

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)



September 13, 2023

Dear USCIPP Members:

As we enter fall, there are a number of upcoming educational events for USCIPP members. The NCHL All-Member Conference will be in Chicago from November 13–15. Please click [here](#) to register by September 15.

Two webinars were also recently announced – see the “New Announcements” below for more details.

- **Cultivating Global Expertise: Understanding International Medical Licensure for Online Second Opinions** ([register here](#))
- **Infrastructure Collaboratively Designed With and Built for US AMCs With Destination Medicine Programs** ([register here](#))

USCIPP Team

National Center for Healthcare Leadership

uscipp@nchl.org

New Announcements

▲ **All-Member Conference Agenda is LIVE! Register by September 15**



Check out the full 2023 NCHL All-Member Conference agenda and see why you need to join us in Chicago November 13-15, 2023.

This year's agenda is packed with more content than ever, including a hospital CEO panel, three stellar keynotes, educational sessions, intensives and learning lab sessions.

The NCHL All-Member Conference starts on Monday, November 13 at 1:00 PM through Wednesday, November 15, 2023, at 12:00 PM. During the event we will hear from a great line-up of keynotes and experience a packed agenda with multiple tracks of concurrent content for each premier program (USCIPP, LENS, and NCAF/GEHM).

To learn more about **who attends** and the **purpose of the event**, check out the All-Member Conference event info [here](#).

FULL AGENDA

Presenting organizations include:

Adventist Health	Expertscape	Sodexo Healthcare
Advocate Aurora Healthcare	FurstGroup Healthcare	Stackpole & Associates
Amer Kaissi Group & Trinity University	Coaching Institute by Pyramid	Sunbelt Health Partners
American Hospital Association	Resource Group	Tallahassee Memorial HealthCare
AON	Henry Ford Health System	The Ohio State University
Better Organizations by Design	Herzing University	The Ohio State University James
Boston University School of Medicine	Intermountain Healthcare	Cancer Hospital UChicago
Broward Health	The Joint Commission	Medicine
Bupa	Mayo Clinic	UHC Global
Carilion Clinic	MD Analytics	Solutions
Cedars-Sinai Health System	Medical Tourism	United States Citizenship and
Children's Hospital Los Angeles	Training, Inc. NCHL	Immigration Services
Children's National Hospital	Northwell Health	University of Illinois Health
Cincinnati Children's	Northwestern Medicine	System
	OhioHealth	University of North Carolina at

Hospital	Philips	Chapel Hill School
Cleveland Clinic	RCG Global	of Medicine
Cornerstone	Services	UPMC
OnDemand	Rochester	VIP Universal
Department of	Regional	Medical Insurance
State	Rush	Group (VUMI)

REGISTRATION IS OPEN FOR ALL INTERESTED ATTENDEES!

Industry partners, stakeholders, and non-NCHL Members: We invite **anyone** who is intrigued by the purpose and interested in the topics to attend this conference.

Are you an NCHL Program Member, Sponsor or Corporate Member?

Please read: All program and corporate members and sponsors who are entitled to complimentary conference registration(s) should refer to a communication sent to [primary contacts](#) on Tuesday, June 27, 2023, which included instructions on registering with a special promotional code.

We recommend that all members register by September 15, 2023, so session topics and speakers can be appropriately assigned and room capacities are more accurately estimated.

[REGISTER NOW](#)

Sponsor and Exhibit:

Don't miss your opportunity to connect with attendees. The event includes exhibiting opportunities, visibility, networking, and topical discussions between colleagues. Don't miss this intimate opportunity to make new connections. **Limited exhibiting space remains. Become a [sponsor](#) today!**

[SPONSOR](#)

▲ 2021-2022 Benchmarking Data is Due (Final Reminder)

USCIPP is hosting a benchmarking session at the NCHL All-Member Conference to review results from the 2021-2022 benchmarking survey and discuss year-over-year trends. **The session is only open to members who have submitted benchmarking data for the 2021-2022 year.**

Please contact the USCIPP team to submit outstanding data and/or confirm your organization's submission status.

▲ New Round of Listserv Questions due September 15

Below is this month's NEW round of listserv questions. **Responses are due by September 15.**

1. Compared to last year, have your referrals and volumes for embassy patients increased/decreased?
2. What international patient payment software/solution does your program use?
3. What RSO platforms have institutions hired? What were the pros and cons of each platform you have worked with?
4. Has your organization ever been sued/litigated against for care provided by international telemedicine or RSOs?
5. What is your international team's triage process before accepting a new patient? Do you charge for this process?

RESPOND TO THIS MONTH'S ROUND OF LISTSERV QUESTIONS

All USCIPP members are welcome to participate in the monthly USCIPP listserv questions activity. This activity allows members to anonymously ask questions to peers and receive blinded responses. The USCIPP team puts together a report based on the submissions to the questions and releases it to members in our **Listserv Archive**.

Please **click here** to submit a question to be asked in the next round of listserv questions.

▲ Australia Market Report Now Available to Premium Members

We are pleased to release a long-form market analysis for Australia. Individuals whose organizations participate at the Premium/Premium Plus or Organizational Affiliate level of membership may access it by navigating to the [USCIPP Premium & Organizational Affiliate Member Resources \(Research and International Market Analysis Work Products\)](#) workspace.

In the workspace on the portal, scroll down and navigate to "Australia Market Report" and click on the link to open the report.

As a reminder, the USCIPP team recently released a market report for Indonesia as well.

▲ **USCIPP Chicago Area Hospital Group Tours During All-Member Conference**

USCIPP is excited to be working with Chicago USCIPP-member hospitals to offer a group tour to USCIPP members as an optional and free add-on networking activity. This activity is being offered to USCIPP members only.

Members will have the option to select one campus to tour. The tours will take place from 1:00 – 2:00 PM CT on Wednesday, November 15. There are 5 different campuses to choose from that are within the Chicago city area limits. This is a great networking activity if you will be staying in Chicago for the evening or catching a late flight.

It is the responsibility of each individual to secure their transportation to/from their tour.

Click here for additional information about each campus:

- **[Lurie Children's Hospital of Chicago](#)** (approx. 1 mile from conference venue)
- **[Northwestern Medicine](#)** (approx. 1 mile from conference venue)
- **[Rush University Medical Center](#)** (approx. 3.2 miles from conference venue)
- **[Shirley Ryan AbilityLab](#)** (approx. 1 mile from conference venue)
- **[UChicago Medicine](#)** (approx. 8.5 miles from conference venue)

Attendees who register for the All-Member Conference may add a ticket for the tour and may select the campus they would like to tour. A confirmation of your tour, along with additional logistical information (meeting location, directions, etc.) will be shared closer to the conference date.

If you have any questions, please reach out to uscipp@nchl.org.

Space is limited!

▲ **Purview Webinar - Cultivating Global Expertise: Understanding International Medical Licensure for Online Second Opinions**

The USCIPP team at NCHL was recently invited to participate in an upcoming webinar that will be of interest to USCIPP members.

Attendees can expect to learn about

Countries and regions across the world each regulate the practice of medicine within their borders differently. Hospitals that understand how to navigate compliance of the patient's home country can expand their global footprint, helping more patients gain access to the medical expertise they need. Organizations like NCHL (via its USCIPP program), Hogan Lovells, and Purview stay on top of these trends. Hear from the panelists regarding what you should be thinking about when it comes to international licensure to facilitate international second opinions.

Panelists

Jarrett Fowler, Senior Director, Strategic and International Initiatives, NCHL

William (Bill) Ferreira, Partner, Hogan Lovells

Les Trachtman, CEO, Purview

[CLICK HERE TO REGISTER](#)

▲ [**iNaira Webinar - Infrastructure Collaboratively Designed With and Built for US AMCs With Destination Medicine Programs**](#)

**USCIPP PROGRAM @ NCHL WEBINAR:
INFRASTRUCTURE COLLABORATIVELY
DESIGNED WITH AND BUILT FOR US AMCS
WITH DESTINATION MEDICINE PROGRAMS**

SPONSORED BY



BROUGHT TO YOU BY



TUESDAY, OCTOBER 17 | 2:00-3:00 PM CT

CRMs are proficient at managing business development sources, and EHRs are proficient at managing a patient's journey from admission to discharge. Unfortunately, neither is designed at its core to support US AMCs managing the workflow process and a potential patient's journey from initial inquiry through telemedicine, second opinions, financial assessment, physical travel, special requirements, and to treatment – not to mention ultimately co-managing through admission, discharge, and follow-up. Indeed, high-value destination medicine programs are often afforded the least technical infrastructure within health systems. To address this tech-marginalization, destination medicine programs have tried many solutions:

- Hiring more people
- Competing for IT resources from the broader system
- EMR workarounds
- Forcing traditional CRM solutions into customized support platforms
- All the while relying on multiple systems to attempt to splice together data for longitudinal and strategic reporting/planning

In the end, each infrastructure solution works somewhat, but none is truly exceptional. Instead, the hardworking destination medicine teams fill in the gaps. In consultation with several industry experts and longtime USCIPP members who had explored multiple options, iNaira Healthcare Technologies has built a solution explicitly designed to support inbound destination medicine inquiries. The focus is on the traditional gap between business development within a CRM system and patient record management in an EMR. During this webinar, the iNaira team will share industry perspectives, why the infrastructure demands of destination medicine are such a struggle for traditional CRM and EMR solutions, key inputs from their partners, what they have learned along the way, and some upcoming analytics and reporting enhancements. A panel-led Q&A discussion will follow a short presentation.



[CLICK HERE TO REGISTER](#)

▲ **Join the next Bridge to PCC Level 2 Course starting this October**



Are you ready to step up your coaching skills?
Join the next Bridge to PCC Level 2 Course starting this October.
(which includes an exclusive discount for NCHL Members)

[Learn More](#)

Now is your opportunity to enroll in the Level 2: Bridge to PCC Coaching Certification Course, starting October 4, 2023.

Who Attends:

HCI's Bridge to PCC Program is designed for experienced coaches who have already earned their ACC and are seeking their PCC credential:

- Individuals who want to earn their next ICF credential (PCC) while gaining and improving their coaching skills
- Change Agents and Experienced Leaders who seek to foster change and cultural transformation using a coaching approach
- Leaders, Executives, HR Professionals, and Learning & Organizational Development Professionals seeking a more advanced and holistic approach to coaching
- Those seeking a career change who would like to coach and guide others while walking organizations or individuals through the uncertainty of change

Curriculum:

Whether you are a leader seeking to develop your team, an HR professional wanting to increase your impact, or a professional seeking a new career path, this rigorous course prepares you for a career as a coach. HCI's Bridge to PCC Program introduces and practices a conversational model and coach competency toolkit.

- **Coach Specific Training Hours: 100 Hours (84 hours of core coaching curriculum + 16 hours of**

- healthcare focused coach training)
- Mentoring: 3 individual recording reviews, 10 hours of in-class group mentoring, 3 individual coaching sessions with a faculty mentor
- Cohort Size: Limited to 20 Students
- Program Dates: October 2023 to June 2024 ([view full schedule](#))
- Cost: \$10,000 \$9,000 for all NCHL members

[Enroll Now](#)

What People Are Saying About HCI:

<p>“There is no question the HCI faculty leads on all fronts. This group of talented and caring people change the lives of everyone they touch. The experience has been like tightening a light bulb that has been loosened by years of expectations.”</p> <p>Kristi D’Errico, ACC Quality Initiatives Manager in Pharma Company</p>	<p>“The world class faculty helped me enhance my coaching skills and showed me how to apply what I learned in a health care leadership role. The new skills I have learned at HCI have benefitted me both professionally and personally, it has fueled my soul.”</p> <p>Dipti Patel-Misra, PhD, MBA, PCC Chief Data & Analytics Officer in Acute HealthCare Management</p>
---	---

Brought to you in partnership with Healthcare Coaching Institute



▲ 2023 Professional Education Programs offered in collaboration with Emeritus Healthcare

Are you ready to take your professional growth to new heights in 2023? As a valued member of the National Center for Healthcare Leadership (NCHL), we are thrilled to offer you an exclusive opportunity to enhance your skills and knowledge through four cutting-edge professional education programs. Introducing our partnership with Emeritus, a renowned leader in online executive education. Together, we have curated **four premium programs**, with a special six-session NCHL Thought Leadership Series, designed to empower healthcare leaders like you to thrive in today’s dynamic industry landscape. What’s more, as an NCHL member, you can access these programs at a special discounted rate! 2023 Professional Education Program Offerings Include:

- Wharton Chief Human Resources Officer Program

- Johns Hopkins Business of Healthcare Program
- Emory Chief Medical Officer Program
- UCI Chief Nursing Program

[CLICK HERE FOR MORE INFORMATION](#)

Brought to you in partnership with Emeritus Healthcare



Ongoing Announcements

▲ Information about USCIPP's International Patient Experience Initiative

As a follow-up to the previous International Operations call in June, we are sharing some information about USCIPP's international patient experience initiative.

Launched in 2019, the USCIPP International Patient Experience Initiative is the first standardized survey of international patients' perspectives on hospital care. The USCIPP International Patient Survey is a survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience. While many hospitals have collected information on patient satisfaction for their own internal use, until the International Patient Experience Survey, there was no standard for collecting and reporting information about patient experience of care that allowed valid comparisons to be made across hospitals with international programs.

The USCIPP International Patient Experience Survey asks discharged patients 32 questions about their recent hospital stay. The survey contains 24 core questions about critical aspects of international patients' hospital experiences (communication with care team, responsiveness of international program staff, financial services, overall satisfaction, and recommendation of hospital).

The survey is administered to adult and pediatric patients across medical conditions 48 hours and six weeks after the end of the patient journey. Hospitals may use REDCap, Qualtrics, or another approved electronics survey platform. The survey is administered via email by most programs, although some programs have operationalized sending the survey via WhatsApp. The survey is available in English, Spanish, Arabic, Chinese, and Portuguese. Participating hospitals use the custom-built USCIPP Qlik Sense dashboard to monitor individual results. The dashboard also allows them to compare their results with aggregated data from their peer institutions.

Annual participation in the initiative is \$3,000. The participation fee includes a template of the survey instrument in 5 languages that can be uploaded in REDCap, support with onboarding, ongoing month

data uploads, in addition to hosting monthly check-in meetings. USCIPP also prepares an annual benchmarking report, and is responsible for dashboard maintenance, periodic survey instrument updates, and translation.

[Click here](#) for a preview of last year's report (only participants have access to the full report).

To understand how hospitals have used the international patient survey to improve operations at the program, we encourage you to watch a recording of last month's international operations call by [click here](#).

If you have any questions or would like more information on how to get started, please reach out to the USCIPP team at uscipp@nchl.org.

▲ **New Member Announcement: Welcome back Duke Health + Welcome to our New Trial Members!**

We are excited to announce our newest (return) member, [Duke University Health System \(Duke Health\)](#) who rejoined USCIPP at the Standard Member level. Duke Health is in North Carolina and is a world-class hospital and healthcare network, serving both adult and pediatric patients. The primary contact for USCIPP at Duke Health is Rodney Williams, Associate Vice President, Patient Revenue, who can be reached at rodney.williams@duke.edu. Please join us in welcoming Duke Health as a returning member of the USCIPP community!

USCIPP is running a trial membership and is excited to announce that Hackensack Meridian Health at the University of Utah Medical Group have accepted our invitation to the trial membership and will have access to limited membership benefits until October 31. The primary contact at Hackensack Meridian Health is Kimberly Caesar, Director, Global Health, who can be reached at kimberly.caesar@hmn.org. The primary contact at University of Utah Medical Group is Brennan Loyola, Associate Director, Destination Care, who can be reached at brennan.loyola@hsc.utah.edu. Brennan Loyola and her team will be attending the conference this fall.

▲ **Registration now open for the NCHL All-Member Conference | November 13-15 in Chicago (Final Reminder)**



The banner features the NCHL logo (National Center for Healthcare Leadership) on the left. The main text reads "All-Member Conference" in large blue font, followed by "Call for Content" in orange. Below this, it says "2023 LEARN | COLLABORATE | LEAD" in white on a dark blue background. On the right, there is a photograph of a city skyline at night with the text "November 13-15 | Chicago" and a globe icon with the URL "WWW.NCHL.ORG/EVENTS/CONFERENCE/".



JONATHAN PERLIN, MD, PHD
President and CEO
The Joint Commission Enterprise



COL. NICOLE MALACHOWSKI, USAF (RET.)
First Woman Thunderbird Pilot, Combat Veteran,
Fighter Squadron Commander, White House Fellow
& Adviser, and Indomitable Spirit



KELLY LEONARD
Vice President of Creative Strategy,
Innovation and Business Development
The Second City

[Event Info](#)

This year's three fantastic keynotes have been announced for NCHL's 2023 [All-Member Conference](#) November 13–15 in Chicago!

We look forward to welcoming **Dr. Jonathan Perlin, Col. Nicole Malachowski, and Kelly Leonard** to **stage**. You don't want to miss this conference designed for attendees from across all of NCHL's premier programs including: USCIPP, LENS, and NCAF.

Mark your calendars, registration for this event is NOW OPEN! USCIPP primary contacts received a promo code for complimentary registrations. As a reminder, Standard members receive one complimentary registration. Premium, Premium Plus, and Organizational Affiliates receive three complimentary registrations. Registration can be completed by [clicking here](#). Members are encouraged to register by September 15.

A special thank you to the [2023 Event Planning Committee](#) comprised of members from across all programs who assisted in the selection of these highly-acclaimed speakers.

In response to USCIPP member feedback last year, we have several changes planned for this year. You can expect more engaging, relevant, actionable, and sophisticated content, tailored to USCIPP members. While last year we only had 1 track for international-related content, this year you can expect to have 3 separate tracks planned specifically for international-related content, allowing you bring multiple team members from your organization and attend different sessions concurrently.

More details about the agenda will be released soon, including titles for selected content submission:

We are pleased to be able to bring back the international award this year (nominations will open the week of June 5th). We will honor the international awardee at our [NCHL Gail L. Warden Leadership](#)

Excellence Award Celebration Event on the evening of Tuesday, November 14 at the Field Museum in Chicago.

▲ **Global Health Exhibition will be hosted in Riyadh October 29-31 + US-Saudi Business Council invitation**

Business Development Mission to Saudi Arabia's Global Health Exhibition

October 29-31, 2023

Riyadh, Saudi Arabia

I Will Attend

No, I will not attend

Join this UNIQUE OPPORTUNITY to meet Saudi public and private entities driving the development of the healthcare sector and find potential business partners.

Saudi Arabia, the fastest growing G20 economy in 2022, accounts for 60% of the Gulf Cooperation Council's healthcare expenditure. Saudi Vision 2030, the nation's ambitious national development plan, recognizes healthcare as one of the country's most important sectors and is committed to developing it.

Industry Highlights:

- Annual Government Budget: \$36.8 billion on Healthcare and Social Development in 2022
- Sector Growth Rate: 5.8% from 2017 to 2029
- Saudi Pharmaceutical Market: \$12 billion in 2022; expected to reach \$15 Billion in 2027
- Saudi MedTech Market: represents 50% of the MENA market; expected to outpace global growth (estimated at 18%) within the next 6-7 months.
- Prioritization of partnerships with the private sector. The Private Sector Participation (PSP) Program at the Ministry of Health (MOH) aims to encourage the engagement of private sector contribution from 25% to 35% by 2030 through public-private partnerships (PPP) and offer non-PPP opportunities.

Market Overview and Opportunities:

The Saudi population is expected to grow from over 34 million currently to 39.5 million by 2030. By the same year, the population of vulnerable people aged 65 and up is expected to grow by 7%, to reach nearly 5 million people. Medical conditions such as cancer and diabetes remain prevalent, and the Kingdom continues to invest significant resources in treatment, care, and research development. Medical tourism is rising and the local patient population is remaining in the country to leverage the high quality of privatized services.

Saudi Arabia has more than 500 hospitals, 78,000 hospital beds (of which approximately 20,000 are provided by the private sector), and 5,000 health clinics. The region needs close to 700 hospitals by 2030 (99,000 beds spread across government, private and semi-government), long term care centers, and suppliers of services in specialty areas such as oncology and cosmetology. Moreover, the country aims to set up 20 healthcare delivery clusters with the capacity to serve 1 million to 2 million people each. The clusters have the freedom to create infrastructure, launch new health programs, and support the population's health while managing their own budgets.

The Health Sector Transformation Program, launched in 2021, aims to improve access to health services, the quality and efficiency of healthcare services, promote health risk prevention, and improve traffic safety. The MOH has transitioned from a service provider to a regulatory body, focusing on its planning, regulatory, and supervisory roles in health care.

The private sector serves as an important strategic partner for the Saudi Government through the contribution of capital, development of new and innovative solutions, and help in resolving challenges to improve access to quality care. There are approximately 45 domestic MedTech manufacturers that are producing low-value, single-use devices such as syringes and gloves. They account for 6% of the market.

Saudi Priorities and Opportunities:

Top Saudi priorities in the medical industry are increasing the privatization of healthcare services, encouraging PPPs, scaling up medical education and training of its local workforce, as well as boosting the adoption of digital information systems.

Opportunities are related to infrastructure, facilities management, operations, medical equipment, primary care centers, virtual/digital care, extended care, laboratories, radiology, cardiology, diabetes care, medical waste, etc.

As healthcare resources and workforce are limited in supply, there is an opportunity for companies with expertise in sophisticated training solutions for clinicians for workflow optimization as well as adopt the latest technologies that can automate or shorten the workflow, such as leveraging AI for clinical decision-making.

In terms of MedTech products, there is a growing demand for capital equipment, diagnostic devices, implantable devices (ophthalmic, dentistry, and cardiac surgery), consumables, remote, real-time patient monitoring devices, self-health management tools, and connected devices, as well as add-on services such as consultation on workflow management, coordination of production, inventory, location, and transportation.

As specific clusters focus on oncology, cardiology (hypertension and acute coronary syndrome), and chronic care, it offers MedTech companies the opportunity to introduce disease-ownership models centered on end-to-end disease management from diagnosis to treatment to recovery/rehabilitation. In addition to products, the MedTech companies can elevate their role to integral partners offering a combination of hardware, software, and professional services, offering value-based care models, which are increasingly becoming the global and regional norm.

About the Global Health Exhibition

October 29-31, 2023

The Global Health Exhibition (GHE) 2023, held under the patronage of the MOH, aims to bring together the Saudi & global healthcare communities together to connect, network and do business. The event gathered more than 14,000 professionals and generated over \$42 billion of business in 2022.

To learn more about the GHE, please click [HERE](#).

Who Should Join the Mission?

- MedTech Manufacturing
- Pharmaceuticals
- Medical Infrastructure
- Healthcare IT
- Support Services
- Hospitals and Clinics (Construction, Operation, and Management)
- Long-Term Care and Skilled Nursing Home
- Medical Rehabilitation
- Home Healthcare Services

Mission Fee Includes:

- Participation at the GHE23
- Opportunity to raise profile of your company/products and services in the U.S. -Saudi Business Council booth on the exhibit floor
- Promotion of your product/service to targeted audiences in Saudi Arabia prior to the Global Health Exhibition
- Private briefing in Riyadh on doing business in the healthcare sector (legal aspects, perspectives from U.S. companies doing business in the Kingdom)
- 1-on-1 meetings with potential Saudi business partners, end users, and government officials
- Group ground transportation to and from the GHE23 venue.
- Onsite support during the GHE23.
- Business visa facilitation service.
- Assistance with follow-ups for 3 months post-mission without charge.

Mission Fees:

- \$2,500 per company (Council Members); \$1,000 per additional team member
- \$3,000 per company (Council Non-Members); \$1,000 per additional team member

Expenses for air travel, lodging, incidentals, and meals are the responsibility of each participant.

Mission Application Deadline: October 6, 2023

For questions, please contact Jay Ennis at jennis@ussaudi.org.

[I Will Attend](#)

[No, I will not attend](#)

ORGANIZER



Upcoming Events

- ▲ **USCIPP Monthly International Operations Discussion Call on September 26 @ 1:00 PM CT**

The next topic will be **Working with Human Resources to Understand International Program Staffing Needs**. Register [by clicking here](#).

-
- ▲ **USCIPP Monthly Embassy Relations Discussion Call on October 4 @ 12:30 PM CT**

To register for the USCIPP Embassy Relations monthly call series, please [click here](#).

-
- ▲ **NCHL All-Member Conference | November 13-15 hosted in Chicago**

[Click here](#) for more information and to register.

-
- ▲ **NCHL Gail L. Warden Leadership Excellence Award Celebration Event | November 14 @ 6 PM hosted in Chicago (Includes the International Healthcare Leadership Award)**

[Click here](#) for more information and to register.

USCIPP Pulse

The USCIPP Pulse is a new section members can go to for updates from the USCIPP Advisory Council and Subcommittees and other ad-hoc, member-wide initiatives and calls. USCIPP will share highlights from recent meetings so members can know more about the work these groups are doing.

[International Operations Monthly Call Series](#)

Last month's International Operations call topic was on "Concierge/Guest Services for International Patients."

See the list below to access recordings of International Operations Calls hosted in previous months:

- February: [International Dashboards/Scorecards](#) (Boston Children's & Ochsner Health)
- March: [International Intake Processes](#) (Northwestern Medicine & MD Anderson Cancer Center)
- April: [International Program Structures/Staffing Models](#) (Texas Children's Hospital & Henry Ford Health)
- May: [International Patient Discharge Planning](#) (Cincinnati Children's Hospital Medical Center & Mayo Clinic)
- June: [Improving International Operations through International Patient Surveys](#) (Cleveland Clinic, Houston Methodist, UCLA Health & Children's National Hospital)
- July: [International Self-Pay Finance Operations](#) (Cedars-Sinai & Mayo Clinic)
- August: [Concierge/Guest Services for International Patients](#) (UPMC & Shriners Hospital for Children)
- September: TBA
- October: TBA

Advisory Council and Subcommittee Calls

- The USCIPP Advisory Council met on August 11 and discussed several initiatives that the USCIPP team is working on, including results for the international patient coordinator certification survey. The next meeting will occur during the All-Member Conference in November.
- The next USCIPP Benchmarking & Research subcommittee met on August 4. The discussion included the status of the benchmarking survey results, next steps for the international collaborations research in conjunction with UChicago researchers, an update of upcoming market reports, and plans to revamp how market reports are done.
- The USCIPP External Relations Subcommittee met on July 28. Items discussed included coming up with a list of high-value conferences for USCIPP members in 2024 that USCIPP will seek partnerships with. Additionally, USCIPP will reach out to CMS to seek information about how to engage with relevant contacts to discuss the Good Faith Estimate Law (perhaps a webinar in 2024).
- The USCIPP Global Market Development Committee met on August 25. Items included updates to the partnership forums and future business development events.
- The USCIPP International Patient Experience Survey Subcommittee met in August and discussed desired revisions for next year's survey. USCIPP is finalizing a draft survey instrument and updating the translations in conjunction with the subcommittee members. A

new survey is expected to be rolled out at the start of the next calendar year with additional enhancements and the Hebrew language added.

Answer this month's listserv questions



DATA DASHBOARD



LISTSERV REPORTS & ARCHIVE



CALENDAR OF EVENTS



Previous Editions

- [August 17, 2023](#)
- [July 24, 2023](#)
- [June 19, 2023](#)
- [May 25, 2023](#)
- [May 8, 2023](#)
- [April 15, 2023](#)
- [March 15, 2023](#)
- [February 23, 2023](#)
- [February 3, 2023](#)

U★S★C★I★P★P

US COOPERATIVE FOR INTERNATIONAL PATIENT PROGRAMS

USCIPP operates on a member-driven agenda of peer benchmarking and international market research, member-to-member education and collaboration, the creation of international business development opportunities for members, the development of industry standards, and more.