

### Dear Members,

Greetings! 2020 has been a very significant year for all of us in one or the other way. The pace of changes in healthcare delivery and health workers has been beyond our wildest imagination. We are proud to share with you the role that CAHO has been able to play during this unprecedented period of uncertainty and volatility. This has been possible because of support extended by each and every member of the organization.

As we move to 2021, we want to thank everyone for their contribution. More and more healthcare institutions, diagnostic centres and quality enthusiasts with passion and zeal towards quality promotion and patient safety are getting connected with CAHO. This has ushered new energy and growth beyond expectations, thereby, leading us to Rethink, Rebuild and Redesign ourselves as an organization. We are enclosing a brief of our activities so far and will like to hear from you your ideas and suggestions for 2021. Please do write to us or call us at your earliest convenience!

All these accomplishments are a recognition of great work, commitment and dedication of many individuals throughout the year. Indeed, we have so much to share that it is not possible to communicate and do justice in an end-of-the-year letter. There is still plenty to be achieved in CAHO's evolution and we see next year lined up with many more activities, successes and great achievements.

Dr MI Sahadulla and Dr Nagendraswamy S C have been added as Patrons into the existing CAHO Patrons' Club which comprises Dr Girdhar J Gyani, Dr Alexander Thomas, Dr Venkatesh Thuppil and Air Marshal (Dr.) Pawan Kapoor. This year we are extending our Governing Committee into three verticals in a functional classification, focussing on Healthcare Institutions, Diagnostic Centres and Quality Professionals.

At the beginning of 2021, we resolve to work hard to ensure we remain focused and be known as the main organization to promote patient safety and quality.

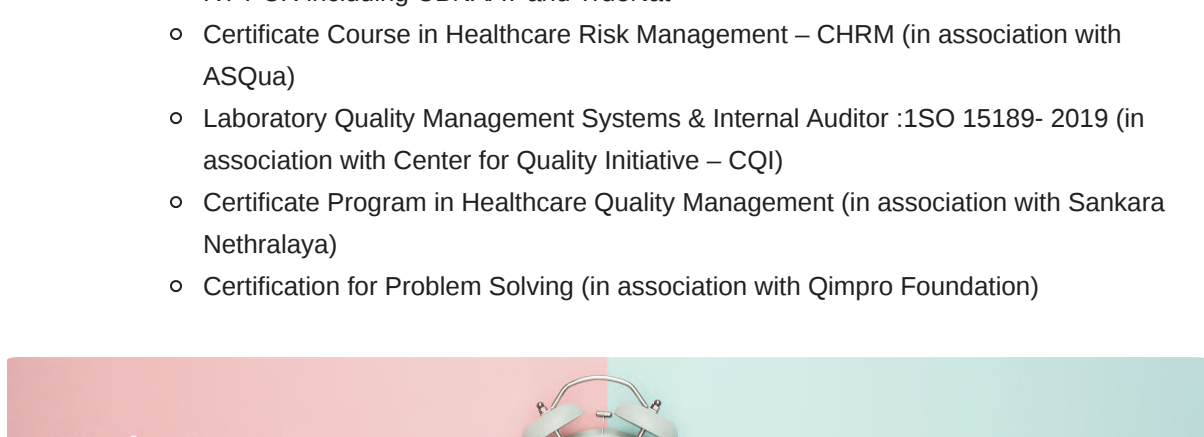
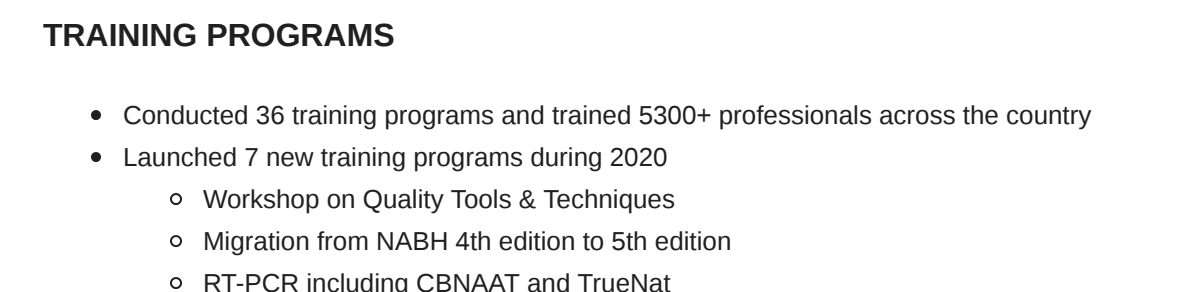
Wish you all a very happy new year, filled with success, happiness and good health! We look forward to your continuous patronage.

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*Sanul*      *Lallu Joseph*      *Sameerly*

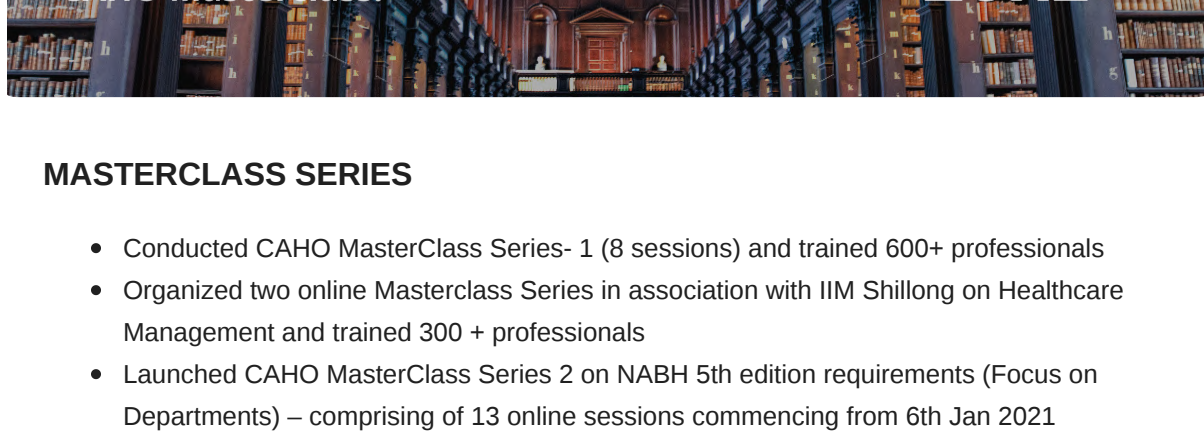
With best Regards from

Dr Vijay Agarwal (President), Dr Lallu Joseph (SG) & Mr Sameer Mehta (Vice President)



### TRAINING PROGRAMS

- Conducted 36 training programs and trained 5300+ professionals across the country
- Launched 7 new training programs during 2020
  - Workshop on Quality Tools & Techniques
  - Migration from NABH 4th edition to 5th edition
  - RT-PCR including CBNAAT and TrueNat
  - Certificate Course in Healthcare Risk Management – CHRМ (in association with ASQua)
  - Laboratory Quality Management Systems & Internal Auditor :ISO 15189- 2019 (in association with Center for Quality Initiative – CQI)
  - Certificate Program in Healthcare Quality Management (in association with Sankara Nethralaya)
  - Certification for Problem Solving (in association with Qimpro Foundation)

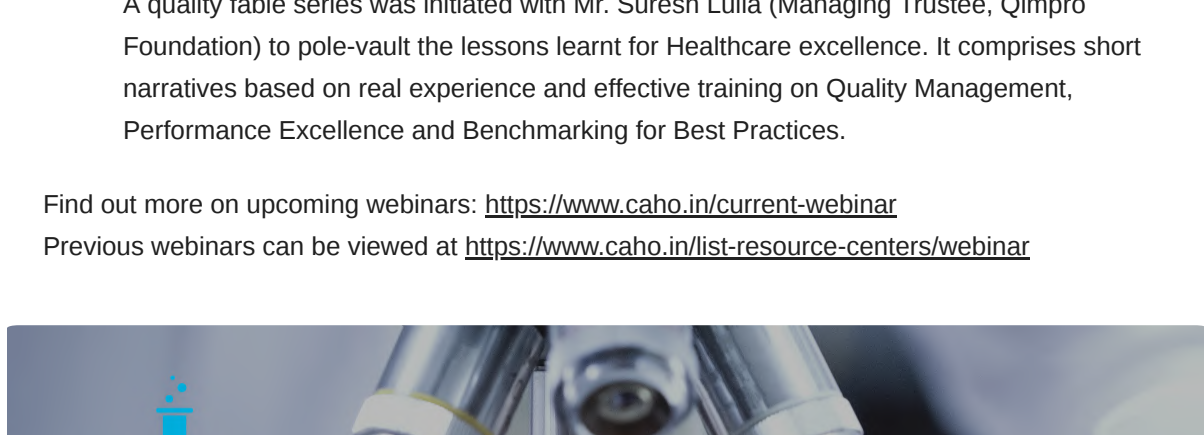


### SELF-PACED LEARNING POSSIBLE NOW!

For self-paced learning, an app – CLAPP (CAHO Learning App) was launched and we also introduced CAHO credit points for our training programs.

We thank our e-learning platforms for the support – LMExcellence, IPC Health and IBHAR.

Find out more - [https://www.caho.in/training\\_programs](https://www.caho.in/training_programs)



### MASTERCLASS SERIES

- Conducted CAHO MasterClass Series- 1 (8 sessions) and trained 600+ professionals
- Organized two online Masterclass Series in association with IIM Shillong on Healthcare Management and trained 300 + professionals
- Launched CAHO MasterClass Series 2 on NABH 5th edition requirements (Focus on Departments) – comprising of 13 online sessions commencing from 6th Jan 2021

Find out more - <https://www.caho.in/master-class-series>



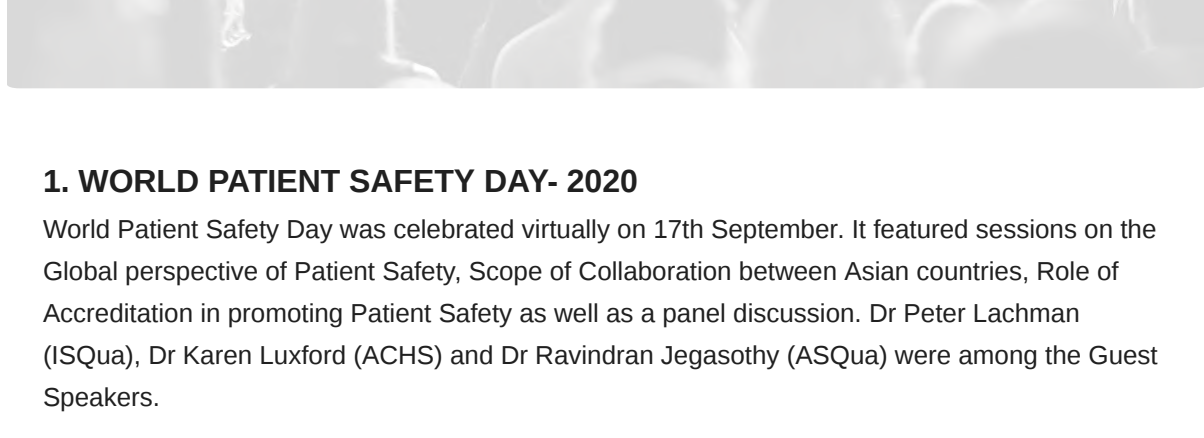
### WEBINARS

40+ webinars were conducted by experts on various aspects and were promoted on ISQua website.

- **International Webinar Series**  
An international webinar series in association with ISQua was launched in December 2020. The webinar is conducted on the first Tuesday of each month at 5 pm IST.
- **Quality Fables Chat Series**  
A quality fable series was initiated with Mr. Suresh Lulla (Managing Trustee, Qimpro Foundation) to pole-vault the lessons learnt for Healthcare excellence. It comprises short narratives based on real experience and effective training on Quality Management, Performance Excellence and Benchmarking for Best Practices.

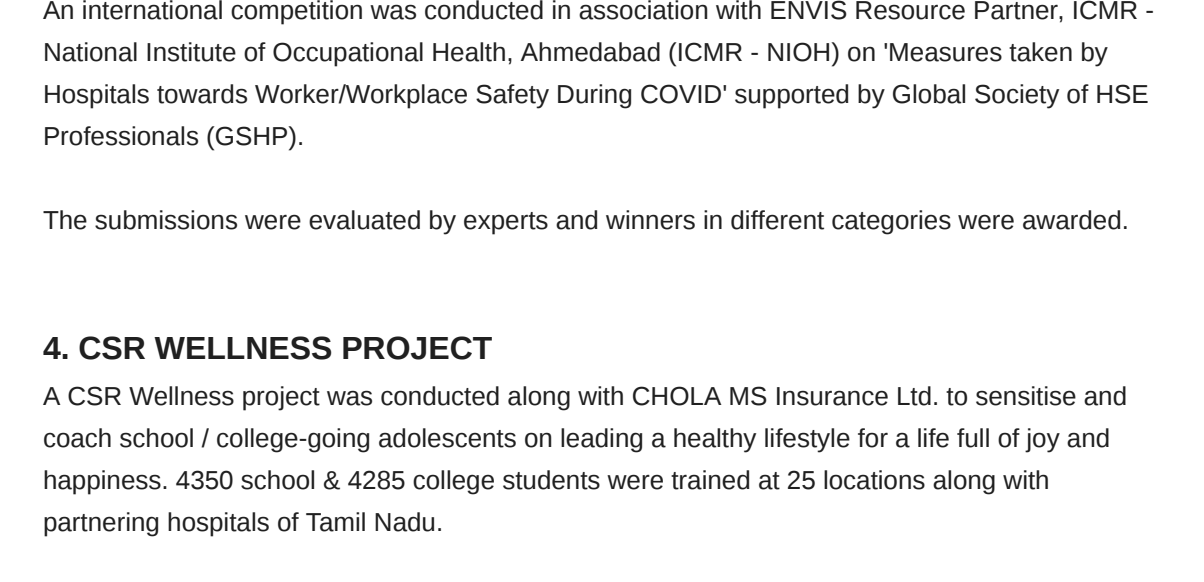
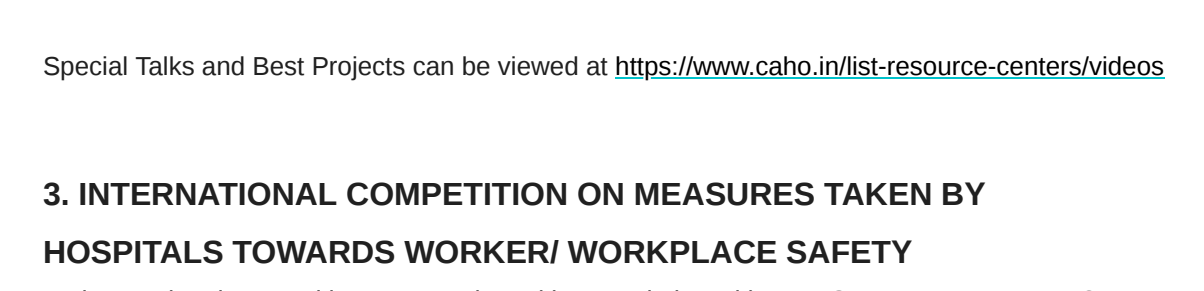
Find out more on upcoming webinars: <https://www.caho.in/current-webinar>

Previous webinars can be viewed at <https://www.caho.in/list-resource-centers/webinar>



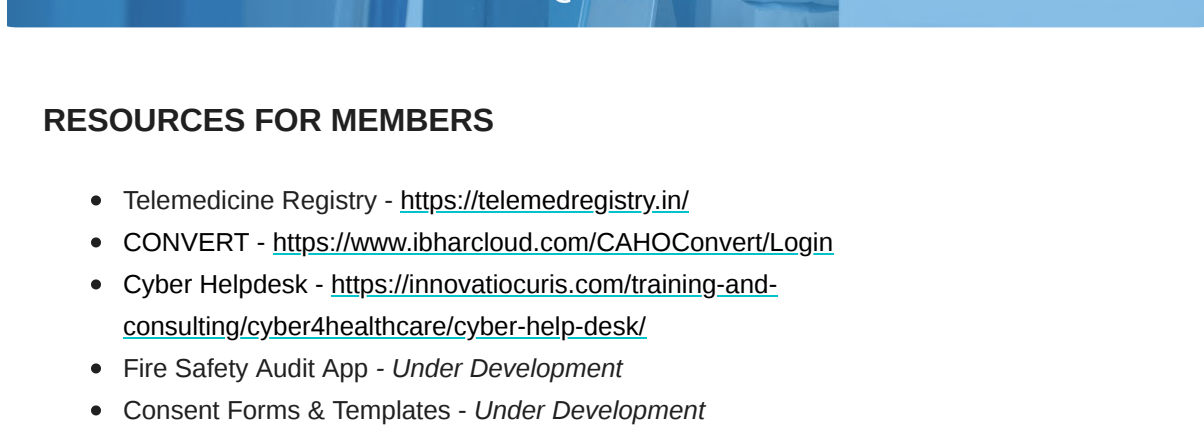
### RESEARCH PROGRAM

We have initiated research activities and in this regard, three standing committees have been set up - Student Research Committee, Healthcare StartUp & Technology Committee and Nursing Leadership & Research Committee.



### CAHOCON 2020

Endorsed by ISQua and ASQua, the event had to be postponed due to the current pandemic. The proposed dates for CAHOCON 2021 are 9th -11th April 2021 and more details will be updated shortly.



### CAHOTECH 2020 (virtual)

A truly international event, bringing in global perspective across continents was spread over 5 days (25th -29th September). Each day witnessed a galaxy of international and national experts conducted for recognising the benchmark process improvements and contributions of quality professionals. Best projects were awarded in both clinical and non-clinical domains.

Special Talks and Best Projects can be viewed at <https://www.caho.in/list-resource-centers/videos>

The submissions were evaluated by experts and winners in different categories were awarded.

### 4. CSR WELLNESS PROJECT

A CSR Wellness project was conducted along with CHOLA MS Insurance Ltd. to sensitise and coach school / college-going adolescents on leading a healthy lifestyle for a life full of joy and happiness. 4350 school & 4285 college students were trained at 25 locations along with partnering hospitals of Tamil Nadu.

### 5. CONTEST ON COVID-19

Flash E-Quiz, Poster and Video competition were organized on theme COVID -19 and winners were recognized.



### RESOURCES FOR MEMBERS

- Telemedicine Registry - <https://telemedregistry.in/>
- CONVERT - <https://www.ibharcloud.com/CAHOConvert/Login>
- Cyber Helpdesk - <https://innovatiocuris.com/training-and-consulting/cyber4healthcare/cyber-help-desk/>
- Fire Safety Audit App - *Under Development*
- Consent Forms & Templates - *Under Development*
- Licensing App - *Under Development*

### NEWSLETTERS

A weekly newsletter release – “Friday Update” was initiated to update all members regarding our activities and has released 17 editions on every Friday with upcoming events for the next 2-3 weeks, with all necessary information and registration links.



HAVE A SPECTACULAR YEAR AHEAD



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