

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)



June 19, 2023

Dear USCIPP Members,

Thank you to our members who participated in our conference call for content and submitted a proposal for review! Content is being evaluated, and we look forward to updating our members with information about our sessions at the end of July. We're excited to release details about our three keynote speakers this year. Registration for the annual conference will open on June 27th. Please take a look at our announcements below for additional information about the keynotes and registration.

I also want to thank members who have supported our Telemedicine and RSO Due Diligence Initiative. We will be able to move forward with refreshing reports for several key markets and are looking for a few more members to support the remaining markets. We are also sharing a final reminder about the On-site Collaborative Exchange and to highlight that the application deadline has been extended to Friday, June 23.

Finally, we plan to host an in-person business development trip to Bahrain and Kuwait this year and are accepting expressions of interest from members. You can learn more and express your organization's interest by [clicking here](#). Registration will open very soon, and information about pricing for each organization will be shared when registration opens.

Please check out the rest of our announcements this month, and remember to answer this month's [listserv questions](#)! We depend on member participation to continue making this a valuable benefit for all.

As always, please feel free to reach out if you have any questions or feedback.

Happy Juneteenth to all!

Sincerely,

Alia Ibrahim

Senior Manager, USCIPP

National Center for Healthcare Leadership

| New Announcements

▲ USCIPP International Telemedicine & RSO Legal Due Diligence Initiative Updates

We recently received word from our attorneys at Hogan Lovells that several of our international telemedicine and remote second opinion legal due diligence reports need to be updated. Hogan Lovells is currently in the process of reviewing all of the diligences for the international markets that USCIPP has analyzed to date to determine which reports need to be refreshed.

While Hogan Lovells is still in the process of conferring with the attorneys at several of their international practices, so far we can confirm that the following reports need an update. We expect that additional markets will be added to this list as Hogan Lovells continues their internal discussions with their global offices:

- Canada: Province of Alberta (original report released in February 2020)
- Canada: Province of British Columbia (original report released in July 2020)
- Canada: Province of Ontario (original report released in December 2019)
- Canada: Province of Québec (original report released in July 2020)
- People's Republic of China (Mainland China) (last updated in September 2021)
- United Arab Emirates (last updated in December 2021)
- United Kingdom (last updated in April 2021)

At this time, we would like to gauge how many members would be interested in supporting a refresh for the markets listed above. The per-member cost for each would be:

Market	Date original report or last update was released	Cost per USCIPP member organization to participate in 2023
Canada: Province of Alberta	February 2020	\$3,700
Canada: Province of British Columbia	July 2020	\$3,000
Canada: Province of Ontario	December 2019	\$3,000
Canada: Province of Québec	July 2020	\$3,000
People's Republic of China (Mainland China)	UPDATED September 2021	\$3,500
United Arab Emirates	UPDATED December 2021	\$2,500
United Kingdom	UPDATED April 2021	\$3,700

So far, we are pleased to share that we now have enough member interest to move forward with commissioning updates for the following reports:

- CANADA: PROVINCE OF ALBERTA
- CANADA: PROVINCE OF ONTARIO
- PEOPLE'S REPUBLIC OF CHINA (MAINLAND CHINA)
- UNITED ARAB EMIRATES

As for the remaining three markets:

- We need ONE more participating USCIPP member to move forward with commissioning the update for the UNITED KINGDOM report.
- We need TWO more participating USCIPP members to move forward with commissioning the update for the CANADA: PROVINCE OF BRITISH COLUMBIA report.
- We need TWO more participating USCIPP members to move forward with commissioning the update for the CANADA: PROVINCE OF QUÉBEC report.

Please let us know at your earliest convenience if your organization would be interested in receiving a refreshed analysis for any of these international jurisdictions. You may reply directly to this email if so.

▲ **Registration for annual conference will open on June 27 + Keynote Speakers Announced**



KEYNOTES



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

Join Us! Registration Opens June 27th.

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 the 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 will open on June 27th. USCIPP primary contacts will receive an email with 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. Additional information will be shared once registration opens.

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.

▲ [New Round of Listserv Questions Due July 10 & April Report](#)

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](#).

Check out the report for questions asked during last month's round of listserv questions by [clicking here](#).

Please [click here](#) to submit a question to be asked in the next round of listserv questions.

Below are this month's questions. Responses are due by July 10.

1. *What type of portal access (EMR/EHR) does your hospital provide to Embassies (and to foreign MOH) that sponsor their LN medical treatment abroad?*

2. *Does anyone use Frosch or AmEx Global Business Travel as their corporate travel partner? If you do, I'd appreciate hearing any feedback on the experience or if there is another company anyone recommends.*

3. *How are other members sending PHI electronically to the embassy and/or providers not a part of your health system?"*

4. *Does your international patient program team also support domestic patients? If yes, in what capacity do you support domestic patients?*

5. *A member hospital asks: "We are working on a project to solve issues with turnaround after initial inquiry. Our inquiry process is the point of receiving a referral to the point a patient is "ready to schedule." We'd like to understand more about members' processes for certain milestones through the different stages of inquiry. The milestones we have include:*

- *Receiving an inquiry*
- *Responding to a patient*
- *Providing a treatment plan*
- *Providing a cost estimate*
- *Offering to schedule/scheduling a patient*

What are steps taken for each of these milestones and what does communication look like with patients? Approximately how long does it take to complete each step?"

6. *Does your institution consider maintenance chemotherapy unique care?*

RESPOND TO THIS MONTH'S ROUND OF LISTSERV QUESTIONS

▲ Gauging Member Support for USCIPP-led International Patient Coordinator Certification

At the request of USCIPP's Advisory Council, the USCIPP team at NCHL would like to gauge member interest in supporting a USCIPP-led international patient coordinator certification. As most of you should be aware, there are accreditations offered for international patient programs, but we are not yet aware of certification for individuals.

If there is enough interest in supporting this activity, USCIPP would look to form an exploratory committee in 2024. The exploratory committee would meet to understand what creating a certification would entail. This would include scope of work, potential partners, curriculum needs, pricing models, timeline, and more.

Please [click here](#) to respond to a brief survey to share your opinion of a USCIPP-led certification for international patient coordinators.

[RESPOND TO SURVEY ABOUT INTERNATIONAL PATIENT COORDINATOR CERTIFICATION](#)

Please respond to this survey by July 31. Results will be shared with the Advisory Council members at the next meeting in August.

▲ **Advertisement Opportunity in Omnia Health's American Hospital Report to be released in September**

Omnia Health magazine will be publishing its annual report on American Hospitals in its September 2023 edition. This would be a great opportunity for hospitals to announce their centers of excellence, awards won, services, and technologies to key decision-makers in the Gulf countries (U.A.E., Saudi Arabia, Qatar, Oman, Kuwait, and Bahrain). Your advertising and editorial in this report will deliver your message to medical professionals in the healthcare industry.

This edition will also carry a special report on Saudi Arabia, and will have a print distribution to attendees at the Global Health Exhibition 2023 (2-4 Oct, Riyadh). Digital copies will be available on <https://insights.omnia-health.com>, and promoted to subscribers via eNewsletters and Social Media.

[Click here](#) to read the 2022 American Hospital report (pgs 81-99).

Omnia Health magazine is an Informa Markets brand, and is the official publication to all its healthcare events and exhibitions.

For more details please contact jay.franco@informa.com or call 416-439-5100.

| Ongoing Announcements

▲ **2023 US-Bahrain/Kuwait International Healthcare Partnership Forum Expression of Potential Interest**

The USCIPP team at NCHL is in the process of planning this year's international business development events for USCIPP members. While we had originally planned to host an in-person event in Saudi Arabia in 2023, we learned earlier this year that the International Trade Administration (ITA) is hosting its own [healthcare-focused trade mission to Saudi Arabia September 9-14](#).

Given that we anticipate a number of USCIPP member organizations will have already traveled to the region to participate in ITA's Saudi trade mission, we've conferred with the USCIPP Global Market Development Subcommittee and have been in discussions with our in-country partners **in Bahrain and Kuwait about hosting activities in one or both countries the week of September 17 (immediately following the conclusion of ITA's trade mission to Saudi Arabia)**.

At this time, we are interested in understanding which USCIPP members may be interested in participating in in-person business development events in Bahrain and/or Kuwait organized in close cooperation with ITA, the Department of State, the US Embassy, and other partners in these markets.

In terms of programming, we are asking our partners to help organize participation from:

- Leaders from Bahraini/Kuwaiti public- and private-sector clinics, hospitals, and health systems interested in partnerships with US hospitals, with an emphasis on specialty care (such as pediatrics)
- Bahraini/Kuwaiti physicians, particularly cardiologists, oncologists, pediatricians, neurologists, and rehabilitation specialists
- Bahraini/Kuwaiti insurance companies
- Bahraini/Kuwaiti Ministry of Health officials (including officials responsible for education and training programs, telemedicine, and clinical partnerships)
- For Kuwait, officials from the Department of Treatment Abroad and the Kuwait Oil Company

We anticipate that the format would involve a mixture of:

- Presentations
- Roundtable discussions
- Site visits to hospitals and clinics
- Receptions and networking
- Potential matchmaking

At this time, we would like to solicit expressions of potential interest from USCIPP members regarding participation in these in-country business development events.

[Please click here to fill out the interest form](#)

▲ Improving International Operations through International Patient Surveys will be discussed on our next International Operations Discussion Call on June 27 + Agenda for the rest of this year's calls

USCIPP's next international operations discussion call is scheduled on **June 27 at 1:00 PM CT**. Our next discussion topic will be **Improving International Operations through International Patient Surveys**.

Our discussion leads for next month's call will be:

- **Vivian Beene, Senior Director of Operations, University of California, Los Angeles (UCLA) Health**
- **Duaa Hammada, Director of Service Excellence – Global Patient Services, Cleveland Clinic**
- **Erin Mulpur, System Director, Houston Methodist Global & Platinum Pt Services, Houston Methodist**
- **Diva Nunez-Talavera Lead Patient Care Coordinator, Children's National Hospital**

To facilitate member discussions, USCIPP has come up with a tentative list of topics for our upcoming international operations calls. Please see the list of proposed topics here:

- **July 25: International Patient Finance/Billing Processes (Self-pay & Insurance)**
- **August 22: Concierge/Guest Services for International Patients (Non-medical Services such as housing, transportation, translation, banking, etc.)**
- **September 26: Working with Human Resources to Understand International Program Staffing Needs (job descriptions, compensation, specialties, etc.)**
- **October 24: Organizational Policies & Employee Relations (physician incentives, international travel, RVUs, etc.)**

We are looking for volunteers to lead discussions for our July, August, September, and October calls. Please reach out to uscipp@nchl.org to let us know if your program would be interested in leading any of these discussions.

Thanks to our colleagues Jean Luchini & Stacy Eversole from Cincinnati Children's Hospital Medical Center and Jenny Ranzenberger & Fadel Jabr from Mayo Clinic for discussing international patient discharge planning on our previous international operations call. You may view a recording of this call by clicking [here](#). Check out the USCIPP Pulse section for more information.

You may register for the monthly international patient operations call series [by clicking here](#). All members are welcome to join this call and participate in the discussion with their peers.

▲ **July 2020–June 2021 US regional benchmarking report now on the Member Portal**

USCIPP is pleased to announce that we have released a US regional benchmarking report for July 2020–July 2021, which is now available on the [Member Portal](#). The report contains benchmarking information for US hospitals that completed the USCIPP annual benchmarking survey for July 2020–July 2021. Some insights from the report include:

- **Distribution of inbound unique international patients by US region**
- **Distribution of inbound inpatient discharges by US region**
- **Distribution of inbound outpatient visits by US region**

- **and more!**

The workspace this report is housed in can be accessed by [clicking here](#). You must then click on “US Regional Insights” to download the report. This report is only available to members who have report revenue/volume.

▲ **USCIPP On-Site Collaborative Exchange: Applications deadline extended to June 23 (Final Remind**

USCIPP is pleased to announce we are bringing back the On-site Collaborative Exchange, providing a opportunity for four (4) USCIPP member organizations to participate in a 12-to-18-month informati exchange in the form of rotational on-site visits hosted on the campus of each member participating the collaborative.

The visits allow members to engage in robust discussions about specific topics of interest chosen by 1 group. Meetings aim to share and learn about the international healthcare industry, explore new initiatives and innovative approaches, establish best practices, and share resources toward a commo goal.

Please [click here](#) to learn more about the exchange structure and view a PDF with the full application details.

[CLICK HERE TO SUBMIT AN APPLICATION](#)

The application deadline has been extended to June 23.

There is no cost to apply! Selected applicants will be notified by July 15.

▲ **International Trade Administration-led Trade Mission to Saudi Arabia in September (Final Remind**



The flyer features a header with the U.S. Commercial Service logo and a graphic of a green globe with a gold arrow pointing towards the word 'HEALTH'. The main title is 'Healthcare Trade Mission Saudi Arabia' with dates and locations. A URL is provided at the top. The content is organized into sections: 'About', 'Why Participate?', 'Who Should attend?', 'Trade Mission Details', and 'Questions?'. A QR code is included for more information.

U.S. COMMERCIAL SERVICE
United States of America
Department of Commerce

Healthcare Trade Mission Saudi Arabia

Riyadh | Dhahran Jeddah
September 9-14, 2023

<https://www.trade.gov/saudi-arabia-healthcare-trade-mission-2023>

About

The United States Department of Commerce, International Trade Administration (ITA), is excited to announce a Healthcare Trade Mission to Saudi Arabia. Participating U.S. firms will gain market insights, make industry and government contacts, solidify business strategies and advance specific projects with the goal of increasing U.S. healthcare product and service exports to this rapidly expanding market.

Why Participate?

Saudi Arabia accounts for sixty percent of the Gulf Cooperation Council (GCC) countries' healthcare expenditure, and the sector remains a top priority for the Saudi Arabian Government. In 2023, it will spend \$36.8 billion on Healthcare and Social Development – 14.4 percent of its budget. Under Vision 2030 plans to:

- Invest over \$65 billion to develop the country's healthcare infrastructure.
- Increase private sector contribution from 45% to 65%, targeting 290 hospitals and 2,300 health centers.
- Launch "health clusters" and expand the usage of digital health.

Who Should attend?

- Hospital Operators and Managers
- Digital Health Companies
- Medical Devices Manufacturers
- Other firms in the healthcare space will also be considered and should apply.

Trade Mission Details

Date
September 9-14, 2023

Location
Riyadh, Dhahran, Jeddah

Cost
Large Company - \$4,100
SME - \$3,100

More Information
Learn more and express interest in participating by [clicking here](#) or scanning the QR code.

Questions?

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[Click Here to Express Interest in Attending](#)

INTERNATIONAL TRADE ADMINISTRATION
U.S. Department of Commerce | International Trade Administration
trade.gov

[KSA Healthcare Trade Mission 2023 Flyer](#)

The International Trade Administration is excited to announce a Healthcare Trade Mission to Saudi Arabia on September 9-14, 2023. Take advantage of major opportunities in the Saudi Arabia Healthcare sector!

Saudi Arabia currently accounts for 60% of the Gulf Cooperation Council (GCC) countries' total healthcare expenditure. Under Vision 2030 plans to:

- Invest over \$65 billion to develop the country's healthcare infrastructure.

- **Increase private sector contribution from 45% to 65%, targeting 290 hospitals and 2,300 health centers.**
- **Launch “health clusters” and expand the usage of digital health.**

The trade mission will include one-on-one business appointments with potential buyers, distributors and joint venture partners. In addition, delegates will participate in meetings with relevant government authorities such as the Ministry of Health as well as with business groups like the Chamber of Commerce, who will address several topics like procurement, tenders, policies, and regulations.

Target sectors for U.S companies include:

- **Digital Health**
- **Medical Devices**
- **Hospital Operation and Management.**
- **Other firms in the healthcare space will also be considered and should apply.**

The participation fee for this trade mission will be \$3,100 for small or medium-sized enterprises (SME) and \$4,100 for large firms or trade associations. The fee for each additional firm representative (large firm or SME/trade organization) is \$1,000 for all three stops. Expenses for travel, lodging, meals, and incidentals will be the responsibility of each mission participant. Interpreter and driver services can be arranged for additional cost.

Interested in learning more? Please visit <https://www.trade.gov/saudi-arabia-healthcare-trade-mission-2023>

For information, please contact Bailey.Rowell@trade.gov and Lisa.Huot@trade.gov

▲ **SAVE THE DATE: NCHL All-Member Conference will be hosted November 13-15 in Chicago (Ongoing Reminder)**



SAVE THE DATE: All-Member Conference | November 13 – 15, 2023 | Chicago

Mark your calendar and join the National Center for Healthcare Leadership (NCHL) at our [2023 All-Member Conference](#), November 13–15, 2023 at the Westin Chicago River North. We will welcome more than 300 colleagues and industry partners from across all three of NCHL’s premier programs including LENS, NCAF and USCIPP.

In response to USCIPP member feedback last year, we have several changes planned for this year, which we’ve outlined below.

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 to bring multiple team members from your organization and attend different sessions concurrently.

The USCIPP-specific breakout tracks and content areas are:

- **Sustaining International Patient Programs (USCIPP)**
- **International Collaborations & Partnerships at US Hospitals (USCIPP)**
- **The Future of International Healthcare (USCIPP)**

We are also planning for varied formats for content sessions, including innovation intensives, learn labs/workshops, evidence-based educational sessions, and poster sessions.

We heard USCIPP member feedback regarding the annual benchmarking survey data session and plan to have an in-person USCIPP benchmarking session on the first day of the conference.

In addition to enhanced programming dedicated to USCIPP members, we are planning for ample networking opportunities, including a USCIPP-member specific breakfast. We are also exploring the return of hospital site visits as part of the programming.

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.



▲ **SAVE THE DATE: Gail L. Warden Leadership Award Event on November 14: The 2023 International Awardee will also be honored at the award event this year! (Ongoing Reminder)**



This year we're excited to also honor the 2023 NCHL International Healthcare Leadership awardee at this event.

This year, the recipient of the 2023 NCHL Gail L. Warden Leadership Excellence Award and the NCHL International Leadership Award will be honored on Tuesday, November 14, 2023, along the shore of Lake Michigan at the Field Museum of Natural History in Chicago.

Award nominations for the NCHL International Leadership Award will open soon.

| Upcoming Events

▲ **USCIPP Monthly International Operations Discussion Call on June 27 @ 1:00 PM CT**

The next topic will be **Improving International Operations through Patient Surveys**. Register [by clicking here](#).

▲ **USCIPP Monthly Embassy Relations Discussion Call on July 5 @ 12:30 PM CT**

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

| 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.

Advisory Council and Subcommittee Calls

- The USCIPP Advisory Council met on June 12th. We discussed visa issues and are considering additional actions to be discussed with the External Relations Subcommittee on how to advance our momentum for improving the visa process for international patients seeking medical care.
- The next USCIPP Benchmarking & Research subcommittee call is in August.
- The USCIPP External Relations Subcommittee met on May 26 and discussed having USCIPP identify 3-5 conferences that would be of strategic interest for USCIPP members to attend. USCIPP is identifying conferences that would be valuable for USCIPP members and is open to suggestions from members.
- The USCIPP Global Market Development Committee will meet on July 7. We are gathering feedback from subcommittee members and will announce a couple of webinars focused on two high-interest international markets very soon!
- The USCIPP International Patient Experience Survey Subcommittee met this month and discussed starting work on revising and updating the international patient survey. A new survey is expected to be rolled out at the start of the next calendar year with additional languages being added.

[Answer this month's listserv questions](#)

PREMIUM MEMBER RESOURCES



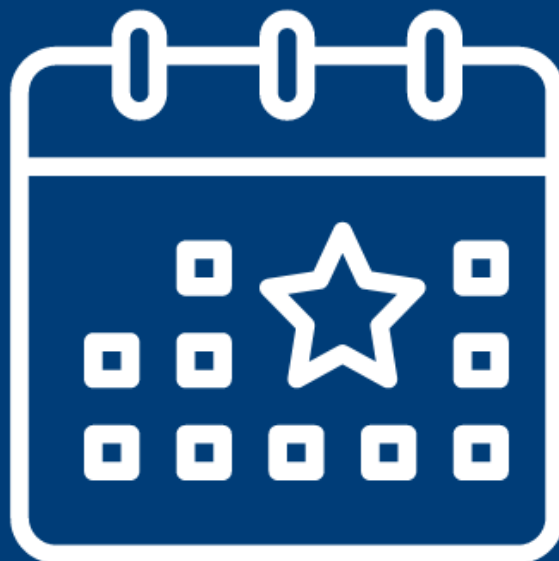
DATA DASHBOARD



LISTSERV REPORTS & ARCHIVE



CALENDAR OF EVENTS



Previous Editions

- [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.