2024 USCIPP Overview of Activities

USCIPP Members,

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

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

The USCIPP Team @ NCHL

NCHL
National Center for Healthcare Leadership

USCIPP
US Cooperative for International Patient Programs

HIGHLIGHT OF NEW ACTIVITIES

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

HIGHLIGHT OF PREMIUM MEMBERSHIP BENEFITS

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

* New Premium Membership Deliverable

USCIPP 2024 Overview of Activities
Year at a Glance

Updated July 2024

Domain	January	February	March	April	May	June	July	August	September	October	November	December	Ad-Hoc, Ongoing, or TBD
Benchmarking, Research & Data Deliverables	2022–2023 Annual Benchmarking Survey sent to POC		2021–2022 public market report released	2022–2023 Annual Benchmarking Survey data due; Data Collection window opens for in-country rep comp study	Data Collection window closes for in-country rep comp study	2022–2023 Annual Benchmarking reports released & data uploaded into dashboard	In-Country Representatives Compensation Analysis Released	2022–2023 Annual Benchmarking virtual session: volume and revenue data	2022–2023 Annual Benchmarking virtual session: standalone pediatric hospital data		Benchmarking Session		Benchmarking Data Call
Global Market Intelligence & Business Development		Calendar of Global Events Released				Registration for Saudi Business Development Opens	Market Insights into Mexico Telemedicine; Embassy Payor Contact List Released			10/20-10/23: In-person event in Saudi Arabia			Market Insights and Opportunities Webinar: Vietnam; Caribbean Insurance Market Insights Webinar; Market Insights and Opportunities Webinar: Africa TBD
Webinars, Peer Learning & Discussion	1/3: Embassy Relations Member Discussion Call; 1/18: USCIPP Webinar on Optimizing Engagement of Clinicians; 1/29: Networking Reception @ Arab Health	2/7: Embassy Relations Member Call	3/6: Embassy Relations Member Discussion Call	4/3: Embassy Relations Member Discussion Call	5/1: Embassy Relations Member Discussion Call	6/4 Flywire Webinar; 6/5: Embassy Relations Member Discussion Call	7/3: Embassy Relations Member Discussion Call	8/7: Embassy Relations Member Discussion Call	9/4: Embassy Relations Member Discussion Call	10/2: Embassy Relations Member Discussion Call	11/6: Embassy Relations Member Discussion Call	12/4: Embassy Relations Member Discussion Call	Other webinars TBD
Advisory Council and Benchmarking & Research Council	1/19: Council Nominations Due	2/14: Council Appointments Announced; 2/23: Advisory Council meeting	3/1: Benchmarking & Research Council meeting	4/26: Advisory Council meeting	5/1: Benchmarking & Research Council meeting	6/21: Advisory Council meeting		8/2: Benchmarking & Research Council meeting; 8/23: Advisory Council meeting	9/27: Benchmarking & Research Council meeting	10/18: Advisory Council meeting		12/6: Benchmarking & Research Council meeting; 12/13: Advisory Council meeting	
Member Administration & Online Resources	2024 Membership Cycle Begins	Grace period ends for overdue membership renewal invoices				Job Descriptions Workspace buildout			2025 Membership renewal invoices issued		2025 Membership invoices due; 2024 membership cycle ends		Restructure USCIPP workspaces on member portal; Member Satisfaction Survey
Patient Experience Survey Initiative	1/15 & 1/31: December Data Uploaded	Translation review and quality testing for new survey; 2/15 & 2/29: January Data Uploaded; 2/15 Monthly Check-in	Implement new survey & update data dashboard; 3/15 & 3/29: February Data Uploaded; 3/21 Monthly Check-in	4/15 & 4/30: March Data Uploaded; 4/18 Monthly Check-in	5/15 & 5/31: April Data Uploaded; 5/16 Monthly Check-in	6/14 & 6/28: May 2024 Data Uploaded	7/15 & 7/31: June 2024 Data Uploaded; 7/18 Monthly Check-in; 2023 PX Benchmarking Data Report Released	8/15 & 8/31: July 2024 Data Uploaded into Dashboard; 8/15 Monthly Check-In; 2023 PX Annual Benchmarking Data Session	9/16 & 9/30: August 2024 Data Uploaded; 9/19 Monthly Check-In	10/15 & 10/31: September 2024 Data Uploaded; 10/17 Monthly Check-In	11/15 & 12/2: October 2024 Data Uploaded	12/16 & 12/31: November 2024 Data Uploaded; 12/19 Monthly Check-in	White Paper
Premium Member Deliverables	1/31: International Healthcare Digest	2/29: International Healthcare Digest	3/29 Release market research tool; 3/29: International Healthcare Digest	4/30: International Healthcare Digest; Refresh & expand data in market research tool; KSA & Mexico report out	5/31: International Healthcare Digest; Refresh & expand data in market research tool	6/28: International Healthcare Digest; Refresh & expand data in market research tool	7/31: International Healthcare Digest; Refresh & expand data in market research tool; KSA & Mexico report out; International Observorship & Training Programs Listings Released	8/30: International Healthcare Digest; Refresh & expand data in market research tool	9/30: International Healthcare Digest; Refresh & expand data in market research tool	10/31: International Healthcare Digest; Refresh & expand data in market research tool; KSA & Mexico report out	11/29: International Healthcare Digest; Refresh & expand data in market research tool	12/31: International Healthcare Digest; Refresh & expand data in market research tool; KSA & Mexico report out (delivered in Jan)	Competitor Country Analysis; International Insurance Report Update; International Collaborations Research Project; GCC Payor Guide Update
Workgroup Calls		2/21: Florida Hospitals Call	3/12: Pediatric Hospitals Call; 3/26: International Operations Call	4/19: International Collaborations Call	5/22: Florida Hospitals Call; 5/28: International Operations Call	6/11: Pediatric Hospitals Call	7/26: International Collaborations Call	8/13: Pediatric Hospitals Call; 8/21: Florida Hospitals Call; 8/27: International Operations Call	9/20: International Collaborations Call	10/22: International Operations Call; 10/30: Florida Hospitals Call	11/8: International Collaborations Call		
Telemedicine		Update Bermuda Report			Evaluate member support for due diligences in new markets						Evaluate member support for due diligences in new markets		Update reports as needed
USCIPP Annual Meeting		Announce USCIPP host location				Announce Annual Meeting Dates & Venue	Open Call for Content & Speaker Recruitment	Registration Opens	Annual Meeting Agenda released; RFP for 2025 & 2026 hosts released	Annual Meeting registration closes		Announce 2025 Annual Meeting Site	TBA 2024 USCIPP Annual Meeting

Domains	Descriptions	Online & Member Portal Links
Benchmarking, Research & Data Deliverables	Includes the USCIPP annual benchmarking survey, in addition to non-premium business intelligence, international market research reports, and international patient program industry studies. Although this activity has been discontinued, the valuable research listserv archives can also be accessed.	• **Research Reports** • **Listserv Archives** • **Benchmarking Survey** • **Current Report** & **Historical Reports**
Global Market Intelligence & Business Development	Includes global market intelligence webinars and informational sessions, business development leads and opportunities shared with USCIPP members, business development events (Healthcare Partnership Forums) organized by the USCIPP team. For the first time, USCIPP is releasing a calendar of global events relevant to international patient programs.	• **Webinar Recordings** • **International Business Development Leads** • **Healthcare Partnership Forum Archives**
Continuing Education & Peer Networking	Includes webinars, networking events, and the monthly embassy relations discussion calls.	• **Webinar Recordings** • **Embassy Relations Call Series**
Advisory Council and Benchmarking & Research Council	This is an exclusive group of members appointed through a nomination process to serve on councils to offer guidance to the USCIPP team on strategies and activities that are beneficial to the USCIPP membership.	• **Council Framework & 2024 Meeting Dates** • **2024 Council Members**
Member Administration & Online Resources	The NCHL Member Portal is a members only space that allows access to online resources and houses all USCIPP information. Only active and current USCIPP members have access to the portal. Primary contacts can add unlimited number of members from their team to the portal. Membership renewals are also managed through the portal. All members who would like access to the USCIPP email distribution list must be added to the database under the primary contact and associated with a membership. USCIPP also has general information on the public facing website, including a public job board. USCIPP also houses reports on the Online Store.	• **NCHL Member Portal** • **NCHL Job Board** • **List of USCIPP Membrs and Meembership Prospectus** • **Online Store**
Patient Experience Survey Initiative	USCIPP runs an international patient survey initiative for international patients who complete their care. Each site administers the survey and submits data monthly to USCIPP for benchmarking. USCIPP produces an annual benchmarking analysis report for participating sites.	• **Information about the initiative** • **Participating member resources**
Premium Member Deliverables	Includes market intelligence and access to the Qlik Sense data dashboard. A separate login is issued for the dashboards.	• **Qlik Sense Dashboard** • **Premium Member Workspace**
Workgroup Calls	The workgroups for 2024 are Pediatric Hospitals, Florida Hospitals, International Operations, and International Collaborations. Each workgroup meets once a quarter to discuss hot topics and learn from each other.	• **Workgroup descriptions & workspaces**
Telemedicine	A cost sharing initiative where legal due diligences on the regulatory environment for cross-border telemedicine and remote second opinions can be purchsed at a significantly reduced price for various international markets.	• **Online Store**
USCIPP Annual Meeting	USCIPP members gather annually to network and discuss topics relevant to international programs at US hospitals. Members have the opportunity to exchange best practices, advance their knowledge of the industry, and connect with like-minded peers who work in this niche industry within US healthcare. The 2024 meeting site and dates are TBA.	• **2024 USCIPP Annual Meeting**