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Correspondence From Various Organizations re: the Northern Ireland Peace Process: [Johns Hopkins International]

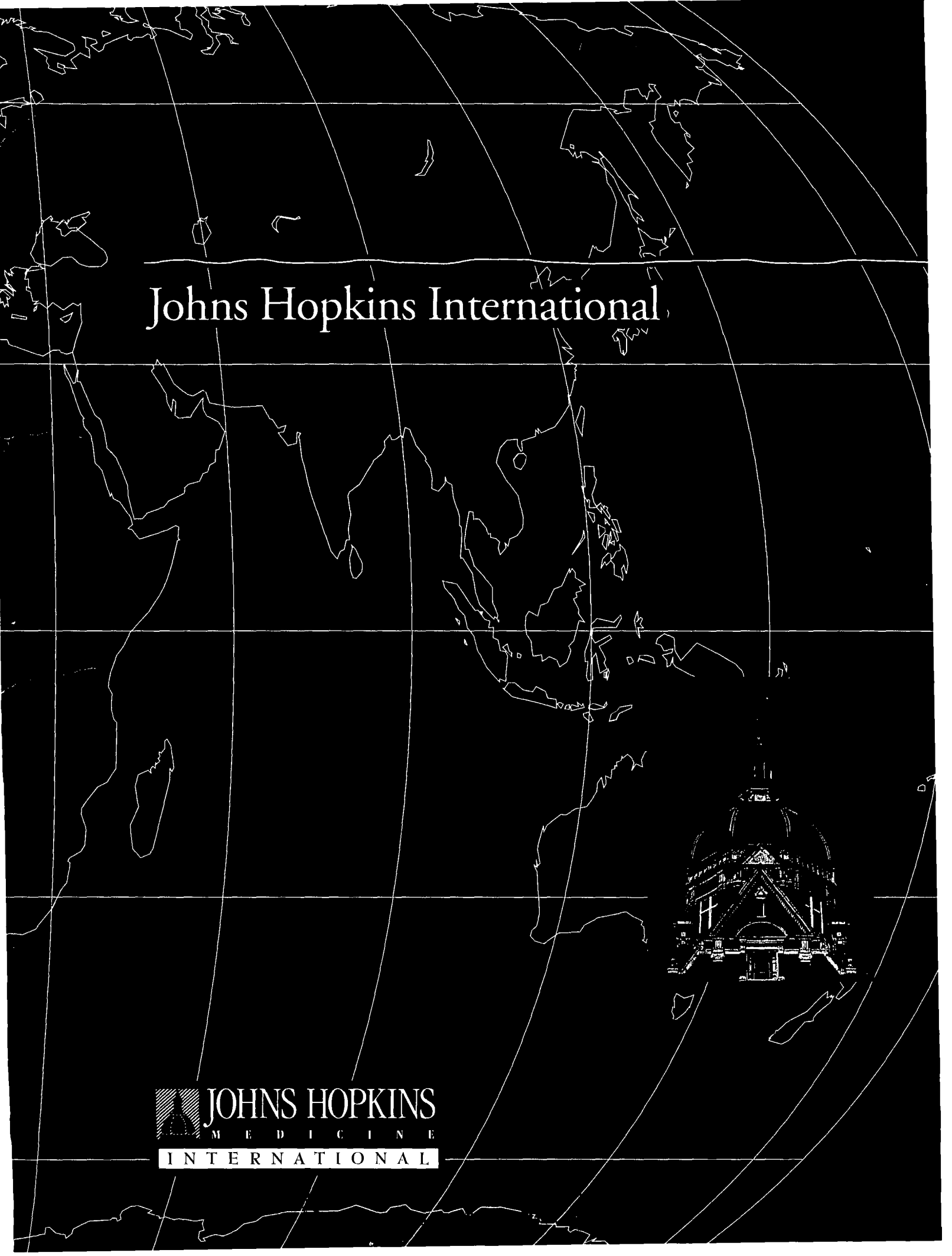
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European Affairs-Norland, Richard

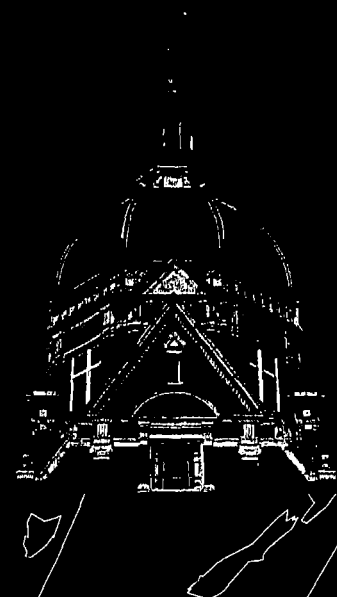
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Johns Hopkins International



JOHNS HOPKINS

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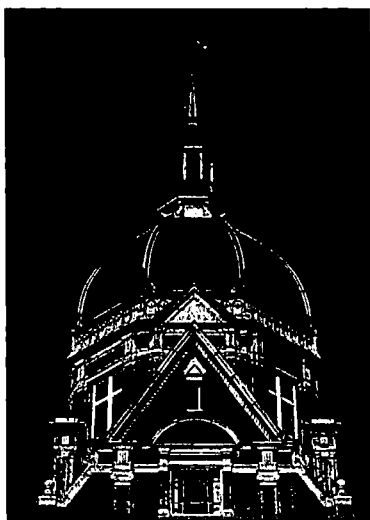
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Johns Hopkins International

*Global consulting, education, research and
clinical services from the world-renowned
specialists of Johns Hopkins.*

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CORPORATE OFFICES

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Web Site:

[http://hopkins.med.jhu.edu/
PatientInfo/international.html](http://hopkins.med.jhu.edu/PatientInfo/international.html)

Expanding Our Mission Across the Globe

Johns Hopkins Medicine has built a reputation for excellence unsurpassed by any health care institution in the world. For more than one hundred years, the Johns Hopkins mission has been to create a learning, training and caring environment where the quest for new knowledge would continually yield more effective and compassionate care for all.

With the globalisation of medicine, the leadership of Johns Hopkins Medicine sees an opportunity to bring our experience and vision to the world community—extending the excellence that has come to signify Johns Hopkins to a larger audience.

The practice of medicine has entered a period of rapid and global change. Recent advances in treatment, diagnostic systems, Internet communications and medical informatics impact medical management. People now expect the most advanced health care services and are willing to travel internationally to obtain them. Health care delivery is poised for a transformation in the 21st century.

Johns Hopkins International has been established to work with the leaders of this global transformation, bringing the best of Johns Hopkins Medicine in research, education, training and clinical services to the world community.

INTERNATIONAL SERVICES

Drawing on years of expertise, Johns Hopkins International (JHI) has assembled a team of outstanding consultants to work with international health organisations, health professionals, corporations, investors and governments. The JHI team has been involved in several international development programmes, ranging from the creation of a clinical services facility in Singapore to a telemedicine linkage in Turkey. Based in Baltimore, Maryland, USA, JHI actively is seeking consulting and partnership opportunities throughout the globe.

GlobalAccess provides unparalleled access to Johns Hopkins medical expertise through a full range of on-site or remote communication services.

Clinical Services Development works with local partners and institutions to develop health care services facilities in select markets of Europe, Asia, South America, and Africa.

Consulting Services provides individuals and organisations with a range of services for the design, development and management of health care programmes.

Education Services facilitates access for foreign physicians and institutions to the training programmes and resources of the Johns Hopkins School of Medicine.

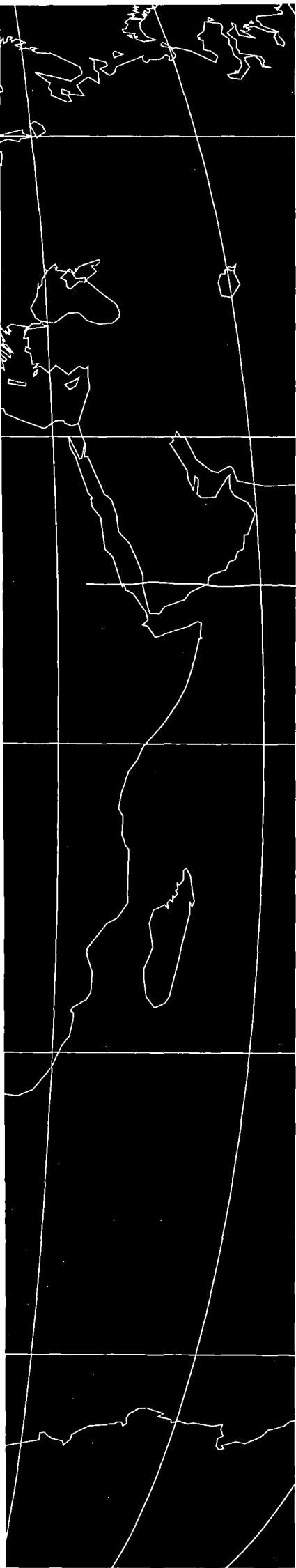
Patient Services arranges medical care at Johns Hopkins in Baltimore for international patients and takes care of all their needs while in Baltimore. Services include translators, travel management, scheduling and much more.

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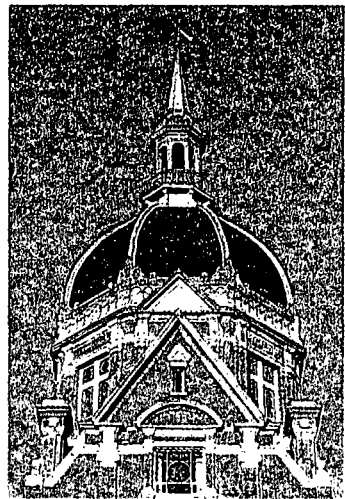
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JOHNS HOPKINS MEDICINE FACTS AND FIGURES



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**The premier medical
communications system
uniting patients and
physicians around
the world.**

Johns Hopkins International GlobalAccess

As electronic communications continue to revolutionise worldwide health care, Johns Hopkins International (JHI) is poised to become the premier international medical services provider through its new GlobalAccess programme. Using the full range of state-of-the-art communications technologies, GlobalAccess provides unprecedented access to Johns Hopkins medical expertise through on-site or remote services.

Headquartered on the main Johns Hopkins campus in Baltimore, Maryland, USA, experienced GlobalAccess staff personally assist physicians and other health professionals from anywhere in the world to arrange consultations, second opinions, and medical record reviews. For patients needing on-site services, GlobalAccess staff also coordinate patient visits and appointment scheduling.

Off-site (remote) services including second opinions and medical record reviews are provided by Johns Hopkins physicians who have access to the latest in telemedicine technology through their desktop computers.



Through GlobalAccess, Johns Hopkins International currently participates in international telemedicine programmes in Turkey, Argentina, and Italy, and is collaborating with WorldCare programmes with 20 hubs in 10 countries. Additionally, the Johns Hopkins Department of Emergency Medicine provides remote consultations for passengers and crews aboard ships of Renaissance Cruise Lines.

ON-SITE PATIENT SERVICES

Travel Related Medical Services

Patients living or traveling abroad may receive pre- and post-travel care

CLINICAL SERVICES DEVELOPMENT

Clinical Services

Development works
with local partners and
institutions to develop
health care services
facilities in select markets
of Europe, Asia and
South America.

Johns Hopkins International Clinical Services Development

The localisation of specialised health care services represents a critical development in the world's medical delivery system. Small, mission-dedicated facilities promote development of a health care infrastructure—optimizing cost-effectiveness, quality of medical care, and patient access.

Building upon our extensive experience as one of the United States' premier health care institutions, the Clinical Services Development (CSD) team of Johns Hopkins International defines, designs and develops clinical service delivery projects throughout the world.

CSD works with local developers, organisations and investors to create a strategy appropriate to the local health care economic environment. We not only assist in the overall analysis of a health care service project, but specialise in creating diagnostic and specialty care centres in Southeast Asia, Central Europe, the Middle East, and South America.

The CSD team can add value at any stage of project development. Experienced in the development of service facilities (U.S. and foreign), regional and local market analysis, and strategic joint ventures, we have

special skills in the creation of "green field" efforts. We can provide leadership throughout the process in the areas of financial/operational planning, fund raising, and the selection of the local management and health care professionals.

Although it does not expect to invest financially in these projects, Johns Hopkins International would anticipate obtaining a long-term ownership interest through the value added by experiences and resources of Johns Hopkins Medicine.

Continued on back



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**Health Care Consulting
provides individuals and
organisations with a range
of services on the design,
development and
management of health
care programmes.**

Johns Hopkins International Consulting Services

Taking advantage of Johns Hopkins Medicine's expertise in building and managing the top medical centre in the United States, Johns Hopkins International is a full service health care consulting organisation with knowledge in planning, development, management, and maintenance of superior quality health care delivery centres.

Based on the main Johns Hopkins campus in Baltimore, Maryland, Johns Hopkins International consultants will travel to your location and work with you on-site or, if you prefer, facilitate your visit to Hopkins for a first-hand look at the inner workings of one of the finest medical institutions in the world.

Our consultants are ready to serve:

- Corporations, groups, and individuals seeking to establish a world-class health care facility
- Existing hospitals wishing to streamline operations and improve services to meet today's international quality standards
- Health ministries and governments desiring to upgrade national health care delivery systems
- International development organisations working to promote quality clinical care worldwide



START-UP PROGRAMME SERVICES

If you are in the planning stages of a new health care project (such as an acute care hospital, integrated cancer centre, ambulatory surgery centre, women's health programme, or transplantation centre), Johns Hopkins International consultants can assist you with preliminary analysis, action plan development, and implementation strategies in the following areas:

- Environmental Analysis and Preparation of Feasibility Studies
- Strategic Planning and Development
- Facility Planning
- Medical Services Planning
- Technology Assessment, Planning and Equipment Selection
- Medical, Nursing and Administrative Recruitment

Continued on back

- Information Technology: Strategy, Development and Implementation
- Financial Systems: Controls, Design and Management
- Marketing Strategy and Community Network Development
- Development and Implementation of Internationally Accredited Quality Systems
- Clinical Programme Development in areas such as Cardiology, Obstetrics and Gynecology, etc.

EXISTING PROGRAMME SERVICES

Updating existing health care facilities and programmes is a complex and often lengthy process. Johns Hopkins International consultants have the knowledge and experience to conduct an operational review and evaluation, establish new goals and service parameters, and then help your organisation move forward to meet those goals in an efficient and cost-effective manner. Services include:

- Work flow analysis for administrative and financial practices, information systems and physician and nursing clinical services
- Special clinical programme development
- Evaluation of quality systems and implementation both in clinical and ancillary services
- Staff training programmes

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**Educational Services
facilitates access for
foreign physicians and
institutions to the training
programmes and resources
of the Johns Hopkins
School of Medicine.**

Johns Hopkins International Education Services

Johns Hopkins Medicine is renowned for the excellence of its continuing education programmes, updating physicians about the latest medical breakthroughs, cutting-edge treatments, and advanced therapies. Now we are extending these activities worldwide.

Physicians everywhere need to stay informed about new developments in medicine that can help them provide better care to their patients.

Technologies such as the Internet and telemedicine make it possible for physicians worldwide to participate in educational, research and clinical activities of Johns Hopkins Medicine. Johns Hopkins International Education Services is the gateway to innovative collaboration with America's #1-ranked medical centre.

SATURDAY MEDICINE ROUNDS ON THE INTERNET

Johns Hopkins Medicine's famous grand rounds are now available live on the Internet and accessible to physicians worldwide. Transmissions are on Saturdays from 9:45 a.m. to 10:45 a.m. and from 11:00 a.m. to 12 noon, U.S. Eastern Standard Time.

CONTINUING MEDICAL EDUCATION

Johns Hopkins School of Medicine operates America's largest programme of continuing medical education courses for physicians and health professionals.



Each year, more than 100 short courses held in Baltimore and other U.S. locations are available to physicians interested in expanding their knowledge in nearly every specialty.

SPECIAL COURSES AND CONSULTATION

Johns Hopkins International Services collaborates with hospitals, medical organisations and ministries of health to plan and implement short courses, conferences and clinical visits customized to the interests of specific groups of physicians and other health professionals. These courses are held in the host country or at Johns Hopkins.

CLINICAL OBSERVERSHIPS

Qualified physicians, ideally in early to mid-career, can apply to visit Johns Hopkins clinical departments for visits from one week to several months.

Continued on back

INTERNET RESOURCES

Weekly Medical News from Johns Hopkins

International Education Services operates a free medical news service for physicians worldwide, delivered weekly via electronic mail.

Johns Hopkins Medicine Web Sites

There are more than 100 web sites maintained by clinical, academic and research departments at Johns Hopkins Medicine, with information about ongoing clinical trials as well as specialised medical services not available elsewhere. From the main Johns Hopkins Medicine web site, <http://hopkins.med.jhu.edu>, you can access all other sites of interest.

Medcast Network: Medical Information for Physicians

Through the computer and the Internet, Medcast provides one site for practicing doctors to access medical news reports updated several times a day; expert commentaries; summaries of recent articles and medical association meetings; health advisories; updates on specific diseases and much more.

PUBLICATIONS

International Physician Update now reaches more than 15,000 doctors, embassy health attachés, and ministries of health. *The Johns Hopkins Directory of Consultation and Referral Services for Physicians* provides a comprehensive overview of the patient care and diagnostic services offered by the physician faculty of Johns Hopkins Medicine.

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**Patient Services arranges
medical care at Johns
Hopkins in Baltimore for
international patients and
takes care of all their
needs while in Baltimore.**

**Services include
translators, travel
management, scheduling
and much more.**

Johns Hopkins International Patient Services

Every year over 7,000 patients from more than 90 countries come to Johns Hopkins for medical treatment. Whether they seek a consultation, a second opinion, or complex treatment such as cardiac surgery or oncology services, patients benefit from the unmatched clinical expertise, groundbreaking research, and innovative treatments offered by the 1,600 world-renowned specialists of Johns Hopkins Medicine.

Johns Hopkins physicians, allied health professionals, and support staff work together to provide coordinated care for patients whose complex diseases or injuries require a multidisciplinary approach. Visiting patients may be seen by several physicians working together to make a diagnosis and recommend a treatment plan. Those requiring outpatient care will be assisted with hotel accommodations and transport to and from the hospital campus.

The professional staff of International Services—comprised of individuals from every region of the world—coordinates all aspects of a patient's medical care, paying special attention to personal, cultural, and travel-related needs. The following services are now available:

REVIEW OF MEDICAL RECORDS

Before the patient travels, a Johns Hopkins physician will review his or her medical history to determine the best possible course of treatment and

whether it is necessary to travel to Johns Hopkins to receive it.

PHYSICIAN APPOINTMENTS

Once we know the patient's medical needs, International Services will schedule all necessary physician visits and procedures to use his or her time efficiently.



LANGUAGE INTERPRETATION

Patient coordinators and interpreters in more than 25 languages are on-site to assist patients in all aspects of care 24 hours a day.

TRAVEL

International Services will assist patients and family members with travel arrangements to the Baltimore/Washington, D.C. area, including hotel reservations and transportation from the airport. In addition, we are in contact with embassies in Washington, D.C. and are able to help obtain necessary travel documentation.

PATIENT SERVICES

COST ESTIMATES

After our Hopkins physician has had an opportunity to review the patient's medical report, International Patient Services can provide an advance estimate of anticipated charges.



VIP ACCOMMODATIONS

The Marburg Pavilion is a deluxe inpatient unit located within the hospital and fully equipped to serve the medical and professional needs of adult patients. A guest services coordinator and a gourmet chef are on staff.

INTERNATIONAL EXECUTIVE HEALTH PROGRAMME

International Patient Services offers several comprehensive health assessment options for international patients. The one or two-day checkups are tailored to meet the needs of busy executives and their spouses.

RESOURCES FOR INTERNATIONAL PATIENTS

- Through the *Intelihealth* website at www.intelihealth.com patients can learn about the latest health news and information. The website has a health library, a prescription drug encyclopedia, an Ask the Doctor column, and much more.

- *International Patient Handbook* provides information for patients visiting the Johns Hopkins campus in Baltimore, Maryland.

CONTACT FOR INFORMATION:

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Director

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CONTACT FOR PATIENT REFERRALS:

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Johns Hopkins International Laboratory Management Services

The expertise that helped Johns Hopkins Medical Laboratories earn a national reputation as the leader in the development of continuous quality management systems is now available to health care administrators around the world through the Johns Hopkins International Laboratory Management Services.

Johns Hopkins Clinical and Anatomic Pathology experts currently provide technical and managerial oversight to more than 100 pathology and medical laboratory sites. Our staff of laboratory professionals developed and implemented the highly regarded Johns Hopkins Certification Program and other quality assurance systems which contributed to Johns Hopkins becoming ranked as the number one hospital in the United States. Under this programme, Johns Hopkins received the coveted Certification with Commendation from the Joint Commission for Accreditation of Healthcare Organizations.

Johns Hopkins consultants are now taking the Laboratory Management Services programme to the international community by helping clinical and research laboratories operate more effectively and profitably while working within existing financial and operational constraints. Benefiting from the resources of the Johns Hopkins Medical Institutions, Johns Hopkins International consultants offer recommendations on state-of-the-art technological advances as well as guidance on establishing optimal key vendor relationships.

Our consultants can help your organisation develop technical, regulatory,



quality assurance, and managerial review and oversight programmes. We work with managers of pathology, hospital, research, physician, and independent laboratories to create operational systems capable of ensuring full compliance with private accreditation and governmental quality assurance requirements.

PROGRAMME SERVICES

Physical Plant

Assistance with design and construction oversight, environmental/occupational health and safety, and industrial hygiene.

Operations

Advice on operational and human resources management structure, reimbursement and compliance procedures, risk management and information technologies.

Technical

Optimisation of quality and cost effectiveness by assessing workflow and updating methodologies to reflect technical opportunities and clinical needs.

Continued on back

Laboratory Management
Services consultants can
help your organization
develop technical, regulatory,
quality assurance, and
managerial review and
oversight programmes.

LABORATORY MANAGEMENT SERVICES



Utilization

Improvement of clinical/laboratory interpretations to optimize utilisation and the clinical and financial value of ancillary services.

Consultant Supervision

Provision of ongoing supervisory oversight of technical and/or operations management of all aspects of the health care delivery system.

Certification/Accreditation

Assistance in preparation for ISO 9000 registration and laboratory accreditations through the Johns Hopkins Certification Programme.

Networking

Coordination of services across facilities in a health care delivery system.
Development of Centers of Excellence and coordination of outreach services.

Training

We offer a wide array of training programmes that can be conducted either at your facility or at Johns Hopkins.

Training is available in the following areas:

- Technical Protocols
- Human Resource Management
- Continuous Quality Improvement
- Operations Management
- Environmental/Occupational Health and Safety
- Financial Management
- Information Technology
- Work Flow Design

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