



**WAEH 2013 ANNUAL MEETING  
PROGRAMME**



**“Innovations in eye hospitals worldwide”**

**From a patient, CEO's, doctor's, nurses, optometrist perspective**

**Tuesday 23 April – Friday 26 April  
Start program: Tuesday 23 April with social program  
Saturday 27 April: facultative visit Sanctuary (optional)**

**Contact details project group WAEH 2013**

**Mexico:**

- Local host: Dr. Cesar Gomezperalta, Senior Consultant Eye Surgeon, Institute of Ophthalmic Science.
- Angeles Lomas Hospital, Mexico

**WAEH:**

- Maaïke van Zuilen, +31 6 456 32 117, [maaïke@philogirl.nl](mailto:maaïke@philogirl.nl)

**Tuesday 23 April**

**LOCATION: MEXICO-City**

**Hospital: Institute of Ophthalmic Science – Angeles Lomas Hospital**

Av. Vialidad de la Barranca s/n, Col. Valle de las Palmas, Huixquilucan, Estado de México.

Tel. 52465000

<http://hospitalesangeles.com/lomas/>

**JW MARRIOTT HOTEL**

Avenida Santa Fe 160, Col Santa Fe · Mexico City, Distrito Federal 01219 Mexico

Tel. 52-55-5292 7272

<http://www.marriott.com/hotels/travel/mexsf-jw-marriott-hotel-mexico-city-santa-fe/>

Please e-mail: Mrs. Isabel Fava, e-mail: [ifava@til.com.mx](mailto:ifava@til.com.mx)

**BOARD MEETING: 15.00 – 17.00**

- **Location:** JW Marriot Hotel
- **Just for board members**

**19.00 – Welcome Reception Dinner Villa María Restaurant, Santa Fe**

**SOCIAL PROGRAMME: OPEN TO ALL**

**19.00: meeting location: at the entrance of the Marriott hotel – we will walk together to the restaurant**

VILLA MARIA RESTAURANT (5-10 min walk from hotel)

Calle 3 No. 55, Lomas de Santa Fe.

Tel. 52928963

<http://www.villamaria.com.mx/en/index.html>

## Wednesday 24 April

**OPEN TO ALL**

**Location: Institute of Ophthalmic Science – Angeles Lomas Hospital**

Moderator: Dr. Cesar Gomezperalta, Senior Consultant Eye Surgeon, Institute of Ophthalmic Science

### Room

08.00 – 08.30	Registration at Main Auditorium, Basement Level S, Angeles Lomas Hospital (Institute of Ophthalmic Science)	
08.30 – 08.40	<b>Official Opening: WAEH 2013 Annual Meeting,</b> Opening Remarks	Kees Sol, Chairman of WAEH, CFO The Rotterdam Eye Hospital
08.40 – 08.55	<b>Opening: Welcome Address</b> <b>Presentation of the Institute of Ophthalmic Science – Angeles Lomas Hospital</b>	Dr. Cesar Gomezperalta MD, Senior Consultant Eye Surgeon Institute of Ophthalmic Science Angeles Lomas Hospital, Mexico
08.55 – 09.00	<b>Welcome from the Los Angeles Lomas Hospital</b>	Dr. Ricardo Washington, General Director, Institute of Ophthalmic Science – Angeles Lomas Hospital

### Key note lecture

09.00 – 09.30	“Mexico as a Global and Responsible player in the international arena”	Ambassador Juan Manuel Gomez Robledo, Vice Minister of Foreign Relations of Mexico
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### Introduction New Members

09.30 - 10.30	<b>New Members’ Presentations</b> (15 minutes each) <ul style="list-style-type: none"> <li>• <a href="#">Tianjin Medical University Eye Centre, China</a></li> <li>• <a href="#">St. John of Jerusalem Eye Hospital - Jerusalem</a></li> <li>• <a href="#">Aditya Jyot Eye Hospital – Maharashtra – India</a></li> <li>• <a href="#">Suriname Eye Center, Suriname</a></li> </ul>	Dr Tian Fang  Dr. Garth  Mr. N. Ravichandran  Dr. Pawiroredjo
10.30 – 10.45	Tea Break	

### Key note lecture

10.45 – 11.15	Implementing safety for patients at Angeles Lomas Hospital since its foundation	Dr Elizabeth Castro, General Director of Los Angeles Lomas Hospital
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### Key note lecture

11.15 – 11.45	Mexico’s “Seguro Popular” Model	Mr. Jesus Diaz, National Technology Office, Public Sector
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### WAEH project ‘Medical Outcomes’ update

11.45 – 12.00	Medical outcomes - <b>WAEH Project Update</b>	Anders Boman, CEO, St. Erik Eye Hospital
12.00 - 12.15	WAEH project Medical Outcomes – workshop - Using the new webtool for medical outcomes	Carina Libert, Nurse & Policy Advisor, – St. Erik Eye Hospital

### Official Welcome of New Members

12.15 – 12.30	Photo moment - Participants WAEH Mexico 2013) (All new members will receive a special WAEH plaque)	Board members of the WAEH will give a plaque to the new members.
12:30 – 13.30	Lunch	Angeles Lomas Hospital

### BSC – the old, the new, the outperformers

13.30 – 13.45	Who is doing well on which BSC-parameter and what can we learn from this particular eye hospital?	Rene Zimmerman Financial Manager of The Rotterdam Eye Hospital
13.45 – 14.00	MD-patients, the numbers are rising: facts & numbers, how is the Rotterdam Eye Hospital innovating?	Els Steijger Senior Policy Advisor – The Rotterdam Eye Hospital Sietske Huiskens

		Senior Optometrist – The Rotterdam Eye Hospital
14.00 – 14.15	Success rate cataract surgery	Anne Odergren Medical director - St. Erik Eye Hospital
14.15 – 14.30	What has the THONEH introduced in their hospital to reduce the number of cancellations on the day	Dato' Ramani CEO, THONEH
14.30 – 14.45	Measuring Cataract Surgical Outcomes	Dr. Haripriya, Aravind Eye Care System
14.45 – 15.00	BSC - Discussion	Wim Oosterom External advisor of the WAEH
15.00 – 15.15	Tea break	
<b>Service Quality</b>		
15.15 – 15.30	Service Excellence: Good Isn't Good Enough	Mr Patrick Tan, Senior Manager, Quality Service Department, SNEC
15.30 – 15.45	How can non-medical professionals assist medical professionals in patient management?	Prof Dato' Dr Chandra Sekaran, CEO, THONEH
15.45 – 16.00	Staff Empowerment: Think on Your Feet	Ms Serene Foo, Senior Director, Quality Service Department, SNEC
16.00 - 16.15	Tea break	
<b>WAEH MEMBER MEETING: OPEN TO WAEH FULL MEMBERS</b> <b>Moderator: Charity Wai, Secretary of the WAEH</b>		
16.15 – 16.20	Opening – Welcome	Kees Sol Chairman of the WAEH CFO The Rotterdam Eye Hospital
16:20 – 16.30	Annual report 2012	Kees Sol
16.30 – 16.40	Financial account 2012	John Pelly Treasurer of the WAEH CEO Moorfields Eye Hospital
16.40 – 16.50	Annual activity plan 2013 – 2014	Kees Sol
16.50 – 17.00	Budget & fee scheme 2013 – 2014	John Pelly
17.00 – 17.10	Board election voting	Wim Oosterom Advisor to the board of the WAEH
17.10 – 17.15	Wrap up	Kees Sol
18:30-20:30	<b>Cultural evening – Palace of the Fines Arts</b> PALACE OF THE FINE ARTS Av. Juarez esquina con Eje Central, Centro Histórico Tel. 55122593 <a href="http://www.palacio.bellasartes.gob.mx">http://www.palacio.bellasartes.gob.mx</a>	

## Thursday, 25 April

**Moderator: John Pelly**

**Room:** Main Auditorium, Basement Level S, Angeles Lomas Hospital (Institute of Ophthalmic Science)

08.30-09.30	<b>Hospital and Institute Tour – meeting point</b> Main Auditorium, Basement Level S, Angeles Lomas Hospital (Institute of Ophthalmic Science)
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09:30-09.45	Coffee/tea
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09.45 – 10.00	The Anesthesia Experience of the Ophthalmic Patient. Does it make a difference?	Dr. Erika Reyes, Anesthesiologist, Los Angeles Lomas Hospital
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### Member update

10:00-12.00	<b>Round Table: Member Institutions</b> (10 minutes each. 2 minutes Q&A - To give brief report on new initiatives)
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1. Moorfields Eye Hospital – John Pelly
2. Rotterdam Eye Hospital (The Netherlands) – Rene Zimmerman
3. Royal Victorian Eye and Ear Hospital (Australia) – Ann Clark
4. Rutnin Eye Hospital (Thailand) – Siri Rutnin
5. Singapore National Eye Centre (Singapore) – Charity Wai
6. St Erik Eye Hospital (Sweden) – Anders Boman
7. Tun Hussein Onn National Eye Hospital (Malaysia) – Prof. dato Veera Ramani
8. Eye Hospital - University Hospital Leuven (Belgium) – Prof. Werner Spileers

ASSOCIATE MEMBERS:

9. Institute of Ophthalmic Science Angeles Lomas Hospital (Mexico) – Dr. Gomezperalta
10. Aravind Eye Care System (India) – Dr. Haripriya

12:00-12.45	Lunch at Angeles Lomas Hospital
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### WAEH projects

12.45 – 13.05	Follow up of the <b>glaucoma care unit</b> WAEH - project: focus on recruitment, training and education of glaucoma care unit employees – <b>WAEH Project Update</b>	Sien Boons, Senior Optometrist, UZ Leuven Peter van Elderen, Manager Clinical Department, UZ Leuven Sietske Huiskens, Senior Optometrist, Rotterdam Eye Hospital
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13.05 – 13.25	<b>WAEH project – Management of AMD-patients</b> - Can the glaucoma post unit be used as a blue print for the development and creation of a medical retina post?	Peter Van Elderen, Manager Clinical Department, UZ Leuven
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### Managing in Difficult Times – Doing More with Less: without reducing Quality

13.25 – 13.30	Introduction	Cesar Gomezperalta
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13.30 – 13.50	Quality enhancing while cutting costs	Prof. Ramani, CEO, THONEH (TBC)
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13.50 – 14.10	The small space phenomenon – a Cosmopolitan challenge	Mr. Ravichandran, Aditya Jyot Eye Hospital – Maharashtra – India
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14.10 – 14.30	Managing in difficult times, without reducing the quality – The Swedish AMD registry	Ann Odergren, Medical director, St. Erik Eye Hospital
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14.30 – 14.50	Seeing the future	Tracy Siggins, RVEEH
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14.50 – 15.10	Systems Thinking as an approach to transforming outpatient care	Laura Spratling, General Manager – Moorfields South
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15.10 – 15.30	Tea Break
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## Paediatric Ophthalmology Symposium

Moderator: Dr. Ricardo Washington, Director, Institute of Ophthalmic Science

15.30 – 17.15

- Life beyond Child Vision
- Children Sedation
- The paediatric service at Moorfields - how children Influence their hospital journey
- Optimization of the orthoptic outpatient clinic: How do do more with less?
- Children Eye Care Screening and Detection of Refractive error

Dr. Rodolfo Lozano, private children's psychologist, Mexico

Ms Anita Thambirajah, Nurse Clinician, Outpatient Subspecialty Clinics, SNEC

Mally Scrutton, Paediatric Matron, Moorfields, TBC

Peter Van Elderen, Manager Clinical Department, UZ Leuven, Belgium

Dato' Ramani, CEO, THONEH, Malaysia

18.30

**Cultural Evening. "Papalote" Children's Museum**  
PAPALOTE CHILDREN'S MUSEUM  
2a Sección de Chapultepec  
<http://papalote.org.mx>

Just for the adults

## Friday 26 April

07.00 – 08.00 AM	<b>Breakfast meeting – Board</b> meeting – open to members of the board of the WAEH: <ul style="list-style-type: none"> <li>Reviewing project proposals</li> <li>Location: Marriott hotel</li> </ul>	
	<b>Room: @Microsoft building / moderator : Microsoft Technology Team / Cesar Gomezperalta</b> MICROSOFT Technology Center, Mexico City Vasco de Quiroga 1700 Piso 3, Centro de Ciudad Santa Fe, Mexico, D.F., 01210, Mexico Tel. +52 (55) 5267 2400 <a href="http://www.microsoft.com/en-us/mtc/locations/mexicocity.aspx">http://www.microsoft.com/en-us/mtc/locations/mexicocity.aspx</a>	
09.25 – 09.30	Introduction of the day	Cesar Gomezperalta
<b>Physical Redevelopment and Design</b>		
09.30 – 09.50	Elderly Friendly Designs Guide	Charity Wai, COO, SNEC
09.50 – 10.10	Funding the redevelopment of the Royal Victorian Eye and ear Hospital	Ann Clark, CEO, RVEEH
10.10 – 10.30	Tea & Coffee	
<b>Symposium: Digital Innovations in Eye Hospitals</b>		
10.30 – 10.35	Introduction symposium	Cesar Gomezperalta
10.35 – 10.55	Digital Self Triage in the A & E department	Marijke Wefers-Bettink, ophthalmologist Rotterdam Eye Hospital
10.55 – 11.15	Innovative uses of technology to improve patient experience in the delivery of eye care - WAEH Project 2013	Alex Baldwin, General Manager Outpatients and Diagnostic Services, Moorfields Eye Hospital Laura Spratling, General Manager – Moorfields South
11.15 – 12.15	<b>Visit Innovative &amp; intelligent Building of Microsoft; innovation wing – guided tour</b>	
12.15 – 13.15	LUNCH	
13.15 – 13.35	Digital innovations in the RVEEH	Ann Clark, CEO, RVEEH
13.35 – 13.55	Measure and manage the patients journey and outcome based patient experiences with Windows 8, Apps, Devices and Kinect	Microsoft Technology Team
13.55 – 14.15	The Vision for OpenEyes	Bill Aylward, Vitreo retinal ophthalmologist - Clinical Lead for Information Technology Moorfields
14.15 – 14.35	Innovation in Caregiver Collaboration and Telemedicine	Microsoft Technology Team
14.35 – 15.00	Tea & Coffee	
15.00 – 15.20	Ophthalmological EMR: digital data and images: quantity and quality. The Leuven EMR for other (eye)doctors and for the patient. What to expect in the future?	Peter van Elderen, Manager Clinical Department, UZ Leuven Prof. Dr. Spileers, Ophthalmologist, CEO, UZ LEUVEN
15.20 – 15.40	Digital Innovations in the Aditya Jyot Eye Hospital	Mr. Ravichandran, Aditya Jyot Eye Hospital – Maharashtra – India
15.40 – 16.00	Mobile Apps Development: <ul style="list-style-type: none"> <li>○ MyEyeMatters</li> <li>○ MyEyeDrops</li> <li>○ MyEyeGym</li> </ul>	Ms Margaret Tan, Deputy Director of Nursing, Outpatient Subspecialty Clinics , SNEC
16.00 – 16.20	Wrap up Technology Module Q&A with the experts	Cesar Gomezperalta and Microsoft Team
16.20– 17.00	<b>WRAP UP Meeting: location 2014</b>	Kees Sol, Chairman of the WAEH
17:30	Take bus to JW Marriot Hotel / Free time / Optional Dinner for participants staying in Mexico City	