

2nd General Hospital Management

17-18 September, 2014

Ritz Carlton Hotel, Kuala Lumpur, Malaysia



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Good hospital management can save lives,
increase productivity and improve financial
performance in hospitals
-2014, German Medical Science

WHY YOU CANNOT MISS THIS EVENT

Hospital door is always open to the public. No matter what time of the day, hospital practitioners and staffs have to be prepared for life threatening diseases to disaster relief and emergency situations. In a time when there are so many competing priorities in hospital industry in Asia, many major healthcare businesses today struggle to provide a better healthcare experiences to fulfill patient satisfaction as the upmost priority to transform their healthcare institutions into world class hospital. As hospital operations is becoming more complex with departments supplying life saving care to patient management and mitigating risk of medication error and handling business development for revenue management, hospitals needs top notch management to run efficiently. As such, excellent management practices in clinical governance can facilitate hospitals to increase patient-centered care quality which lead to better clinical outcome and improve their financial performance.

This **2nd annual General Hospital Management Summit** is an inspirational and solution driven event of healthcare practitioners to achieve medical and clinical excellence in Asia. Join the community of doers- the chief executives, government officials, directors, clinicians, private healthcare providers and nurses to shape a highly reliable healthcare organization beyond accreditation. The big question is, are you a doer? If you are committed to learn mission critical steps to advance patient safety and quality, then this is the conference you can't afford to miss.

MEDIA PARTNERS



Corporate 21 Media Group is the leading trade media for industry-specific sectors in Asia. As the official publisher of the Medical Supplies Annual Directory and the MyMedicNews.Com which is endorsed and supported by Malaysia's Ministry of Health, the group's operations have grown from strength to strength since its inauguration in Year 2009.

www.corporate21.com



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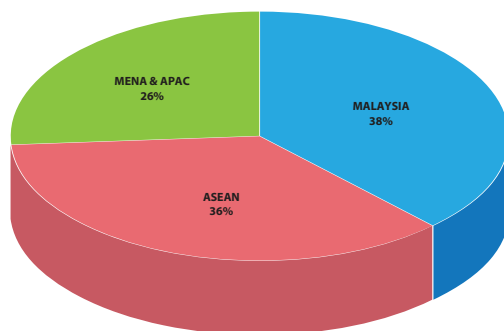
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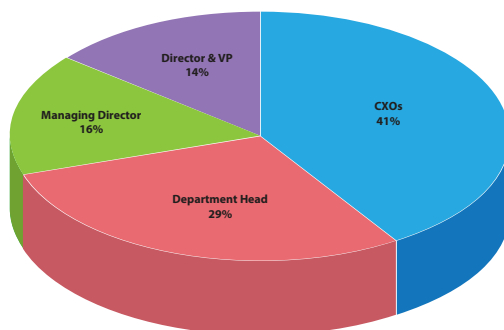
Facts and Figures from 1st annual General Hospital Management Summit

Number of participants: 116

Number of presenting countries: 21



Participating Countries



Participants

KEY BENEFITS FOR DELEGATES TO ATTEND THIS CONFERENCE:

- Improving quality of healthcare and better patient outcomes in Asia
- Utilising clinical outcomes and governance as tool to generate revenue and cash flow for hospital
- Building patient safety and accountable culture in healthcare facilities to reduce incidents of hospital acquired infection, unsafe injections and falls
- Digitizing medical data to form efficient clinical pathway for medical practices and population health management
- Using big data and analytics to develop personalised patient engagement
- Injecting preventive patient-care strategy into your hospital leadership model
- Mitigating the risk of medication error with concrete operational improvement strategies
- Attracting international and local patients through healthcare professionalism

Testimonials from 1st annual General Hospital Management Summit, 2013

"Speaker's quality is good as the conference has variety of speakers from MOH and CEOs from top hospitals sharing their best practices to transform healthcare delivery in Asia. This conference is an eye opening experience and I definitely will attend again."

Hospital Queen Elizabeth, Malaysia

"There is so many new ideas to take back to implement in my hospital setting whether its technology or clinical systems. I am very pleased with the topics and networking opportunities."

Beijing United Family Rehabilitation Hospital, China

"Great takeaway lessons in hospital quality management."

Al Salam International Hospital, Kuwait

WHO SHOULD ATTEND:

This conference is designed for Director Generals, CEOs, COOs, CFOs, Chief Medical Officers, General Managers, Managing Directors, Chief Pharmacist, Operation Directors, Head of Departments, Managers, Senior Executives and key decision makers from public and private healthcare providers who are responsible for:

- Hospital departments
- Hospital Administration
- Quality and Patient Safety
- Government Authorities
- Managed Care
- Operations
- Nursing
- Pharmacies
- IT/Information Systems
- Patient Financial Services
- International Healthcare Policies
- Medical Care
- Healthcare Policies
- Sales & Marketing
- Marketing Strategy

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Dato' Amir Firdaus Chief Executive Officer
Gleneagles Hospital, Malaysia
**Gleneagles Hospital- Winner of the International Hospital of the year 2014 by IMTJ Awards*

Speaking on: Looking at clinical outcome and governance as a tool to generate revenue

Dato' Amir oversees Pantai Hospital Klang and continues to manage Pantai Hospital Ampang and oversees GKL, Gleneagles Medini, Gleneagles Kota Kinabalu and Pantai Hospital Cheras. He believes very strongly in people, quality and technology centric management as being central in the safe delivery of healthcare and excellent clinical outcomes.



Dr. Sherman Ong Chief Development Officer
National Cancer Centre, Singapore
**National Cancer Center- Winner of Singapore Health Quality Service 2013 by SHQS Awards*

Speaking on: Utilising 21st century healthcare for leadership transformation

Dr. Sherman has over 28 years experience in clinical leadership and governance. He pioneered Quality and Clinical Governance (QCG) department in National Cancer Centre Singapore while preparing for the Joint Commission International (JCI) accreditation in 2009.



Sunil Kapoor Vice President
Fortis Healthcare, India
**Fortis Healthcare- Ranked No. 4 World Best Hospital for Medical Tourist 2013 by MTQUA Awards*

Speaking on: Risk management to prevent medication error, hospital acquired infection and accidental injection

Sunil is an energetic and self-motivated team player providing path breaking innovative solutions to complex problem. He is also an effective communicator with exceptional relationship management skills with risk management strategies to maximise patient safety awareness among medical officer and nurses.



Dr. Leela V. Sabapathy Deputy Director, Unit Policy and Standard
Ministry of Health, Malaysia

Speaking on: Panel Discussion- Finding the balance between privacy and quality of patient healthcare industry: A story of Brighton Hospital Data Theft

Prior to Ministry Of Health, Dr. Leela was the former deputy hospital director at Hospital Sultanah Aminah Johor Bharu with more than 990 unit beds. She has coordinated various environmental services standards surveys and was involved in the report for the Computerized Cognitive Behavioral Therapy for adults with depression.



Melvin Choi Chief Information Officer
Hong Kong Adventist Hospital, Hong Kong
**Hong Kong Adventist Hospital- Recognized as Hong Kong's First Health Promoting Hospitals 2012 by WHO-HPH*

Speaking on: Personalising medical information to improve patient care

Prior to working for IBM for 11 years implementing various patient care systems, Mr. Melvin was largely involved in the 1st generation Clinical Management System and in 2006, he joined Hong Kong Adventist Hospital where he introduced RIS/PACS and clinical mobile solution to 2 hospitals.



Dr. Anwar Anis Chief Executive Officer
Hospital Pantai, Malaysia

Speaking on: Ensuring quality and governance beyond accreditation: What hospital need to stay ahead

Having a brief tenure with Sime Darby Healthcare, Dr. Anwar returned to the Pantai Group to head Pantai Hospital Ipoh in 2010. In June 2013 he was transferred to Pantai Hospital Kuala Lumpur at the fringe of the capital as its Chief Executive Officer. He continues to be involved in the development of Pantai Hospital Manjung, a green field facility slated to open in early 2014.



Dr. Sukdershan Singh Deputy Director, Telehealth Division
Ministry of Health, Malaysia

Speaking on: Panel Discussion- Finding the balance between privacy and quality of patient healthcare industry: A story of Brighton Hospital Data Theft

Dr. Sukdershan was the former chairman of clinical services at Hospital Melaka which has more than 900 beds. He is now serving the government as a deputy director and head of unit change management for current Information Communication Technology projects for the government.



Dato Dr. Zaininah Binti Mohd Zain Chief Executive Officer
Hospital Kuala Lumpur, Malaysia

Speaking on: Establishing internal culture for branding to improve patient satisfaction

Dato' Dr. Zaininah had vast experience working in public health centers and managing hospitals for past 27 years for Ministry of Health, Malaysia. She is also an elected board member of Health Technology and Clinical Practice Guidelines (CPG) in Ministry of Health and a qualified Certified Medical Impairment Assessor (CMIA, NIOSH Malaysia).



Dr. Paul Dang Bing Deputy Director, Operational Unit
Ministry of Health, Malaysia

Speaking on: Panel Discussion- Finding the balance between privacy and quality of patient healthcare industry: A story of Brighton Hospital Data Theft

With more than 15 years in the healthcare industry, Dr Paul has been a with various important projects with the Ministry of Health, by implementing telehealth services in MOH hospitals and health centers in 41 selected sites.



Dr. Krit Pongpirul Quality Advisor
Bumrungrad Hospital, Thailand
**Bumrungrad Hospital- Winner of Trusted Brand in "hospital services" category 2012 from Reader's Digest Asia*

Speaking on: Leadership in clinical governance of Bumrungrad Hospital: Implementing a change in workplace practice

With vast experience in Thai public and private healthcare, Dr. Krit also plays a major role as a director in the Thailand Research Center for Health Services System (TRC-HS). He is the Quality and Research Advisor and a Clinical Preventive Medicine Physician.



Dr. Mubbashir Iftikhar Chief Information Officer
KPJ Healthcare, Malaysia
**KPJ Specialist Hospital- Winner of Frost & Sullivan Healthcare Service Provider 2012 by Reader's Digest*

Speaking on: Leveraging big data and analytics in healthcare: Enabling personalised medicine for high quality care and better outcome

As KPJ Healthcare is leading private healthcare provider in Malaysia, Dr Mubbashir has a gigantic task of keeping pace with the fast changing landscape of healthcare. He is responsible for enhancing the very important goal of improving patient safety and further improving clinical outcomes with the help of technology, in the fast changing and connected world of consumer driven healthcare.



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Dr. Mohan Tiru Chief, Accidents and Emergency
Changi General Hospital, Singapore
**Changi General Hospital- Winner of the Singapore Health Quality Service 2012 by SHQS Awards*

Speaking on: Achieving clinical leadership, ownership and accountability to boost performance of healthcare organisation

Prior to joining Changi General Hospital, he was the Deputy Chief Medical Officer for Singapore Civil Defense for over 21 years of experiences in healthcare setting in critical and emergency situation. Due to multiple leadership roles in the field of emergency medicine and services, his role position him as the go-to expert for accidents and emergency insights in Asia.



Mohd Fazli Shuib Chief Pharmacist
Prince Court Medical Centre, Malaysia
**Prince Court Medical Center- Ranked Worlds Best Hospital for Medical Tourist 2013 by Medical Travel Quality Alliance (MTQUA) Awards*

Speaking on: Tailor-made electronic barcode-assisted medication administration record system to revolutionize healthcare delivery and operational efficiencies with technology: A case study

Fazli has over 15 years of healthcare management experience in a number of established private healthcare settings as the Head of Pharmacy Department. Over the years, he has played various key roles including the commissioning of a private hospital in Malaysia and hospitals accreditations including ISO 9001 for Quality Management System.



Dr. Uma Sothinathan Director of Clinical Competence
Perdana University - Royal College of Surgeon in Ireland, Malaysia
**Former Neonatologist of National Health Service, UK*

Speaking on: Quality healthcare and length of stay: Perspective from a clinician

Dr. Sothinathan returned to Malaysia to take up the post of Director of Clinical Competence at Perdana University-Royal College of Surgeons Ireland, with commitment towards enhancing the quality of medical training at the undergraduate and postgraduate level. She remains a practicing clinician whilst embarking on the challenges of creating a safe clinical learning environment, and using creative methods in delivering quality clinical teaching.



Leon Jackson Head of Information Technology
University Malaya Hospital, Malaysia

Speaking on: Panel Discussion- Finding the balance between privacy and quality of patient healthcare industry: A story of Brighton Hospital Data Theft

With 19 years of experience in software engineering and the healthcare industry, he heads the IT team responsible for the transformation of University Malaya Specialist Centre. He transformed paper based medical records and processes to a information enabled delivery of care, leveraging the power of IT to improve operations and clinical outcomes while improving the bottom line.



Veena Loh General Manager
Malaysia Property Incorporated, Malaysia

Speaking on: Panel Discussion- Building retirement village with healthcare for ageing population from health planning and financial impact perspective

Veena Loh has been involved in both the public and private sector to promote and facilitate foreign investment in Malaysian real estates. She has held economic leadership position in the National Economic Action Council.



Gerrie Martin Director for Performance Improvement
Penang Adventist Hospital, Malaysia
**Penang Adventist Hospital- Winner of Best in Corporate Social Responsibility 2012 by SOBA Award*

**Speaking on: Leading the way to reduce hospital re-admission: Quality improvement strategies to eliminate preventable errors
Panel Discussion- Keeping patient safe: Strategic and tactical steps in shaping a highly reliable healthcare organization beyond accreditation**

With more than 40 years of experience in the healthcare industry, Gerrie has developed various quality improvement strategies balancing curriculum budgets. She has also helped to deploy quality improvement strategies across Australia and Asia hospitals.



John Chong Executive Director
TI Homes, Malaysia

Speaking on: Panel Discussion- Building retirement village with healthcare for ageing population from health planning and financial impact perspective

John has a strong interest in solutions for seniors' living and has been working on retirement living for the last 4 years and planning the development of an integrated retirement village which has now culminated in the launch of GreenAcres. He was a lawyer in the field of Intellectual Property and worked with various international reputable clients.



Haji Abd Aziz Abd Rahman Chief Executive Officer
KPJ Penang Specialist Hospital, Malaysia
**KPJ Specialist Hospital- Winner of Frost & Sullivan Healthcare Service Provider 2012 by Reader's Digest*

Speaking on: Acting fast: Meeting revenue growth with effective overall delivery of healthcare

Starting his career as a pharmacist in a government hospital, Aziz became the Chief Executive Officer of KPJ Seremban specialist hospital before he was then transferred to KPJ Penang Specialist Hospital. He is a rare breed of clinical pharmaceutical and governance leader.



Hannah Fong Deputy Chief Nursing Officer
KPJ Tawwakal Specialist Hospital, Malaysia
**KPJ Specialist Hospital- Winner of Frost & Sullivan Healthcare Service Provider 2012 by Reader's Digest*

Speaking on: Placing quality at the heart of world class hospitals: Establishing leadership for clinical governance to flourish

Hannah Fong is responsible for monitoring and improving of standards of care through coordination and supervision of nursing activities of the designated zone. She has been involved in projects like lean management in ward and OT, Operation Theater efficiency in people, quality, cost and time at KPJ Tawakkal Specialist Hospital.



Tan Ching Haw Chief Pharmacist
Hospital Pantai Cheras, Malaysia

Speaking on: Panel Discussion- Keeping patient safe: Strategic and tactical steps in shaping a highly reliable healthcare organization beyond accreditation

As the head of the pharmacy department, Tan is responsible for procurement and stock planning, sourcing of vendors, purchasing, internal quality survey audit and organising drug committee meeting to assess quality of drugs with physicians and nurses.



Dr. Abdul Kadir Abu Bakar Chief Executive Officer
Hospital Permai, Malaysia

Speaking on: Patient quality management: Implementing evidence based psychosocial intervention in healthcare settings from WHO world class hospital in Malaysia

Dr. Abdul graduated as a medical doctor in 1983 and then as a psychiatrist in 1990. He is now working as a psychiatrist and hospital director in a mental hospital in Malaysia. Some of his special interests are Community and Liaison Psychiatry and community-based services in several areas in Malaysia.



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2nd General Hospital Management

17-18 September, 2014 | Ritz Carlton Hotel, Kuala Lumpur, Malaysia

Day One | Wednesday, Sept 17, 2014

0800 **Registration and coffee**

0845 **Opening address from the Chairperson**
Sunil Kapoor Vice President
Fortis Healthcare, India

0900 **Session One**

Looking at clinical outcome and governance as tool to generate revenue

- Reducing patient waiting time during admission process
- Making sure surgical intensive cases is revenue contributing
- Building high end technologies to capture long term, profitable and satisfying patient relationship

Dato' Amir Firdaus Chief Executive Officer
Gleneagles Hospital, Malaysia

0945 **Session Two**

Using 21st century healthcare for leadership transformation

- Analysing 21st century healthcare leadership core competencies
- Looking beyond the balance scorecard
- Focusing on accessibility, affordability and quality health services
- Delighting your patients and their care-givers
- Thrived by strive to make it sustainable

Dr. Sherman Ong Chief Development Officer
National Cancer Centre, Singapore

1040 **Networking session**

1110 **Session Three**

Establishing internal culture for branding to improve patient satisfaction

- Rebranding customer service as "compassionate service"
- Boosting revenue by reducing patient walk outs and ambulance diversion
- Driving success by recruiting, training and retaining individuals who live the brand of your hospital

Dato Dr. Zaininah Binti Mohd Zain Chief Executive Officer
Hospital Kuala Lumpur, Malaysia

1145 **Session Four - Panel discussion**

Building retirement village with healthcare for ageing population from health planning and financial impact perspective

- Recognising the role of hospital in supporting the ageing population society with retirement village perspective
- Dropping the wait and see attitude: Updating with government and private developer future plan for retirement village
- Looking at retirement village in Asia as a long term revenue generator for healthcare industry

Moderator
Dr. Sherman Ong Chief Development Officer
National Cancer Centre, Singapore

Panelist
Veena Loh General Manager
Malaysia Property Incorporated, Malaysia

John Chong Executive Director
TI Homes, Malaysia

1230 **Networking Luncheon**

QUALITY AND HEALTHCARE RISK STRATEGIES

1400 **Session Five**
Leading the way to reduce hospital re-admission: Quality improvement strategies to eliminate preventable errors

- Reducing costly duplication of services with the aim of enforcing quality and patient safety
- Safety in surgeries: Setting an evidence-based HAI prevention collaborative to reduce central line-associated bloodstream infections and certain surgical site infections at high-volume facilities
- Engaging patients and families to reduce harm, improve care experiences and transition safely from hospital to home

Gerrie Martin Director for Performance Improvement
Penang Adventist Hospital, Malaysia

1445 **Session Six**
Risk management to prevent medication error, hospital acquired infection and accidental injection

- Keeping an eye on area with potential risk of error: Warehouse management of medicine to keep high and low risk of medicines
- Keeping abreast with new methods for identifying and communicating risks among hospital practitioners
- Safety measures to prevent medical negligence of accidental injection
- Calling for closer cooperation between patient safety and pharmacovigilance advocates to create greater awareness of professional practice

Sunil Kapoor Vice President
Fortis Healthcare, India

1530 **Networking session**

1600 **Session Seven**
Achieving patient perception of quality vs government perception of quality

- Partnering for sustainable integrated health innovation with excellent clinical outcome and patient satisfaction
- Quality improvement strategies to safeguard patient and family rights from employer and insurance companies
- Focusing on computerised physician order entry (CPOE) to improve quality and efficiency
- Developing patient relationships that are enduring and profitable with quality improvement chapter as a branding for hospital

1645 **Session Eight**
Integrating proactive risk assessment with quality innovation approaches: A case study from surgical perspective

- Finding the meeting point between quality and patient safety: Maximising patient safety at policy, operational and individual patient levels
- Combating surgical site infections in surgery centers with validation of fault tree model
- Designing a risk informed intervention with physicians, surgeons, post operative and operative staffs

1730 **End of Day One**

CLINICAL AND LEADERSHIP IN GOVERNANCE

1400 **Session Five**
Achieving clinical leadership, ownership and accountability to boost performance of healthcare organisation

- Saying Big Yes to 7 Pillars: Providing a framework of leadership to hospital to maximize operation efficiencies
- Ensuring high standards of clinical care and developing evidence-based practice
- Developing a peer supported no-blame culture among management, pharmacist, clinical practitioner, nurses and operation

Dr. Mohan Tiru Chief, Accidents and Emergency
Changi General Hospital, Singapore

1445 **Session Six**
Placing quality at the heart of world class hospitals: Establishing leadership for clinical governance to flourish

- Looking beyond your own sphere of influence: Recognising leadership at all levels
- Matching clinical expertise and patient preferences to achieve optimum processes and outcome of cares for patients
- 360 degree clinical and communication effectiveness: Monitoring the impact by readjusting best practices through clinical audit and patient feedback
- Getting nurses to have ownership of working areas

Hannah Fong Deputy Chief Nursing Officer
KPJ Tawwakal Specialist Hospital, Malaysia

1530 **Networking session**

1600 **Session Seven**
Leadership in clinical governance of Bumrungrad Hospital: Implementing a change in workplace practice

- Saying yes to quality improvement strategies: Emphasising the role of staff learning, development and empowerment as quality innovation and teamwork initiatives
- Supporting clinical practitioners in making decisions with fundamental aim of evidence-based practice
- Ensuring quality management with the ultimate aim of profit and cost saving efficiencies for hospitals

Dr. Krit Pongpirul Quality Advisor
Bumrungrad Hospital, Thailand

1645 **Session Eight**
Ensuring quality and governance beyond accreditation: What hospital need to stay one step ahead

- Motivating doctors and CEOs to build engagement with various stakeholders to build better clinical governance
- Clinician engagement strategies to be the internal driver of risk management: Transforming quality and risk management as part of clinician responsibility
- Aligning management and investors to the clinician activities to set the paradigm of clinical governance

Dr. Anwar Anis Chief Executive Officer
Hospital Pantai, Malaysia

1730 **End of Day One**



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Day Two | Thursday, Sept 18, 2014

0800 **Registration and coffee**

0845 **Opening address from the Chairperson**
Dr. Abdul Kadir Abu Bakar Chief Executive Officer
Hospital Permai, Malaysia

0900 **Session One**
Action fast: Meeting revenue growth with effective overall delivery of health care

- Minimising patient placement delays while focusing on timely admission
- Improving accuracy of bed availability and admission predictions
- Enhancing consistency of care performance

Haji Abd Aziz Abd Rahman Chief Executive Officer
KPJ Penang Specialist Hospital, Malaysia

0945 **Session Two**
Patient quality management: Implementing evidence based psychosocial intervention in healthcare settings from WHO world class hospital in Malaysia

- Linking performance and quality measures to ensure psychosocial treatment is consistent with evidence-based treatment
- Educating doctors and nurses on leadership in governance to form efficient partnership with families and community
- Mapping ownership by hospital staffs to improve quality in hospitals

Dr. Abdul Kadir Abu Bakar Chief Executive Officer
Hospital Permai, Malaysia

1030 **Networking session**

1100 **Session Three**

Quality healthcare and length of stay: Perspective from a clinician

- Incorporating "pay-for-performance" scheme to improve healthcare
- Getting private hospitals and government to cooperate to combat rising of lifestyle diseases
- Comparison of healthcare models in Asia and UK: Integrating the public and private healthcare facilities to promote equitable access

Dr. Uma Sothinathan Director of Clinical Competence
Perdana University - Royal College of Surgeon in Ireland, Malaysia

1145 **Session Four**

Comparing the value and cost of pharmaceutical drug with pharmaeconomics in hospital: A case study

- Studying drug utilisation that offer greater clinical and humanistic satisfaction to individual patients without compromising budget of hospitals
- Finding the internal link between better clinical outcomes, pharmaeconomics and pharmaceutical care
- Assessing disability days avoided and diseases burden by patients with arrival of new drugs in the market
- Providing cost-effective care that generate the highest reduction in hospital stay, readmission rates and pharmacy cost

1230 **Networking Luncheon**

PATIENT SAFETY IMPROVEMENT STRATEGIES

1400 **Session Five**
Staying in Business: Investing in patient safety as performance improvement and cost saving alternative method

- Improving financial strength by embracing safety as an opportunity to improve healthcare care
- Getting your quality, safety, and risk managers can become chief revenue preservation officers
- Reducing medical and malpractice negligence lawsuit

1445 **Session Six - Panel Discussion**
Keeping patients safe- Strategic and tactical steps in shaping a highly reliable healthcare organization beyond accreditation

- Building patient safety and accountable culture in healthcare facilities to reduce incidents of medication error, unsafe injections, infections and falls
- Reducing risk to future patients: Recognising adverse events and medical mishap by partnering with patients of multi-faceted problems
- Practicing no blame culture: Encouraging report of error and service failures with speedy follow up remedial measures and root cause analysis
- Finding the linkage between honesty, apology and litigation: Handling disclosure of medical errors and its challenges

Moderator
Haji Abd Aziz Abd Rahman Chief Executive Officer
KPJ Penang Specialist Hospital, Malaysia

Panelists
Tan Ching Haw Chief Pharmacist
Hospital Pantai Cheras, Malaysia

Gerrie Martin Director for Performance Improvement
Penang Adventist Hospital, Malaysia

1530 **Networking session**

1600 **Session Seven**
Beyond Duty: Driving change to improve patient centered treatment and healthcare delivery with implementation of safety best practices

- Imparting technical knowledge on the various patient safety areas
- Finding the balance between volume, quality and cost: Delivering efficient care with Lean improvement process with patient centered and positive clinical outcome
- Learning lessons from aviation: Briefing and de-briefing in the operating room
- Building a high performance and equal partnership between physicians and nurses: Creating safety net to prevent medication error and reduce number of re-admission of patients

1645 **Session Eight**
Updating with the latest medication error reduction strategies: A case study

- Avoiding medication error with better use of technology with extension of barcodes for patient safety and not just counterfeiting purposes
- Establishing a link with the use of medical devices such as automated drug dispensing and smart pumps for prescribing, preparing and administering medicines
- aying goodbye to medication error as major public health burden: Mitigating risk of medication error with concrete operational improvements
- Empowering patients with patient education, involvement and compliance of the safe and effective use of medication

1730 **End of Day Two**

INNOVATING PATIENT CARE AND ENGAGEMENT

1400 **Session Five**

Personalising medical information to improve patient care

- Digitizing medical data can help physicians better tailor treatments by patient history
- Cutting cost of unnecessary drugs: Promoting better patient experiences by reducing administration of unneeded antibiotics
- Using medical science knowledgebase with personal data to prioritise our treatment options based on expected outcome, timing, cost, risk and impact on daily life

Melvin Choi Chief Information Officer
Hong Kong Adventist Hospital, Hong Kong

1445 **Session Six**

Leveraging big data and analytics in healthcare: Enabling personalized medicine for high-quality care and better outcomes

- Identifying health trends to benefit public health
- Forming clinical pathway for medical practices and population health management with innovation of medical information
- Using big data warehousing to improve health of patients : Extracting new evidence based knowledge from huge chunk of data to assess success rate of using certain drug medication and surgery techniques
- Reducing re-admission of patients with big data

Dr. Mubbashir Iftikhar Chief Information Officer
KPJ Healthcare, Malaysia

1530 **Networking session**

1600 **Session Seven - Panel Discussion**

Finding the balance between privacy and quality of patient healthcare in data driven healthcare industry: A story of Brighton Hospital Data Theft

- Sharing patient information among stakeholders to create new healthcare models to create better treatment outcome for patients and combat unforeseen viral diseases
- Privacy matters: Looking at implications of big data for data security, technical failures, insurer breach of privacy and malicious insiders
- Analysing the implementation of Data Protection Act 2010 and its impact on healthcare industry
- Confidentiality of patients vs ethical usage of information: Finding success rate of drugs and surgeries to improve quality of hospital care to future patients

Moderator
Melvin Choi Chief Information Officer
Hong Kong Adventist Hospital, Hong Kong

Panelist
Dr. Sukdeshan Singh Deputy Director, Telehealth
Ministry of Health, Malaysia

Dr. Leela V. Sabapathy Deputy Director, Unit Policy and Standard
Ministry of Health, Malaysia

Dr. Paul Dang Bing Deputy Director, Operational Unit
Ministry of Health, Malaysia

Leon Jackson Head of Information Technology
University Malaya Hospital, Malaysia

1645 **Session Eight**

Tailor-made Electronic Barcode-Assisted Medication Administration Record System to revolutionize healthcare delivery and operational efficiencies with technology: A case study

- Establishing transparency to improve safety of high alert medication with high access of drug information to physicians, nurses and pharmacists during ordering, dispensing and administering process
- Gathering the most updated information on updated list of new drugs, infrequently used drugs and non-formulary drugs
- Curbing error in hospital administration and distribution of prescription medication to patients

Mohd Fazli Shuib Chief Pharmacist
Prince Court Medical Centre, Malaysia

1730 **End of Day Two**



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COMPANY DETAILS

Name	Industry
Address	
Postcode	Country
Tel	Fax

ATTENDEE DETAILS

1	Name	Job Title
	Tel	Email
2	Name	Job Title
	Tel	Email
3	Name	Job Title
	Tel	Email
4	Name	Job Title
	Tel	Email
5	Name	Job Title
	Tel	Email

APPROVAL

NB: Signatory must be authorised on behalf of contracting organisation.

Name	Job Title
Email	
Tel	Fax
Authorising Signature	

COURSE FEES

All options inclusive of delegate pack, luncheon and refreshments.

USD 1495 per delegate

☐ Documentation Package USD 495

All options inclusive of delegate pack, luncheon and refreshments.

KL-PH15

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REGISTER NOW

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TERMS & CONDITIONS

- The course fee is inclusive of the event proceedings, materials, refreshment and lunch.
- Upon receipt of the complete registration form, invoice will be issue. Trueventus request that all payments be made within 5 working days of the invoice being issued. Full payment must be received prior to the event. Only delegates that have made full payment will be admitted to event. Clients are responsible for their own banking fees and banking fees will not be absorbed into the booking price.
- Substitution & cancellations policy. Should the registered delegate is unable to attend, a substitute delegate is welcome at no extra charge. Written notifications of all substitutions is required 5 working days prior to the event. Trueventus contracts carry 100% full liability upon receipt of registration. Non payment does not constitute cancellation. A 100% of cancellation fee will be charged under the terms outlined below: Due to limited event seats, Trueventus agrees to book and confirm the seat for the client upon issuance of invoice. Upon signing of this contract, client agrees that in case of dispute or cancellation of this contract Trueventus will not be for total contract value. If a client does not attend the event without written notification at least 5 working days prior to the event date, he/she will deemed as no show. A no show at the event still constitutes that the client will have to pay the invoice amount that was issued to them. Trueventus does not provide refunds for cancellations. By signing this contract the client also agrees that if they cancel that Trueventus reserves the right to pursue monies owned via the use of local debt collection agency were the client is situated. Furthermore the client will be held liable for any costs incurred in collection of outstanding monies. When any cancellations are notified in writing to Trueventus 5 working days prior to the event, a credit voucher will be issued for use in future Trueventus events.
- Trueventus will at all times seek to ensure that all efforts are made to adhere to meet the advertised package, however we reserve the right to postpone, cancel or move a venue without penalty or refunds. Trueventus is not liable for any losses or damages as a result of substitution, alteration, postponement or cancellation of speakers and / or topics and / or venue and / or the event dates. If force majeure were to occur Trueventus accepts no responsibility or liability for any loss or damage caused by events beyond their control, including, but not restricted to strikes, war, civil unrest, flight delays, fire flood, or any adverse weather conditions. Trueventus under no circumstances is liable for any other costs that might have been incurred in the attendance of the event, including but not limited to flights, accommodation, transfers, meals etc.
- Upon receiving this signed booking form, you the client hereby consent to Trueventus to keep your details for the use of future marketing activities carried out by Trueventus and third party organisations & partners.
- Copyright and Intellectual Property. Any redistribution or reproduction of part or all of the contents in any form in connection to this event is prohibited without prior written consent by Trueventus.
- Client hereby agrees that he/she exclusively authorizes Trueventus charged the credit card with details listed above for the amount provided herein; this registration form serves as a contract that is valid, binding and enforceable. He/she at any time will have no basis to claim that the payments required under this Contract are unauthorized, improper, disputed or in any way. Upon issuance of invoice Trueventus will be charging the client USD 30 processing fee.



For further details, contact

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