


3RD EDITION

# HOPE 2027

## Healthcare Operations & Patient Experience

The Future of *Trust*

TENTATIVE AGENDA

**DATES**
29–30 January 2027

**VENUE**
The Leela Ambience Gurugram Hotel & Residences, Delhi NCR

SMARTER OPERATIONS · BETTER EXPERIENCE

Join us at the HOPE Conference, where innovation in operational excellence aligns with a focus on enhancing patient experience. Discover innovative strategies, best practices, and tools that elevate operational efficiency and improve patient experience. **HOPE 2027 is designed to inspire change and innovation in healthcare.**

IPSC · HOPE · THIT · CLINOVATE

# Day 1 Friday, 29 January 2027

TENTATIVE

**07:30 – 09:00** — Registration · Tea, Coffee & Networking

**09:00 – 10:30** — JOINT PLENARY

## Inauguration & Joint Plenary

**09:00 – 09:15**
### Inauguration
Lighting of the lamp, welcome and address by the Chief Guest.

**09:15 – 09:40**
### Curtain Raiser & Welcome
An introduction to the conferences at IHD 2027.

**09:40 – 10:30**
### The Innovation Inflection
New developments in science, AI and models of care, and what they mean for patient safety.

**10:30 – 11:20** — PLENARY

## High Stakes: Learning from the Safest Industries
How aviation investigates failure, and what hospitals can learn from it.

**11:20 – 11:45** — Safety Innovation Showcase · Tea, Coffee & Networking

**11:45 – 12:00** — PLENARY · KEYNOTE

## From Generative AI to Governed AI: The Next Patient Safety Challenge

**12:00 – 13:00** — PLENARY

## The Uncomfortable Conversation: What Are We Pretending Is Safe?
Health leaders respond to unsafe practices that delegates share anonymously.

**13:00 – 14:00** — Lunch · Innovation Showcase & Networking

**14:00 – 15:00** — HOPE SESSION · OPENING

## The Experience Revolution
Lighting of the lamp and opening of HOPE 2027. Designing care around what patients experience.

**15:00 – 16:00** — HOPE SESSION

## From Waiting Time to Waiting Experience
How hospitals can reduce waiting, and improve how waiting feels for patients.

**16:00 – 17:00** — HOPE SESSION

## The Hospital Goes Dark: Power. Water. Oxygen. Life.
A night-time utility failure, discussed stage by stage, with audience voting.

**17:00 – 17:25** — HOPE SESSION · ONLINE

## Care Delivered vs Care Experienced

**17:00 – 18:30** — Safety Innovation Showcase · Tea, Coffee & Networking

**19:30 onwards** — BY INVITATION

## Gala Dinner & International Patient Safety Awards

# Day 2 Saturday, 30 January 2027

TENTATIVE

**08:00 – 09:00** — Safety Innovation Showcase · Tea, Coffee & Networking

**09:00 – 09:30**

## Innovation Spotlights

Short five-minute presentations of new ideas for safer care.

**09:30 – 10:30**

HOPE SESSION

## From Chaos to Flow: The Science of Making Healthcare Work Better

Planning beds, operating theatres, staff and discharge together to reduce delays.

**10:30 – 11:30**

PARALLEL SESSIONS

HOPE SESSION

### Fire: The Hospital's Ultimate Stress Test

Lessons from recent hospital fires, and the protocols they changed.

PLENARY

### Health Systems Across Borders

Health system leaders from Africa and Asia on building safe care across countries.

**11:30 – 12:00** — Safety Innovation Showcase · Tea, Coffee & Networking

**12:00 – 13:00**

HOPE SESSION

## Technology Showcase

Live demonstrations of tools for patients and hospital teams.

- **Indoor wayfinding**
- **Waiting-time predictor**
- **Smart pharmacy experience**

**13:00 – 14:00** — Lunch · Innovation Showcase & Networking

**14:00 – 15:00**

HOPE SESSION

## The Invisible Lifeline: Why Supply Chain Is a Patient-Safety Issue

Forecasting, logistics and medicine shortages, and their effect on patient care.

**15:00 – 15:45**

HOPE SESSION

## Beyond the Meal: Transforming Patient Experience Through Nutrition & Food Services

Food as part of the patient experience: making therapeutic diets more appealing, and applying hospitality standards to hospital food services.

**15:00 – 15:25**

HOPE SESSION · ONLINE

## What Patients Notice Before We Do

**15:45 – 16:00**

HOPE SESSION

## Housekeeping and the Patient Experience

How housekeeping shapes what patients notice about their care.

**16:00 – 17:00**

## Valedictory

Valedictory address, Winner of Winners Awards, closing remarks and vote of thanks.

**17:00 onwards** — Safety Innovation Showcase · Tea, Coffee & Networking