

FULL PROGRAMME

(As of 01 September 2022)

Tuesday, 8th November

Time (GST) & Venue	Activity
09:00 – 12:00 Dubai C	Geneva Sustainability Centre: CEO Sustainability Masterclass Preview (by invitation) This Masterclass preview taught by Prof Andrew Garman is specifically for Hospital Chief Executives. It will demonstrate some of the ways the Geneva Sustainability Centre plans to engage with the IHF community more deeply – building collective capacity to lead on sustainability goals.
09:30 – 18:00 Dubai D	IHF Young Executive Leaders workshop (by invitation) From April to November, the 42 participants of the Young Executive Leaders programme connected across 26 countries to develop their leadership skills, learn from experts through regular masterclasses, and worked in subgroups on key topics. As the program reaches its end, the participants are meeting for the first time during a day-long workshop. This workshop will give participants the opportunity to learn from each other, to graduate to the YEL Alumni with the view to stay connected with previous cohorts, and to hear one more time from esteemed experts who are pleased to guide them on their journey towards a more informed and skilled leadership.
09:30 – 18:00 Dubai E & F	ACHE MENA Choice Programme (by invitation) Revitalization of quality improvement strategy: Prioritizing execution in the post-COVID era
13:00 – 17:00	Hospital Visits (Dubai) You can sign-up to join one of the site visits offered to Congress delegates at an additional cost of USD 35. You can book your slot during registration. More information will be available soon.
14:00 – 16:00 Dubai A & B	IHF Governing Council meeting (by invitation) The Governing Council is the organ charged with the overall governing of the affairs of the International Hospital Federation. This meeting is for IHF Governing Council Members only.
16:30 – 17:30 Dubai C	IHF General Assembly (by invitation) Annual meeting of the IHF General Assembly, the formal decision-making body of the International Hospital Federation. All IHF Members are invited to participate.
18:00 – 19:00 Exhibition Area	Welcome Reception The Welcome Reception will provide an excellent opportunity to network and meet fellow delegates while touring the exhibition. All participants are invited to join. Tickets are included in the registration fee. <i>Dress Code: Business Casual</i>
20:00 – 21:30 TBC	IHF Governing Council Dinner (by invitation)

Wednesday, 9th November

Time (GST) & Venue	Activity
09:00	Press Conference
09:00 – 10:00 Exhibition Area & Business Lounge	Networking Coffee & Tea
10:00 – 10:30 Plenary Hall	Opening Ceremony
10:30 – 11:00 Plenary Hall	Keynote Presentation: Sustainability
11:00 – 12:30 Plenary Hall	Plenary Session 1: Precision Medicine – the impact for hospitals and health delivery Precision medicine will be a disruptor of traditional healthcare delivery systems which are organized to treat the “average” patient through protocols, care plans, and pathways. In this session, learn from hospital and healthcare leaders from the IHF Global Network on how precision medicine will influence operations from care pathways to reimbursement models, to recruitment of the right staff, and many more aspects on how this new wave of care for patients will take shape. Chaired by: Dr. Fatima Mohammed Al Kaabi, Director of UAE Genome Office; Director of ADBMT program, Abu Dhabi Stem Cell Center (ADSCC), United Arab Emirates (Invited) • Prof Sandi Deans, Scientific and Laboratory Deputy Director (Genomics Unit), NHS England and NHS Improvement, United Kingdom (Invited) • Dr Jorge Guzman, Chief Executive Officer, Cleveland Clinic Abu Dhabi, United Arab Emirates • Dr Hanny Handjaja Ronosulistyo, Head of Foreign Affairs, Indonesia Hospital Association (PERSI), Indonesia
12:30 – 13:30 Lunch Area and Exhibition Area	Lunch and Networking
Parallel Sessions	
13:30 – 14:30 Dubai A & B	Healthcare professional staff: our heroes - how do we support them? This session will advise hospital leaders on how they can foster and support the organizational culture needed for a sustainable hospital operation. Speakers will share their experiences from the United Arab Emirates. • Dr Essam Mohammad Noor Howayyer, Emirates Health Services, United Arab Emirates
13:30 – 14:30 Dubai C	Enhanced communication strategies: leveraging the lessons This session will discuss how hospitals can optimize clinical communications and outcomes by harnessing digital technology. Speakers will share their experiences from the Republic of Korea, Portugal, Egypt, and the United Arab Emirates. Featured presentations will discuss use of healthcare technology for discussions of patient care, patient education, and parental counseling and its corresponding data to understand an accurate picture of delivered care and cost. Attendees will also learn about the omnichannel digital communication strategy in healthcare, which is expected to improve the quality of services provided and patient safety by

	making use of different channels of interaction and a continuous environment of interaction. Chaired by: HE Hind Al Zaabi, Executive Director, Healthcare Facilities Sector, Department of Health Abu Dhabi, United Arab Emirates • Dr Kalthoom Al Blooshi, Director of the Training and Development Center and Chief Innovation Officer, Emirates Health Services, United Arab Emirates • Dr Ehab Al-Atassi, CEO, National Casemix Center of Excellence, Saudi Arabia • Dr Joonseok Lim, Chief Intelligence Officer, Division of Digital Health, Yonsei University Health System, Republic of Korea • Dr Maria Manuel Salazar, Director of the Information Systems Service, Porto University Hospital Centre, Portugal
13:30 – 14:30 Dubai D	World-class healthcare: what does it mean and how do we achieve it? This session will advise hospital leaders on how to build the knowledge, skills, and confidence to succeed in the next decade. Speakers will share their experiences from Egypt, India, Saudi Arabia, and the United States. Featured presentations will cover various world-class integrated care programmes namely: the Horizons Program for Emerging Health Leaders which is an integrated national program that uses multi-educational strategies and is offered by the Health Leadership Academy (HLA) at the Saudi Commission for Health Specialties (SCFHS); the Saudi German group who have designed the Clinical Excellence Program based on an operational understanding of clinical excellence and clinical governance concepts; Mayo Clinic Destination Medical Centers (DMC) which are a unique, integrated medical experience where patients with serious or complex diseases find definitive answers by trusted experts, and are currently being developed in the United Arab Emirates. Chaired by: Dr Omar Najim, Director of Executive Affairs Office, Department of Health, Abu Dhabi, United Arab Emirates • Dr Ahmed Safwat Ellassal, Deputy Chairman of The National Supreme Committee for Healthcare Standards Development & Update, General Authority For Healthcare Accreditation and Regulation, Egypt • Dr Preetha Reddy, Vice Chairperson, Apollo Hospitals, India • Michael Ryan, Chief Administration Officer, Sheikh Shakhboub Medical City, United Arab Emirates • Dr Sami Yousif, Chief Executive Officer and Emergency Medicine Consultant, Healthcare Leadership Academy, Saudi Arabia
13:30 – 14:30 Dubai E & F	Short Paper Presentations: Bridging boundaries through technology and collaboration The pandemic and related challenges created an urgency to innovate, using all the tools and relationships healthcare leaders could access. This session will highlight how technology can improve care quality and access, and the and how collaborations can accelerate getting care where it's needed most. • Ahmed Hamood Al Kharusi, Assistant Head of Cardiac Catheterization Laboratory, National Heart Centre, Oman • Dr Jennifer Fang, Medical Director, Teleneonatology, Mayo Clinic, United States • Loïc Mondoloni, Director General, Hospital of Martigues, France • Dr Niraj Sehgal, Chief Medical Officer & Senior Associate Dean, Stanford University, United States • Katerina Tarasova, Executive Director, Accreditation Canada

	Leslee Thompson, Chief Executive Officer, Accreditation Canada and Health Standards Organization
13:30 – 14:30 Ajman D	Lightning Talks: Environmentally sustainable strategies: doing it now! Across the world, hospital leaders are starting to become role models and advocates for environmental sustainability. This session highlights eight practical examples of sustainability leadership from around the world, in areas including energy efficiency / green energy, clinical and chemical waste reduction, water use reduction, accreditation standards, and governance. Dr Nuno Alçada, Intern of Anesthesiology, Centro Hospitalar de Entre Douro e Vouga, Portugal Toseef Din, Chief Executive Officer, MP Shah Hospital, Kenya Anna Fuster Muñoz, CSR Manager, Vic Hospital Consortium, Spain Dr Oliver Groene, Chief Executive Officer, International Network of Health Promoting Hospitals & Health Services Dr Ana Cristina Martins, Nephrology resident, Hospital de Santa Cruz, Centro Hospitalar de Lisboa Ocidental, Portugal Dr Claudia Mika, Founder & Chief Executive Officer, Temos International Healthcare Accreditation, Germany Raed Negm, Safety Manager, Saudi German Hospital Cairo, Egypt
14:30 – 15:00 Exhibition Area & Business Lounge	<i>Coffee break, exhibition and poster display</i> During the break, visit the exhibition area or the posters.
Parallel Sessions	
15:00 – 16:00 Dubai A & B	The power of partnerships to improve care for vulnerable patients In a complex world wrought with the climate crisis, political strife, food insecurity, job loss, and migration, we need to go back to the basics and form connections with the people we hope to serve with quality healthcare. This session will address the integration of social and health services through partnership in order to achieve a holistic understanding of patient needs. Speakers will share their experiences from Spain, France, Saudi Arabia, and India. Featured presentation topics include an exploration of territorial networking strategies between hospital medicine, community healthcare, and general practice to coordinate out-of-hospital cancer care. This session will also explore the Total Health model of care which prioritizes social sector partnerships to aid in care delivery, as well as the Chronicity Approach model which focuses on coordinating Intermediate Care services that avoid institutionalization or readmission for patients with chronic pathology. Dr Mohamed Hatem Azzam, Director, ECMO Program, Ministry of Health, Saudi Arabia Sandrine Boucher, Medical Strategy and Performance Director, Unicancer, France Dr Esther Calbo, Medical Director and Head of the Infectious Diseases Unit, Hospital Universitari Mútua Terrassa, Spain Anneysa Ghosh Kumar, CEO, Apollo Foundation Total Health, India
15:00 – 16:00 Dubai C	Our people: maintaining wellness in times of epic change This session will address the challenges facing the post-pandemic hospital and healthcare workforce, as well as propose solutions for “burnout” and severe staffing shortages. Speakers will share their experiences from Georgia, France, Spain, and the United States. Featured presentations will discuss a variety of challenges and solutions, such as skills mismatch, medical demography,

	organizational transformation, and value-based culture building. Solutions to workforce challenges explored by the session's speakers will include accelerating the recognition of professions eligible for "advanced practice", cooperation with public authorities, education and training for stakeholders and social partners, and advocating reforms to achieve better workforce planning and improve the resilience and accessibility of health systems. • Sophie Beaupère, CEO, Unicancer, France • Dr Marta Linares Chamorro, Head, Clinical Psychology and Neuropsychology Department, Hospital d'Olot i Comarcal de la Garrotxa Foundation, Spain • Dr Ekaterine Kavtaradze, Deputy Director for Operational Excellence, Evex Medical Corporation, Georgia • Paul Sarnese, Immediate Past President, International Association for Healthcare Security and Safety; Assistant Vice President of Safety, Security and Emergency Preparedness, Virtua Health Inc.
15:00 – 16:00 Dubai D	Short Paper Presentations: Hospitals leading toward a sustainable future The United Nations' Sustainable Development Goals are a call for bold action to pursue and preserve the health of current and future generations. In this session, leading hospitals and health systems will describe how they are answering that call, by integrating sustainability into the fabric of their operations and strategic plans. • Jumana Alabed, Department of Health Abu Dhabi, United Arab Emirates • Aparna Dial, Senior Director, Operations and Sustainability, The Ohio State University Wexner Medical Center, United States • Camille Farrando, Project Engineer, Rennes University Hospital Center, France • Carlos Varela i Ferro, Operations Manager, Fundació Aspace Catalunya, Spain • Elena Puigdevall i Grau, General Director, Fundació Aspace Catalunya, Spain • Walt Vernon, Chief Executive Officer, Mazzetti/ Sextant Foundation, United States
15:00 – 16:00 Dubai E & F	IHF TeleHealth SIG Session
15:00 – 16:00 Ajman D	Lightning Talks: Pediatric strategies to improve care for our "littlest patients" Effective pediatric care yields a lifetime of benefits for recipients and their families, creating health-related dividends for decades. This session brings together numerous case examples of improvements to pediatric healthcare management from across the world, in areas including care for congenital heart disease, handoffs, patient education, palliative care, rebookings management, sepsis/shock, and use of pediatric hospitalists. • Dr Moustafa Abdelwahab, Quality Manager - Clinical Quality and Patient Safety, Sheikh Khalifa Medical City, United Arab Emirates • Dr Patricia Garcia Cañadilla, Data Scientist and postdoctoral researcher, Hospital Sant Joan de Déu de Barcelona, Spain • Prof Juan Jose Garcia-Garcia, Head of the Pediatric Department, Hospital Sant Joan de Déu, Spain • Bincy Babu Maniamma, Registered Nurse, Sheikh Shakhbout Medical City, United Arab Emirates • Violette Mubarak, General Director, The Jerusalem Princess Basma Centre for Children with Disability, Palestine

	• Dr Maria D. Navarro, Physician, Sant Joan de Deu Children's Hospital, Spain • Dr Sergi Navarro Vilarrubí, Chief of pediatric palliative care and chronic complex children, Hospital Sant Joan de Déu, Spain • Dr Brian Wagers, Associate Chief Medical Officer at Riley Children's Health, Indiana University Health, United States
Parallel Sessions	
16:10 – 17:10 Dubai A & B	Environmental sustainability: our challenges and opportunities This session will share good practices and innovations to reduce the hospital's carbon footprint, making meaningful impacts in low, middle, and high-income settings. Speakers will share their experiences from the United Arab Emirates, Poland, France, and Spain. Methods discussed include designing new or retrofitting existing facilities, managing the supply chain, and utilizing low-tech solutions. Featured presentations will discuss the implementation of reusable textile protection material in the operating room, which reduces carbon output by 54% compared to when we used disposable material. Chaired by: Dr Layla McCay, Director of Policy, NHS Confederation, United Kingdom • Rudy Chauvel, Manager, Fédération Hospitalière de France • Josep Rull, Director, Green Commitment, Fundació Mutua Terrassa, Spain • Mónica Soler, Healthcare Provider Director, GS1, Belgium • Urszula Szybowicz, COO, Polish Hospital Federation (PFSz), Poland
16:10 – 17:10 Dubai C	Harnessing technology to create real impact This session will discuss how hospitals can optimize clinical outcomes by harnessing digital technology. Speakers will share their experiences from the United States, India, Saudi Arabia, and Japan. Featured presentations will explore the impact of the “digital revolution” in healthcare, touching on telemedicine, robotics, artificial intelligence, machine learning, and automation. All of which can help improve clinical outcomes and enhance care delivery. • Dr Abdullatif Alokifi, Assistant of Director General for GD of Hospital Affairs, Ministry of Health, Saudi Arabia • Dr John Brownstein, Chief Innovation Officer, Boston Children's Hospital, United States • Prof Yohei Otaka, Professor and Chairman, Department of Rehabilitation Medicine, Fujita Health University, Japan • Prof Anupam Sibal, Group Medical Director, Apollo Hospitals Group, India
16:10 – 17:10 Dubai D	Lightning Talks: Ongoing learnings from the Pandemic: optimizing the experiences Despite all the hardships the pandemic created, it also accelerated progress in improving patient care and the patient experience in a wide range of ways. This session showcases examples of this progress from across the world, in areas including telemedicine, care pathways, clinical coding and monitoring, field hospital staffing, patient and family communication, innovation measurement, change management, and public-private partnerships. • Dr Somaya AlNuaimi, Pediatrician specialist, Emirates Health Services, United Arab Emirates • Dr Nabil Al Lawati, Senior Consultant, Respiratory and Sleep Physician and Director, COVID-19 Field Hospital, Ministry of Health, Oman • Cláudia Medeiros Borges, Hospital Manager, Administração Central do Sistema de Saúde, Portugal • Dr Nuno Corte-Real, CMO at Hospital de Cascais, Portugal

	• Dr Patrícia Couceiro, Innovation Project Manager at Centro Hospitalar e Universitário de Coimbra, Portugal • Rica Lacey, Australia • Dr Pinar Guven Uslu, Associate Professor, University of East Anglia, United Kingdom • Dr Yun Chen Ko, Doctor, Taipei City Hospital Yangming Branch, Taiwan • Gaurav Loria, Group Chief Quality Officer & Head Operations Vice President, Apollo Hospitals, India • Dr Reuben Okioma, Deputy Director Medical Services and Research, Critical Care Specialist, The Nairobi Hospital, Kenya
16:10 – 17:10 Dubai E & F	Short Paper Presentations: Cultivating resilient clinicians and communities Effective, accessible healthcare means finding and supporting a resilient healthcare workforce that understands the needs of the diverse populations they serve. This session will feature innovations from across the world in supporting staff needs, strengthening training pipelines, testing new approaches to care, and more. • Prof Hwee Sin Chong, Executive Director of Queensland Rural Medical Service, Darling Downs Health, Queensland Health, Australia • Dr Emily Joy Acosta-Gacad, Executive Director of Human Resource, Marketing, General Services, Engineering and Maintenance, Lorma Medical Center, Philippines • Kiyomi Hiraoka, Manager of Medical Information Management Office, National Hospital Organization Himeji Medical Center, Japan • Prof Jiban Khuntia, Director of Health Administration Research Consortium and Associate Professor, University of Colorado Denver, United States • Joanna Siudek, Medical Engineer / Specialist of new technologies implementation at Neohospital sp. z o.o. ONE sp. Kom, Poland
16:10 – 17:10 Ajman D	Lightning Talks: Developments in cardiovascular care and chronic conditions Cardiovascular disease and other chronic conditions are among the most significant health challenges healthcare leaders face today. This session brings together advances from across the world in both areas, including innovations in cardiopulmonary resuscitation training, patient flows, predictive modeling, and condition management. • Prof Mohamed Magdy Abbas, Consultant and Head of Cardiac EP unit, EHS Alqassimi Hospital, United Arab Emirates • Laila Al Rahbi, Ward Nurse, National Heart Center, Oman • Umama Al-Raisi, Head of Department, The National Heart Center, Oman • Dr Abdulmajeed Alshowair, Vice President for Community Health Excellence, Riyadh First Health Cluster, Saudi Arabia • Dr Ayman El Disoky, Cardiothoracic Surgeon, Royal Hospital - Muscat, Oman • Dr Mega Febrianora, Chief Executive Officer at Paramarta Cardiovascular Hospital, Indonesia • Prof Ana Rita Pedro, Researcher, NOVA National School of Public Health, Portugal • Min Yen Wu, Algorithm Engineer, China Medical University Hospital, Taiwan
17:30 – 19:00	International Geneva Reception (by invitation)

Thursday, 10th November

Time (GST) & Venue	Activity
07:30 – 08: 50 Ajman D	IHF Association Leaders Circle breakfast (by invitation)
09:00 – 10:30 Plenary Hall	Plenary Session 2: Healthcare workforce challenges: pipeline, recruitment and retention The healthcare workforce is the cornerstone of the health system in every country and are dependent on the availability, accessibility, and quality of healthcare workers to reach the highest standards of health provision. This session will provide an overview of the current global healthcare workforce situation and clear examples of actions and initiatives implemented by healthcare leaders to respond to workforce challenges. Chaired by: Wright Lassiter III, CEO, CommonSpirit Health, United States • Dr Giorgio Cometto, Unit Head, Health Workforce, World Health Organization, Switzerland • Dr Ayesha Abdullah, Vice President for Academic Affairs, Higher Colleges of Technology, United Arab Emirates
10:30 – 11:00 Exhibition Area & Business Lounge	<i>Coffee break, exhibition and poster display</i> During the break, visit the exhibition area or the posters.
Parallel Sessions	
11:00 – 12:00 Dubai A & B	Shaping a sustainable future for the healthcare sector This session will advise hospital leaders on how they can foster and support the organizational culture needed for a sustainable hospital operation. Speakers will share their experiences from the United Kingdom, Egypt, France, and the United Arab Emirates. Featured presentations will cover how hospitals can address the climate crisis by integrating new technologies, projects and organizations to effectively reduce exposure to climate-related health risks, while contributing to the preservation of the environment, as well as the health and well-being of patients and the general population. • Dr Hesham Abdelghaffar, Adjunct Professor, American University in Cairo, Egypt • Michaël Canovas, Public Affairs Director, Unicancer, France • Dr Nahed Monsef, Director & Governance of Strategy, Dubai Health Authority, United Arab Emirates • Prof Henriette Neumeyer, Vice-Chair of the Board, German Hospital Federation (DKGEV), Germany
11:00 – 12:00 Dubai C	Resilience in times of the COVID-19 pandemic The worldwide outbreak of the COVID-19 pandemic had been a source of unexpected stress and adversity for many. Yet, it also taught us a very important trait - resilience. This session will mainly highlight various strategies for responding to and coping with the pandemic. Speakers from the United States and the United Arab Emirates will each share unique examples of their challenges, successes, and what other countries can learn from their experiences in building up and strengthening resilience during a crisis. • Dr Saleh Al Ali, Executive Director, Emergency Preparedness & Response Center, Department of Health Abu Dhabi, United Arab Emirates • Dr Fatima Al Attar, Ministry of Health and Prevention, United Arab Emirates • Prof Alawi Alsheikh-Ali, Deputy Director General, Dubai Health Authority, United Arab Emirates

	• John Hauptert, President & CEO, Grady Health System, United States
11:00 – 12:00 Dubai D	How can hospitals and healthcare systems use big data to improve health inequalities? This special session is hosted by the IHF's 'Harnessing Big Data' Special Interest Group. Chaired by: Dr David Levine, Group Senior Vice President, Advanced Analytics & Product Management, Vizient Inc., United States • Dr Julie Cerase, Group Senior Vice President, Vizient, Inc., United States • Richard Stubbs, CEO, Yorkshire & Humber Academic Health Science Network, United Kingdom
11:00 – 12:30 Dubai E & F	IHF Young Executive Leaders Session: The future of healthcare management As time progresses and more difficult challenges arise in healthcare industry, more adaptive and adept leaders are required equipped with a cocktail of innovation and the knowledge from those before them. IHF Young Executive Leaders' programme, which runs from April to November, seeks to facilitate the creation of such informed and skilled leaders. This year, the programme gathered 42 participants from 26 countries around masterclasses and group works on key topics. In this session, through lightning talks from each of the nine working groups but also from YEL Alumni, hear about how young executive leaders envision the evolution of healthcare and how they seek to improve both their own and their organization's leadership capabilities. • Prof J. Antônio Cirino, Chief Compliance Officer, Agir, Brazil
12:00 – 13:00 Lunch Area and Exhibition Area	<i>Lunch and Networking</i>
12:00 – 13:00 Ajman B	Geneva Sustainability Centre Steering Committee Meeting (by invitation) The Geneva Sustainability Centre Steering Committee provides an advisory role to the development of the Centre. it is made up of a global group of experts in sustainability and healthcare from IHF membership and partner organisations. This meeting is open to members of the committee only.
12:00 – 13:30 Ajman D	IHF Women in Leadership Forum Lunch / workshop (by invitation) Chaired by: Deborah J. Bowen, FACHE, CAE, President and CEO, American College of Healthcare Executives; President, International Hospital Federation • Dr Pascale Anglade, Medical Director, Office of Professional Staff Affairs, Cleveland Clinic Abu Dhabi, UAE • Dr Sawsan Abdel-Razig, Chief Academic Officer, Cleveland Clinic Abu Dhabi, UAE
Parallel Sessions	
13:00 – 14:00 Dubai A & B	Africa Rising – Effective, sustainable actions and strategies for strengthening health systems This panel session brings four key leaders and chief executive officers in the Africa healthcare delivery and organization domain who will discuss specific strategies they have implemented in their countries to build sustainable and resilient systems. The session will focus on healthcare delivery, financing and innovations in Africa and will provide a strategic understanding of how African healthcare is both innovating and adapting better practices from other parts of the world including digital health, delivery and talent development.

	Chaired by: Dr Salim Hasham, Special Advisor, IHF and Dr Amit Thakker, President, Africa Healthcare Federation • Toseef Din, Chief Executive Officer, MP Shah Hospital, Kenya • Sisawo Konteh, Chief Executive Officer, Aga Khan Hospital Dar es Salaam, Tanzania
13:00 – 14:00 Dubai C	How the pandemic will shape our future This session will address COVID-19 recovery and post-pandemic healthcare workforce challenges. Speakers will share their experiences from the Republic of Korea, Zambia, Saudi Arabia, and the United States. Featured presentations will cover hospital workforce management, mental health issues and burnout of hospital staff, and organizational cultures during the pandemic. The session will also discuss interventions to ease the trauma caused by taking care of those that had COVID. Attendees will be introduced to two programmes addressing post-pandemic acclimation: COVID-19 Blues Support Team resilience programme preparing an exit plan to restore the organization in the post-pandemic era; and the Multidisciplinary post-COVID-19 Clinic programme providing post-discharge care to patients experiencing long-term post COVID symptoms and complications. • Dr Aeshah Alsagheir, Physician, Ministry of Health, Saudi Arabia • Anthony Armada, Chair, American College of Healthcare Executives, United States • Dr Wang-Jun Lee, Chairman, Myongji Medical Foundation, Korea • Dr Abel Mwale, Chief Medical Officer, CFB Medical Centre, Zambia
13:00 – 14:00 Dubai D	Lightning Talks: Digital Health and AI: can't live with them, can't live without them Although advances in digital and AI technologies hold great promise for improving care, navigating the organizational changes needed for successful implementation requires particularly skillful leadership. This session provides case studies of implementations and lessons learned from around the world, involving technologies focused on access management, healthcare-associated infections, mental health assessment, patient/family communications, and a variety of critical health screening services. • Dr Ola Aldafrawy, Specialist registrar in Family medicine, Dubai Health Authority, United Arab Emirates • Dr Noor AlMehiri, Director of Mental Health Department, Emirates Health Services, United Arab Emirates • Dr Francesc Garcia Cuyas, Deputy Medical Director / Chief of Digital Transformation, Hospital Sant Joan de Déu de Barcelona, Spain • Dr Vikrant Kanwar, Assistant Professor (Hospital Administration), All India Institute of Medical Sciences, Bilaspur, India • Robert Mayock, Payer Relations Consultant, M3 Information, United States • Dr Teresa Alexandra dos Santos Mariano Pêgo, Access Management Unit Coordinator, Central Administration of the Portuguese Health System - ACSS, Portugal • Dr Zhi-Yuan Shi, Director of Infection Control Center, Taichung Veterans General Hospital, Taiwan
13:00 – 14:00 Dubai E & F	Lightning Talks: Healthcare staff: our true asset - how do we keep them? Attracting, developing, and retaining healthcare staff is essential for the effective delivery of health services. In this session, participants will hear successful workforce strategies international healthcare leaders have deployed, including anchor institution initiatives, leadership development, nurse-patient

	communications, physician engagement, staff motivations, stay interviews, and virtual learning. • Ibtisam Al-Siyabi, Clinical Nurse Educator, Royal Hospital, Oman • Kevin Garrod, Anchor Programme Manager, Mid & South Essex NHS Foundation Trust, United Kingdom • Mona Gohary, Academic Affairs Head, Saudi German Hospital-Cairo, Egypt • Jessica Palomo, Psychologist & Coach- Talent and Leadership development, Vall d'Hebron University Hospital, Spain • Lerina Runge, Pharmacy Manager, Lenmed Ethekwini Hospital & Heart Center, South Africa • Prof Fernando Seoane, Associate Professor and R&D Coordinator, Karolinska Institute and Karolinska University Hospital, Sweden • Dr Eloisa Soccoro Guarte, Chief Nursing Officer, Saudi German Hospital-Cairo, Egypt • Prof Anupam Sibal, Group medical Director, Apollo Hospitals Group, India • Ahmed Waheed, Chief HR Officer, Saudi German Health, Egypt
14:00 – 14:30 Exhibition Area & Business Lounge	<i>Coffee break, exhibition and poster display</i> During the break, visit the exhibition area or the posters.
Parallel Sessions	
14:30 – 16:00 Plenary Hall	IHF partners' workshop: Net zero, climate resilient, and sustainable healthcare Climate change impacts human health in different ways, increasing the demand for healthcare services. Ironically, the healthcare sector, itself, is a major emitter of greenhouse gases, which change the climate and adversely affect human health. This workshop will allow attendees to learn and exchange on concrete ways of delivering net zero in a hospital or healthcare setting. The attendees (by registration only) will actively engage in a tabletop exercise led by a Partner of the IHF. Chaired by: Dr Jonathan Perlin, Chief Executive Officer, The Joint Commission Facilitators: • Cary Adams, CEO, Union for International Cancer Control • Susanne Andreae, Head of Health and Healthcare Industry, World Economic Forum • Bettina Borisch, CEO, World Federation of Public Health Associations • Carsten Engel, CEO, The International Society for Quality in Health Care • Oliver Groene, CEO, International Network of Health Promoting Hospitals & Health Services • Michelle Hood, COO, American Hospital Association • Hussain Jafri, Executive Director, World Patients Alliance • Niamh Lennox-Chhugani, CEO, International Foundation for Integrated Care • Harris Lygidakis, CEO, World Organization of Family Doctors
14:30 – 15:30 Dubai A & B	Lightning Talks: Diagnostics and therapeutics: where the rubber hits the road Diagnostics and therapeutics are the foundation of hospital-based care. This session offers participants a wide variety of case studies in improving clinical care from around the world, tackling challenges including antimicrobial resistance, continuity of care, newborn screening rates, overprescription, service clustering, and the role of accreditation.

	• Dr Hala Abuzeid, Senior consultant intensivist, SehaTawam Hospital, United Arab Emirates • Zayana Al-Brashdi, Pharmacist, Sultanate of Oman- Ministry Of Health, Oman • Dr Maryam Al Ali, Family Medicine Consultant/ Clinic Manager, SEHA, United Arab Emirates • Anthony James Almazan, Project Development Officer IV - Program Manager, Mariano Marcos Memorial Hospital and Medical Center, Philippines • Jeffrey Chapman, Vizient, United States • Dr Saraswathy Battar, Medical Director - Geriatrics and Extended Care, Michael E.DeBakey VA Medical Center, United States • Raja Hazwani Raja Mukhtar, Medical Officer / Hospital Administrator, Institut Kanser Negara, Malaysia • Dr Hanan Ali Obaid, Director - Health Policies & Standards Department, Dubai Health Authority, United Arab Emirates
14:30 – 15:30 Dubai C	Lightning Talks: Effectively managing patients through the system: post-acute care Post-acute care is an essential component to delivering on health and well-being. This session will highlight advances taking place across a breadth of countries that are improving post-acute care for a wide range of needs, including Alzheimer's disease, palliative care, post-partum, and community mental health, as well as addressing operational concerns such as workforce, length of stay, and readmission rates. • Rui Cortes, Phd(c) of Public Health and Lean Consultant, Lean Health Portugal • Dr Vanessa Pais, MD – Psychiatrist, Centro Hospitalar de Entre Douro e Vouga, EPE, Portugal • Dr Srilekha Palle, Director of Rehabilitation Services, Inova Health System, United States • Marta Pascasio Roura, Rehabilitation Coordinator, Fundación Sanitaria Mollet, Spain • Vanessa Ribeiro, Head of planning and innovation, Administration of the Health System, Portugal • Dr Anna Riera, Deputy General Manager, Ace Alzheimer Center Barcelona, Spain • Gulshan Valiani, Nurse Navigator, Aga Khan University Hospital, Pakistan
14:30 – 15:30 Dubai D	IHF Session: Healthcare Management
15:30 – 16:30 Lunch Area	Networking Activities
18:00 – 20:00 Plenary Hall	IHF Awards Ceremony and Social Dinner

Friday, 11th November

Time (GST) & Venue	Activity
08:30 – 09:00 Exhibition Area & Business Lounge	Networking Coffee & Tea
09:00 – 10:00 Plenary Hall	Plenary Session 3: Net zero in healthcare: how is it possible? This session will focus on healthcare leadership and sustainability: how to minimise environmental impact; how to build clinical transformation; and how to bring along key stakeholders and communities. Chaired by: Sonia Roschnik, Executive Director, IHF Geneva Sustainability Centre, Switzerland • Dr Stephanie Allen, Global Health & Social Services Leader, Deloitte LLP, Australia • Dr Rod Hochman, President & CEO, Providence, United States • Bertrand Levrat, CEO, University Hospitals of Geneva (HUG), Switzerland
Parallel Sessions	
10:10 – 11:10 Dubai A & B	Examples of models of care in Portuguese speaking countries This one-hour panel discussion in Portuguese will be an opportunity to discuss among leaders representing IHF Members in Portuguese speaking countries challenges and opportunities around models of care. Concrete examples and experiences of public, private and social sectors will be presented. Chaired by: Esmael Tomás, Medical Board Member, Clínica Sagrada Esperança, Angola • Óscar Gaspar, President, Associação Portuguesa de Hospitalização Privada (APHP), Portugal • Tânia Matos, Health Director, Lisbon Santa Casa da Misericórdia, Portugal • Rosa Valente Matos, Board President, Central Lisbon University Hospital Centre; Former Portuguese Secretary of State for Health, Portugal • Andrea Prêstes, CEO, API, Brazil
10:10 – 11:10 Dubai C	Role of Hospitals in Building Resilient Health Systems to Advance UHC and Ensure Health Security in the Eastern Mediterranean Region COVID-19 challenged health systems globally, as well as those of the Eastern-Mediterranean Region (EMR), highlighting gaps and opportunities in improving service delivery design and implementation, including for the hospital sector. As the Region with the highest number of emergencies, hospitals have been responding to numerous challenges through innovation, agility, and leadership, to respond to the needs of their communities. This panel, with a particular focus on the hospital sector, aims to address health system-specific challenges as stressed by COVID-19; and discuss regional priorities and actions to build resilient health systems for UHC and Health Security in EMR. Hospitals are microcosms of health systems and have been the backbone of the COVID-19 response. Consequently, strengthening hospitals' resilience, within a holistic and primary health care approach, rooted in community engagement, improves the capacity of health systems to be prepared for and respond to unforeseen emergencies. Policymakers, hospital CEOs and academics/experts from EMR will share their views, experiences and lessons learned in developing resilient hospitals and health systems.

	Chaired by: Dr Hamid Ravaghi, Regional Adviser for Hospital Care and Management, UHC/Health Systems Department, WHO EMRO • Dr Awad Mataria, Director, UHC/Health Systems Department, WHO EMRO
10:10 – 11:10 Dubai D	The patient: always at the center of all that we do This session will explore alternative hospital delivery models for community and homecare. Speakers will share their experiences from the United States, India, Switzerland, and Qatar. Featured presentations will cover how to enhance patient experience while still managing to meet expectations, respond to the new challenges, and deliver safe and cutting-edge clinical care. Attendees will have the opportunity to learn how to plan, launch, and sustain a world-class patient experience programme. • Alan Dubovsky, Executive, Cedars-Sinai, United States • Prof Idris Guessous, Head of the Division of Primary Care Medicine, University Hospitals of Geneva (HUG), Switzerland • Dr Hariprasad Kovelamundi, President of Administration, Apollo Hospitals, India • Bassam Sayad, CEO, Elegancia Healthcare
10:10 – 11:10 Dubai E & F	IHF Awards Session Hear from the Gold winners of the IHF Awards. Discover their projects and programmes and why they stood out as the best of the best from around the globe in health system innovation and excellence.
11:20 – 12:20 Plenary Hall	Closing Ceremony Dr Ahmed Al-Mandhari, Regional Director of the WHO Eastern Mediterranean Region, will address the attendees to close out three days of learning, exchanging, and connecting. Winners of the Best Poster Awards will also be recognized. IHF President Deborah J. Bowen, FACHE, CAE, and Dr Muna Tahlak of Dubai Health Authority (DHA) will provide closing speeches. DHA Director General H.E. Awadh Al Ketbi will then hand over the World Hospital Congress to the Portuguese Consortium composed of APDH (Portuguese Association for Hospital Development), APAH (Portuguese Association of Hospital Managers), and APHP (Portuguese Association of Private Hospitals). The Consortium is hosting the World Hospital Congress in Lisbon in 2023.
12:30 – 14:00 Lunch Area and Exhibition Area	<i>Lunch and Networking</i>
13:30	Hospital visits (Abu Dhabi) You can sign-up to join one of the site visits offered to Congress delegates at an additional cost of USD 35. You can book your slot during registration. More information will be available soon.