Meeting tomorrow’s healthcare demands today

29 September – 2 October 2014
Suntec Singapore Convention and Exhibition Centre

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“Great presentations and opportunities for networking”
Director, Centre for Innovation
Mayo Clinic, USA

“The conference was interactive and topics shared are interesting and relevant”
Chief Operating Officer
Vejthani Hospital

“Great networking opportunity. The keynote and main sessions were excellent as well”
Manager
Medtronic Singapore
Southeast Asian healthcare takes centre stage; hospitals in the region are witnessing tidal changes due to both the increasing affluence of the middle class and the rising demand for quality yet affordable healthcare. This is set against a backdrop of regulatory changes implemented by ASEAN.

At Healthcare World Asia, stakeholders will be presented with insightful strategies for hospital operations, investments and IT that will enable them to effectively capitalise on the changing healthcare demands in Southeast Asia, and ensure preparedness for tomorrow’s healthcare needs.

For more information on registration or to secure your place, contact Yee Lim at +65 6322 2701 or email yeelim.tan@terrapinn.com for more details.
AN EVENT TO WOW

Join hospital operators from across the Asia Pacific region to explore investment opportunities and operational strategies that can help maximize returns, achieve productivity, efficiency and ultimately provide an improved patient care experience in Asia’s emerging markets.

Our premium speaker faculty will explore the concept of quality & affordable healthcare in today’s APAC healthcare landscape. Hear from hospital operators and industry heavyweights as they present real life case studies and share their thoughts on navigating Southeast Asia’s healthcare industry.

Kick-start your learning experience at our pre-conference workshops led by industry experts.

Hear from our esteemed keynote speakers from Siloam Hospitals Group, St Luke’s Medical Centre, Samitivej Public Company and FV Hospital as they address healthcare challenges faced by emerging markets in Southeast Asia.

Learn the latest trends and innovations from C-level executives of leading hospitals and healthcare investment companies.

Attend the healthcare stakeholders’ panel featuring Joyce Chang, Director of Joint Commission International (Asia Pacific) where she will be discussing the 4 legged healthcare ecosystem.

Join the representatives of major hospitals in Asia as they discuss the adoption of strategies in meeting evolving healthcare trends in developed countries.

Visit the exhibition area and be thrilled by the latest industry solutions and technologies that can benefit hospital operations.

Engage in meaningful discussions with your like-minded peers through our dedicated value chain and country focused roundtable sessions.

Featuring the top league of investors and financiers, the investor panel will address the next big healthcare investment opportunities in Southeast Asia.

Unwind after the event and take a tour around world class integrated healthcare and hospitality complexes in Singapore.
SPEAKER HIGHLIGHTS

**CEO Forum: Confronting & combating the challenges faced by emerging markets**

Chairat Panthuraamphorn, Managing Director & CEO, Samitivej Public Company, Thailand

Dr. Chairat Panthuraamphorn, Managing Director and CEO of Samitivej Hospital Group (Thailand), has over a decade of experiences in healthcare industry and hospital management as a top level executive.

With such an experience, Dr Panthuraamphorn is the perfect person to give you insight into Thailand's healthcare landscape.

**Roundtable: Evaluating the state of healthcare systems in Asia (Philippines)**

Andres M. Licaros, Jr., President & CEO, Asian Hospital and Medical Center, Philippines

Andres is the President, Chief Executive Officer and member of AHI Board of Asian Hospital Inc. Asian Hospital’s performance in 2012 and 2013 are both all-time highs for the organisation since it opened in May 2002. Asian Hospital belongs to the fine list of less than 500 hospitals worldwide who are accredited by the Joint Commission International.

Andres brings with him a wealth of knowledge through managing Asian Hospital and Medical Center, sharing with you strategies to advance healthcare systems in the Philippines.

**CEO Forum: Meeting evolving healthcare trends in developed countries**

Vincent Chia, CEO, Gleneagles Hospital, Singapore

As part of leadership development and talent renewal in the Parkway Pantai Group, Dr Vincent Chia was appointed as the Chief Executive Officer of Gleneagles Hospital with effect from 1 January 2014. Since then, he has been actively involved in driving the hospital's growth and business development, getting to know the staff and operations as well as having a first-hand appreciation of issues at ground level.

Given his role at Gleneagles, his experience will allow him to speak authoritatively on overcoming challenges and embracing the future of healthcare in developed countries like Singapore.

**Investors’ Panel: Evaluating the next big healthcare investment opportunity in Southeast Asia**

Anne Kim, Director, Healthcare Investments, Heritas Capital Management, Singapore

Anne Kim is an Investment Director of Heritas Capital Management (an investment management fund of IMC Pan Asia Alliance), focusing on investments in the healthcare sector across Asia. Previously, she was a founding member of Quadria Capital, a Pan-Asian healthcare private equity fund focused on South and Southeast Asia.

Hear from Anne's perspective on investment opportunities in Southeast Asia's healthcare sector.
## Conference Day 1

### Healthcare World Asia 2014  
**Tuesday, 30 September 2014**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>08:00</td>
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<tr>
<td>08:45</td>
<td>Organiser’s welcome remarks</td>
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<tr>
<td>08:50</td>
<td>Chairman’s opening remarks</td>
</tr>
</tbody>
</table>
| 09:00 | **Keynote:** ASEAN economic community 2015  
ASEAN healthcare services integration – What this means for the healthcare community in Southeast Asia |
| 09:30 | **CEO Forum:** Confronting & combating the challenges faced by emerging markets |
|       | Panelists:                                                               |
|       | Joe Ledesma  
2nd Vice Chairman of the Board  
St Luke’s Medical Center, Philippines |
|       | Gershu Paul  
Senior Advisor  
Siloam Hospitals Group, Indonesia |
|       | Chairat Panthuraamphorn  
Managing Director & CEO  
Samitivej Public Company, Thailand |
|       | Jean-Marcel Guillen  
CEO  
FV Hospital, Vietnam |
| 10:30 | Speed networking                                                         |
| 10:45 | Morning refreshments | Exhibition viewing | 1-2-1 partnering |
| 11:00 | **Case Study:** Streamlining work processes with IT – SGH’s intelligent outpatient pharmacy system |
| 11:20 | **NTUH experience Case Study:** Overcoming healthcare challenges in an aging society with information & communication technology |
|       | Panelists:                                                               |
|       | Ming-Chu Wang  
Superintendent  
National Taiwan University Hospital Chu Tung Branch, Taiwan |
| 11:40 | Digital healthcare drives patient engagement & empowerment               |
| 12:00 | Paper records minimised; patient care maximised                          |
|       | Panelists:                                                               |
|       | Leon Jackson  
CIO  
University Malaya Specialist Centre, Malaysia |
|       | Winnie Tang  
Co-founder & Board Member  
eHealth Consortium, Hong Kong |
| 12:20 | **ROUNDTABLE DISCUSSIONS**                                               |
|       | Investment Trends & Opportunities                                        |
|       | Maximising profits through ancillary revenue drivers                     |
|       | Joe Ledesma, 2nd Vice Chairman of the Board  
St Luke’s Medical Center, Philippines |
|       | Stephen Chu, Chief Clinical Informatician & Terminologist, National eHealth Transition Authority (NEHTA), Australia |
|       | Michael Wong, CEO, Pantai Hospital Ayer Keroh, Malaysia                  |
|       | Evaluating the strategies for successful EHR/EMR implementation           |
|       | Winnie Tang, Co-founder & Board Member  
eHealth Consortium, Hong Kong |
|       | Exploring the changing role of CFO from bean grower to bean counter      |
|       | Joe Ledesma, 2nd Vice Chairman of the Board  
St Luke’s Medical Center, Philippines |
|       | V.P. Kamath, Group COO, Nova Medical Center, India                       |
| 13:10 | Networking luncheon | Exhibition viewing | 1-2-1 partnering |
MEETING TOMORROW’S HEALTHCARE DEMANDS WITH EFFICIENT OPERATIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>14:00</td>
<td>Enhancing productivity &amp; value through upskilling and job redesign</td>
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<tr>
<td>14:00</td>
<td>Joe Hau</td>
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<td></td>
<td>Director, Operations</td>
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<tr>
<td></td>
<td>Tan Tock Seng Hospital, Singapore</td>
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<tr>
<td>14:20</td>
<td>Facilitating transition across the entire care continuum</td>
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<tr>
<td>14:20</td>
<td>Koh Sai Fong</td>
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<td></td>
<td>Director, Operations</td>
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<td></td>
<td>West Point Hospital, Singapore</td>
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<tr>
<td>14:40</td>
<td>Uncovering innovative strategies to improve operational efficiency</td>
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<tr>
<td>14:40</td>
<td>Anabelle R. Borromeo</td>
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<tr>
<td></td>
<td>Senior Vice President, Hospital Operations &amp; Chief Nursing Officer</td>
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<tr>
<td></td>
<td>St. Luke’s Medical Center, Philippines</td>
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<tr>
<td>15:00</td>
<td>Implementing patient flow strategies to ease delays in acute care settings</td>
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<tr>
<td>15:00</td>
<td>Neeraj Lal</td>
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<tr>
<td></td>
<td>Group COO</td>
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<td>Sunshine Global Hospitals, India</td>
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<tbody>
<tr>
<td>15:20</td>
<td>ROUNDTABLE DISCUSSIONS</td>
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<tr>
<td></td>
<td>Investment Trends &amp; Opportunities</td>
</tr>
<tr>
<td>A</td>
<td>Evaluating investment opportunities in speciality clinics</td>
</tr>
<tr>
<td></td>
<td>Michael Wong, CEO, Pantai Hospital Ayer Keroh, Malaysia</td>
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<tr>
<td>B</td>
<td>Unlocking the potential of health/clinical data analytics</td>
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<tr>
<td></td>
<td>Stephen Chu, Chief Clinical Informatician &amp; Terminologist, National eHealth Transition Authority, Australia (NEHTA)</td>
</tr>
<tr>
<td>C</td>
<td>Enhancing healthcare service delivery – day care/short concept</td>
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<td></td>
<td>V.P. Kamath, Group COO, Nova Medical Center, India</td>
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<td>D</td>
<td>Evaluating investment opportunities in long term care facilities</td>
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<td>Neeraj Lal</td>
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<td>Group COO</td>
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<td>Sunshine Global Hospitals, India</td>
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<tr>
<td>E</td>
<td>Maximising adoption and usage of telehealth</td>
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<td></td>
<td>Julie McCaughan, Director of Nursing Development &amp; Clinical Operations, Siloam Hospitals Group, Indonesia</td>
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<tr>
<td>F</td>
<td>Improving nurse management and empowerment</td>
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<td></td>
<td>Neeraj Lal</td>
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<td>Group COO</td>
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<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>16:05</td>
<td>Afternoon refreshments, Exhibition viewing, 1-2-1 partnering</td>
</tr>
<tr>
<td>16:30</td>
<td>CEO Forum: Meeting evolving healthcare trends in developed countries</td>
</tr>
<tr>
<td>Panelists:</td>
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</tr>
<tr>
<td>Linda Burgoyne</td>
<td>Deputy CEO</td>
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<tr>
<td>Kiyohiro Houkin</td>
<td>Hospital Director</td>
</tr>
<tr>
<td>Vincent Chia</td>
<td>CEO</td>
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<tr>
<td>Ming-Chu Wang</td>
<td>Superintendent</td>
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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>17:30</td>
<td>Chairman’s closing remarks</td>
</tr>
<tr>
<td>17:40</td>
<td>End of conference day one</td>
</tr>
</tbody>
</table>

For more information on registration or to secure your place, contact Yee Lim at +65 6322 2701 or email yeelim.tan@terrapinn.com for more details.
## Healthcare World Asia 2014

**Wednesday, 1 October 2014**

### 08:00 - 08:45

- **Registration and refreshments**

### 08:45 - 08:50

- **Organiser’s welcome remarks**

### 08:50 - 09:00

- **Chairman’s opening remarks**

### 09:00

- **Keynote**: What is the holy grail in healthcare? How can we work towards it?

### 09:30 - 10:30

- **Healthcare Stakeholders’ Panel**: Balancing the 4 legged healthcare ecosystem successfully in Southeast Asia

### Panelists:

<table>
<thead>
<tr>
<th>Panelist</th>
<th>Title</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raj Gore</td>
<td>CEO</td>
<td>Hoan My Medical Corporation, Vietnam</td>
</tr>
<tr>
<td>Benjamin Png</td>
<td>Senior Social Worker</td>
<td>National University Hospital, Singapore</td>
</tr>
<tr>
<td>Joyce Chang</td>
<td>Director, Asia Pacific</td>
<td>Joint Commission International, Singapore</td>
</tr>
<tr>
<td>Laurence Wong</td>
<td>General Director</td>
<td>Great Eastern Life Vietnam, Vietnam</td>
</tr>
</tbody>
</table>

### 10:30

- **Speed networking**

### 10:45 - 11:00

- **Morning refreshments | Exhibition viewing | 1-2-1 partnering**

### 11:00

- **ROUNDTABLE DISCUSSIONS**

#### Evaluating the state of healthcare systems in Asia: Trends, opportunities and challenges within

<table>
<thead>
<tr>
<th>Region</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Thailand, Brunel, Malaysia</td>
<td>Kongkiat Kespechara, CEO, Bangkok Hospital Group 3 Southern Region, Thailand</td>
</tr>
<tr>
<td>B Indonesia, Philippines, Vietnam</td>
<td>Andres M. Licaros, Jr., President &amp; CEO, Asian Hospital and Medical Center, Philippines</td>
</tr>
<tr>
<td>C Cambodia, Laos, Myanmar</td>
<td>Amir Firdaus Abdullah, Senior General Manager, Pantai Group Operations, Malaysia</td>
</tr>
<tr>
<td>D Singapore</td>
<td>Su Le, CEO, Hoan My Sai Gon Hospital, Vietnam</td>
</tr>
<tr>
<td></td>
<td>Soontorn Sritha, CEO, Royal Angkor International Hospital, Cambodia</td>
</tr>
<tr>
<td></td>
<td>Loh Shu Ching, CEO, Ren Ci Hospital, Singapore</td>
</tr>
</tbody>
</table>

### 12:30

- **Networking luncheon | Exhibition viewing | 1-2-1 partnering**

### 13:00 - 14:00

- **MEETING TOMORROW’S HEALTHCARE DEMANDS TODAY**

#### Case Study: Better outcomes, lower costs – Narayana Health delivers affordable world-class healthcare

- **Viren Shetty**
  - Senior Vice President
  - Narayana Health, India

#### The secret to success: Physician and patient engagement

- **Emilio Manuel Williams-Lopez**
  - Executive Director, International Programs
  - University of Chicago Medicine, USA

#### Improving quality and accessibility of care for our aging population

- **Kiyohiro Houkin**
  - Director
  - Hokkaido University Hospital, Japan
CONFERENCE DAY 2

Healthcare World Asia 2014
Wednesday, 1 October 2014

14:20 Chronic disease management in Southeast Asia: Redesigning care

Ajay Bakshi
CEO & Managing Director
Max Healthcare, India

THE FUTURE OF HEALTHCARE IN SOUTHEAST ASIA

14:40 Moving towards value-based healthcare (Cleveland Clinic’s Perspective)

15:00 Where does Southeast Asia stand in terms of medical tourism?

Julie Munro
President
Medical Travel Quality Alliance, Thailand

15:20 The virtual hospital – A complementary and necessary model of care

Michael Leow
Director, Operations (Community)
Tan Tock Seng Hospital, Singapore

15:40 Afternoon refreshments | Exhibition viewing | 1-2-1 partnering

16:00 Investors’ Panel: Evaluating the next big healthcare investment opportunity in Southeast Asia

Panelists:

Amit Varma
Managing Partner
Quadria Capital, India

Anne Kim
Director, Healthcare Investments
Heritas Capital Management, Singapore

17:00 Chairman’s closing remarks

17:10 End of conference day two

WORKSHOP & SITE TOURS

PRE CONFERENCE  Monday, 29 September 2014

Workshop: What makes your hospital different from the rest?
Adopt successful healthcare branding strategies to set your hospital apart from the competition and drive patient loyalty and business growth for your establishment

Workshop: Effective human capital management in hospitals
Overcome talent retention headaches through this educational session on how to effectively attract, retain and develop quality talent to meet tomorrow’s healthcare demands

Site Tour: Before the conference begins, join us as we visit one of Singapore’s revolutionary medical facilities

POST CONFERENCE  Thursday, 2 October 2014

Workshop: Meeting patient needs with healthcare infrastructure
Create safe and conducive patient environments and spur patient satisfaction levels with improved facility upgrading that meet existing demands

Workshop: Everything you need to know about healthcare analytics
Maximise the application of analytics to improve regulatory compliance, hospital readmissions and predictive analysis

Site Tour: After the conference is over, join our tour to one of Singapore’s revolutionary medical facilities

For more information on registration or to secure your place, contact Yee Lim at +65 6322 2701 or email yeelim.tan@terrapinn.com for more details.
IT’S A NETWORKING EVENT

Networking is not just about connecting people. It’s about connecting people with ideas and opportunities. Healthcare World Asia brings great content, high profile speakers and delegates all under one roof. We understand the importance of networking so we have created ample opportunities for the conference delegation to interact including:

**Speed networking**
Take advantage of our speed networking sessions to meet, engage and share thoughtful discussions with your healthcare business partners at these sessions.

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• Grow your market share in one of the world’s emerging markets

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• Business and Risk Consultants

Who you will meet:
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• Directors/Heads of Healthcare IT
• Managing Directors/Partners
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• Heads of Facilities Management
• Heads of Procurement
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• Heads of Nursing

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WHO’S ALREADY ATTENDING

Deputy CEO, Al Sharq Healthcare, UAE
Assistant Director, Operations (Service), Alexandra Hospital, Singapore
President & CEO, Asian Hospital and Medical Center, Philippines
Senior Manager, Operations, Fortis Healthcare, Singapore
CEO, FV Hospital, Vietnam
CEO, Gleneagles Hospital, Singapore
General Director, Great Eastern Life Vietnam, Vietnam
Director, Healthcare Investments, Heritas Capital Management, Singapore
CEO, Hoan My Medical Corporation, Vietnam
CEO, Hoan My Sai Gon Hospital, Vietnam
Hospital Director, Hokkaido University, Japan
Director, Asia Pacific, Joint Commission International, Singapore
Deputy CEO, Matilda Hospital, Hong Kong
CEO & Managing Director, Max Healthcare, India
Head, Quality and Risk, Mayapada Hospital Jakarta Selatan, Indonesia
President, Medical Travel Quality Alliance, Thailand
Chief Clinical Informatician & Terminologist, National eHealth Transition Authority (NEHTA), Australia
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Managing Partner, Quadria Capital, India
CEO, Ren Ci Hospital, Singapore
CEO, Royal Angkor International Hospital, Cambodia
Managing Director & CEO, Samitivej Public Company, Thailand
Director, Nursing Development & Clinical Operations, Siloam Hospitals Group, Indonesia
Senior Advisor, Siloam Hospitals Group, Indonesia
Senior Vice President, Hospital Operations & Chief Nursing Officer, St. Luke’s Medical Centre, Philippines

2nd Vice Chairman of the Board, St Luke’s Medical Center, Philippines
CEO, St Luke Hospital and Eldercare, Singapore
COO, St Luke Hospital and Eldercare, Singapore
Group COO, Sunshine Global Hospitals, India
Director, Operations, Tan Tock Seng Hospital, Singapore
Director, Operations (Community), Tan Tock Seng Hospital, Singapore
Deputy COO, Tan Tock Seng Hospital, Singapore
Manager, Operations, Tan Tock Seng Hospital, Singapore
Assistant Director, (Pearl Operations), Tan Tock Seng Hospital, Singapore
Executive Director, International Programs, University of Chicago Medicine, United States
CIO, University of Malay Specialist Centre, Malaysia
COO, Vejthani Hospital, Thailand
Director, Operations, West Point Hospital, Singapore

Just a slice of those who have already confirmed their attendance

For more information on registration or to secure your place, contact Yee Lim at +65 6322 2701 or email yeelim.tan@terrapinn.com for more details.
10 REASONS TO ATTEND

1. Meet over 300 healthcare stakeholders, including hospital administrators, C-level executives and healthcare investors from all across Asia

2. Mingle with leading healthcare investment strategists and identify lucrative market growth areas in emerging markets of Southeast Asia

3. Compare the challenges of hospital centric vs. patient centric models and decide which best fits your hospital needs

4. Join keynote speakers at CEO Forums and benefit from their knowledge of healthcare strategies and hospital management best practices

5. Hear from the CEO of National Taiwan University Hospital as he presents a case study on utilising information & communication technology (ICT) to overcome the challenges of an aging society

6. Find out what Joe Hau of Tan Tock Seng Hospital has to say about enhancing productivity & creating operational value to meet healthcare demands

7. Learn about how Singapore has successfully integrated digital healthcare at our multiple country focused roundtable sessions and how other countries are following suit

8. Join the representatives of major hospitals in Asia as they discuss the adoption of strategies in meeting evolving healthcare trends in developed countries

9. Leverage on an unrivalled networking platform to meet face to face with influential healthcare leaders from branded and mid-size hospitals

10. Take advantage of our exclusive offer and save up to SGD 475 when you sign up before 11 July 2014!

For more information on registration or to secure your place, contact Yee Lim at +65 6322 2701 or email yeelim.tan@terapinn.com for more details.
Dennis Brown
CEO
Bumrungrad Hospital, Thailand
RESERVE YOUR PLACE TODAY

The earlier you book, the more you save!

It's really easy to register online.

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Don’t have a smartphone? You can also register on our website: www.terrapinn.com/healthcare

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<th>3 day conference pass</th>
<th>4 day conference pass</th>
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<td>Standard</td>
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<td>Hospital rate</td>
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