

**2015 IHFCHICAGO**  
39th World Hospital Congress

Advancing Global Health  
& Health Care



# Where World Health Care Leaders Meet

**October 6-8, 2015**  
Hyatt Regency Chicago

# Discover Chicago

Chicago is home to a vibrant healthcare market, with 116 hospitals in the greater metropolitan area, including 15 teaching hospitals. It is also the home of numerous healthcare associations such as the American College of Healthcare Executives, American Hospital Association, American Organization of Nurse Executives, Healthcare Financial Management Association and HIMSS.

On Thursday, Oct. 8, World Hospital Congress attendees will have the opportunity to gain a behind-the-scenes look at several leading healthcare organizations in the Chicago area. Take a personalized tour of one of four premier healthcare facilities and hear from the hospital's administrative leaders.

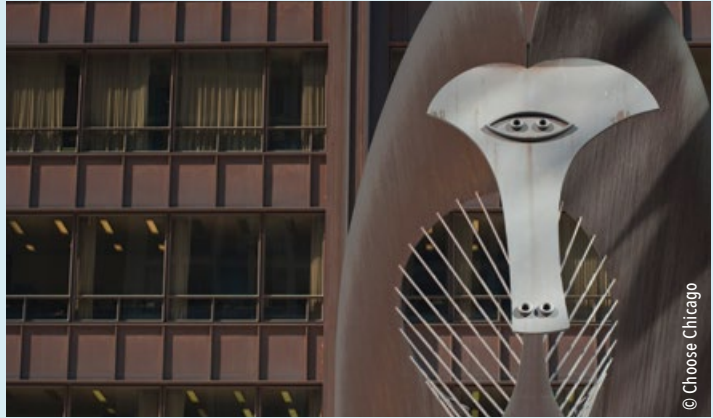
While you're here, enjoy all that Chicago has to offer with your colleagues, friends and family. Chicago is home to a rich and dynamic arts community, world-renowned museums, sports teams that are known for their passionate fans, and an array of mouthwatering dining options that draw from the city's rich, multicultural history, sure to tempt any palate.

The city of Chicago is bordered on the north by the southwestern shore of Lake Michigan, the fifth-largest body of fresh water in the world. The city features 77 neighborhoods and an extensive park system that attracts 86 million visitors each year.

For more information, visit [ChooseChicago.com](http://ChooseChicago.com).



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# Welcome

Dear Friends,

The struggles to improve value in healthcare, develop more innovative approaches to care delivery, care for aging populations and provide a strong primary care base are global struggles—and there is much room for improvement.

Join visionary healthcare leaders from around the world and exchange ideas and solutions in tackling healthcare's greatest challenges during the International Hospital Federation 39<sup>th</sup> World Hospital Congress, October 6–8 in Chicago.

The IHF World Hospital Congress is always a special event. The most important innovations in healthcare emerge when global leaders can gather to learn from one another.

Given the ever-increasing burden of medical cost on nations' economies, many innovative ideas need to be tried, both in the delivery of care and in the measurement of outcomes, with a focus on patient-centered solutions. During the IHF World Hospital Congress, participants will gain insight and solutions to challenges such as:

- › Improving access to care
- › Enhancing healthcare quality and safety
- › Becoming a more patient-centered healthcare system
- › Developing innovative therapies for cancer treatment
- › Providing care to remote areas
- › Reducing child mortality rates and improving maternal health
- › Delivering end-of-life care with both compassion and efficiency

World-renowned healthcare leaders and the best and brightest from IHF's member countries will discuss advances in the delivery of healthcare in their countries. Both practitioners and academics will present free papers on topics that address the main Congress themes. And, numerous innovations will be highlighted in the educational poster sessions submitted from around the world.

This is a unique opportunity to convene with healthcare experts from across the globe. We look forward to seeing you there!



**KWANG TAE  
KIM, MD, PHD**

**President**  
International Hospital Federation



**ERIC  
de ROODENBEKE, PHD**

**CEO**  
International Hospital Federation



**RICHARD J.  
UMBDENSTOCK, FACHE**

**President and CEO**  
American Hospital Association



**DEBORAH J.  
BOWEN, FACHE**

**President and CEO**  
American College of Healthcare Executives

★  
Special  
Thank You

# Organizing Committee

The Organizing Committee is responsible for overseeing, coordinating, administering and delegating all organizational and management aspects of the Congress.



**American Hospital  
Association**

Richard J. Umbdenstock, FACHE  
*Co-chair, President/CEO*



**American College of  
Healthcare Executives**  
*for leaders who care®*

Deborah J. Bowen, FACHE  
*Co-chair, President/CEO*



Bruce Siegel, MD, MPH  
*President/CEO*



**Inspiring Change. Together.**

Peter Angood, MD  
*CEO*



**The Voice of Nursing Leadership™**

Pamela A. Thompson, RN  
*CEO*



**AAMC**

*Tomorrow's Doctors, Tomorrow's Cures®*

Darrell G. Kirch, MD  
*President/CEO*



Sr. Carol A. Keehan  
*President/CEO*



Charles N. Kahn III  
*President/CEO*



Joseph J. Fifer, CPA  
*President/CEO*



H. Stephen Lieber  
*President/CEO*



Garth Jordan  
*COO*



# Scientific Committee

The Scientific Committee is responsible for deciding the topics covered by the event; selecting and overseeing the invitation of plenary speakers; and selecting the member, free paper and poster presenters.

## Scientific Committee Chair

**Thomas C. Dolan, PhD, FACHE, FASAE**

President Emeritus, American College of Healthcare Executives and IHF Immediate Past President

**Gail Andrews, MPH, PhD**

Senior Technical Advisor, Office of the Director General, National Department of Health (South Africa) and Prevention Lead, Division of Global HIV/AIDS, U.S. Centers for Disease Control and Prevention–South Africa (CDC-SA)

**Eric de Roodenbeke, PhD**

CEO, International Hospital Federation

**Gerald L. Glandon, PhD**

President and CEO, Association of University Programs in Health Administration

**Maulik S. Joshi, DrPH**

President/Associate Executive Vice President, Clinical Leadership & Health Improvement /Research, Health Research & Educational Trust (HRET)/American Hospital Association

**Kwang Tae Kim, MD, PhD**

IHF President and Past President, Korean Hospital Association

**Lawrence Lai, BBS, JP, MBBS(HK), FRCP(Edin),**

**FRKAM(Med), FHKCCM(AM), FRACMA**

Honorary Senior Advisor, Hong Kong Hospital Authority

**Juan Pablo R. Uribe, MD**

Director General, Fundación Sante Fe de Bogotá, Colombia

**René Peters, MD, LL.M.**

IHF Governing Council Member - The Netherlands (2003-2009) and IHF Honorary Member

# Pre-Congress Symposium

## The Global Group for Health Partnerships

*Harnessing the Professionals: Why Institutional Health Partnerships Work*

**Monday, Oct. 5, 1 p.m.–5 p.m.**

The critical shortage of appropriately trained health workers in low- and middle-income countries undermines efforts to improve the availability of quality health services to the poorest and most disadvantaged people in the world. Where is the logic in improving access to healthcare if people continue to encounter poorly trained staff and unsafe practices?

The Global Group for Health Partnerships presents this half-day symposium to showcase the effectiveness of institutional health partnerships—long-term relationships where equity and mutual benefit lead to powerful and effective outcomes in improving the quality of healthcare where it is most needed.

This symposium will draw on the experience of implementers from around the world and will explore the history and development context of health partnerships; their value at home and abroad; why they are able to achieve results that other development interventions find difficult; how to go about setting up a health partnership; what makes an effective health partnership; the challenges that health partnerships encounter; and why health partnerships should be in every development professional's toolkit.

Registration for the World Hospital Congress is not necessary for attendance at the symposium.

For more information and to register, visit [ache.org/IHFsymposium](http://ache.org/IHFsymposium)

*\*Additional pre-congress sessions may be added.  
Visit [WorldHospitalCongress.org](http://WorldHospitalCongress.org) for updates.*



## The Program

# Major Presentations

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## Opening Ceremony

Tuesday, Oct. 6, 9 a.m.–10:30 a.m.

**Carissa Etienne, MD**  
Director  
Pan American  
Health Organization



### Universal Access to Health and Universal Health Coverage: The Interface With and Role of Hospitals

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**Remarks:** Thomas C. Dolan, PhD, FACHE, FASAE, *IHF Scientific Committee Chair*  
Richard J. Umbdenstock, FACHE, *President/CEO, American Hospital Association*  
Deborah J. Bowen, FACHE, CAE, *President/CEO, American College of Healthcare Executives*  
Kwang Tae Kim, MD, PhD, *IHF President and Past President, Korean Hospital Association*

**IHF Awards Ceremony** (For more information visit [WorldHospitalCongress.org/en/abstracts-awards](http://WorldHospitalCongress.org/en/abstracts-awards))

Universal access to health and universal health coverage are necessary in order to improve health outcomes and other basic objectives of health systems, and they are based on the right of every person to the enjoyment of the highest attainable standard of health, equity, and solidarity. Without universal, timely, and effective access, universal coverage is an unattainable goal: both are necessary conditions for achieving health and wellbeing. PAHO's Strategy for Universal Access to Health and Universal Health Coverage seeks, among other strategic objectives, to expand equitable access to comprehensive, quality, people- and community-centered health services. The pathway to achieving this objective requires transforming healthcare delivery through increasing the capacity of the first level of care while redefining the role of hospitals, both in the context of integrated healthcare delivery service networks. This redefinition of the role of hospitals is a very challenging endeavor; however, countries of the Americas have made significant progress.



**Maureen Bisognano**  
President and CEO  
Institute for Healthcare  
Improvement

### All Teach, All Learn: Global Lessons for Transforming Healthcare

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Tuesday, Oct. 6, 11 a.m.–12 p.m.

Moderator: Georg Baum

The challenges in front of us are immense. The burdens of chronic disease, aging populations, and modern living are growing exponentially. Getting to the IHI Triple Aim (better care, better health, and lower costs) requires a robust global learning system that leverages new models of care, new health-promoting partnerships and new innovations, no matter where they originate. Only by creating true two-way learning pathways, hearing the voice of the patient and looking at old problems with new lenses will we be able to improve our care systems and improve the health of our communities.

#### Learning Objectives:

- Describe new ways to improve health and healthcare systems.
- Design a system for promoting professional development and innovation from both inside and outside healthcare.
- Learn about new models of care that improve clinical outcomes and build stronger patient and family engagement.

**Bernard J. Tyson**  
Chairman and CEO  
Kaiser Permanente



### Delivering Health in the 21st Century

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Wednesday, Oct. 7, 8:30 a.m.–9:30 a.m.

Moderator: Tsuneo Sakai, MD

Advances in technology and innovation are driving new possibilities in health and healthcare. Bernard J. Tyson, chairman and CEO of Kaiser Permanente, will discuss how an integrated, 21st century approach to health can make care more affordable and more accessible while delivering greater value to consumers, employers and governments.

#### Learning Objectives:

- Discuss how a 21st century integrated approach to healthcare—and health—can deliver greater value for individuals and populations.
- Understand Kaiser Permanente's integrated and technologically advanced healthcare model and how it can be applied more broadly.
- Explore ways to drive transformational change that will support quality improvement, integrate care and improve outcomes.

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## Special Lunch Session

Wednesday, Oct. 7, 11:45 a.m.-12:15 p.m.



Liisa-Maria Voipio-Pulkki, MD, PhD  
Director, Health Care Group  
Ministry of Social Affairs  
and Health

### An Ethical Approach to Healthcare Data Privacy and Management

Wednesday, Oct. 7, 1 p.m.-2 p.m.

Moderator: Francisco Balestrin, MD

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## Warning From a Mass Grave: Hospitals Under Attack

Emily Friedman, *Independent writer, speaker and health policy and ethics analyst*

Armed attacks on hospitals are occurring more often around the world, resulting in death, injury and destroyed facilities. What can be done to stop this disturbing trend?

Availability of adequate, up-to-date and reliable healthcare data is crucial to healthcare service delivery. Interoperable electronic health records, e-prescriptions and mobile health apps offer vast opportunities to enhance the safety and efficiency of care delivery. Providing people with the ability to view and add to their healthcare data empowers them to better manage their health and wellbeing. In this context, building and maintaining public trust in the safe and appropriate use of healthcare data has become critically important. During this session, participants will learn how to develop open and transparent policies around healthcare data privacy and management as well as a legal and ethical framework that support safe and secure transmission of healthcare data.

### Learning Objectives:

- Review ethical principles, legal frameworks and practical solutions to ensure safe electronic health management data.
- Understand ways to incorporate qualitative and quantitative data into clinical databases.
- Explore strategies for including patients, physicians and other healthcare professionals in the development and use of Internet-based and mobile healthcare database solutions.



Claudio Luiz Lottenberg, MD, PhD  
President  
Hospital Israelita  
Albert Einstein, Brazil

### Models for Transforming Healthcare: Ways to Involve Patients, Health Plans, Employees and Suppliers

Thursday, Oct. 8, 9 a.m.-10 a.m.

Moderator: Erik Normann, MD

Every stakeholder in the healthcare system has its role to play in transforming the healthcare system to become more "intelligent." How are patients, health plans, employees, suppliers and technologies accelerating this transformation?

### Learning Objectives:

- Determine the roles of various stakeholders in transforming healthcare.
- Review ways to reduce costs and create efficiencies in healthcare.
- Investigate models to design high quality low cost healthcare systems.

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## Closing Ceremony

Thursday, Oct. 8, 12:15 p.m.-1:15 p.m.

Remarks: Eric de Roodenbeke, PhD, *Chief Executive Officer, International Hospital Federation*

### Poster Awards

### Protecting Patients and Healthcare Providers in Conflict and Other Emergencies: The Specific Situation of Healthcare Infrastructures

Bruce Eshaya-Chauvin, MD, *Medical Adviser/Health Care in Danger Project, International Committee of the Red Cross (ICRC)*

### South African Presentation on the 2016 World Hospital Congress

# At-A-Glance

	Monday, October 5	Tuesday, October 6
8:00 a.m.		
9:00 a.m.		<a href="#">Opening Ceremony 9 a.m.-10:30 a.m.</a> Remarks IHF Awards Ceremony Speaker: Carissa Etienne, MD
10:00 a.m.		Coffee Break in the Exhibit Hall
11:00 a.m.		<a href="#">Major Presentation 11 a.m.-12 p.m.</a> Speaker: Maureen Bisognano
12:00 p.m.		Lunch Break in the Exhibit Hall
1:00 p.m.	<a href="#">The Global Group for Health Partnerships 1 p.m.-5 p.m.</a>	
2:00 p.m.		<a href="#">Concurrent Sessions 1:30 p.m.-3 p.m.</a>
3:00 p.m.		Coffee Break in the Exhibit Hall
4:00 p.m.		<a href="#">Concurrent Sessions 3:30 p.m.-5 p.m.</a>
5:00 p.m.		
6:00 p.m.		
7:00 p.m.		<a href="#">Evening Reception 6:30 p.m.-7:30 p.m.</a> Chicago Cultural Center
8:00 p.m.		
9:00 p.m.		



Wednesday, October 7	Thursday, October 8		
<a href="#">Major Presentation 8:30 a.m.–9:30 a.m.</a> Speaker: Bernard J. Tyson			
Coffee Break in the Exhibit Hall	<a href="#">Major Presentation 9 a.m.–10 a.m.</a> Speaker: Claudio Luis Lottenberg, MD, PhD		
<a href="#">Concurrent Sessions 10 a.m.–11:30 a.m.</a>	Coffee Break in the Exhibit Hall		
	<a href="#">Concurrent Sessions 10:30 a.m.–12 p.m.</a>		
Lunch Break in the Exhibit Hall			
<a href="#">Special Session 11:45 a.m.–12:15 p.m.</a> Warning From a Mass Grave: Hospitals Under Attack Speaker: Emily Friedman	<a href="#">Closing Ceremony 12:15 p.m.–1:15 p.m.</a> Remarks, Poster Awards, Healthcare in Danger (Bruce Eshaya-Chauvin, MD) and South African Presentation on the 2016 World Hospital Congress		
<a href="#">Major Presentation 1 p.m.–2 p.m.</a> Speaker: Liisa-Maria Voipio-Pulkki, MD, PhD			
	IHG Governing Council Meeting 1:30 p.m.–4 p.m.	<a href="#">Health Venture Fair</a> 2 p.m.–8 p.m.	<a href="#">Hospital Visits</a> 2 p.m.–5 p.m.
<a href="#">Concurrent Sessions 2:15 p.m.–3:45 p.m.</a>			
Coffee Break in the Exhibit Hall			
<a href="#">Concurrent Sessions 4:15 p.m.–5:45 p.m.</a>			
General Assembly			
<a href="#">Reception and Gala Dinner 7 p.m.–9 p.m.</a> Hyatt Regency Chicago			

# Concurrent Sessions

Tuesday, Oct. 6, 1:30 p.m.–3 p.m.

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## AMERICAN HOSPITAL ASSOCIATION

### Results and Lessons from Large-Scale Improvement in Quality & Safety

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**Jonathan B. Perlin, MD**, *President, Clinical Services & Chief Medical Officer, HCA/AHA 2015 Chairman*

**Sikka Rishi, MD**, *Senior Vice President, Clinical Transformation, Advocate Health Care, Chicago*

**Maulik Joshi, Dr.P.H.**, *President/Associate Executive Vice President, Clinical Leadership & Health Improvement/Research, Health Research & Educational Trust (HRET)/American Hospital Association*

**Moderator: Richard J. Umbdenstock, FACHE**, *President & CEO, American Hospital Association*

#### Learning Objectives:

- Discuss findings from a three-year large-scale national engagement project to improve quality, safety and efficiency based on eleven performance measures with 3,000 participating hospitals.
- Discover lessons learned from two leading health systems on how to implement best practices across multiple facilities and physician practices.
- Learn effective strategies to implement continuous quality improvement and instill a culture to maintain high quality of care.

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## PHILIPPINE HOSPITAL ASSOCIATION

### Philippine Hospitals: Scenarios in Pursuit of Universal Healthcare for All

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**Ruben Flores, MD**, *President, Philippine Hospital Association*

**Bu Castro, MD**, *Director, Chairman, Committee On Ethics, Hospital Practice and Legal Concerns, Philippine Hospital Association*

**Maria-Lourdes Otayza, MD**, *Medical Center Chief II, Mariano Marcos Memorial Hospital and Medical Center*

**Moderator: Jesus Jardin, MD**, *Philippine Hospital Association*

#### Learning Objectives:

- Explain how a Philippine Hospital improved access to maternal and child healthcare.
- Analyze how the Philippine Universal Healthcare program overcame financial and resource challenges.
- Describe the ethical issues confronting the Philippine universal healthcare system.

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## IHF UNIVERSITY HOSPITALS SPECIAL INTEREST GROUP

### University Hospitals and End-of-Life Care: Combining Humanity and Efficiency

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**Introduction: Irene Thompson**, *President and CEO, UHC, Chicago*

**Kathleen L. Vermoch**, *Project Manager and Patient Experience Leader, UHC, Chicago*

**Risto Miettunen, MD, PhD**, *Chief Executive, Kuopio University Hospital District, Finland*

**Moderator: Barbara Anason**, *Vice President, UHC, and UH-SIG Secretariat staff, Chicago*

#### Learning Objectives:

- Learn global perspectives about innovative programs and trends of end-of-life care.
- Review key findings from research conducted by IHF's special interest group on end-of-life care issues in university hospitals.
- Discuss comparative survey results gathered from cancer centers from the United States and France.

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## UNIVERSITY HOSPITALS OF GENEVA (HUG)

### Innovation: In Pursuit of Excellence in the Health Valley

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**Thomas Vogel**, *Health Economist*

**Karl Heinz Krause**, *University of Geneva*

**Claudine Mathieu-Thiébaud**, *Director, External & International Affairs (HUG)*

**Moderator: Karine Martinez**, *External Affairs Deputy (HUG)*

#### Learning Objectives:

- Describe the Health Valley and Innovation project.
- Discuss strategies to implement a new plan that embraced and fostered innovation.
- Provide examples of how the use of technology improved global access to health services.

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## FREE PAPER PRESENTATIONS

### Healthcare Management: An HR Focus

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- › Achieving Exceptional Outcomes through Excellence in Staffing: A Statewide Initiative to Leverage Best Evidence, **Joan Beglinger** (USA)
- › Coherence coefficient of core competencies applied to predict job performance for rehabilitation-related therapists in a hospital, **Tsair-wei Chien** (Taiwan)
- › Interprofessional Relationship of Medicine and Management is the Foundation of Success of Global Healthcare Systems, **Dr. Atefeh Samadi-niya, MD, DHA, PhD, CCRP** (Canada)
- › Participation of Professionals in the Strategic Day: A Case Study, **Laia Terradellas Antoñanzas** (Spain)
- › The Retention Strategy for Nursing Cadre in Rashid Hospital, **Fatima Al Noman** (United Arab Emirates)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

Tuesday, Oct. 6, 3:30 p.m.–5 p.m.

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## INTERNATIONAL FINANCE CORPORATION

### Private Sector Innovation: Opportunities and Challenges

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**Tan See Leng, MD, CEO, International Healthcare Holdings**  
**Jaime Cervantes, CEO, Vitalmex**  
**Steven Tse, Deputy Director, Asia Heart Hospital**  
**Victor Castillo, MD, CEO, Fundación Cardiovascular de Colombia**

**Moderator: Ioan P. Cleaton-Jones, MD, Principal Health Specialist, International Finance Corporation**

#### Learning Objectives:

- Identify the challenges and opportunities of a multinational hospital system in Asia.
- Describe innovative programs that improved healthcare service delivery and efficiency in Mexico and Colombia.
- Learn how a private hospital in China has created successful post-graduate training and cardiac care programs.

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## LAGOS STATE HEALTH SERVICES COMMISSION

### Millennium Development Goals and Health: Achievements and Challenges in Lagos State, Nigeria

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**Dr. Ahmid O. Balogun, Permanent Secretary, Lagos State Health Service Commission, Lagos, Nigeria**

**Dr. D.O. Imosemi, MD/CEO, Lagos Island Maternity Hospital, Lagos**

**Dr. Olufemi Omololu, Consultant Obstetrician & Gynecologist, Lagos Island Maternity Hospital, Lagos**

**Moderator: Dr. Leke Pitan, IHF Special Advisor for Africa**

#### Learning Objectives:

- Summarize the Millennium Development Health goals that were developed from the United Nations Millennium Summit.
- Learn about the successes and challenges that Lagos State, Nigeria has experienced in reducing child mortality (goal 4) and improving maternal health (goal 5).

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## AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES

### Healthcare Leadership & Opportunities: Perspectives From the Field

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**Cynthia A. Hahn, FACHE, CAE, Senior Vice President, Member Services, ACHE**  
**Richard D. Cordova, FACHE, President and CEO, Children's Hospital Los Angeles, and 2015-2016 Chairman, ACHE**

**Edward H. Lamb, FACHE, Division President, Western Division, IASIS Healthcare and 2015-2016 Chairman-Elect, ACHE**

**Moderator: Deborah J. Bowen, FACHE, CAE, President and CEO, ACHE**

#### Learning Objectives:

- Discuss the changing healthcare environment, new challenges for healthcare leaders, and how ACHE and other healthcare organizations are addressing these challenges.
- Review ACHE's competency-based training and professional development and credentialing programs.
- Learn how Children's Hospital Los Angeles and IASIS Healthcare implemented organizational-wide leadership programs to address healthcare challenges.

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## COLOMBIAN ASSOCIATION OF HOSPITALS AND CLINICS (ACHC)

### Developments and Innovations in the Quality of Care

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**Juan Carlos Giraldo Valencia, Director General, ACHC**

**Carlos Edgar Rodriguez Hernandez, Director Acreditacion en Salud**

**Andres Aguirre Martinez, President, ACHC**

**Moderator: Henry Mauricio Gallardo Lozano, Director Hospital Universitario**

#### Learning Objectives:

- Discuss how Colombia has established a national accreditation system.
- Review the importance of an accreditation partnership.
- Gain strategies for implementing accreditation standards to improve patient care.

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## HONG KONG HOSPITAL AUTHORITY

### Quality and Safety Management of Public Hospital Services in Hong Kong

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**Dr. Ian Cheung**, *Chief Manager (Clinical Effectiveness & Technology Management), Hospital Authority*

**Dr. T L Lee**, *Chief Manager (Quality & Standards), Hospital Authority*

**Dr. Fred Chan**, *Senior Manager (Patient Safety and Risk Management), Hospital Authority*

**Moderator: Dr. C C Lau**, *Cluster Chief Executive (Hong Kong East Cluster), Hospital Authority*

#### Learning Objectives:

- Learn how the Hong Kong Hospital Authority used technology and evidenced-based medicine to improve clinical quality.
- Understand the importance of benchmarking against best practices to improve quality of care.
- Discuss the importance of building a transparent and open disclosure system for medical incident reporting.

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## IHF SPECIAL SESSION

### The Role of Rural/Local Hospitals in Providing Care in Remote Areas

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**Dominique Colas**, *President, National Association of Local Hospitals (France)*

**Scott A. Duke**, *President/CEO, South Dakota Association of Healthcare Organizations (USA)*

**Dr. Wang Jun Lee**, *CEO & Chairman, Myongji Hospital (Korea)*

**Moderator: Jean-Marc Braichet**, *Head of Cabinet, Director General of Health Systems, Ministry of Social Affairs and Health*

#### Learning Objectives:

- Learn about the organizational structure, governance, staffing models and scope of services of rural hospitals around the world and the populations they serve from three representatives of rural healthcare providers.
- Describe the various challenges that face rural healthcare providers including recruiting physicians and staff, maintaining a financially viable healthcare organization, and implementing useful information technology as well as the varying roles of government in setting healthcare policies.
- Identify best practices used in rural healthcare organizations to maintain high quality staff, achieve high patient satisfaction and operate effective population-based healthcare delivery services.

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## FREE PAPER PRESENTATIONS

### Patient and Community Focus

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- › Enhancement of Quality of Informed Consent by System Change and Information Technology, **Kam Shing Tang** (Hong Kong)
- › Global Green and Healthy Hospitals Acting Together for Environmental Health, **Susan Wilburn** (Argentina)
- › Impact of Population Differences in the Area of Preventable Hospitalizations, **Jean Dowling Dols PhD, RN, NEA-BC, FACHE** (USA)
- › Public Hospital Transformation in a Resource Constrained Environment: A Case of Kenyatta National Hospital, Kenya, **Douglas Owino** (Kenya)
- › The World's Best Stroke Service is in Helsinki, **Maaret Castren** (Finland)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

**Wednesday, Oct. 7, 10 a.m.–11:30 a.m.**

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## HEALTHCARECAN AND ONTARIO HOSPITAL ASSOCIATION

### Healthcare Leadership and Management Challenges: A Canadian Perspective

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**Ray Racette**, *President and CEO, Canadian College of Health Leaders*

**Dale Schierbeck**, *Vice President, Learning and Development, HealthcareCAN*

**Moderator: Bill Tholl**, *President and CEO, HealthcareCAN*

#### Learning Objectives:

- Identify key policy challenges that face Canadian healthcare executives.
- Describe the LEADS-based leadership capacity and management development program.
- Understand how the leadership capabilities framework is being implemented to confront challenges facing Canadian healthcare leaders and organizations.

"The IHF World Hospital Congress is a must-attend event. There is no other event in the healthcare industry where senior leaders and visionaries from all around the world meet together in one place. The level of idea exchange at this event is unprecedented."

—Tsuneo Sakai, MD, MS, President, Japan Hospital Association

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## FRENCH HOSPITAL FEDERATION & UNICANCER

### French Hospitals: Strategies to Address Chronic Disease

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**Martine LaDoucette**, *CEO, University Hospital Nîmes*

**Patrice Viens**, *General Manager, Paoli-Calmettes Cancer Institute*

**Pascal Piedbois**, *General Manager, Paul Strauss Cancer Center*

**Vincent Meininger**, *Assistance Publique Hôpitaux de Paris*

**Dominique Somme**, *University Hospital Rennes*

**Moderator: Gerard Vincent**, *CEO, French Hospital Federation*

#### Learning Objectives:

- Learn about effective hospital strategies that promote coordination of care for chronic disease.
- Identify specific healthcare initiatives that target the frail, the elderly and patients with chronic disease.

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## PAN AMERICAN HEALTH ORGANIZATION

### Ensuring Hospitals Remain Functional in Emergencies and Crisis

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**Dr. Felipe Cruz**, *Chief, Special Projects, Mexican Social Security Institute*

**Eng. Tony Gibbs**, *Structural Engineer, Barbados*

**Dr. Luis Fernando Correa**, *Director, Emergencies and Disasters Ministry of Health, Colombia*

**Moderator: Dr. Ciro Ugarte**, *Director, Emergency Preparedness and Disaster Relief PAHO/WHO*

#### Learning Objectives:

- Understand the importance of having an organizational plan during a crisis.
- Gain proven strategies hospitals should undertake as a result of a natural disaster.
- Learn four global initiatives that hospitals must be aware of during disaster recovery.

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## BRAZILIAN NATIONAL ASSOCIATION OF PRIVATE HOSPITALS

### Healthcare Leadership in Brazilian Private Hospitals: How Are We Doing?

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**Fernando Torelly**, *CEO, Hospital Moinhos de Vento (RS), Brazil*

**Hildia Lima**, *Quality Manager, Rede D'Or São Luiz*

**Miguel Andoioiglo**, *Albert Einstein Jewish Hospital*

**Moderator: Carlos Figueiredo**, *CEO, National Association of Private Hospitals-ANAPH, Brazil*

#### Learning Objectives:

- Discuss similarities and differences of healthcare management practices in Brazil compared with best practices worldwide.
- Examine challenges that healthcare leaders face including cultural barriers and financial issues.
- Obtain personal insight from three healthcare management leaders about opportunities and challenges that they face within their organizations.

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## UNIVERSITY HEALTHSYSTEM CONSORTIUM

### Taking Better Care of Complex Patients: Findings from UHC's Frequently Admitted Patients Improvement Collaborative

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**Ed Fink**, *Clinical Project Manager, UC Davis Medical Center*

**Jennifer Houlihan**, *Director of Clinically Integrated Network Strategy,*

*Integration and Population Health, Wake Forest Baptist Health*

**Diane Nanno**, *Director of Nursing/Transition Services, Upstate University Hospital*

**Moderator: Danielle Carrier**, *Project Manager, Quality Operations, UHC*

#### Learning Objectives:

- Discuss the UHC's Frequently Admitted Patients Improvement Collaborative research project. Examine six specific strategies that have been implemented to improve patient interaction, and reduce hospitalizations and emergency department visits.
- Learn from three organizations participating in the research about lessons learned, preliminary results and next steps.

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## FREE PAPER PRESENTATIONS

### Healthcare Management: Performance and Training

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- › Developing Strategic Initiatives to Advance Global Healthcare Management Education, **Daniel J. West Jr., PhD, FACHE** (USA)
- › Improving Primary Care and Public Health Integration: Evaluation Using the Public Health Information Technology Maturity Index, **P. Kenyon Crowley, MBA, MS, CPHIMS** (USA)
- › Lessons in Leadership: How Clinicians Can Build Their Skills for Leadership and Management, **Ken Hekman, MBA, FACMPE** (USA)
- › Performance-Based Budgeting: An Aid to Good Hospital Governance, **Raoudha Ladjimi** (Tunisia)
- › Values-Based Leadership in a Healthcare Organization: Its Impact on Decision Making and Organizational Outcomes, **Premalatha Mony** (USA)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.



Wednesday, Oct. 7, 2:15 p.m.–3:45 p.m.

#### BELGIAN HOSPITAL ASSOCIATION

### Ethical Challenges Facing Belgian Hospital Directors and Approaches to Healthcare Reform

**Professor Guy Durant**, *Former General Manager, University Hospital Saint-Luc*

**Professor Marc Noppen**, *CEO, University Hospital Brussels*

**Francis de Drée**, *General Manager, University Hospital Brugmann*

**Jan Deleu**, *General Manager, AZ Groeninge*

**Moderator: Jan Beeckmans**, *General Manager, University Hospital Brussels*

#### Learning Objectives:

- Describe three ethical issues and challenges that confront hospitals in Brussels.
- Explain the theoretical and practical approaches that University Hospital Brussels developed for end-of-life care.
- Discuss the way public hospitals of Brussels (IRIS Group) partner with local social networks and deal with financial issues facing Belgium as it implements healthcare reform.

#### NORWEGIAN HOSPITAL AND HEALTH SERVICE ASSOCIATION

### Norwegian Healthcare: Moving Towards a Bright and Innovative Future

**Rolf Johannes Windspoll**, *Director, Department of Community Health Care Services, Norwegian Directorate of Health*

**Tone Marie Nyboe Solheim**, *Director, Department of Health and Welfare, The Norwegian Association of Local and Regional Authorities*

**Kari Kvaerner**, *Professor, PhD, MD, Director of Innovation and the Clinic of Innovation, Oslo University Hospital*

**Moderator: Dr. Erik Normann**, *CEO, Curato AS and IHF President Designate*

#### Learning Objectives:

- Recognize the various challenges Norway faces in the management of new diseases and delivery of preventative healthcare services.
- Describe strategies for the provision of coordinated and holistic medical care.
- Identify ways to provide effective healthcare services locally and the key drivers to innovate in the healthcare system.

#### AUSTRALIAN HEALTHCARE AND HOSPITALS ASSOCIATION

### Contemporary Leadership Issues for High-Performance, Universal-Coverage Health Systems

**Dr. Deborah Cole**, *Chief Executive, Dental Health Services, Victoria*

**Walter Kmet**, *CEO, Wentwest Pty Ltd*

**Prof. Gary Day**, *Griffith University, Centre for Health Innovation*

**Bernie Harrison**, *Peloton: Healthcare Improvement Consulting*

**Sandy Thomson**, *GovernancePlus*

**Moderator: Philip Davies**, *Deputy Director-General, Queensland Health*

#### Learning Objectives:

- Identify important leadership principles to successfully deliver universal, affordable, accessible and equitable high-quality healthcare.
- Explore ways to drive transformational change that will support quality improvement initiatives, integrate care and improve outcomes.
- Learn about the role of the Australian accreditation program and the importance of including public dental health services under universal health coverage.

#### JOINT COMMISSION INTERNATIONAL

### Globalization and Healthcare: Travel, Talent and Trends

**Andrew N. Garman, PsyD, MS**, *Professor, Rush University*

**Representatives of JCI accredited hospitals**

**Moderator: Paula Wilson**, *President and CEO, Joint Commission International*

#### Learning Objectives:

- Discuss current trends in the provision of medical care for travelers.
- Examine the provider perspective of treating and caring for medical travelers.
- Identify how technology and the market of medical travel influence global competition in healthcare.

"The 39th IHF World Hospital Congress in Chicago brings together decision makers from healthcare systems, hospitals and industry worldwide and gives attendees the opportunity to meet long standing colleagues at the same time. Thus, experience on how to govern hospital care, information on innovations in healthcare and the latest insights in organizational and political developments can be shared by attending only one congress. A must for all who have the say!"

—Georg Baum, Chief Executive, German Hospital Federation

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## IHF SPECIAL SESSION

### Hospitals and Big Data: Playing Field, Initiator or Stakeholder?

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**Dr. Shinya Matsuda**, *Professor, Department of Preventive Medicine and Community Health, University of Occupational and Environmental Health (Japan)*

**Dr Chakib Sari**, *Manager, Development/Promotion, Clinical Research Unit, Montpellier Regional Cancer Institute (France)*

**Moderator: Dr. Raymond Gensinger, Jr., MD, CPHIMSS, FHISS**, *Chief Information Officer, Hospital Sisters Health System (USA)*

#### Learning Objectives:

- Learn ways to incorporate technology solutions to improve patient care.
- Assess methods to use technology to improve hospital performance.
- Explore how healthcare organizations in Europe, the United States and Asia are using technology to advance healthcare research and outcomes.

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## FREE PAPER PRESENTATIONS

### Healthcare Delivery Challenges

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- › Advancing Health: A New Jersey Statewide Initiative Uses Gainsharing to Align Physicians and Hospitals to Lower Costs and Improve Quality, **Jo Surpin and Sean Hopkins** (USA)
- › Care Delivery System: Population Health, **Margaret J. Holm, RN, PhD, FACHE** (USA)
- › How Antimicrobial Stewardship Programs are Changing the Game Against Resistant Hospital Flora, **John Trowbridge** (USA)
- › Sustainability Roadmap and Its Implications for the World, **Walt Vernon** (USA)
- › The Future of Medical Tourism: Lessons Learned from Global Research– Linking Innovative Delivery to Best Practices in Meeting, **Michael A. Petrochuk, MHA, DBA, FACHE** (USA)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

Wednesday, Oct. 7, 4:15 p.m.–5:45 p.m.

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## INTERNATIONAL FEDERATION OF COMMUNITY HEALTH CENTERS

### Building a Solid Primary Care Continuum for the Health System

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**Scott Wolfe**, *Executive Director, Canadian Association of Community Health Centres*

**Dan Hawkins**, *Senior Vice President, Public Policy and Research, National Association of Community Health Centers (USA)*

**Moderator: Alison Verhoeven**, *Chief Executive, Australian Healthcare and Hospitals Association*

#### Learning Objectives:

- Describe the structure of the Community Health Center and the International Federation for Community Health Centers.
- Discuss strategies for collaboration and transmurals care to improve patient care and develop a solid continuum of care.
- Review an example that reduced emergency department visits that used an effective continuum of care model.
- Focus on collaborative engagement with community partners to address social determinants of health.

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## HIMSS

### Exploring the Value of Health Information Technology

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**Rod Piechowski**, *Senior Director, HIMSS*

**Greg L Wolverton**, *FHIMSS, Chief Information Officer, ARcare/KentuckyCare*  
**Vicent Moncho**, *CIO, Marina Salud S.A.*

**Moderator: Thomas Martin, PhD**, *Director, Health Information Systems, HIMSS*

#### Learning Objectives:

- Discuss the strategic role of how health information technology can be used to measure and improve hospital operational expenses, patient outcomes and physician performance.
- Identify ways that healthcare leaders can assess the overall value of information technology, including the implementation of an electronic medical record system and mobile technologies.

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## GS1

### Using Global Standards to Improve Patient Safety

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**Feargal McGroarty**, *National Haemophilia System Project Manager, St. James Hospital, Ireland*

**Dr. Heidi Wimmers**, *Chief Pharmacist, Hospital Alemán de Buenos Aires, Argentina*

**Dr. Jean-Michel Descoutures**, *Pharmacist, Hospital Drugs Technical Coordinator, GIP Resah-IdF, France*

**Moderator: Siobhan O'Bara**, *Senior Vice President, Industry Engagement, GS1 US*

#### Learning Objectives:

- Learn from healthcare practitioners that have implemented global standards (GS1 System Standards) to enhance patient safety.
- Understand how to leverage GS1 System Standards to reduce medication errors, decrease production costs and maximize return on investment.
- Discuss ways that GS1 System Standards play an important role in data collection and reporting to ensure patient safety.

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## FREE PAPER PRESENTATIONS

### Healthcare Delivery Innovations

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- › Development of Casemix Based Evaluation System in Japan, **Shinya Matsuda** (Japan)
- › Job Stress and Burnout in Relation to Physical and Mental Health of Nurses in Southern Taiwan, **Yueh Li Yu** (Taiwan)
- › Innovative Use of Available Technology to Contribute in Judicial Process as Witnesses—A Boon for Healthcare Professionals, **Professor A.K. Gupta** (India)
- › Inpatient Satisfaction Survey through QR-Coded Scanning by Smart Phones, **Tsair-wei Chien** (Taiwan)
- › mHealth: Disrupting the Status Quo, Leveraging Lessons Learned, **David A. Collins, MHA, CPHQ, CPHIMS, FHIMSS** (USA)
- › Indigenous Health Outpatient Department of University of Brasilia Hospital: Construction of Intercultural Health Practices in the Context of Brazil, **Maria Da Graça Hoefel** (Brazil)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

Thursday, Oct. 8, 10:30–12 p.m.

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## UNIÓ CATALANA D'HOSPITALS

### Promoting Innovation in Hospitals in a Public Healthcare System to Improve Healthcare Delivery, Quality and Efficiency

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**Lluís Blanch**, *Director, Research and Innovation, Corporació Sanitària Parc Taulí, Sabadell*

**Laura Sampietro**, *Deputy Director, Innovation, Head Health Technology Assessment Unit, Hospital Clínic Barcelona*

**Rosa Asbert**, *Medical Manager, Mutua Terrassa, Terrassa*

**Jorge Juan Fernandez**, *Director, E-Health & Health 2.0, Hospital Sant Joan de Déu, Barcelona*

**Cristina García**, *Physician in Chief, Parc Sanitari Sant Joan de Déu, Barcelona*

**Moderator: Anna Riera**, *Healthcare Social & Membership Management Executive Officer, Unió Catalana d'Hospitals (Hospital association), Barcelona*

#### Learning Objectives:

- Gain an overview of the Catalonia's healthcare system and how economic challenges, changes in patient demographics and the approach to patient centered healthcare has led to innovative change. Tools and steps that the public healthcare system uses to improve quality and efficiency will be shared.
- Examine four examples and strategies that promote change and improved the access and quality of care.

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## TAIWAN HOSPITAL ASSOCIATION

### How Innovation Technology Developments Provide Holistic, Patient-Centered, Smart Solutions

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**Dr. Ming Chia Hsieh**, *Vice Superintendent of Diabetes e-Hospital, Changhua Christian Hospital*

**Dr. Hsiu Chin Chen**, *Director of Nursing, Chi Mei Medical Center*  
**Chaney Ho**, *President, Advantech Co. Ltd*

**Moderator: Dr. Shou Jen Kuo**, *Vice President, Taiwan Hospital Association*

#### Learning Objectives:

- Understand how innovative technology has brought revolutionary changes to the provision of traditional medical services.
- Learn how the application of using a creative delivery system to provide holistic diabetes care, a workflow-driven instant messaging system to support TRM, and smart solutions experiences have led to care innovation in Taiwan.

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## IHF HEALTHCARE EXECUTIVES SPECIAL INTEREST GROUP

### Healthcare Leadership Competencies: A Global Perspective

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**Lucy Nugent**, *COO, Tallaght Hospital and Vice President, Health Management Institute of Ireland*

**Dr. Reynaldo Holder**, *Regional Advisor, Hospital and Integrated Health Care Delivery, Pan American Health Organization/World Health Organization (PAHO/WHO)*

**Ray Racette**, *MHA, CHE, President and CEO, Canadian College of Health Leaders*

**Moderator: Deborah J. Bowen**, *FACHE, CAE, President and CEO, American College of Healthcare Executives*

#### Learning Objectives:

- Understand how to use the global healthcare leadership competency directory to assess one's strengths and weaknesses.
- Develop a healthcare leadership professional development plan to improve patient delivery and care.
- Present a "call to action" that healthcare leaders and the profession can embrace.

A listing of the poster sessions is available at [WorldHospitalCongress.org](http://WorldHospitalCongress.org)

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## PORTUGUESE ASSOCIATION FOR HOSPITAL DEVELOPMENT

### Health Innovation: Future Challenges of Oncology Therapies

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**Ana Escoval**, *President, Portuguese Association for Hospital Development*  
**João Martins**, *Director of Medicines Evaluation Department, Acting Director of Economic Evaluation, Prices and Reimbursement Department INFARMED—Autoridade Nacional do Medicamento e Produtos de Saúde, I.P.*

**Jorge Félix**, *Director, Exigo, Portugal*

**Moderator: Carlos Pereira Alves, MD, PhD**, *Vice-Chair, Portuguese Association for Hospital Development*

#### Learning Objectives:

- Learn about new and innovative therapies in oncology and cancer treatment and up-to date instruments used to assess their value.
- Learn the different models of funding for cancer treatment and the impact on access and direct costs to patients.
- Learn about the citizen's access to therapeutic innovation.
- Discuss the mechanisms countries use to counterbalance barriers with the approval process and rising costs of new cancer treatments.

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## FREE PAPER PRESENTATIONS

### Quality and Safety Advancement

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- › Building a Culture of Quality in Hospitals and Health Systems, **Muhanad Hirzallah, PhD** (USA)
- › Dubai Healthcare City: A Quality Success Story, **Dr. Ramadan Alblooshi** (United Arab Emirates)
- › Maintenance of Medical Devices and Hospital's Quality Procedures in Developing Countries, **Dr. Mamadou SOW** (Senegal)
- › Pioneering Implementation of Simulation-Based Crew Resource Management Training in Hong Kong Public Hospitals, **Lou Wing On** (Hong Kong)
- › Reduction of Blood Transfusions and Hospital Expenses through a Lean Six Sigma-Based Process Improvement, **Sapan Desai, MD, PhD** (USA)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

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## FREE PAPER PRESENTATIONS

### Improving Access and Effectiveness of Care

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- › Community-Based Plan of Care: A Healthcare System's Strategy to Decrease Acute Care Readmissions and Overall Cost of Care, **Sylvain Trepanier, DNP, RN, CENP** (USA)
- › Expansion of Health Insurance Coverage in Korea and Issues to be Resolved, **Sang-keun Park** (Republic of Korea)
- › Ghana: An Innovative Network Model, **Jim Slack** (USA)
- › The Lighthouse Hospital Project: Improving the Patient Journey for Aboriginal and Torres Strait Islander Peoples with Acute Coronary Syndromes, **Carrie Sutherland** (Australia)
- › Tons of Hope: The Philippines, a Case Study, **Walt Vernon** (USA)

#### Learning Objectives:

- Engage with healthcare leaders from around the world on a variety of healthcare challenges.
- Learn from case studies about specific healthcare management and health services research initiatives.
- Obtain perspectives about effective strategies and challenges that healthcare organizations face.

"I have attended the IHF World Hospital Congress in the past and am really looking forward to continuing the best practice and idea sharing in Chicago in 2015. With the vibrant healthcare market in Chicago, it will be a great place to meet for everyone coming from around the world."

—Rulon F. Stacey, PhD, FACHE, Chair, Board of Overseers, Malcolm Baldrige National Quality Award

# Networking

The 2015 IHF Chicago World Hospital Congress will offer many networking opportunities, both formal and informal. Meet distinguished colleagues from across the world at the following events:

- › Educational sessions
- › Coffee breaks
- › Poster viewing
- › Exhibit hall
- › Networking lunches
- › Reception hosted at the Chicago Cultural Center
- › Gala dinner

## Evening Reception

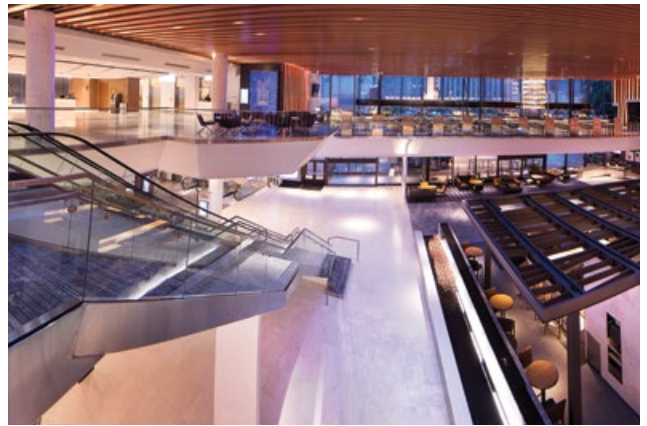
Tuesday, Oct. 6, 6:30 p.m.–7:30 p.m.



Join us for a spectacular reception hosted at the Chicago Cultural Center. This venue, one of the most visited attractions in Chicago, was designed as the first home of the Chicago Public Library. Construction on the Chicago Cultural Center was completed in 1897, and the center was designated a Chicago Landmark by the City Council on Nov. 15, 1976. The Beaux Arts style was influenced by the buildings of the 1893 World's Columbian Exposition. The building's interior features rooms modeled on the Doge's Palace in Venice, the Palazzo Vecchio in Florence, and the Acropolis in Athens. Its lush ornamentation includes two stained-glass domes, rare marbles inlaid with sparkling mosaics, and intricate, coffered ceilings. One ticket to the Evening Reception is included with each paid registration. Additional tickets may be purchased.

## Gala Dinner

Wednesday, Oct. 7, 7 p.m.–9 p.m.



Attend the Gala Dinner in the ballroom at the Hyatt Regency Chicago for live entertainment, local culinary delights and fantastic networking opportunities. One ticket to the Gala is included with each paid registration. Additional tickets may be purchased.



# Hospital Visits

**On Thursday, Oct. 8, participate in one of four visits to Chicago's premier hospitals.**

Take a personalized tour of the facilities and hear from the hospital's administrative leaders. These optional tours cost \$25 USD each. All funds will be donated to the International Committee of the Red Cross for the Health Care in Danger Project. The four hospitals are:



## Advocate Illinois Masonic Medical Center

Advocate Illinois Masonic Medical Center, located on Chicago's North Side, is one of the state's largest, most comprehensive, nonprofit, community medical centers. Illinois Masonic Medical Center offers a wide range of medical specialties and is nationally recognized for its medical expertise, use of the most innovative technologies and dedication to patient safety, quality and service.



## Ann & Robert H. Lurie Children's Hospital of Chicago

Ann & Robert H. Lurie Children's Hospital of Chicago, formerly Children's Memorial Hospital, provides superior pediatric care in a setting that offers the latest benefits and innovations in medical technology, research and family-friendly design. As the largest pediatric provider in the region with a 130-year legacy of excellence, kids and their families are at the center of all they do.



## John H. Stroger, Jr. Hospital of Cook County

John H. Stroger, Jr. Hospital of Cook County is a teaching hospital that provides primary, specialty and tertiary healthcare services. The hospital continues to maintain the strong commitment of the Cook County Health & Hospitals System to the healthcare needs of Cook County's underserved population, while also offering a full-range of specialized medical services for all segments of the community.



## Rush University Medical Center

Rush University Medical Center is a not-for-profit, academic medical center in Chicago. It is nationally and internationally known for many specialties of care, areas of research and its new medical hospital building, the Tower. Rush University, with an exclusive focus on the health sciences, shares the campus with Rush University Medical Center, allowing for unique integration of patient care, research and education.

# Travel & Registration

## Hotel and Travel

IHF has reserved a number of rooms at a reduced rate, which are available on a first-come, first-served basis until Sunday, Sept. 13, 2015, or until sold out. The Hyatt Regency Chicago is located approximately 18 miles from O'Hare International Airport (ORD) and 14 miles from Midway International Airport (MDW). Taxis and buses are available near the baggage claim areas of both airports.



### Hyatt Regency Chicago

151 East Wacker Drive  
Chicago, IL 60601 USA  
+1 (312) 565-1234 or +1 (888) 421-1442

Make your reservation online at  
<https://resweb.passkey.com/go/IHFOctober2015>

### Hotel

\$309.80 USD per night (includes room rate + applicable municipal taxes)

Complimentary wireless Internet access (Wi-Fi) will be available to all participants of 2015 IHF Chicago.

Complimentary access to the *StayFit at Hyatt* fitness center is available 24 hours a day for the duration of the conference (available for delegates booking at the Hyatt Regency Chicago).

### Airlines

The Star Alliance™ member airlines are pleased to be appointed as the Official Airline Network for 2015 IHF Chicago. Save up to 20 percent on travel with Star Alliance Network.

### Rental Cars

2015 IHF Chicago has arranged for car rental discounts with Avis and Hertz rental car companies. Hertz has a service desk in the lobby of the Hyatt Regency Chicago.

### Visa

For Visa and Customs information, please visit <http://travel.state.gov/content/visas/english.html> or contact the USA Embassy in your country of residence.

### Invitation letters

For an invitation letter to obtain a visa, please contact +1 (805) 677-4284 or [2015ihfchicago@rcsreg.com](mailto:2015ihfchicago@rcsreg.com).

For full details on airline and rental car discounts, visit the Travel & Accommodation page on **WorldHospitalCongress.org**

# Registration

Registration fees include access to all educational sessions, light breakfast (Tuesday through Thursday), coffee breaks, lunch (Tuesday and Wednesday), one ticket to the evening reception (Tuesday) and one ticket to the Gala (Wednesday).

**IHF member:** \$970 USD

**IHF non-member:** \$1070 USD

**Spouse/Guest:** \$395 USD  
*Includes daily access to the exhibit hall only, light breakfast, lunch, one ticket to the evening reception (Tuesday) and one ticket to the Gala (Wednesday)*

**Evening Reception only:** \$50 USD

**Gala only:** \$200 USD

Attendees may also purchase a ticket for an optional tour of a local hospital for \$25 USD. All fees from this activity will be donated to the International Committee of the Red Cross for the Health Care in Danger Project.

## Attire

Although dress for all World Hospital Congress events is business or business casual (your preference), many attendees prefer to dress in business attire. Room temperature in the meeting rooms may be cool. To ensure your comfort, please bring a sweater or jacket to your seminars.

## Cancellation Policy

A written cancellation received by Sept. 18, 2015, entitles you to a full refund minus a \$100 USD non-refundable cancellation fee. After Sept. 18, cancellations will not be accepted; however, you may send a substitute if you cannot attend. Send your written cancellation to [2015ihfchicago@rcsreg.com](mailto:2015ihfchicago@rcsreg.com). You can also fax it to +1 (805) 654-1676.

## Special Needs

Do you have special needs that we can address to make your participation more meaningful? Please contact [2015ihfchicago@rcsreg.com](mailto:2015ihfchicago@rcsreg.com) by Sept. 8, 2015, to specify your accommodation.

## Continuing Education Credit:

**ACHE**—This program has been developed by the International Hospital Federation in conjunction with the American College of Healthcare Executives. The American College of Healthcare Executives has awarded 14 ACHE Face-to-Face Education credit hours to this program.

**ACCME Accreditation**—This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship with the American College of Healthcare Executives and the International Hospital Federation. The American College of Healthcare Executives is accredited by the ACCME to provide continuing education to physicians. The American College of Healthcare Executives designates this live activity for a maximum of 14 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## General Questions?

Email us at [contact@ache.org](mailto:contact@ache.org) or call +1 (312) 424-9400.

Register online or download a copy of the registration form at  
**[WorldHospitalCongress.org](http://WorldHospitalCongress.org)**

# Post-Congress Event

## Health Venture Fair

*Bridging the Gap Between Innovation and Financing*

Thursday, Oct. 8, 2 p.m.–8 p.m.

Hyatt Regency Chicago

The Health Investment & Financing Corporation and MoneyPhysicians Inc. are pleased to invite you to the Chicago 2015 Health Venture Fair hosted by IHF, following the 39<sup>th</sup> World Hospital Congress. The Health Venture Fair will provide an opportunity for technology companies and service providers that have new and innovative

approaches in the hospital sector to meet with key healthcare decision makers, leading healthcare providers, investment bankers, fund managers, broker dealers, high net-worth individuals and angel investors. The Fair will showcase new technologies that will transform the way hospital care is delivered in the 21<sup>st</sup> century. Registration for the World Hospital Congress is not necessary for attendance at the Health Venture Fair.

For more information and to register, visit [Chicago2015.HealthVentureFair.com](http://Chicago2015.HealthVentureFair.com)



# Sponsors/Exhibitors

Thank you to our sponsors for their support of IHF's 39<sup>th</sup> World Hospital Congress

## Sponsors\*

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## Exhibitors\*

CPI (Crisis Prevention Institute)  
Health-Innovate  
Mazor Robotics  
MCN Healthcare  
Practice Compass  
Subway  
TeleLanguage, Inc.

*\*List accurate as of April 23, 2015.*

## Exhibit Hall

The exhibit hall will be a lively, energetic location where attendees can look for solutions and innovations in today's healthcare market. All coffee and lunch breaks will be held here.

For a full list of exhibitors, visit [WorldHospitalCongress.org](http://WorldHospitalCongress.org).

## Sponsorship and Exhibitor Opportunities Available

Get in front of a global platform for updating knowledge and sharing information on the challenges and opportunities facing the future of the healthcare industry. For information about becoming a sponsor or exhibitor, visit [WorldHospitalCongress.org](http://WorldHospitalCongress.org) or contact Stuart Lawry at +1 (312) 673-5440 or [slawry@ihf-fih.org](mailto:slawry@ihf-fih.org).

"In order to reach senior executives from Ministries of Health and National Hospital Associations around the world, the International Hospital Federation World Hospital Congress is a 'must attend' event. The international networking opportunities and caliber of attendee at this event are top notch for the industry."

—Karen Timmons, Global Healthcare Business Director, DNV GL



## Mobile App

Registered attendees can download the free 2015 IHF Chicago World Congress App for Apple and Android devices, which allows you to search and connect directly with attendees, view schedule, faculty and session details, and more.

Search **2015 IHF Chicago** in the App Store.



## Social Media

Follow us on Facebook and Twitter to receive 2015 IHF Chicago news and updates.

**Connect During World Congress!** We will be live tweeting during the event. Get in on the conversation. Follow us on Twitter **@IHF\_FIH** and use the **#IHF2015** hashtag to tweet and see what fellow attendees are saying.



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39th World Hospital Congress



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