



Programme Overview

As of 19 July 2019

Pre Conference Day, Tuesday, 10 September 2019

Venue: Crowne Plaza West Hanoi

Schedule	Activity/Session	Speakers/Moderators
08:00 – 09:00	AM workshop registration	
09:00 – 12:00 Hai Ba Trung & Long Bien room, Level 2	Facility management workshop by <i>Joint Commission International</i>	Speakers: Dr. Michael Chihoski, Consultant, Joint Commission International Mr. Saravut Tandtiprasut, Country Operation Director, Sodexo Thailand Moderator: Dr. Thomas Kozlowski, Principal Consultant, Joint Commission International (USA)
13:00 - 14:00	PM workshop registration	
14:00 - 17:00 Hai Ba Trung & Long Bien room, Level 2	Conclave: Future of Oncology in the AI Era	Speakers: A: Prof. Dr. Mathias Goyen, Chief Medical Officer, GE Healthcare (Europe) B: Mr. Balamurugan N R, Head of Business - Care Area Solutions - Cardiology/Oncology, GE Healthcare C: Chief Technology Officer, Oncology, GE Healthcare D: Healthcare Research Institution E: Vice President, Investment Bank Moderator: Mr. Balamurugan N R, Head of Business - Care Area Solutions - Cardiology/Oncology, GE Healthcare
17:30 - 18:00	Moderators briefing (for moderators only)	
18:00 - 19:30	Power Dinner (by invite only)	



Conference Day One, Wednesday, 11 September 2019

Venue: National Convention Centre of Vietnam

Schedule	Activity/Session	Speakers/Moderators
7:00 - 9:00	Registration	
9:00 – 9:20 MMH, Level 3	HMA opening remarks 9:00 – 9:05	Mr. Richard Ireland , Managing Director, Clarion Events Asia
	Introduction of Vietnam's Madame Minister of Health 9:05 – 9:10	Assoc. Prof. Luong Ngoc Khue , General Director of Administration of Medical Service, Ministry of Health Vietnam
	Welcome remarks 9:10 – 9:20	Madam Prof. Nguyen Thi Kim Tien , Minister of Health, Ministry of Health, Republic of Vietnam
<i>Moderator for keynote sessions: Prof. Anupam Sibal, Group Medical Director and Senior Pediatrician, Apollo Hospital Group (India)</i>		
09:20 - 10:00 MMH, Level 3 (Eng/VN Translation)	Plenary 1: Ministers' of Health Panel: Healthcare objectives and how hospitals can help	A. Dr. Kidong Park , Country Representative – Vietnam, World Health Organization B. YB Datuk Seri Dr. Dzulkefly Ahmad , Minister of Health, Ministry of Health Malaysia C. Madam Prof. Nguyen Thi Kim Tien , Minister of Health, Ministry of Health , Republic of Vietnam
10:00 - 10:20 MMH, Level 3 (Eng/VN Translation)	Plenary 2: Driving Culture of Improvement - A Strategy for Reducing Harm The session will introduce the notion of culture of improvement and its impact on reducing harm and leading the way to zero incidents. Culture of Improvement is not about individual function or limited to a single individual's role. It is an enterprise initiative wherein everyone plays a role. The session will also discuss ways to get started or continue their journey to zero harm including: • Ensuring all leadership (not only quality leadership) is committed to a goal of zero harm • Developing and adopting a safety culture • Incorporate highly effective process improvement tools and methodologies in your work (Lean Six Sigma and Change Management) • Demonstrating how everyone is accountable for safety and quality • Affecting change at the system level vs individual units	Ms. Paula Wilson , President & CEO, Joint Commission International (USA)



10:20 - 10:40 MMH, Level 3 <i>(Eng/VN Translation)</i>	Plenary 3: High-value care at less cost	Mr. Michael Reitermann , Chief Operating Officer, Siemens Healthineers
10:40 - 11:00 MMH, Level 3 <i>(Eng/VN Translation)</i>	Plenary 4: A shift in delivering care through tele-rounding This session will feature an innovative model to creating sustainable support systems in spite of physician shortages across the spectrum of rural healthcare. Hear about the inspiring story of a rural hospital in Canada and their journey in addressing this crucial issue.	Mr. Paul S. Young MBA, CHE, LBBP, Administrator, Community Hospitals West, Health PEI (Canada)
11:00 - 11:30	<i>Networking coffee break @ Level 3 Exhibition Hall</i>	
11:00 – 11:15	Tech talk by QUASR @Level 3 Exhibition Hall	
Breakout Sessions A (11:30 – 13:00)		
11:30 - 13:00 QAS room (P347) Level 3 <i>Relevant to public/gov't hospitals</i> <i>(Eng/VN Translation)</i>	Quality, accreditation, & safety	
	A1. How to adapt to international guidelines to improve patient safety and health outcomes A. Addressing Asia’s gaps with international standards B. How ISO-9001 2015 impacts the quality of hospital facilities C. International companies providing/governing accreditations	Speakers: A: Dr. Gerardo Manzo , Deputy Executive Director, Philippine Heart Center (Philippines) B: Dr. Gaurav Loria , Group Chief Quality Officer & Group Head Administration- Hospitals Division, Apollo Hospitals (India) C: Dr. Thomas Kozlowski , Principal Consultant, Joint Commission International (USA) Moderator: Dr. Wasista Budiwaluyo , Vice Chairman, International Relation Compartment, PERSI (Indonesian Hospital Association)



11:30 - 13:00 H4.0 room (P309) Level 3 <i>(Eng/VN Translation)</i>	Healthcare 4.0 A2. How to ensure patient safety and improve health outcomes with technology A. Latest healthcare technology available and being used in the region B. Use of AI and digital in improving patient safety and outcomes C. The future: What are the new techs to look forward to Speakers A: Dr. Sunil K Khetarpal, COO & MS, Rajiv Gandhi Cancer Institute and Research Centre (India) B: Mr. Vijay Subramaniam, Business Director for Molecular & CT Imaging - ASEAN, GE Healthcare (Singapore) C: Dr. Sitt Paing, General Manager, ICT and Innovation Department, Pun Hlaing Siloam Hospital (Myanmar) Moderator: Dr. Junichi Taguchi, Chief Medical Director, Tokyo Midtown Clinic / Director, Center for Advanced Medical Science and Technology, Tokyo Midtown (Japan)
11:30 - 13:00 TM room (P339) Level 3	Talent management A3. How to encourage staff to follow standard quality programs for better healthcare outcomes A. Workforce productivity: how to improve? Value creating vs non-value creating activity in a value based and digitalized setting B. How to ensure quality of care in high workload areas C. How communication, empathy and intuition standards can help in healthcare improvement Speakers: A. Prof. Rene Domingo, Professor, Operations Management Department, Asian Institute of Management (Philippines) B. Dr S Narayani, Zonal Director (Mumbai), Fortis Healthcare (India) C. Dr. Kazuhito Nakamura, Director, Department of Neurosurgery, Suisyokai Murata Hospital (Japan) Moderator: Dr Su Le, Chief Executive Officer, Vinmec Central Park Hospital (Vietnam)



11:30 - 13:00 PE room (P313) Level 3	Patient experience A4. Delivering high-value care that concentrates on the patient experience to improve health outcomes A. How to set up an impactful patient experience program B. Using measurement and data analysis for quality improvement in hospital operations to improve patient experience C. The role of nurses as patient advocates in improving healthcare services Speakers: A: Dr. Ralph Wiegner, Head of Improving Patient Experience, Siemens Healthineers B: Dr. Sandhya Mujumdar, Deputy Director, Medical Affairs, National University Hospital (Singapore) C: Assoc Prof. Susanna Lee, Associate Professor (Nursing Practice), LKS Faculty of Medicine, The University of Hong Kong Moderator: Ms. Nguyen Thuc Anh, Chief Executive Officer, Hanh Phuc International Hospital (Vietnam)
11:30 - 13:00 CEO room (P343) Level 3 (Eng/VN Translation)	CEO Stream A5. Is digital transformation really worth It? A. How will data drive differentiation and growth? B. How do you build a winning business case? C. The impact of AI in hospital services Speakers: A: Kerry Stratton, Regional Managing Director, InterSystems B: Dr Tullawat Pacharapha, Chief Operating Officer, Vejthani Hospital (Thailand) C: Dr Mohamed Ali Karkoukli, Readiness and Business Continuity Director, Readiness & Business Continuity - Support Services Division, Al Dhafra Hospitals (UAE) Moderator: Dr. Arif Mahmud, Senior General Manager, Apollo Hospitals Dhaka (Bangladesh)
13:00 - 14:30	<i>Networking lunch break @ The Banquet Hall, Level 1</i>
14:00 - 14:15	Tech talk by GE Healthcare @Level3, Exhibition Hall



14:15 – 14:30	Tech talk by InterSystems @Level 3, Exhibition Hall	
Breakout Sessions B (14:30 – 16:00)		
14:30 - 16:00 QAS room (P347) Level 3 (Eng/VN Translation)	Quality, accreditation, & safety	
	B1. How to create a culture that is safe for patients and improve outcomes A. Creating a culture of safety – patient centered care in the hospital B. Designing a program to promote a safety culture: ‘Gemba Power Walk’ a practical empathy program enhances patient safety culture of Hanh Phuc International Hospital C. Vanderbilt; a patient safety program to promote a culture of openness and transparency	Speakers: A: Dr. Juan Lucas Rosas , Quality Management Director, FV Hospital (Vietnam) B: Dr. M Zakirul Karim , Senior Adviser & Quality Management Director, Hanh Phuc International Hospital (Vietnam) C: Dato’ Dr. Jacob Thomas , Chairman of the Board of Directors, Ramsay Sime Darby Health Care (RSDHC) Group (Malaysia) Moderator: Prof. Rene Domingo , Professor, Operations Management Department, Asian Institute of Management (Philippines)
14:30 - 16:00 H4.0 room (P309) Level 3 (Eng/VN Translation)	Healthcare 4.0	
	B2. How to leverage technology and get closer to patients to enhance patient experience and improve outcomes A. AI solutions to make hospitals smarter B. Use of telemedicine, automated patient satisfaction processes and queuing tools C. Wearables and trackers	Speakers: A: Mr. Jorg Aumuller , Head of Digitalizing Healthcare, Siemens Healthineers B: Mr. David Thomas Boucher , Chief Business Transformation Officer, Bumrungrad International Hospital (Thailand) C: Mr. Bao Tran , Planning and Marketing Director, City International Hospital (Vietnam) Moderator: Dr. Arif Mahmud , Senior General Manager, Apollo Hospitals Dhaka (Bangladesh)



14:30 - 16:00 TM room (P339) Level 3 <i>Relevant to public/gov't hospitals</i>	<table border="1"> <thead> <tr> <th colspan="2">Financial Management</th></tr> </thead> <tbody> <tr> <td data-bbox="309 357 1400 868"> B3. Financial perspective: The impact of universal healthcare and best ways to implement and adapt in the Asia Pacific region A. Philippine perspective: How to manage delayed payments of government agencies to private hospitals B. Indonesia perspective: How the implementation of UHC affects the hospitals in the country C. Japan perspective: Implementation of UHC and the impact on the journey of the international patients D. Middle east perspective: How a successful UHC implementation impacted the nation and how it will be used in the future </td><td data-bbox="1400 357 2139 868"> Speakers: A. Dr. Rustico Jimenez, President, Private Hospitals Association of the Philippines, Inc. B. Prof. Laksono Trisnantoro, Professor, Health Policy and Administration, Faculty of Medicine, Gadjah Mada University / Director, Graduate Programme, Hospital Management, Gadjah Mada University (Indonesia) C. Dr. Sumihito Tamura, Associate Professor, Graduate School of Medicine and Faculty of Medicine, The University of Tokyo / Director, International Medical Center, The University of Tokyo Hospital (Japan) D. Dr. Dilshaad Ali Abas, Group CEO, Avivo Group (UAE) Moderator: Dr. Yasunobu "Sunny" Iwasaki, Ph.D., MBA, Professor, Graduate School of Urban Management, Innovation in Healthcare Course, Osaka City University (Japan) </td></tr> </tbody> </table>	Financial Management		B3. Financial perspective: The impact of universal healthcare and best ways to implement and adapt in the Asia Pacific region A. Philippine perspective: How to manage delayed payments of government agencies to private hospitals B. Indonesia perspective: How the implementation of UHC affects the hospitals in the country C. Japan perspective: Implementation of UHC and the impact on the journey of the international patients D. Middle east perspective: How a successful UHC implementation impacted the nation and how it will be used in the future	Speakers: A. Dr. Rustico Jimenez, President, Private Hospitals Association of the Philippines, Inc. B. Prof. Laksono Trisnantoro, Professor, Health Policy and Administration, Faculty of Medicine, Gadjah Mada University / Director, Graduate Programme, Hospital Management, Gadjah Mada University (Indonesia) C. Dr. Sumihito Tamura, Associate Professor, Graduate School of Medicine and Faculty of Medicine, The University of Tokyo / Director, International Medical Center, The University of Tokyo Hospital (Japan) D. Dr. Dilshaad Ali Abas, Group CEO, Avivo Group (UAE) Moderator: Dr. Yasunobu "Sunny" Iwasaki, Ph.D., MBA, Professor, Graduate School of Urban Management, Innovation in Healthcare Course, Osaka City University (Japan)
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14:30 - 16:00 CEO room (P343) Level 3 <i>(Eng/VN Translation)</i>	CEO Stream B5. Joint Commission International CEO Forum What are the key challenges that leaders are facing today and how are they shaping their enterprises to drive favourable outcomes. <i>The session will focus on Healthcare Industry environmental dynamics and key trends in delivering quality patient care and safety – regulatory dynamics, technology impact, competitive dynamics, people dynamics and needs (clinical staff, administrative staff, patients and care givers, etc.)</i> Speakers: Ms. Lê Thúy Anh, Chief Executive Officer, Vinmec Healthcare System (Vietnam) Dr. Junichi Taguchi, Chief Medical Director, Tokyo Midtown Clinic / Director, Center for Advanced Medical Science and Technology, Tokyo Midtown (Japan) Dr. Jong-hoon Park, Chief Executive Officer, Korea University Anam Hospital (South) Moderator: Ms. Paula Wilson, President & CEO, Joint Commission International (USA)
16:00 - 16:30	Networking coffee break @Level 3, Exhibition Hall
16:00 – 16:15	Tech talk by Siemens Healthineers @Level 3, Exhibition Hall
16:15 – 16:30	Tech talk by Wolters Kluwer @Level 3, Exhibition Hall
Breakout Sessions C (16:30 – 18:00)	
16:30 - 18:00 QAS room (P347) Level 3 <i>(Eng/VN Translation)</i>	Quality, accreditation, & safety <i>Sponsored by The Australian Council On Healthcare Standards</i> C1. How to reduce unwarranted variations - human errors, medical errors, etc. to ensure patient safety A. Use of technology and outcome predictive devices B. Redesigning health systems in alignment with principles of value-based healthcare to reduce unwarranted variations C. How to plan for risk management in healthcare to ensure quality and safety in your hospital Speakers: A: Prof. Quek Swee Chye, Chairman Medical Board, National University Hospital / Professor, Department of Paediatrics, Yong Loo Lin School of Medicine, National University Singapore B: Ms. Ghada Troabas, Head of Marketing and Sales Operations, Siemens Healthineers C: Mr. Jonathan Carretas, Quality Management Manager, American International Hospital (Vietnam) Moderator: Dr. Karen Luxford, Chief Executive Officer, Australian Council on Healthcare Standards (ACHS) and ACHS International (Australia)



16:30 - 18:00 H4.0 room (P309) Level 3 <i>(Eng/VN Translation)</i>	Healthcare 4.0 C2. How to improve healthcare services with the use of end-to-end hospital administrative software A. Setting up EMRs to improve healthcare records B. Revenue cycle management C. Organising medical staff data for seamless operational efficiency Speakers: A. Mr. Russel Withers, Global Chief Information Officer, The Aga Khan University Hospital (Pakistan) B. Mr. Nitin Navish Gupta, Vice President, Strategic Finance, Max Healthcare (India) Moderator: Mr. Md. Mostafizur Rahman, Medical Record Manager, FV Hospital (Vietnam)
16:30 - 18:00 TM room (P339) Level 3	Talent management C3. How to develop leaders from within the organisation to ensure succession A. Developing leadership virtues B. Case study: Leadership development program (TAKWEEN) between the Ministry of Health and University of Bisha C. Case study: Hospital manager/c-level program Speakers: A. Prof. Anupam Sibal, Group Medical Director and Senior Pediatrician, Apollo Hospital Group (India) B. Mr. Saeed J Al Qahtani, General Director, Health Affairs (Bisha Region), Ministry of Health (Saudi Arabia) C: Dr. Roswin Rosnim Djaafar, Chief Operating Officer, Brawijaya Hospital Antasari (Indonesia) Moderator: Dr. Koh Hau Tek, Chief Medical Officer (Dy), Jiahui Health (China)



16:30 - 18:00 PE room (P313) Level 3 <i>Relevant to public/gov't hospitals</i>	<table> <tr> <th colspan="2">Financial Management</th></tr> <tr> <td data-bbox="309 347 1400 823"> C4.1 How to train management and middle managers in handling finances to improve the hospital's financial outcome. Looking at how to control inventory cost efficiently: looking at materials used and cost across all hospitals C4.2 [CFO PANEL] Financial management: cost efficiency vs cost reduction A. How to effectively manage hospital accounts receivables B. How to provide the best care while addressing rising cost in healthcare C. How to handle hospital insurance reimbursements and keep a sustainable hospital financial operation </td><td data-bbox="1400 347 2139 823"> Speakers: C4.1 Dr. A. Heri Iswanto, Deputy Dean of Student Affairs and Cooperation, Faculty of Health Science, University of Pembangunan Nasional "VETERAN" Jakarta (Indonesia) C4.2 Ms Portia Jayamaha, Finance Director, Hemas Hospital (Sri Lanka) C4.2 Ms. April Charmaine Tamba-Dalguntas, Finance Director, Ciudad Medical Zamboanga (Philippines) Moderator: Ms Ch'ng Lin Ling, Hospital CEO, ParkCity Medical Centre (Malaysia) </td></tr> </table>	Financial Management		C4.1 How to train management and middle managers in handling finances to improve the hospital's financial outcome. Looking at how to control inventory cost efficiently: looking at materials used and cost across all hospitals C4.2 [CFO PANEL] Financial management: cost efficiency vs cost reduction A. How to effectively manage hospital accounts receivables B. How to provide the best care while addressing rising cost in healthcare C. How to handle hospital insurance reimbursements and keep a sustainable hospital financial operation	Speakers: C4.1 Dr. A. Heri Iswanto, Deputy Dean of Student Affairs and Cooperation, Faculty of Health Science, University of Pembangunan Nasional "VETERAN" Jakarta (Indonesia) C4.2 Ms Portia Jayamaha, Finance Director, Hemas Hospital (Sri Lanka) C4.2 Ms. April Charmaine Tamba-Dalguntas, Finance Director, Ciudad Medical Zamboanga (Philippines) Moderator: Ms Ch'ng Lin Ling, Hospital CEO, ParkCity Medical Centre (Malaysia)
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16:30 - 18:00 CEO room (P343) Level 3 <i>(Eng/VN Translation)</i>	<table> <tr> <th colspan="2">CEO Stream</th></tr> <tr> <td data-bbox="309 887 1400 1385"> C5. Leverage the power of the Laboratory's unique position as a data epicenter to create Greater Value: Better Outcomes, Improved Revenue & Profitability A. Introduction – Integrated Clinical Care & Univants of Healthcare Excellence B. Unifying for Measurably Better Healthcare Outcomes for Patients, Payors, Clinicians and Health Systems –Case Study C. Lab of the Future: How this will reshape the way healthcare is delivered D. How to Implement Healthcare Transformation in your Hospital – Clinical Decision Support and Change Management </td><td data-bbox="1400 887 2139 1385"> Speakers: A. Ms. Patricia Ravalico, Director of Scientific Leadership, Abbott Diagnostics B. Dr. Ellie Dow, Consultant Chemical Pathologist, Ninewells Hospital (Scotland) C. Mr. Khosrow Shotorbani, CEO, Lab 2.0 Strategic Services/ Former CEO & President, TriCore Reference Labs D. Dr. Pankaj Khater, Marketing Lead, Abbott Diagnostics Moderators: Ms. Patricia Ravalico and Dr. Pankaj Khater </td></tr> </table>	CEO Stream		C5. Leverage the power of the Laboratory's unique position as a data epicenter to create Greater Value: Better Outcomes, Improved Revenue & Profitability A. Introduction – Integrated Clinical Care & Univants of Healthcare Excellence B. Unifying for Measurably Better Healthcare Outcomes for Patients, Payors, Clinicians and Health Systems –Case Study C. Lab of the Future: How this will reshape the way healthcare is delivered D. How to Implement Healthcare Transformation in your Hospital – Clinical Decision Support and Change Management	Speakers: A. Ms. Patricia Ravalico, Director of Scientific Leadership, Abbott Diagnostics B. Dr. Ellie Dow, Consultant Chemical Pathologist, Ninewells Hospital (Scotland) C. Mr. Khosrow Shotorbani, CEO, Lab 2.0 Strategic Services/ Former CEO & President, TriCore Reference Labs D. Dr. Pankaj Khater, Marketing Lead, Abbott Diagnostics Moderators: Ms. Patricia Ravalico and Dr. Pankaj Khater
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18:00 - 19:00	<i>Welcome drinks reception</i>				



Conference Day Two, Thursday, 12 September 2019

Venue: National Convention Centre of Vietnam

Schedule	Activity/Session	Speakers/Moderators
7:00 - 9:00	Registration	
9:00 - 9:05 MMH, Level 3	Flag exchange ceremony	
Moderator for keynote sessions: Dr. Dilshaad Ali Abas , Group CEO, Avivo Group (UAE)		
9:05 - 9:25 MMH, Level 3 (Eng/VN Translation)	Plenary 5: Sustaining Patient Safety Improvement Programs in Developing Countries	Ms. Paula Kent , Patient Safety Specialist, Global Collaborations, Armstrong Institute for Patient Safety and Quality, Johns Hopkins Medicine (USA)
9:25 - 9:45 MMH, Level 3 (Eng/VN Translation)	Plenary 6: Humanising AI in Healthcare	Prof. Dr. Mathias Goyen , Chief Medical Officer, GE Healthcare (Europe)
9:45 - 10:05 MMH, Level 3 (Eng/VN Translation)	Plenary 7: Improving Healthcare Value <i>Innovation to improve quality, safety, service, care and outcomes</i>	Dr. Karen Luxford , Chief Executive Officer, Australian Council on Healthcare Standards (ACHS) and ACHS International (Australia)



10:05 - 10:45 MMH, Level 3 <i>(Eng/VN Translation)</i>	Plenary 8: How cost cutting in health systems impacts hospital services without compromising the quality care	A: Dr Mustafa Younis , Tenured Professor, Jackson State University / Chair (former), Department of Health Policy and Management, Florida International University (USA) B: Dr Kamonsak Reungjarearnrung , Chief Operating Officer, Southern Group (Group 6), Bangkok Dusit Medical Services (Thailand) C: Dr. Daniel Wibowo , Director, Christian Hospital Panti Wilasa (Semarang/Central Jawa) / Head, NHI Compartment, PERSI (Indonesian Hospital Association) D: Dr. Abdullah Hussein Esmail Al-Daeri , Chief Executive Officer, Saudi German Hospital – Sana’a (Yemen)
10:45 - 11:30	Networking coffee break @Level 3, Exhibition Hall	
11:00 – 11:30	Awards Best Practice Presentations (2 projects) @Level 3, Exhibition Hall	
Breakout Sessions D (11:30 – 13:00)		
11:30 - 13:00 QAS room (P347) Level 3 <i>(Eng/VN Translation)</i>	Quality, accreditation, & safety	
	D1. How to design a hospital that maximises the patient’s safety and improve outcomes A. Evidence Based Hospital Design to Maximise Patient Safety and Improve Outcomes B. Ensuring safety in hospital design: Fire Safety, Critical ventilation, Facility risks, etc. C. Modernisation of hospitals to make patients feel at home	Speakers: A. Dr. Yash Paul Bhatia , Managing Director, Astron Hospital & Healthcare Consultants & Astron Institute of Social Sciences , India B. Dr. Thomas Kozlowski , Principal Consultant, Joint Commission International (USA) C. Mr. Seang Teak Tan , Group Chief Operating Officer, Hoan My Medical Corporation (Vietnam) Moderator: Prof. Soetjipto , MD, Supervisory Board, UNAIR Hospital / Vice Chancellor, Airlangga University (Indonesia)



11:30 - 13:00 H4.0 room (P309) Level 3	Healthcare 4.0 D2. How to use technological innovation in addressing needs of the aging population A. Continuum of care – patient experience for after hospital care B. Uberization of healthcare via telemedicine C. Home monitoring devices / Home nursing services Speakers: A: Dr. Aninda Chatterjee, Medical Director, Al Marouf Home Healthcare (Saudi Arabia) B: Dr. Kaushik Banerjee, Director Medical Services, Portland District Health (Australia) C: Dr. Mohamed Hamdy, Group Chief Operational Officer, Al Salama Hospital (UAE) Moderator: Mr. Bhavdeep Singh, Chief Executive Officer (former), Fortis Healthcare (India)
11:30 - 13:00 TM room (P339) Level 3 <i>Relevant to public/gov't hospitals</i>	Talent management D3. How to recruit, retain and develop the best to improve hospital services A. How to handle staff shortage – e.g. linking with universities; opening assistant roles to clinical staff B. How rural hospitals can attract and retain talent and professionals C. "Nurse educators' vital role in the future of nursing in Asia – a Japanese perspective Speakers: A: Dr. Ferdinand Francis Maria Cid, CEO & President, Central Luzon Doctor's Hospital (Philippines) B: Prof. Dr. Nasronudin, Dr., SpPD., KPTI., FINASIM, President, Indonesian State University Hospital Association / Director, Universitas Airlangga Hospital (Indonesia) C: Ms. Hiroe Koyanagi, Chief Nurse, Nursing Department, The Tokyo University Hospital (Japan) Moderator: Dr. Sunil K Khetarpal, COO & MS, Rajiv Gandhi Cancer Institute and Research Centre (India)



11:30 - 13:00 PE room (P313) Level 3 <i>Relevant to public/gov't hospitals</i> (Eng/VN Translation)	<table border="1"> <thead> <tr> <th colspan="2">Patient experience</th></tr> </thead> <tbody> <tr> <td data-bbox="309 357 1400 834"> D4. How to build patient trust and provide the best service & care A. Patients at the heart of healthcare: A customer champion program B. How to promote healthcare in remote areas and build the community's trust C. Experience in Indonesia: How Hospital Accreditation Policy can support MOH National Program in ensuring best service & care </td><td data-bbox="1400 357 2139 834"> Speakers: A. Mr. Richard Lirio, Chief Operating Officer, Tagaytay Medical Center (Philippines) B. Mr. Tep Navy, Chief Operating Officer, Angkor Hospital for Children (Cambodia) C. Dr. Wasista Budiwaluyo, Vice Chairman, International Relation Compartment, PERSI (Indonesian Hospital Association) Moderator: Dr. Shanthi Bansal, Director Medical Services, Apollo Hospitals Dhaka (Bangladesh) </td></tr> </tbody> </table>	Patient experience		D4. How to build patient trust and provide the best service & care A. Patients at the heart of healthcare: A customer champion program B. How to promote healthcare in remote areas and build the community's trust C. Experience in Indonesia: How Hospital Accreditation Policy can support MOH National Program in ensuring best service & care	Speakers: A. Mr. Richard Lirio, Chief Operating Officer, Tagaytay Medical Center (Philippines) B. Mr. Tep Navy, Chief Operating Officer, Angkor Hospital for Children (Cambodia) C. Dr. Wasista Budiwaluyo, Vice Chairman, International Relation Compartment, PERSI (Indonesian Hospital Association) Moderator: Dr. Shanthi Bansal, Director Medical Services, Apollo Hospitals Dhaka (Bangladesh)
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11:30 - 13:00 CEO room (P343) Level 3 (Eng/VN Translation)	<table border="1"> <thead> <tr> <th colspan="2">CEO Stream</th></tr> </thead> <tbody> <tr> <td data-bbox="309 930 1400 1297"> D5. International Hospital Federation Senior Management Symposium Mentoring for Enhancing top executives capacities This session will provide participants an opportunity to learn lessons from healthcare executive mentoring programs that are in place in various parts of the world. They will better grasp similarities and differences as well as what would best fit with their own country context and personal career perspectives. </td><td data-bbox="1400 930 2139 1297"> Chairperson: Dr. Eric de Roodenbeke, Chief Executive Officer, International Hospital Federation (Switzerland) Ms Donelle Rivett, Senior Manager, Paxon Group / Fellow, Australasian College of Health Service Management (Australia) </td></tr> </tbody> </table>	CEO Stream		D5. International Hospital Federation Senior Management Symposium Mentoring for Enhancing top executives capacities This session will provide participants an opportunity to learn lessons from healthcare executive mentoring programs that are in place in various parts of the world. They will better grasp similarities and differences as well as what would best fit with their own country context and personal career perspectives.	Chairperson: Dr. Eric de Roodenbeke, Chief Executive Officer, International Hospital Federation (Switzerland) Ms Donelle Rivett, Senior Manager, Paxon Group / Fellow, Australasian College of Health Service Management (Australia)
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13:00 - 14:30	<i>Networking lunch break @ The Banquet Hall, Level 1</i>				
13:45 – 14:30	Awards Best Practice Presentations (3 projects) @Level 3, Exhibition Hall				



Breakout Sessions E (14:30 – 16:00)		
14:30 - 16:00 QAS room (P347) Level 3 (Eng/VN Translation)	Quality, accreditation, & safety	
	E1. How to improve hospital operations to provide better quality of healthcare A. Using six sigma to improve healthcare services B. Re-engineering the healthcare industry: how clinicians as healthcare leaders can help improve the quality of hospital services C. Case study: Lean and six sigma implementation in King Hussein Cancer Center	Speakers: A: Dr. David Sun, Hospital Chief Executive, North District Hospital (Hong Kong) B: Dr. Girdhar Gyani, Director General, Association of Healthcare Providers India C: Dr. Asem Mansour, Chief Executive Officer / Director General, King Hussein Cancer Center (Jordan) Moderator: Mr. Bhavdeep Singh, Chief Executive Officer (former), Fortis Healthcare (India)
14:30 - 16:00 H4.0 room (P309) Level 3 Relevant to public/gov't hospitals	Featured Sessions	
	POPULATION HEALTH E2. How to handle large population demand with limited resources and still provide the best healthcare services A. How to promote preventive care and better manage population health B. How to engage the community and impact the capacity of public hospitals C. How to prepare hospitals in handling epidemics	Speakers: A. Prof. Ali Ghufon Mukti, MD, PhD, Director General of Resources, Indonesian Ministry of Higher Education (Indonesia) B. Dr. Kohar Hari Santoso, Head, East Java Provincial Health Office - Ministry of Health (Indonesia) C. A/Prof Le Thi Anh Thu, Group Chief Medical Officer, Hoan My Medical Corporation / President, HCM Infection Control Society (Vietnam) Moderator: Dr. Yasunobu "Sunny" Iwasaki, Ph.D., MBA, Professor, Graduate School of Urban Management, Innovation in Healthcare Course, Osaka City University (Japan)



14:30 - 16:00 TM room (P339) Level 3	Talent management	
14:30 - 16:00 PE room (P313) Level 3 (Eng/VN Translation)	Patient experience E4. How to implement value-based care from the patient's perspective to improve patient experience A. The concept of "Continuity of Care" and improvement in the value of healthcare service B. How to better work with patient organizations C. How new care models can ensure a step change in quality of care, access to services and efficiency	Speakers: A: Dr. Herbert Staehr, Global Head – Transforming Care Delivery, Siemens Healthineers B: Mr. John Punnoose, Chief Executive Officer, Muthoot Healthcare (India) Moderator: Dr. Shanthi Bansal, Director Medical Services, Apollo Hospitals Dhaka (Bangladesh) Speakers: A. Dr. Margarito Hernandez, President & CEO, Our Lady of Caysasay Medical Center (Philippines) B. Dr. Karen Luxford, Chief Executive Officer, Australian Council on Healthcare Standards (ACHS) and ACHS International (Australia) C: Mr. Mohammed Farouk, Associate Vice President - Strategy & Marketing, Dr. Rela Institute & Medical Centre (India) Moderator: Mr. Md. Mostafizur Rahman, Medical Record Manager, FV Hospital (Vietnam)



14:30 - 16:00 CEO room (P343) Level 3 <i>(Eng/VN Translation)</i>	CEO Stream E5. Hospital Investment Forum A. Driving growth of the healthcare sector in Asia B. Investing & Funding the growth of healthcare in Asia Chairperson: Mr. Vishal Bali, Asia Head – Healthcare, TPG Growth (India) A. Dr. Dilshaad Ali Abas, Group CEO, Avivo Group (UAE) A. Ms. Elizabeth Dantes, President, Manila Doctors Hospital (Philippines) B. Mr. Hareesh Nair, Managing Director, Fosun Healthcare Holdings, Asia Pacific B. Mr. Mervin Teo, Vice President, Quadria Capital Investment Management
16:00 - 16:30	<i>Networking coffee break @Level 3, Exhibition Hall</i>
16:15 – 16:30	Awards Best Practice Presentations (1 project) @Level 3, Exhibition Hall
Breakout Sessions F (16:30 – 17:30)	
16:30 – 17:30 ExhibitionHall Level 3	Awards Best Practice Presentations (4 projects)



Featured: Medico Legal Forum		
16:30 – 17:30 QAS room (P347) Level 3 <i>(Eng/VN Translation)</i>	MEDICO-LEGAL F1. How to address medico legal issues A. Medico-legal awareness among healthcare professionals – where are we now? B. Legal aspects of lapses in patient safety: Medication errors, falls, nosocomial infection, wrong site surgery and more C. Medical Association and their role in addressing medico legal issues	Speakers: A. Dr. Arif Mahmud, Senior General Manager, Apollo Hospitals Dhaka (Bangladesh) B. Dr. Aninda Chatterjee, Medical Director, Al Marouf Home Healthcare (Saudi Arabia) C. A/Prof Nguyen Thi Ngoc Dung, Vice President, Vietnam Medical Association / Professor, University of Medicine Pham Ngoc Thach (Vietnam) Moderator: Dr. Thambirajah Mahadevan, Chief Executive Officer, Association of Private Hospitals of Malaysia
Healthcare 4.0		
16:30 – 17:30 H4.0 room (P309) Level 3	F2. How hospitals can strengthen healthcare systems in the digital age to ensure better health outcomes A. Healthcare systems and how to implement cyber security B. Case experience: Singapore and the rise from the cyber attack	Speakers: A. Dr. Sun Seung-Hoon, Chief Executive Officer, Sun Medical Center (South Korea) B. Asst/Prof Ngiam Kee Yuan, Group Chief Technology Officer & Chief Medical Informatics Officer, National University Health System (Singapore) Moderator: Dr. Widyatusti Wibisono, Head, International Relation Compartment, PERSI (Indonesian Hospital Association)



16:30 – 17:30 TM room (P339) Level 3	Featured: Marketing 101 F3. How to market hospitals to generate more patients A. How to build your hospital brand using digital platforms B. Website, online messaging lines, and social media accounts: are these necessary? C. How can you utilise marketing tools in handling public relations D. How marketing can help improve hospital and patient relation Speakers: A: Ms. Nguyen Thi Le Thu, Marketing & Business Development Director, FV Hospital (Vietnam) B: Dr. Aung Pyae Kyaw, Executive Director, Asia Royal Hospital (Myanmar) C: Dr Lia G Partakusuma, Support Director, Harapan Kita National Cardiovascular Center / Secretary General, PERSI (Indonesian Hospital Association) Moderator: Ms Ch'ng Lin Ling, Hospital CEO, ParkCity Medical Centre (Malaysia)
16:30 – 17:30 PE room (P313) Level 3 <i>(Eng/VN Translation)</i>	Patient experience F4. How to maintain the right patient-doctor expectation and vice versa to improve patient experience A. Tools that can support better communication between patients/doctors B. Case study: Successful improvement in processes to ensure that patient's and doctors' expectations are met Speakers: A: Dr. Agus Suryanto, Chief Executive Officer, Dr. Kariadi General Hospital Medical Center (RSUP Dr. Kariadi) (Indonesia) B: Mr. Abdul Razak, Chief Human Resource Officer, Bin Omeir Medical Group (UAE) C: Ms. Vinita Bhasin, Director - Service Excellence & Customer Operations, Max Healthcare (India) Moderator: Mr Michael L Giuliano, BSc MSc, Executive Director, Australian Council on Healthcare Standards International (Australia)



16:30 – 17:30 CEO room (P343) Level 3 <i>(Eng/VN Translation)</i> <i>Relevant to public/gov't hospitals</i>	Partnerships and collaborations F5. How public-private and private-private partnerships are implemented in different countries to improve outcomes A. Vietnam Perspective: Developing public hospitals B. Hong Kong Perspective: Use of private facilities for laboratories and imaging services C. Malaysia Perspective: Private hospital services in supporting special treatments Speakers: A: Dr. Truong Vinh Long, cum CEO, Gia An 115 Hospital / Healthcare Managing Director, Hoa Lam Corporation (Vietnam) B: Dr Choy Khai Meng, Chief Manager (Service Transformation), Hospital Authority (HA) / Consultant (Public-Private Partnership), Food and Health Bureau (FHB) C: Datuk Dr. Kuljit Singh, President, Association of Private Hospitals of Malaysia / Medical Director, Prince Court Medical Centre (Malaysia) Moderator: Mr. Enno Nehrbass, Head of Strategy, APC, Siemens Healthineers
18:30 - 21:00	Awards Night and Gala Dinner (for all delegates) <i>Sponsored by The Australian Council On Healthcare Standards</i>

Post Conference Day, Friday, 13 September 2019

08:00 - 08:30	Meet up for Hospital Tour <i>Meet-up point: Crowne Plaza West Hanoi Lobby</i>
08:30 - 12:00	Bach Mai Hospital Tour Vinmec Hospital Tour

Confirmed speakers and moderators:

Academe/Institutions

1. **Prof. Rene Domingo**, Professor, Operations Management Department, **Asian Institute of Management** (Philippines)
2. **Dr. A. Heri Iswanto**, Deputy Dean of Student Affairs and Cooperation, Faculty of Health Science, **University of Pembangunan Nasional "VETERAN" Jakarta** (Indonesia)
3. **Ms. Paula Kent**, Patient Safety Specialist, Global Collaborations, Armstrong Institute for Patient Safety and Quality, **Johns Hopkins Medicine** (USA)
4. **Dr. Jung Soo Kim**, Director, Inha Rapid Response Team / Chief, Department of Hospital Medicine, **Inha University Hospital** / Assistant Professor, Department of Internal Medicine, College of Medicine, **Inha University** (South Korea)
5. **Dr. Young Mo Kim**, Professor & Vice President, Medical Affairs, **Inha University** / President & CEO, **Inha University Medical Center** (South Korea)
6. **Assoc Prof. Susanna Lee**, Associate Professor (Nursing Practice), LKS Faculty of Medicine, **The University of Hong Kong**
7. **Prof. Quek Swee Chye**, Chairman Medical Board, **National University Hospital** / Professor, Department of Paediatrics, Yong Loo Lin School of Medicine, **National University Singapore**
8. **Ms Donelle Rivett**, Senior Manager, **Paxon Group** / Fellow, **Australasian College of Health Service Management** (Australia)
9. **Dr Sumihito Tamura**, Associate Professor, Graduate School of Medicine and Faculty of Medicine, **The University of Tokyo** / Director, International Medical Center, **The University of Tokyo Hospital** (Japan)
10. **Prof. Laksono Trisnantoro**, Professor, Health Policy and Administration, Faculty of Medicine, **Gadjah Mada University** / Director, Graduate Programme, Hospital Management, **Gadjah Mada University** (Indonesia)
11. **Dr Mustafa Younis**, Tenured Professor, **Jackson State University** / Chair (former), Department of Health Policy and Management, **Florida International University** (USA)

Hospitals/Healthcare

12. **Dr. Dilshaad Ali Abas**, Group CEO, **Avivo Group** (UAE)
13. **Dr Mohamed Ali Karkoukli**, Readiness and Business Continuity Director, Readiness & Business Continuity - Support Services Division, **Al Dhafra Hospitals** (UAE)
14. **Ms. Lê Thúy Anh**, Chief Executive Officer, Vinmec Healthcare System (Vietnam)
15. **A/Prof Le Thi Anh Thu**, Group Chief Medical Officer, **Hoan My Medical Corporation** / President, **HCM Infection Control Society** (Vietnam)
16. **Ms. Vinita Bhasin**, Director - Service Excellence & Customer Operations, **Max Healthcare** (India)



17. **Mr. David Thomas Boucher**, Chief Business Transformation Officer, **Bumrungrad International Hospital** (Thailand)
18. **Mr. Jonathan Carretas**, Quality Management Manager, **American International Hospital** (Vietnam)
19. **Dr. Aninda Chatterjee**, Medical Director, **Al Marouf Home Healthcare** (Saudi Arabia)
20. **Ms. April Charmaine Tamba-Dalguntas**, Finance Director, **Ciudad Medical Zamboanga** (Philippines)
21. **Ms. Elizabeth Dantes**, President, **Manila Doctors Hospital** (Philippines)
22. **Dr. Roswin Rosnim Djaafar**, Chief Operating Officer, **Brawijaya Hospital Antasari** (Indonesia)
23. **Ms. Ellie Dow**, Consultant Chemical Pathologist, **Ninewells Hospital** (Scotland)
24. **Mr. Mohammed Farouk**, Associate Vice President -Strategy & Marketing, **Dr. Rela Institute & Medical Centre** (India)
25. **Ms. Erum Gonsalves**, Senior Manager, Transformation, **Aga Khan University Hospital** (Pakistan)
26. **Mr. Nitin Navish Gupta**, Vice President, Strategic Finance, **Max Healthcare** (India)
27. **Dr. Mohamed Hamdy**, Group Chief Operational Officer, **Al Salama Hospital** (UAE)
28. **Dr. Margarito Hernandez**, President & CEO, **Our Lady of Caysasay Medical Center** (Philippines)
29. **Dr. Abdullah Hussein Esmail Al-Daeri**, Chief Executive Officer, **Saudi German Hospital – Sana’a** (Yemen)
30. **Ms Portia Jayamaha**, Finance Director, **Hemas Hospital** (Sri Lanka)
31. **Dr. M Zakirul Karim**, Senior Adviser & Quality Management Director, **Hanh Phuc International Hospital** (Vietnam)
32. **Dr. Sunil K Khetarpal**, COO & MS, **Rajiv Gandhi Cancer Institute and Research Centre** (India)
33. **Ms. Hiroe Koyanagi**, Chief Nurse, Nursing Department, **The Tokyo University Hospital** (Japan)
34. **Dr. Aung Pyae Kyaw**, Executive Director, **Asia Royal Hospital** (Myanmar)
35. **Mr. Richard Lirio**, Chief Operating Officer, **Tagaytay Medical Center** (Philippines)
36. **Dr. Truong Vinh Long**, cum CEO, **Gia An 115 Hospital** / Healthcare Managing Director, **Hoa Lam Corporation** (Vietnam)
37. **Dr. Gaurav Loria**, Group Chief Quality Officer & Group Head Administration- Hospitals Division, **Apollo Hospitals** (India)
38. **Dr. Arif Mahmud**, Senior General Manager, **Apollo Hospitals Dhaka** (Bangladesh)
39. **Dr. Asem Mansour**, Chief Executive Officer / Director General, **King Hussein Cancer Center** (Jordan)
40. **Dr. Gerardo Manzo**, Deputy Executive Director, **Philippine Heart Center** (Philippines)
41. **Dr. Ferdinand Francis Maria Cid**, CEO & President, **Central Luzon Doctor's Hospital** (Philippines)
42. **Dr. Sandhya Mujumdar**, Deputy Director, Medical Affairs, **National University Hospital** (Singapore)
43. **Dr. Kazuhito Nakamura**, Director, Department of Neurosurgery, **Suisyokai Murata Hospital** (Japan)



44. **Dr S Narayani**, Zonal Director (Mumbai), **Fortis Healthcare** (India)
45. **Mr. Tep Navy**, Chief Operating Officer, **Angkor Hospital for Children** (Cambodia)
46. **Dr Tullawat Pacharapha**, Chief Operating Officer, **Vejthani Hospital** (Thailand)
47. **Dr. Sitt Paing**, General Manager, ICT and Innovation Department, **Pun Hlaing Siloam Hospital** (Myanmar)
48. **Dr. Jong-hoon Park**, Chief Executive Officer, Korea University Anam Hospital (South Korea)
49. **Mr. John Punnoose**, Chief Executive Officer, **Muthoot Healthcare** (India)
50. **Mr. Abdul Razak**, Chief Human Resource Officer, **Bin Omeir Medical Group** (UAE)
51. **Dr Kamonsak Reungjarearnrung**, Chief Operating Officer, Southern Group (Group 6), **Bangkok Dusit Medical Services** (Thailand)
52. **Dr. Juan Lucas Rosas**, Quality Management Director, **FV Hospital** (Vietnam)
53. **Prof. Anupam Sibal**, Group Medical Director and Senior Pediatrician, **Apollo Hospital Group** (India)
54. **Dr. David Sun**, Hospital Chief Executive, **North District Hospital** (Hong Kong)
55. **Dr. Sun Seung-Hoon**, Chief Executive Officer, **Sun Medical Center** (South Korea)
56. **Dr. Agus Suryanto**, Chief Executive Officer, **Dr. Kariadi General Hospital Medical Center** (RSUP Dr. Kariadi) (Indonesia)
57. **Dr. Junichi Taguchi**, Chief Medical Director, **Tokyo Midtown Clinic** / Director, Center for Advanced Medical Science and Technology, **Tokyo Midtown** (Japan)
58. **Mr. Seang Teak Tan**, Group Chief Operating Officer, **Hoan My Medical Corporation** (Vietnam)
59. **Dato' Dr. Jacob Thomas**, Chairman of the Board of Directors, **Ramsay Sime Darby Health Care (RSDHC) Group** (Malaysia)
60. **Ms. Nguyen Thi Le Thu**, Marketing & Business Development Director, **FV Hospital** (Vietnam)
61. **Mr. Bao Tran**, Planning and Marketing Director, **City International Hospital** (Vietnam)
62. **Mr. Russel Withers**, Global Chief Information Officer, **The Aga Khan University Hospital** (Pakistan)
63. **Mr. Paul S. Young** MBA, CHE, LBBP, Administrator, **Community Hospitals West, Health PEI** (Canada)
64. **Asst/Prof Ngiam Kee Yuan**, Group Chief Technology Officer & Chief Medical Informatics Officer, **National University Health System** (Singapore)

Hospital Associations

65. **Dr. Yash Paul Bhatia**, Managing Director, Astron Hospital & Healthcare Consultants & **Astron Institute of Social Sciences**, India
66. **Dr. Wasista Budiwaluyo**, Vice Chairman, International Relation Compartment, **PERSI (Indonesian Hospital Association)**
67. **Dr. Eric de Roodenbeke**, Chief Executive Officer, **International Hospital Federation** (Switzerland)
68. **Dr. Girdhar Gyani**, Director General, **Association of Healthcare Providers India**



- 69. **Dr. Rustico Jimenez**, President, **Private Hospitals Association of the Philippines, Inc.**
- 70. **Prof. Dr. Nasronudin**, Dr., SpPD., KPTI., FINASIM, President, **Indonesian State University Hospital Association** / Director, **Universitas Airlangga Hospital** (Indonesia)
- 71. **A/Prof Nguyen Thi Ngoc Dung**, Vice President, **Vietnam Medical Association** / Professor, **University of Medicine Pham Ngoc Thach** (Vietnam)
- 72. **Dr Lia G Partakusuma**, Support Director, **Harapan Kita National Cardiovascular Center** / Secretary General, **PERSI (Indonesian Hospital Association)**
- 73. **Datuk Dr. Kuljit Singh**, President, **Association of Private Hospitals of Malaysia** / Medical Director, **Prince Court Medical Centre** (Malaysia)
- 74. **Dr. Daniel Wibowo**, Director, **Christian Hospital Panti Wilasa** (Semarang/Central Jawa) / Head, NHI Compartment, **PERSI (Indonesian Hospital Association)**

Ministry/Government

- 75. **YB Datuk Seri Dr. Dzulkefly Ahmad**, Minister of Health, **Ministry of Health Malaysia**
- 76. **Mr. Saeed J Al Qahtani**, General Director, Health Affairs (Bisha Region), **Ministry of Health** (Saudi Arabia)
- 77. **Dr. Kaushik Banerjee**, Director Medical Services, **Portland District Health** (Australia)
- 78. **Dr Choy Khai Meng**, Chief Manager (Service Transformation), **Hospital Authority (HA)** / Consultant (Public-Private Partnership), **Food and Health Bureau (FHB)**
- 79. **Assoc. Prof. Luong Ngoc Khue**, General Director of Administration of Medical Service, **Ministry of Health Vietnam**
- 80. **Prof. Ali Ghufroon Mukti**, MD, PhD, Director General of Resources, **Indonesian Ministry of Higher Education** (Indonesia)
- 81. **Dr. Kidong Park**, Country Representative – Vietnam, **World Health Organization**
- 82. **Dr. Kohar Hari Santoso**, Head, East Java Provincial Health Office - **Ministry of Health (Indonesia)**
- 83. **Madam Prof. Nguyen Thi Kim Tien**, Minister of Health, **Ministry of Health**, Republic of Vietnam

Solution experts

- 84. **Mr. Jörg Aumüller**, Head of Digitalizing Healthcare, **Siemens Healthineers**
- 85. **Dr. Michael Chihoski**, Consultant, **Joint Commission International**
- 86. **Prof. Dr. Mathias Goyen**, Chief Medical Officer, **GE Healthcare** (Europe)
- 87. **Dr. Pankaj Khater**, Marketing Lead, **Abbott Diagnostics**
- 88. **Dr. Thomas Kozlowski**, Principal Consultant, **Joint Commission International** (USA)
- 89. **Dr. Karen Luxford**, Chief Executive Officer, **Australian Council on Healthcare Standards (ACHS) and ACHS International** (Australia)
- 90. **Mr. Hareesh Nair**, Managing Director, **Fosun Healthcare Holdings**, Asia Pacific
- 91. **Ms. Patricia Ravalico**, Director of Scientific Leadership, **Abbott Diagnostics**

92. **Mr. Michael Reitermann**, Chief Operating Officer, **Siemens Healthineers**
93. **Mr. Khosrow Shotorbani**, CEO, **Lab 2.0 Strategic Services**/ Former CEO & President, **TriCore Reference Labs**
94. **Dr. Herbert Staehr**, Global Head – Transforming Care Delivery, **Siemens Healthineers**
95. **Mr. Kerry Stratton**, Regional Managing Director, **InterSystems**
96. **Mr. Vijay Subramaniam**, Business Director for Molecular & CT Imaging - ASEAN, **GE Healthcare** (Singapore)
97. **Mr. Saravut Tandtiprasut**, Country Operation Director, **Sodexo Thailand**
98. **Mr. Mervin Teo**, Vice President, **Quadria Capital Investment Management**
99. **Ms. Ghada Trotabas**, Head of Marketing and Sales Operations, **Siemens Healthineers**
100. **Dr. Ralph Wiegner**, Head of Improving Patient Experience, **Siemens Healthineers**
101. **Ms. Paula Wilson**, President & CEO, **Joint Commission International** (USA)

Confirmed moderators:

1. **Ms. Nguyen Thuc Anh**, Chief Executive Officer, **Hanh Phuc International Hospital** (Vietnam)
2. **Mr. Vishal Bali**, Asia Head – Healthcare, **TPG Growth** (India)
3. **Dr. Shanthi Bansal**, Director Medical Services, **Apollo Hospitals Dhaka** (Bangladesh)
4. **Mr Michael L Giuliano**, BSc MSc, Executive Director, **Australian Council on Healthcare Standards International** (Australia)
5. **Dr. Koh Hau Tek**, Chief Medical Officer (Dy), **Jiahui Health** (China)
6. **Dr Su Le**, Chief Executive Officer, **Vinmec Central Park Hospital** (Vietnam)
7. **Ms Ch'ng Lin Ling**, Hospital CEO, **ParkCity Medical Centre** (Malaysia)
8. **Dr. Thambirajah Mahadevan**, Chief Executive Officer, **Association of Private Hospitals of Malaysia**
9. **Mr. Balamurugan N R**, Head of Business - Care Area Solutions - Cardiology/Oncology, **GE Healthcare**
10. **Mr. Enno Nehrbass**, Head of Strategy, APC, **Siemens Healthineers**
11. **Mr. Md. Mostafizur Rahman**, Medical Record Manager, **FV Hospital** (Vietnam)
12. **Mr. Bhavdeep Singh**, Chief Executive Officer (former), **Fortis Healthcare** (India)
13. **Prof. Soetjipto**, MD, Supervisory Board, **UNAIR Hospital** / Vice Chancellor, **Airlangga University** (Indonesia)
14. **Dr. Widyatusti Wibisono**, Head, International Relation Compartment, **PERSI (Indonesian Hospital Association)**
15. **Dr. Yasunobu "Sunny" Iwasaki**, Ph.D., MBA, Professor, Graduate School of Urban Management, Innovation in Healthcare Course, **Osaka City University** (Japan)