



3rd EDITION

HOPE 2027

Healthcare Operations & Patient Experience

The Future of *Trust*

📅 29-30 January 2027

📍 The Leela Ambience Gurugram Hotel & Residences,
Delhi NCR

About the HOPE Conference

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. Through thought-provoking discussions, leadership insights, and interactive sessions, our goal is to drive transformative improvements in healthcare efficiency and effectiveness. With an exciting agenda, excellent speakers, and interactive sessions, **HOPE 2027 is designed to inspire change and innovation in healthcare.**

What to Expect



Case Studies That Travel

Dive into case studies highlighting strategies for smarter hospital operations.



Global Leaders & Pioneers

Gain insights from healthcare leaders and pioneers from India and around the world.



Move NPS and TAT

Unlock strategies to boost NPS and TAT, enhancing patient satisfaction measurably.



Peers and Solution Providers

Network with peers and solution providers shaping the future of healthcare delivery.

Who Will You Meet?

- Hospital COOs, unit heads & operations teams
- Patient experience & service excellence leads
- Quality, safety & accreditation teams
- Nursing, facilities & support-services leaders
- Solution providers & health-tech partners

What You Take Home

- Working models you can adapt on Monday morning
- Benchmarks for NPS, TAT & throughput
- A platform for your papers, posters & ideas
- Recognition through the 14th IHD Awards
- Access to the wider IHD 2027 programme

Smarter operations. Better experience.

EFFICIENCY · EXPERIENCE · SAFETY · OUTCOMES

The Broader HOPE Programme

- 01 The Compassion Quotient: A New Metric for Human-Centred Care**
- 02 AI-Powered Integrated Healthcare Ecosystem**
- 03 Operational Quick Wins: Tackling Waiting Time, Conversion & Beyond**
- 04 From Policy to Patient: Making Safety Frameworks Actually Work on the Hospital Floor**
- 05 Integrated Safety for Future-Ready Hospitals**

Awards, Posters & Papers

HOPE participants are invited to enter the awards, and to submit posters and papers. These categories sit within the wider **14th IHD Award Programme**, so a single entry puts your work in front of the full conference audience.

Award Categories

Open to HOPE participants; part of the 14th IHD Award Programme

- **AI & Digital Adoption in Patient Care Excellence**
- **Lean Approach in Hospital Operations**
- **Patient Engagement Initiative for Service Excellence**
- **Green Strategy in Healthcare Sustainability**

Posters & Papers

Categories for operations teams

- **Enhancing Patient Trust through Collaborative Care Frameworks**
- **Leaner & Safer Operations**
- **Process Improvement**



Entries close 15 December 2026. Submit through the IHD registration portal – winners are announced at the Gala Dinner & Awards Night.

Registration & Golden Ticket

HOPE 2027 runs as part of the International Health Dialogue, so one registration opens the whole programme. The Golden Ticket adds all four conferences, a workshop, and **ISHQ membership**.

CATEGORY	FEE (INR / USD)	INCLUDES
HOPE REGISTRATION		
HOPE Early-Bird Registration	₹ 4,000 / USD 120	Available until 30 September 2026
HOPE Regular Registration	₹ 5,500 / USD 150	Standard registration
HOPE Regular Registration + ISHQ Society Membership	₹ 6,000 / USD 180	HOPE registration & ISHQ Society membership
Student Registration	₹ 3,000 / USD 100	Limited to the first 100 registrations
SPECIAL PACKAGES & ADD-ONS		
Golden Ticket + ISHQ Membership	₹ 10,000 / USD 300	Access to all four conferences, one workshop & ISHQ membership
Gala Dinner & Awards Night	₹ 6,500 / USD 200	Evening gala with dinner and the IHD Awards ceremony
Group of Five	₹ 25,000 / USD 700	Conference registration for five delegates

All prices are inclusive of applicable taxes.



REGISTRATION IS OPEN

Secure your place at HOPE 2027

Scan the QR code or visit the registration page.

internationalhealthdialogue.com/hope-registration

Join us at HOPE 2027



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