

News & Updates from the

## US Cooperative for International Patient Programs (USCIPP)



May 8, 2023

Dear USCIPP Members,

As a follow-up to our communications about the annual [All-Member Conference](#) for USCIPP and fellow NCHL members, we'd like to draw your attention to the [Call for Content Proposals](#) that has been released. We heard USCIPP member feedback regarding the conference last year and have several changes planned for this year. Members can expect three distinct international-focused tracks happening simultaneously with more engaging content formats. While the conference has always relied on USCIPP members to deliver content, unlike previous years where the USCIPP team had decided the content and invited speakers, now we allow all USCIPP members an equal opportunity to help us shape the agenda by submitting a proposal to share content members think will be relevant and engaging content to their peers. We need your help in delivering new and exciting content and are calling on USCIPP members to consider submitting a proposal to present during this year's annual conference. The [Call for Content Proposals](#) are due by June 6. Feel free to reach out to me personally if you have any questions about the proposal process.

Additionally, back by popular demand—we are excited to announce the return of the On-site Collaborative Exchange! This year we have simplified the participation requirements and removed any costs to apply. If you would like to explore international health-related topics with a cohort of like-minded peers over 12-to-18 months, your program should consider applying. We've run two cohorts that have proved extremely valuable to participants and helped them advance on topics by carving out time and sharing resources to explore mutual topics of interest together. Check out the full application by [clicking here](#). Applications will be accepted until June 15, with no cost to apply.

Finally, we are planning an in-person business development trip this year and would like to gauge member interest in the markets we are considering (Bahrain and/or Kuwait). If your program is interested in potentially participating, please take a moment to fill out our expression of interest form by [clicking here](#).

Please be sure to check out the rest of our announcements this month. Feel free to reach out if you have any questions or feedback.

Sincerely,

**Alia Ibrahim**

Senior Manager, USCIPP

National Center for Healthcare Leadership

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

## New Announcements

▲ **Call for Content: USCIPP-specific proposals requested for 2023 All-Member Conference Breakout Sessions**



Just one month left to submit your proposal and present and NCHL's [2023 All-Member Conference](#)



In partnership with the 2023 event planning committee, NCHL All-Member Conference welcomes the submissions of proposals featuring forward-thinking tactics, thought leadership and subject matter expertise in the field for the conference's sessions.

We are seeking submissions specifically from USCIPP members under the following tracks:

- **Sustaining International Patient Programs (USCIPP) Operations (staffing, attrition, retention strategies, career progression within international departments, and working with hospital H**

regarding recruitment and compensation given the unique staffing needs of international programs); strategic planning; patient experience; international finance; marketing; USCIPP industry benchmarking, etc.

- **International Collaborations & Partnerships at US Hospitals (USCIPP) International collaborations & partnerships; quality improvement of care models featured partnerships of USCIPP members; expansion into new markets; global care networks; observerships, physician exchange, fellowships, etc.**
- **The Future of International Healthcare (USCIPP) Evolving international trends & market dynamics, trajectories for US hospitals' international programs, evolving consumer needs, economic forecasts, new challenges to the medical travel industry, etc.**
- **Other Emerging Topics of Interest to USCIPP members not captured above**

For a full description of content areas, presentation formats, selection criteria, and submission instructions, please click [here](#).

TO SUBMIT A PROPOSAL, PLEASE CLICK [HERE](#).

**Proposals are due by June 6!**

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#### Speaker Incentives

**Registration Discount:** A discounted registration of will be provided to all confirmed conference speakers, allowing them to register for \$600. Selected presenters will be responsible for all travel-related expenses. If selected, all speakers are expected to register for the conference.

**Submission Deadline:** Tuesday, June 6, 2023.

**Speaker Notification:** Submitters will be notified of their acceptance **BY MID-JULY**.

**Questions:** Please contact Alia Ibrahim at [aibrahim@nchl.org](mailto:aibrahim@nchl.org).

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#### ▲ **Call for Applications for 2023-2024 USCIPP On-Site Collaborative Exchange Open May 8-June 15**

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 informational exchange in the form of rotational on-site visits hosted on the campus of each member participating in the collaborative.

The visits give members an opportunity to engage in a series of robust discussions about specific topics of interest chosen by the group. The purpose of discussions is to share and learn knowledge about the international healthcare industry, explore new initiatives and innovative approaches, establish best practices, and share resources towards a common 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](#)

There is no cost to apply! Applications will be accepted from **May 8–June 15**. Selected applicants will be notified by July 15.

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### ▲ **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](#)**

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▲ **International Patient Discharge Planning will be discussed on our next International Operations Discussion Call on May 23 + Agenda for the rest of this year's calls**

USCIPP's next international operations discussion call is scheduled on **May 23 at 1:00 PM CT**. Our next discussion topic will be **international patient discharge planning**. We'd like to thank our colleague Jenny Ranzenberger at Mayo Clinic for helping us lead this next discussion. A second discussion lead will be announced soon! If you will be joining, please answer this month's listserv question related to this topic by clicking here.

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:

- **May 23: Discharge Planning**
- **June 27: Improving International Operations through International Patient Surveys**
- **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](mailto:uscipp@nchl.org) to let us know if your program would be interested in volunteering to lead any of these discussions.

Thanks to our colleagues Iman Shebaro from Texas Children's Hospital and Morris Blake from Henry Ford Health for discussing international program structures/staffing models on our last international operations call. Please check out a recording of our last international operations call on by clicking [here](#). Check out the USCIPP Pulse section for a 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.

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▲ **\*New\* April 2023 Listserv Questions Due May 30 & February Listserv 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 from last month's round of listserv questions by [clicking here](#).

\*NEW\* Round of listserv questions due May 31. This month's listserv questions are:

- **From an internal standpoint, how does your organization classify revenue from embassy business?**
- **This question is being asked on behalf of our corporate member, Flywire. They are planning their next webinar and would like to ask USCIPP members what topic they would like to hear about next.**
- **What challenges does your program experience with discharge planning for international patients who have completed their treatment plan and/or are ready to return home? Please share any challenges that you would like to be discussed on the upcoming international operations discussion call on May 23.**
- **How does your program assess operational improvements that need to be made to improve the international patient experience? Please share any tools used to identify patient-facing international processes that need improvement. This topic will be discussed on the international operations call on June 27.**
- **What challenges does your program experience related to international patient billing/finance? Please share any challenges that you would like to be discussed on the international operations discussion call on July 25.**
- **Do you treat CAR T-cell therapy patients from Canada?**
- **Have referrals been affected by the approval of Kymriah by Health Canada?"**

Please [click here](#) to answer this month's listserv questions.

**Responses are due by May 31**

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**▲ Welcome to our newest USCIPP member, St. Jude Children's Research Hospital!**

We are excited to announce our newest member, [St. Jude Children's Research Hospital](#), who joined USCIPP at the Organizational Affiliate level. St. Jude Children's Research Hospital is a pediatric treatment and research facility located in Memphis, Tennessee.

The primary contact for USCIPP at St. Jude is Robyn Diaz, SVP and Chief Legal Officer, who can be reached out [Robyn.Diaz@stjude.org](mailto:Robyn.Diaz@stjude.org).

Please join us in welcoming St. Jude Children's Hospital to the USCIPP community!

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### ▲ **New Job Description Archive Workspace & New Job Board Listing: Arabic Interpreter @ Northwestern Medicine**

The NCHL Job Board features current openings at member hospitals. USCIPP members may post job openings for free as a member benefit.

Check out the latest job listing:

- [\*\*Interpreter \(Arabic Speaker\) – International Health @ Northwestern Medicine\*\*](#)

[Click here](#) to submit a listing to the job board and to browse recent job listings. Please note the job board is open to the public.

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### ▲ **"What's Changed in China" Webinar Series hosted by the International Trade Administration (ITA)**

Check out ITA's new webinar series "[What's Changed in China](#)" hosted on Thursdays 8-9:15 pm ET and are \$25 each. After three years of zero-Covid policies and recent changes to China's leadership, US companies are wondering "What's Changed in China?" Register for one or all of webinars, in a series designed to highlight changes and opportunities for US companies interested in establishing or extending their presence in the world's second largest economy.

In particular, these two webinars may be of interest to USCIPP members:

- **May 11: [China's Cross-Border Data Policy](#) – How to navigate different regulations and choose the most suitable cross-border data transfer method for your business**



**"WHAT'S CHANGED IN CHINA"  
WEBINAR SERIES APRIL-JUNE 2023**

## CHINA'S CROSS-BORDER DATA POLICY

Over the last few years, China has substantially tightened controls over cybersecurity, personal information, and data security, including cross-border data transfer. Any business that processes, transfers data out of China or receives data from China, local or foreign, is required to be in compliance.

Join us to learn how to navigate the different regulations and how to choose the most suitable cross-border data transfer method for your business.

**Webinar Speaker:**  
*Barbara Li, Partner, Reed Smith LLP*

**Webinar Agenda (subject to change)**

- Welcome Remarks, U.S. Embassy
- Overview of China's Data Security Framework
- Available Cross-Border Data Transfer Mechanisms
- How to determine what works best for your company
- Case Study
- Q&A

 MAY 11 | 8:00 - 9:15 PM (EASTERN TIME)  
 MAY 12 | 8:00 - 9:15 AM (BEIJING TIME)

 \$ 25 PER PARTICIPANT **REGISTER NOW**

 U.S. COMMERCIAL SERVICE  
 U.S. DEPARTMENT OF COMMERCE  
 OFFICE OF INTERNATIONAL TRADE ADMINISTRATION

 INTERNATIONAL TRADE ADMINISTRATION  
 U.S. DEPARTMENT OF COMMERCE

- June 1: [Creating a Successful Digital Presence in China](#) – Experts from software/application publishing agency and digital marketing companies will provide the audience with basics on how to leverage China's different online platforms, applications and service offerings.

▲ [2023 International Health Insurance Forum \(Caribbean and Latin America\) hosted May 29-31 in Panama](#)



## International Health Insurance Forum 2023 (Latin America and Caribbean Event)

The role of private health insurance has grown tremendously in the past few years, fueled in part by the global pandemic. Increasingly, it is playing an important role in expanding access to healthcare services in Central and South America as well as the Caribbean.

What benefits has that growth provided to patients and providers? What challenges and obstacles to continued growth does the industry face? How can healthcare providers, governments, and private sector companies play to expand high quality healthcare to as many people as possible?

These and other questions will be discussed at the 1st International Health Insurance Forum 2023 Latin America and Caribbean event to be held on 29–31 May at the JW Marriott, Panama City, Panama. You are cordially invited to attend as a speaker, sponsor, or delegate.

For more information, please [download the brochure](#), [visit the website](#), or contact the conference organizer, Mr. Robin Ali at [robin.ali@ihif.global](mailto:robin.ali@ihif.global).

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▲ **NCHL Coffee Chat on May 25: The Time is Now: Addressing the Nursing Shortage with Transformative Organizational Changes**





Please join us for the next NCHL Coffee Chat!

**The Time is Now: Addressing the Nursing Shortage with Transformative Organizational Changes**

Thursday, May 25th at 10 am CT

No Registration Fee

**Description:** Healthcare organizations are evolving at an unprecedented speed, and leaders are tasked with staffing crises never before seen. Not only are we facing a current nursing shortage, but an estimated 54% of nurses are anticipated to be preparing to retire in the next 10 years. Addressing the nursing crisis requires organizational change and innovative operational strategies to improve the experience of our nursing teams, invest in supporting their well-being, and reduce the burden driving high levels of burnout.

Healthcare leaders who have the courage to change the way their institutions have traditionally operated can expect to see long-term improvement in the recruitment and retention of full-time, salaried nurses. In challenging times, there is a call to leaders to courageously implement novel solutions and operational changes to improve the experience and well-being of their nurses as a solution to the nursing shortage.

Join thought leaders from Cornerstone OnDemand and Herzing University as they discuss the way in which challenging the status quo and focusing on operational change is a must for organizations that want to become attractive employers to full-time nurses.

**About the Speakers:**

- Jarvis Racine, Vice President, Strategic Partnerships, Workforce Development and Government Affairs, Herzing University
- Cheryl Paxton-Hughes, Principal, Thought Leadership & Advisory Services, Cornerstone OnDemand
- Moderated by: Ren Lovegood, Senior Manager, NCHL

**When:** Thursday, May 25, 2023 from 11:00–11:30 AM ET | 10–10:30 CT | 8:00–8:30 PT

**Questions about registration or the event?** Please contact [info@nchl.org](mailto:info@nchl.org).



[REGISTER NOW](#)

▲ **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!**



**\*NEW\*** 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.

NCHL is now accepting nominations for the National Center for Healthcare Leadership's Gail L. Warden Leadership Excellence Award. **Nominations for the Gail L. Warden Leadership Excellence Award are due June 2, 2023.**

Please send the completed nomination package via email to NCHL at [info@nchl.org](mailto:info@nchl.org). If you have any questions about the nomination form or process, please email [info@nchl.org](mailto:info@nchl.org).

For more information on the award celebration or to download the nomination form, visit: <https://www.nchl.org/events/lad/>

**Award nominations for the NCHL International Leadership Award will open in mid-June.**

## Ongoing Announcements

▲ **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. **The Call for Content was released on April 24. More information can be found [here](#).**

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.



The purpose of this conference is simple: to empower healthcare leaders from each of NCHL's three premier programs to learn, collaborate, and lead into the future.

We will do this by providing a platform for each of our attendees to:

**LEARN** from industry experts and innovative peers. We will have a curated roster of top-tier speakers and thought leaders who will share their expertise and insights, providing you with valuable knowledge and strategies to take back to your organizations, unique and tailored to the NCHL program in which you participate.

**COLLABORATE** and connect with your peers from within and across NCHL's three premier programs and industry influencers, building strong relationships that you can lean on for years to come.

Most importantly, this conference is designed to increase your capacity and efficacy as a healthcare leader. You will leave with a renewed sense of purpose and a clear roadmap for success and innovative solutions you can implement in your role. You will be inspired to **LEAD** with confidence, courage and innovation as you face the challenges of an ever-evolving healthcare landscape both in the US and abroad.

Thank you to our USCIPP members serving on the 2023 event planning committee:

- Diane Lynn, Atrium Health
- Kellie Montoya, Baptist Health
- JT Timmer, City of Hope
- Katie Cummins, Children's National Hospital
- Milly Valverde, The James Cancer Hospital at The Ohio State University
- Barbara Ralston, Dignity Health International

To view more details and learn about what you can expect, check out the conference webpage.

**[Conference Webpage](#)**





▲ International Trade Administration-led Trade Mission to Saudi Arabia in September (Ongoing Reminder)



**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.

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

**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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+1.312.505.2785

**Lisa Huot**  
Industry & Analysis – Washington, DC  
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+1.202.839.2342

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](mailto:Bailey.Rowell@trade.gov) and [Lisa.Huot@trade.gov](mailto:Lisa.Huot@trade.gov)

### ▲ **New Work Product for Premium USCIPP Members: GCC Country Payor Guide: Government Sector**

We are excited to share a draft of a new work product – “GCC country payor guide: government sector” that we’ve created exclusively for Premium members.

You may access the guide [here on the “USCIPP Premium Member Workspace” on the member portal](#). The report is listed under “Other Research Projects.” (Note that you may view the report online as well as download the latest version as a PDF.)

This guide contains information about:

- Known referral pathways from the various GCC countries’ public-sector payors to US hospitals
- General regulatory information about GCC countries’ treatment abroad programs (if available)
- Select statistics regarding outbound patient volumes and annual expenditures on treatment abroad (if available)
- And more

This is the first time that we have compiled information about GCC payors at this level of granularity in a USCIPP business intelligence work product. We created the guide based on our own market research with extensive input from numerous USCIPP member organizations. While some details are based on publicly available information and data sources, much of the content is based on our conversations with members and is therefore not in the public domain. (As a reminder, unless otherwise indicated, the use of any of our work products is limited to your organization. Work products, including insights gained

from said work products, should not be shared with external affiliates, partners, or clients. Please see additional details about acceptable use and confidentiality on the cover page of the report.)

We ask that you consider this to be a first draft and a living document – if we missed something or did not get a detail quite right, please respond directly to this email to let us know so we can update the report! We hope you find it to be useful.

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▲ **USCIPP Business Development Lead: Hospital in Philippines searching for a US partner with experience working on national insurance systems**

Please review the below trade lead info from Commercial Specialist Katrina Domingo of CS Philippines Mount Grace Hospital Inc., is a subsidiary of one of the biggest local conglomerates in the Philippines. Mount Grace is a network of hospitals across the Philippines providing quality and accessible healthcare services to Filipinos. They are studying to partner with a U.S. company that has **experience in working on national insurance systems**.

Katrina has asked for a company profile from any interested companies so that she can share it with Mount Grace. More information can be found on the trade lead form [here](#).

Members interested in this collaboration should email US Commercial Specialist Katrina Domingo at [Katrina.Domingo@trade.gov](mailto:Katrina.Domingo@trade.gov).

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▲ **United Kingdom Market Report now available to USCIPP Premium Members (Final Reminder)**

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.

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▲ **USCIPP Webinar Recording: Navigating Global Payments Sanctions Compliance and Regulations in an Ever-Changing World: A Conversation with Flywire (Final Reminder)**

USCIPP hosted a webinar with NCHL Corporate Member Flywire. You may [access the webinar recording here](#) and [access the presentation slides here](#). If you have any follow up questions for our speakers or would like to get in touch with Flywire, please reach out to:

- Victoria Napoli
- Cross-Border Growth & Strategy Lead, Healthcare, Flywire
- [victoria.napoli@flywire.com](mailto:victoria.napoli@flywire.com)

## ▲ US-Saudi Business Council Invitation to Business Development Mission to Saudi Arabia (Final Reminder)

# Business Development Mission to Saudi Arabia: One of the World's Largest Construction Markets

May 21–23, 2023

Riyadh, Saudi Arabia

### **APPLY HERE**

Saudi Arabia, the fastest growing G20 economy in 2022 and the world's 6th most competitive nation project opportunities estimated at over \$1 trillion in sectors such as infrastructure, real estate, tourism, leisure, transportation, healthcare, energy, and utilities. Saudi Arabia's newly launched Circular Carbon Economy National Program and the Saudi Green Initiative to achieve net zero emissions by 2060 will provide opportunities for renewable technologies and products to improve energy efficiency. The U.S. Saudi Business Council invites contractors/subcontractors and suppliers of construction materials, solutions, and services to join the U.S. business development mission to the 5th Future Projects Forum (FPF). Organized by the Saudi Contractors Authority, the FPF gathers contractors, public and private sector owners to learn about future projects presented in detail by over 35 Saudi government and private entities. Previous FPFs showcased 9,450 projects valued at \$704 billion. Who Should Join the Mission Contractors/subcontractors with project management, engineering, quality, safety expertise: The contracting sector is a key pillar in the development of construction projects across industries to fulfill the country's diversification strategy. Saudi Arabia is seeking expertise and experience in development of projects in sectors including:

- Architecture, Engineering & Construction
- Oil & Gas: processing, refining, distribution, facilities, infrastructure development, carbon capture
- Energy: wind, solar, clean green hydrogen, retrofitting existing buildings
- Transportation/ logistics: airport infrastructure, terminals, cargo area, facilities and infrastructure development at ports/ construction and expansion of berths; construction/ improvement of port sites, train and road network; building and operation of public bus transport networks
- Sports: sports facilities, clubs, sports cities, renovation of existing sports facilities
- Cultural, tourism/ecotourism, hospitality, multi-purpose entertainment/sports, stadiums, clubs
- Residential districts/downtowns, rural development, rehabilitation of national parks
- Healthcare: hospitals, primary care, medical cities; rehabilitation, long term care facilities
- Education: development of education facilities and sports centers

Suppliers of construction materials, solutions, and services: The increasing demand for fast delivery, cost-effective and environmentally friendly infrastructure is driving the need for new building solutions, materials, technologies, and services. These include: Modern building methods and materials insulated precast concrete systems, insulated concrete forms, advanced methods of construction (such as 3D printing, robotics, modular), non-metallic materials, architecture, as well as third-party tests and inspection services. Transport infrastructure: traffic, road, and rail safety solutions; road black spot

prevention; performance-based road maintenance; rail signaling systems; traffic and transportation engineering; urban sustainability/environmental preservation. Energy: emerging technologies related to battery energy storage systems, automation of distribution networks; localization of technology manufacturing, R&D. Technology: Digital infrastructure, solutions to manage facilities, increase productivity and site safety, training, process automation; smart warehousing, health technologies, constructech, facilities digitalization systems. Off-site construction: prefabricated buildings.

#### Mission Fee Includes:

- FPF23 registration fee
- Promotion of your product/service to targeted audiences in Saudi Arabia prior to the FPF23
- Private briefing in Riyadh on doing business in the construction sector (legal aspects, perspectives from U.S. construction companies doing business in the Kingdom)
- 1-on-1 meetings with potential Saudi business partners, end users, and government officials
- Group ground transportation to and from the FPF23 venue.
- Onsite support during the FPF23.
- Business visa facilitation service.
- Assistance with follow-ups for 3 months post-mission without charge.

#### Mission Fees:

- \$2,500 per company representative (Council members)
- \$3,500 per company representative (Council non-members)
- Expenses for air travel, lodging, incidentals, and meals are the responsibility of each participant

For questions and to register, please contact Ana Carmen Neboisa at [anacarmen@ussaudi.org](mailto:anacarmen@ussaudi.org) To learn more about the 5<sup>th</sup> FPF, please visit <https://fpf.sa/en>.

**[APPLY HERE](#)**

## I Upcoming Events

### ▲ USCIPP Monthly International Operations Discussion Call on May 23 @ 1:00 PM CT

The next topic will be international patient discharge planning. To register for the monthly international patient operations call series **[by clicking here](#)**.

### ▲ NCHL Coffee Chat on May 25 @ 10:00 AM CT

**[To register for the coffee chat, please click here.](#)**

## ▲ USCIPP Monthly Embassy Relations Discussion Call on June 7 @ 12:30 PM C

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

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## | 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. USCIPP will share highlights from recent meetings so members can have more knowledge about the work that these groups are doing.

### International Operations Call

USCIPP Hosted our third international operations call on April 25 on international program structures/staffing models. Many thanks to our discussion leads on the call:

- Iman Shebaro, Assistant Director, International and Destination Medicine, Texas Children's Hospital
- Morris Blake, Director, International, Henry Ford Health

To view a recording of the call, please [click here](#).

### Embassy Calls

USCIPP hosted the monthly embassy discussion call on May 3. Please [click here](#) to access the meeting minutes.

We'd like to highlight a member question from the call and related resources here:

- **Does anyone charge a cancellation fee when appointments are scheduled and canceled? Are members charging cancellation fees particularly for embassies?**
  - [Last-Minute Cancellations of New International Patients](#)
  - [Administrative Fee for Patient Cancellations](#)

Answer this month's listserv questions





# LISTSERV REPORTS & ARCHIVE



# CALENDAR OF EVENTS



## Previous Editions

- [February 3, 2023](#)
- [February 23, 2023](#)

- [March 15, 2023](#)
- [April 15, 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.