



FOCUS: Hospital of the future -
in search of European pathways to excellence



Hospital of the future - in search of European pathways to excellence

Wednesday 8 September

EAHM-meetings

Thursday 9 September

09.00 - 10.30 General assembly of the EAHM
11.00 - 12.30 Opening Ceremony
14.00 - 16.00 Hospital of the Future
16.30 - 17.40 Excellence
19.00 - Reception at the Oslo City Hall

Friday 10 September

09.00 - 10.10 Excellence
10.40 - 12.00 European pathways
13.30 - 14.50 European pathways
15.20 - 17.00 Panel discussion
19.00 - Gala dinner

Saturday 11 September

09.30 - 13.30 Social programme

1 Opening Ceremony

Thursday 9 September, 11.00 - 12.30

Emil Hansen, President of the Norwegian Association HLF
Dagfinn Høybråten, Health minister of Norway
Per Ditlev-Simonsen, Mayor of Oslo
Manuel Delgado, EAHM president

Challenges for Hospital managers at present and in the future

Prof. Per-Gunnar Svensson, General Director, International Hospital Federation

2 Session: Hospital of the future

Thursday 9 September, 14.00 - 16.00

Moderator: Dr. Björn Guldvog

Hospital of the future - major challenges

Dr. Björn Guldvog, Director General, Directorate for Health and Social Affairs, Norway

Is it a hospital? How e-health will change specialized health care.

Harald Noddeland, National Partner, PricewaterhouseCoopers DA, Norway

The future agenda: 10 recommendations to hospital managers for achieving a Best-in-Class position

Prof. Dr. Von Eiff, Geschäftsführung, Centrum für Krankenhaus-Management GmbH, Germany

Where is the pilot? New approaches to hospital governance in Europe

Prof. Dr. A. Vleugels, Director – K. Eeckloo, Research Fellow, Center for Health Services and Nursing Research – KULeuven, Belgium

The psychiatric hospital of the future: dilemmas and solutions

Dr. George Witte, President, Rijngeest Groep, the Netherlands

3 Session: Excellence

Thursday 9 September, 16.30-17.40

Friday 10 September, 09.00-10.10

Moderator: N.N.

Excellence and quality

Frank WSM Verheggen, Quality Manager, University Hospital Maastricht, the Netherlands

Excellence, patient satisfaction and citizens

Morten Freil, Head of department, Copenhagen County - University Hospital, Denmark

Psychiatry: excellence through public and patient involvement

Alan Yates, Chief Executive, Mersey Care NHS Trust, Great Britain

Quality, Accreditation and Excellence

Dr. Biel Fortuny i Organs, Policlínica del Vallés, Spain

Excellence and staffing: Nursing management & organisation

Myrian Hubinon, Direction du Département Infirmier, Université Catholique de Louvain, Belgique

Hospital and health care organisation

Dr. Bjørn Magne Eggen, Medical Director, Ministry of Health, Norway

4 Session: European pathways to excellence

Friday 10 September, 10.40 - 12.00, 13.30 - 14.50

Moderator: Prof. Constantino Sakellariades

Hospital accreditation in Europe: regulation, or development?

Dr. Charles Shaw, Independent health care adviser, United Kingdom

Toward the excellence of services

Dr. Vicente Gil Suay, General Manager - Valdivieso Martinez, Hospital Universitari La Fe, Spain

Quality in measuring patient satisfaction

Peter Rohde, Head of department of Quality, Aarhus County, Denmark

Money, Management and Morals

Jörg Weidenhammer, Managing Director, TCC Trans Clinic Consultants GmbH - IGSF Institut für Gesundheits-System-Forschung GmbH, Germany

The application of a Quality Model as a Hospital Management system

Hugo Casteleyn, General Manager, A.Z. St-Blasius, Belgium

Future hospital with patient rights as a pathway

Johan Arnt Vatnan, Managing Director, Helsebygg Midt-Norge, Norway

Cross border co-operation

N.N.

Putting e-Health to Work

Stephen Gatley, Olympus UK

5 Session: Panel discussion

Friday 10 September, 15.20 - 17.00

The session-moderators give a summary of their session. The floor is open to the speakers and participants.

FOCUS: L'Hôpital du futur - pour des voies européennes vers l'excellence
Focus: Krankenhaus der Zukunft - auf der Suche nach europäischen Wegen zu einer exzellenten Leistung
FOCUS: Hospital of the future - in search of European pathways to excellence



General information

Congress venue

Radisson SAS Scandinavia Hotel,
Holbergsgt 30, Oslo

Congress language

Simultaneous interpretation in English, French and German is available.

Registration

Please register online via our web page or use the enclosed registration form.

On-site registration of participants at Radisson SAS Scandinavia Hotel starts on 9th September 2004, at 08.00.

Registration fees

Participant

Before June 30th 2004

NOK 3600 (approx. €425)

Accompanying person

NOK 2200 (approx. €260)

Post-congress tour

NOK 750 (approx. €90)

After June 30th 2004

NOK 3900 (approx. €460)

NOK 2400 (approx. €285)

NOK 850 (approx. €100)

Approximately price in Euro correspondig to a current rate of 8,47 pr. April 2004.

The registration fee for participant entitles them to all scientific programme sessions, the opening ceremony, congress exhibition, congress bags, reception at the City Hall, gala dinner, coffee breaks, lunch on Thursday and Friday.

The registration fee for accompanying persons entitles them to the opening ceremony, reception at the City Hall, Gala dinner, lunch on Thursday and Friday and the tour programme for accompanying persons.

Terms of payment

Payment should be made:

- by credit card
- by bank transfer

Your registration will be processed only upon receipt of payment.

Registration online or by forms, mailed or faxed with credit card information or proof of fund transfer.

Cancellation of registration and reimbursement

Cancellation will be accepted upon written notice:

- by 31 July 2004 – 80%
- from 1 to 31 August – 60%
- After 31 August – no reimbursement

All changes are subject to a fee of NOK 150.

Accommodation service

Hotel rooms have been reserved at the Congress Hotel and nearby hotels of various categories for the 20th EAHM Congress participants. All hotels are located in the city centre close to the Royal Castle, Main Street and shopping centre.

Hotels

Hotel	Single room	Double room
Radisson SAS Scandinavia Hotel	NOK 1200	NOK 1400
Scandic Edderkoppen	NOK 795	NOK 895
Rainbow Hotel Europa	NOK 1015	NOK 1270
Rica Holberg Hotel	NOK 1161	NOK 1323

Deposit

To guarantee the hotel accommodation, one night's deposit will be charged.

In the event that your first choice of hotel is fully booked, we will reserve one of the other hotels on the list of a similar price, category and standard.

Radisson SAS Scandinavia Hotel

Holbergsgate 30, Oslo - Phone: +47 23 29 30 00
www.radissonsas.no

Rainbow Hotel Europa

St Olavs gate 31, 0166 Oslo - Phone: +47 23 25 63 00
www.rainbow-hotels.no/europa

Scandic Edderkoppen

St. Olavs plass 1, Oslo - Phone: +47 23155600
www.scandic-hotels.com

Rica Holberg Hotel

Holbergs plass 1, 0166 Oslo - Phone: +47 23 15 72 00
www.rica.no

Liability

In registering for the Congress participants agree that neither the Congress Committee nor the Organising Secretariat assume any liability whatsoever. Participants are requested to make their own arrangements in respect to health and travel insurance.

Tours

Tour Programme accompanying persons - 9 -10 September 2004

City sightseeing, 3 hrs. Lunch included.

Tour to Hadeland Glasswork, 5,5 hrs. Lunch included.

Post-congress tour - 11 September 2004

Half-day tour; Oslo Highlights. Lunch included.



Registration form

20TH Congress of the European Association of Hospital Managers

Please return the form before June 30th 2004 to

BTI Nordic
event & conference solutions

P.O.Box 6827 St. Olavs plass, 0130 Oslo, Norway
 Phone: +47 23 35 37 77, Fax: +47 22 20 23 80
 Online registration: www.congress-eahm.com

Title Prof. Dr. Mr. Ms. Nurse Other

First name

Last name

Position

Institution

Address

Postal Code City Country

Phone Mobile Fax

E-mail

Accompanied by

Registration fees (pls. x and fill in where appropriate) Before June 30th 2004 After June 30th 2004

Participant	NOK 3600		NOK 3900	
Accompanying person	NOK 2200		NOK 2400	
Post-congress tour - Oslo Hightlights	NOK 750		NOK 850	

Hotels	Sgl room	Dbf room	Deposit
Radisson SAS Scandinavia****	NOK 1200	NOK 1400	1st night
Scandic Edderkoppen***	NOK 795	NOK 895	1st night
Rainbow Hotel Europa***	NOK 1015	NOK 1270	1st night
Rica Holberg Hotel***	NOK 1161	NOK 1323	1st night

Dbf room - sharing with

Date of arrival Date of departure

Tour programme for accompanying persons

City Sightseeing	9th September 2004	
Hadeland Glassverk	10th September 2004	

I hereby authorise the Congress Secretariat of the 20th EAHM Congress to debit my credit card account for the registration fee, hotel deposit and chosen tour programme.

Visa Euro Card MasterCard American Express Diners By bank transfer
(invoice will be sent)

Credit card owner Credit card no.

Exp. Date Total amount

Date Signature




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CH-5033 Buchs/Switzerland

General information

Organiser

The 20th Congress is organised by

the Norwegian Association of Hospital Managers

under the guidance of the European Association of Hospital Managers

For further information, please contact

The Norwegian Association of Hospital Managers

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Technical organiser

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E-mail: eahm@btinordic.com

Online registration: www.congress-eahm.com

Please find latest updated programme on the Congress website

