IHF TAIPEI 2017
41st World Hospital Congress

Patient – Friendly & Smarter Healthcare

November 7-9, 2017, Taipei, Taiwan

PRESS KIT
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.

The theme of this year is “Patient-friendly & Smarter Healthcare” which will be articulated around 10 tracks.

Country sessions will be held by healthcare executives and researchers from healthcare facilities which belong to their home countries’ national healthcare associations.

The opportunity to present an experience and knowledge sharing has been given to healthcare professionals on the basis of a selection process. The selected presenters will address major issues according to the congress’ theme during 10 free paper sessions. These presentations are of practical benefit to an audience of decision makers in charge of health service delivery organizations. The findings presented will generate information that could be useful in advancing global health and healthcare.

Discussions will be held around posters presentations with approximately 200 poster presenters who will present their case studies and analysis throughout the event.

The success of the Norwegian Patient Safety Campaign

Among the experiences and practices presented during the World Hospital Congress the Norwegian Hospital and Health Service Association share the results of the Norwegian Patient Safety Campaign that was launched by the Norwegian Ministry of Health in 2011. The objectives of the program are to reduce patient harm, building lasting structures from patient safety and improve the patient safety culture in the Norwegian health and care services. The success of this program is based on learning from other countries experiences.

The Norwegian experience is presented under the track “Quality of Care and Patient Safety”. This track gathers almost half of the poster presentations and report case studies in Indonesia, Japan India, Hong Kong and United States.

The digital transformations in Australian healthcare facilities

Australian Healthcare and Hospitals Associations will share their experience of the introduction of technologies in healthcare service delivery. They will present the digital transformations adopted in healthcare facilities from record keeping to medication dispensing like the introduction of “My Health Record”, a secure online health record controlled by the individual citizen, and a wide range of other technologies. Speakers from Queensland Health, Australian Digital Health and the Australian Institute of Health Innovation will share practical examples of how transitioning to digital delivery methods can offer a broad range of benefits. Attendees will be able to learn from the challenges that Australian hospitals have faced and overcome.
In line with the topic of this year, patient friendly and smarter healthcare, the Dubai Health Authority shares the transformation of healthcare systems through persuading patients to make the best use of their data. As an example, they mention the use of mobile applications and other channels to enhance patient engagement and experience.

The CEO Circle’s lesson on hospital management

The International Hospital Association have created a special interest group which aim is to gather healthcare facilities’ top executives from all around the world. This year 4 speakers from Navigant, the Hospital Platò Fundació Privada, the Memorial Hermann Health System and Max India Hospital Group address the following questions: How can a hospital know the exact right time to use a LEAN process to address a hospital issue? How about Six Sigma? Do those tactics address all issues? What about Joint Commission or High Reliability processes or any of the other myriad tactics that can be used by a hospital to positively impact the hospital’s performance?

They give a lesson on the difference between performance excellence and process improvement and on the difference between tactics that are used to address a single issue and a true performance excellence framework.

The global recognition of the healthcare management profession: the ongoing project of the Healthcare Management Special Interest Group

The world hospital congress is an opportunity for attendees to follow up with the projects run by the IHF through its special interest group. One of these group is the Healthcare Management Special Interest Group which was established to progress global recognition of the healthcare management profession. Commencing with the development of the Leadership Competencies for Healthcare Services Managers Directory, the HM SIG is progressing international initiatives to:

- Promote formal recognition of healthcare management as a profession;
- Develop programs to support emerging healthcare management associations;
- Provide a network of healthcare executive and management associations committed to achieving better health outcomes; and
- Support the adoption of the Global Healthcare Competency Directory as a global framework.

The session will provide an overview of the progress by the HM-SIG and an outline of the planned initiatives and outcomes for the next three years. The session will include presentations on the:

- Overview of the Healthcare Management SIG progress to date.
- Research agenda aligned with health management professionalization.
- Use of the Web based competency-platform for personal development and advancement at organisation and government levels.
- Development and support opportunities for professional health management associations.
- Healthcare Management SIG initiatives and work plan outline 2017-2020

Role of leadership and innovative ways for safer care for all patients

The American Hospital Association and the American College of Healthcare Executives are coming together to
deliver a joint session on the important topic of safety in healthcare.

This presentation will discuss the role of leadership and a number of the innovative ways that healthcare organizations have tackled the goal of creating high reliability organizations and making care safer for all patients. The objectives of this presentation are to

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

Smarter healthcare, safer organisations, healthier patients

Under the title “Smarter healthcare, safer organisations, healthier patients”, the Portuguese Association for Hospital Development will host a session which objectives are to assess methods to use smarter health systems to improve healthcare performance and patient care, to explore how Intelligent Personalised healthcare decision support systems are being used to healthcare research and outcomes and they will discuss the benefits of smarter health systems to patient safety and cost-effectiveness health care. The world and the health systems are facing a transformation; much due to the present demands from the economy and from the world markets. Considering the present financial and economic constraints, the innovation has a major role and it seems clear that should be explored within a wider scope that may focus on areas of opportunity such as big data analytics, AI (Artificial Intelligence), consumer’s behaviour, incentives to the providers and improvement of the health care deliver processes.

Within this context, the smarter health systems represent an opportunity for the implementation of initiatives and best practices in health, to promote the continuity of care, better access, more efficient health systems and a patient safety and quality improvement, allowing cost savings through the productivity.

Also information technologies are increasingly changing the way healthcare is delivered with direct impact on the care of the patient, specifically the Intelligent Personalized healthcare decision support systems embody an enormous step forward to solve the global societal problem of clinical trained human resources shortage. Though, there are some frailties regarding the security of data and the risk of exposure of sensitive clinical knowledge (e.g. ransomware, which can compromise all systems within a hospital) which can affect patient safety and the quality of care.

Therefore is essential to discuss the privacy and knowledge protection issues in the emerging AI driven healthcare decision support systems. Namely, cloud access methodologies, secure IoT frameworks, Wireless Body Area Network Sensor raw data protection protocols, secure Deep Learning and Machine Learning algorithms capable of anonymized processing. Automated rule activation questions ensuring patient safety. Any other relevant questions.

Elicit all the hazardous menaces to patient safety and forms of mitigation and control.

Networking events

The World Hospital Congress is the unique event which puts together the leaders of the healthcare service delivery at the national level. Two side lunches will be organized in order for healthcare leaders from all around the world to discuss the current innovations,
best practices, trends and challenges of the healthcare sector. Among the participants are the Australian Healthcare & Hospital Association, the Brazilian National Association of Private Hospitals, the Japan Hospital Association, the Taiwan Hospital Association, the American Hospital Association, the Hospital Authority from Hong Kong, the French Hospital Federation, Healthcare Can from Canada, the Philippines Hospital Association, the Korean Hospital Association, the Indonesian Hospital Association, the Department of Health of South Africa, the Iranian Ministry of Health, the Belgian Hospital Association, the Catalan Union of Hospitals, the Dubai Health Authority and others. The side lunches are open to journalists.

As the International Hospital Federation plays the role as hub for its full members who are national healthcare organizations, the world hospital congress is the unique opportunity for the national healthcare leaders from all around the world to meet.

---

**More about the 41st World Hospital Congress**

Held at the Taipei International Convention Center the 7-9 November 2017 with pre-conference meetings the 6th of November, the official program will start on Tuesday morning with an opening ceremony.

Then the program will run until Thursday 9 November with 5 plenary sessions, 26 sessions held by Taiwanese speakers and representatives of healthcare organizations, 10 free paper sessions containing an average of 5 presentations and poster presentations.

The IHF Awards will take place on Wednesday morning with prize giving to the winners in four categories:

- Excellence award for management and leadership
- Excellence award for quality and safety
- IHF and Bionexo excellence award for Corporate Social Responsibility
- Grand Award Nomination
# Program overview: Member Sessions and IHF Sessions

## Tuesday 7th November – Morning Session, 11:00 -12:30

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
<td>(Australian Healthcare &amp; Hospitals Associations)</td>
<td>Transforming digital healthcare: more than meet the eye</td>
</tr>
<tr>
<td>BELGIUM</td>
<td>(Belgian Association of Hospitals)</td>
<td>The network always wins!?</td>
</tr>
<tr>
<td>IHF PARTNERS</td>
<td>(ISQua)</td>
<td>From accreditation to quality</td>
</tr>
<tr>
<td>SWITZERLAND</td>
<td>GS1 GLOBAL OFFICE</td>
<td>The benefits of GS1 identifiers to enhance patient safety and quality of care</td>
</tr>
</tbody>
</table>

## Tuesday 7th November – Afternoon Session 1, 14:30 – 16:00

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>HONG KONG</td>
<td>(Hospital Authority)</td>
<td>Application of IT disaster in management</td>
</tr>
<tr>
<td>IHF SPECIAL INTEREST GROUP SESSION</td>
<td>(CEO Circle)</td>
<td>Using a performance excellence framework to improve performance in your hospital</td>
</tr>
<tr>
<td>JAPAN</td>
<td>(Japan Hospital Association)</td>
<td>World Health Organization introduces ICD-11 and ICD-10 simplified index</td>
</tr>
<tr>
<td>SWITZERLAND</td>
<td>(University Hospitals of Geneva)</td>
<td></td>
</tr>
</tbody>
</table>

## Tuesday 8th November – Afternoon Session 2, 16:30 – 18:00

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORWAY</td>
<td>(Norwegian Hospital and Health Service Association)</td>
<td>Key to success in the implementation of a National Patient Safety Program in Norway</td>
</tr>
<tr>
<td>IHF LOCAL HOSPITALS</td>
<td></td>
<td>What makes local hospitals embedded in the community?</td>
</tr>
<tr>
<td>PORTUGAL</td>
<td>(Portuguese Association for Hospital Development)</td>
<td>Workshop: Smarter Healthcare, safer organizations, healthier patients</td>
</tr>
<tr>
<td>JCI</td>
<td>(Joint Commission International)</td>
<td>Enhancing Physician Involvement in Quality Improvement efforts – The JCIA Certification Program</td>
</tr>
</tbody>
</table>

## Wednesday 8th November – Morning Session, 11:00 – 12:30

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>(American Hospital Association &amp; American College of Healthcare Executives)</td>
<td>Getting to Zero: A Leadership Challenge</td>
</tr>
<tr>
<td>IHF SPECIAL INTEREST GROUP SESSION</td>
<td>(University Hospital SIG)</td>
<td>Perspectives on Academic Medical Center/University governance and alignment</td>
</tr>
<tr>
<td>FRANCE</td>
<td>(French Hospital Federation and UNICANCER)</td>
<td>From centralized to decentralized model in hospital care</td>
</tr>
<tr>
<td>SPAIN</td>
<td>(Catalan Union of Hospitals)</td>
<td>The promotion of Corporate Social Responsibility from a healthcare providers association</td>
</tr>
</tbody>
</table>

## Wednesday 8th November – Afternoon Session, 14:30 – 16:30

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRAZIL</td>
<td>(National Health Confederation &amp; Brazilian National Association of Private Hospitals)</td>
<td>Brazilian Hospital Management, Compliance, Quality and Patient Safety</td>
</tr>
<tr>
<td>IHF SPECIAL INTEREST GROUP SESSION</td>
<td>(Hospital Management SIG)</td>
<td>Towards professionalization of Healthcare Management</td>
</tr>
<tr>
<td>UNITED ARAB EMIRATES</td>
<td>(Dubai Health Authority)</td>
<td>Technology</td>
</tr>
<tr>
<td>SOUTH AFRICA</td>
<td>(To be determined)</td>
<td></td>
</tr>
</tbody>
</table>

## Thursday 9th November – Morning Session, 9:30 – 11:00

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>IHF AND GLOBAL HEALTH MANAGEMENT CONSORTIUM</td>
<td></td>
<td>The challenge of management education for small clinician own hospitals</td>
</tr>
<tr>
<td>HONG KONG</td>
<td>(Hospital Authority)</td>
<td>Quality Improvements</td>
</tr>
</tbody>
</table>
The World Hospital Congress is a forum for healthcare leaders

The 41st World Hospital Congress will give the opportunity to healthcare leaders to take part in two meetings which aim is to let them discuss on cyber threats in hospitals and service delivery reforms. This meeting will allow them to agree on priorities in regard to these two topics.

Among the healthcare leaders attending the congress are:

Alison Verhoeven  
CEO  
Australian Healthcare & Hospital Association

Francisco R. Balestrin  
President  
National Private Hospitals Association (ANAHP)

Han-Chuan Yang  
President  
Taiwan Hospital Association

Tsuneo Sakai  
President  
Japan Hospital Association

Cédric Arcos  
Deputy Director  
French Hospital Federation

Richard J. Pollack  
CEO  
American Hospital Association

Muna Tah lak  
CEO  
Latifa Hospital of Dubai Health Authority

Jesus Jardin  
President  
Philippines Hospital Association

Kwang-Tae Kim  
Past President  
Korean Hospital Association
For more information about the program we invite you to have a look at the program overview and at the detailed program where you can find details for each session such as the title of the presentation, the learning objectives and a summary of the sessions and the list of the speakers.

A press room is at your disposal and conference press can be organized with speakers.

We invite you to go on the Congress’ website where you can find more details about the event:

http://worldhospitalcongress.org/

For more information please contact the IHF Secretariat at benoit.vieules@ihf-fih.org or call +41 22 850 94 20.