

REGISTRATION

Title: MD RN Prof Mr Ms

If MD: Consultant Fellow Resident

LAST NAME _____

FIRST NAME _____ MI _____

EMAIL ADDRESS _____

MAILING ADDRESS _____

_____ ZIP CODE _____

COUNTRY _____

DAYTIME PHONE _____

MOBILE _____

HOSPITAL AFFILIATION _____

NAME OF ORGANIZATION _____

Any special needs we should know about? _____

FOR INQUIRIES / REGISTRATION, PLEASE CONTACT:
ST. LUKE'S PATIENT EXPERIENCE GROUP
TRUNKLINE: (632) 723-0101 / 0301 EXT. 4220 / 4221
EMAIL: ICS@STLUKE.COM.PH
VISIT OUR WEBSITE AT WWW.ICS.STLUKE.COM.PH/PXE

REGISTRATION FEES		
	Local Delegates	Foreign Delegates
INDIVIDUAL	PHP 5,000	US\$ 200
GROUP	PHP 3,500	US\$ 100
(AT LEAST 2 DELEGATES)	(PER DELEGATE)	(PER DELEGATE)

PAYMENT OPTIONS

1. For cash or check payments, please proceed directly to the Patient Experience Group

QC - Patient Experience Office, 2nd Floor
 Main Building, St. Luke's Medical Center-Quezon City
 279 E.Rodriguez Sr. Blvd., Quezon City 1112

GC - Patient Experience Office, 5th Floor
 Nursing Tower, St. Luke's Medical Center-Global City
 32nd Street, Bonifacio Global City, Taguig City 1634

Please make check payable to St. Luke's Medical Center (Global City) Inc.

2. You may deposit payment to our Security Bank Account,
Account Name: St. Luke's Medical Center (Global City), Inc.
Account Number: 0396 035 819 001
 Scan and send the deposit slip via e-mail to ics@stluke.com.ph

3. For foreign delegates, you may wire transfer your payment to **SECURITY BANK:**
Account Name: St. Luke's Medical Center (Global City), Inc.
Savings Account No.: 0396-035819-200 (Dollar)
 Please email deposit slip and registration form

4. For online payments, please access the following link:
<https://eorder.stlukesmedicalcenter.com.ph/epayment/eventConnector.html?eventCode=1STPXESYMP>



IN PARTNERSHIP WITH:



THE 1ST ASIAN
 PATIENT EXPERIENCE
 SCIENTIFIC MEETING:

PATIENTS' NEEDS FIRST

NOVEMBER 16 & 17, 2017
 HENRY SY, SR. AUDITORIUM
 ST. LUKE'S MEDICAL CENTER - GLOBAL CITY

An International Affiliate Of:
 New York-Presbyterian Hospital
 Columbia University College of Physicians and Surgeons
 Weill Cornell Medical College of Cornell University





THE 1ST ASIAN PATIENT EXPERIENCE SCIENTIFIC MEETING:

PATIENTS' NEEDS FIRST

PROGRAM: DAY 1 NOVEMBER 16

7:30AM-8:30AM	Day 1 Registration
8:30AM-8:35AM	Opening Ceremony
8:35AM-8:50AM	Welcome Remarks Arturo S. De La Peña, MD, FPCS, FACS SVP & Head, Medical Practice Group and Medical Director St. Luke's Medical Center Global City
8:50AM-9:05AM	Opening Remarks Hon. Paulyn Jean B. Rosell-Ubial, MD, MPH, CESO II Secretary Department of Health Republic of the Philippines
9:05M-9:50AM	Keynote: "Patient Experience: The Power of &" Jason A. Wolf, Ph.D., CPXP President The Beryl Institute Texas, USA
9:50AM-10:05AM	Networking and Break
10:05AM-10:50AM	"The Goal of Medical Tourism in the Philippines" Hon. Wanda Corazon Tulfo-Teo Secretary Department of Tourism Republic of the Philippines
10:50AM-11:05AM	Open Forum
11:05AM-11:35AM	"No Shortcuts" Alejandro C. Dizon, MD, FPCS, FACS VP & Head Quality & Patient Safety and Chief Quality Officer St. Luke's Medical Center
11:35AM-11:50AM	Open Forum
11:50AM-12:50PM	Networking and Lunch Break
12:50PM-1:35PM	"Creating a Consistent & Global Approach to High-Quality Patient Experience" Joe Sweet, MBA Director International Patient Experience Cleveland Clinic Ohio, USA
1:35PM-1:50PM	Open Forum
1:50PM-2:35PM	"Dignity and Respect for the LGBT Community in Healthcare" Hon. Geraldine B. Roman Representative First District of Bataan and First Transgender Woman to be Elected to the Philippine Congress

2:35PM-2:50PM	Open Forum
2:50PM-3:05PM	Networking and Break
3:05PM-3:50PM	"Defining and Improving the Patient Experience – What High Performers Do Differently" Terry Grundy, MBA, JP Managing Director Press Ganey Associates Australia/New Zealand/Asia
3:50PM-4:05PM	Open Forum
4:05PM-4:35PM	"The Role of the Physician in the Patient Experience Journey" Menefrida S. Reyes, MD Member Simply Better Everyday-Physician Core Group and Active Consultant Department of Obstetrics & Gynecology St. Luke's Medical Center Quezon City
4:35PM-4:50PM	Open Forum
4:50PM-5:00M	Recap Day 1

PROGRAM: DAY 2 NOVEMBER 17

7:30AM-8:30AM	Day 2 Registration
8:30AM-9:15AM	"Every Patient Has a Story: A Global Perspective for Patient Experience Excellence" Jason A. Wolf, Ph.D., CPXP President The Beryl Institute Texas, USA
9:15AM-9:30AM	Open Forum
9:30AM-10:15AM	"Organizational Huddles: A Communication Model Towards Great Patient Experience" Rafael C. Solis, MBA-H SVP & Head for Operations St. Luke's Medical Center Global City
10:15AM-10:30AM	Open Forum
10:30AM-10:45AM	Networking and Break
10:45AM-11:30AM	"Delivering High Value Care Through An Outstanding Patient Experience" Lyell K. Jones, MD Prior Medical Director Mayo Clinic Office of Patient Experience and Chair Mayo Clinic Payment Model Operations Group Mayo Clinic Rochester, Minnesota

11:30AM-11:45AM	Open Forum
11:45AM-12:15PM	"Enhancing Patient Experience Through Patient and Family Engagement" Prof. Bernard F. Laya, MD Head Patient & Family Engagement Council and Head Institute of Radiology St. Luke's Medical Center Global City
12:15PM-12:30PM	Open Forum
12:30PM-1:30PM	Networking and Lunch Break
1:30PM-2:00PM	"How Digital is Transforming the Healthcare Industry" Arthur R. Policarpio Chief Executive Officer Mobext Inc.
2:00PM-2:15PM	Open Forum
2:15PM-2:30PM	Message from the President & CEO Edgardo R. Cortez, MD, FPCS, FACS President & CEO St. Luke's Medical Center
2:30PM-2:45PM	Recap of Day 2 Networking and Break
2:45PM-3:15PM	Breakout Session 1: "Senior Leader Rounding: Rounding for Outcomes" Maria Martina Geraldine Q. Dimalibot, RN, Ph.D. VP & Head Nursing Care Group St. Luke's Medical Center Global City
2:45PM-3:15PM	Breakout Session 2: Meet the Experts (Limited Slots) Terry Grundy, MBA, JP Press Ganey Associates
	Lyell K. Jones, MD Mayo Clinic Rochester, Minnesota
	Jason A. Wolf, Ph.D., CPXP The Beryl Institute
3:20PM	Adjourn
3:30PM-8:00PM	Post-Event Socials: Tour of The Mind Museum Fellowship Night
	Moderator: Emma A. Yuhico Chairperson, Organizing Committee and VP & Head Patient Experience Group St. Luke's Medical Center