

insight 2021

MEDICAL TRAVEL MARKET INTELLIGENCE
Virtual CONFERENCE

Forging Resilience

16 - 18 November 2021

Commencing at 0900 (GMT +8)

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FORGING RESILIENCE

COVID-19 pandemic has taken the center stage of the world for the past one year. Industries at large have been impacted; healthcare travel included.

As the world slowly recovers from the pandemic, borders are hoped to be gradually opened towards the end of 2021 or early 2022. With vaccination programmes rolled out aggressively across the world, MHTC envisages healthcare travel to show early signs of recovery from 2022 onwards. Global healthcare travel industry remains RESILIENT to manoeuvre through these uncertainties. In FORGING ahead, it is crucial for regional players to join effort, convene and shape future business of healthcare travel together.

With the theme “**FORGING RESILIENCE**”, insigHT2021 presents a 3-day conference that is packed with highly relevant topics delivered by influential speakers. Additionally, insigHT2021 continues acting as a significant platform for industry players to strategise and collaborate in sustaining and growing the healthcare travel industry.

Join us as we unveil post pandemic recovery strategies, untapped business opportunities, 2022 and future trends, case studies and success stories, digital transformation plans and many more insigHT-ful topics. Get access to LIVE presentations, on-demand videos, real-time chats and Q&A, roundtable discussions, regional collaboration opportunities and win amazing prizes, from the comfort of your own home!

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or visit www.mhtc.org.my/insight2021 for more details.



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Past Attendees at **insigHT2020**

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countries

more than
700
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“ I was highly impressed by the sharing and suggestions of APEC: Medical tourism Forum ”



International Cooperation Department of Vietnam National Administration Of Tourism, Vietnam

“ Sessions were GOOD! ”



Global Health Limited, Australia

“ insigHT2020 boasts multiple number of experts, panelists, and speakers in the conferences and presents good signs for the journey of every industry that support the healthcare and medical tourism industries ”



Pharmaniaga, Malaysia

“ I met valuable partners during insigHT. Now we have partnerships going. insigHT is such a good event to meet key businesses to form partnerships! ”



Mayflower, Malaysia

Malaysia
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Get connected to regional movers and shakers of the healthcare travel industry. Exchange your e-business cards seamlessly with hundreds of potential business partners. Continuously build your presence as we maneuver through this challenging time together.



Growing Competence

Be equipped with regional trends, news and best practices. Reflect on your performance and relook at how you can do better in the coming years. Heighten your product, service and offering placements on a whole new realm by featuring them on a regional level.



Forging Resilience

With uncertainties in the market, businesses are constantly looking for different means to stay in the game. Through **insigHT2021**, exchange ideas, skills and knowledge with different industry stakeholders on how to bounce your business to another level. With the regional resilient strategies, get your business through 2022 and beyond!



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3. Mah Meri Tribe, Kuala Langat
4. Sepang Int. Circuit, Sepang
5. Satay Kajang, Hulu Langat
6. Sunway Lagoon, Petaling
7. White Water Rafting, Hulu Selangor
8. Sekinchan Paddy Field, Sabak Bernam
9. Royal Gallery, Klang

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What is in **insigHT2021** Virtual Platform?



Virtual Conference Hall



Exhibition Hall



Breakout Rooms



Networking Area



Meeting Rooms



Gamification Room



VOD ROOM



Regional Forums

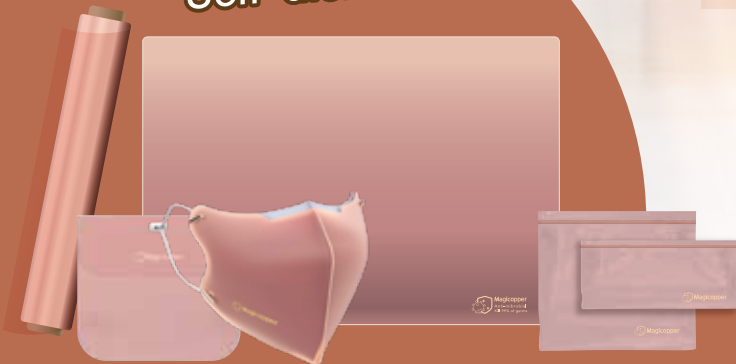


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SPEAKER LINE-UP



YB Khairy Jamaluddin
Minister of Health,
Ministry of Health, Malaysia



YB Dato' Sri Mustapa Mohamed
Minister in the Prime Minister's
Department (Economy), Malaysia



Ir. Rizki Handayani, MBTM
Deputy Minister for Tourism Product
and Events, Ministry of Tourism and
Creative Economy of Republic of
Indonesia



YBhg. Tan Sri Dato' Seri Dr. Noor Hisham Abdullah
Director General,
Ministry of Health, Malaysia



Datuk Musa Hj. Yusof
Deputy Director General (Promotion),
Tourism Malaysia, Malaysia



Mr. Mohd Daud Mohd Arif
Chief Executive Officer
Malaysia Healthcare Travel Council
(MHTC), Malaysia



Ms. Aileen Omar
President (airasia Digital),
AirAsia Group, Malaysia



Dr. Maliha Hashmi
Prominent Health Leader
Kingdom of Saudi Arabia,
One of Top 7 Female Health Leaders
MENA Region



Ms. Rita Khan
Chief Digital Officer,
Mayo Clinic, U.S.A



Ms. Maria Taylor
Head of Commercial for Asia Pacific,
Amadeus Hospitality,
Singapore/ Asia Pacific



Mr. Senthu Arumugam
Partner,
McKinsey & Company, Malaysia



Mrs. Nongyao Jirundorn
Director, Tourism Authority of Thailand
(TAT), Malaysia and Brunei



Mr. Irving Stackpole
President,
Stackpole & Associates, Inc., U.S.A.



Dr. Azhar Azahari
Regional Business Development and
Area Manager, Asia Pacific,
IATA, Singapore



Dr. David G. Vequist IV
Founder, Director & Tenured Full
Professor of Management Center
for Medical Tourism Research (CMTR)
& H-E-B School of Business
& Administration, University of
the Incarnate Word (UIW), U.S.A



Ms. Nadiah Wan
Chief Executive Officer,
Thomson Hospital Kota Damansara
and Group Chief Executive Officer,
TMC Life Sciences Berhad, Malaysia



SPEAKER LINE-UP

	<p>Dr. Stacey Rizza Executive Medical Director for International Practice, Mayo Clinic, U.S.A</p> 		<p>Mr. Michel Julian Programme Officer, Tourism Market Intelligence and Competitiveness Department, United Nations World Tourism Organization (UNWTO), Spain</p> <p>With the participation of</p> 		<p>Mr. Andy David Healthcare Director, T-Systems S.E.A., Singapore</p> 		<p>Datuk Dr. Kuljit Singh President, Association of Private Hospitals Malaysia (APHM), Malaysia</p> 
<p>Dr. Tan Jit Seng Founder and Director, Lotus Eldercare, Singapore</p> 		<p>Dr. Fina Tams Consultant, COVID-19 Vaccine Preparedness, WHO Representative Office for Malaysia, Brunei Darussalam and Singapore</p> 		<p>Mr. Matt Laird Global Projects Director, Resense, U.S.A</p> 		<p>Mr. Arnaud Bauer Principal, Asia Pacific Life Sciences & Healthcare, L.E.K. Consulting, Singapore</p> 	
	<p>Professor Datuk Seri Dr. Victor Wee Professor, School of Hospitality, Tourism & Events, Taylor's University, Malaysia</p> 		<p>Mr. Nithi Kumar Regional Head of Customer Experience, NASEAP Kantar, Malaysia</p> 		<p>Mr. Farizal Jaafar Chief Strategy Officer, Malaysia Healthcare Travel Council (MHTC), Malaysia</p> 		<p>Mr. Zul Idris VP of Industry Sustainability, Malaysia Healthcare Travel Council (MHTC), Malaysia</p> 
<p>Mr. Mahathir Said General Manager Professional Services, TM ONE, Malaysia</p> 		<p>Ms. Shazurawati Abd Karim Executive Vice President, TM ONE, Malaysia</p> 		<p>Mr. Mohd Hanis Hanisab Healthcare Account Director, TM ONE, Malaysia</p> 		<p>Dr. Jillian Yeoh Managing Director, IMM Healthcare Sdn. Bhd., Malaysia</p> 	

SPEAKER LINE-UP

Dr. Nick Losseff

Medical Director of Global Patient Services and Strategic Alliances, Cleveland Clinic London, U.K



Mr. Rohit Nambiar

Group Chief Executive Officer, Tune Protect Group Berhad, Malaysia



Mr. Fabian Bigar

Chief Executive Officer, Strategic Change Management Office (MyDIGITAL), Economic Planning Unit, Prime Minister's Department Malaysia



Mr. James Tan

Chief Executive Officer, Suntrack Development Sdn Bhd, Malaysia



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DAY 1 CONFERENCE AGENDA*

16.11.2021

PHYSICAL** OPENING CEREMONY

VVIP ITINERARY

0800-0830

Registration

0830-0900

Arrival of VVIPs

0900-0905

Negaraku and
Doa Recital

0905-0910

Welcome Note

0910-0920

Opening Remark

0920-0935

Keynote Address

0935-1000

Launch Gimmick

1000-1030

Press Conference

ONLINE VIRTUAL PLATFORM

0800-0900 (60 mins)

 Registration and Networking

0900-0905 (5 mins)

Negaraku and Doa Recital

0905-0910 (5 mins)



Welcome Note

By: Mr. Mohd Daud Mohd Arif
CEO, Malaysia Healthcare Travel Council (MHTC), Malaysia

0910-0920 (10 mins)



Opening Remark

By: YB Dato' Sri Mustapa Mohamed
Minister in the Prime Minister's Department (Economy), Malaysia

0920-0935 (15 mins)



Keynote Address

By: YB Khairy Jamaluddin
Minister of Health, Ministry of Health, Malaysia

0935-1000 (25 mins)



Launch Gimmick

By: YB Khairy Jamaluddin, Minister of Health, Ministry of Health, Malaysia

YB Dato' Sri Mustapa Mohamed, Minister in the Prime Minister's Department (Economy), Malaysia

YB Mohd Shahar Abdullah, Deputy Finance Minister I, Ministry of Health, Malaysia

Mr. Mohd Daud Mohd Arif, CEO, Malaysia Healthcare Travel Council (MHTC), Malaysia

Legend:



Registration



Speaking Session



Fireside Chat



Panel Discussion



Sponsored Session



Roundtable



Presentation



Morning / Lunch Break



Concurrent Session

Day 1 Agenda continues on the next page

*All agendas are subject to change

**Subject to pandemic development & latest MKN SOP

DAY 1 CONFERENCE AGENDA*

16.11.2021

1000-1045 (45 mins)



Megatrends Shaping the Future of Healthcare

- Global healthcare outlook
- Healthcare transformation
- Trends and opportunities driving healthcare in Asia

Speaker: Mr. Senthur Arumugam, Partner, McKinsey & Company, Malaysia

1045-1100 (15 mins)



Morning Break

1100-1130 (30 mins)



Fireside Chat: Reimagined Malaysia Healthcare System

- How can the healthcare system better prepare to address the next global threat(s)
- Focus area to increase competitiveness
- Future of public-private partnership (PPP) in strengthening Malaysia's healthcare ecosystem

Moderator and Speaker 1: Datuk Dr. Kuljit Singh, President, Association of Private Hospitals (APHM), Malaysia

Speaker 2: Tan Sri Dato' Seri Dr. Noor Hisham Abdullah, Director General, Ministry of Health, Malaysia

1130-1200 (30 mins)



Amplifying Malaysia's Sustainable Recovery with 5G Enabled Digital Services

Speaker: Ms. Shazurawati Abd Karim, Executive Vice President, TM ONE, Malaysia

1200-1230 (30 mins)

TBC

1230-1400 (90 mins)



Lunch and Networking

1400-1445 (45 mins)



Global Tourism Trends & The Future of Travel

- Pressing highlights affecting the industry in 2022 and what to prepare
- Socio-economic shifts, new travel experience and digital innovation
- 2022 trends, dependents, and potential of intra regional travels

Speaker: Mr. Michel Julian, Programme Officer, Market Intelligence and Competitiveness World Tourism Organization (UNWTO), Spain

DAY 1 CONFERENCE AGENDA*

16.11.2021

 1445-1600 (75 mins)   **Panel Discussion: Post Vaccination Plan: Challenges and Opportunities**

- The outcome of vaccination plan around the region: borders and economy reopening, vaccine brand equity
- Health and travel protocols in different countries in moving forward into the endemic phase
- Vaccine passport to restart travel: opportunities, challenges and how to overcome them

Speaker 1: Dr. Fina Tams, Consultant, COVID-19 Vaccine Preparedness
WHO Representative Office for Malaysia, Brunei Darussalam and Singapore

Speaker 2: Dr. Azhar Azahari, Regional Business Development and Area Manager,
Asia Pacific, IATA, Singapore

Speaker 3: Ms. Lau Yin May, Group Chief Marketing and Customer Experience Officer,
Malaysia Aviation Group, Malaysia

 1600-1615 (15 mins) **Screen Break and Networking**

 1615-1700 (45 mins)  **The Future of Healthcare & Well Being: Towards A Product Manifestation**

- Information management as key to sustainability of future healthcare provisions
- Prospects of Artificial Intelligence towards a healthier future generation
- Health-Tech Investment Trends

Speaker: Dr. Maliha Hashmi, Prominent Health Leader, Kingdom of Saudi Arabia.
One of Top 7 Female Health Leaders MENA Region

DAY 2 CONFERENCE AGENDA*

17.11.2021

0800-0900 (60 mins)
 **Registration and Networking**

0900-0945 (45 mins) 

 **Healthy Hotels: Convergence of Hospitality & Wellness**

- Emerging trend of lifestyle experience
- Forging resilience through smart partnership
- The future of personalized guests

Speaker: Mr. Matt Laird, Global Projects Director, Resense, U.S.A

 **Concurrent Session**

0900-0945 (45 mins) 

 **Medical Tourism Academic Business Paper: Strategies Towards Positive Return of Investment (ROI) for The Region**

- Strategies based on over 100 other examples and studies for medical tourism stakeholders by physicians, facilities, collaborative organisations and governmental stakeholders
- Specific strategies and estimated quantitative costs towards a positive ROI
- Benefits and advantages of the strategies

Speaker: Dr. David G. Vequist IV, Founder, Director & Tenured Full Professor of Management, Center for Medical Tourism Research (CMTR) & H-E-B School of Business & Administration, University of the Incarnate Word (UIW), U.S.A

0945-1015 (30 mins) 

 **Malaysia's Transformation Towards An Advanced Digital Economy**

- Accelerating digital transformation in Malaysia to place Malaysia as leading in global/regional digital competitiveness

- Digitalisation of Malaysia healthcare industry in supporting overall digital Malaysia agenda
- The outlook of current landscape and the challenges in fulfilling the vision of digital healthcare and digital Malaysia



Speaker: Mr. Fabian Bigar, Chief Executive Officer, MyDigital, Malaysia

1015-1100 (45 mins) 

 **Digital Transformation: Unleashing Business Opportunities**

- Digital transformation as the key business transformation and versatility
- A digital lifestyle organization, with travel as foundation
- Managing competition, customer behaviour and revenue driven

Speaker: Ms. Aireen Omar, President, AirAsia Digital, Malaysia

1100-1115 (15 mins)
 **Morning Break and Networking Featuring**  **Magicopper**

1115-1215 (60 mins)   

 **Panel Discussion: Key Equation to Business Success: Data Information + Technology Innovation = Digital Transformation**

- What does the available data in an organization means in terms of potential business opportunities
- Capabilities of innovative tools and means to manage these available data and translate them into business strategies
- Red tapes of digital transformation adoption in healthcare and travel

Moderator and Speaker 1: Mr. Andy David, Healthcare Director, T-Systems S.E.A., Singapore

Speaker 2: Ms. Nadiah Wan, Group Chief Executive Officer, Thomson Hospital Kota Damansara

Speaker 3: Mr. Mahathir Said, General Manager Professional Services, TM ONE

 **Day 2 Agenda continues on the next page**

*All agendas are subject to change

DAY 2 CONFERENCE AGENDA*

17.11.2021

 1215-1300 (45 mins)    

Panel Discussion: Reimagining Healthcare Travellers' Patient Experience

Moderator and Speaker 1: Mr. Nithi Kumar, Regional Head of Customer Experience, Kantar, Malaysia


Speaker 2: Mr. Rohit Nambiar, Group CEO, Tune Protect

Speaker 3: Dr. Jillian Yeoh, TEMOS Country Representative, TEMOS International Accreditation, Malaysia.

Speaker 4: Doctor On Call (TBC)

 1300-1415 (75 mins)

Lunch and Networking

 1415-1500 (45 mins)

Session by Tourism Selangor



 1500-1545 (45 mins) 

Roundtable 1: Rebuilding Hospitality

- What to opportunity to watch out for in 2022
- Cost saving means in the most challenging environment
- Innovative product and services that bring hope and prospect

Speaker: Ms. Maria Taylor, Head of Commercial Asia Pacific, Amadeus Hospitality, Singapore

 Concurrent Session

 1500-1545 (45 mins) 

Roundtable 2: Startups Roundtables

Speaker: -TBC- from MaGIC

 1545-1600 (15 mins)

Evening Break Networking

1600-1630 (30 mins) 

Building Your Brand For A Resilient Future

- Internationalizing your brand and sustaining strong brand identity
- Adapting your brand to the local market and maintaining a consistent image worldwide
- Brand experience: How can it be your differentiator?

Speaker: Dr. Nick Losseff, Medical Director for Global Patient Services & Strategic Alliances, Cleveland Clinic London, United Kingdom

DAY 3 CONFERENCE AGENDA*

18.11.2021

0800-0900 (60 mins)



Registration and Networking

0900-0930 (30 mins)



Roundtable Digital Chat with TM ONE: Digital Health and What to Prepare for 2022 – 2024

- What's the next important step from here on?
- Where do you see digitalisation needs to focus on in the healthcare travel ecosystem?
- How can we all play larger role in supporting the growth and sustainability of the industry through digital?

Speaker 1: Mr. Zul Idris, VP of Industry Sustainability, MHTC, Malaysia

Speaker 2: Mr. Mohd Hanis Hanisab, Healthcare Account Director, TM ONE, Malaysia

Speaker 3: Mr. Fabian Bigar, Chief Executive Officer, MyDigital, Malaysia

Speaker 4: -TBC- from MaGIC

0930-1015 (45 mins)



Panel Discussion: Becoming A Truly Integrated Global Healthcare Establishment

- Overview of patient experience on a global scale
- How digital tools function a vital role as part of an overall patient experience
- Continuous digital transformation plan that supports the global vision

Speaker 1: Dr. Stacey Rizza, International Executive Medical Director, Mayo Clinic, U.S.A.

Speaker 2: Ms. Rita Khan, Chief Digital Officer, Mayo Clinic, U.S.A.

1015-1100 (45 mins)



Consumer Behaviour in 2022 and Beyond: Travel Trends and Setting Your Business Expectation Post COVID-19

- Consumer behaviour and travel trends in 2022 and beyond
- What to expect and how businesses should react
- Engagement and connection enhancement through relevant content

Speaker: Mr. Irving Stackpole, President, Stackpole & Associates, Inc, U.S.A.

1100-1115 (15 mins)



Morning Break and Networking

1115-1230 (75 mins)



Panel Discussion: Becoming a Leading International Retirement Destination: Opportunities & Strategies

- Changing needs and expectations of a fast-developing international retiree population
- Opportunities in an increasingly competitive market
- Potential strategies moving forward for regional destinations

Moderator & Speaker 1: Mr. Arnaud Bauer, Principal, Asia Pacific Life Sciences & Healthcare, L.E.K. Consulting, Singapore

Speaker 2: Dr. Tan Jit Seng, Founder and Director, Lotus Eldercare, Singapore

Speaker 3: Mr. James Tan, CEO & Co-Chairman, Suntrack Development & Retirement Village, Aged Care Sub-Committee of REHDA National

Speaker 4: Dr. Jillian Yeoh, TEMOS Country Representative, TEMOS International Accreditation, Malaysia.



Concurrent Session



Day 3 Agenda continues on the next page

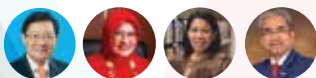
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DAY 3 CONFERENCE AGENDA*

18.11.2021

 Concurrent Session

1115-1230 (75 mins)



 **Panel Discussion: S.E.A. Destinations Strategies: What We Did, What We Do, What We Can Do Together?**

- What each destinations' promotion board has done throughout the pandemic challenge
- What are the interesting and creative initiatives that have worked and are in the pipeline
- How each destination can work together for common goals

Moderator and Speaker 1: Prof. Datuk Seri Dr. Victor Wee Eng Lye, Professor, School of Hospitality, Tourism & Events, Faculty of Social Sciences & Leisure Management, Taylor's University, Malaysia

Speaker 2: Ir. Rizki Handayani, MBTM, Deputy Minister for Tourism Product and Events, Ministry of Tourism and Creative Economy of Republic of Indonesia

Speaker 3: Mrs. Nongyao Jirundorn, Director, Tourism Authority of Thailand, Thailand

Speaker 4: Datuk Musa Hj. Yusof, Deputy Director General (Promotion), Tourism Malaysia, Malaysia

1230-1300 (30 mins)



TBC

1300-1315 (15 mins)



 **Closing Remark**

By: Mr. Mohd Daud Mohd Arif, Chief Executive Officer, MHTC, Malaysia

1315-1430 (75 mins)



Lunch and Networking



1430-1530 (60 mins)



2020 Medical Travel Statistic Presentation
(MHTC Member Hospitals Only)

By: Mr. Farizal Jaafar, Chief Strategy Officer, MHTC, Malaysia



1530-1700 (90 mins)

Networking



End of insigHT2021
See you next year!

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MHTC Ordinary Members

- ALPS Medical Centre
- Artius Yee Dental Surgery
- AVISENA Women's & Children's Specialist Hospital
- Avisena Specialist Hospital
- Bagan Specialist Centre
- Borneo Medical Centre
- Borneo Medical Centre (Miri)
- Dentalpro Dental Specialist Centre
- Ever Link Fertility Centre
- Genesis IVF & Women's Specialist Centre
- Gleneagles Hospital Kota Kinabalu
- Gleneagles Hospital Medini
- Golden Horses Health Sanctuary
- iHeal Medical Centre Kuala Lumpur

- International Specialist Eye Centre (ISEC)
- Jesselton Medical Centre
- Kedah Medical Centre
- KL Fertility Centre
- KPJ Klang Specialist Hospital
- KPJ Pasir Gudang Specialist Hospital
- KPJ Perlis Specialist Hospital
- KPJ Pusat Pakar Mata Centre for Sight
- KPJ Puteri Specialist Hospital
- KPJ Sabah Specialist Hospital
- KPJ Seremban Specialist Hospital
- KPJ Sentosa KL Specialist Hospital
- KPJ Pahang Specialist Hospital
- KPJ Penang Specialist Hospital

- KPJ Perdana Specialist Hospital
- Life Care Diagnostic Medical Centre
- Metro IVF Fertility Centre
- Metro IVF @ Setiawalk
- Normah Medical Specialist Centre
- Nilai Medical Centre
- OasisEye Specialists
- Oriental Melaka Straits Medical Centre
- Pantai Hospital Ayer Keroh
- Pristine Dental Centre
- Putra Specialist Hospital (Melaka)
- ReGen Rehab Hospital
- SabahCare Fertility Centre
- Sri Kota Specialist Medical Centre

- Sunway Medical Centre Velocity
- Tawakkal Health Centre
- The Kidney Dialysis Centre
- The Tun Hussein Onn National Eye Hospital (THONEH)
- TMC Fertility & Women's Specialist Centre (Puchong)
- TMC Fertility & Women's Specialist Centre (Johor)
- TMC Fertility & Women's Specialist Centre (Pulau Pinang)
- Topvision Eye Specialist Centre
- Tung Shin Hospital
- UM Specialist Centre (UMSC)



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At A Glance



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