



# Hospital Management Asia 2020

22 - 23 July 2020 | Bali, Indonesia



Organized By Title Sponsor Hosted By



2000 attendees

500 hospitals

28 countries

70% C-level decision makers

## Venue: Bali Nusa Dua Convention Center

Hospital Management Asia is the region's largest event where hospitals owners, C-level executives and healthcare leaders gather to share and learn hospital management best practices.

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### PARTICIPATION in HMA Bali 2020 would be in the following roles:

- Learning updates from HMA invited speakers/experts at plenary sessions.
- Sharing/presenting your hospital management best practices in 3 areas at breakout sessions: Quality, Safety and Accreditation (Day 1 & Day 2 sessions); Talent Management (Day 1) and Patient Experience/PX (Day 2). Check the Agenda.
- Joining the competition for Asian Hospital Management Awarda under 8 topic areas: **Patient Safety, Community involvement, Most Advanced Healthcare Technology, Patient Experience Improvement, Financial Improvement, Talent Development, Branding and Marketing Campaign, and (only for host country participant) the Lifetime Achievement Award.** Referring to the guideline, write your successful project activity. Send maximum 2 projects free before 30 March, or finally before 30 April 2020. Judging process in May, announcement by June 2020. Let you and your hospital be the winner of AHMA 2020 for getting rewards and future benefits.

### REGISTRATION

Registration Desk: contact number: +65 6590 3970 Email: [InfoAsia@clarionevents.com](mailto:InfoAsia@clarionevents.com)

Registration Type	Last Date	Price
International Hospitals, Clinics and Government 1-2 Delegates - Standard Fee	15 Jan,2020	USD 792.00
International Hospitals, Clinics and Government 3-6 Delegates - Standard Fee	15 Jan,2020	USD 672.00
International Hospitals, Clinics and Government 7+ Delegates - Standard Fee	15 Jan,2020	USD 622.00
Local Hospitals, Clinics and Government 1-2 Delegates - Standard Fee	15 Jan,2020	USD 687.00
Local Hospitals, Clinics and Government 3-6 Delegates - Standard Fee	15 Jan,2020	USD 582.00
Local Hospitals, Clinics and Government 7+ Delegates - Standard Fee	15 Jan,2020	USD 537.00
All Other Companies Delegates - Standard Fee	15 Jan,2020	USD 2060.00

## CONFERENCE AGENDA HMA BALI

Time	DAY ONE	
08.30	Plenary Session	
10.45	Coffee Break	
11.30	Breakout Session	
	Quality, Safety & Accreditaion	Talent Management
	Panel Discussion: Comparative study between a local vs. Internationally accredited hospitals	Hiring right people for your hospital– medical staff, allied healthcare workers, admin & IT
	A. Is one better than the other in ensuring patient safety and quality healthcare delivery?	A. Collaborating with marketing to show off your best selling points
	B. Is there quality beyond the Accreditation ?	B. How to build solid talent pipelines for your hospital hospita
	C. How to sustain efforts after the inspection is over	
13.00	Lunch	
14.30	Breakout Session	
	Quality, Safety & Accreditation	Talent Management
	Accreditation	Retention programs for nurses & staff
	A. How to manage safety/quality network for hospital chains	A. Staff-centricity: leveraging quarterly employee feedback
	B. How to maintain standards when merged with another provider	B. Understanding different needs & expectations for career development
16.00	Coffee Break	
16.30	Breakout Session	
	Quality, Safety & Accreditation	Talent Management
	Data & Patient Safety Programs	Roundtable discussions: Choose a topic & join small-group of 10. Each group led by moderator.
	A. How CUSP, Team STEPPS and patient safety programs work toward improving	A. Millenials then what? Preparing for next generation of healthcare staff
	B. How to measure success and safety what to do with your safety culture assessment data	B. Shifting from transactional to a strategic Human Resouce
		C. Leveraging technology & data to predict & be prescrip-tive of maintaining HR
		D. Refresher on how education and training or the lack thereof affects patient care and financial perspective to get more budget for HR & Training
		E. How to prepare the staff & how to respond to a crises i.e. outbreak, natural disasters
		F. How to prepare & adapt for innovation: the most recent technology employed by the hospitals and the challenges in getting the staff buy-in
		G. How to address issues of multicultural diversification in management
		H. How to monitor and ensure the hospital gets a staff's full 8 working hours
		I. Challenges of M&A & how to recover from it
		J. Leadership development: how to improve leadership skills of managers in having a passion for continuous excellence
18.00	WELCOME PARTY	
Time	DAY TWO	
08.30	Plenary Session	
10.45	Coffee Break	
11.30	Breakout Session	
	Quality, Safety & Accreditation	Session D: Patient Experience /PX
	Delivery Care Models	D2: The Global State of PX
	A. How delivery care models are evolving to improve safety & increase efficiency	A. PX Correlation to Clinical outcomes and Financial Viability
	B. How Singapore is moving into a value-based healthcare system	B. PX Impact on Healthcare Consumerism
13.00	Lunch	
14.30	Breakout Session	
	Quality, Safety & Accreditation	Session E: Patient Experience/PX
	Chronic Problem Areas	E2: PX Organizational Structure
	A. How to maintain safety and quality in emergency rooms and ICUs	A. Team Structure and Functions: Setting KRAs and KPIs at the Board, C-Suite, Managerial and Frontline
	B. How to eradicate dosing and dispensing errors in pharmacies	B. Operationalizing Patient Experience: St. Luke's Medical Center's Journey to Patient-Centric Care. By Joyce Nazario, AVP & Head of Patient Experience, St. Luke's Medical Center, Philippines
16.00	Coffee Break	
16.30	Breakout Session	
	Session F: Patient Experience (PX)	
	F2: Hot topics: complaints on social media and service recovery strategy	
	A. Understanding What Social Media to Act On and How to Manage Viral Complaints	
	B. Service Recovery Strategies and Addressing Patients.	
	Most Common Complaints i.e. Addressing Long and/or Unpredictable Waiting Time	
18.00	GALA DINNER	

## SCORING FACTORS FOR AWARDS OF HMA BALI 2020

### I. Patient Safety

This award is for patient safety projects from diagnosis to delivery of care. This includes safety protocols & processes, reporting, management and prevention of sentinel events such as medication errors and infection control. Scoring factors are:

- How well does the project assure patient safety including prevention of sentinel events?
- How well will it reduce or eliminate errors in delivery of care?
- Were process & means by which the project was conducted adequate to meet its goals?
- What are the results? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of patient safety?
- Is this initiative sustainable?

### II. Community Involvement

This award recognises hospitals that engage the community including socially responsible practices, preventative health education and free services. The scoring factors are:

- To what extent does the project make a difference in the improvement of healthcare in the community it serves?
- To what extent is senior management involved?
- Were the process & means by which the project was conducted adequate to meet its goals?
- What are the results? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of patient safety?
- Is this initiative sustainable?

### III. Most Advanced Healthcare Technology

*(Innovations in Healthcare Technology + Innovations in Hospital Management + Mobile & Online Services)*. This award recognises a hospital who has adopted the most advanced IT (AI, big data, connected, smart technologies) among all other submissions. The introduction of IT must address a relevant & pressing need in any department so long as the hospital is able to showcase improvement before & after the IT was used. The scoring factors are

- How did IT improve the pressing and relevant need?
- How was the roll-out of IT conducted? Was ample time and consideration given for employees to train and get comfortable with it?
- Were the process and means by which the project was conducted adequate to meet its goals?
- What are the results? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of patient safety?
- Is this initiative sustainable?

### IV. Patient Experience Improvement

*(Customer Service + Clinical Service + Nursing Excellence)*. This award recognises projects focused on improving the patient experience from admission to discharge and after care. This can be projects led by physicians, nurses and ancillary departments. *\*Specify which area is being highlighted such as nursing, laboratory, pharmacy, specialty clinics, food & nutrition, and housekeeping in your submission.* The scoring factors are:

- How did the project improve the patient journey?
- Can it be adapted by other departments?
- Were there significant physician/nurse input?
- How did the project contribute to improvement of the service culture?

- Were the process and means by which the project was conducted adequate to meet its goals?
- What are the results? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of patient safety?
- Is this initiative sustainable?

## **V. Financial Improvement**

*(Cost Reduction + Facility Management & Financial Improvement)*

This award recognises projects that drive revenue generation/cost savings while maintaining high quality of care. This includes waste reduction, efficient management of facilities and equipment. The scoring factors are:;

- How did the project reduce costs and drive revenue?
- How did the project maintain high quality of care? How did the project help reduce cost to the patients?
- Was the process and means by which the project was conducted adequate to meet its goals?
- What are the results? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of patient safety?
- Is this initiative sustainable?

## **VI. Talent Development**

This award is for staff development programs to improve their skills and patient care abilities. This includes programs for talent acquisition, performance management, learning and motivation, compensation, career development, and succession planning. The scoring factors are:

- Does the project train and benefit a large majority of staff?
- Is it based on an analysis of needs & does it allow flexibilities to learn at own time?
- Were the process and means by which the project was conducted adequate to meet its goals?
- Does it have significant results in improving employee performance to be able to service more patients? Does it result in higher patient satisfaction? Are there testimonials, awards or other support to show impact on improvement of hospital service or effectiveness of the program?
- Is the initiative sustainable?

## **VII. Branding & Marketing Campaign**

This award is for an innovative branding and marketing campaign that led to increase awareness of the hospital. This includes the use of traditional and online marketing tools to improve visibility, brand recognition and revenue. The scoring factors:are;

- Does the project show the hospital in the light it was intended?
- Did it reach the intended target market efficiently and effectively?
- How well did the project use traditional and online marketing tools?
- Were the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis or basic and online marketing tools used?
- Does it have significant results or outcomes? Was there an increase in revenue? Are there testimonials, awards, or other support to show impact on the hospital's image and reputation?

## **VIII. Lifetime Achievement Award**

Awarded to an individual from the host country, the Lifetime Achievement Award honours an outstanding healthcare professional who has made major contributions to the sector.