

Transforming hospital care

A forum on the challenges of obtaining JCI accreditation

**22 November 2011, 8.00am to 5.00pm
Roma Salon, Manila Hotel, One Rizal Park, Manila**



The common challenge facing hospitals at present is how to service its customers better and keep their patients, staff and visitors safe at all times. Customers have higher expectations now more than ever.

The global trend of rising customer expectations has driven changes in the hospital environment. Hospitals are now seriously considering the benefits of being accredited and certified by the Joint Commission International (JCI).

PricewaterhouseCoopers Financial Advisors, Inc. (PwCFA), in collaboration with Asuan Healthcare Consultants Philippines, is organizing a one-day forum on these challenges facing healthcare organizations that are working on their JCI accreditation and certification.

The forum will be held at the Roma Salon function room, Manila Hotel on 22 November 2011.

The forum aims to:

- provide basic information about JCI accreditation
- present advantages of JCI accreditation versus other accreditation organizations
- learn from the experience of JCI-accredited hospitals in the Philippines.

Understand and learn from the experience of the experts on how JCI accreditation and certification can help your organization meet customer needs efficiently and effectively.

Do not miss this Opportunity!

Kindly confirm your participation immediately.

Registration Fee: PHP 3,000.00 per participant

Registration and payment received before 7 November 2011 shall entitle participant a **10% Early Bird Discount**

*This forum is ideal for
President/Chief Executive
Officer, Chief Operations
Officer/Chief of Hospital/
Medical Director, Chief of
Medical Professional
Services/ Chief of Clinics,
Chief Nurse,
Administrative Officer*

Time	Activity	Speaker
8.00 – 8.30am	Registration / Business Networking	
8.30 – 8.45	Philippine National Anthem, Invocation	
8.45 – 9.00	Opening Remarks	Dr. Ronald Ling <i>Managing Director, PwC Asia Healthcare Leader</i>
9.00- 9.15	Welcome Remarks	Dr. David Levy, Global Health Care Leader, PwC
9.15 – 10.00	What is JCI? Why JCI? (Why not ISO, etc.) - Advantages of being JCI-accredited - Process of accreditation - Timeline of accreditation - Budgetary requirements	Dr. Paul Chang, MBBS, MPH, CPHQ Managing Director, Joint Commission International (JCI) Asia Pacific Office
10.00 – 10.15	Coffee Break	
10.15 – 11.15	Continuous Quality Improvement (CQI) - What, Why and How	Dr. Jose Acuin, MD <i>Director for Medical Quality Improvement The Medical City</i>
11.15 – 11.45	Case Studies Activity-based Costing (ABC)	Gene Morales <i>Executive Director, PwCFA</i>
11.45 – 12.30	Open Forum	Rossana S. Javier (Facilitator) <i>Managing Partner and CEO, PwCFA</i>
12.30 – 1.30pm	Lunch break	
	Sharing of success stories	
1.30 – 2.15	The Medical City (Continuous Improvement in Hospitals)	Dr. Alfredo R.A. Bengzon <i>President and CEO, The Medical City</i>
2.15 – 3.00	St. Luke’s Medical Center	Mr. Jose Ledesma (for confirmation) <i>President and CEO, St. Luke’s Medical Center</i>
3:00 – 3:15	Coffee Break	
3:15 – 4:00	Chong Hua Hospital	Mr. Lim Liu (for confirmation) <i>President and CEO, Chong Hua Hospital</i>
4:00 – 5:00	Open Forum Integration/Closing	Rossana S. Javier <i>Managing Partner and CEO, PwCFA</i>

Registration form: return by fax or e-mail

Yes, I will be attending the “**Transforming hospital care: A forum on the challenges of obtaining JCI accreditation**” on **22 November 2011**.

Signature over printed name

Company

Tel. No.

Please also invite the following:

Name

Company

Tel. No./Email

Please e-mail to MJane Matel [joanna.marie.matel@ph.pwc.com] or Glenda Villaflores [glenda.c.villaflores@ph.pwc.com] or send by facsimile to +63 2 845 2806 (Attention: MJane Matel/ Glenda Villaflores).

Use of data policy: Information attained from this registration is used only for the intended purpose stated at the time that the information is collected. This data is not shared with other entities in the network for secondary or unrelated purposes, or shared with a third party, unless otherwise disclosed at the point of collection. If there is an instance where such information may be shared, the person will be asked for permission beforehand. **Photography notice:** By submitting this form, you attest your awareness that photographs will be taken during this event. Isla Lipana & Co. may share these photos with its partners, staff and alumni via newsletters, e-mail communications and/or website offerings.

PricewaterhouseCoopers Financial Advisors, Inc. is a member firm of the PwC (PricewaterhouseCoopers) global network. “PwC” refers to the network of member firms of PricewaterhouseCoopers International Limited, each of which is a separate and independent legal entity.