



October 24 - 25, 2024
9:30AM to 5:00PM
 Bonifacio Hall, Shangri-La The
 Fort Manila, 30th Street corner 5th
 Ave. BGC Taguig City

THEME: HIMSCON PH: Staying Ahead for a Thriving Healthcare Ecosystem

PROGRAMME

Time	DAY 1 - Thursday October 24, 2024
AM	Plenary Sessions - Bonifacio Hall (A,B and C)
8:30AM	<p>Registration Play of Sponsor Video-on-loop</p>
9:30AM	<p>Opening Ceremonies: Philippine National Anthem and Doxology</p> <p>Opening Remarks: Ma. Cristina Coronel, Chairman - HIMAP</p> <p>HIMSCON PH 2024 Overview: Julian Valenzuela, Chairman - HIMAP Marketing and Branding Council</p>
10:00 AM	<p>Keynote 1</p> <p>The 2024 Global Outlook - Forecasting the Future of HIMS</p> <p><i>The aging and growing populations, prevalence of chronic diseases, accelerated disruptions in innovation and digital transformation continue to increase health care demand and expenditures. These trends are shaping the landscape of care delivery, health outcomes as well as the outsourced healthcare information management services.</i></p> <p>Maria Rosell Gomez, Partner and Risk Assurance Leader - PWC Philippines</p>
10:20 AM	<p>Carelon-Powered C-Suite Forum: Staying Ahead with HIMS</p>
	<p>Keynote 2</p> <p>Reimagining and Delivering Connected Care: From Volume to Value</p> <p><i>Consumer engagement is revolutionizing healthcare by empowering individuals to take charge of their health journey. Through personalized interactions, innovative technologies, and collaborative care models, we're fostering stronger patient-provider partnerships and driving better outcomes.</i></p> <p>Dr. Salin Kataria, Managing Director - Carelon Global Solutions</p> <p>Panel Discussion 1</p> <p>Navigating the New Era of Patient-Physician-Payor Engagement in Healthcare - Ensuring that Connected Care Happens Now</p>

	<p>An in-depth discussion on how connected care is taking shape and how it affects the healthcare delivery systems, health outcomes, technology adaptation, overall patient experience and HIMS-delivered by IT-BPM companies</p> <p>PANELISTS:</p> <p>Jose Francisco Benitez, Secretary and Director General - TESDA Dr. Salin Kataria, Managing Director - Carelon Global Solutions Maria Rosell Gomez, Partner and Risk Assurance Leader - PWC Philippines Noemi Azura, President and CEO - Insular Health Care, Inc.</p> <p>MODERATOR:</p> <p>Gracie Cruz, Senior Director - Training & Quality - Carelon Global Solutions Philippines</p>
11:40 AM	<p>Plenary Talk 1</p> <p>Investing in Filipino Talent: The critical role education, upskilling, learning process and overall well-being play in aligning with the IT-BPM/HIMS' future workforce's skills requirements.</p> <p><i>As the Philippines continues to assert itself as the destination of choice for Global HIM services and the IT-BPM industry, it becomes even more critical for government agencies, the academe and the healthcare industry to work together to invest in Filipino Talent. The collective roll out of upskilling and reskilling efforts to ensure that our talent is prepared and equipped for the future of work will surely pave the way for the country to achieve a higher value of care for all.</i></p> <p>Jose Francisco Benitez, Secretary and Director General - TESDA</p>
12:00 NN	<p>Lunch Break</p> <p>AVP Presentation over Lunch</p>
1:00 PM	<p>Plenary Talk 2</p> <p>Talent Branding – Key to Attracting and Retaining Top Talent</p> <p><i>What are the key differences between Employer Branding and Talent Branding and how the latter is imperative and more relevant to an organization's growth. How should companies view and implement talent branding in the organization.</i></p> <p>Anshum Sinha, COO and Country Manager - Shearwater Health</p> <p>HIMSCON Poll 1</p> <p>Top HR and Talent Issues and Concerns</p> <p>FACILITATOR: John Dave Duenas, Board of Trustee - HIMAP</p> <p>Panel Discussion 2: Fireside Chat</p> <p>Preparing the Talent of the Future for the Healthcare Services Sector</p> <p><i>Future proofing the HIMS industry involves the development of the workforce equipped with the necessary skills as well as the needed organizational structure to ensure that the right people are in the right place at the right time, capable of bridging the gap between workforce demand and supply.</i></p> <p>PANELISTS:</p> <ul style="list-style-type: none"> • Mary Ann Batallones, Senior Manager, Talent Acquisition, Carelon Global Solutions Philippines • Anshum Sinha, COO and Country Manager - Shearwater Health <p>MODERATOR:</p> <p>Ayhee Campos, Country and Business Head, Infosys BPM PH and Vice Chairperson and Sponsor for the Talent Pillar of IBPAP</p>
2:00 PM	<p>Optum Powered C-Suite Forum: Staying Ahead with HIMS Education and Training</p>

	<p style="text-align: center;">Plenary Talk 3</p> <p style="text-align: center;">Importance of Career Progression for the HIMS Workforce: The Nursing Crunch Perspective Christine Dugay, Principal, IPSOS Strategy3</p> <p style="text-align: center;">Plenary Talk 4</p> <p style="text-align: center;">Confronting the Care Crisis and Navigating the Nursing Exodus – Implications for the Healthcare Ecosystem Kenneth Hartigan-Go, Senior Research Fellow, Ateneo School of Government - Ateneo de Manila University</p> <p style="text-align: center;">Panel Discussion 3</p> <p style="text-align: center;">Nurses as a Critical Component of the HIMS Workforce: Issues and Possible Solutions <i>Filipino nurses are an important component of the HIMS workforce yet they face complicated challenges such as low pay and benefits, difficult work conditions and continued migration. This session will present new research on these issues, identify potential areas of focus and explore possible solutions.</i></p> <p style="text-align: center;">PANELISTS:</p> <ul style="list-style-type: none"> ● Christine Dugay, Principal, IPSOS Strategy3 (TBC) ● Kenneth Hartigan-Go, Senior Research Fellow, Ateneo School of Government - Ateneo de Manila University ● Ma. Imelda Javier, Dean College of Nursing - University of Perpetual Help (TBC) <p style="text-align: center;">MODERATOR: Darwin Mariano, Vice President, External Affairs - UnitedHealth Group</p>
3:30 PM	<p style="text-align: center;">Plenary Talk 5</p> <p style="text-align: center;">Adapting the Best Work Trends for HIMS - Remote, In-Office or Hybrid <i>Hybrid work environment is the future of work for HIMS. Understanding the opportunities and challenges of each model that we must adopt that is best suited to this new flexibility encouraged by improved efficiency and innovation.</i> Marick Miraflor, Vice President, Clinical Operations - Teleperformance</p> <p style="text-align: center;">HIMSCON Poll 2</p> <p style="text-align: center;">Top Work Trends, Issues and Concerns FACILITATOR: John Dave Duenas, Board of Trustee - HIMAP</p> <p style="text-align: center;">Panel Discussion 4</p> <p style="text-align: center;">Sustaining Growth by Adapting to the Emerging Work Trends for HIMS Operations <i>As global companies around the world put their BCPs to the test, businesses are waking up to the fact that working life will never be quite the same again. Suddenly, companies are having to consider in very practical terms what the future of work actually looks like.</i></p> <p style="text-align: center;">PANELISTS:</p> <ul style="list-style-type: none"> ● Marick Miraflor, Vice President, Clinical Operations - Teleperformance ● Meenakshi Mahajan, Vice President, International Talent and Operations - Evolent Health ● Yu Ming Chin, Executive Director - Viventis Search Asia <p style="text-align: center;">MODERATOR: Anshum Sinha, COO and Country Manager - Shearwater Health</p>
4:15 PM	<p style="text-align: center;">Plenary Talk 6</p>

	<p style="text-align: center;">AI assisted BPO Work: Shaping the Future of Healthcare Services</p> <p style="text-align: center;"><i>Understanding the role of Artificial Intelligence in Business Process Outsourcing, the opportunities and challenges in deploying the solution as AI plays a pivotal role in the industry's operational efficiency, quality, productivity and profitability.</i></p> <p style="text-align: center;">Ma. Victoria Basinang, CTO & Head of Digital Services- Pointwest Innovations Corporation</p> <p style="text-align: center;">Panel Discussion 5</p> <p style="text-align: center;">Panel Discussion on the Use of AI and other Emerging Technologies in Healthcare and how it will Reshape the Future of HIMS</p> <p style="text-align: center;"><i>Understanding how the emerging technology trends as well as AI revolutionize business and how these technologies and platforms offer both opportunities and challenges in the delivery of HIMS.</i></p> <p style="text-align: center;">PANELISTS:</p> <ul style="list-style-type: none"> ● Ma. Victoria Basinang, - CTO & Head of Digital Services - Pointwest Innovations Corporation ● Kathrina Camille Berida, Senior Director of Transformation and Process Excellence - Teleperformance ● Praveer Chadha, SVP & Country Head - Datamatics Global Services Corp. <p style="text-align: center;">MODERATOR:</p> <p style="text-align: center;">Karlo Panti, Country Head and Director of Operations - IQVIA Philippines</p>
5:10 PM	<p style="text-align: center;">Key-Takeaways and Closing Remarks</p> <p style="text-align: center;">Marianne Castillo, Managing Director - Accenture Philippines and Board of Trustee - HIMAP</p>
5:20 PM	<p style="text-align: center;">Raffle of Prizes</p> <p style="text-align: center;">Raffle Master - Gail Macapagal, Board of Trustee - HIMAP</p>