Where World Health Care Leaders Meet

October 6–8, 2015
Hyatt Regency Chicago
Discover Chicago

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

On Thursday, Oct. 8, World Hospital Congress attendees will have the opportunity to gain a behind-the-scenes look at several leading healthcare organizations in the Chicago area. Take a personalized tour of one of four premier healthcare facilities and hear from the hospital’s administrative leaders.

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

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

For more information, visit ChooseChicago.com.
Dear Friends,

The struggles to improve value in healthcare, develop more innovative approaches to care delivery, care for aging populations and provide a strong primary care base are global struggles—and there is much room for improvement.

Join visionary healthcare leaders from around the world and exchange ideas and solutions in tackling healthcare’s greatest challenges during the International Hospital Federation 39th World Hospital Congress, October 6–8 in Chicago.

The IHF World Hospital Congress is always a special event. The most important innovations in healthcare emerge when global leaders can gather to learn from one another.

Given the ever-increasing burden of medical cost on nations’ economies, many innovative ideas need to be tried, both in the delivery of care and in the measurement of outcomes, with a focus on patient-centered solutions. During the IHF World Hospital Congress, participants will gain insight and solutions to challenges such as:

› Improving access to care
› Enhancing healthcare quality and safety
› Becoming a more patient-centered healthcare system
› Developing innovative therapies for cancer treatment
› Providing care to remote areas
› Reducing child mortality rates and improving maternal health
› Delivering end-of-life care with both compassion and efficiency

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

This is a unique opportunity to convene with healthcare experts from across the globe. We look forward to seeing you there!
The Organizing Committee is responsible for overseeing, coordinating, administering and delegating all organizational and management aspects of the Congress.

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

Richard J. Umbdenstock, FACHE
Co-chair, President/CEO

Bruce Siegel, MD, MPH
President/CEO

Pamela A. Thompson, RN
CEO

Sr. Carol A. Keehan
President/CEO

Joseph J. Fifer, CPA
President/CEO

H. Stephen Lieber
President/CEO

Garth Jordan
COO
Scientific Committee

The Scientific Committee is responsible for deciding the topics covered by the event; selecting and overseeing the invitation of plenary speakers; and selecting the member, free paper and poster presenters.

Scientific Committee Chair

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

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

Eric de Roodenbeke, PhD
CEO, International Hospital Federation

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

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

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

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

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

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

Pre-Congress Symposium

The Global Group for Health Partnerships

Harnessing the Professionals: Why Institutional Health Partnerships Work

Monday, Oct. 5, 1 p.m.–5 p.m.

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

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

This symposium will draw on the experience of implementers from around the world and will explore the history and development context of health partnerships; their value at home and abroad; why they are able to achieve results that other development interventions find difficult; how to go about setting up a health partnership; what makes an effective health partnership; the challenges that health partnerships encounter; and why health partnerships should be in every development professional’s toolkit.

Registration for the World Hospital Congress is not necessary for attendance at the symposium.

For more information and to register, visit ache.org/IHFsymposium

*Additional pre-congress sessions may be added. Visit WorldHospitalCongress.org for updates.
Advances in technology and innovation are driving new possibilities in health and healthcare. Bernard J. Tyson, chairman and CEO of Kaiser Permanente, will discuss how an integrated, 21st century approach to health can make care more affordable and more accessible while delivering greater value to consumers, employers and governments.

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

Models for Transforming Healthcare: Ways to Involve Patients, Health Plans, Employees and Suppliers
Thursday, Oct. 8, 9 a.m.–10 a.m.
Moderator: Erik Normann, MD

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

Liisa-Maria Voipio-Pulkki, MD, PhD
Director, Health Care Group
Ministry of Social Affairs and Health

An Ethical Approach to Healthcare Data Privacy and Management
Wednesday, Oct. 7, 1 p.m.–2 p.m.
Moderator: Francisco Balestrin, MD

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

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

Closing Ceremony
Thursday, Oct. 8, 12:15 p.m.–1:15 p.m.

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

Poster Awards
Protecting Patients and Healthcare Providers in Conflict and Other Emergencies: The Specific Situation of Healthcare Infrastructures
Bruce Eshaya-Chauvin, MD Medical Adviser/Health Care in Danger Project, International Committee of the Red Cross (ICRC)

South African Presentation on the 2016 World Hospital Congress
### Monday, October 5

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<td>The Global Group for Health Partnerships <strong>1 p.m.–5 p.m.</strong></td>
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### Tuesday, October 6

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<td>Opening Ceremony <strong>9 a.m.–10:30 a.m.</strong></td>
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<td>Remarks</td>
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<td>11:00 a.m.</td>
<td>IHF Awards Ceremony</td>
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<td>12:00 p.m.</td>
<td>Speaker: Carissa Etienne, MD</td>
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<td>Coffee Break in the Exhibit Hall</td>
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<td>Speaker: Maureen Bisognano</td>
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- **Evening Reception 6:30 p.m.–7:30 p.m.**
- Chicago Cultural Center
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<th>Time/Event</th>
<th>Wednesday, October 7</th>
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<td><strong>Major Presentation 8:30 a.m.–9:30 a.m.</strong></td>
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<td><strong>Major Presentation 9 a.m.–10 a.m.</strong></td>
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<td>Speaker: Bernard J. Tyson</td>
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<td>Speaker: Claudio Luis Lottenberg, MD, PhD</td>
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<td>Coffee Break in the Exhibit Hall</td>
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<td><strong>Concurrent Sessions 10 a.m.–11:30 a.m.</strong></td>
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<td><strong>Concurrent Sessions 10:30 a.m.–12 p.m.</strong></td>
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<td><strong>Special Session 11:45 a.m.–12:15 p.m.</strong></td>
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<td><strong>Closing Ceremony 12:15 p.m.–1:15 p.m.</strong></td>
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<td>Warning From a Mass Grave: Hospitals Under Attack</td>
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<td>Remarks, Poster Awards, Healthcare in Danger (Bruce Eshaya-Chauvin, MD) and South African Presentation on the 2016 World Hospital Congress</td>
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<td>Speaker: Emily Friedman</td>
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<td>Speaker: Lisa-Maria Vorpio-Pulkki, MD, PhD</td>
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<td>IHF Governing Council Meeting</td>
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<td><strong>Reception and Gala Dinner 7 p.m.–9 p.m.</strong></td>
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Concurrent Sessions

Tuesday, Oct. 6, 1:30 p.m.–3 p.m.

AMERICAN HOSPITAL ASSOCIATION
Results and Lessons from Large-Scale Improvement in Quality & Safety

Jonathan B. Perlin, MD, President, Clinical Services & Chief Medical Officer, HCA/AHA 2015 Chairman
Rishi Sikka, MD, Senior Vice President, Clinical Transformation, Advocate Health Care, Chicago
Maulik Joshi, Dr.P.H., President/Associate Executive Vice President, Clinical Leadership & Health Improvement /Research, Health Research & Educational Trust (HRET)/American Hospital Association

Moderator: Richard J. Umbdenstock, FACHE, President & CEO, American Hospital Association

Learning Objectives:
• Discuss findings from a three-year large-scale national engagement project to improve quality, safety and efficiency based on eleven performance measures with 3,000 participating hospitals.
• Discover lessons learned from two leading health systems on how to implement best practices across multiple facilities and physician practices.
• Learn effective strategies to implement continuous quality improvement and instill a culture to maintain high quality of care.

PHILIPPINE HOSPITAL ASSOCIATION
Philippine Hospitals: Scenarios in Pursuit of Universal Healthcare for All

Ruben Flores, MD, President, Philippine Hospital Association
Bu Castro, MD, Director, Chairman, Committee On Ethics, Hospital Practice and Legal Concerns, Philippine Hospital Association
Maria-Lourdes Ootayza, MD, Medical Center Chief II, Mariano Marcos Memorial Hospital and Medical Center

Moderator: Jesus Jardin, MD, Philippine Hospital Association

Learning Objectives:
• Explain how a Philippine Hospital improved access to maternal and child healthcare.
• Analyze how the Philippine Universal Healthcare program overcame financial and resource challenges.
• Describe the ethical issues confronting the Philippine universal healthcare system.

IHF UNIVERSITY HOSPITALS SPECIAL INTEREST GROUP
University Hospitals and End-of-Life Care: Combining Humanity and Efficiency

Introduction: Irene Thompson, President and CEO, UHC, Chicago
Kathleen L. Vermoch, Project Manager and Patient Experience Leader, UHC, Chicago
Risto Miettunen, MD, PhD, Chief Executive, Kuopio University Hospital District, Finland

Moderator: Barbara Anason, Vice President, UHC, and UH-SIG Secretariat staff, Chicago

Learning Objectives:
• Learn global perspectives about innovative programs and trends of end-of-life care.
• Review key findings from research conducted by IHF’s special interest group on end-of-life care issues in university hospitals.
• Discuss comparative survey results gathered from cancer centers from the United States and France.

UNIVERSITY HOSPITALS OF GENEVA (HUG)
Innovation: In Pursuit of Excellence in the Health Valley

Thomas Vogel, Health Economist
Karl Heinz Krause, University of Geneva
Claudine Mathieu-Thiébaud, Director, External & International Affairs (HUG)

Moderator: Karine Martinez, External Affairs Deputy (HUG)

Learning Objectives:
• Describe the Health Valley and Innovation project.
• Discuss strategies to implement a new plan that embraced and fostered innovation.
• Provide examples of how the use of technology improved global access to health services.
FREE PAPER PRESENTATIONS

Healthcare Management: An HR Focus

› Achieving Exceptional Outcomes through Excellence in Staffing: A Statewide Initiative to Leverage Best Evidence, Joan Ellis Beglinger, MSN, RN, MBA, FACHE, FAAN (USA)
› Interprofessional Relationship of Medicine and Management is the Foundation of Success of Global Healthcare Systems, Dr. Atefeh Samadi-niya, MD, DHA, PhD, CCRP (Canada)
› Participation of Professionals in the Strategic Day: A Case Study, Laia Terradellas Antóñanzas (Spain)
› Inpatient Satisfaction Survey through QR-Coded Scanning by Smart Phones, Tsair-wei Chien (Taiwan)
› The Retention Strategy for Nursing Cadre in Rashid Hospital, Fatima Al Noman (United Arab Emirates)

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

Tuesday, Oct. 6, 3:30 p.m.–5 p.m.

INTERNATIONAL FINANCE CORPORATION

Private Sector Innovation: Opportunities and Challenges

Tan See Leng, MD, CEO, International Healthcare Holdings
Jaime Cervantes, CEO, Vitalmex
Steven Tse, Deputy Director, Asia Heart Hospital
Victor Castillo, MD, CEO, Fundación Cardiovascular de Colombia Mark
Moderator Ioan P. Cleaton-Jones, MD, Principal Health Specialist, International Finance Corporation

Learning Objectives:
• Identify the challenges and opportunities of a multinational hospital system in Asia.
• Describe innovative programs that improved healthcare service delivery and efficiency in Mexico and Colombia.
• Learn how a private hospital in China has created successful post-graduate training and cardiac care programs.

LAGOS STATE HEALTH SERVICES COMMISSION

Millennium Development Goals and Health: Achievements and Challenges in Lagos State, Nigeria

Dr. Ahmad O. Balogun, Permanent Secretary, Lagos State Health Service Commission, Lagos, Nigeria
Dr. D.O. Imosemi, MD/CEO, Lagos Island Maternity Hospital, Lagos
Dr. Olufemi Omololu, Consultant Obstetrician & Gynecologist, Lagos Island Maternity Hospital, Lagos
Moderator Dr. Leke Pitan, IHF Special Advisor for Africa

Learning Objectives:
• Summarize the Millennium Development Health goals that were developed from the United Nations Millennium Summit.
• Learn about the successes and challenges that Lagos State, Nigeria has experienced in reducing child mortality (goal 4) and improving maternal health (goal 5).

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES

Healthcare Leadership & Opportunities: Perspectives From the Field

Cynthia A. Hahn, FACHE, CAE, Senior Vice President, Member Services, ACHE
Richard D. Cordova, FACHE, President and CEO, Children's Hospital Los Angeles, and 2015-2016 Chairman, ACHE
Edward H. Lamb, FACHE, Division President, Western Division, IASIS Healthcare and 2015-2016 Chairman-Elect, ACHE
Moderator Deborah J. Bowen, FACHE, CAE, President and CEO, ACHE

Learning Objectives:
• Discuss the changing healthcare environment, new challenges for healthcare leaders, and how ACHE and other healthcare organizations are addressing these challenges.
• Review ACHE’s competency-based training and professional development and credentialing programs.
• Learn how Children’s Hospital Los Angeles and IASIS Healthcare implemented organizational-wide leadership programs to address healthcare challenges.

COLOMBIAN ASSOCIATION OF HOSPITALS AND CLINICS (ACHC)

Developments and Innovations in the Quality of Care

Juan Carlos Giraldo Valencia, Director General, ACHC
Carlos Edgar Rodriguez Hernandez, Director Acreditacion en Salud
Andres Aguirre Martinez, President, ACHC

Moderator Henry Mauricio Gallardo Lozano, Director Hospital Universitario

Learning Objectives:
• Discuss how Colombia has established a national accreditation system.
• Review the importance of an accreditation partnership.
• Gain strategies for implementing accreditation standards to improve patient care.
HONG KONG HOSPITAL AUTHORITY
Quality and Safety Management of Public Hospital Services in Hong Kong

Dr. Ian Cheung, Chief Manager (Clinical Effectiveness & Technology Management), Hospital Authority
Dr. T L Lee, Chief Manager (Quality & Standards), Hospital Authority
Fred Chan, Senior Manager (Patient Safety and Risk Management), Hospital Authority
Moderator: Dr. C C Lau, Cluster Chief Executive (Hong Kong East Cluster), Hospital Authority

Learning Objectives:
• Learn how the Hong Kong Hospital Authority used technology and evidenced-based medicine to improve clinical quality.
• Understand the importance of benchmarking against best practices to improve quality of care.
• Discuss the importance of building a transparent and open disclosure system for medical incident reporting.

IHF SPECIAL SESSION
The Role of Rural/Local Hospitals in Providing Care in Remote Areas

Dominique Colas, President, National Association of Local Hospitals (France)
Scott A. Duke, President/CEO, South Dakota Association of Healthcare Organizations (USA)
Dr. Wang Jun Lee, CEO & Chairman, Myongji Hospital (Korea)
Moderator: Terence Carter, MD, Director, Hospital Management & Planning, Department of Health

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

Wednesday, Oct. 7, 10 a.m.–11:30 a.m.

FREE PAPER PRESENTATIONS
Patient and Community Focus

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

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

HEALTHCARECAN AND ONTARIO HOSPITAL ASSOCIATION
Healthcare Leadership and Management Challenges: A Canadian Perspective

Ray Racette, President and CEO, Canadian College of Health Leaders
Dale Schierbeck, Vice President, Learning and Development, HealthcareCAN
Moderator: Bill Tholl, President and CEO, HealthcareCAN

Learning Objectives:
• Identify key policy challenges that face Canadian healthcare executives.
• Describe the LEADS-based leadership capacity and management development program.
• Understand how the leadership capabilities framework is being implemented to confront challenges facing Canadian healthcare leaders and organizations.

“The IHF World Hospital Congress is a must-attend event. There is no other event in the healthcare industry where senior leaders and visionaries from all around the world meet together in one place. The level of idea exchange at this event is unprecedented.”

—Tsuneo Sakai, MD, MS, President, Japan Hospital Association
FRENCH HOSPITAL FEDERATION & UNICANCER

French Hospitals: Strategies to Address Chronic Disease

Martine LaDoucette, CEO, University Hospital Nîmes
Patrice Viens, General Manager, Paoli-Calmettes Cancer Institute
Pascal Piedbois, General Manager, Paul Strauss Cancer Center
Vincent Meininger, Assistance Publique Hôpitaux de Paris
Dominique Somme, University Hospital Rennes
Moderator: Gerard Vincent, CEO, French Hospital Federation

Learning Objectives:
• Learn about effective hospital strategies that promote coordination of care for chronic disease.
• Identify specific healthcare initiatives that target the frail, the elderly and patients with chronic disease.

PAN AMERICAN HEALTH ORGANIZATION

Ensuring Hospitals Remain Functional in Emergencies and Crisis

Dr. Felipe Cruz, Chief, Special Projects, Mexican Social Security Institute
Eng. Tony Gibbs, Structural Engineer, Barbados
Dr. Luis Fernando Correa, Director, Emergencies and Disasters Ministry of Health, Colombia
Moderator: Dr. Ciro Ugarte, Director, Emergency Preparedness and Disaster Relief PAHO/WHO

Learning Objectives:
• Understand the importance of having an organizational plan during a crisis.
• Gain proven strategies hospitals should undertake as a result of a natural disaster.
• Learn four global initiatives that hospitals must be aware of during disaster recovery.

BRAZILIAN NATIONAL ASSOCIATION OF PRIVATE HOSPITALS

Healthcare Leadership in Brazilian Private Hospitals: How Are We Doing?

Fernando Torelly, CEO, Hospital Moinhos de Vento (RS), Brazil
Hildia Lima, Quality Manager, Rede D’Or São Luiz
Miguel Andoiglo, Albert Einstein Jewish Hospital
Moderator: Carlos Figueiredo, CEO, National Association of Private Hospitals—ANAPH, Brazil

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

UNIVERSITY HEALTHSYSTEM CONSORTIUM

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

Ed Fink, Clinical Project Manager, UC Davis Medical Center
Jennifer Houlihan, Director of Clinically Integrated Network Strategy, Integration and Population Health, Wake Forest Baptist Health
Diane Nanno, Director of Nursing/Transition Services, Upstate University Hospital
Moderator: Danielle Carrier, Project Manager, Quality Operations, UHC

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

FREE PAPER PRESENTATIONS

Healthcare Management: Performance and Training

› Developing Strategic Initiatives to Advance Global Healthcare Management Education, Daniel J. West Jr., PhD, FACHE (USA)
› Improving Primary Care and Public Health Integration: Evaluation Using the Public Health Information Technology Maturity Index, P. Kenyon Crowley, MBA, MS, CPHIMS (USA)
› Lessons in Leadership: How Clinicians Can Build Their Skills for Leadership and Management, Ken Hekman, MBA, FACHE (USA)
› Values-Based Leadership in a Healthcare Organization: Its Impact on Decision Making and Organizational Outcomes, Premalatha Mony (USA)

Learning Objectives:
• Engage with healthcare leaders from around the world on a variety of healthcare challenges.
• Learn from case studies about specific healthcare management and health services research initiatives.
• Obtain perspectives about effective strategies and challenges that healthcare organizations face.
**Wednesday, Oct. 7, 2:15 p.m.–3:45 p.m.**

**BELGIAN HOSPITAL ASSOCIATION**

Ethical Challenges Facing Belgian Hospital Directors and Approaches to Healthcare Reform

Professor Guy Durant, Former General Manager, University Hospital Saint-Luc
Professor Marc Noppen, CEO, University Hospital Brussels
Francis de Drée, General Manager, University Hospital Brugmann
Jan Deleu, General Manager, AZ Groeninge

Moderator: Jan Beeckmans, General Manager, University Hospital Brussels

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

**NORWEGIAN HOSPITAL AND HEALTH SERVICE ASSOCIATION**

Norwegian Healthcare: Moving Towards a Bright and Innovative Future

Rolf Johannes Windspoll, Director, Department of Community Health Care Services, Norwegian Directorate of Health
Tone Marie Nyboe Solheim, Director, Department of Health and Welfare, The Norwegian Association of Local and Regional Authorities
Kari Kvaerner, Professor, PhD, MD, Director of Innovation and the Clinic of Innovation, Oslo University Hospital

Moderator: Dr. Erik Normann, CEO, Curato AS and IHF President Designate

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

**AUSTRALIAN HEALTHCARE AND HOSPITALS ASSOCIATION**

Contemporary Leadership Issues for High-Performance, Universal-Coverage Health Systems

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

Moderator: Prof. Gary Day, Griffith University, Centre for Health Innovation

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

**JOINT COMMISSION INTERNATIONAL**

Globalization and Healthcare: Travel, Talent and Trends

Andrew N. Garman, PsyD, MS, Professor, Rush University
Representatives of JCI accredited hospitals

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

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

“The 39th IHF World Hospital Congress in Chicago brings together decision makers from healthcare systems, hospitals and industry worldwide and gives attendees the opportunity to meet long standing colleagues at the same time. Thus, experience on how to govern hospital care, information on innovations in healthcare and the latest insights in organizational and political developments can be shared by attending only one congress. A must for all who have the say!”

—Georg Baum, Chief Executive, German Hospital Federation
IHF SPECIAL SESSION

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

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

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

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

FREE PAPER PRESENTATIONS

Healthcare Delivery Challenges

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

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

Wednesday, Oct. 7, 4:15 p.m.–5:45 p.m.

INTERNATIONAL FEDERATION OF COMMUNITY HEALTH CENTERS

Building a Solid Primary Care Continuum for the Health System

Bill Davidson, Executive Director centre Langs Community, Health, Wellness; CACHC
Heidi Park Emerson, health services researcher, Public Policy Division, NACHC
Marc Bruijnzeels, director Jan van Es Institute, Almere, The Netherlands and member of the Alliance for Community Oriented Primary Care

Moderator: Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association

Learning Objectives:
• Describe the structure of the Community Health Center and the International Federation for Community Health Centers.
• Discuss strategies for collaboration and transmural care to improve patient care and develop a solid continuum of care.
• Focus on collaborative engagement with community partners to address social determinants of health.

HIMSS

Exploring the Value of Health Information Technology

Greg L Wolverton, FHIMSS, Chief Information Officer, ARcare/KentuckyCare
Vincent Moncho, CIO, Marina Salud S.A.
Thomas Martin, PhD, Director, Health Information Systems, HIMSS

Moderator: Rod Piechowski, Senior Director, HIMSS

Learning Objectives:
• Discuss the strategic role of how health information technology can be used to measure and improve hospital operational expenses, patient outcomes and physician performance.
• Identify ways that healthcare leaders can assess the overall value of information technology, including the implementation of an electronic medical record system and mobile technologies.

GS1

Using Global Standards to Improve Patient Safety

Feargal McGroarty, National Haemophilia System Project Manager, St. James Hospital, Ireland
Dr. Heidi Wimmers, Chief Pharmacist, Hospital Alemán de Buenos Aires, Argentina
Dr. Jean-Michel Descoutures, Pharmacist, Hospital Drugs Technical Coordinator, GIP Resah-IdF, France

Moderator: Siobhan O’Bara, Senior Vice President, Industry Engagement, GS1 US

Learning Objectives:
• Learn from healthcare practitioners that have implemented global standards (GS1 System Standards) to enhance patient safety.
• Understand how to leverage GS1 System Standards to reduce medication errors, decrease production costs and maximize return on investment.
• Discuss ways that GS1 System Standards play an important role in data collection and reporting to ensure patient safety.
FREE PAPER PRESENTATIONS
Healthcare Delivery Innovations

› Development of Casemix Based Evaluation System in Japan, Shinya Matsuda (Japan)
› Job Stress and Burnout in Relation to Physical and Mental Health of Nurses in Southern Taiwan, Yueh Li Yu (Taiwan)
› Innovative Use of Available Technology to Contribute in Judicial Process as Witnesses--A Boon for Healthcare Professionals, Professor A.K. Gupta (India)
› mHealth: Disrupting the Status Quo, Leveraging Lessons Learned, David A. Collins, MHA, CPHQ, CPHIMS, FHIMSS (USA)
› Indigenous Health Outpatient Department of University of Brasilia Hospital: Construction of Intercultural Health Practices in the Context of Brazil, Maria Da Graça Hoefel (Brazil)

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

Thursday, Oct. 8, 10:30–12 p.m.

UNIÓ CATALANA D’HOSPITALS
Promoting Innovation in Hospitals in a Public Healthcare System to Improve Healthcare Delivery, Quality and Efficiency

Lluís Blanch, Director, Research and Innovation, Corporació Sanitària Parc Taulí, Sabadell
Laura Sampietro, Deputy Director, Innovation, Head Health Technology Assessment Unit, Hospital Clinic Barcelona
Rosa Asbert, Medical Manager, Mutua Terrassa, Terrassa
Jorge Juan Fernandez, Director, E-Health & Health 2.0, Hospital Sant Joan de Déu, Barcelona
Cristina García, Physician in Chief, Parc Sanitari Sant Joan de Déu, Barcelona

Moderator: Anna Riera, Healthcare Social & Membership Management Executive Officer, Unió Catalana d’Hospitals (Hospital association), Barcelona

Learning Objectives:
• Gain an overview of the Catalonia’s healthcare system and how economic challenges, changes in patient demographics and the approach to patient centered healthcare has led to innovative change. Tools and steps that the public healthcare system uses to improve quality and efficiency will be shared.
• Examine four examples and strategies that promote change and improved the access and quality of care.

TAIWAN HOSPITAL ASSOCIATION
Through the Innovative Technology Development to Provide a Holistic Patient-Centered Smart Solutions

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

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

IHF HEALTHCARE EXECUTIVES SPECIAL INTEREST GROUP
Healthcare Leadership Competencies: A Global Perspective

Lucy Nugent, COO, Tallaght Hospital and Vice President, Health Management Institute of Ireland
Dr. Reynaldo Holder, Regional Advisor, Hospital and Integrated Health Care Delivery, Pan American Health Organization/World Health Organization (PAHO/WHO)
Ray Racette, MHA, CHE, President and CEO, Canadian College of Health Leaders

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

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

A listing of the poster sessions is available at WorldHospitalCongress.org
Health Innovation: Future Challenges of Oncology Therapies

Ana Escoval, President, Portuguese Association for Hospital Development
João Martins, Director of Medicines Evaluation Department, Acting Director of Economic Evaluation, Prices and Reimbursement Department INFARMED—Autoridade Nacional do Medicamento e Produtos de Saúde, I.P.
Jorge Félix, Director, Exigo, Portugal
Moderator: Carlos Pereira Alves, MD, PhD, Vice-Chair, Portuguese Association for Hospital Development

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

FREE PAPER PRESENTATIONS
Quality and Safety Advancement

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

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

FREE PAPER PRESENTATIONS
Improving Access and Effectiveness of Care

› Community-Based Plan of Care: A Healthcare System’s Strategy to Decrease Acute Care Readmissions and Overall Cost of Care, Paula J. Thompson, RN, MS (USA)
› Expansion of Health Insurance Coverage in Korea and Issues to be Resolved, Sang-keun Park (Republic of Korea)
› Ghana: An Innovative Network Model, Jim Slack (USA)
› The Lighthouse Hospital Project: Improving the Patient Journey for Aboriginal and Torres Strait Islander Peoples with Acute Coronary Syndromes, Carrie Sutherland (Australia)
› Tons of Hope: The Philippines, a Case Study, Walt Vernon (USA)

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

“I have attended the IHF World Hospital Congress in the past and am really looking forward to continuing the best practice and idea sharing in Chicago in 2015. With the vibrant healthcare market in Chicago, it will be a great place to meet for everyone coming from around the world.”

—Rulon F. Stacey, PhD, FACHE, Chair, Board of Overseers, Malcolm Baldrige National Quality Award
Evening Reception

Tuesday, Oct. 6, 6:30 p.m.–7:30 p.m.

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

Gala Dinner

Wednesday, Oct. 7, 7 p.m.–9 p.m.

Attend the Gala Dinner in the ballroom at the Hyatt Regency Chicago for live entertainment, local culinary delights and fantastic networking opportunities. One ticket to the Gala is included with each paid registration. Additional tickets may be purchased.

Networking

The 2015 IHF Chicago World Hospital Congress will offer many networking opportunities, both formal and informal. Meet distinguished colleagues from across the world at the following events:

› Educational sessions
› Coffee breaks
› Poster viewing
› Exhibit hall

› Networking lunches
› Reception hosted at the Chicago Cultural Center
› Gala dinner
Hospital Visits

On Thursday, Oct. 8, participate in one of four visits to Chicago's premier hospitals.

Take a personalized tour of the facilities and hear from the hospital's administrative leaders. These optional tours cost $25 USD each. All funds will be donated to the International Committee of the Red Cross for the Health Care in Danger Project. The four hospitals are:

Advocate Illinois Masonic Medical Center

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

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

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

John H. Stroger, Jr. Hospital of Cook County

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

Rush University Medical Center

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

Hotel and Travel

IHF has reserved a number of rooms at a reduced rate, which are available on a first-come, first-served basis until Sunday, Sept. 13, 2015, or until sold out. The Hyatt Regency Chicago is located approximately 18 miles from O’Hare International Airport (ORD) and 14 miles from Midway International Airport (MDW). Taxis and buses are available near the baggage claim areas of both airports.

**Hotel**

$309.80 USD per night (includes room rate + applicable municipal taxes)

Complimentary wireless Internet access (Wi-Fi) will be available to all participants of 2015 IHF Chicago.

Complimentary access to the StayFit at Hyatt fitness center is available 24 hours a day for the duration of the conference (available for delegates booking at the Hyatt Regency Chicago).

**Airlines**

The Star Alliance™ member airlines are pleased to be appointed as the Official Airline Network for 2015 IHF Chicago. Save up to 20 percent on travel with Star Alliance Network.

**Rental Cars**

2015 IHF Chicago has arranged for car rental discounts with Avis and Hertz rental car companies. Hertz has a service desk in the lobby of the Hyatt Regency Chicago.

**Visa**

For Visa and Customs information, please visit http://travel.state.gov/content/visas/english.html or contact the USA Embassy in your country of residence.

**Invitation letters**

For an invitation letter to obtain a visa, please contact +1 (805) 677-4284 or 2015ihfchicago@rcsreg.com.

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**Hyatt Regency Chicago**

151 East Wacker Drive
Chicago, IL 60601 USA
+1 (312) 565-1234 or +1 (888) 421-1442
Make your reservation online at https://resweb.passkey.com/go/IHFOctober2015

For full details on airline and rental car discounts, visit the Travel & Accommodation page on WorldHospitalCongress.org
Post-Congress Event

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

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

Registration

Registration fees include access to all educational sessions, light breakfast (Tuesday through Thursday), coffee breaks, lunch (Tuesday and Wednesday), one ticket to the evening reception (Tuesday) and one ticket to the Gala (Wednesday).

| IHF member      | $970 USD |
| IHF non-member  | $1070 USD |
| Spouse/Guest    | $395 USD  |

Includes daily access to the exhibit hall only, light breakfast, lunch, one ticket to the evening reception (Tuesday) and one ticket to the Gala (Wednesday).

| Evening Reception only | $50 USD |
| Gala only              | $200 USD |

Attendees may also purchase a ticket for an optional tour of a local hospital for $25 USD. All fees from this activity will be donated to the International Committee of the Red Cross for the Health Care in Danger Project.

Attire

Although dress for all World Hospital Congress events is business or business casual (your preference), many attendees prefer to dress in business attire. Room temperature in the meeting rooms may be cool. To ensure your comfort, please bring a sweater or jacket to your seminars.

Cancellation Policy

A written cancellation received by Sept. 18, 2015, entitles you to a full refund minus a $100 USD non-refundable cancellation fee. After Sept. 18, cancellations will not be accepted; however, you may send a substitute if you cannot attend. Send your written cancellation to 2015ihfchicago@rcsreg.com. You can also fax it to +1 (805) 654-1676.

Special Needs

Do you have special needs that we can address to make your participation more meaningful? Please contact 2015ihfchicago@rcsreg.com by Sept. 8, 2015, to specify your accommodation.

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

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

General Questions?

Email us at contact@ache.org or call +1 (312) 424-9400.

Register online or download a copy of the registration form at WorldHospitalCongress.org
Sponsors/Exhibitors

Thank you to our sponsors for their support of IHF’s 39th World Hospital Congress

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Exhibitors*
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Health-Innovate
Mazor Robotics
MCN Healthcare
PracticeCompass
Subway
TeleLanguage, Inc.

*List accurate as of April 23, 2015.

Exhibit Hall

The exhibit hall will be a lively, energetic location where attendees can look for solutions and innovations in today’s healthcare market. All coffee and lunch breaks will be held here.

For a full list of exhibitors, visit WorldHospitalCongress.org.

Sponsorship and Exhibitor Opportunities Available

Get in front of a global platform for updating knowledge and sharing information on the challenges and opportunities facing the future of the healthcare industry. For information about becoming a sponsor or exhibitor, visit WorldHospitalCongress.org or contact Stuart Lawry at +1 (312) 673-5440 or slawry@ihf-fih.org.

“In order to reach senior executives from Ministries of Health and National Hospital Associations around the world, the International Hospital Federation World Hospital Congress is a ‘must attend’ event. The international networking opportunities and caliber of attendee at this event are top notch for the industry.”

–Karen Timmons, Global Healthcare Business Director, DNV GL
**Mobile App**

Registered attendees can download the free 2015 IHF Chicago World Congress App for Apple and Android devices, which allows you to search and connect directly with attendees, view schedule, faculty and session details, and more.

Search **2015 IHF Chicago** in the App Store.

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**Social Media**

**Follow us on Facebook and Twitter** to receive 2015 IHF Chicago news and updates.

**Connect During World Congress!** We will be live tweeting during the event. Get in on the conversation. Follow us on Twitter **@IHF_FIH** and use the **#IHF2015** hashtag to tweet and see what fellow attendees are saying.