

DAY 1: WEDNESDAY 10 OCTOBER

FROM VOLUME TO VALUE

Time	Session
7:00 AM to 6:00 PM	Registration desk open
8:30 AM to 9:30 AM PLENARY Location: Great Hall	<p>Joint Plenary Session with the 25th Congress of the International Federation of Hospital Engineering (IFHE)</p> <p>Disease, disaster and destruction: providing health services in times of catastrophe, epidemic and conflict</p> <p>Bronte Martin, Nursing Director, Trauma & Disaster, National Critical Care Trauma Response Centre (NCCTRC), Australia</p> <p>Glenn Keys AO, Executive Co-Chairman and Co-Founder, Aspen Medical, Australia</p> <p>Berna Marcelino, Provincial Director, Standardization, BC Clinical and Support Services, Canada</p>
9:30 AM	Morning tea, exhibition and poster displays
10:00 AM to 12:00 PM PLENARY Location: Great Hall	<p>Opening Ceremony</p> <p>Welcome to Country Songwoman Maroochy, Australia</p> <p>Welcome to the World Hospital Congress Dr Francisco Balestrin, President, International Hospital Federation, Brazil</p> <p>Healthcare in Queensland The Hon Steven Miles MP, Minister for Health and Minister for Ambulance Services, Queensland, Australia</p> <p>G'day – Welcome to Australia Dr Deborah Cole, Chair, Australian Healthcare and Hospitals Association, Australia</p> <p>Australian Minister for Health The Hon Greg Hunt MP, Minister for Health, Australia</p> <p>From volume to value: an international perspective Francesca Colombo, Head of Health Division, OECD, France</p> <p>Value Based Health Care: returning health care to its purpose Professor Elizabeth Teisberg, Executive Director, Value Institute for Health and Care, Dell Medical School, United States of America</p>
12:00 PM	Lunch, exhibition and poster displays
12:15 PM to 1:15 PM FOCUS SESSION Location: M1	<p>Focus Session: Clinical excellence in China's maternity and infant specialty hospitals: scaling for growth and translating research into practice</p> <p>FS1 Meeting the challenges of China's new family planning policy: scaling hospitals for increased demand Professor Tao Duan, Founder/CEO, Shanghai Spring Field Hospital Management Group, China</p> <p>FS2 Best practice in research translation utilising new technologies to improve outcomes in maternity and infant specialty hospitals Professor Paul Colditz, Deputy Director, University of Queensland Centre for Clinical Research, Group Head, Clinical Neurosciences Laboratory, University of Queensland, Australia</p>
12:45 PM to 1:45 PM PLENARY Location: Great Hall	<p>Plenary Session 1.1: Moving beyond Quality to Value Dr Daphne Khoo, Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore</p> <p>Plenary Session 1.2: The #hellomynameis story - 'through adversity comes legacy' Chris Pointon, Co-founder & Global Campaign Ambassador, #hellomynameis, United Kingdom</p>
1:45 PM to 2:45 PM PLENARY	<p>Panel Session 1: What does the 21st century patient demand from healthcare? Mercedes Jabalera, Head of Quality, Hospital Sant Joan de Déu, Spain</p>

Location: Great Hall	<p>Dr Daphne Khoo, Deputy Director Medical Services (Healthcare Performance Group) Ministry of Health, Singapore</p> <p>Dr Tony Ko, Director, Hospital Authority, Hong Kong</p> <p>Chris Pointon, Co-founder & Global Campaign Ambassador, #hellomynameis, United Kingdom</p> <p>Professor Elizabeth Teisberg, Executive Director, Value Institute for Health and Care, Dell Medical School in Austin, Texas, United States of America</p>
2:45 PM	Afternoon tea, exhibition and poster displays
3:15 PM to 4:00 PM PLENARY Location: Great Hall	<p>IHF Awards Ceremony</p> <p>The 2018 International Hospital Federation (IHF) Awards recognise and honour hospitals and healthcare organisations for innovation, excellence, outstanding achievements and best practices in areas that are worthy of international recognition.</p>
4:00 PM	Delegates move to concurrent sessions
4:15 PM to 5:45 PM CONCURRENT Location: Great Hall	<p>Concurrent Session 1.1: International Hospital Federation award winners</p> <p>Session chair: Dr Lawrence Lai, Chair, IHF Awards Judging Panel, International Hospital Federation, Hong Kong</p> <p>Hear from the 4 winners of the International Hospital Federation Awards on their projects and why they stood out as the best of the best from around the globe in health system innovation and excellence.</p>
4:15 PM to 5:45 PM CONCURRENT Location: M1	<p>Concurrent Session 1.2: Platforms for value: data and analytics</p> <p>Session chair: Derek Lamb, Director, Push My Button, New Zealand</p> <p>1.2A Danish super hospital project: a government lead transformational change of the Danish hospital and health system Hans Erik Henriksen, CEO, Healthcare DENMARK, Denmark</p> <p>1.2B Moving the measurement of performance in healthcare from a volume-based to a value-based perspective: a conceptual framework Dr Jean-Frédéric Levesque, Chief Executive, NSW Agency for Clinical Innovation, Australia Kim Sutherland, Specialist Advisor, NSW Agency for Clinical Innovation, Australia</p> <p>1.2C Data driven approach to choosing pathology tests wisely at Gold Coast Health Therese Kelly, Project Manager, Gold Coast Health, Australia</p> <p>1.2D Co-designing transparency and public reporting with consumers and clinicians: reporting data patients want and clinicians can use Carl Shuker, Principal Adviser, Publications, Health Quality & Safety Commission, New Zealand</p> <p>1.2E Implementation of the ICHOM Heart Failure Standard Set in Brazil in a community setting Luiz Felipe Costamilan, CEO, CBEXs - Brazilian College of Healthcare Executives, Brazil</p> <p>1.2F Value-Based Health Care (VBHC) ripple effect: implementing quality programs Kelly Whittle, CEO, Whittle Advisors, United States of America</p>
4:15 PM to 5:45 PM CONCURRENT Location: M2	<p>Concurrent session 1.3: Paying for value, achieving outcomes</p> <p>Session chair: Dr Qasem Al Salmi, Director General, Royal Hospital, Oman</p> <p>1.3A Evaluation of unnecessary admission and hospitalization and its direct burden assessment: Rasool –e-Akram Hospital, Iran University of Medical Sciences Professor Ali Maher, Ministry of Health & Medical Education, Islamic Republic of Iran</p> <p>1.3B Cluster Hospital: an innovative approach to optimise resources and enhance capacity through integrated network of hospitals Dr Noriah Bidin, Senior Principal Assistant Director, Institute for Health Management, Kuala Lumpur, Malaysia Dr Selasawati Ghazali, Director, Raja Perempuan Zainab II Hospital, Kota Bharu, Malaysia</p> <p>1.3C Quality care everyday Robyn Scanlan, Director Clinical Governance, Wide Bay Hospital and Health Service, Australia</p> <p>1.3D <i>Withdrawn</i></p>

<p>4:15 PM to 5:45 PM CONCURRENT Location: P1</p>	<p>Concurrent Session 1.4: Lightning Talks Session chair: Lisa Davies Jones, Health Service Chief Executive, North West Hospital and Health Service, Australia 1.4A Predictors of non-beneficial treatment in end of life hospital admissions: a quantitative analysis Dr Hannah Carter, Health Economist, Australian Centre for Health Service Innovation (QUT), Australia 1.4B EPS model for enhancing invasive mechanical ventilation (IMV) in general wards Ming Wai Cheng, Advanced Practice Nurse, Ruttonjee and Tang Shiu Kin Hospitals, Hong Kong 1.4C Strategies to ease the economic burden and prevent patient harm from multidrug resistant infection in hospitals Dr Sheila Connelly, VP Research, Synthetic Biologics, Inc., United States of America 1.4D Lean Healthcare: industrialization and dehumanization in operating theaters in France and Australia Zeyad Mahmoud, PhD Candidate, Australian Institute of Health Innovation, Australia 1.4E Disinvestment in low-value care: Australian policy responses to improve patient outcomes and reduce waste Victoria Mccreanor, PhD Candidate/Research Associate, QUT - Institute of Health and Biomedical Innovation, Australia 1.4F Data and analytics: a building block on the journey from 'Volume to Value' Ray Messom, Executive Director, System Information and Analytics Branch, NSW Ministry of Health, Australia 1.4G Knowing the score in real time: are you still looking in the rear vision mirror? Pieter Walker, Director, Qualitas Consortium, Australia 1.4H Better nutritional care for hospital inpatients: from volume to value through The SIMPLE Approach Dr Adrienne Young, Research Coordinator, Nutrition and Dietetics, Royal Brisbane and Women's Hospital, Australia</p>
<p>4:15 PM to 5:45 PM CONCURRENT Location: P2</p>	<p>Concurrent Session 1.5: Patients, process and tools: looking for the right combination to move from volume to value Session chair: Professor Johanna Westbrook, Director, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University, Australia 1.5A To disrupt or not to disrupt: that is NOT the question Professor Marc Noppen, CEO, University Hospital UZ Brussel, Belgium 1.5B BECQUEREL Lab [Patient as a partner] Dr Mikael Daouphars, Hospital Pharmacist, Cancer Centre Henri Becquerel, France 1.5C When doing the right thing hurts your financials. Hospital management in between the patient and regulation. Helmut Kern, CEO, Hospital of the Brothers of St. John of God Vienna, Austria 1.5D Leadership and management competencies to advance value-based healthcare Dr Bernardo Ramirez, Director Global Initiatives, University of Central Florida/CAHME, United States of America</p>
<p>4:15 PM to 5:45 PM CONCURRENT Location: P3 & P4</p>	<p>Concurrent session 1.6: Welcome to our backyard: a look at research and innovation in Queensland Session chair: Dr Rebecca Haddock, Director, Deeble Institute for Health Policy Research, Australian Healthcare and Hospitals Association, Australia 1.6A Applying digital technology to surgery Dr Michael Wagels, Staff Specialist Plastic and Reconstructive Surgeon, Princess Alexandra Hospital, Australia 1.6B Bringing frontier technology back together with medicine Professor Cameron Brown, Queensland University of Technology, Australia 1.6C Research reconfiguring acute care of older patients Professor Wendy Moyle, Program Director, Menzies Health Institute Queensland, Griffith University, Australia 1.6D Digital health research powering healthcare delivery innovation Dr David Hansen, CEO, Australian e-Health Research Centre, CSIRO, Australia</p>

<p>4:15 PM to 5:45 PM CONCURRENT Location: P5</p>	<p>Concurrent Session 1.7: IHF Special Interest Group - Investor Owned Healthcare Organizations: aligning planets to foster investment in private healthcare 1.7A Fostering investment in private healthcare, a multi-stakeholders' vision Marisa Gil Lapetra, Knowledge Strategies Manager, International Hospital Federation, Switzerland (session chair) 1.7B Investment strategy: Dubai healthcare sector 2017-20 Dr Ibtesam AlBastaki, Director, Investment and Partnership Department, Dubai Health Authority, United Arab Emirates 1.7C Private equity case study of raising capital for health entrepreneurs Salim Hasham, Executive Chairman, Mediheal Group, Kenya 1.7D Danny Sims, Chief Executive Officer, Ramsay Health Care, Australia 1.7E New hospital developments: understanding investors requirements Derry Heron, Executive: EOH Health Vertical, EOH, South Africa</p>
<p>6:30 PM to 11:00 PM Location: Plaza Ballroom</p>	<p>Congress Gala Dinner Join us for a spectacular evening celebrating Australian culture, food and wine in the Plaza Ballroom, Brisbane Convention & Exhibition Centre. If you have purchased a ticket to this function it will be located in the back of your name badge. If you have not purchased a ticket and would like to attend, please see Congress Organisers at the registration desk for ticket availability.</p>

DAY 2: THURSDAY 11 OCTOBER

FROM FOUR WALLS TO THE NEIGHBOURHOOD

Time	Session
7:00 AM to 6:00 PM	Registration desk open
All day	<p>Design Jam</p> <p>Ideas on their own won't change outcomes for stakeholders of our health care systems. It is action driven by committed and creative multi-disciplinary teams that will make the difference. The Design Jam will bring together bright and curious thinkers from across the health sector to turn ideas into action. Participate during the day, or hear the results at the pitch session at 5.30pm.</p>
8:30 AM to 9:30 AM PLENARY Location: Great Hall	<p>Shadow Minister for Health and Medicare The Hon Catherine King MP, Shadow Minister for Health and Medicare, Australia</p> <p>Plenary Session 2.1: Health Care Integration: why is it so hard to deliver and sustain? Professor Claire Jackson, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia</p> <p>Plenary Session 2.2: The value of patients: leveraging your greatest assets Melissa Thomason, Patient Advocate, United States of America</p>
9:30 AM to 10:30 AM PLENARY Location: Great Hall	<p>Panel Session 2: How can we rethink the role of the hospital in the medical neighbourhood? Dr Ruben Flores, President Emeritus, Philippine Hospital Association and Adviser, Department of Health, Philippines</p> <p>Professor Claire Jackson, Professor in General Practice and Primary Care Research, Director, Centre for Health System Reform and Integration, University of Queensland, Australia</p> <p>Dr Sameen Siddiqi, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan</p> <p>Melissa Thomason, Patient Advocate, United States of America</p>
10:30 AM	Morning tea, exhibition and poster displays
11:00 AM to 12:30 PM CONCURRENT Location: Great Hall	<p>Concurrent Session 2.1: It takes a community... collaboration for better outcomes Session chair: Deborah Bowen, President & CEO, American College of Healthcare Executives, United States of America</p> <p>2.1A Pharmaceutical companies need a perspective and strategy on healthcare systems Geoffrey Chin, Market Access Director, Novartis AG, Switzerland</p> <p>2.1B From concept to consolidation: nurturing medical-social collaborative care for dementia in community Yiu Keung Chan, APN, Ruttonjee and Tang Shiu Kin Hospitals, Hong Kong</p> <p>2.1C From Four Walls to the Neighborhood: bringing healthcare to the Philippine rural poor Professor Andrea Santiago, Asian Institute of Management, Philippines</p> <p>2.1D Continuity of care for Aged Care Facility residents with acute illness: lessons learned from the CEDRIC project Professor Marianne Wallis, Associate Dean (Health), University of the Sunshine Coast, Australia</p> <p>2.1E Integrated home medical care service bridging long term care in a regional hospital of Central Taiwan Yu-Chen Wei, Integrated Home Medical Care Case Manager, Puli Christian Hospital, Taiwan</p>
11:00 AM to 12:30 PM CONCURRENT Location: M1	<p>Concurrent Session 2.2: World Bank: building integrated service delivery to meet 21st century health needs - lessons learnt from World Bank operations Session chair: Susan Ivatts, Senior Health Specialist, World Bank, Australia</p> <p>2.2A Dr Aparnaa Somanathan, Program Leader, World Bank, Australia</p> <p>2.2B Dr Shuo Zhang, Senior Health Specialist, World Bank, United States of America</p> <p>2.2C Dr Aneesha Arur, Senior Health Specialist, World Bank, Australia</p>
11:00 AM to 12:30 PM CONCURRENT	<p>Concurrent Session 2.3: Health workforce as a driver to integrated care Session chair: Dr Erik Kreyberg Normann, President, Norwegian Hospital and Health Service Association and Past President, International Hospital Federation, Norway</p>

<p>Location: M2</p>	<p>2.3A Leadership for the future of healthcare: developing leaders for integrated care Luiz Felipe Costamilan, CEO, CBEXs - Brazilian College of Healthcare Executives, Brazil</p> <p>2.3B Medical social collaboration: a solution for managing mental health needs in the community Dr Lai Wah Eva Dunn, Consultant Psychiatrist, Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p>2.3C Multi specialty clinics and out reach nurse-led programs Fatma Al Masroori, Director of Nursing, Royal Hospital, Ministry of Health, Oman</p> <p>2.3D Engaging medical workers in Workplace Health Promotion (WHP) Dr Hai-Hua Chuang, Director of Health Promotion Center; Deputy Director of Family Medicine Department, Chang Gung Memorial Hospital, Taipei & Linkou Branch, Taiwan</p>
<p>11:00 AM to 12:30 PM CONCURRENT Location: P1</p>	<p>Concurrent Session 2.4: Lightning Talks</p> <p>Session chair: Cédric Arcos, CEO of Healthcare and Solidarity Policies, Paris Region Ile de France, France</p> <p>2.4A Connecting teams and creating global knowledge: an international video conference approach to specialist hepatobiliary care Dr Mehan Siriwardhane, Senior Medical Officer, Mater Hospital Brisbane, Australia Amy Brennan, Service Manager, Mater Health Services, Australia</p> <p>2.4B “Broken hospital windows”: integrating the theory of spreading disorder with the normalized deviance of hospital staff Dr Kate Churruca, Postdoctoral Research Fellow, Australian Institute of Health Innovation, Macquarie University, Australia</p> <p>2.4C How to build strong partnerships between hospital and primary care Katie Doan, Manager, The Collaborative, Australia</p> <p>2.4D Sketching out the future of social and health care services, from the standpoint of healthcare managers, practitioners, and citizens Josep Fusté, Economical Analysis, Studies and Prospection Director, Unió Catalana d'Hospitals, Spain</p> <p>2.4E Our social commitment beyond the hospital Jordi Altes, Medical Director, Hospital Plató, Spain</p> <p>2.4F Utilizing information technology for network development and transfer of knowledge among referral hospitals in Indonesia Sudi Indrajaya, Center for Health Policy and Management, Indonesia</p> <p>2.4G Providing CPR and trauma training to nurses and doctors of rural areas in China: a volunteer project Ping-Fat Lau, Department Operations Manager, A&E, Pamela Youde Nethersole Eastern Hospital, Hospital Authority, Hong Kong</p> <p>2.4H Project ECHO® - moving knowledge instead of patients: integrating hospital and primary healthcare for children and young people across Queensland Perrin Moss, Program Manager, Children's Health Queensland Hospital and Health Service, Australia</p> <p>2.4I Towards a shared care pathway for smoking cessation: support from Seinäjoki Central Hospital to health centres Professor Hannu Puolijoki, Medical Director, Seinäjoki Central Hospital, Finland</p> <p>2.4J HealthPathways in NSW: bridging the communication gap between primary and secondary care services, state bodies and local practitioners Nick Rosser, Manager NBM HealthPathways Program, Nepean Blue Mountains Primary Health Network / Nepean Blue Mountains Local Health District, Australia</p> <p>2.4K Healing from the history of medical incarceration of Aboriginal and Torres Strait Islander people Dr Melissa Sweet, Editor in Chief, Croakey Health Media, Australia</p> <p>2.4L Preliminary results of transforming primary care to into an integrated care system resilient to modern challenges Dr Aiman Iskakova, Deputy General Director, Republican Center for Health Development, Kazakhstan</p> <p>2.4M An effectiveness study of prehabilitation program in liver surgery patient care Bei Wang, Coordinator, Tan Tock Seng Hospital, Singapore</p>

<p>11:00 AM to 12:30 PM CONCURRENT Location: P2</p>	<p>Concurrent Session 2.5: From projects to scalable solutions: sustainability in integrated care</p> <p>2.5A Incentives from the authorities on quality improvement in Belgium Dr Marc Geboers, Director General Hospitals, Zorgnet Icuuro, Belgium (session chair)</p> <p>2.5B Strategic alliances between healthcare providers: an efficient model of collaboration prompting a change towards an integrated model, enhancing healthcare sector capabilities Dr Anna Riera, Membership Director, Unió Catalana d'Hospitals, Spain</p> <p>2.5C Leading the transformation: from the hospital, to the network, to integrated care Bruno Sobral, Chief-Economist, Brazilian Hospital Association (FBH), Brazil</p> <p>2.5D The use of WhatsApp application for consultation between healthcare provider and carers of sick children Dr Tawfiq Al Lawati, Head of Pediatric Gastroenterology, Royal Hospital, Ministry of Health, Oman</p>
<p>11:00 AM to 12:30 PM CONCURRENT Location: P3 & P4</p>	<p>Concurrent Session 2.6: Transforming the delivery of care so that it's integrated and delivered at the right time and place</p> <p>Session chair: Krister Partel, Advocacy Director, Australian Healthcare and Hospitals Association, Australia</p> <p>2.6A ACT Health Territory-wide Health Services Framework 2018-2028 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign, ACT Health, Australia</p> <p>2.6B Our children and communities matter Fionnagh Dougan, Chief Executive, Children's Health Queensland, Australia</p> <p>2.6C Integrating governance through strategic alliances Linda Livingstone, Director, Engagement and Coordination, COORDINARE – South Eastern NSW PHN, Australia</p> <p>2.6D Connected Consistent Care...what could patient centred care look like? Helen Mees, Healthcare Consumer, Health Consumers Queensland, Australia</p>
<p>11:00 AM to 12:30 PM CONCURRENT Location: P5</p>	<p>Concurrent Session 2.7: IHF Special Interest Group - Healthcare Management: a competency-based approach to enhance healthcare management, how to make best use of it</p> <p>2.7A Session Introduction Professor Neale Fong, National President, Australasian College of Health Service Management, Australia (session chair)</p> <p>2.7B Academic Involvement in Healthcare Management Competencies Professor S. Robert Hernandez, Executive Doctoral Program Director, University of Alabama at Birmingham, United States of America</p> <p>2.7C A competency-based approach to enhance healthcare management, how to make a best use of it Dr Daniel West, Professor & Chairman, University of Scranton, United States of America</p> <p>2.7D Management Core Competencies Self-Assessment of Hospital managers in Iran Mehdi Jafari, Department of health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran</p> <p>2.7E Self-assessment tool: a regional approach to analyse collected evidence Marisa Gil Lapetra, Knowledge Strategies Manager, International Hospital Federation, Switzerland</p>
<p>12:30 PM</p>	<p>Lunch, exhibition and poster displays</p>
<p>12:30 PM to 2:30 PM Location: Level 12, Rydges South Bank</p>	<p>Asian Hospital Federation (AHF) Board of Governors' Meeting By invitation</p>
<p>1:30 PM to 2:30 PM PLENARY Location: Great Hall</p>	<p>Plenary Session 3.1: Re-positioning the hospital Nigel Edwards, Chief Executive, Nuffield Trust, United Kingdom</p> <p>Plenary Session 3.2: Patient engagement in Egypt Nagwa Metwally, Member of Supreme Council, Egyptian Red Crescent, Egypt</p>
<p>2:30 PM</p>	<p>Panel Session 3: Patient centred care: integrating health services around the patient Nigel Edwards, Chief Executive, Nuffield Trust, United Kingdom</p>

to 3:30 PM PLENARY Location: Great Hall	Dr Ann-Lise Guisset, Technical Officer, World Health Organization, Switzerland Julie McCormack, Board Member, Merri Health, Australia Nagwa Metwally, Member of Supreme Council, Egyptian Red Crescent, Egypt
3:30 PM	Afternoon tea, exhibition and poster displays
4:00 PM to 5:30 PM CONCURRENT Location: Great Hall	Concurrent Session 3.1: Coordinating coordination: what funding, structural, technological and clinical models do we need to support integrated care Session chair: Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association, Australia 3.1A Coordinating Care: Structure, Reimbursement and Technology Dr Robert Pearl, Clinical Professor, Stanford University School of Medicine, United States of America 3.1B What lessons from chaos theory should be applied to improve coordination of coordination Cindy Shay, Director of Health Partnerships & Innovation, BUPA Australia, Australia 3.1C One size doesn't fit; local context is fundamental in shaping the response to integrating care Professor Don Matheson, General Manager of the Health Alliance, Metro North HHS and Brisbane North PHN, Australia
4:00 PM to 5:30 PM CONCURRENT Location: M1	Concurrent Session 3.2: Shared goals, shared gains Session chair: Dr Bu Castro, Board of Director, Philippine Hospital Association, Philippines 3.2A New 'TIC' approach for patient-centered care Dr Jaume Duran, CEO, Fundació Sanitària de Mollet, Spain 3.2B Hospitals as community anchors: maximizing impact by aligning operating expenditures with community health and vitality goals Professor Andrew Garman, Rush University Medical Center, United States of America Shweta Ubhayakar, Manager, Community Anchor Mission, Rush University Medical Center, United States of America 3.2C Palliative care toward integrated and people-centred health services in hospital Mehdi Jafari, Department of health Services Management, School of Health Management and Information Sciences, Iran University of Medical Sciences, Islamic Republic of Iran 3.2D Healthier Campaspe: working together to Improve Our Health April Mckenzie, Primary Health Manager, Kyabram District Health Service, Australia Ash Watson, Healthier Campaspe Project Coordinator, Campaspe Primary Care Partnership, Australia 3.2E Voice of the consumer: co-designing for transition to value-based public oral health care Louise Palmer, Chief Experience Officer, Dental Health Services Victoria, Australia 3.2F Electronic Urban Primary Health Centers (eUPHC): bridging the healthcare service delivery gap through technology Vikram Thaploo, CEO, TeleHealth, Apollo Hospitals Group, India
4:00 PM to 5:30 PM CONCURRENT Location: M2	Concurrent Session 3.3: Addressing inequality and cultural disadvantage: perspectives on improving the health of Indigenous people Session chair: Angela Damm, Clinical Nurse Specialist - Aboriginal Leadership and Development, Murrumbidgee Local Health District, Australia 3.3A Transforming institutional racism at an Australian hospital: a case study Dr Christopher Bourke, Strategic Programs Director, Australian Healthcare & Hospitals Association, Australia 3.3B Relationship between indigenous health and territory, epidemiological profile and vulnerability, lacunas of networks of attention to indigenous health Professor Ieda Maria Dias, University of Brasilia, Brazil 3.3C Integrated care for Australian Aboriginal and Torres Strait Islander patients with cardiovascular disease: an innovative urban outreach program Dr Danielle Harrop, Cardiologist, Princess Alexandra Hospital, Australia Vivian Bryce, Clinical Nurse Consultant, Princess Alexandra Hospital, Australia

	<p>3.3D The United Nations Declaration on the Rights of Indigenous Peoples: a template for improving outcomes for Indigenous people Janine Mohamed, CEO, Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM), Australia</p> <p>3.3E Towards health equity for Indigenous children Dr Danny de Lore, Paediatrician, Lakes District Health Board, New Zealand</p> <p>3.3F Royal Australasian College of Physicians - Indigenous Framework Strategy Dr Myra Ruka, Advanced Haematology Trainee, Maori Health Committee, New Zealand</p>
<p>4:00 PM to 5:30 PM CONCURRENT Location: P1</p>	<p>Concurrent session 3.4: World Health Organization: hospital transformations on the path to Universal Health Join us for a facilitated panel discussion focussed on “how” to trigger and sustain a successful transformation process.</p> <p>Jolanta Bilinska, Immediate Past Chair, International Alliance of Patients' Organization, Poland Dr Ann-Lise Guisset, Technical Officer, World Health Organization, Switzerland (session chair) Adjunct Professor Chien Earn Lee, Chief Executive Officer, Changi General Hospital, Singapore Dr Sameen Siddiqi, Chair, Department of Community Health Sciences, Aga Khan University, Karachi, Pakistan</p>
<p>4:00 PM to 5:30 PM CONCURRENT Location: P2</p>	<p>Concurrent Session 3.5: Disruptive forces: turning traditional services models on their head Session chair: Dr Paul Burgess, Clinical Director of Coordinated Care, Top End Health Service, Australia</p> <p>3.5A Adjusting hospital care with UHC, an inclusive role of hospital association Dr Widyastuti Wibisana, Head, Institute for International Relation, Indonesian Hospital Association (PERSI), Indonesia</p> <p>3.5B Challenges and achievements in integrated, patient-centered care in our healthcare system: different healthcare providers working together. Main drivers. Josep Fusté, Economical Analysis, Studies and Prospection Director, Unió Catalana d'Hospitals, Spain</p> <p>3.5C A new dimension in cancer care: bridging the gap in services Professor Bassim Al Bahrani, Director National Oncology Centre, Royal Hospital, MOH, Oman</p> <p>3.5D PPP: Its impact on achieving Universal Health Coverage in Kenya Gordon Otieno Odundo, Chief Executive Officer, The Nairobi Hospital, Kenya</p>
<p>4:00 PM to 5:30 PM CONCURRENT Location: P3 & P4</p>	<p>Concurrent Session 3.6: Partnering and leading in our communities: hospitals as change agents - lessons from the USA</p> <p>3.6A Rick Pollack, President and CEO, American Hospital Association, United States of America (session chair)</p> <p>3.6B David Olson, Senior Vice President, External Relations and Chief Strategy Officer, Froedtert Health, United States of America</p> <p>3.6C Brian Gragnolati, President and CEO, Atlantic Health System, United States of America</p> <p>3.6D Nancy Agee, President and CEO, Carilion Clinic, United States of America</p> <p>3.6E Eugene Woods, President and CEO, Atrium Health, United States of America</p>
<p>4:00 PM to 5:30 PM CONCURRENT Location: P5</p>	<p>Concurrent Session 3.7: IHF Special Interest Group - University Hospitals: Management of innovation; development and dissemination by University Hospitals. Implications of disruptive innovation</p> <p>3.7A Associate Professor Paul Dugdale, Director of Medical Services, ACT Health Service; Associate Professor of Public Health, Australian National University (ANU); Director of the ANU Centre for Health Stewardship (Australia); and Board Member, Australian Healthcare and Hospitals Association, Australia (session chair)</p> <p>3.7B Alexandre Epalle, External Affairs Director, Geneva University Hospitals, Switzerland</p> <p>3.7C Organisation Innovation in a University Hospital Professor Marc Noppen, CEO, University Hospital UZ Brussel, Belgium</p> <p>3.7D Introducing innovation to hospital Dr Tony Ko, Director, Hospital Authority, Hong Kong</p> <p>3.7E Towards a Fast Track in Healthcare Innovation: Setting the Strategy and Infrastructure at Sheba Medical Center Dr Eyal Zimlichman, Chief Medical and Innovation Officer, Sheba Medical Center, Israel</p>

<p>5:30 PM to 6:30 PM Location: Great Hall</p>	<p>Design Jam Presentations Throughout the day teams have been working on solving issues and coming up with unique solutions. Join us to hear their quick pitches and vote for the winners.</p>
<p>5:30 PM to 7:30 PM Location: M3</p>	<p>IHF General Assembly Annual meeting of the IHF General Assembly, the formal decision-making body of the International Hospital Federation. All IHF Members are invited to participate.</p>
<p>7:30 PM to 9:30 PM</p>	<p>CEO Circle Cocktails By invitation</p>
<p>6:00 PM to 9:00 PM Location: Lone Pine Koala Sanctuary</p>	<p>Optional Lone Pine Koala Sanctuary Dinner Join us for the unique experience of a dinner surrounded by a forest of koalas at Lone Pine Koala Sanctuary. If you have purchased a ticket to this function it will be located in the back of your name badge. If you have not purchased a ticket and would like to attend, please see Congress Organisers at the registration desk for ticket availability.</p>

DAY 3: FRIDAY 12 OCTOBER

FROM INFORMATION TO INTELLIGENCE

Time	Session
7:00 AM to 5:00 PM	Registration desk open
7:30 AM to 9:00 AM BREAKFAST SESSION Location: P3 & P4	Value Driving Volume – Implementing Health Care Transformation at Scale Join Professor Elizabeth Teisberg and colleagues from the Value Institute for Health and Care at Dell Medical School/McCombs School of Business, University of Texas at Austin, for breakfast and idea-sharing about how to create health care transformation at scale. Delegates must have pre-registered for this session. If you have not pre-registered and would like to attend, please see Congress Organisers at the registration desk for session availability.
9:00 AM to 10:00 AM PLENARY Location: Great Hall	Plenary Session 4.1: Data, data everywhere but not a bit to think Professor Keith McNeil , Assistant Deputy Director-General and Chief Clinical Information Officer, Clinical Excellence Division, Queensland Health, Australia Plenary Session 4.2: The hospital experience of people who are blind or have low vision: how you can help Karen Knight , General Manager Advocacy and Engagement / QLD, NSW & NT Client Services, Vision Australia, Australia
10:00 AM to 11:00 AM PLENARY Location: Great Hall	Panel Session 4: Can value be achieved in high-tech, high-cost systems? Johannes Kedzierski , CEO, Aga Khan University Hospital, Karachi, Pakistan Karen Knight , General Manager Advocacy and Engagement / QLD, NSW & NT Client Services, Vision Australia, Australia Professor Keith McNeil , Assistant Deputy Director-General and Chief Clinical Information Officer, Clinical Excellence Division, Queensland Health, Australia Dr Liz Mear , Chief Executive, The Innovation Agency, United Kingdom
11:00 AM	Morning tea, exhibition and poster displays
11:30 AM to 1:00 PM CONCURRENT Location: Great Hall	Concurrent Session 4.1: Bright sparks: the cutting edge of innovation Session chair: John Kokai-Kun, Vice-President, Non-Clinical Affairs, Synthetic Biologics, Inc., United States of America 4.1A Overcoming barriers to implementing evidence based care in a regional hospital: implementing ImpACT with telehealth – The Rockhampton Experience Professor Louise Cullen, Emergency Physician, Health Improvement Unit, Royal Brisbane and Women's Hospital, Australia 4.1B Transforming healthcare enterprises using big data and artificial intelligence Dr Sapan Desai, Chief Executive Officer, Surgisphere Corporation, United States of America 4.1C Use of augmented reality through a head-mounted display as a method for surgical navigation: a paradigm shift Dr Johnny Duerinck, Neurosurgeon, Uz Brussel, Belgium 4.1D Leveraging standards and technology to improve accuracy and safety of patient care within the ACT Health Sandra Cook, Director, Future Capability & Governance, ACT Health, Australia
11:30 AM to 1:00 PM CONCURRENT Location: M1	Concurrent Session 4.2: Innovation: a building block for quality and value Session chair: Megan Campbell, Centre Manager, Australian Centre for Health Services Innovation (AusHSI), Australia 4.2A Providing better quality of care and health access in low resource settings through technological and social innovations Dr Mohamed El Sahili, Chairman, Medland Health Services, Zambia 4.2B Resilient quality and patient safety and new case manager role work has increased value for patient in Vaasa Central Hospital Marina Kinnunen, CEO, Vaasa Central Hospital, Finland Mari Plukka, Quality Manager, Vaasa Central Hospital, Finland

	<p>4.2C Digital transformation of hospital quality and safety: clinical streaming analytics to improve patient care Dr Clair Sullivan, Chief Digital Health Officer, Metro North HHS Co-Director HITEC, Clinical Excellence Division, Queensland Health, Australia</p>
<p>11:30 AM to 1:00 PM CONCURRENT Location: M2</p>	<p>Concurrent Session 4.3: The power of data: building understanding through better use of data Session chair: Walter Kmet, Chief Executive, WentWest, Australia</p> <p>4.3A The Mayo Clinic's approach to reviewing and improving opioid prescribing practices for surgical patients Dr Elizabeth Habermann, Robert D. and Patricia E. Kern Scientific Director for Surgical Outcomes, Mayo Clinic, United States of America</p> <p>4.3B Standardizing electronic data capture to improve national healthcare quality in Kazakhstan Dr Zhaniya Nurgaliyeva, Head of the Center for Strategic Development, Republican Center for Health Development, Kazakhstan</p> <p>4.3C From 2,5 million data points to an 80% reduction in the number of resuscitations in a 542 bed acute care Kathleen Stam, AZ Maria Middelaes, Belgium</p> <p>4.3D Data driven quality improvement: a focus on action Clare Delaney, Regional Manager, NPS MedicineWise, Australia</p> <p>4.3E Controlled pharmaceuticals information leading to intelligent actions: an overview from United Arab Emirates Dr Amin Al Amiri, Assistant Undersecretary of Public Health Policy & Licensing, Ministry of Health and Prevention, United Arab Emirates</p>
<p>11:30 AM to 1:00 PM CONCURRENT Location: P1</p>	<p>Concurrent Session 4.4: Lightning Talks Session chair: Dr Tony Ko, Director, Hospital Authority, Hong Kong</p> <p>4.4A Designing health services in the technology age: aligning strategy, organisational architecture and culture Nicola Callard, Principal Project Officer, Children's Health Queensland, Australia</p> <p>4.4B Virtual nurse's desk Jordi Mitjà Costa, Nurse, Hospital Sant Joan de Déu, Spain</p> <p>4.4C Automated Complaints Tracking System (ACTS) Enrique Charls Yabut, Senior Department Manager, Makati Medical Center, Philippines</p> <p>4.4D Establishing safe test result management systems: the role of robust governance processes, health information technology and patient engagement Professor Andrew Georgiou, Diagnostic Informatics - Stream Leader, Australian Institute of Health Innovation, Macquarie University, Australia</p> <p>4.4E Interoperability approaches, standards and digital health ecosystem relationships and future impacts Dr Evelyn Hovenga, CEO, Global eHealth Collaborative (GeHCo), Australia</p> <p>4.4F Predictive risk stratification: reducing the burden of chronic disease hospitalisation Dr Sankalp Khanna, Senior Research Scientist, CSIRO Australian e-Health Research Centre, Australia</p> <p>4.4G Establishing a platform of mobile of health self-monitoring intervention to improve self-care in patients with chronic heart failure Yuan-Hui Lai, Assistant Technician, Taichung Veterans General Hospital, Taiwan</p> <p>4.4H Emergency hospital re-presentations and death following initial hospital management for osteoporotic fractures: using data linkages to look beyond hip fractures Professor Steven McPhail, Principal Research Fellow, Queensland University of Technology and Metro South Health, Australia</p> <p>4.4I <i>Withdrawn</i></p> <p>4.4J Digital transformation of the emergency department-inpatient interface (EDii): integration for innovation Dr Andrew Staib, Co-Director HITEC, Deputy Director and Medical Informatician, Emergency Medicine Princess Alexandra Hospital, Co-Chair QEDSAP, Clinical Excellence Division, Queensland Health, Australia</p>

	<p>4.4K Live-tracking of trauma patients and real-time hospital flow and variation analysis within the 'Management Information System' Professor Martin Wullschleger, Medical Director of Trauma Service, Gold Coast University Hospital, Australia</p>
<p>11:30 AM to 1:00 PM CONCURRENT Location: P2</p>	<p>Concurrent Session 4.5: Making numbers count: getting the most out of big data and artificial intelligence Session chair: Dr Michael Brydon, CEO Sydney Children's Hospital Network, Australia</p> <p>4.5A <i>Withdrawn</i></p> <p>4.5B Big Data: harnessing the complexity of cancer Dr Xosé Fernández, Chief Data Officer, Institut Curie, France</p> <p>4.5C Territory wide digital medication system Dr Ngai Tseung Cheung, Head of Information Technology and Health Informatics/Chief Medical Informatics Officer, Hospital Authority Head Office, Hong Kong</p> <p>4.5D A global overview of hospital implementations of 'Unique Identification and Data Capture', as important tool for innovation and improvement Dr Els van der Wilden-van Lier, Director Healthcare Providers; MD, MPH, GS1 Global, Belgium</p>
<p>11:30 AM to 1:00 PM CONCURRENT Location: P3 & P4</p>	<p>Concurrent Session 4.6: Visions of the Hospital of the Future Session chair: Dr Linc Thurecht, Senior Research Director, Australian Healthcare and Hospitals Association, Australia</p> <p>4.6A Herston Biofabrication Institute Dr Sean Powell, Queensland University of Technology, Australia</p> <p>4.6B What an AI workforce looks like Dr Lance Lawler, President, RANZCR, Australia</p> <p>4.6C Emergency telehealth Western Australia: what's next Dr Justin Yeung, Head of Department / Clinical Director, Emergency Telehealth Service - WA Country Health Service, Australia</p> <p>4.6D Adjunct Professor Sonj Elizabeth Hall, Acting Editor-in-Chief, Australian Health Review & Executive Director, Innovation, ACT Health, Australia</p>
<p>11:30 AM to 1:00 PM CONCURRENT Location: P5</p>	<p>Concurrent Session 4.7: IHF CEO Circle: The IHF CEO Circle Mentorship Program</p> <p>4.7A Rulon Stacey, Managing Director, Navigant, United States of America (session chair)</p> <p>4.7B The diversity of mentoring Dr Paul Scown, Chair, Nexus Primary Health, Australia</p> <p>4.7C Healthcare management: what we can learn from Yozan Uesugi Dr Tsuneo Sakai, Honorary President, Japan Hospital Association, Japan</p> <p>4.7D CEO Circle: The IHF CEO Circle Mentorship Program Deborah Bowen, President & CEO, American College of Healthcare Executives, United States of America</p> <p>4.7E Luiz Felipe Costamilan, CEO, CBEXs - Brazilian College of Healthcare Executives, Brazil</p> <p>4.7F Chief Executive Development Programmes in the UK Niall Dickson CBE, Chief Executive, NHS Confederation, United Kingdom</p>
<p>1:00 PM</p>	<p>Lunch, exhibition and poster displays</p>
<p>1:45 PM to 2:15 PM PLENARY Location: Great Hall</p>	<p>Plenary Session 5.1: Healthcare Systems: Future Predictions for Global Care. Towards progress, avoiding pitfalls and achieving sustainability. Professor Jeffrey Braithwaite, Foundation Director, Australian Institute of Health Innovation, Macquarie University, Australia</p>
<p>2:15 PM to 3:00 PM PLENARY Location: Great Hall</p>	<p>Panel Session 5: The bright future for healthcare Professor Jeffrey Braithwaite, Foundation Director, Australian Institute of Health Innovation, Macquarie University, Australia Niall Dickson CBE, Chief Executive, NHS Confederation, United Kingdom Daniel Erasmus, Managing Director, Insight Actuaries, South Africa Dr Muna Tahlak, Consultant Obstetrician/Gynaecologist and Hospital CEO, Dubai Health Authority, United Arab Emirates</p>

<p>3:00 PM to 3:30 PM Location: Great Hall</p>	<p>Closing Ceremony The closing ceremony will feature a taste of what is to come in 2019 when the World Hospital Congress moves to Oman as well as a recap on the experiences shared over the last three days and the announcement of the best poster.</p>
<p>3:30 PM to 5:00 PM Location: Exhibition Hall 1</p>	<p>The Aussie Sundowner Join the Australian tradition of finishing a Friday with a drink and some great food. This is your opportunity to experience an authentic Australian BBQ, taste some Australian native foods and meet some real, live Australian animals! The Aussie Sundowner will also feature prize draws and a few special surprises that are not to be missed.</p>
<p>Thank you for attending the 42nd IHF World Hospital Congress</p>	