

# INTERNATIONAL HOSPITAL DEVELOPMENT TRENDS

Duxton Hotel Saigon, 63 Nguyen Hue Boulevard, District 1, Ho Chi Minh City, Vietnam

Thursday, April 14, 2016

## Agenda

- 8:00-8:30 Registration
- 8:30- 8:35 Opening remarks by U.S. Consul General Rena Bitter
- 8:35-8:45 Remarks by Department of Health (DOH) leader
- 8:45-9:45 Department of Health presenting on upcoming hospital projects
- 9:45-10:15 Coffee Break
- 10:15-11:15 Panel on Planning and Managing Hospitals with PPP  
*Wayne Keathley*, President of Baylor St Lukes Medical Center, Executive Director of Baylor Global Health, Associate Dean Health Policy, Assistant Professor Department of Medicine, Baylor College of Medicine  
*Scot Webster*, SVP & GM, UL Continuous Improvement Business  
*Patricia Williams*, Founder and President, Global Health Services Network  
Moderated by: *Nguyen Francis Tuan Anh*, Director Developer Platform and Evangelism, Microsoft Vietnam
- 11:15-12:15 Presentation on Educating and Training the Workforce- U.S. Programs and Support  
*Ezra Simon*, Deputy of Environment and Social Development Office, USAID  
*Dr. Todd Pollack*, Director, The Partnership for Health Advancement in Vietnam (HAIVN), Harvard Medical School  
*Nguyen Thi Hoa*, CDC Laboratory Specialist
- 12:30-1:30 Networking Lunch
- 2:30-4:00 Optional visit to Military Hospital 175

### For More Information

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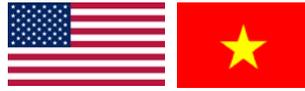
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## Speaker profiles:



### **Wayne Keathley, MPH**

*Associate Dean, Health Systems Management  
Assistant Professor, Health Policy and Global Health  
Baylor Global Initiatives, Baylor College of Medicine*

Wayne Keathley has led CHI St. Luke's Health—Baylor St. Luke's Medical Center as President since January 2014. As a nationally recognized healthcare leader with more than 35 years of health administration experience, he is leading the Baylor St. Luke's Medical Center in the Texas Medical Center and the expansion of the Medical Center to Baylor College of Medicine's McNair Campus. Mr. Keathley joined Baylor College of Medicine in 2013 as President of the Baylor College of Medicine Medical Center and Health Network. Prior to joining Baylor, he served as President and Chief Operating Officer of Mount Sinai Hospital in New York City for nine years. Mr. Keathley holds a Masters of Public Health, Health Administration from the Columbia School of Health and the Columbia Business School in New York.



### **SCOT WEBSTER**

*Underwriters Laboratories  
SVP, GM Continuous Improvement Business*

Scot joined UL in 2008 after 6 years at Medtronic during which time he was Vice President of Quality, designing and deploying their Lean Sigma initiative. Scot helped bring Lean Sigma to healthcare clients including engaging with The Johns Hopkins Hospital. Before joining Medtronic Scot held operations management positions during his 21 years with GE. Scot helped develop and teach both Lean and Six Sigma and was one of GE's first Master Black Belts. During Scot's first 4 years at UL he was the Global Engineering and Lab Operations leader, responsible for the engineering judgment and testing of 150,000 safety projects per year across more than 50 locations. Applying continuous improvement behaviors across UL's global laboratory and assessment services the team cut wait times in half while improving customer net promoter score more than 30 points. Scot is both a graduate and practitioner of Shingo principles, and a frequent speaker in Operational Excellence training sessions.

He is a member of the President's Council of the Chicago Museum of Science and Industry; he graduated from Bucknell University with a BS in Chemical Engineering.



### **PATRICIA WILLIAMS, MS, CHE**

*President and Founder  
Global Health Services Network LLC  
Global Health Charities*

Patricia Williams is a healthcare executive with more than 26 years of international hospital and health services management and consulting experience. She holds a Masters degree in Health Services Administration and has worked and overseen projects in more than 30 countries around the world. Following 18 years as a leader at the international subsidiary of one of the largest non-profit health systems in the U.S. (45+ hospitals and 4+ billion dollars in revenue), Patricia founded Global Health Services Network (GHSN) and nonprofit Global Health Charities (GHC). The goal of GHSN is making a positive and sustainable impact on the health status of communities served around the world. GHC is focused on funding and supporting charitable initiatives in both healthcare services as well as the education of healthcare professionals around the world. The focus of her work is to impact health status by increasing the efficiency and quality of care provided, as well as fostering compassionate service with dignity to the patient served and their families. In addition she serves on several boards, including The American Nursing Institute – Myanmar, the Advisory Board of Danat Al Emarat Hospital, and the International Hospital Federation Working Group on the Design of Operationally Efficient Hospitals.



**NGUYEN FRANCIS TUAN ANH**

*Director, Critical Path's Offshore Development Center, 2002-2004  
General Director, Netblue Vietnam, 2004-2011  
Director, Developer Experience & Evangelism, 2012-current*

Frank Nguyen returned to VN in 2002 to run the first Offshore Development Center for Critical Path in cooperation with TMA Solutions. After the ODC for Critical Path finished in Nov 2004, Frank went on to form Netblue Vietnam, a 100% foreign-owned subsidiary of Connexus Corporation, the 5th largest online advertiser in the US, and ran it from Nov 2004 to Nov 2011.

In May 2012, Frank joined Microsoft Vietnam's Developer Experience (DX) and Evangelism team as the chief evangelist to help increase awareness and revenue for Microsoft products and services. Vietnam has one of the largest MS developer base in Asia with a lot of passionate and smart developers. With guidance and support from DX team, Vietnamese developers contributes 40%+ of the Windows Store applications in APAC. In Dec 2015, Frank formed the first Microsoft Accelerator in Vietnam in partnership with CLAS (Microsoft BizSpark Plus Network Partner) and Expara (Singaporean Entrepreneurship Training and VC company) to move Vietnamese startups to the next level.

DX team hopes to leverage Vietnamese developer base to contribute to the growth of the software economy in Vietnam.



**EZRA SIMON**

*USAID/Vietnam's Deputy Director Environment and Social Development*

Ezra Simon is USAID/Vietnam's Deputy Director for Environment and Social Development. His portfolio includes higher education, disabilities, and the Lower Mekong Public Policy Initiative. He previously came from USAID/South Sudan, where he led the Education Team. His applied skill set includes a strong training background, as well as experience in university-industry partnerships, girls' education, strengthening parent groups, grant making, workforce development, education for refugees and the displaced, and services for marginalized populations. He holds a Master's degree in Comparative and International Education from Columbia University.



**TODD POLLACK**

*Country Director of the Partnership for Health Advancement in Vietnam (HAIVN)*

Dr. Pollack is an infectious diseases specialist at Harvard Medical School and the Country Director of the Partnership for Health Advancement in Vietnam (HAIVN). He received his MD in 2003 from the Temple University School of Medicine and completed a residency in Internal Medicine and a fellowship in Infectious Diseases at Beth Israel Deaconess Medical Center. Since 2009 Dr. Pollack has been living full-time in Hanoi providing training and clinical mentoring in HIV care and treatment and advising medical universities and the Ministry of Health on medical education reform.