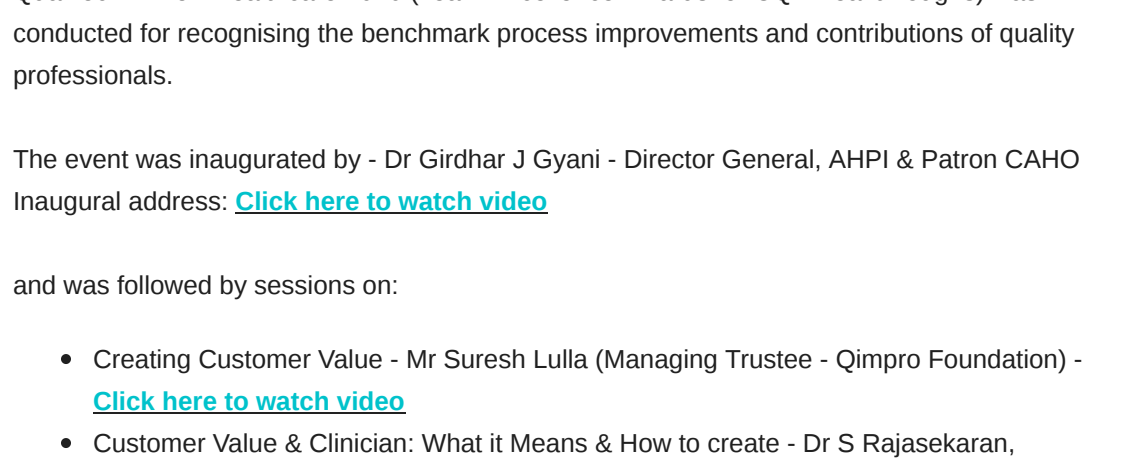


CAHO FRIDAY UPDATE

ISSUE 14 | 04 DECEMBER 2020

NEWS @CAHO



World Quality Month - 2020 Celebration

CAHO & Qimpro Foundation organized 2 days online event to commemorate 101 years of Quality and provided a moment for all to celebrate the achievements of their teams and organisations on 28th & 29th November 2020

QualTech Prize - Healthcare 2020 (Team Excellence Awards for CQI Breakthroughs) was conducted for recognising the benchmark process improvements and contributions of quality professionals.

The event was inaugurated by - Dr Girdhar J Gyani - Director General, AHPI & Patron CAHO
Inaugural address: [Click here to watch video](#)

and was followed by sessions on:

- Creating Customer Value - Mr Suresh Lulla (Managing Trustee - Qimpro Foundation) - [Click here to watch video](#)
- Customer Value & Clinician: What it Means & How to create - Dr S Rajasekaran, (Chairman - Dept. of Orthopaedics, Trauma & Spine Surgery, Ganga Hospital Coimbatore) - [Click here to watch video](#)
- If Disney ran your hospital - Dr S Manivannan (Founder & Managing Director, Kauvery Group of Hospitals) - [Click here to watch video](#)
- Nurses: The main link in creating Customer Value - Capt. Sandhya Sankar (Corporate Chief of Nursing, Fortis Healthcare India) - [Click here to watch video](#)

25 shortlisted healthcare organizations presented their projects in both clinical and non-clinical domains which were evaluated by a panel of judges - Dr Paraga Rindani (Wockhardt Hospital, Mumbai), Dr Suneel C Mundkur (KMC Manipal), Dr S Ramesh Babu (Trichy SRM Medical College Hospital & Research Centre, Trichy), Dr Geeta Fulani (Sankara Eye Foundation, Chennai), Dr Sangeeta Kamatchi (PES Institute of Medical Sciences & Research Centre, Kuppam), Mr Anshuman Tiwari (DXC Technology, Bangalore) and Mr Devaraj Chatteraj (Tata Business Excellence Group, Mumbai).

The event also included the launch of -

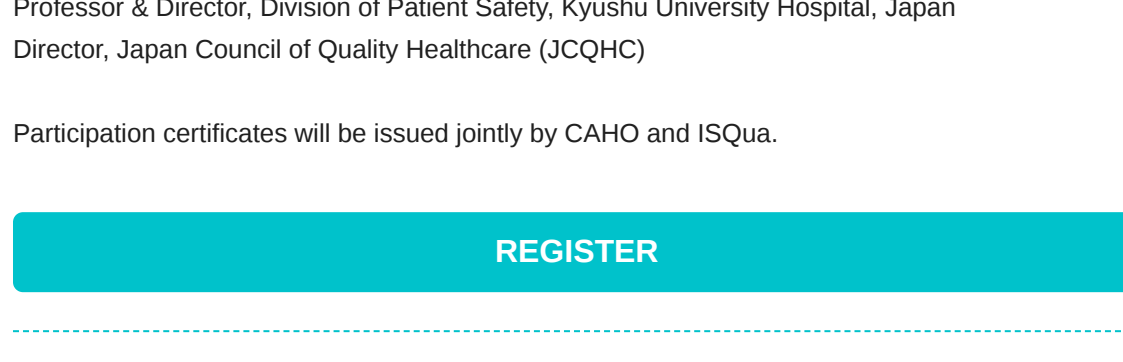
- Certificate Program in Healthcare Quality in association with Sankara Nethralaya, Chennai by Dr Alexander Thomas - President AHPI and Patron, CAHO. The overview of the program was given by Dr Anuja R Singh, Vice Principal, The Sankara Nethralaya Academy. For more information, you may email senhilg@snmail.org /
- **RT-PCR with CBNAAT & TrueNat** by Dr Venkatesh Thupplil - CEO & Director, FQI and Patron, CAHO - [Click here for more details](#)
- Certification in Problem Solving by Mr Suresh Lulla, Managing Trustee - Qimpro Foundation For more details - [Click here for more details](#)

The Valedictory Address was delivered by Mr Lulla. He stated that QualTech Finals was an opportunity for learning the quality improvement practices that deliver quality and financial results.

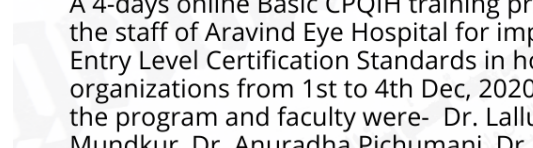
The Trustees of Qimpro-Foundation, sincerely thank Dr Vijay Agarwal, President, CAHO, Dr Lallu Joseph, Secretary-General, CAHO for their spontaneous support in making this virtual event a success. The Trustees also wish to thank Dr Lallu's brigade of girls, for actively supporting the Qimpro Foundation team during the build-up to, as well as at the actual event.

Our target for QualTech Prize 2021 - Healthcare is 100 project entries.

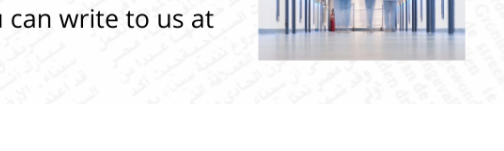
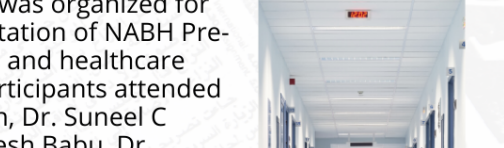
WINNERS QUALTECH 2020



CLINICAL



NON-CLINICAL



INTERNATIONAL WEBINAR SERIES

CAHO conducted its first webinar of International Webinar Series in association with the International Society of Quality In Healthcare (ISQua) on 1st December.

Speaker: Dr. Eyal Zimlichman (Israel)

Topic: Patient-Reported Outcome Measures (PROMs)

[Click here to watch the video of our previous webinar](#)

Register for the next session on:

5th January 2021

Incident Reporting Analysis and Building The Culture of Safety

By
Dr. Shin Ushiro, MD, PhD
Professor & Director, Division of Patient Safety, Kyushu University Hospital, Japan
Director, Japan Council of Quality Healthcare (JCQC)

Participation certificates will be issued jointly by CAHO and ISQua.

REGISTER

ONLINE BASIC CERTIFIED PROFESSIONALS FOR QUALITY IMPLEMENTATION IN HOSPITALS (CPQH-BASIC)

A 4-days online Basic CPQH training program was organized for the staff of Aravind Eye Hospital for implementation of NABH Pre-Entry Level Certification Standards in hospitals and healthcare organizations from 1st to 4th Dec. 2020. 42 participants attended the program and faculty were- Dr. Lallu Joseph, Dr. Suneel C Mundkur, Dr. Anuradha Pichumani, Dr. S Ramesh Babu, Dr. Samina Zamindar and Dr. D Chandrasekhar.

For more details on customized programs, you can write to us at program@caho.in

EVENTS @CAHO

CAHO + QIMPRO QUALITY FABLES CHATS

Quality Fables Chats

Quality Fables are short narratives based on real experience and involve real people making a significant point and are the New Age catalysts for effective training on Quality Management, Performance Excellence and Benchmarking for Best Practices.

Listen to the first Quality Fable Conversation (LEGITIMISING ABSENTEEISM) between Mr Suresh Lulla and Dr Vijay Agarwal: <https://youtu.be/Nnbf9tYv58>

Register for the next Quality Fables Chats

Features and Failures - A Bank Fable

Date - 8th December, 2020

Time - 4 to 5pm

REGISTER FOR QUALITY CHAT - 2

ACADEMY @CAHO

BASIC CERTIFIED PROFESSIONAL FOR QUALITY IMPLEMENTATION IN HOSPITALS (CPQH-BASIC)

Basic Certified Professional for Quality Implementation in Hospitals (CPQH Basic)

Date: 5th & 6th December 2020

Time: 9:00am to 5:00pm

Applications are invited for the first two-days online training program for implementation of NABH Pre-Accreditation Entry Level Certification Standards in Hospitals/ Healthcare Organizations.

Program Highlights:

- Thorough knowledge of Entry-Level Standards
- Implementation with the right intent
- How to close NC's
- How to apply online through HOPE portal
- Preparing SOPs and manuals
- Group Exercises
- Mock audits

REGISTER

CERTIFICATION FOR PROBLEM SOLVING

Certification for Problem Solving

Healthcare Quality Improvement is about solving chronic problems in organizations which are embedded in managerial processes and do not come with alarms. Therefore, tragically, they hatch chronic waste referred to as Cost of Poor Quality (COPQ).

CAHO - QIMPRO presents "Certification for Problem Solving" commencing from 26th November. The program has been designed to build an army of healthcare professionals who are adept at recognizing and solving chronic problems in cross-functional managerial processes and help to significantly reduce the COPQ in the hospital.

The program comprises of:

- Live weekly lectures (8 Talks) on each Quality Tool by Mr Suresh Lulla with a practical application of the tool by a healthcare specialist.
- A self-paced online module on problem-solving - Problem Solving Pro

REGISTER

BASIC NURSING COMMUNICATION WORKSHOP

Update - Start Date Announced - 18th December 2020

Basic Nursing Communication Workshop

- Bedside Communication
- Challenging Scenarios
- Learning from other industries
- Barrier in Communication
- Professional Nursing Etiquettes
- Innovation Facilitating Communication
- Listening & Empathy
- Scripted & Standardized Communication

REGISTER

BASIC CERTIFIED PROFESSIONAL FOR HOSPITAL INFECTION CONTROL (CPHIC-BASIC)

Update - Start Date Announced - 20th December 2020

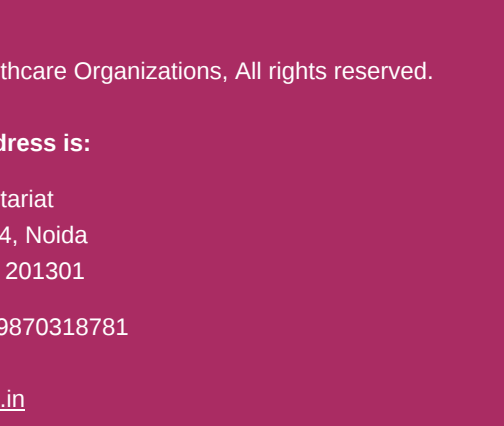
Basic Certified Professional for Hospital Infection Control (CPHIC-Basic)

- Developing the HIC team and manual
- Disinfection and sterilization
- Biomedical waste management and licencing
- Infection control surveillance
- Standard precautions
- Managing support services including housekeeping, kitchen, laundry, pest-control & mortuary
- Occupational health staff training

REGISTER

Study at your convenience! Anytime enrollment!

You should submit e-modules along with assessment within pre-defined completion timeline from the day of login to earn your certification.



CERTIFICATE COURSE HEALTHCARE RISK MANAGEMENT (CHRM)

10 self-paced e-modules with exercises, references and CHRM certification after online evaluation by CAHO in association with Asian Society for Quality in Healthcare (ASQua).

TRAINING PROGRAMS MIGRATION FROM NABH 4TH EDITION TO 5TH EDITION

11 self-paced e-modules with exercises and references about the transition to NABH 5th edition followed by online evaluation. It aims at helping healthcare professionals through the stepwise progression to a mature quality system covering the full accreditation process.

TRAINING PROGRAMS RT-PCR WITH CBNAAT AND TRUENAT

The program consists of 8 self-paced e-modules on RT-PCR application in molecular diagnostics in implementing standardized molecular techniques.

FIND OUT MORE

Become the Master! Learn from Industry Leaders at CAHO Masterclass Series.

NEW Masterclass Series 2.0 announced Register Today!

CAHO MASTERCLASS SERIES

MasterClass Series 2

CAHO introduces Masterclass Series – 2 commencing from December on NABH 5th edition Requirements- Focus on Departments.

13 LIVE SESSIONS

- Radiology Department
- Laboratories & Blood Bank
- Emergency Department
- Human Resources Management
- Doctors
- Critical Care
- Nurses
- Medication Management
- Infection Control Professionals
- Quality and Patient Safety
- Top Management
- Facility Management
- Medical Records/ Information Management

One session every week on Wednesdays (6-7 pm) followed by Q&A, discussions and certification post completion of series.

Interested participants can register anytime for viewing recordings of MasterClass Series 1.0

FIND OUT MORE / REGISTER NOW

Explore upcoming programs From CAHO Academy

Stay updated with the latest programs and announcements from CAHO Academy and spot the sessions of your interest.



Pre-register Now!

LABORATORY QUALITY MANAGEMENT SYSTEM & INTERNAL AUDITOR (ISO: 15189 -2012)

Certificate Course on Laboratory Quality Management System & Internal Auditor (ISO: 15189 -2012)

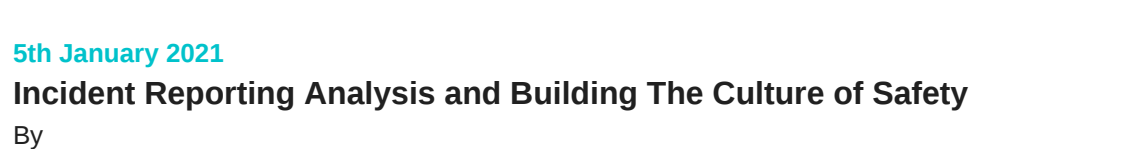
- Implementation of the Laboratory Management System
- Requirements of International Standards ISO 15189:2012
- NABL specific criteria
- NABL documentation

NEW! FIRE SAFETY AND EMERGENCY PREPAREDNESS TRAINING PROGRAM

Fire Safety and Emergency Preparedness Training Program

- Understanding the principles of fire
- Fire Hazards in a hospital and risk control
- Active and Passive fire protection systems
- Emergency preparedness and response plan
- Mock drill and Table Top Exercises

PRE-REGISTER



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