

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)



May 25, 2023

Dear USCIPP Members,

Ahead of the end of this month, I'd like to remind members about several initiatives that were announced earlier this month.

The [Call for Content Proposals](#) for the upcoming All-Member conference are due by June 6. As a reminder, several changes are being planned for this year. Members can expect three distinct international-focused tracks happening simultaneously. Submissions will be reviewed and selected by fellow USCIPP members serving on the event content submission subcommittee. We're counting on members to help us drive new and exciting content this year by letting us know what is happening on the ground! Feel free to reach out to me personally if you have any questions about the proposal process or to simply let me know that you will be submitting a proposal.

Another reminder I'd like to call out is for the On-site Collaborative Exchange. This was a highly enjoyable experience for members who've participated in previous years. We've brought this activity back at the suggestion of the USCIPP Advisory Council and past participants, as several members who have participated found the exchange to be highly valuable to advancing their knowledge and goals related to international healthcare. 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. Check out the full application by [clicking here](#). Applications will be accepted until June 15, with no cost to apply. Please reach out if you have any questions. Happy to put members who are interested in participating in touch with previous participants to gain more understanding of what the exchange entails.

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). Learn more and express your interest by [clicking here](#).

Please be sure to check out the rest of our announcements this month, and don't forget to [answer this month's round of listserv questions](#)! We depend on member participation to continue making this a valuable benefit for all.

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

I hope everyone has a wonderful and safe Memorial Day holiday!

Sincerely,

Alia Ibrahim

Senior Manager, USCIPP

National Center for Healthcare Leadership

uscipp@nchl.org

| New Announcements

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

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

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

- **Vivian Beene, Senior Director of Operations, University of California, Los Angeles (UCLA) Health**
- **Duaa Hammoda, Director of Service Excellence – Global Patient Services, Cleveland Clinic**
- **Erin Mulpur, System Director, Houston Methodist Global & Platinum Pt Services, Houston Methodist**
- **Nicole Skelly, Senior Program Manager, Children's National Hospital**

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

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

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

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

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

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

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

- Distribution of inbound unique international patients by US region
- Distribution of inbound inpatient discharges by US region
- Distribution of inbound outpatient visits by US region
- and more!

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

▲ **International Trade Administration (ITA) Gold Key Service program in India's Healthcare Sector**



Healthcare in India: Group Gold Key Service to India

The United States Department of Commerce, International Trade Administration is pleased to announce the opportunity for U.S. healthcare companies to join the Healthcare Group Gold Key Service program to India.

Companies will benefit from:

- U.S. Commercial Service Gold Key Service Matchmaking (one-on-one meeting schedules) in Mumbai, New Delhi and Chennai with prescreened industry contacts and major specialized healthcare facility decision makers.
- Industry Briefings by U.S. Embassy/Consulate's industry specialists in each location.
- Group interactions with the Ministry of Health, Government of India, to discuss healthcare policies and regulatory framework.

Join Us!

- **When: July 24-29, 2023**
 - **Where: Mumbai, New Delhi, Chennai**
 - **Cost: \$4000 Participation Fee for Small businesses (includes local transportation costs for meetings/site visits)**
 - **Register before June 2, 2023 by contacting:**
 - Ruma.Chatterjee@trade.gov (Mumbai)
 - Malarvizhi.Parimel@trade.gov (Chennai)
 - Naveen.KumarRai@trade.gov (New Delhi)
 - Kerry.Barnett@trade.gov (Atlanta)
-

I Ongoing Announcements

▲ April 2023 Listserv Questions Due May 31 & February Listserv Report (Final Reminder)

All USCIPP members are welcome to participate in the monthly USCIPP listserv questions activity. The 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](#).

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

This 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 the 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

▲ USCIPP-specific proposals requested for 2023 All-Member Conference sessions (Call for Content Proposals Due June 6th)



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 HR 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!

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.

▲ 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 an opportunity for four (4) USCIPP member organizations to participate in a 12-to-18-month informatic exchange in the form of rotational on-site visits hosted on the campus of each member participating 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.

▲ 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](#)

▲ 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 programs 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](#)



▲ **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.

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 June 2, 2023.**

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

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



The flyer features a header with the U.S. Commercial Service logo and the title "Healthcare Trade Mission Saudi Arabia". Below the title, it lists the locations "Riyadh | Dhahran Jeddah" and the dates "September 9-14, 2023". A large graphic of a compass with a green globe and a gold arrow pointing towards the word "HEALTH" is positioned on the right side. A URL is provided at the top: <https://www.trade.gov/saudi-arabia-healthcare-trade-mission-2023>.

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

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

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

Who Should attend?

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

Trade Mission Details

Date
September 9-14, 2023

Location
Riyadh, Dhahran, Jeddah

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

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

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

U.S. Department of Commerce | International Trade Administration | [trade.gov](https://www.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, distributor and joint venture partners. In addition, delegates will participate in meetings with relevant government authorities such as the Ministry of Health as well as with business groups like the Chamber of Commerce, who will address several topics like procurement, tenders, policies, and regulations.

Target sectors for U.S companies include:

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

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

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

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

▲ **New Work Product for Premium USCIPP Members: GCC Country Payor Guide: Government Sector (Final Reminder)**

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 we 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 and

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.

| Upcoming Events

▲ **USCIPP Monthly Embassy Relations Discussion Call on June 7 @ 12:30 PM CT**

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

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

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

| USCIPP 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 international operations call on May 23 on international patient discharge planning. Many thanks to our discussion leads on the call:

- Jenny L. Ranzenberger, GIM (General Internal Medicine) Operations Supervisor | GIM International, Mayo Clinic Rochester
- Fadel Jabr, International Patient Coordinator, Mayo Clinic Rochester
- Jean Luchini, Nurse Care Manager, Destination Excellence, Cincinnati Children's Hospital Medical Center

- Stacy Eversole, Nurse Care Manager, Destination Excellence, Cincinnati Children's Hospital Medical Center

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

[Click here](#) for a previous listserv report related to a question asked by the audience about sending PHI to embassies. We will be asking a refresh on our next round of listserv questions.

Embassy Calls

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

For members who have patients from Saudi Arabia who are experiencing delays in medical care due to obtaining a visa to travel to the US, we've been told that members can reach out to US Commercial Service in Saudi Arabia and they will look into the matter. The contacts would be:

- Carla.Menendez@trade.gov
- Khalid.Khan@trade.gov

Advisory Council and Subcommittee Calls

- The USCIPP Advisory Council will meet next on June 12.
- The USCIPP Benchmarking & Research subcommittee met on May 19 and reviewed the regional US benchmarking report.
- The next USCIPP External Relations Development call is on May 26.
- The USCIPP Global Market Development call on May 5 was canceled and will be rescheduled.

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

PREMIUM MEMBER RESOURCES



DATA DASHBOARD



LISTSERV REPORTS & ARCHIVE



CALENDAR OF EVENTS



Previous Editions

- [May 8, 2023](#)
- [April 15, 2023](#)

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

The logo for USCIPP (US Cooperative for International Patient Programs) features the letters U, S, C, I, P, and P in a large, white, sans-serif font. Each letter is separated from the next by a small white star. The entire logo is centered on a dark blue rectangular background.

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.