atlantic Health System, USA 3. Prof. Marc Noppen, CEO, University Hospital UZ Brussel, Belgium 4. Dr. Lia Partakusuma, Secretary General, Indonesian Hospital Association (PERSI)
16:00–16:15	<p>Networking break</p> <p>Interact with fellow attendees in the lobby, via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.</p>
16:15–17:15	<p>Concurrent sessions:</p> <p>Transforming healthcare delivery and access beyond COVID-19</p> <p>The COVID-19 pandemic has accelerated innovation within healthcare at an unprecedented pace, towards more effective and agile models of care – a transformation much needed in many healthcare systems globally. To support its community to realize the benefits of these changes, the International Hospital Federation established the IHF 'Beyond COVID-19' Task Force.</p> <p>In this session, members of this special Task Force will share key findings about innovations realized during the COVID-19 pandemic, which have beneficially transformed healthcare services, and so should be sustained in the future.</p> <p><u>Session chair:</u> Prof. Chien Earn Lee, Deputy Group CEO (Regional Health System), SingHealth, Singapore</p> <p><u>Speakers:</u></p> <ol style="list-style-type: none"> 1. Dr. Anna Riera, Head of International Affairs, Catalan Hospital, Health and Social Services Association, Spain 2. Dr. Sameen Siddiqi, Professor & Chair, Department of Community Health Sciences, Aga Khan University, Pakistan 3. Barbara Walczyk Joers, President & CEO, Gillette Children's Specialty Healthcare, USA

Transforming the agenda of ‘People’ beyond COVID-19

The COVID-19 pandemic placed huge pressures on the ability of health systems to deliver safe, high-quality care. Healthcare leaders were required to sharpen their focus on meeting the core needs of their staff, to ensure their wellbeing and sustained motivation within a rapidly evolving situation.

In this session, members of the [IHF ‘Beyond COVID-19’ Task Force](#) will set out areas for transformation to meet key ‘people’ challenges faced by hospitals during the coronavirus pandemic.

Session chair: Prof. Shu-Ti Chiou, President, Health & Sustainable Development Foundation, Taiwan

Speakers:

1. Dr. Bryant Adibe, System Vice President, Chief Wellness Officer, Rush University System for Health, USA
2. Dr. Lara Mitchell, Consultant physician Medicine for the Elderly, Greater Glasgow & Clyde NHS, UK
3. Dr. Mary Nash, Vice President, Organization Development, NYU Langone Health, USA

Hospital leadership and management in turmoil of COVID-19

The World will never be the same again.

COVID-19 has challenged us all – as individuals, as Hospitals and as Countries. We need to learn from our collective experiences and look at redesigning our health systems. What system do we want now and in the future?

Health systems are particularly complex and lack agility yet processes changed overnight. A health crisis is a disruptor to our health systems which were already in a state of fragile equilibrium. It is not economically profitable, but what should be prioritized? Safety or profitability? This is also an ethical issue.

It is not enough to provide hospitals with additional beds to accommodate patients in times of crisis. We also need to become proficient in managing our human resources in a competitive environment. Hospitals don’t have the luxury of “standby” staff and beds as many are already running at maximum capacity even before a pandemic hit so effective contingency plans are crucial.

What has changed for the better (e.g. use of technology) and should be fostered? New relationships have been formed for example across our supply chain and how can they be optimized in a post COVID world?

This session is hosted by the European Association of Hospital Managers.

Session chair: Lucy Nugent, CEO, Tallaght University Hospital, Ireland

Speakers:

1. Dr. Jaason Geerts, Director, Research and leadership development, The Canadian College of Health Leaders
2. Alexandre Lourenço, President, Portuguese Association of Hospital Managers, Portugal
3. Dr. Pall Matthiasson, CEO, Landspítali – The National University Hospital of Iceland
4. Louise McMahan, Director, Regional Health and Social Care Board, Northern Ireland, UK
5. Gerry O’Dwyer, Hospital Group CEO, South/South West Hospital Group, Ireland

17:15–17:30

Closing Ceremony

The closing remarks will feature speeches from leaders of the IHF as well as a recap of the experiences shared over the two days. We will also give a preview of upcoming events of the IHF.

17:30–18:00

Networking, videos from Catalonia

You can interact in the lobby via chat or video meetings, visit the IHF and our partners' virtual booths or explore the rest of the event platform.

We would like to thank our supporting partners:

