



2nd Annual Patient Experience & Engagement Summit

6-7 October 2020 | VIRTUAL EVENT

Schedule as per Bangkok Standard Time

Organised By



Official Innovation Partner



Review & Reset your Patient Experience Strategy in a COVID-19 Era

Reinvigorate your Organization's Commitment to the Highest Quality of Care Delivery, Clinical Outcomes & Patient Experience

Evidence Based
Material



Renewed
Passion



Champion
Patient Voice



PX Success
Secrets



We salute healthcare workers around the world for their heroic efforts against Covid-19.

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DELVE INTO THE MINDS OF GLOBAL PX INNOVATORS, DISRUPTORS & FUTURIST TECHNOLOGISTS

Conference Chairman



Terry Grundy

Principal

Insync in Association with

Press Ganey Australia/ New Zealand and Asia



Dr. James Gutierrez
Chief – Quality, Safety & Patient Experience
Cleveland Clinic London, United Kingdom



Dr. Thomas Howell
Assistant Medical Director of Patient Experience & MCHS
Medical Director for Patient Experience, Obstetrics/ Gynaecology
Mayo Clinic, USA



Erica Rubinstein
Vice President - Service Excellence and Patient Experience
Mount Sinai Health System, USA



Karin Jay
Senior Vice President
Planetree International, USA



Annie Laverty
Chief Experience Officer
Northumbria Healthcare NHS Foundation Trust, United Kingdom



Ryanto Marino Tedjomulja
CIO
Siloam Hospitals, Indonesia



Dr. Karen Luxford
CEO
The Australian Council on Healthcare Standards & ACHS International, Australia



Dr. Maliha Hasmi
Executive Director & Deputy Sector Head - Health & Wellbeing & Biotech and Deputy Chair, NEOM Covid-19 Task Force
NEOM, Saudi Arabia



Joyce K. Nazario
Assistant Vice President & Head Patient Experience Group
St. Luke's Medical Center, Philippines



Dini Handayani
CEO
Medistra Hospital, Indonesia



Dr. Chatchai Arthur Yachantha
Acting Senior Director, Patient Experience
Bumrungrad International Hospital, Thailand



Datuk Dr. Kuljit Singh
Medical Director
Prince Court Medical Centre & President Association Private Hospitals Malaysia (APHM), Malaysia



Dr. Ravi Sachdev
Deputy CMIO
Tan Tock Seng Hospital, Singapore



Farhana Nakhoda
Senior Vice President
Health Catalyst



Larry Lofgreen
CTO - Asia Pacific
Health Catalyst



Dr. Yan Chow
MD, MBA
Senior Director, Industry Strategy and Marketing for Healthcare
Automation Anywhere, Singapore



Muthu Krishnan
President & CEO
Kencor Health, United States



Dr. Juan Lucas Rosas
Quality Management Director
FV Hospital, Vietnam



Elaine Ng
Group Head of Nursing
IHH Healthcare Berhad, Singapore



Erin Lloyd
Group Head for Nursing, Quality and Risk
Ramsay Sime Darby Healthcare, Malaysia



Dr. Stephen Chan
CMIO
Woodlands Health Campus, Singapore



Lais Junqueira
Quality, Patient Safety and Innovation Manager
Elsevier, Spain



Manisha Kumar
Hospital Head & General Manager
Columbia Asia Hospitals, India



Ellil Mathiyon Lakshmanan
President | Ostomy Association of Singapore & Co-Chair | SingHealth Patient Advocacy Network, Singapore



Dr. Teresa Wong
Associate Consultant – Anaesthetist
Woodlands Health Campus, Singapore



Mohamad Fakh
Chief Nursing Officer
Fakeeh University Hospital & Medical Director
Fakeeh Home Healthcare, United Arab Emirates

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CENTRAL THEMES

- COVID-19 Pandemic : Obstacle or Accelerator to Patient Experience Innovation
- Future of **Telehealth & Patient Experience**
- Fostering High Performance **Leadership**
- Promoting Resilience & **Caregiver Wellbeing**
- Rethinking **Patient Experience Measurement Metrix**
- Institutionalize **Patient Partnerships** to Withstand the Turbulent Times

WHY GO VIRTUAL?

We live in unprecedented times where borders are closed, travel is either not possible or travel budgets are not easily available along with social distancing norms being strictly followed, making physical gatherings difficult. Our virtual conference offers you:

NO TRAVEL COSTS

VIRTUAL MEETINGS

ENVIRONMENT FRIENDLY

HIGHER OUTREACH

VIRTUAL PRODUCT LAUNCHES

HIGH VOLUME OF QUALIFIED LEADS

ACCESSIBLE ON ANYDEVICE

SAVES A LOT OF TIME AND MONEY

INDUSTRY INSIGHTS AT YOUR FINGERTIPS

EASY NETWORKING & MATCHMAKING

QUICK FEEDBACK

QUICK LEAD GENERATION



YOUR PEER MIX

C-Suite Executives:

-  Chief of Staff
-  Chief Medical Officer
-  Chief Nursing Officer
-  Chief Engagement Officer
-  Chief Experience Officer

VPs and Directors of:

-  Clinical Engagement
-  Engagement
-  Experience
-  Nursing
-  Clinical Department Chairs
-  Wellness
-  Communications
-  Patient Services
-  Case Management
-  Care Coordination

Solutions Providers:

-  Patient Engagement
-  Chronic Disease Management
-  Care Coordination
-  Mobile technology
-  Communication specialists
-  Wellness providers





AGENDA | Day-1

Tuesday | 6th October 2020

12:50 **Welcome Note from BII World**

12:55 **Opening Remarks from the Chairman**
Terry Grundy, Principal | **Insync in Association with Press Ganey Australia/ New Zealand and Asia**

13:00 **Exclusive Roundtable**
Transforming Patient Experience with Intelligent Automation



COVID-19 has sparked a “big bang” in healthcare. It is catalysing fundamental digital transformation at a pace that has no modern precedent. As many healthcare organizations begin to redefine their business models, they will also need to think about making their patient experience more frictionless, i.e. lowering the barriers to scheduling an appointment, filling out paperwork, or even paying the bill.

Join Automation Anywhere for the Patient Experience Virtual Roundtable as we –

- Discuss on how automation can help administrators improve patient experience, reduce costs, increase productivity, reduce delays, manage risks, and gain insights
- Learn how bots are also able to monitor activity, identify red flags, and issue alerts, which is helpful in a regulated industry like healthcare that needs to constantly track safety, quality, compliance, and security
- Discover how one of five major San Diego County government divisions, the Health and Human Services Agency automate the verifications of its various public assistance programs, speeding up the approval turnaround time for patients

Intelligent automation will be a critical piece in reshaping the patient experience across the spectrum of all interactions with healthcare providers and institutions.

As an enabler, it will allow organizations to redesign outdated end-to-end processes for the 21st century while optimizing the roles and partnership of humans and the Digital Workforce in new value chains.

Dr. Yan Chow, MD, MBA, Senior Director, Industry Strategy and Marketing for Healthcare | **Automation Anywhere, Singapore**

14:00 **Opening Keynote**
Lessons from High Performing Person-Centred Healthcare Services



This presentation will focus on learnings from international leaders improving patient experience, safety and clinical quality outcomes and will include:

- Person centred care – the evidence
- Patient engagement strategies
- Safe quality care – safety is personal
- Patient partnerships and case studies

Dr. Karen Luxford, CEO | **The Australian Council on Healthcare Standards & ACHS International, Australia**

14:25 **Digital Game Changer Panel**
Technology Revolutionises Patient Experience During & Beyond COVID-19



Uncertainty breeds innovation, and these are among the most uncertain times in healthcare. Patient experience of the future will get defined by the extent of personalization, affordability, and convenience, harnessing the power of emerging technologies. Digital patient experience will be the game changer for care providers in gaining advantage over the competition.

Panel featuring tech veterans and caregivers to deliberate discussion on new technology-enabled virtual care models, their digital transformation journey and where they pivoted along the way.

- The legacy of COVID-19: How key innovations will outlive the pandemic?
- What could the digital patient journey look like beyond COVID-19?
- How do you measure success in layering digital strategy over PX strategy amidst the pandemic? How are you driving technological innovation to amplify patient experience during crisis time?
- Emphasise the rising need of collaboration with healthcare partners and vendors
- How to design the digital experience that is suited for their patient populations while remembering to address the needs of caregivers who will deliver and manage the experiences?

PANELLISTS

Manisha Kumar, Hospital Head & General Manager | **Columbia Asia Hospitals, India**

Datuk Dr. Kuljit Singh, Medical Director | Prince Court Medical Centre & President | **Association Private Hospitals Malaysia (APHM), Malaysia**

Dr. Ravi Sachdev, Deputy CMIO | **Tan Tock Seng Hospital, Singapore**

Dini Handayani, CEO | **Medistra Hospital, Indonesia**

Dr. Stephen Chan, CMIO | **Woodlands Health Campus, Singapore**

Ryanto Marino Tedjomulja, CIO | **Siloam Hospitals, Indonesia**

Larry Lofgreen, CTO - Asia Pacific | **Health Catalyst**

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AGENDA | Day-1

Tuesday | 6th October 2020

15: 25 **Adapt Quickly & Build Connections through Telehealth**

Social distancing practices resulting from the Covid-19 pandemic have accelerated the use of telehealth and the health care community has clamored to adapt. This session explores the challenges, opportunities, and best practices to enable strong communication and patient experience in the virtual healthcare space.

- Challenges and benefits of delivering exceptional telehealth experiences
- Communication best practices to establish trust in the patient-clinician relationship
- Virtual training opportunities needed to support clinicians

Dr. Ravi Sachdev, Deputy CMIO | **Tan Tock Seng Hospital, Singapore**

15:45 **The Promise of a Data First Strategy In Driving Increased Patient Outcomes and Experience**

With the right evidence, analytics, and methods, providers can transform healthcare, improving the quality of care delivered to the patients that they serve and improving the overall patient experience.

The speaker will share how healthcare providers are taking advantage of aggregated data and analytics across their networks to identify broad trends and patterns as well as individual personal health profiles.

She will share how leading health systems such as Partners Healthcare, Allina Health and others have been driving significant documented financial, operational, and clinical outcomes improvements whereby they are saving millions of dollars are improving/saving patients lives.

Farhana Nakhoda, Senior Vice President | **Health Catalyst**

16:00 **Speak Up For Patient Safety**

Ramay Sime Darby recognizes that promoting a culture of safety and reliability is a fundamental part of our risk management framework and quality initiatives. RHC partnered with the Cognitive Institute in 2019/20 to introduce a professional accountability framework based on the Vanderbilt University Medical Centre and Cognitive Institute Promoting Professional Accountability (PPA) model.

The "program" consists of two pillars:

- Speaking Up Training - Requires all staff who interact with a patient in a procedural area to be trained in Speaking Up via the PACE model (Probe, Alert, Challenge and Emergency).
- Promoting Professional Accountability (PPA)- Consists of a feedback platform and response system peer messenger system, and graded interventions.

Erin Lloyd, Group Head for Nursing, Quality and Risk | **Ramsay Sime Darby Healthcare, Malaysia**

16:20 **Information in Pandemics - The Good, The Bad And & The Ugly**

Knowledge is the only way out of this pandemic. However, navigating through information during a pandemic crisis is a challenging task. This year's number of official, peer-reviewed publications about COVID-19 - has raised more than 3500% from January to July. With more than 6000 articles published in one month alone, how can healthcare professionals keep current with information and build on their knowledge base to fight the pandemic?

- The era of explosion of information
- Not all information is created equal - the toll caused by misinformation and disinformation
- Technology as an ally to harness relevant information

Láís Junqueira, Quality, Patient Safety & Innovation Manager | **Elsevier**

16:40 **Balancing the Patient & Caregiver Experience**

- The key features of Northumbria Healthcare's award-winning patient experience programme
- How the Trust has successfully integrated this with a comprehensive staff experience programme?
- How the programme was radically redesigned in light of Covid-19 to support real time feedback?
- What the Trust has learnt about the needs of the workforce during the pandemic?

Annie Laverty, Chief Experience Officer | **Northumbria Healthcare NHS Foundation Trust, United Kingdom**

17:00 **Caring for the Cohort & Caregivers of a Community Care Facility**

- Patient and Staff psychological wellness initiatives in a rapidly opened medical facility
- Maintaining morale of staff caring for COVID-positive patients
- Integrating and motivating a diverse team amidst a pandemic

Dr. Teresa Wong, Associate Consultant - Anaesthetist | **Woodlands Health Campus, Singapore**



AGENDA | Day-1

Tuesday | 6th October 2020

**17:20 Healthcare Superheroes Panel
Who Heals the Healer**



The COVID-19 global pandemic is taking a physical, mental and emotional toll on doctors, nurses, healthcare workers and caregivers. The long work hours and limited resources are causing overwork, exhaustion and in some cases, compassion fatigue. Not to mention balancing your work with the concerns for own family and loved ones.

Hear the panel of experts as they share novel strategies to cultivate resilient caregivers and managing compassion fatigue in midst of COVID 19 pandemic

- What pioneering initiatives were deployed for addressing burn out among caregivers?
- How to foster joy, resilience and well-being as an overarching organisational strategy?
- How to support staff and keep them engaged during crisis times?
- What kind of digital technologies would you recommend to implement to ensure optimum caregiver engagement and wellbeing?
- Caring for the physical needs of our caregivers as we continue to fight the Corona virus is important but what kind of emotional scars will this virus burn into our memories forever?
- How to use emotional agility to survive these difficult times?

PANELLISTS :

Elaine Ng, Group Head of Nursing, | **IHH Healthcare Berhad, Singapore**

Erin Lloyd, Group Head for Nursing, Quality and Risk | **Ramsay Sime Darby Healthcare, Malaysia**

Dr. Teresa Wong, Associate Consultant – Anaesthetist | **Woodlands Health Campus, Singapore**

Dr. Maliha Hasmi, Executive Director & Deputy Sector Head - Health & Wellbeing & Biotech and Deputy Chair, NEOM Covid-19 Task Force | **NEOM, Saudi Arabia**

Mohamad Fakh, Chief Nursing Officer | **Fakeeh University Hospital** & Medical Director | **Fakeeh Home Healthcare, United Arab Emirates**

Karin Jay, Senior Vice President | **Planetree International, US**

Annie Laverty, Chief Experience Officer | **Northumbria Healthcare NHS Foundation Trust, United Kingdom**

17:50 Closing Remarks from the Chairman

Terry Grundy, Principal | **Insync in Association with Press Ganey Australia/ New Zealand and Asia**



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AGENDA | Day-2

Wednesday | 7th October 2020

14:00 **Welcome Note from BII World**

14:05 **Opening Remarks from the Chairman & Recap of Day 1**
Terry Grundy, Principal | Insync in Association with Press Ganey Australia/ New Zealand and Asia

14:15 **Opening Keynote**
What Matters to you?

- Background and importance of “What Matters To You?”
- Cleveland Clinic’s “Patient Promises”
- Cleveland Clinic Models for Shared Decision Making
- Plan of Care Rounds
- Advanced Care Planning

Dr. James Gutierrez, Chief – Quality, Safety & Patient Experience | Cleveland Clinic London, United Kingdom

14:45 **Healthy Dialogue**

Craft the New Normal : What Will Never be the Same Again in the Healthcare Experience?



The experience of the pandemic has changed patient expectations. The esteemed panellists will share their insights and innovative approaches used to design their PX strategy across the continuum of care during the crisis. No hospital’s story is the same, so each panellist has a compelling piece to add to the conversation :

- What should healthcare providers do in order to get patient volumes back and find new patients?
- What advice do you have for other CXOs as they navigate the pandemic?
- Balancing patient and caregiver experience during this time – what you have learned through this experience that you want other C-suite leaders to know?
- Emergence of new care models and how they should be integrated in the new normal operating environment?
- Anticipate coming changes to the future of healthcare with an optimized reputation management and communication strategy

PANELLISTS:

Dr. James Gutierrez, Chief – Quality, Safety & Patient Experience | Cleveland Clinic London, United Kingdom

Joyce K. Nazario, Assistant Vice President & Head- Patient Experience Group | St. Luke’s Medical Center, Philippines

Dr. Chatchai Arthur Yachantha, Acting Senior Director, Patient Experience | Bumrungrad International Hospital, Thailand

Dr. Juan Lucas Rosas, Quality Management Director | FV Hospital, Vietnam, USA

Dr. Thomas Howell, Assistant Medical Director of Patient Experience & MCHS Medical Director for Patient Experience, Obstetrics/Gynaecology | Mayo Clinic, United States

Muthu Krishnan, President & CEO | Kencor Health, United States

15:25 **Patient Experience During a Crisis- A Case Study from Mount Sinai Health System**

- How we transformed care during the pandemic?
- What we are hearing from our patients regarding their top- most concerns during this time and what we are doing to meet their needs?
- Ways and strategies to innovate experience like video visitation, interpreter services amongst many other methods to connect with the patient during this challenging time

Erica Rubinstein, Vice President - Service Excellence and Patient Experience | Mount Sinai Health System, USA

15:45 **Harnessing the Healing Power of Patient Stories**

- How patient stories are re-shaping health care?
- Patient stories offering valuable insights that go way beyond the statistics and the outcomes
- Power to inspire, humanize, compel action, and challenge assumptions
- How do you choose the right stories, and how do you make sure that the process of telling and hearing them is beneficial to both provider and patient?
- Enables to bridge that gap – and to take a more holistic view of health care

Dr. Chatchai Arthur Yachantha, Acting Senior Director, Patient Experience | Bumrungrad International Hospital, Thailand



AGENDA | Day-2

Wednesday | 7th October 2020

16:05 High Performance Leadership – Agile, Bold & Forward Thinking

Although the COVID-19 pandemic remains front and center for healthcare leaders, it's never too early to learn lessons that can be applied to better deal with the next crisis.

- Discover how frontline healthcare leaders can improve performance, transform staff satisfaction and deliver better outcomes in their clinic, ward or department
- Hardwiring patient experience improvement methods with frontline staff."
- Leverage the value of organizational cultural alignment for delivery of patient-centered care during the COVID19 crisis.
- Integrate 3 P's – People, Process and Partnership as key amplifier for growth
- Rounding for outcomes – Walk the talk

Datuk Dr. Kuljit Singh, Medical Director | **Prince Court Medical Centre** & President | **Association Private Hospitals Malaysia (APHM), Malaysia**

16:25 Patient Experience Measurement : Sorting Fact from Fiction

- Rethinking how patient experience is measured ?
- Co-designing and supporting improvement
- Share best practices for creating a continuous feedback loop when implementing patient experience initiatives

Joyce K. Nazario, Assistant Vice President & Head Patient Experience Group | **St. Luke's Medical Center, Philippines**

16:45 Commissioning a Hospital Through a Person- Centered Care Approach

- Healing design
- Patient Advisory Council
- Staff Selection
- Patient Friendly Applications
- Use of Technology to bridge the patient-care giver gap

Mohamad Fakh, Chief Nursing Officer | **Fakeeh University Hospital** & Medical Director | **Fakeeh Home Healthcare, United Arab Emirates**

17:05 Patient Family Advisory Council : Giving Patients a Seat at the Table

In these times of social distancing, it's even more important to keep patient relationships close.

- What PFACs reveal about patient experience?
- How do we institutionalize this collaboration so it can withstand the turbulence of a crisis?
- How to engage and support diverse patient partnerships during a crisis and ways to utilise it remotely?
- What enablers and barriers exist as well as identify the practices, policies and resources that would support strengthening engagement efforts during this time.

Ellil Mathiyan Lakshmanan, President | **Ostomy Association of Singapore** & Co-Chair | **SingHealth Patient Advocacy Network, Singapore**

17:25 Patient Preferred Practises

This session will introduce critical elements of a culture of Patient and Family Engaged care and provide practical examples and solutions for organizations focused of supporting person centered care approaches and culture.

- Most current literature and scientific evidence to make connections between person- and family-centered approaches to care and improved health and healthcare outcomes.
- Essential organizational practices, structures and skill-building opportunities that work together to create, strengthen and sustain an organizational culture of person-centred care.
- Tools to support implementation of a culture change program and patient preferred practices.

Karin Jay, Senior Vice President | **Planetree International, U.S.**

17:45 Closing Remarks from the Chairman

Terry Grundy, Principal | **Insync in Association with Press Ganey Australia/ New Zealand and Asia**