

# US Cooperative for International Patient Programs (USCIPP)

NCHL

A Premier Program of the  
National Center for Healthcare Leadership

February 23, 2023

Dear USCIPP Members,

As we approach the end of this month, we would like to draw your attention to calls and initiatives that are happening soon. In particular, we are launching a new monthly discussion call series dedicated to topics related to international patient operations. This call series was at the suggestion of the USCIPP Advisory Council. Our first call, scheduled on February 28, will be a discussion focused on international scorecard/dashboard reporting and metrics. We invite you to register for the call series by [clicking here](#). We are excited to announce that our colleagues from Boston Children's Hospital and Ochsner Health will help us lead the discussion this month.

Please check out the latest happenings for the rest of this month/beginning of next month. This online version of the newsletter in the web browser is considered the full version of the newsletter. The emails will contain high-level highlights of new and ongoing announcements. Full details for announcements can be viewed in this online web browser version. This change has been made to optimize the way content is displayed since every mobile reader has a different capability to display email layouts correctly.

Please reach out to me if you have any questions or feedback to share.

Sincerely,

**Alia Ibrahim**

Senior Manager, USCIPP

National Center for Healthcare Leadership

[uscipp@nchl.org](mailto:uscipp@nchl.org)

## New Announcements

### ▲ USCIPP Monthly Listserv Questions DUE DATE EXTENDED TO MARCH 10

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 – DUE DATE EXTENDED TO MARCH 10

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?

Answer this  
month's  
listserv  
questions

PREMIUM MEMBER  
RESOURCES



DATA DASHBOARD



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 March 10 [by clicking here](#).

\*\*\*We only have a handful of responses for this month's list serv questions and need at least 10 more members to respond to the questions in order to report out the responses. We encourage you to appoint a member of your team to be dedicated to responding to the monthly listserv questions.\*\*\*

---

#### ▲ **United Kingdom Market Report now available to USCIPP Premium Members**

The UK Market Report is now available to all USCIPP Premium Members. This report contains all new information and was prepared specifically for USCIPP Premium Members. The UK tab on the international insurance database has also been updated and is also accessible on the Premium Member workspace.

Premium members may access the report by [clicking here](#).

You will need your Member Portal credentials to access the Premium Member workspace on the portal. Once you are in the workspace, please scroll down and click on “**UK market report (includes market overview/executive summary) | February 2023**” in order to open the report on your web browser.

---

#### ▲ **USCIPP June 2020-July 2021 Annual Market Update**

This month USCIPP released the June 2020-July 2021 Annual Market Update. This is a public release of limited high-level data from the USCIPP 2020-2021 Annual Benchmarking Survey. This is a great resource to share with external non-member stakeholders to give them an overview of the medical travel industry in the US.

The annual market update can be downloaded by [clicking here](#). This report is free to download and is open to the public to download as well.

---

## **| Ongoing Announcements**

#### ▲ **USCIPP Benchmarking Survey Due ASAP**

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 were due by **Friday, February 17, 2023**. If you did not submit the benchmarking survey yet, please submit the survey as soon as possible or contact the USCIPP team to provide a status update.

As a reminder, the benchmarking survey is a requirement for ALL USCIPP members to complete. Members must submit AT LEAST one data point. 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-

LISTSERV REPORTS  
& ARCHIVE



CALENDAR OF  
EVENTS



Previous  
Editions

• [February 3, 2023](#)

related information, members will need to report their total gross revenue (based on inpatient and/or outpatient charges). Please email [uscipp@nchl.org](mailto:uscipp@nchl.org) if you have any questions.

---

### ▲ Discussion led by Boston Children's Hospital & Ochsner Health on international scorecards/dashboards on February 28

The USCIPP team is pleased to announce a new monthly discussion call open to all members. This call was added at the request of the USCIPP Advisory Council. The purpose of this call is to bring members together to discuss topics related to international patient operations and to engage with peers on identifying best practices and solutions to common challenges. This call series will occur from 1:00-2:00 PM CT on the fourth Tuesday of the month from February to October 2023.

**Our first call is scheduled for Tuesday, February 28 at 1:00 PM CT.** The first discussion topic will be on international dashboards/scorecards. The discussion will be led by our colleagues from Boston Children's Hospital and Ochsner Health.

Members are welcome to join the discussion and share with their peers what kind of metrics and information they include on their international patient operations dashboards. USCIPP will create a one-page summary highlighting the discussion points among members.

You may register for the monthly international patient operations call series [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**

USCIPP members are invited to 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

**Members may register for the orientation [by clicking here](#).** A special invitation will be sent to all members who have been added to the database since January 1 of this year.

A new member/contact orientation will be offered every 3-4 months and is encouraged for members who want to learn more about USCIPP member resources and how to be more engaged.

---

#### ▲ **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, from 12:30-1:30 PM CT. 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 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:**

Larry Tabash

Global Team Lead, Middle East & Africa

US Commercial Service – Austin, TX

US Department of Commerce

[Larry.Tabash@trade.gov](mailto:Larry.Tabash@trade.gov)

512-936-0039

[www.trade.gov](http://www.trade.gov)

---

## | USCIPP Pulse

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

*\*\*\*There are no updates in this edition. Stay tuned for updates in our next edition of News and Updates from*

# 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.