List of Confirmed Speakers

As of 20 May 2015

1. **Dr. Dilshaad Ali Bin Abas**, President & Group Chief Executive Officer, TMMC Healthcare (Vietnam)
2. **Mr. Vishal Bali**, Asia Head – Healthcare, TPG Growth (India)
3. **Dr. Paul Barach**, Professor, Wayne State University School of Medicine (USA)
4. **Dr. Rupali Basu**, President & CEO, Apollo Hospitals Group (Eastern India)
5. **Dr. Yash Paul Bhatia**, Managing Director, Astron Hospital & Healthcare Consultants (India)
6. **Ms. Maria Linda Buhat**, Assistant Director for Nursing Services/ President, Philippine Heart Center/ Association of Nursing Service Administrators of the Philippines, Inc. (Philippines)
7. **Mr. John Casillas**, Chief Executive Officer, BoardTrust (USA)
8. **Dr. Celia Castillo**, Corporate Research and Development Director and Quality Management and Accreditation Director, Davao Doctors Hospital (Philippines)
9. **Ms. Christine Ceeto**, Nursing Director, PHIH (Myanmar)
10. **Ms. Chan Choo Lin**, Director of Operations, Johns Hopkins (Singapore)
11. **Dr. Aninda Chatterjee**, Chief Operating Officer, B. M. Birla Heart Research Centre-Kolkata (India)
12. **Prof. Rene Domingo**, Professor, Asian Institute of Management (Philippines)
13. **Mr. Robert Grey**, Chairman and Chief Executive Officer, Azure Healthcare Limited (Australia)
14. **Dr. Giridhar Gyani**, Director General, Association of Healthcare Providers India
15. **Dr. David Jaimovich**, President/Associate Professor, Quality Resources International/University of Illinois, Chicago (USA)
16. **Dr. Rustico Jimenez**, President, Private Hospitals Association of the Philippines
17. **Dr. Tony Ko**, Cluster Chief Executive of the New Territory West Cluster, Hong Kong Hospital Authority (Hong Kong)
18. **Ms. Amanda Kuiken**, Manager of Clinical Quality and Standards, Johns Hopkins (Singapore)
19. **Mr. Richard Lirio**, Head of Operations, Dr. Fe del Mundo Medical Center (Philippines)
20. **Dr. Jilan Liu**, JCI Principal Consultant, Joint Commission International (Singapore)
21. **Mr. Raju Mandhyan**, Keynote Speaker and Coach & Learning Facilitator, Inner Sun (Philippines)
22. **Dr. Sandhya Mujumdar**, Deputy Director, Medical Affairs, National University Hospital (Singapore)
23. **AP Dr. Kyaw Min Oo**, Clinical Director of Orthopedic Department, PHIH (Myanmar)
24. **Mr. Michael Podolinsky**, Chief Executive Officer, Podolinsky International Pte Ltd (Singapore)
List of Special Interest (Breakout) Session Topics

I. HOSPITAL MANAGEMENT AND ADMINISTRATION (ADM)
   1. IMPROVING FINANCES:
      a) How to increase revenues of a hospital
      b) Improving productivity and effectiveness through cost management
   2. How to generate and maximise staff involvement in continuous improvement
   3. How to use accreditation as a tool to manage change and improvement
   4. Trends in Human Capital and Talent Management
   5. The quick and easy way to develop a strategic plan for small and midsize hospitals

II. QUALITY IMPROVEMENT TOOLS (QIT)
   1. How to plan, collect and use the right analytics to improve patient service and care (Advanced)
   2. How to develop and nurture a team approach to quality improvement
   3. A step by step guide to using Six Sigma
   4. Measuring customer satisfaction, getting and using the right analytics
   5. Developing and using quality performance indicators that are for YOUR department (Advanced)
III. MANAGING PATIENT SAFETY (MPS)

1. ECONOMICS OR CULTURE IN SAFETY?
   a) Did you know that Patient Safety makes economic sense?
   b) Human Factors in Patient Safety: How and why both a “system” and a “culture” of safety is needed (Advanced)

2. Physicians and hospital design, BOTH!
   a) How Physicians can make a difference in ensuring Patient Safety in Hospitals
   b) Impact of Hospital Design on Patient Safety and Healthcare Quality

3. What are the best practices to improve patient safety

4. Blame Free and Legally Safe Aspects of Patient Safety
   a) How to ignite a blame free safety culture revolution and sustain it
   b) Legal aspects of lapses in patient safety: Medication errors, falls, nosocomial infection, wrong site surgery and more

5. How to develop a patient safety program that is straightforward, takes little infrastructure and few resources, and benefits providers as well as patients

IV. CUSTOMER SERVICE (CUS)

1. NOW Evidence based - The 7 deadly sins of customer service in hospitals.

2. TRANSFORMING THE PATIENT EXPERIENCE: A step by step guide to designing a patient experience program no matter what your department is (Advanced)

3. How to engage patients and their families to be part of the care process

4. How to measure and analyse patient satisfaction as a tool to improve customer service

5. How to train (and retrain) staff to improve service

V. MANAGEMENT AND ESSENTIAL SKILLS (MGT)

1. Leadership starts in your department. Advanced strategies for driving staff performance and change (Advanced)

2. SAPADAPA – Problem solving tools for hospital managers (Advanced)

3. QUALITY MANAGEMENT:
   a) Facilitating meetings and trainings: Helping others to discover their own answers
   b) How to become a good coordinator / facilitator for continuous quality improvement and patient safety program

4. Taking your hospital from Good to Great - Lessons for Hospital Managers

5. Time tested time management for hospital managers

VI. MARKETING, PR, AND ONLINE PRESENCE (MKT)

1. One more time: What is the Marketing Mix – and how can hospital managers use this to generate revenues? (Advanced)

2. 7 ways to “sell” your hospital or department’s services (Advanced)

3. The basics of social media to get your message across

4. One more time! Hospital Branding IS your business. Discover why and how! (Advanced)

VII. INFORMATION TECHNOLOGY IN HOSPITALS (ITH)

1. How TeleHealth is Being Done Today:
   Global status, market size, financing and case studies.

2. Understanding the future (and inevitability) of Telemedicine – Are you mobile, tablet and online literate?

3. How to integrate technology and patient care to improve hospital services (Advanced)
4. Mobile health and telemedicine – New business models that have proven to be successful. A strategy outlook on how to expand hospital services into primary and preventative care space through the use of technology.

VIII. CLINICAL PRACTICE IMPROVEMENT (CLI)
1. NEW LESSONS FOR PHYSICIANS:
   a) What every physician needs to know about the technologically literate patient of the future
   b) Health Economics for Clinicians
2. What changes and services does technology require hospitals to provide to support the clinical practices (Advanced)
3. KEY clinical indicators that should be monitored and assessed to improve patient care (Advanced)
4. THE PHYSICIAN'S ROLE:
   a) Leadership and Management Skills for Physicians and Clinicians
   b) Nine ways service will improve if physicians were more cooperative