

## US Cooperative for International Patient Programs (USCIPP)

August 17, 2023

Dear USCIPP Members:

Planning for the [2023-Bahrain and US-Kuwait Healthcare Partnership Forums](#) is underway, and registration is open until September 8. As you know, since 2020 the USCIPP team has worked diligently to put together business development events for members to create a platform for understanding market dynamics in various international markets and to create opportunities for members to meet potential business partners abroad.

This was a strategy recommended by the USCIPP Advisory Council to stimulate discussions abroad and to maintain the relevance of US hospitals abroad, as international competitors have increasingly been engaging in partnerships that have challenged the reputation of US hospitals as being the leading institutions to provide medical expertise and care worldwide.

In both Bahrain and Kuwait, our event partners have engaged many high-level government and private stakeholders who are expecting a strong US presence. The US ambassador to Bahrain has been confirmed to speak in addition to the US chargé d'affaires in Kuwait (at whose residence we are hosting the reception).

We have heard from the governments in both Bahrain and Kuwait that they are very pleased to be receiving a delegation from the United States and are looking forward to developing and strengthening relationships between our countries. We expect participation from the Bahraini and Kuwaiti sides from both the departmental and C-suite levels (including the leaders of the various departments of treatment abroad in Kuwait and government ministries in both countries). The list of invited organizations from Bahrain and Kuwait is linked [here](#).

We need your help and support. If your organization has the capacity to attend this event and is interested in exploring opportunities for partnerships in the GCC more broadly, we are calling on you to please join us for this event in September.

The investment of USCIPP, the federal government, and our event partners has been significant — and made possible with the support of USCIPP members and sponsoring organizations.

The link to registration for the event can be found [here](#). If you have other contacts to whom you would like to send this event, I am including a link to the sponsorship form [here](#) (for non-USCIPP members).

We appreciate the support from members in helping us make this event a success!

Please reach out if you have any questions.

**USCIPP Team**

National Center for Healthcare Leadership

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

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## New Announcements

▲ **NEW UPDATES: US-Bahrain and US-Kuwait Healthcare Partnership Forums - USCIPP members confirmed + list of invited organizations**

**REGISTRATION OPEN UNTIL SEPTEMBER 8**

# 2023 US-Bahrain and US-Kuwait Healthcare Partnership Forums

September 17-18  
September 19-20

Manama  
Kuwait City

# NCHL

National Center for Healthcare Leadership

**USCIPP**  
US Cooperative  
for International  
Patient Programs



in partnership with



**[REGISTER HERE BY SEPTEMBER 8](#)**

## NEW UPDATES

We are pleased to confirm the following USCIPP members will be joining the delegation:

- **Atrium Health**
- **Baylor St. Luke's Medical Center**
- **Children's National Hospital**
- **Cleveland Clinic**
- **Indiana University Health**
- **The Ohio State University James Cancer Hospital**
- **UChicago Medicine**

Our sponsors for the event are:

- **American TelePhysicians**
- **KRH**

## ABOUT THE FORUMS

The US Cooperative for International Patient Programs (USCIPP), a program of the **National Center for Healthcare Leadership (NCHL)**, is pleased to announce that registration is now open for the 2023 US-Ba and US-Kuwait Healthcare Partnership Forums, which are taking place this September 17-20 in Manama, Kuwait City.

With strong connections with healthcare stakeholders and government leaders in their respective markets, our event partners will work together and under the guidance of the USCIPP team at NCHL to secure participation from Bahraini and Kuwaiti leaders who would be most important to USCIPP members from an international business development perspective.

## PROGRAMMING AND ACTIVITIES

The event structure and programming are designed to:

- Facilitate high-level dialogue and promote healthcare diplomacy by expanding and deepening collaboration between US hospitals and partners in Bahrain and Kuwait
- Provide market insights and help attendees understand opportunities for collaboration between US hospitals in both the public and private sectors
- Allow Bahraini and Kuwaiti healthcare professionals to learn more about the US delegates' organizations, their specific areas of interest in working with international partners
- Facilitate networking and facetime between US, Bahraini, and Kuwaiti healthcare professionals; business leaders; and government officials

## ATTENDEES

**Attendees from Bahrain and Kuwait** will include leaders from private hospitals/clinics, governmental ministries and departments, medical schools, professional associations, insurance companies, and other organizations.

**Attendees from the US** will comprise leaders from some of the country's top academic medical centers and

health systems, including executives in international services, international medical directors and physicians interested in cross-border collaborations and research, leaders of global business development and strategy and more.

**[CLICK HERE TO ACCESS THE MOST UP-TO-DATE PROGRAM](#)**

## **PARTICIPATION AND REGISTRATION**

**The participation fee per organization is \$4,500 and includes:**

- Participation for two (2) individuals to attend both in-person forums (a total of four days of programming)
- Lunch, refreshments, and coffee breaks on all days
- Evening receptions in both Bahrain and Kuwait
- Business development contact list of all attendees
- Presentation slides
- Face-to-face networking opportunities with Bahraini and Kuwaiti healthcare leaders
- Hospital site visits in Bahrain and Kuwait (transportation included)
- Matchmaking meetings with Kuwaiti healthcare leaders (a matchmaking survey will be sent to member organizations to help facilitate)
- Roundtable discussions with healthcare leaders in Bahrain and Kuwait
- Group transportation from the Crowne Plaza Manama to the airport on September 18
- Group transportation from the airport to the Kuwait Radisson Blu Hotel, Kuwait, on September 18
- Brand visibility for participating USCIPP members during and leading up to the forums

In addition to registering with for the event, each attendee will need to secure hotel and flight reservations (arriving to Bahrain, going from Bahrain to Kuwait, and departing from Kuwait). Hotel room blocks have been secured in both Bahrain and Kuwait.

Please note that the \$4,500 participation fee is intended to cover the considerable expenses involved in organizing two forums in two different countries over the course of four days. Accordingly, USCIPP members are expected to attend both the Bahraini and Kuwaiti portions of the event.

## **HOTEL INFORMATION**

A hotel room block has been secured for the US delegates in both Bahrain and Kuwait:

**Bahrain:** The event will be held at the Crowne Plaza Manama. [Click here](#) to make a reservation using our group rate.

**Kuwait:** The event will be held at the Radisson Blu Hotel, Kuwait. [Click here](#) to make a reservation using our group rate.

## **REGISTRATION INSTRUCTIONS**

USCIPP member organizations should register by **Friday, September 8**. [Click here](#) to register.

**If you have any questions, please reach out to the USCIPP team [uscipp@nchl.org](mailto:uscipp@nchl.org).**

**This event is brought to you by the US Cooperative for International Patient Programs at the National Center for Healthcare Leadership and in partnership with**





▲ All-Member Conference Agenda is LIVE!



Check out the full 2023 NCHL All-Member Conference agenda and see why you need to join us in Chicago November 13-15, 2023.

This year's agenda is packed with more content than ever, including a hospital CEO panel, three stellar keynotes, educational sessions, intensives and learning lab sessions.

The NCHL All-Member Conference starts on Monday, November 13 at 1:00 PM through Wednesday, November 15, 2023, at 12:00 PM. During the event we will hear from a great line-up of keynotes and experience a packed agenda with multiple tracks of concurrent content for each premier program (USCIPP, LENS, and NCAF/GEHM).

To learn more about **who attends** and the **purpose of the event**, check out the All-Member Conference event info [here](#).

**FULL AGENDA**

**Presenting organizations include:**

- |                     |                     |                   |
|---------------------|---------------------|-------------------|
| Adventist Health    | FurstGroup          | Sodexo Healthcare |
| Amer Kaissi Group & | Healthcare Coaching | Stackpole &       |
| Trinity University  | Institute by        | Associates        |
| American Hospital   | Pyramid Resource    | Sunbelt Health    |
| Association         | Group               | Partners          |

AON	Henry Ford Health	Tallahassee Memorial
Better Organizations	System	HealthCare
by Design	Herzing University	The Ohio State
Boston University	Intermountain	University
School of Medicine	Healthcare	The Ohio State
Broward Health	The Joint Commission	University James
Bupa	Mayo Clinic	Cancer Hospital
Carilion Clinic	MD Analytics	UChicago Medicine
Cedars-Sinai Health	Medical Tourism	UHC Global Solutions
System	Training, Inc.	United States
Children's Hospital	NCHL	Citizenship and
Los Angeles	Northwell Health	Immigration Services
Children's National	Northwestern	University of Illinois
Hospital	Medicine	Health System
Cincinnati Children's	OhioHealth	University of North
Hospital	Philips	Carolina at Chapel Hill
Cleveland Clinic	RCG Global Services	School of Medicine
Cornerstone	Rochester Regional	UPMC
OnDemand	Rush	VIP Universal Medical
Department of State		Insurance Group
Expertscape		(VUMI)

**REGISTRATION IS OPEN FOR ALL INTERESTED ATTENDEES!**

**Industry partners, stakeholders, and non-NCHL Members:** We invite **anyone** who is intrigued by the purpose and interested in the topics to attend this conference.

**Are you an NCHL Program Member, Sponsor or Corporate Member?**

**Please read:** All program and corporate members and sponsors who are entitled to complimentary conference registration(s) should refer to a communication sent to **primary contacts** on Tuesday, June 27, 2023, which included instructions on registering with a special promotional code.

**We recommend that all members register by September 15, 2023, so session topics and speakers can be appropriately assigned and room capacities are more accurately estimated.**

**REGISTER NOW**

**Sponsor and Exhibit:**

Don't miss your opportunity to connect with attendees. The event includes exhibiting opportunities, visibility, networking, and topical discussions

between colleagues. Don't miss this intimate opportunity to make new connections. **Limited exhibiting space remains. Become a [sponsor](#) today!**

### **SPONSOR**

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#### **▲ Report from Previous Round of Questions + New Round of Listserv Questions due September 15**

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

Below is this month's NEW round of listserv questions. **Responses are due by September 15.**

1. Compared to last year, have your referrals and volumes for embassy patients increased/decreased?
2. What international patient payment software/solution does your program use?
3. What RSO platforms have institutions hired? What were the pros and cons of each platform you have worked with?
4. Has your organization ever been sued/litigated against for care provided by international telemedicine or RSOs?
5. What is your international team's triage process before accepting a new patient? Do you charge for this process?

#### **RESPOND TO THIS MONTH'S ROUND OF LISTSERV QUESTIONS**

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](#).

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

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#### **▲ International Concierge/Guest Services will be discussed on our next International Operations Discussion Call on August 22**

USCIPP's next international operations discussion call is scheduled on **August 22 at 1:00 PM CT**. Our next discussion topic will be **Concierge/Guest Services for International Patients** (Non-medical Services such as housing, transportation, translation, banking, etc.)

Our discussion leads for the next call will be:

- Laura Kozloski, PhD, Executive Director, International Strategy, Shriners Hospitals for Children
- Mariel Garcia, Senior Director, International Business, Telemedicine, & UPMC Global Care, UPMC

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:



- **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 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 leading any of these discussions.

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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▲ **Recording & Slides available for USCIPP webinar on Healthcare Trends in Indonesia for Telemedicine and Foreign Practitioners**

USCIPP hosted a webinar with legal experts from Hogan Lovells on July 25. The webinar was packed full of valuable information about the regulatory landscape in Indonesia. If you missed the webinar, you can access the [presentation slides here](#) and the [YouTube recording here](#).

Speakers:

- Mochamad Kasmali, Partner, Hogan Lovells DNFP
- Karina Syahril Antonio, Senior Associate, Hogan Lovells DNFP
- Andera Faiz Rabbani, Associate, Hogan Lovells DNFP

The webinar and slides is also accessible in the [USCIPP Webinars & Additional NCHL Engaged Learning](#).

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▲ **Indonesia Market Report Now Available to Premium Members**

We are pleased to release a long-form market analysis for Indonesia. Individuals whose organizations participate at the Premium/Premium Plus or Organizational Affiliate level of membership may access it by navigating to the [USCIPP Premium & Organizational Affiliate Member Resources \(Research and International Market Analysis Work Products\)](#) workspace.

In the workspace on the portal, scroll down and navigate to “Indonesia Market Report” and click on the link to open the report.

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▲ **USCIPP Chicago Area Hospital Group Tours during All-Member Conference**

USCIPP is excited to be working with Chicago USCIPP-member hospitals to offer a group tour to USCIPP members as an optional and free add-on networking activity. This activity is being offered to USCIPP members only.

Members will have the option to select one campus to tour. The tours will take place from 1:00 – 2:00 PM CT on Wednesday, November 15. There are 5 different campuses to choose from that are within the Chicago city area limits. This is a great networking activity if you will be staying in Chicago for the evening or catching a late flight.

**It is the responsibility of each individual to secure their transportation to/from their tour.**

Click here for additional information about each campus:

- [Lurie Children’s Hospital of Chicago](#) (approx. 1 mile from conference venue)
- [Northwestern Medicine](#) (approx. 1 mile from conference venue)

- **Rush University Medical Center** (approx. 3.2 miles from conference venue)
- **Shirley Ryan AbilityLab** (approx. 1 mile from conference venue)
- **UChicago Medicine** (approx. 8.5 miles from conference venue)

Attendees who register for the All-Member Conference may add a ticket for the tour and may select the campus they would like to tour. A confirmation of your tour, along with additional logistical information (meeting location, directions, etc.) will be shared closer to the conference date.

If you have any questions, please reach out to [uscipp@nchl.org](mailto:uscipp@nchl.org).

Space is limited!

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▲ **Global Health Exhibition will be hosted in Riyadh October 29-31 + US-Saudi Business Council invitation**

Business Development Mission to **Saudi Arabia's Global Health Exhibition**

October 29-31, 2023

Riyadh, Saudi Arabia

**I Will Attend**

**No, I will not attend**

Join this UNIQUE OPPORTUNITY to meet Saudi public and private entities driving the development of the healthcare sector and find potential business partners.

Saudi Arabia, the fastest growing G20 economy in 2022, accounts for 60% of the Gulf Cooperation Council's healthcare expenditure. Saudi Vision 2030, the nation's ambitious national development plan, recognizes healthcare as one of the country's most important sectors and is committed to developing it.

**Industry Highlights:**

- **Annual Government Budget:** \$36.8 billion on Healthcare and Social Development in 2022
- **Sector Growth Rate:** 5.8% from 2017 to 2029
- **Saudi Pharmaceutical Market:** \$12 billion in 2022; expected to reach \$15 Billion in 2027
- **Saudi MedTech Market:** represents 50% of the MENA market; expected to outpace global growth (estimated at 18%) within the next 6-7 months.
- **Prioritization of partnerships with the private sector.** The Private Sector Participation (PSP) Program at the Ministry of Health (MOH)

aims to encourage the engagement of private sector contribution from 25% to 35% by 2030 through public-private partnerships (PPP) and offer non-PPP opportunities.

#### Market Overview and Opportunities:

The Saudi population is expected to grow from over 34 million currently to 39.5 million by 2030. By the same year, the population of vulnerable people aged 65 and up is expected to grow by 7%, to reach nearly 5 million people. Medical conditions such as cancer and diabetes remain prevalent, and the Kingdom continues to invest significant resources in treatment, care, and research development. Medical tourism is rising and the local patient population is remaining in the country to leverage the high quality of privatized services.

Saudi Arabia has more than 500 hospitals, 78,000 hospital beds (of which approximately 20,000 are provided by the private sector), and 5,000 health clinics. The region needs close to 700 hospitals by 2030 (99,000 beds spread across government, private and semi-government), long term care centers, and suppliers of services in specialty areas such as oncology and cosmetology. Moreover, the country aims to set up 20 healthcare delivery clusters with the capacity to serve 1 million to 2 million people each. The clusters have the freedom to create infrastructure, launch new health programs, and support the population's health while managing their own budgets.

The Health Sector Transformation Program, launched in 2021, aims to improve access to health services, the quality and efficiency of healthcare services, promote health risk prevention, and improve traffic safety. The MOH has transitioned from a service provider to a regulatory body, focusing on its planning, regulatory, and supervisory roles in health care.

The private sector serves as an important strategic partner for the Saudi Government through the contribution of capital, development of new and innovative solutions, and help in resolving challenges to improve access to quality care. There are approximately 45 domestic MedTech manufacturers that are producing low-value, single-use devices such as syringes and gloves. They account for 6% of the market.

#### Saudi Priorities and Opportunities:

Top Saudi priorities in the medical industry are increasing the privatization of healthcare services, encouraging PPPs, scaling up medical education and training of its local workforce, as well as boosting the adoption of digital information systems.

Opportunities are related to infrastructure, facilities management, operations, medical equipment, primary care centers, virtual/digital care, extended care, laboratories, radiology, cardiology, diabetes care, medical waste, etc.

As healthcare resources and workforce are limited in supply, there is an opportunity for companies with expertise in sophisticated training solutions for clinicians for workflow optimization as well as adopt the latest technologies that can automate or shorten the workflow, such as leveraging AI for clinical decision-making.

In terms of MedTech products, there is a growing demand for capital equipment, diagnostic devices, implantable devices (ophthalmic, dentistry, and cardiac surgery), consumables, remote, real-time patient monitoring devices, self-health management tools, and connected devices, as well as add-on services such as consultation on workflow management, coordination of production, inventory, location, and transportation.

As specific clusters focus on oncology, cardiology (hypertension and acute coronary syndrome), and chronic care, it offers MedTech companies the opportunity to introduce disease-ownership models centered on end-to-end disease management from diagnosis to treatment to recovery/rehabilitation. In addition to products, the MedTech companies can elevate their role to integral partners offering a combination of hardware, software, and professional services, offering value-based care models, which are increasingly becoming the global and regional norm.

#### About the Global Health Exhibition

*October 29-31, 2023*

The Global Health Exhibition (GHE) 2023, held under the patronage of the MOH, aims to bring together the Saudi & global healthcare communities together to connect, network and do business. The event gathered more than 14,000 professionals and generated over \$42 billion of business in 2022.

To learn more about the GHE, please click [HERE](#).

#### Who Should Join the Mission?

- MedTech Manufacturing
- Pharmaceuticals

- Medical Infrastructure
- Healthcare IT
- Support Services
- Hospitals and Clinics (Construction, Operation, and Management)
- Long-Term Care and Skilled Nursing Home
- Medical Rehabilitation
- Home Healthcare Services

**Mission Fee Includes:**

- Participation at the GHE23
- Opportunity to raise profile of your company/products and services in the U.S.-Saudi Business Council booth on the exhibit floor
- Promotion of your product/service to targeted audiences in Saudi Arabia prior to the Global Health Exhibition
- Private briefing in Riyadh on doing business in the healthcare sector (legal aspects, perspectives from U.S. 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 GHE23 venue.
- Onsite support during the GHE23.
- Business visa facilitation service.
- Assistance with follow-ups for 3 months post-mission without charge.

**Mission Fees:**

- \$2,500 per company (Council Members); \$1,000 per additional team member
- \$3,000 per company (Council Non-Members); \$1,000 per additional team member

*Expenses for air travel, lodging, incidentals, and meals are the responsibility of each participant.*

Mission Application Deadline: October 6, 2023

*For questions, please contact Jay Ennis at [jennis@ussaudi.org](mailto:jennis@ussaudi.org).*

**I Will Attend**

**No, I will not attend**



## ORGANIZER



▲ Join the next Bridge to PCC Level 2 Course starting this October



Are you ready to step up your coaching skills?  
Join the next Bridge to PCC Level 2 Course starting this October.  
*(which includes an exclusive discount for NCHL Members)*

[Learn More](#)

Now is your opportunity to enroll in the Level 2: Bridge to PCC Coaching Certification Course, starting October 4, 2023.

### Who Attends:

HCI's Bridge to PCC Program is designed for experienced coaches who have already earned their ACC and are seeking their PCC credential:

- Individuals who want to earn their next ICF credential (PCC) while gaining and improving their coaching skills
- Change Agents and Experienced Leaders who seek to foster change and cultural transformation using a coaching approach
- Leaders, Executives, HR Professionals, and Learning & Organizational Development Professionals seeking a more advanced and holistic approach to coaching
- Those seeking a career change who would like to coach and guide others while walking organizations or individuals through the uncertainty of change

### Curriculum:

Whether you are a leader seeking to develop your team, an HR professional wanting to increase your impact, or a professional seeking a new career path, this rigorous

course prepares you for a career as a coach. HCI's Bridge to PCC Program introduces and practices a conversational model and coach competency toolkit.

- **Coach Specific Training Hours: 100 Hours (84 hours of core coaching curriculum + 16 hours of healthcare focused coach training)**
- **Mentoring: 3 individual recording reviews, 10 hours of in-class group mentoring, 3 individual coaching sessions with a faculty mentor**
- **Cohort Size: Limited to 20 Students**
- **Program Dates: October 2023 to June 2024 ([view full schedule](#))**
- **Cost: \$10,000 \$9,000 for all NCHL members**

**[Enroll Now](#)**

#### What People Are Saying About HCI:

“There is no question the HCI faculty leads on all fronts. This group of talented and caring people change the lives of everyone they touch. The experience has been like tightening a light bulb that has been loosened by years of expectations.”

**Kristi D’Errico, ACC Quality Initiatives Manager in Pharma Company**

“The world class faculty helped me enhance my coaching skills and showed me how to apply what I learned in a health care leadership role. The new skills I have learned at HCI have benefitted me both professionally and personally, it has fueled my soul.”

**Dipti Patel-Misra, PhD, MBA, PCC Chief Data & Analytics Officer in Acute HealthCare Management**

*Brought to you in partnership with Healthcare Coaching Institute*



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#### ▲ 2023 Professional Education Programs offered in collaboration with Emeritus Healthcare

Are you ready to take your professional growth to new heights in 2023?

As a valued member of the National Center for Healthcare Leadership (NCHL), we are thrilled to offer you an exclusive opportunity to enhance your skills and knowledge through four cutting-edge professional education programs.

Introducing our partnership with Emeritus, a renowned leader in online executive education. Together, we have curated [four premium programs](#), with a special six-session NCHL Thought Leadership Series,

designed to empower healthcare leaders like you to thrive in today's dynamic industry landscape. What's more, as an NCHL member, you can access these programs at a special discounted rate!

### 2023 Professional Education Program Offerings Include:

- Wharton Chief Human Resources Officer Program
- Johns Hopkins Business of Healthcare Program
- Emory Chief Medical Officer Program
- UCI Chief Nursing Program

[CLICK HERE FOR MORE INFORMATION](#)

*Brought to you in partnership with Emeritus Healthcare*



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## Ongoing Announcements

### ▲ Information about USCIPP's International Patient Experience Initiative

As a follow-up to the previous International Operations call in June, we are sharing some information about USCIPP's international patient experience initiative.

Launched in 2019, the USCIPP International Patient Experience Initiative is the first standardized survey of international patients' perspectives on hospital care. The USCIPP International Patient Survey is a survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience. While many hospitals have collected information on patient satisfaction for their own internal use, until the International Patient Experience Survey, there was no standard for collecting and reporting information about patient experience of care that allowed valid comparisons to be made across hospitals with international programs.

The USCIPP International Patient Experience Survey asks discharged patients 32 questions about their recent hospital stay. The survey contains 24 core questions about critical aspects of international patients' hospital experiences (communication with care team, responsiveness of international program staff, financial services, overall satisfaction, and recommendation of hospital).

The survey is administered to adult and pediatric patients across medical conditions 48 hours and six weeks after the end of the patient journey. Hospitals may use REDCap, Qualtrics, or another approved electronics survey platform. The survey is administered via email by most programs, although some programs have operationalized sending the survey via WhatsApp. The survey is available in English, Spanish, Arabic, Chinese, and Portuguese. Participating hospitals use the custom-built USCIPP Qlik

Sense dashboard to monitor individual results. The dashboard also allows them to compare their results with aggregated data from their peer institutions.

Annual participation in the initiative is \$3,000. The participation fee includes a template of the survey instrument in 5 languages that can be uploaded in REDCap, support with onboarding, ongoing monthly data uploads, in addition to hosting monthly check-in meetings. USCIPP also prepares an annual benchmarking report, and is responsible for dashboard maintenance, periodic survey instrument updates, and translation.

[Click here](#) for a preview of last year's report (only participants have access to the full report).

To understand how hospitals have used the international patient survey to improve operations at their program, we encourage you to watch a recording of last month's international operations call by [clicking here](#).

If you have any questions or would like more information on how to get started, please reach out to the USCIPP team at [uscipp@nchl.org](mailto:uscipp@nchl.org).

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#### ▲ **USCIPP International Telemedicine & RSO Legal Due Diligence Initiative**

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 \*COMPLETED\*
- PEOPLE'S REPUBLIC OF CHINA (MAINLAND CHINA) \*COMPLETED\*
- UNITED ARAB EMIRATES \*COMPLETED\*
- UNITED KINGDOM \*COMPLETED\*

As for the remaining markets:

- 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.

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▲ **New Member Announcement: Welcome back Duke Health + Welcome to our New Trial Members!**

We are excited to announce our newest (return) member, [Duke University Health System \(Duke Health\)](#), who rejoined USCIPP at the Standard Member level. Duke Health is in North Carolina and is a world-class hospital and healthcare network, serving both adult and pediatric patients. The primary contact for USCIPP at Duke Health is Rodney Williams, Associate Vice President, Patient Revenue, who can be reached at [rodney.williams@duke.edu](mailto:rodney.williams@duke.edu). Please join us in welcoming Duke Health as a returning member of the USCIPP community!

USCIPP is running a trial membership and is excited to announce that Hackensack Meridian Health and the University of Utah Medical Group have accepted our invitation to the trial membership and will have access to limited membership benefits until October 31. The primary contact at Hackensack Meridian Health is Kimberly Caesar, Director, Global Health, who can be reached at [kimberly.caesar@hmn.org](mailto:kimberly.caesar@hmn.org). The primary contact at University of Utah Medical Group is Brennan Loyola, Associate Director, Destination Care, who can be reached at [brennan.loyola@hsc.utah.edu](mailto:brennan.loyola@hsc.utah.edu). Brennan Loyola and her team will be attending the conference this fall.

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



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 (29-31 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](mailto:jay.franco@informa.com) or call 416-439-5100.

▲ Registration now open for the NCHL All-Member Conference | November 13-15 in Chicago (Ongoing Reminder)



### [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 is NOW OPEN!** USCIPP primary contacts received 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. Registration can be completed by [clicking here](#). Members are encouraged to register by September 15.

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.

In response to USCIPP member feedback last year, we have several changes planned for this year. 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.

More details about the agenda will be released soon, including titles for selected content submissions!

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.

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▲ **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.

Nominate an international leader by [clicking here](#). The deadline to submit a nomination is June 26.

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## Upcoming Events

▲ **USCIPP Monthly International Operations Discussion Call on August 22 @ 1:00 PM CT**

The next topic will be **Guest/Concierge Services for International Patients**. Register [by clicking here](#).

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▲ **USCIPP Monthly Embassy Relations Discussion Call on September 6 @ 12:30 PM CT**

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

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▲ **US-Bahrain and US-Kuwait Partnership Forums | September 17-18 hosted in Manama, Bahrain & September 19-20 hosted in Kuwait City, Kuwait**

[Click here](#) for more information on the forums and to register.

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▲ **NCHL All-Member Conference | November 13-15 hosted in Chicago**

[Click here](#) for more information and to register.

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▲ **NCHL Gail L. Warden Leadership Excellence Award Celebration Event | November 14 @ 6 PM hosted in Chicago (Includes the International Healthcare Leadership Award)**

[Click here](#) for more information and to register.

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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 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.

**[International Operations Monthly Call Series](#)**

Last month's International Operations call topic was on "International Patient Self-Pay Finance Operations" Download the recording of last month's call by [clicking here](#). Thank you to our discussion leads who helped lead the call:

See the list below to access recordings of International Operations Calls hosted in previous months:

- **February:** [International Dashboards/Scorecards](#) (Boston Children's & Ochsner Health)
- **March:** [International Intake Processes](#) (Northwestern Medicine & MD Anderson Cancer Center)
- **April:** [International Program Structures/Staffing Models](#) (Texas Children's Hospital & Henry Ford Health)
- **May:** [International Patient Discharge Planning](#) (Cincinnati Children's Hospital Medical Center & Mayo Clinic)
- **June:** [Improving International Operations through International Patient Surveys](#) (Cleveland Clinic, Houston Methodist, UCLA Health & Children's National Hospital)
- **July:** [International Self-Pay Finance Operations](#) (Cedars-Sinai & Mayo Clinic)
- **August:** [Concierge/Guest Services for International Patients](#) (UPMC & Shriners Hospital for Children)
- **September:** TBA
- **October:** TBA

#### Advisory Council and Subcommittee Calls

- The USCIPP Advisory Council met on August 11 and discussed several initiatives that the USCIPP team is working on, including results for the international patient coordinator certification survey. The next meeting will occur during the All-Member Conference in November.
  - The next USCIPP Benchmarking & Research subcommittee met on August 4. The discussion included the status of the benchmarking survey results, next steps for the international collaborations research in conjunction with UChicago researchers, an update of upcoming market reports, and plans to revamp how market reports are done.
  - The USCIPP External Relations Subcommittee will meet on July 28. Items discussed included coming up with a list of high-value conferences for USCIPP members in 2024 that USCIPP will seek partnerships with. Additionally, USCIPP will reach out to CMS to seek information about how to engage with relevant contacts to discuss the Good Faith Estimate Law (perhaps a webinar in 2024).
  - The USCIPP Global Market Development Committee will have a meeting on August 25.
  - The USCIPP International Patient Experience Survey Subcommittee met and discussed desired revisions for next year's survey. USCIPP is working on a draft instrument that will be discussed by the committee in August. A new survey is expected to be rolled out at the start of the next calendar year with additional enhancements and the Hebrew language added.
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Answer this month's listserv questions

# PREMIUM MEMBER RESOURCES



# DATA DASHBOARD





# LISTSERV REPORTS & ARCHIVE



# CALENDAR OF EVENTS



## Previous Editions

- [July 24, 2023](#)
- [June 19, 2023](#)
- [May 25, 2023](#)
- [May 8, 2023](#)
- [April 15, 2023](#)

- [March 15, 2023](#)
- [February 23, 2023](#)
- [February 3, 2023](#)



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.

- ▶ [USCIPP International Telemedicine & RSO Legal Due Diligence Initiative Updates](#)

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- ▶ [Registration for annual conference will open on June 27 + Keynote Speakers Announced](#)

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

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- ▶ [Gauging Member Support for USCIPP-led International Patient Coordinator Certification](#)

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- ▶ [Advertisement Opportunity in Omnia Health's American Hospital Report to be released in September](#)

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- ▶ [Registration Now Open for US-Bahrain and US-Kuwait Healthcare Partnership Forums](#)

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