

# International Nurse Leaders Forum

Conversations on Global Health Care Challenges

## Day 1 Agenda

Wednesday, May 17



1:00 p.m.

### Welcome and Opening Remarks

- **Sarah Chart**, RN, Vice President, Optum Health Education
- **Ivic Mueco**, Managing Director, Optum Global Solutions – Philippines, Puerto Rico and Colombia

1:15 p.m.

**Keynote Address:** *Pathways to Health Care Leadership: Seizing Opportunities for Growth*, **Margaret-Mary Wilson**, MD, MBA, MRCP, Executive Vice President and Chief Medical Officer, UnitedHealth Group

The health care profession offers multiple career growth opportunities and many pathways to leadership. Nursing leadership is an essential component of high-quality care: effective leaders influence retention, help staff navigate health care administration, and develop expertise and can ultimately shape health care delivery practices and policies. A positive practice environment can facilitate transition to leadership when it maintains standards surrounding shared decision-making, safety, quality, well-being and opportunities for professional development. With a focus on nurse leadership, this presentation will describe how nurses can find opportunities to develop their competencies, grow in their position, improve collaboration, guide nursing practices and increase their sense of fulfillment. Video vignettes on specific clinician and nurse leaders' career paths will be included.

### Objectives:

- Describe opportunities for career growth for health care professionals.
- Identify qualities, skills, behaviors and strengths that are important for nurse leadership positions that are vital to providing effective, high-quality care.
- Discuss strategies for maintaining practice environment standards that positively influence nurses' professional development.

3:00 p.m.

Break

3:30 p.m.

*The Intersection Between Technology and the Practice of Nursing,*  
**Sarah Chart**, Vice President, Optum Health Education

The utilization of health technology has increased dramatically over the past few years, allowing health care providers to improve work efficiency. Nurses can effectively monitor patients' real-time health status remotely via applications and devices that allow patients to self-report health data or are staffed by remote nurse monitoring teams. These applications, such as continuous vital sign monitoring and remote exam devices, ensure continuity of care, convenience and efficiency. Familiarity with these modalities will improve nurses' ability to integrate these technologies into their health care practice. This presentation will provide an overview of current health technology modalities and best practices for integrating these modalities into nursing practice. It will also discuss the ability of these applications to enhance health care delivery, offer increased access to health care and ultimately improve patient outcomes.

**Objectives:**

- Identify the capabilities of current health technology modalities and how they can improve continuity of care, the health care team decision-making process and care plan implementation.
- Discuss remote patient monitoring technologies and explore how remote monitoring teams engage with nurses and the care team.
- Describe strategies to incorporate health technology into everyday health care practices.

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4:30 p.m.

*Nurse and Healthcare Worker Burnout: Why Does It Matter & How Can We Prevent It?* - **Gang Badoy-Capati**, Executive Director and Lead Trauma Therapist, Project Steady Asia

While the field of nursing can be very fulfilling, nurse and healthcare worker burnout has increased markedly over the past decade. Defined as a state of emotional, physical and mental exhaustion caused by excessive and prolonged stress, burnout has been attributed to work-related challenges including long working hours, poor work environments, high workloads and productivity goals, and difficulty in maintaining work-life balance. This activity will discuss contributing factors to burnout and its impact on the health and well-being of nurses, healthcare workers and their patients' health outcomes. It will also examine interventions that can help decrease overall stress and discuss ways that nursing leadership can proactively recognize and prevent burnout.

**Objectives:**

- Describe contributing factors and associated signs and symptoms.
- Discuss the potential impact of burnout on nurses and on patients' health outcomes.
- Identify strategies that can be implemented by nurses and nurse leaders to decrease overall stress, support mental health needs and prevent burnout within the health care environment.

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5:30 p.m.

Adjourn

# International Nurse Leaders Forum

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## Day 2 Agenda

Thursday, May 18



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**1:00 p.m.**      **Welcome and Opening Remarks, Sarah Chart, RN, Vice President, Optum Health Education**

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**1:15 p.m.**      *“Nursing Crunch”: Addressing the Global Nursing Shortage, **Christine Dugay, Senior Engagement Manager, IpsosStrategy 3***

The Nursing Crunch is a global problem. Nurses are needed even in the Philippines despite its position as the world’s top provider of nurses. Across markets, governments, hospitals and healthcare, stakeholders have attempted to implement various measures, incentives and tactics to address the nursing shortage. Ipsos, in partnership with Terumo, explores how stakeholders are boosting nursing cohorts through a range of strategies ranging from incentives and technology enablers to talent training and management. This presentation will provide an overview of solutions undertaken, discuss future possibilities, and serve as springboard for discussions on how the industry can come together to address the nursing crunch.

**Objectives:**

- Describe the impact of the nursing crunch on the Philippine healthcare system.
- Identify the push and pull factors behind the nursing shortage.
- Discuss solutions taken by, and recommendations from, healthcare stakeholders on how to address the nursing crunch.
- Recognize plausible future paths to boost nursing cohorts as we move into the future of healthcare.

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**2:15 p.m.**      *Global Health Workforce Shortage: Panel Discussion with Q&A, **Kenneth Y. Hartigan-Go, MD, FPCP, FRCP Edin, FACP, FICD, Senior Research Fellow, Ateneo Policy Center; Program Director for Leadership and Innovation, Ateneo School of Government; Adjunct Faculty, Asian Institute of Management; Honorary Visiting Assoc. Professor, Saw Swee Hock School of Public Health National Univ. Of Singapore (Moderator)***

*Continuation at the back*

**Panelists:**

1. Melvin Miranda, MAN, RN, President, Philippine Nurses Association
2. Rodolfo Borromeo, EdD, FCHA, MMHoA, RN, Nursing Director, Manila Doctors Hospital
3. Justine Raagas, Executive Director, Philippine Business for Education
4. Eric Ang, Business Lead, Terumo Medical Corporation
5. Christine Dugay, Senior Engagement Manager, IpsosStrategy 3

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**3:45 p.m.**

Break

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**4:30 p.m.**

*Strengthening the Global Nurse Population: Retention, Support and Career Pathways – Where Do We Begin?*, **Jeremy Lim**, Director, Leadership Institute for Global Health Transformation, Saw Swee Hock School of Public Health, National University of Singapore

The current landscape of nursing is changing and nursing leaders face many challenges, including navigating the global nursing shortage, integrating health care technology, protecting mental health and preventing burnout. The pathways to a nursing career have become increasingly varied, and global hiring patterns continue to change. How can nursing leaders best address these global health care challenges? This discussion will highlight global nursing strategies and avenues for international collaboration that can support nurse education and training. It will provide a safe forum for participants to network and begin discussions around the identified issues regarding training, retention, mental health support, health technology integration and the role of nurse leaders.

**Objectives:**

- Discuss the identified concerns and priorities of nursing leaders regarding the current state of training practices, health care environments, hiring patterns, retention, and support and other topics.
- Describe nursing leaders' recommendations for strategies and approaches to enhance interprofessional collaboration aimed at improving the current state of nursing.
- Identify key issues that nurse leaders can continue to discuss within their own health care teams and with policy stakeholders and other leaders.

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**5:30 p.m.**

Closing Remarks, **Darwin Mariano**, BA, JD, MSc, Vice President, External Affairs, UnitedHealth Group

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**6:00 p.m.**

Adjourn