

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)

NCHL

A Premier Program of the
National Center for Healthcare Leadership

February 3, 2023

Dear USCIPP Members,

I hope 2023 is off to a great start for all of you! We are looking forward to another successful year. The USCIPP team at NCHL is working on many activities this year. January has been focused on preparing for the new year, such as member council and subcommittee meetings, engaged learning events and activities, and the development of new member resources.

Please check out the latest happenings for this month. You will notice that our newsletter has a refreshed design and format. The menu on the right should help you navigate to our online member resources more easily. We also have highlighted new and ongoing announcements so you can easily scan all the items and click on those that are of interest. We welcome your feedback on the new format.

Please reach out to me if you have any questions.

Sincerely,

Alia Ibrahim

Senior Manager, USCIPP

National Center for Healthcare Leadership

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New Announcements

▲ [Special Invitation from the US-Saudi Business Council for USCIPP Members to Attend an Event in New York on February 8](#)

Answer this month's listserv questions

PREMIUM MEMBER RESOURCES

PREMIUM

DATA DASHBOARD



USCIPP members are invited to attend the event below at The Plaza Hotel in New York on February 8 from 10 AM-12:30 PM. This is an opportunity to:

- Learn about Saudi Arabia's journey to enhance its competitiveness, the latest legislative and procedural flagship reforms, and achievements on the field of Alternative Dispute Resolution (ADR) in Saudi Arabia.
- The event is planned for up to 80 people, so there will be opportunities to interact with H.E. Dr. Majid Al Kassabi, minister of commerce; H.E. Dr. Eiman AlMutairi, vice minister of commerce and CEO of the National Competitiveness Center (NCC); and leaders from the public and private sectors about the new generation of pro-business and pro-investment regulatory reforms. In brief, the NCC addresses issues and challenges faced by domestic and international firms in working with Saudi governmental entities.
- Learn about legislations and initiatives transforming the alternative dispute resolution ecosystem to enhance the competitiveness of Saudi Arabia.

If you have questions about the event, please contact Ana Carmen Neboisa, vice president of the US-Saudi Business Council, at anacarmen@ussaudi.org. Ana Carmen will be in attendance at the event in New York.

LISTSERV REPORTS
& ARCHIVE



CALENDAR OF
EVENTS



Previous
Editions

- February 3, 2023

Saudi National Competitiveness Center in cooperation with the Saudi Center for Commercial Arbitration "SCCA"

are pleased to invite you to:

Saudi Arabia's Competitiveness Roundtable

Legislative & Judicial Reforms

Speakers Include:

H.E. Dr. Majid Al-Kassabi, Minister of Commerce
H.E. Dr. Eiman Almutairi, Vice Minister of Commerce and NCC CEO

IN PERSON: Interact with senior Saudi officials and leaders from the public and private sectors about the new generation of pro-business and pro-investment regulatory reforms.

IN BRIEF: Learn about legislations and initiatives transforming the alternative dispute resolution ecosystem to enhance the competitiveness of Saudi Arabia.

The Plaza Hotel, New York, U.S.
The Oak Room
February 8, 2023
10 am - 12:30 pm

For more details & Registration Click here or scan QR code

[Click Here to RSVP and Access Agenda](#)

▲ USCIPP Monthly Listserv Questions Due February 28

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.

December/January Questions

1. Do your clinicians receive direct compensation for reviewing Department of Health – Abu Dhabi inquiries, referrals, or opinions?
2. Are you currently providing cost estimates for Department of Health – Abu Dhabi referrals? If not, have you been asked to provide them?
3. Do you use a clearinghouse to process Department of Health – Abu Dhabi claims? If so, which one?
4. Do you believe your government-sponsored Middle East patient volumes may have been impacted recently by the World Cup? If so, which countries seem to have been most affected
5. What metrics are you reporting on for your international patient services operations dashboards? Would you be willing to share a template?

Submit answers to this month's questions by February 28 [by clicking here](#).

▲ First Call for New Monthly Member Discussion Series Focused on International Patient Operations Scheduled for February 28

The USCIPP team is pleased to announce a new monthly discussion call open to all members. This purpose of this call is to bring members together to discuss international patient operations and to engage with peers on topics related to international patient operations. This call series will occur from 1:00-2:00 PM CT on the fourth Tuesday of the month from February to October.

You may register for the monthly patient operations call series [by clicking here](#).

Our first call is scheduled for Tuesday, February 28 at 1:00 PM CT. The first discussion topic will be international patient dashboards. Members are welcome to share templates with their peers and are encouraged to share what kind of metrics and information they include on their international patient operations dashboards.

We are open to new ideas and feedback from members. If you would like to submit ideas for future discussion topics, you may do so [by clicking here](#).

▲ NCHL Mentorship Program: Applications Due March 2

After a successful inaugural year in 2022, NCHL is kicking off the third year of our MENTORSHIP PROGRAM. This initiative is for healthcare professionals seeking leadership and mentorship opportunities. There is no fee for NCHL members to submit an application or participate in this program. This benefit is accessible to all NCHL members. Please submit an application if you are interested in becoming a mentor or mentee. Applications for the 2023 Mentorship Program will be

accepted between January 27 and March 2. Applicants who submit an application will be notified of their status by the end of March.

Timeline

- January 27–March 2, 2023: Application window
- March 3, 2023: Application deadline
- Mid–March: Mentors and Mentees will be matched and notified.
- Late March – November: The mentorship program is expected to formally commence mid–March and conclude in November 2023. The commitment is for 8 months in total. On average, each mentor/mentee spends 1–2 hours per month connecting.

Program Objectives

- Bring together professionals pursuing careers in healthcare
- Develop and hone new skills to foster career development
- Create mentor–mentee relationship with experienced industry executives to create a collaborative learning environment
- Discuss key trends impacting different fields
- Develop future leaders in healthcare

NCHL's Role

- Collect – NCHL will solicit and review applications from prospective mentors and mentees.
- Match – As able, NCHL will match all eligible mentors and mentees based on application questions including professional experience, skills, development objectives/goals/location (if relevant), etc. Please note that while our goal is to match as many applicants as possible, we are limited by the number of mentors available.
- Connect – NCHL will facilitate the initial connection between mentors and mentees to assure a smooth introduction. Mentors and mentees take it from there.
- Evaluate – As an initiative of NCHL, we have a responsibility to assure this programming is effective and meaningful to our members. Therefore, we are committed to evaluating the program mid-cycle and at the conclusion. Additionally, we welcome direct feedback from participants throughout the program.

Apply to be a mentor or mentee [by clicking here](#). Applications are due by March 2.

▲ USCIPP New Member/Contact Orientation on March 8

Join this call to learn more about the USCIPP member portal and how to navigate all the USCIPP–member resources that are available to you as a USCIPP member. Members will have an opportunity to meet USCIPP's senior manager, Alia Ibrahim, and ask questions about member resources.

Attendees joining this call will learn how to:

- Access the online member portal to find USCIPP member resources
- Use the member directory to find and reach out to peers in the USCIPP community
- Check the calendar of events and register for events
- Post a topic on the discussion board
- Add a contact to the database and assign roles
- Adjust workspace notifications and settings
- AND MORE!

This call is ideal for:

- Newer members of the USCIPP community
- Newly added contacts to the USCIPP database who want to learn how to navigate the online member portal more easily and find our USCIPP member resources
- Newly onboarded international program staff who want them to learn more about the types of USCIPP resources available
- Anyone who wants a refresher of how to navigate the online member portal

You may register for the orientation [by clicking here](#).

▲ **USCIPP Business Development Leads: US Commercial Service Trade Mission to Kenya March 27–30 & Access Africa Now Webinar Series**

Executive-led US Business Development Trade Mission to Keyna (with optional stop in Tanzania) hosted March 27–30

The United States Department of Commerce, International Trade Administration (ITA), is excited to announce an executive-led Trade Mission that will coincide with the American Chamber of Commerce (AmCham) Kenya’s Regional Business Summit that brings together key government and business leaders from East Africa – Kenya, Ethiopia, Rwanda, Tanzania, Uganda, and the DRC.

[Learn More and Apply to Join the Trade Mission](#)

Access Africa Now! – 8 Part Webinar Series

Companies that successfully export to Africa always “know before they go” by gathering market intelligence and talking to others who have been there. This series of webinars will share business opportunities in Kenya, South Africa, Ghana, Nigeria, Tanzania, Mozambique, Angola and Ethiopia. The presentations will include market information, as well as opportunities and challenges.

Date: February 8, 2023 – Kenya | March 8, 2023 – South Africa | April 12, 2023 – Ghana | May 10, 2023 – Nigeria | June 14, 2023 – Mozambique | July 12, 2023 – Tanzania | August 9, 2023 – Angola | September 13, 2023 – Ethiopia

Fee: \$200.00 for all eight sessions

[Register for the Webinar Series](#)

For more information, please contact:

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| Ongoing Announcements

▲ **USCIPP Benchmarking Survey Due February 17**

The 2021–2022 USCIPP Annual Benchmarking Survey has been released to the USCIPP Benchmarking Survey contact. If you have not received the benchmarking survey link, have any questions or technical difficulties, feel free to contact the USCIPP team. Responses to the survey are due by **Friday, February 17, 2023**.

****NEW to the benchmarking survey this year****

- The survey in Qualtrics now has a [Table of Contents](#). At any point in survey completion, you can click on the sidebar to see a list of all sections in the table of contents. You can then click on a section to move to that portion of the survey. You will need to answer all questions on the current page in order to move to a different section of the survey. Any completed blocks will have a checkmark in the sidebar, helping you track survey completion.

- A number of questions have been removed from the survey this year in order to make it easier to complete.

- If you report oncology volumes, you will see a new question that asks for a breakdown of oncology discharges and visits by cancer type/treatment.

As a reminder, to have access to patient–related volume information, members will need to report two of the following three volume data points: total unique patients, patient volume by country, patient volume by service line. To have access to revenue–related information, members will need to report their total gross revenue (based on inpatient and/or outpatient charges). Please email uscipp@nchl.org if you have any questions.

▲ **Embassy Relations Call Series Information**

Monthly meeting open to all USCIPP members to discuss embassy–related issues. Members will be able to have open group discussions on topics related to embassy payor relations. Meetings will take place on the first Wednesday of each month through the end of 2023. Meetings occur every month on the first Wednesday until Dec 6, 2023, 12 occurrence(s) | 12:30 PM CT (US and Canada). Please register to receive a confirmation email with a link to download the monthly call series to your local calendar.

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



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.

connect with their peers and seek advice or ask questions related to embassy finance and patient care. The USCIPP team regularly meets with the US Commercial Service in Kuwait and shares updates from those meetings with the group on the embassy calls. Call notes can be accessed by [clicking here](#).

- The first USCIPP Advisory Council meeting is scheduled for February 24.
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