Patient Experience Asia Summit
Elevate NextGen Patient-Centric Care: Leadership & Innovation
30 - 31 January 2018, Singapore
Hospital IT Expenditure
Will grow at a compound annual growth rate of 9.7% between 2016 & 2021

Ageing Population
Will be more than 30% of total population by 2030 & healthcare spending on ageing population will exceed US $27 trillion

Telehealth market
is expected to reach US$1.79 billion in 2020.

Healthcare IT market
estimated to be worth more than $15 billion by 2021. PX & engagement amongst other solutions like Healthcare Data Continuity, Healthcare Cloud, Big Data & Analytics, and Healthcare Cybersecurity will witness potential growth opportunities.

With 8.6 billion devices connected, the region is set to lead the way in the IoT market by 2020.
Hear from PX Leaders & Innovators

Leadership Insights from Winner of 25 local & regional Awards

Dr. Timothy Low, Board of Director | Farrer Park Hospital, Proud recipient of “50 Most Talented Healthcare Leaders of Asia” & “Best CEO of the Year” Award in 2016 & 2017

Sing-&-Tell Story: Inspirational Journey of a Patient

Tallin Ang, Communications Specialist Singer & Healthcare

Clinical Innovator Highlights: DocBot Transforming Doctor-Patient Relationship

Dr. Ravinder Singh Sachdev, Deputy Chief Medical Informatics Officer & Deputy Director-Transitional Care Services | Tan Tock Seng Hospital

Executive Spotlight: PX in Acute Care Setting

Dr. Mohan Tiruchittampalam Deputy Chairman, Medical Board Woodlands Health Campus

Strategic Showcase: The Ideal Patient Experience Toolbox

Irene Chan, Director, Office of Patient Experience KK Women’s & Children's Hospital

TeleLive Consultation: Robots Bridge Elder-Care Gap

Dr. Jit Seng TAN, Director / Senior Home Care Physician | Lotus Eldercare Health Services

Do you know...?

Total Hospital IT Market: Top 5 Goals for Hospital IT Decision Makers, APAC, 2017

- **5.0**: Improve Care Delivery
- **4.8**: Improve Patient Satisfaction
- **4.5**: Improve Reporting & Compliance
- **4.5**: Improve Efficiency of Hospital Services
- **4.5**: Improve Quality of Hospital Services
Take Aways

- Hear how Bumrungrad International Hospital dispels fears & creates meaningful connections with patients from over 200 countries
- Discover the PX goldmine through big data revolution with Apollo Hospitals
- Unveil the myths and realities of the digital patient with Frost & Sullivan
- Gain insights from SingHealth on the healthcare spaces of the future
- Optimise seamless patient flow with Bangkok Medical Center, Bangkok Dusit Medical Centre

WHO WILL YOU MEET?

Any healthcare leader on a journey to service excellence with the goal of improving patient experience will benefit from the comprehensive 2 days visionary program

Industries:
- Healthcare Providers (Primary, Secondary & Tertiary) | Ambulatory Services, Rehabilitation Centers

Stakeholders in Patient Experience:
- Health Ministries | Industry Associations | Research Institutes | Health Authorities | Health Insurance Firms | Pharmaceutical Companies | Accreditation Body

Job Titles:
- Strategic Leaders - President / CEO / COO / VP / Director
- Chief/Director – Nursing
- Chief Medical Officer
- Director/Head/Manager/Officer – Patient Experience/Patient Care/ Patient Relations/ Patient Service/ Satisfaction/ Patient Flow
- Director/Head/Manager/Officer – Quality & Safety
- HR & Operations
- Manager/Head - Marketing & Business Development
- Project/ Facility Manager (Design & Innovation)
Confirmed Speakers & Panelists

**Dr. Timothy Low**  
Board of Director  
**Farrer Park Hospital**

**Dr. Mohan Tiruchittampalam**  
Deputy Chairman, Medical Board  
**Woodlands Health Campus**

**Irene Chan**,  
Director, Office of Patient Experience | **KK Women’s & Children’s Hospital**

**Dr. Ravinder Singh Sachdev**,  
Deputy Chief Medical Informatics Officer & Deputy Director- Transitional Care Services  
**Tan Tock Seng Hospital**

**Santosh Marathe**  
Chief Operating Officer  
**Apollo Hospitals**

**Rhenu Bhuller**  
Partner & SVP, Healthcare  
**Frost & Sullivan**

**Frederick Nyberg**  
CEO | **Asia Pacific Medical Technology Association (APACMed)**

**Tamsin GREULICH-SMITH**,  
Chief - Smart Health Leadership Centre; Member, IT Strategy and Management Practice | **Institute of Systems Science ; National University of Singapore**

**Dr. Pongtorn Kietdumrongwong**  
Assistant CEO | **Bangkok Medical Center, Bangkok Dusit Medical Centre**

**Dr. Jit Seng TAN**,  
Director / Senior Home Care Physician | **Lotus Eldercare Health Services**

**John Yoon**  
Director – Asia Pacific  
**Joint Commission International**

**Sudi Narasimhan**, Senior Director, Advanced Technology & Development  
**Bumrungrad International Hospital**

**Pang Nguk Lan**  
Director - Quality, Safety & Risk Management | **KK Women's & Children's Hospital**

**Tracy Gan**,  
Deputy Director, Service Leadership & Patient Relations  
**National Healthcare Group Polyclinics**

**Yong Seow Kin**  
Director, Facilities Development  
**SingHealth**

**Tallin Ang**  
Communications Specialist  
**Singer & Healthcare**

**Pue Kim Chong**, Director, (Infrastructure Planning Office) | **Tan Tock Seng Hospital**

**Lawrence Wee**  
Head of Data Science  
**Allianz Asia Pacific**

**Dr. Yin Shanqing**,  
Snr. Principal Human Factors Specialist - Quality, Safety, & Risk Management | **KK Women’s & Children Hospital**
DAY 1
30th January, 2018

08:30 Registration & Networking

08:50 Welcome Note from Fleming

09:00 Opening Remarks from Chairman

09:05 **INSPIRATIONAL KEYNOTE**
Art of Balancing: Sustaining & Elevating High Quality Patient Centric Care

• Doing with, not to – The changing relationship between patients and healthcare
• Why reinvent the wheel? Exceed benchmarks and sustain improved integrated model of care
• Connecting people and purpose for PX excellence

09:30 **VISIONARY PANEL**
Future PX Ambassadors: Revolulutionising Next-Gen PX across Continuum of Care

• Re-envisioning your PX strategy to achieve healthcare’s quadruple aims
• Corporate Leaders as Patient Experience Ambassadors
• Shift in focus: From transactions to interactions; From ‘one shoe fits all’ to ‘bespoke healthcare’
• Sustain and elevate a culture of multi-disciplinary collaboration and accountability
• Leadership at national, regional & local level to drive outcomes and PX
• Patient as partners in the business of improving experience
• Transforming care for an ageing population

**MODERATOR:**
Dr. Timothy Low, Board of Director
Farrer Park Hospital

**PANELISTS:**
Tamsin Greulich-Smith, Chief - Smart Health Leadership Centre; Member, IT Strategy and Management Practice | Institute of Systems Science; National University of Singapore
Dr. Ravinder Singh Sachdev, Deputy Chief Medical Informatics Officer & Deputy Director-Transitional Care Services | Tan Tock Seng Hospital
Irene Chan, Director, Office of Patient Experience KK Women’s & Children's Hospital
John Yoon, Director – Asia Pacific Joint Commission International

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DAY 1
30th January, 2018

10:15 The Patient Experience Toolbox - Strategy, Approach & Best practices
• PX strategy requires a systemic approach with integration of important drivers such as leadership, quality and partnership with patients and families
• Implementation of the Institute for Healthcare Improvement’s PX model in the Asian context
• Sharing of best practices - what worked & what didn’t
  Irene Chan, Director, Office of Patient Experience
  KK Women’s & Children’s Hospital

10:40 Morning Coffee Break & Networking

11:10 Patient Experience in the Acute Care Setting
• Evidence based practice: Positive associations between patient experience and clinical safety & effectiveness
• Three dimensions of quality to be treated in totality and not in isolation
• Resist ignoring patient experience measures as too subjective or mood oriented
  Dr. Mohan Tiruchittampalam, Deputy Chairman, Medical Board | Woodlands Health Campus

11:40 The DocBot will see you now!
• How technology is transforming the doctor-patient relationship
• Focus on the multiple modalities available for patients to interact with healthcare services (besides the traditional visit/phone call/SMS/email)
• How both parties can enhance these experiences to achieve better outcomes
  Dr. Ravinder Singh Sachdev, Deputy Chief Medical Informatics Officer & Deputy Director-Transitional Care Services | Tan Tock Seng Hospital

12:10 Organizational Culture & Patient Experience: Implement Change from the Top-Down & Bottom-Up
• Strong commitment & organisational leadership to drive transformation culture
• Clearly articulate roles played by every level of staff and seek engagement
• Reinforce accountability to integrate patient experience into the daily work of everyone across the organization.
• Establish a sustaining culture of patient experience
• Quality, patient safety and experience imperative
  Pang Nguk Lan, Director - Quality, Safety & Risk Management | KK Women’s & Children’s Hospital

12:40 Staff Engagement from Bedside to Boardroom
• Impact of employee disengagement on PX: Employees make or break the patient experience
• Insight on evidence based practice
• What can leaders do to encourage engagement among their team?
• Mapping the course for improving engagement and patient satisfaction
• Build service targets and behaviors into an evaluation system.
• Example of nurse led projects and their impact on provider’s bottom line
  Tamsin GREULICH-SMITH, Chief - Smart Health Leadership Centre; Member, IT Strategy and Management Practice | Institute of Systems Science; National University of Singapore

13:10 Luncheon & Networking
14:10  **Patient Stories to Inspire PX Transformation**

- Overcoming patient fears and creating connections in a hospital treating patients from over 200 countries
- Use Storytelling to bridge the gap between healthcare policy and practice
- Case studies including the technical, emotional and logistic aspects of a case puts a patient’s mind at ease quickly and effectively in nearly any language or culture.
- How storytelling fosters connection and empathy
- Methods used to set patient expectations and enhance their confidence.

*Sudir Narasimhan*, Senior Director, Advanced Technology & Development | Bumrungrad International Hospital

14:40  **Compassion & Empathy : Humanising Healthcare**

- Explore barriers to compassionate care and how to overcome?
- Why does enabling compassionate care matter?
- Surprising research evidences for the efficacy of empathetic care
- Real dialogue: communication that is human to human rather than clinician to patient.
- Essence of nursing: Agents of positive change

15:10  **SING-&-TELL STORY SESSION**

*Through the Lens of a Patient : A Patient’s Journey*

*Presenter was born with a cleft lip and palate and has had multiple surgeries since young. Braving the odds to become a performing singer beyond her full-time job as a healthcare administrator, She will share her journey growing up amidst negativity, bullying, rejection and depression to discover her passion and meaning in life. Hear her perspective as a patient in this sing-and-tell session on how the journey has shaped and defined her character and beliefs.*

*Tallin Ang*, Communications Specialist Singer & Healthcare

15:40  **PXO BRAINSTORM SESSION**

*Plug the Service Excellence Gap to Improve PX : “Ideal Battle Plan”*

- Reality check – Common feedback, competency gaps and opportunities to improve
- Rethink, redesign, re-engineer to encourage service excellence for improved patient experiences
- Encouraging continuous improvement through feedback, frameworks and KPIs
- Highlighting what has worked and what can be improved
- Connect with patient on their terms and advance clinical research
- Delivering service excellence: The role of safety & quality
- The intrinsic link between quality, safety, and performance improvement to exceptional patient/family experience

**PANELISTS:**

*Santosh Marathe*, Chief Operating Officer Apollo Hospitals

*Tracy Gan*, Deputy Director, Service Leadership & Patient Relations | National Healthcare Group Polyclinics

*Pang Nguk Lan*, Director - Quality, Safety & Risk Management | KK Women’s & Children’s Hospital

*Sudir Narasimhan*, Senior Director, Advanced Technology & Development | Bumrungrad International Hospital

16:20  End of Day 1 & Closing Remarks from the Chairman
08:30 Registration & Networking

09:00 Opening Remarks from Chairman – RECAP Day 1

09:10 KEYNOTE ADDRESS
Digital Transformation in Healthcare: New Realities & New Worries
• The Internet of Medical Things and impact on care delivery
• Consumerism of healthcare - from Patient to Consumer
• Achievement of the triple aim - enablers and disruptors
Rhenu Bhuller, Partner & SVP, Healthcare Frost & Sullivan

09:40 INNOVATION POWER PANEL
Wave of Innovation & Digitization: Driving Excellence in the Experience Era
• Healthcare – an industry in disruption and transition
• Typical challenges healthcare organization face in fostering innovation and experimenting with new solutions
• Identify, evaluate and prioritize innovation in healthcare that will positively impact the lives of both patients and practitioners
• Approaches that can help to unlock the innovation potential of your healthcare organization
• ROI - How do we measure value of digital solutions?
• Real-world experiences of the country’s foremost innovation change agents

PANELIST:
Tamsin GREULICH-SMITH, Chief - Smart Health Leadership Centre; Member, IT Strategy and Management Practice | Institute of Systems Science; National University of Singapore
Dr. Pongtorn Kietdumrongwong, Assistant CEO | Bangkok Medical Center, Bangkok Dusit Medical Centre
Frederick Nyberg, CEO | Asia Pacific Medical Technology Association (APACMed)
Pue Kim Chong, Director, (Infrastructure Planning Office) | Tan Tock Seng Hospital
Lawrence Wee, Head of Data Science | Allianz Asia Pacific

10:20 Healthcare Goldmine: Using Big Data to Improve Patient Experience
• Big data revolution in healthcare: accelerating value and innovation
• Predicting patient experience with narrative data
• What’s working: translating data to outcomes and improvement
• Gaining insights to intervention programs: get past with “one-size-fits-all” approach
• Creating action plans and goals
Santosh Marathe, Chief Operating Officer | Apollo Hospitals
DAY 2
31st January, 2018

10:50  Morning Coffee Break & Networking

11:20  AI, AR, VR & Robotics: Raise the Bar of Patient Care
  • Case Example: Woodlands Health Campus pioneering tech for patient care
  OR
  • Robotic Pharmacies and Automated Drug Management System

11:50  Future of Transitional Home Care: Seamless Care Beyond Hospital
  • Patient centric aged care transformational models
  • Innovative concepts and strategies to understand the aging experience
  • Aligning process, people and technology for seamless care beyond hospital
  • TeleHealth in clinical practice: empowering patients or overwhelming clinicians?
  Dr. Jit Seng TAN, Director / Senior Home Care Physician | Lotus Eldercare Health Services

12:20  Patient Flow Optimisation – Achieving Seamless Patient Journey
  • Optimising does not mean compromising - how patient flow impacts on quality of care
  • Flow redesign for patient safety and satisfaction
  • Importance of governance and communication
  • Operational measures that highlight inefficiencies in flow
  • Using data to improve patient flow
  Dr. Pongtorn Kietdumrongwong, Assistant CEO Bangkok Medical Center, Bangkok Dusit Medical Centre

12:50  Luncheon & Networking

14:00  Facility Design Transformation: The Hardware for PX Heartware
  • Healthcare spaces of the future: Beyond clinical excellence
  • People, process and place model for transformation
  • Facilities design and architecture to communicate empathy, thoughtfulness and support

Future Development to provide world class patient-centric care
Yong Seow Kin, Director, Facilities Development SingHealth

14:30  Going Back to Basics for PX: How Human Factors Can Help?
  • Hard truth is that most patients really just want to get well faster, better, and cheaper
  • Healthcare innovation should focus on improving general healthcare quality than create more variation through aesthetics
  • Human factors can help support clinicians in delivering safer, more effective care
  Dr. Yin Shanqing, Srn. Principal Human Factors Specialist - Quality, Safety, & Risk Management KK Women’s & Children Hospital

15:00  Power of Marketing to Drive Consistent & Customized Care
  • How can your brand promise be realized in every touch point, every atmosphere, and every visual?
  • Engaging marketing departments in the PX strategy – Break down “clinical wall”
  • Participatory Healthcare: Harnessing the Power of Social Media to Empower Patients and Improve Engagement
  • Connect product or service and add value at each step of the patient journey
  OR

PX Measurement & Mapping: Identifying the Missing Link
  • Why is it important to capture the PX?
  • Measurement challenges: patient-reported measures, cross-cutting concepts and distinction difficulties
  • How to measure PX and outcomes to demonstrate quality in care?
  • Understand Key Touch Points of the PX that foster patient loyalty
  • Application and impact of successful PX measurement
15:30 **Patient Engagement & Communication: Connected in Suffering**
- Strategies and challenges in patient engagement & empowerment
- Transform interactions to communicate with a diverse patient community.
- Creating a participatory healthcare future: Meeting patients with emotional intelligence
- Establish and enrich impactful patient-doctor relationships for improved clinical outcomes

16:10 **End of Day 2 & Closing Remarks from Chairman**

16:20 **Farewell Coffee & Networking**
This one's Only for you Complex Learning Experience

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