

42nd IHF World Hospital Congress keynote speakers

10–12 October 2018

DAY 1 (Wednesday 10 October 2018) — FROM VOLUME TO VALUE

Opening Ceremony – 10:00 AM

[Professor Elizabeth Teisberg](#) (United States of America), PhD is co-creator of the idea of value-based healthcare and co-author of *Redefining Health Care: Creating Value-based Competition on Results*, with Prof. Michael E. Porter. Prof. Teisberg serves as Executive Director of the Value Institute for Health and Care at the new Dell Medical School in Austin, Texas. The Value Institute creates curriculum for transforming strategy, culture and measurement in health care to improve health outcomes and reduce costs. Its translational research puts into practice thought-leading work on value-based health care delivery. The Value Institute also provides leadership for Dell Medical School's patient outcome measurement. An internationally recognised author and professor, Dr. Teisberg has won the Wachovia Award for outstanding research, the Frederick S. Morton Award for Leadership, and the Book of the Year Award from the American College of Health Care Executives.

Plenary Session 1.1 – 12:45 PM

[Dr Daphne Khoo](#) (Singapore) is the Deputy Director Medical Services (Healthcare Performance Group) at the Ministry of Health Singapore where she oversees all national Patient Safety, Clinical Performance Management, Quality Improvement and Utilization Review programmes. She is also the founding Executive Director of the Agency for Care Effectiveness, Singapore's national Health Technology Assessment Agency. Dr. Khoo trained as an endocrinologist at the Singapore General Hospital and the Cleveland Clinic USA. She is a former President of the ASEAN Federation of Endocrine Societies and recipient of the Asia Oceania Thyroid Association Nagatataki Award for contributions to thyroid research. From 2011 to 2014 Dr. Khoo was the global Chief Medical Officer of a private healthcare company with healthcare facilities in 11 countries including India, Vietnam, Australia and Hong Kong. Her current main area of focus at the Ministry is co-driving the Beyond Quality to Value work stream alongside colleagues from Healthcare Financing.

Plenary Session 1.2 – 1:15 PM

[Chris Pointon](#) (United Kingdom) is co-founder and global campaign ambassador for the #hellomynameis movement. Chris is one half of the awesome duo that is 'Chris & Kate'. Their lives were turned upside down 7 years ago when Kate was diagnosed with terminal cancer while on holiday in California. Since that point they compressed their lives into a shorter period and crammed a huge amount into Kate's time on this planet. Along the way they raised over £360,000 for good causes, travelled the world, met many celebrities and royalty and started a global campaign that improves patient care through the basic message of introductions entitled #hellomynameis.

DAY 2 (Thursday 11 October 2018) — FROM FOUR WALLS TO THE NEIGHBOURHOOD

Plenary Session 2.1 – 8:30 AM

[Professor Claire Jackson](#) (Australia) is professor of general practice and primary care research and Director of the Centre for Health System Reform and Integration at the University of Queensland. Her current area of research interest is in health system reform involving primary care, a topic on which she has published and presented internationally. With Inge de Jong, Claire co-authored *Achieving Effective Health Care Integration – the Essential Guide*, a publication that sold over 1000 copies. Claire was heavily involved in the development of Australian Divisions of General Practice, Medicare Locals, and Primary Health Networks and was a Ministerial

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appointment to lead the National Review of Afterhour's Primary Health Care in 2014. She is Chair of the University of Queensland's highly successful biennial International Health System Reform Conferences.

Since 2009, Claire has been a national driver in the Health Care Home initiative – publishing and presenting widely on the topic and sitting on national Advisory Committees for both Ministers Plebisek and Ley. She has been Clinical Director of two \$ 2.5 million Centres for Research Excellence in Primary Care Reform - one exploring new models of integrated care between hospital and community, the other investigating the impact of researcher and end-user 'co-creation' on clinical quality, patient experience, governance and models of care. She is currently Director, MRI-UQ Centre for Health System Reform and Integration

Plenary Session 2.2 – 9:00 AM

[Melissa Thomason](#) (United States of America) is a Patient and Family Advisor who currently serves on the Board of Directors for the American Board of Family Medicine, on Patient and Family Advisory Councils in North Carolina and on working groups around the country. She is a remarkably passionate advocate who has shared her story with thousands of healthcare workers around the world and who has made the vital work of patient – centered care her life's mission. A former public school teacher, she spends her time now championing the cause of collaboration with patients and families, caring for her father and being a mother to her ten-year-old son, Nate.

Plenary Session 3.1 – 1:30 PM

[Nigel Edwards](#) (United Kingdom) is Chief Executive at the Nuffield Trust. Prior to becoming Chief Executive in 2014, he was an expert advisor with KPMG's Global Centre of Excellence for Health and Life Sciences and a Senior Fellow at The King's Fund. Nigel was Policy Director of the NHS Confederation for 11 years and has a wealth of experience in health and social care. He joined the organisation from his former role as Director of the London Health Economics Consortium at the London School of Hygiene and Tropical Medicine, where he remains an honorary visiting professor. Nigel has a strong interest in new models of service delivery and a practical focus on what is happening at the front line as well as a wealth of experience in wider health care policy in the UK and internationally. Nigel is a well-known media commentator, often in the spotlight debating key policy issues. Nigel is currently working with the WHO Regional Office for Europe and the European Observatory on Health Systems and Policies on developments in health care provision in Europe.

Plenary Session 3.2 – 2:00 PM

[Nagwa Metwally](#) (Egypt) is a renowned advocate for the World Health Organization's Patients for Patient Safety (PFPS) program, which aims to incorporate the patient, family and community voice into all levels of health care through engagement and empowerment. She currently chairs the Egyptian Red Crescent group dedicated to improving services for patients at Ain Shams University Faculty of Medicine Educational Hospital, and other public hospitals. The hospital is the largest in Egypt, with 3,200 overnight beds, 3,200 outpatient beds and 10,000 employees serving 2 million patients annually. Her efforts with putting patients first served as a model for other hospitals, including the University's 400-bed Cardiac Surgery Academy. Nagwa was instrumental in implementing the WHO checklist for safe surgery in the Academy, and establishing a group of young doctors to be 'champions' of patient safety.

DAY 3 (Friday 12 October 2018) — FROM INFORMATION TO INTELLIGENCE

Plenary Session 4.1 – 9:00 AM

[Professor Keith McNeil](#) (Australia) is Queensland Health's Assistant Deputy Director General and Chief Clinical Information Officer. Professor McNeil plays a key role in the clinical leadership of the statewide eHealth program. He works closely with key stakeholders to maximise the clinical and patient safety benefits associated

with technology in the healthcare setting, while minimising risk. Prof McNeil has previously worked within Queensland Health as the Head of Transplant Services at The Prince Charles Hospital, Chief Executive Officer at Royal Brisbane and Women's Hospital, and Chief Executive Metro North Hospital and Health Service. More recently, Prof McNeil was Chief Clinical Information Officer, National Health Service, United Kingdom following roles as Chief Executive Officer at Addenbrooke's Hospital and Cambridge University Hospital Foundation Trust.

Plenary Session 4.2 – 9:30 AM

[Karen Knight](#) (Australia) is an experienced human services practitioner and Manager with significant exposure across the health, disability, aged care and mental health sectors. She currently leads Vision Australia's service engagement across Queensland, Northern NSW and NT, leading 126 specialist staff. In addition, Karen leads the Advocacy and Engagement team of 15, and represents on national peak bodies and through media appearances on national and metropolitan channels. Karen is currently leading the organisation's response to the NDIS and My Aged Care national reforms. Karen is also a registered psychologist with specialisation in mental health promotion, youth suicide prevention, early intervention and child protection. After a lifetime of blindness, Karen is motivated to inspire others to reach their full potential.

Plenary Session 5.1 – 1:45 PM

[Professor Jeffrey Braithwaite](#) (Australia) is Foundation Director of the Australian Institute of Health Innovation, Director of the Centre for Healthcare Resilience and Implementation Science, and Professor of Health Systems Research, Faculty of Medicine and Health Sciences, Macquarie University. He has appointments at six other universities internationally, and he is a board member and President Elect of the International Society for Quality in Health Care (ISQua) and consultant to the World Health Organisation (WHO). His research examines the changing nature of health systems, which has attracted funding of more than AUD \$110 million. He is particularly interested in health care as a complex adaptive system, and applying complexity science to health care problems.

For more information on the 42nd IHF World Hospital Congress, visit www.hospitalcongress2018.com.

For more information on the AHHA and the IHF, visit www.ahha.asn.au and www.ihf-fih.org.

The Australian Healthcare and Hospitals Association is the national peak body for public and not-for-profit hospitals, and community and primary healthcare services.

The International Hospital Federation is an international not for profit, non-governmental membership organisation of hospitals and healthcare organisations around the world.