

December 29, 2023

Dear USCIPP Members,

As we approach the year-end, I want to express my gratitude for your continued support as a valued member of the USCIPP program here at NCHL. I'd like to highlight a few activities we led in 2023:

1. Successfully hosted the 2023 US-Bahrain and US-Kuwait Healthcare Partnership Forums in September.
2. Launched a new call series providing members with a platform to discuss international operations-related topics.
3. Hosted webinars covering topics that included global payment regulations, healthcare regulations in Indonesia, and infrastructure solutions for destination medicine programs.
4. Released insightful research reports, including market analyses for Australia and Indonesia, and an in-depth examination of the 2022 patient experience survey data.
5. Successfully organized the annual conference, featuring sessions led by USCIPP members, and honored Dr. Cary Adams as the 2023 International Healthcare Leadership Award recipient.

Looking forward to 2024, we have new initiatives planned to enhance the value of your USCIPP membership, which include:

- We're revamping our Council and Subcommittees. If you'd like to participate, please read the details in the New Announcement section below and submit a nomination by January 19.
- We are introducing new topical workgroups that will be open to all members. Please read details about next year's workgroups in the New Announcement section below. Please be sure to register to receive the Zoom links.
- We're hosting a reception during Arab Health in Dubai. Check out the details below and please be sure to register by January 5 if you plan to attend.
- On January 18 we're hosting a webinar on "Optimizing Clinician Engagement in International Programs." Check out the details below and be sure to register to receive the Zoom link.
- More to be announced soon!

Thank you once again for your commitment to USCIPP. We look forward to an even more successful and collaborative year in 2024.

Alia Ibrahim
Senior Manager, USCIPP
National Center for Healthcare Leadership
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USCIPP Networking Reception @ Arab Health

- We are pleased to invite USCIPP members to attend an exclusive member networking reception during Arab Health!
- Join us to mingle with your fellow USCIPP colleagues on an Amazon-themed rooftop terrace overlooking the iconic Dubai skyline
- Registration is free for members but required for all attendees
- Both alcoholic and non-alcoholic drinks will be served

NCHL
National Center for Healthcare Leadership

USCIPP
US Cooperative for International Patient Programs

Amazonico

Monday, January 29
6:00-9:00 PM

Amazonico Dubai
DIFC Pavilion, Dubai, UAE

Monday, January 29 | 6:00-9:00 PM

Venue

Amazonico Dubai @ DIFC (1 mile from Arab Health)

Hosts

The USCIPP Team @ NCHL

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

The USCIPP team at NCHL is thrilled to host a networking reception for our members on the sidelines of this year's Arab Health! Mingle with your colleagues in a unique rainforest setting on an outdoor rooftop terrace. This event is an opportunity to strengthen professional relationships and build lasting connections within the USCIPP community.

Highlights

- **Networking:** Engage with industry peers and foster meaningful connections.
- **Venue:** Immerse yourself in the lush ambiance of a rainforest on an outdoor rooftop terrace in the heart of Dubai's International Financial Center.
- **Refreshments:** Enjoy complimentary food and drinks. Both alcoholic and non-alcoholic drinks will be served.
- *Please note that this event is for USCIPP members only.*

Registration is free and **required for all attendees**. Please confirm your attendance no later than Friday, January 5.

[REGISTER BY CLICKING HERE](#)

▲ **USCIPP Webinar: Optimizing Engagement of Clinicians in International Programs**

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OPTIMIZING ENGAGEMENT OF CLINICIANS IN INTERNATIONAL PATIENT PROGRAMS

Thursday, January 18 | 4:00 - 5:30 PM CT

Join USCIPP for a webinar on strategies for optimizing clinician involvement in international patient care and initiatives at US hospitals.

Key Topics Include:

1. Understanding the Clinician's Role
2. Building a Culture of Engagement
3. Effective Communication Strategies
4. Overcoming Challenges

Time will be reserved for audience Q&A

PANELISTS



Ricardo Carrau, MD
The Ohio State
University Medical
Center



Heithem Hassoun, MD
Cedars-Sinai



Renato Lenzi, MD
MD Anderson
Cancer Center

MODERATOR



Sam Mossallam, MD
Henry Ford Health



Ali Baaj, MD
Banner Health

Date: Thursday, January 18

Time: 4:00 PM – 5:30 PM CT | 5:00 – 6:30 PM ET

Location: Zoom (Details provided upon registration)

USCIPP invites healthcare leaders and clinicians to join a webinar on “Optimizing Engagement of Clinicians in International Programs.” The session will feature a moderated discussion with insights from distinguished leaders on how to unlock the full potential of your hospital’s international program by harnessing the power of clinician engagement. Time will be reserved at the end for Q&A.

Key Topics Include

- **Understanding the Clinician’s Role:** Explore the unique contributions clinicians can make as advocates for international patients and their impact on overall healthcare delivery.
- **Building a Culture of Engagement:** Gain insights on how to foster a supportive environment within your hospital that encourages clinicians to actively participate in and champion international initiatives.
- **Effective Communication Strategies:** Delve into approaches that resonate with clinicians and how to increase buy-in for international initiatives.
- **Overcoming Challenges:** Address common challenges in clinician engagement and explore strategies to overcome these obstacles.

Panelists

- **Ricardo Carrau, MD,** Professor, Department of Otolaryngology–Head & Neck Surgery, The Ohio State University; Medical Director, Global Health, The Ohio State University Medical Center
- **Heithem Hassoun, MD,** Vice President & Medical Director, Cedars–Sinai International, Cedars–Sinai
- **Renato Lenzi, MD,** Professor, General Oncology; Medical Director, International

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Moderated by

•Ali Baaj, MD, Professor of Neurosurgery & Orthopedic Surgery; Chief of Spine Surgery, University of Arizona | Banner Health

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▲ **2024 USCIPP Council & Subcommittee Restructuring and Call for Nominations**

**USCIPP Advisory
Council**

**USCIPP
Benchmarking &
Research Council**

USCIPP is committed to operating as a member-driven program, with opportunities for members to engage in collaborative leadership to shape the strategic direction of the program.

We have made the strategic decision to restructure the USCIPP Advisory Council and Subcommittees as follows:

- We have expanded the number of seats on the Advisory Council to 15 from the previous 12.
- Recognizing the importance of benchmarking, data analytics, and research as critical components of the USCIPP program's overall portfolio of activities, we are launching a new entity – the USCIPP Benchmarking & Research Council – which will take the place of the group formerly known as the Benchmarking & Research Subcommittee under the Advisory Council.
- The Benchmarking & Research Council will run in parallel with the Advisory Council, instead of under it.
- The External Relations and Global Market Development Subcommittees will be discontinued in 2024. The roles and responsibilities of both groups have now been rolled up to the Advisory Council.
- We will launch several new topical workgroups open to all members in 2024. We believe these workgroups will provide opportunities for enhanced member engagement across an expanded set of topical domains, assuring that the USCIPP program is providing value to a diverse set of stakeholders within our membership.

Call for Nominations

- For 2024, there are 8 seats open on the Advisory Council and 11 open seats on the Benchmarking & Research Council.
- Members may submit a nomination to be considered for only one council.

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- Members will be informed the week of Feb 12 if they have been selected for an appointment.

Nominations are due by Friday, January 19.

[CLICK HERE TO SUBMIT A NOMINATION](#)

▲ **New Workgroups Launching in 2024**

We are excited to introduce a series of new workgroups launching in 2024, each offering a unique platform for collaborative discussions and knowledge sharing.

Key Points & Important Information:

- **Frequency:** Quarterly meetings for each workgroup.
- **Structure:** Program presentation on a subtopic followed by broader member discussion.
- **Registration:** Each workgroup has different Zoom details, so please register separately for each.
- **Recordings:** Calls will be recorded and made available on the member portal.
- **Call Leadership:** If your hospital is interested in leading a call for any workgroup, please let us know.

Workgroup Descriptions and Call Dates

1. **[USCIPP International Operations Workgroup](#):** Serves as a platform for members involved in the oversight and optimization of international program operations to share insights, collectively navigate complex regulatory landscapes, and advance strategies to improve operational efficiency.

2024 Schedule of Calls

- Tuesday, March 26: 1:00 PM – 2:00 PM CT
- Tuesday, May 28: 1:00 PM – 2:00 PM CT
- Tuesday, August 27: 1:00 PM – 2:00 PM CT
- Tuesday, October 22: 1:00 PM – 2:00 PM CT

2. **[USCIPP International Collaborations Workgroup](#):** The USCIPP International Collaborations Workgroup calls provide a forum for USCIPP members to engage in peer discussions on the topic of international healthcare collaborations (e.g., education and research partnerships, advisory and consulting services, facility development, joint ventures, and other forms of global partnerships outside of direct patient care in the US). The workgroup is designed to appeal specifically to larger international programs with a more established global footprint and provides a space for members to discuss shared challenges, best practices, and opportunities for peer-to-peer collaboration.

2024 Schedule of Calls

- Friday, March 22: 11:00 AM – 12:00 PM CT
- Friday, June 28: 11:00 AM – 12:00 PM CT

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challenges, share expertise, and identify best practices particular to children's hospitals with international patient programs. Through collective efforts, we aim to strengthen collaboration and knowledge-sharing among standalone pediatric hospitals, fostering excellence in international pediatric care.

2024 Schedule of Calls

- Tuesday, March 12: 1:00 PM – 2:00 PM CT
- Tuesday, May 14: 1:00 PM – 2:00 PM CT
- Tuesday, August 13: 1:00 PM – 2:00 PM CT
- Tuesday, October 15: 1:00 PM – 2:00 PM CT

4. **USCIPP Florida Hospitals Workgroup**: Offers members a platform to discuss mutual interests and unique challenges specific to Florida. Given the distinctive cultural and political environment of Florida, the dynamics of international programs are distinct from members in other parts of the country. The market landscape for Florida hospitals engaged in international business – collaborations with cruise lines, treatment of foreign vacationers, handling a higher volume of international medical evacuations compared to hospitals in other regions, and close partnerships with entities across the Caribbean – sets it apart from the rest of the United States. This workgroup addresses the nuances of serving an international patient population in Florida.

2024 Schedule of Calls

- Wednesday, February 21: 11:00 AM – 12:00 PM CT
- Wednesday, May 22: 11:00 AM – 12:00 PM CT
- Wednesday, August 21: 11:00 AM – 12:00 PM CT
- Wednesday, November 20: 11:00 AM – 12:00 PM CT

5. **International Patient Coordination & Experience Workgroup**: Provides a platform for USCIPP members engaged in international patient care coordination to exchange insights, highlight best practices, and explore innovative solutions that enhance the quality of patient experiences. This collaborative forum is committed to optimizing the healthcare journey for international patients by integrating the essential elements of patient coordination and experience, fostering a comprehensive and patient-centric approach.

2024 Schedule of Calls

- Thursday, February 15: 12:00 PM – 1:00 PM CT
- Thursday, April 18: 12:00 PM – 1:00 PM CT
- Thursday, July 18: 12:00 PM – 1:00 PM CT
- Thursday, October 24: 12:00 PM – 1:00 PM CT

We are engaging with members to curate agendas, subtopics, and speakers for the upcoming workgroup calls throughout the year. Stay tuned for these details, which will be shared in the coming weeks.

▲ [New Listings on NCHL Job Board](#)

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- [Program Manager, Business Development](#)
- [Supervisor, Patient Care and Relationship Manager \(Bilingual: English/Arabic\)](#)

Additionally, here is a non-member job listing:

- [Vice President, Population Health and Chief Medical Health Officer](#)

▲ Updates on Telemedicine & RSO Due Diligence Initiative

As part of our ongoing international market monitoring for USCIPP members, this year we've asked our attorneys at Hogan Lovells to assess our entire repository of international telemedicine and RSO due diligence reports and identify those for which updates are needed. We recently learned that our diligences for **Bahrain, Bermuda, Costa Rica, and Ecuador** needed to be refreshed.

As of today, we have secured enough member support to move forward with updating three of the four reports:

- **Bahrain:** This report was updated in November 2023. Members may purchase the updated report for \$3,000. Please email uscipp@nchl.org for additional details.
- **Bermuda:** We do not yet have enough members confirmed to move forward with the refresh. The price we paid to commission the original Bermuda diligence in 2020 – nearly \$25,000 for the single country report – was among the highest of any market we have analyzed as part of this project. If you are interested in participating in the refresh, please email uscipp@nchl.org to let us know. The cost per member organization is \$3,800.
- **Costa Rica:** This report was updated in November 2023. Members may purchase the updated report for \$2,500. Please email uscipp@nchl.org for additional details.
- **Ecuador:** This report was updated in December 2023. Members may purchase the updated report for \$2,500. Please email uscipp@nchl.org for additional details.

▲ October Listserv Report & Update for 2024

The report for October's listserv questions can be found by clicking [here](#).

We have made a strategic decision to discontinue to listserv questions and answers activity in 2024. If there are questions/issues members would like input on from peers, we would like to direct you to use the discussion board feature instead. The archive of reports will remain on the portal.

I Ongoing Announcements

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Medicine Programs” webinar sponsored by iNaira Healthcare Technologies.

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

SPONSORED BY **iNaira** Brought to you by **NCHL** USCIPP

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.



JOHN MORRIS - MODERATOR
SVM, STRATEGY AND BUSINESS DEVELOPMENT, INAIRA HEALTHCARE TECHNOLOGIES

PAM FRANK - EXPERT ADVISOR
CONNEX HEALTH

STEVEN THOMPSON - EXPERT PRINCIPAL
NORTHSTAR HEALTHCARE ADVISORS

CHANDU RAVANNE - GLOBAL LEADER
CEO, INAIRA HEALTHCARE TECHNOLOGIES

▲ 2021-2022 Benchmarking Data is Available in Dashboard

The 2021–2022 USCIPP benchmarking data are now available to members who completed the benchmarking survey. The PDF report is available in the USCIPP benchmarking workspace on the member portal. The data are also live in the [Qlik Sense dashboard](#).

As a reminder, a session at the NCHL All-Member Conference will recap the 2021–2022 survey results and review year-over-year trends.

Please contact the USCIPP team with any questions.

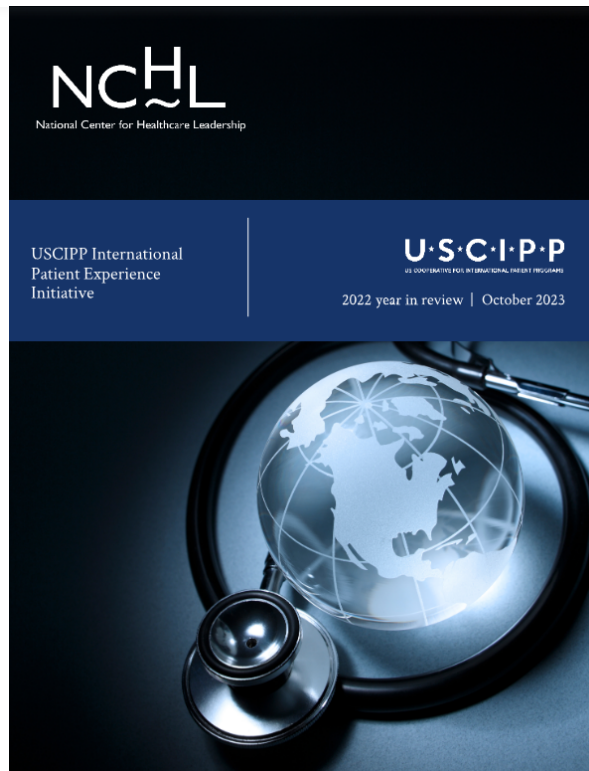
▲ 2022 Year-End Report for Patient Experience Participants

The 2022 Year-End Report is available to all patient experience participants. The report can be found in the [patient experience workspace on the member portal](#).

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▲ 2024 USCIPP Membership Prospectus

The 2024 USCIPP membership prospectus is [available here](#). This document provides an overview of membership benefits in 2024.

| Upcoming Events

▲ January 3 | 12:30 PM CT: USCIPP Monthly Embassy Relations Discussion Call

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

▲ January 18 | 4:00 PM CT: USCIPP Webinar on Optimizing Engagement of Clinicians in International Programs

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

▲ January 29: USCIPP Networking Reception at Arab Health

[Click here](#) for more information and to register. **Deadline to Register is January 5.**

| USCIPP Pulse

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No new updates to share.



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DATA DASHBOARD



LISTSERV REPORTS & ARCHIVE



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CALENDAR OF EVENTS



WEBINAR RECORDINGS



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DISCUSSION BOARD



JOB BOARD



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