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The Singapore

Disease Management Conference 2008

with the 1st International Conference on Healthcare Transformation: Primary Care Focus

8 - 10 May 2008 | Suntec City Convention Centre | Singapore

FINAL ANNOUNCEMENT

www.dmconf.com.sg/2008

SUPPORTING ORGANISATIONS:



WELCOME MESSAGE

Good Wishes from Singapore!

Over the last seven years, CDM has evolved as an enigmatic concept and gradually became part of everyday discourse. "Chronic Disease Management" is now more commonly spoken of by politicians, doctors, nurses and other healthcare professionals, and even patients. The ubiquity of chronic disease management and its evolution can in some way be attributed to the last four successful conferences on chronic disease management that we have held since 2001, with the most recent just in 2007.

As a nation, we are proud that we have made some progress into CDM but we still have a long way to go in this evolving field. As more countries embrace chronic disease management, new knowledge, technologies and programmes will only grow. Our desire to be locked step in line with advances in the field has fueled the necessity to now organize our disease management conference annually if we are truly committed to spread the revolution and make enduring changes to our healthcare delivery systems, its providers and patients. Henceforth, the National Healthcare Group (NHG) in conjunction with Singapore's Ministry of Health (MOH), and supported by the Australian Disease Management Association (ADMA) and Calgary Health Region are proud to bring to you "The Singapore Disease Management Conference 2008." (DM2008)

The focus in our earlier conferences created awareness, knowledge and set the necessary imperative to establish disease management programmes as the models of care to cost-effectively manage chronic diseases. Now our focus is to learn innovative programmes, inventive strategies to improve care processes and inspiring techniques to motivate behavioural change with our healthcare providers and patients. So for this forthcoming conference, we will focus on the "nuts and bolts," such as workflow processes and operations, and critical success factors of disease and case management programmes,

evaluation and outcomes management, applications of health information technology, and strategies for optimising behavioural change amongst patients. In addition, we will also address issues that are cutting edge and pertinent to CDM. We will continue to (i) push the margins where change and innovation are percolating and (ii) settle the centre where there is a continued need to create a shared and ongoing conversation on how to reproduce, adapt, sustain and further our efforts to provide better care to our patients in the most cost-effective manner.

We invite you to participate in this international conference where you will be able to network with your peers and experts. You will learn:

- o how to build programmes to provide cost-effective and quality care for patients with chronic illnesses;
- o the latest technological applications in chronic disease management;
- o strategies to motivate and change behaviours of patients and providers; and
- o business models and evaluation on how to measure and cost your programmes

Again, our truly eclectic and varied programme ranging from plenary lectures to concurrent sessions and workshops on a wide range of topics will now span across 3 days. This has been made possible through our extensive networks with disease management experts from all over the world, especially our colleagues from Australia and Canada.

We are privileged to have a number of world renowned experts in disease management and primary care, such as Professor Barbara

Starfield from John Hopkins University, Dr Dean Schillingger from University of California, San Francisco, Dr Soeren Matke from RAND, Dr Alex Jaded from the Centre for Global eHealth Innovation at Canada, Dr Peter Sargious and Dr Sandra DeIon from Calgary Health, Dr Bert Vrijhoef from Maastricht University at Netherlands, and Dr Marco Bonollo from The Alfred, Australia. Dr Shigenu Omi, Regional Director of the World Health Organization Regional Office for the Western Pacific has also graciously accepted our invitation to attend and speak at our conference. In addition, we are pleased to announce that we have Dr Soeren Matke who will conduct a pre-conference workshop on 7 May 2008. The workshop on "Approaches to Measurement and Evaluation of Chronic Disease Management Programmes" will be kept small to allow closer interaction among participants.

You will note from the final programme that for this event, we are jointly holding it with the 1st International Conference on Healthcare Transformation with a focus on Primary Care. (HTC). The issues and topics of both conferences are intertwined and will be of relevance and interest to a wide array of healthcare professionals including practicing doctors, nurses, case managers, allied health professionals, healthcare administrators and managers. We have also ensured that the programme content would be of great interest to similar professionals in the Asia-Pacific Region and beyond. This is because there are many common issues in chronic care that have similar impact on any healthcare system.

With such a rich programme and a wide array of international, regional and local speakers to share their on-going work and outcomes with us, we are anticipating a vibrant response to this Conference. We look forward to seeing you at this exciting conference.



Dr Jason Cheah
Chairperson
DM2008 Organising Committee



FACULTY

DM 2008 & HTC 2008 OVERSEAS SPEAKERS

MIKE BAINBRIDGE

Clinical Architect, Technology Office, NHS Connecting for Health
United Kingdom

MARCO BONOLLO

President, Australian Disease Management Association, &
Director, Disease Management Unit, Bayside Health, Melbourne
Australia

SANDRA DELON

Director, Chronic Disease Management, Calgary Health Region
Canada

TRISHA GREENHALGH

Professor, Primary Care and Population Sciences, Faculty of
Clinical Sciences, University College London
United Kingdom

DESLEY HEGNEY

Director, Research and Practice Development Centre, School of
Nursing and Midwifery, University of Queensland
Australia

ALEX JADAD

Chief Innovator and Founder, Centre for Global eHealth
Innovation, & Canada Research Chair in eHealth Innovation,
University Health Network and University of Toronto
Canada

SANJAY KAIRA

Consultant, Department of Endocrinology, Bharti Hospital
India

ANIL KAPUR

Managing Director, World Diabetes Foundation

MICHAEL KIDD

Professor, General Practice & Head, Discipline of General Practice,
University of Sydney
Australia

SHINYA MATSUDA

Chief Researcher, Japanese Disease Management, Project in
Occupational Setting, & Professor, Department of Preventive
Medicine and Community Health, University of Occupational
and Environmental Health
Japan

SOEREN MATTHE

Senior Scientist, The RAND Corporation
USA

SHIGERU OMI

Regional Director, World Health Organization Regional Office
for the Western Pacific

NIPIT PIRAVEJ

Chief Corporate Officer, Bangkok Chain Hospital, &
President, Center for Healthcare Management Innovation
Thailand

PETER SARGIOUS

Associate Professor of Medicine & Medical Director, Chronic
Disease Management, Calgary Health Region
Canada

DEAN SCHILLINGER

Associate Professor of Clinical Medicine, Department of Medicine,
& Director, UCSF Center for Vulnerable Populations, University of
California, San Francisco
USA

BARBARA STARFIELD

University Distinguished Service Professor, Department of Health
Policy and Management, Johns Hopkins University
USA

CHAISRI SUPORNILPCHAI

Director, Department of Disease Control, Non-Communicable
Disease Division, Ministry of Public Health
Thailand

BERT VRIJHOEF

Director of Research, Department of Integrated Care,
University Hospital Maastricht
The Netherlands

AKIRA YAMASHINA

Vice Director, 2nd Department of Internal Medicine,
Tokyo Medical University
Japan

WHO SHOULD ATTEND

DOCTORS

HEALTHCARE ADMINISTRATORS

NURSES

ALLIED HEALTH PROFESSIONALS

CASE MANAGERS

GOVERNMENT OFFICIALS

PHARMA REPRESENTATIVES

ACADEMICS

THE SINGAPORE DISEASE MANAGEMENT CONFERENCE 2008

WITH THE 1ST INTERNATIONAL CONFERENCE ON HEALTHCARE TRANSFORMATION: PRIMARY CARE FOCUS

D R A F T C O M B I N E D P R O G R A M M E

THURSDAY (8 MAY)

TIME PROGRAMME

0800 - 0845 Registration

0845 - 0900 Welcome Address **JASON CHEAH, ORGANISING CHAIRPERSON**

0900 - 0945 **Plenary 1:** Chronic Disease Management in the Global World of Social Networks
ALEX JADAD

0945 - 1030 **Plenary 2:** Managing Patients with Multiple Co-morbidities: Outcomes of a Disease Management Unit
MARCO BONOLLO

1030 - 1100 Tea

1100 - 1230 **BREAKOUT SESSIONS**
Promoting Health Measuring Success in Disease Management Chronic Care in
Managing Risks CDM Programmes Programmes in Action the Community

1230 - 1330 **Lunch Symposium:** Does PWV (Pulse Wave Velocity) Improve the Diagnosis and Management of Cardiovascular Disease?
AKIRA YAMASHINA

1330 - 1415 **Plenary 3:** Impact of Disease Management: What is the Evidence? What are Realistic Expectations?
SOEREN MATTKE

1400 - 1445 **Plenary 7:** Role of Patient Empowerment in Providing Quality Primary Healthcare

MICHAEL KIDD

1445 - 1530 **Plenary 8:** Healthcare Transformation in the Community - Bridging the Gaps

TRISHA GREENHALGH

1530 - 1600 Tea

1600 - 1730 Living with Dignity in Our Twilight Years:
Are We Prepared?

Resurgence of Ancient Cures:
What Works and What Does Not?

1600 - 1730 Care Coordination in General Practice

Palliation & End of Life in Chronic
Disease Management

Sweet Blood, Social Suffering:
Global Approaches in Diabetic Care

BREAKOUT SESSIONS

SATURDAY (10 MAY)

TIME **PROGRAMME**

0800 - 0900 Registration

0900 - 0945 **Plenary 9:** Where is the Person in Disease Management

BARBARA STARFIELD

0945 - 1030 **Plenary 10:** What Has Literacy to do with Health Outcomes?

DEAN SCHILLINGER

1030 - 1100 Tea

1100 - 1145 **Plenary 11:** Harnessing IT in Healthcare Transformation

MIKE BAINBRIDGE

1145 - 1315 Free Papers: Quality in Delivery of Primary Healthcare **Inter-Connectivity in the Era of Globalisation** **Emerging Infectious Diseases**

1145 - 1315 **BREAKOUT SESSIONS** Counseling, Communication and Support in Empowerment Disentangling The Frail, The Sick & The Aged

1315 - 1415 Lunch

1415 - 1500 **Plenary 12:** Quality Innovation in Primary Healthcare Transformation
TRISHA GREENHALGH

1500 - 1530 Tea

1530 - 1700 **BREAKOUT SESSIONS** Critical Thinking in Quality Innovation Lean Management Injecting Quality into Health Promotion and Prevention Empowering Nursing and Allied Healthcare Professionals to Deliver Quality Care

SUNDAY (11 MAY)

TIME **PROGRAMME**

1000 - 1230 Nursing Symposium Allied Health Symposium Pain Management Symposium

1230 - 1330 Lunch

1330 - 1530 Wellness, Anti-Aging & Aesthetics - Has Consumerism Invaded Medicine? Learning at the Frontiers of Primary Care

THE SINGAPORE DISEASE MANAGEMENT CONFERENCE

1ST INTERNATIONAL CONFERENCE ON HEALTHCARE TRANSFORMATION

REFER TO THE WEBSITE - www.dnconf.com.sg FOR THE LATEST PROGRAMME UPDATES

Please note that the conference programme is subjected to change without prior notice from the organizer.

(As at 20 February 2008)

HOTEL ACCOMMODATION

The Organising Committee has appointed Orient Explorer (S) Pte Ltd as the official travel agent.

Please login in to <https://www.orient-explorer.com/Event57.asp> for online hotel booking

HOTEL	SINGLE RATE NETT	TWIN/DOUBLE NETT
Pan Pacific http://www.panpacific.com/singapore/Overview.html	SGD 412.00	SGD 412.00
Marina Mandarin http://www.marina-mandarin.com.sg/	SGD 380.00	SGD 380.00
Grand Plaza http://www.parkhotelgroup.com/gpph/gpph00_index.html	SGD 327.00	SGD 327.00
Peninsula http://www.ytchotels.com.sg/sp-ytexcel/	SGD 295.00	SGD 295.00
Bayview http://www.bayviewhotels.com/singapore/	SGD 220.00	SGD 230.00
Summer View http://www.summerviewhotel.com.sg/	SGD 170.00	SGD 170.00

PLEASE NOTE:

Net rate inclusive of 10% service charge and 7% goods and service tax.

Bay View and Summer View Hotels include 2 way shuttle transfer (Hotel - Suntec - Hotel) during the conference dates (8 - 11 May 07) at designated timing except Pan Pacific, Marina Mandarin, Grand Plaza & Peninsula Hotels, which are within walking distance to Suntec City Convention Centre, Singapore.

FOR FURTHER INFORMATION, PLEASE CONTACT:

Orient Explorer (S) Pte Ltd

12 Aljunied Road, #05-02 SCN Centre, Singapore 389801

Tel: (65) 6339 8687 Fax: (65) 6339 9536 / 6339 3731

Email: mail@orient-explorer.com

<https://www.orient-explorer/Event57.asp>

Contact person: Vivian Chen / Karin Chua

INVITATION TO EXHIBITORS

We are also inviting exhibitors and vendors who would like to display their technology, products and wares to write to us or visit our website @ www.dniconf.com.sg/2008 for details.

ABOUT SINGAPORE

Unique is the word that best captures Singapore, a dynamic city rich in contrast and colour where you'll find a harmonious blend of culture, cuisine, arts and architecture. A bridge between the East and the West for centuries...

Singapore, located in the heart of fascinating Southeast Asia, continues to embrace tradition and modernity today. Brimming with unbridled energy and bursting with exciting events, the city offers countless unique, memorable experiences waiting to be discovered.

A single day's trails will take you from the past to the future, from a colourful ethnic enclave to an efficient business centre, from serene gardens to sleek skyscrapers.

Start your day with a unique breakfast in a long house set amidst lush vegetation and forest trees with Singapore's very own orang utans to keep you company.

Then...Take a step back in time as you enter a traditional Chinese temple, Muslim mosque, Hindu temple and Christian church-all in one neighbourhood...

Return to the present by strolling along the streets of Orchard Road, where local teens parade the latest fashion trends and pick up entertaining local catch phrases...

A simple meal is made memorable when drifting along the Singapore River on a traditional bumboat. Step off the boat and...

Indulge in Singapore's favourite pastime - shopping. From fascinating antiques to luxury labels. The latest gadgets to ethnic crafts, you'll find them all. You can even shop for basement bargains in the heart of Little India at four in the morning!

When you are done with shopping, retreat into the peaceful sanctuary of one of our acclaimed spas just a stone's throw away from the best business facilities in the world...

If thrills and spills are more your speed, then get catapulted 60 metres into the air on a reverse bungee ride. More laughter and fun is in store if you board an amphibious "duck" to explore the city, in the company of its wacky guides.

Don't be late for the show - give yourself at least an hour to enjoy a customary Chinese tea ceremony before you step into a world-class venue to catch a Broadway musical.

Singapore is truly a city like no other, a world of possibilities. With its friendly and welcoming people, state-of-the-art infrastructure and something new happening everyday, your stay will be a memorable mix-and-match of all the things you have always wanted to do.

Come and enjoy countless fascinating experiences, and take away memories that are uniquely Singapore.



UNIQUELY
Singapore



REGISTRATION INFORMATION

Confirmation of registration will only be issued upon the receipt of your completed Registration Form with full fee payment.

REGISTRATION FEES

- Early Registration Fee: By 31 March 2008
- Normal Registration Fee: 1-30 April 2008
- The deadline for registration is **30 April 2008**
- Thereafter, all new registration received will be processed and charged as on-site registration.

REGISTRATION CATEGORY	EARLY REGN FEE BY 31 MARCH 2008	NORMAL REGN FEE 1-30 APRIL 2008	ONSITE REGN FEE
DM2008 [8-10 May 2008]	SGD 650.00	SGD 800.00	SGD850.00
DM2008 & HTC2008 [8-11 May 2008]	SGD750.00	SGD 900.00	SGD 950.00
Day Registration	SGD 400.00	SGD 425.00	
Pre-Conference Workshop [7 May 2008]	SGD 150.00	N/A	

DM2008 – The Singapore Disease Management Conference
HTC2008 – 1st International Conference on Healthcare Transformation: Primary Care Focus [www.pca.sg]

GROUP REGISTRATION

For group registration discount, please enquire with the conference secretariat.

PAYMENT METHODS

Payment must be made in Singapore Dollars (SGD) and the following payment methods are acceptable.

BANK DRAFT OR LOCAL CHEQUE

The bank draft/local cheque is to be made payable to "National Healthcare Group Pte Ltd".

BANK REMITTANCE

NHG Bank: Citibank NA (Singapore Branch)
Bank Account: 0820457005
Bank Address: 3 Temasek Avenue, #16-00 Centennial Tower, Singapore 039190
Account Name: National Healthcare Group Pte Ltd
Swift Code: CITISGSG
Bank Code: 7214
Branch Code: 001

CREDIT CARD

Charge to your Visa and MasterCard credit card by signing your authorization on the Registration Form. Please note that "National Healthcare Group" will appear on your bank statement.

NHG INTER-COMPANY BILLING

This is only applicable to NHG staff whose registration fee is funded by the applicant's department/institution.

PAYMENT FOR ON-SITE REGISTRATION

For On-site Registration, only payment via Cash and Credit Card (Visa and MasterCard) are accepted.

Please note that On-site Registration Fee will apply for ALL on-site payment. Please note that all bank charges will be borne by the applicant.

CANCELLATION, SUBSTITUTION AND REFUND POLICY

Notification of cancellation and request for refund must be submitted in writing to the conference secretariat. The following cancellation and refund policies will apply:

Before 1 April 2008: Full refund of prepaid fees except for an administration charge of SGD 50.00
1- 30 April 2008: 50%

After 30 April 2008: No Refund

All refunds will be processed after the conference.

Applicants unable to attend the conference/workshop may send an alternate, i.e. single substitution only. Substitution requests must be submitted in writing to the conference secretariat.

LETTER OF INVITATION

Applicants requiring an official letter of invitation for the purpose of obtaining visa or permission to

attend the conference may submit request to the conference secretariat.

Please note that letter of invitation is not a commitment from the DM2008 Organisers to provide financial assistance to any applicant or their accompanying persons. Expenses incurred are the sole responsibility of the applicant. Letter of invitation will not be issued until the Conference registration fee has been paid in full.

ENTRY VISA APPLICATION & PASSPORT

You should have valid passports, onward/return tickets, onward facilities (e.g. visas entry permits, etc.) to the next destination and sufficient funds for your stay in Singapore. National passport holders of most countries are permitted to stay in Singapore for up to 14 days without visas. However visas may be required for visitors from some other countries and participants are requested to clarify this before travelling. Please visit Singapore Immigration & Checkpoints Authority website for more information on entry visas: http://app.ica.gov.sg/server_visitor/index.asp

LIABILITY & DISCLAIMER

The applicant acknowledges that he/she has no right to lodge claims against the DM2008 Organisers should holding of the conference be hindered or prevented by unexpected political or economic events or generally by force majeure, or should the non-appearance of speakers or other reasons necessitate program changes. With registration, the applicant accepts this provision.

INSURANCE

Applicants are advised to take out their own travel insurance and to extend their policy to cover personal possessions as the conference does not cover individuals against cancellation of bookings or theft or damage to their belongings.

REGISTRATION ENTITLEMENTS

DM2008 REGISTRATION ENTITLEMENT

[8-10 MAY 2008]

- Plenary Sessions & Specialty Symposia
- Poster Sessions
- Sponsored Lunch Seminars
- Trade Exhibition
- Lunch, Coffee/Tea Breaks
- Certificate of Attendance
- Congress Satchel

DM2008 & HTC2008 REGISTRATION ENTITLEMENT

[8-11 MAY 2008]

- Plenary Sessions & Specialty Symposia
- Poster Sessions
- Sponsored Lunch Seminars
- Trade Exhibition
- Lunch, Coffee/Tea Breaks
- Certificate of Attendance
- Congress Satchel

DAY REGISTRATION ENTITLEMENT

[ONLY APPLICABLE FOR DAY PROGRAMME REGISTERED]

- Plenary Sessions & Specialty Symposia
- Poster Sessions
- Sponsored Lunch Seminars
- Trade Exhibition
- Lunch, Coffee/Tea Breaks
- Certificate of Attendance
- Congress Satchel

PRE-CONFERENCE WORKSHOP

- Workshop Materials
- Lunch, Coffee/Tea Breaks

PRE CONFERENCE WORKSHOPS

WEDNESDAY (7 MAY)

VENUE : TAN TOCK SENG HOSPITAL

0900 - 1700

Approaches to Measurement and Evaluation of Chronic Disease Management Programmes

This workshop provides a practical introduction into how to design and implement an evaluation approach for chronic disease management programmes. It discusses the critical dimensions that disease management attempts to impact and which measures we can use to capture this impact. It will also address the question how we can attribute changes in such measures to the disease management programme as opposed to other effects. This discussion will cover topics like risk adjustment, selection bias, regression to the mean and experimental and non-experimental comparison strategies

SOEREN MATTKE

THURSDAY (8 MAY)

VENUE : TAN TOCK SENG HOSPITAL

1400 - 1745

Quality Improvement : Using the Narrative Approach

To introduce participants to the use of narrative as a tool in organisational quality improvement and raise issues about the research dimension of such work.

TRISHA GREENHALGH



"Getting well is easier when you have someone who cares."

PEACE OF MIND WHEN HEALTH REALLY MATTERS

More than just a leisure destination, Singapore has firmly established itself as Asia's premier healthcare hub. It is the choice destination for an increasing number of international patients who share a common confidence in a world-class healthcare system that pushes the boundaries of excellence. Together with the region's leading medical professionals, dedicated nurses and ancillary staff delivering healthcare in a clean and safe environment, it's no wonder healthcare visitors and their families find peace of mind in Singapore during their time of need. www.singaporemedicine.com

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