

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)



February 20, 2024

Dear USCIPP Members:

We enjoyed hosting you at the USCIPP Networking Reception during Arab Health a few weeks ago and look forward to a productive rest of the year with you all! We released our [Overview of 2024 Activities](#) earlier this month and have been diligently working on initiatives to move us forward with these plans. Additionally, we have several updates to share with you in this edition.

Please feel free to reach out with any questions or feedback!

Alia Ibrahim
Senior Manager, USCIPP
National Center for Healthcare Leadership
uscipp@nchl.org

| New Announcements

▲ Overview of USCIPP's 2024 Activities

We appreciate the feedback we received from you in 2023 and have listened to your needs. In response, we have created a comprehensive overview of this year's activities, all of which are designed to elevate member engagement and meet your needs.

The [USCIPP 2024 Overview of Activities](#) will live on the NCHL Member Portal and on the sidebar of this USCIPP News and Updates page.

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

2024 USCIPP Overview of Activities

USCIPP Members,

We appreciate the feedback we received from you in 2023 and have listened to your needs. In response, we have created a comprehensive overview of this year's activities, all of which are designed to elevate member engagement and meet your needs.

We hope that our steadfast commitment to enhancing member value in 2024 is evident, and we look forward to an excellent year.

The USCIPP Team @ NCHL

HIGHLIGHT OF NEW ACTIVITIES

- Standalone USCIPP Annual Meeting (Dates & Host Site TBA)
- Member Networking Reception @ Arab Health
- Launch of Four New Thematically Focused Workgroup Quarterly Call Series (15 opportunities for peer engagement & learning)
- New Online Member Resources (Job Description Workspace and More)
- New Benchmarking Data Survey Sessions (Pediatrics, Volume & Revenue)
- In-Country Representative Compensation Study
- In-Person Business Development Events (KSA and Additional Market TBD)
- Redesigned Advisory and Benchmarking & Research Councils
- Global Market Intelligence Info Sessions (Caribbean, Vietnam, and Africa)
- Calendar of Global Events for International Programs

HIGHLIGHT OF PREMIUM MEMBERSHIP BENEFITS

- International Observership & Training Listings*
- Competitor Country Analysis*
- Consultants in Mexico and Saudi Arabia to Provide Quarterly BI Reports*
- Release of New Market Research Tool*
- International Insurance Report (Update Coming)
- International Collaborations Research Project
- GCC Payor Guide (Update Coming)
- Monthly International Healthcare Digest

* New Premium Membership Deliverable

NCHL National Center for Healthcare Leadership
USCIPP 100 Countries for International Patient Programs

Here is a snapshot of what is in the overview:

- Page 1: Cover page and highlights
- Page 2: Year at a glance (TBD activities in far right column will be updated as timeframes are confirmed)
- Page 3-6: Quarterly breakdown of activities
- Page 7: Description of domains, as well as clickable links to resources online and in the member portal.

We hope that our steadfast commitment to enhancing member value in 2024 is evident, and we look forward to an excellent year.

If you have any questions about the activities presented in the overview, please let us know!

▲ New Resource Available: 2024 Global Events Calendar

Based on popular demand, we have put together a calendar of global events to help members more easily identify conferences and events happening around the world.

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

Calendar of Global Events																											
January-2024							February-2024							March-2024							April-2024						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6				1	2	3	3	4	5	6	7	8	9		1	2	3	4	5	6	
7	8	9	10	11	12	13	4	5	6	7	8	9	10	10	11	12	13	14	15	16	7	8	9	10	11	12	13
14	15	16	17	18	19	20	11	12	13	14	15	16	17	17	18	19	20	21	22	23	14	15	16	17	18	19	20
21	22	23	24	25	26	27	18	19	20	21	22	23	24	24	25	26	27	28	29	30	21	22	23	24	25	26	27
28	29	30	31				25	26	27	28	29		31							28	29	30					
May-2024							June-2024							July-2024							August-2024						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4						1	1	2	3	4	5	6					1	2	3		
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31
							30																				
September-2024							October-2024							November-2024							December-2024						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7			1	2	3	4	5						1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30						27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				
General healthcare							Medical travel/tourism							Pediatrics							Medical specialty						
International insurance							Other																				
NOTES																											

Please [click here](#) to open this resource. It will download an Excel file where you can find a filterable list of events, as well as monthly and yearly overviews with events color-coded by type. Be sure to go to the “BACKGROUND” tab first.

You can also find this on the Member Portal in the “[USCIPP Research Reports, Presentations, and Other Resources](#)” Workspace.

Please let us know if you have any questions or would like to suggest an event to be added. This list will be updated each year.

▲ **Important Information on New Requests from Saudi Payors for Legal Entity Identifier (LEI)**

On our most recent embassy call, members discussed a new request from the Saudi Clearinghouse made on behalf of the Saudi Ministry of Finance and Central Bank for hospitals to provide their **Legal Entity Identifier (LEI)**. According to the Saudi Clearinghouse, this is the reason why payments have been delayed and is being requested from hospitals in order to issue future payments without complication.

The Legal Entity Identifier (LEI) is a 20-character, alpha-numeric code based on the ISO 17442 standard developed by the International Organization for Standardization (ISO). It connects to key reference information that enables clear and unique identification of legal entities participating in financial transactions.

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit “Cookie Settings” to provide a controlled consent.

Cookie Settings **Accept All**

Treasury and Bank completed the documentation to share the LEI with the necessary Saudi contacts. Read more about how to obtain an LEI by [clicking here](#).

Please note that we are sharing this for informational purposes only. If you have additional information you'd like to share with members about how your organization approached this, please let us know.

▲ USCIPP Annual Benchmarking Survey Due April 5th

The USCIPP team recently distributed links for the 2022-2023 USCIPP benchmarking survey. All responses are due by April 5th, 2024. A Word version of the instrument is [available here](#).

Please contact uscipp@nchl.org if you need your organization's survey link, have any questions about the survey, or need to confirm your organization's submission status.

▲ New Listings on NCHL Job Board

We'd like to share some recent USCIPP member job announcements listed on the [NCHL Job Board](#):

- [Administrative Director \(Mass General Brigham\)](#)
- [Nursing Director, Cardiac Institute \(Nicklaus Children's Health\)](#)

Additionally, here is a non-member job listing:

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

▲ In-Country Representative Compensation Study

Recently, several members have reached out to the USCIPP team and have asked if we have any compensation data on in-country representatives. We've done compensation studies for positions within international departments in the past – coordinators, financial counselors, etc. – there are some key differences to take into consideration when designing a study regarding compensation for in-country representatives. The USCIPP team has formed a small committee to help guide our thinking and approach to the study. More details about the scope of the project will be forthcoming.

▲ Telemedicine & RSO Updates

I. Updates Needed for Saudi Arabia, Peru, and Brazil Due Diligence Reports

As part of our ongoing international market monitoring for USCIPP members, 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 have learned that our existing reports for **Saudi Arabia, Peru, and Brazil** need to be updated.

Saudi Arabia: Our existing Saudi diligence was last updated in August 2022. Since that time, we understand that there have been regulatory developments significant enough to merit

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

to participate is \$3,200 per member organization. Please email uscipp@nchl.org if your organization is interested in participating.

Peru: Our existing Peru report has not been updated since it was originally commissioned in December 2020. Since that time, we understand that the country's telemedicine regulations have been revised, and an updated analysis is now needed. As of today, we have not yet secured enough member support to move forward with refreshing the Peru report. However, we only need one additional participating USCIPP member to be able to move forward with the update. The cost to participate is \$3,400 per member organization. Please email uscipp@nchl.org if your organization is interested in participating.

Brazil: Our existing Brazil diligence was last updated in May 2022. Since that time, the country's *Telehealth Act* has been enacted and now provides additional guidance. As of today, we have not yet secured enough member support to move forward with refreshing the Brazil report. However, we only need one additional participating USCIPP member to be able to move forward with the update. The cost to participate is \$3,300 per member organization. Please email uscipp@nchl.org if your organization is interested in participating.

II. Updated Due Diligence Report for Bermuda Now Available

We are pleased to share that the refreshed international telemedicine and RSO due diligence analysis for Bermuda is now available. If you are interested in accessing the report, please email uscipp@nchl.org to let us know. The cost per member organization is \$3,800. Thank you to those members who supported the refreshed analysis for Bermuda!

III. Requested Quotes for Due Diligence Reports for Two New Markets: Australia and Chile

Over the past several months, numerous USCIPP members have asked our team if we have existing due diligence reports for either Australia or Chile. Unfortunately, we have not yet analyzed either of these markets as part of the USCIPP International Telemedicine and RSO Due Diligence Initiative.

Our team contacted our attorneys at Hogan Lovells and formally requested a quote to commission reports for these two new markets. Once we have additional details, we will share the potential per-member cost to determine if there is sufficient interest among the membership to move forward with commissioning a diligence for either country at a reasonable price. As a reminder, a diligence for a new market typically costs our team between \$15,000 and \$25,000 per country. As a result, we will not move forward unless we can confirm participation from enough USCIPP members to be able to offer the report at a reasonable per-member price.

▲ USCIPP-Organized Business Development Events: Tentative Plans

To help members with planning and budgeting needs for the year, we would like to share

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

2 – We would like to tag on somehow to an as-of-yet unidentified, in-person event in LatAm or the Caribbean. Members should plan for two days of content. Dates, venue, and additional costs for participation are not available yet.

▲ Update on USCIPP Process for Business Consulting Service for the Saudi Healthcare Market

As part of our ongoing efforts to enhance value for members at the Premium, Premium Plus, and Organizational Affiliate levels, this year we are seeking to contract with two consultants (individuals or organizations) who can provide us with periodic, on-the-ground business intelligence in two markets of high interest to USCIPP members. We will then pass the resultant business intelligence on to our members at the Premium/Premium Plus/Organizational Affiliate levels as part of their membership.

We are excited to update that we have selected a consulting firm and will announce soon, as we are finalizing the contract.

We plan to go through the same process to contract for business intelligence consulting services in a LatAm/Caribbean market of high interest to USCIPP members. Additional details will be forthcoming.

▲ Welcome Tampa General Health

We'd like to give a warm welcome to our newest member, Tampa General Hospital! Tampa General Health is a leading Florida hospital serving both pediatric and adult patients in the Tampa area. The point of contact is Rocco Decicco, Director of Institutional Marketing, who can be reached at rdecicco@tgh.org.

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

**OPTIMIZING ENGAGEMENT OF CLINICIANS
IN INTERNATIONAL PATIENT PROGRAMS**

PANELISTS

Ricardo Carrau, MD
The Ohio State University Medical Center
Professor, Department of Otolaryngology-Head & Neck Surgery, The Ohio State University; Medical Director, Global Health

Renato Lenzi, MD
The University of Texas MD Anderson Cancer Center
Professor, General Oncology; Medical Director, International Center

Usamah (Sam) Mossallam, MD
Henry Ford Health
Vice President & Medical Director, Henry Ford Health International

Heitham Hassoun, MD
Cedars-Sinai
Vice President & Medical Director, Cedars-Sinai International

MODERATOR

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

NCHL
National Center for Healthcare Leadership

USCIPP
USCIPP is dedicated to international healthcare leaders

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

thanks to our moderator and speakers!

I Ongoing Announcements

▲ New Workgroups Launching

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

- **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 a 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 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 Calls

- Friday, April 19: 11:00 AM – 12:00 PM CT
- Friday, June 26: 11:00 AM – 12:00 PM CT

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

3. **USCIPP Standalone Pediatric Hospitals Workgroup**: Serves as a forum for USCIPP standalone pediatric hospital members to come together to discuss shared 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 Calls

- Tuesday, March 12: 1:00 PM – 2:00 PM CT
- Tuesday, June 11: 1:00 PM – 2:00 PM CT
- Tuesday, August 13: 1:00 PM – 2:00 PM CT
- Tuesday, December 03: 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 Calls

- Wednesday, February 21: 11:00 AM – 12:00 PM CT
- Wednesday, May 22: 11:00 AM – 12:00 PM CT
- Wednesday, July 17: 11:00 AM – 12:00 PM CT
- Wednesday, October 30: 11:00 AM – 12:00 PM CT

We are engaging with members to curate agendas, subtopics, and speakers for the upcoming workgroup calls throughout the year. We depend on members to participate and help lead these calls to make them successful. Please let us know if you have a hot topic you'd like to present on one of these calls. Presentations need only to be 15 minutes.

▲ Embassy Relations Call Series Continued into 2024

We observed that the participation on the monthly embassy calls has been lower than usual the past couple of months, so we wanted to let members know that the monthly USCIPP Embassy Relations Call has continued this year on the same date and time (First Wednesday of every month from 12:30 – 1:30 PM CT).

If this meeting has dropped off of your calendar, you may register for the monthly call series by [clicking here](#). Upon registration, you will receive a confirmation email with a link to download the monthly call series that can be imported into your local calendar system. Please let us know if you need assistance with registering for the call series.

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

▲ **February 21 | 11:00 AM - 12:00 PM CT: Florida Hospitals Workgroup Call**

[Click here](#) for more information and to register for the quarterly call series.

▲ **March 6 | 12:30 - 1:30 PM CT: USCIPP Monthly Embassy Relations Discussion Call**

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

▲ **March 12 | 1:00 - 2:00 PM CT: USCIPP Standalone Pediatric Hospitals Workgroup Call**

[Click here](#) for more information and to register for the quarterly call series.

▲ **March 26 | 1:00 - 2:00 PM CT: USCIPP International Operations Workgroup Call**

[Click here](#) for more information and to register for the quarterly call series.

| USCIPP Pulse

We are excited to welcome our newest members of the USCIPP Councils!

2024 USCIPP Advisory Council Members

- Gaby West, Broward Health
- Heitham Hassoun, Cedars-Sinai
- Soraia Anguoli, Children's National Hospital
- Lisa Tham, City of Hope
- Duaa Hammoda, Cleveland Clinic
- Cynthia Gonzalez, Cook Children's Health Care System
- Barbara Ralston, Dignity Health International
- Usamah Mossallam, Henry Ford Health
- Summer Dajani, Houston Methodist
- Milly Valverde, James Cancer Hospital at the Ohio State University Medical Center
- Lindsay Rothstein, Johns Hopkins Medicine International
- Kerin Howard, Mass General Brigham
- Sarah Berger, MD Anderson Cancer Center
- Iman Shebaro, Texas Children's Hospital
- Diala Atassi, UChicago Medicine

2024 Advisory Council Meetings

- Friday, February 23: 11:00 AM – Noon CT
- Friday, April 26: 11:00 AM – Noon CT
- Friday, June 21: 11:00 AM – Noon CT
- Friday, August 23: 11:00 AM – Noon CT
- Friday, October 18: 11:00 AM – Noon CT
- Friday, December 13: 11:00 AM – Noon CT

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

Cookie Settings

Accept All

- Norhan Gomaa, Cincinnati Children’s Hospital Medical Center
- Jared (JT) Timmer, City of Hope
- Matthew Hersman, Cleveland Clinic
- Jamie Vollenweider, Henry Ford Health
- Erin Mulpur, Houston Methodist
- Di Wu, Keck Medicine of USC
- Teresita Lopez, Nicklaus Children’s Hospital
- Francoise Perez, Shriners Hospital for Children
- Ziad Abdul Hak, UChicago Medicine
- Mariel Garcia, UPMC

2024 Benchmarking & Research Council Meetings

- Friday, March 1: 11:00 AM – Noon CT
- Friday, May 10: 11:00 AM – Noon CT
- Friday, August 2: 11:00 AM – Noon CT
- Friday, September 27: 11:00 AM – Noon CT
- Friday, December 6: 11:00 AM – Noon CT



We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#) [Accept All](#)

PREMIUM MEMBER RESOURCES



DATA DASHBOARD



We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#)

[Accept All](#)

LISTSERV REPORTS & ARCHIVE



CALENDAR OF EVENTS



We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#)

[Accept All](#)

WEBINAR RECORDINGS



DISCUSSION BOARD



We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#)

[Accept All](#)



Previous Editions

▶ [2024](#)

▶ [2023](#)

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#)

[Accept All](#)

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.

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking “Accept All”, you consent to the use of ALL the cookies. However, you may visit "Cookie Settings" to provide a controlled consent.

[Cookie Settings](#)

[Accept All](#)