



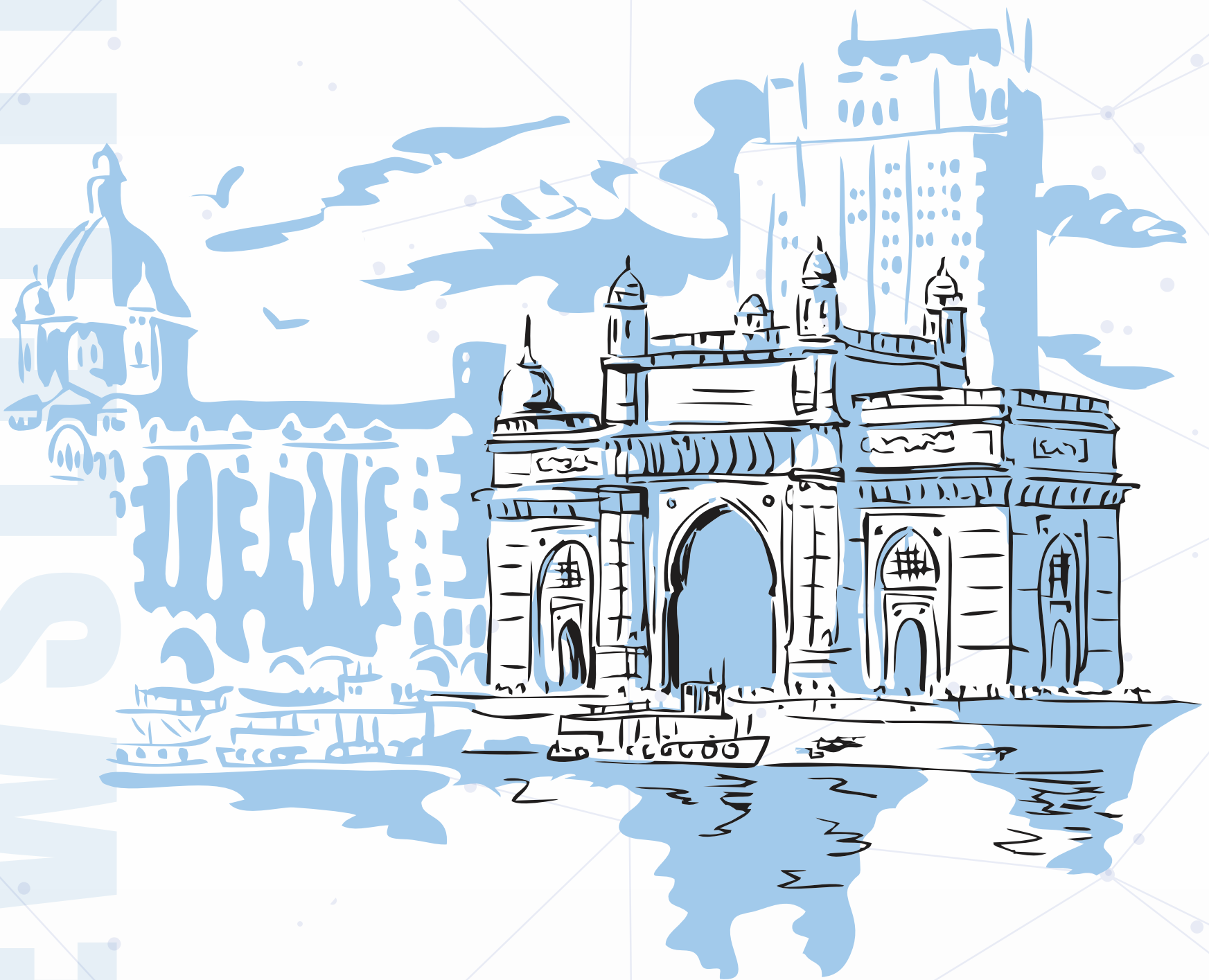
Committed to Safer Patient Care

CAHO NEWSLETTER

CAHOCON 2019 Special Edition

July 2019

NEWSLETTER

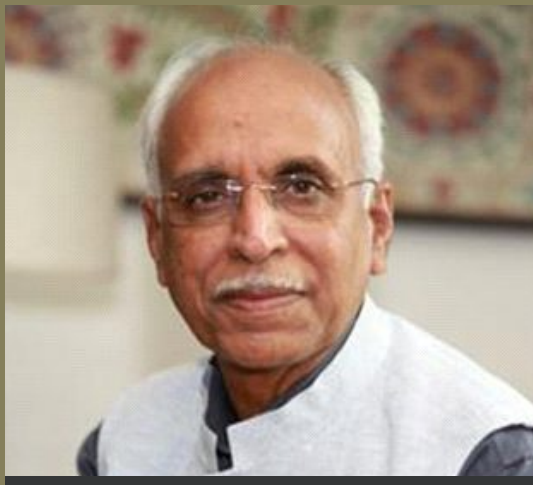


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FROM THE PRESIDENT'S DESK



Dr Vijay Agarwal
President, CAHO

Dear Friends,

It has been a very busy and hectic quarter, especially in organising the CAHOCON 2019 at Mumbai. The event was conducted so successfully that all the efforts and hard work that had gone into it seemed very much worth it.

Kudos to the Mumbai team led by Dr. Rajendra Patankar (Org. Secretary) and Dr. Aparna Jairam (Jt. Org. Secretary) under the guidance of Dr. Alexander Thomas (Org. Chairman). I am not naming all the chairpersons, conveners and members of various committees who have contributed immensely for the success of this mega event but I will be failing in my duty not to recognise Mr. Joy Chakraborty, Dr. Rajkumar Patil, Dr. Sujit Chatterjee, Dr. Suvin Shetty, Mr. Nishant Jaiswal, Dr. Ashwini, Dr. Santwana, Ms. Devasri, Dr. Madhulika, Dr. Ganesh Adiki and Ms. Mugadha Lad.

The event was truly an international one and was endorsed by ISQua, ASQua and QCI. These endorsements speak volumes about the maturity that the organisation has achieved. Academic program curated under guidance of Air Marshal (Dr.) Pawan Kapoor kept the 600 plus delegates glued to the chairs for both days.

I also wish to place on record the support that we received for CAHOCON 2019 from the Governing Committee and other stakeholders from across the country.

I am sure that it would be some kind of record to have organised 12 pre-conference workshops in different hospitals of Mumbai. A special appreciation and gratitude to the team from Vancouver Canada who came down to conduct the leadership program for the senior professionals.

The new governing committee took over responsibility during CAHOCON at Mumbai. I must thank each and every member of the previous committee to raise the bar of our functioning to a level that has made CAHO a well-known name amongst all the health care providers.

The new team has been elected unanimously and we

must thank our patron Dr. Girdhar Gyani for discharging the responsibility of supervising these elections every time. I am honoured to serve as President for the term 2019-21 and with Mr. Sameer Mehta as Vice President & Dr. Lallu Joseph as Secretary General. We hope to accelerate the momentum even further.

I want to share with you another notable achievement which can almost be called as the "Breaking News" for CAHO members. For the first time, CAHO has been invited officially in a government program to train doctors in government hospitals associated with medical colleges in Tamil Nadu.

This program is in association with the Department of Medical Education and the credit for making it happen goes to Dr Anuradha Pichumani of Sree Renga Hospital Chengalpattu. Dr.Lallu Joseph has been responsible for making the necessary changes in our basic CPQIH program. Besides NABH standards, the participants will be made aware of National Quality Assurance Standards (NQAS), Guidelines of the Labour Room Quality Improvement Initiative (LaQshya) and the Kayakalp Standards for Hospital Infection Control. All these programs are established by the Ministry of Health and Family Welfare, Government of India. This should open the doors for us to work with other state governments.

Our next annual event, CAHOTECH 2019 is being planned on a grand scale at IIT Madras Research Park, Chennai on 27th & 28th September. It is for the first time that it has been made a 2-day event with many activities on the preceding day of the conference including Masterclass workshops, Pitch fest, CEOs- Investor Meet, STARTUP showcase etc. Organisation of this conference is being handled very meticulously by Chennai team under the leadership of the Mr. Sameer Mehta (Org. Chairman) and Mr. J Adel (Org. Secretary).

Let me end this communication with the request to please attend all the activities of CAHO (www.caho.in) and block your dates for CAHOTECH 2019!

EDITORIAL TEAM



Dr. J Jayalakshmi



Dr. Anna George



Mr. J Adel



Dr. Sakshi Sharma

CAHOCON 2019 : ORGANIZING CHAIRMAN



*Dr. Alexander Thomas,
President AHPI*

FROM THE DESK OF CAHOCON - 2019 ORGANIZING SECRETARY



*Dr. Rajendra Patankar
COO, Nanavati Superspeciality
Hospital, Mumbai*

FROM THE DESK OF
CAHOCON - 2019
ORGANIZING SECRETARY

CAHOCON 2019-held at Mumbai was an outstanding success.

Over 40 internationally acclaimed speakers and 600 plus delegates from all over the globe participated in this unique event. The preconference workshops were also attended by a record number of participants. The message of quality beyond accreditation was reinforced by eminent guest speakers.

Congratulations to team Maharashtra for an impactful event which will be remembered for years to come!



Organising Consortium of Accredited Healthcare Organisations (CAHO) 2019 held on April 13-14 has been an exceptional experience for my team and me at Nanavati Super Speciality Hospital. The 2-day event was executed with diligence and rigorous hard work. I had the privilege of being the Organizing Secretary for CAHOCON 2019. The theme this year was **“Healthcare Quality Should Impact Outcome”** and we chose to bring out the best practises in the industry and showcase the world-class that the accredited hospitals and laboratories have. CAHOCON is a continuous effort in improving the quality and innovation in healthcare by bringing together the distinguished industry experts and initiating dialogue on the significant subjects in the current healthcare scenario.

This year, we decided to have a run-up for the event and conducted a series of conferences pre-event at various participating hospitals in Mumbai on important healthcare industry related topics. The 12 conferences were a great success and helped us garner attention and gain momentum for the main conference. The entire organizing team brainstormed on finalizing the topics of the conferences, and on how we should distribute the topics among the participating hospitals. Each topic was carefully chosen to ensure that it fits and talks about the current requirements of the healthcare industry and how we could improve the scenario of hospital administration in India. The hospitals also showcased the various projects they have implemented within their hospitals as case studies. The valuable speakers from the health industry shared the insights with the audience about the upcoming technologies, hospital administration and other important topics.

Actress **Sonali Bendre** graced the occasion and shared her insights about early detection of diseases. Being a cancer-survivor herself, her talk was



motivating and touching. She stressed on the importance to note the signals our body gives us. We at Nanavati strongly believe that Quality healthcare forms the foundation of a healthy society and growing economy. We need to ensure that there is no compromise with healthcare standard and people from all strata of society have access to the best healthcare systems. Patients deserve state of art healthcare.

Dr. Aparna Jairam, my co-organizing secretary has been a great support in organising the conference. She was instrumental in organising a parallel breakout session only for Laboratory services and accreditation associated with it. The members of the organising team at Nanavati Hospital were carefully chosen on the basis of their expertise, competency and interest. They have put in months of hard-work and dedication to make the event successful. The members of the organising team were Mr. Nishant Jaiswal, Ms. Mugdha Lad, Dr. Ashwini Jogade, Dr. Siddharth Kelkar, Mr. Sarvesh Singh, Ms. SonaliKir, Mr. Kaustubh, Mr. Prasad Satam, Ms. Shalaka, Dr. Gauri, Ms. Shraddha, Mr. Irfan, Mr. Ravi Jha and team and Mr. Anup Pillai

It has been a great honour to be the organizing secretary for CAHOCON and I am thankful for each and every one in the organizing committee to make CAHOCON 2019 happen and make it a success.



FROM THE DESK OF CO-ORGANIZING SECRETARY



*Dr. Aparna Jairam,
Director – Asavlee,
Dr. Aparna's Path Lab*

FROM THE DESK OF CO-
ORGANIZING SECRETARY

AMCHI Mumbai- The city that never sleeps, city of trains, traffic jams, temples, churches, gurudwaras, durgahs with superb roadside food of 10 Rs panipuri and vada pav to 1000 Rs pizza and pasta. CAHOCON 2019 coming to city of dreams where it is said and believed that no one goes to bed hungry, by the blessing of our city goddess MUMBADEVI.

After being an office bearer as Treasurer and Secretary at APPI- Association of Practicing Pathologists-India for the last 5 years and hosting many national and regional conferences, this was a completely new event for me and my team back in Mumbai, rather Maharashtra.

I got introduced to CAHO- Dr. Vijay Agarwal, Dr. Lallu, Dr. Sankar Sengupta and team not forgetting Dr. Sakshi, last year during CAHOCON 2018. Dr. Vijay at CAHOCON Chennai announced “CAHOCON 2019 in Mumbai”.

It was very exciting but a difficult task for me to get CAHO in Maharashtra as I am from lab sector and CAHO was then still a new entrant relatively.

I was lucky to have the support of office bearers Dr. Alexander, Dr. Patankar, Dr. Joy , Dr. Parag, Dr. Suvin , Dr. Patkar and all Dr. Patankar's office bearers. Nanavati hospital become my second home after my lab. They took care of me, my diet food, my WIFI, my meetings, my car park too.

My dad always says that “where there is Aparna there are challenges, Aparna never ventures on easy roads”. As he says that's what happened - During late Feb 2019, I got a call that our venue, “The Lalit“, which was booked in June 2018 was not available due to some legal issues and our dates for the CAHOCON were nearing (April 13,14). Immediately, I informed Dr. Vijay Agarwal, Dr. Lallu and Dr. Patankar. My savior - Ritwik (our event guy) and Dr. Jairam came to my rescue and we got Hotel Sahara Star, the biggest venue in Mumbai that too at the same financials. “God is kind - helps those who help themselves”.

CAHOCON 2019 preparations started with our road shows followed by daily evening zoom calls. The road shows became successful for driving CAHO in cities like Nagpur (December 2018) with great help from Dr. Manisha Mishra and Dr. Harish Warbhe. We did great in Vidharbha section too. Similar road shows were hosted in Mumbai, Indore, Kolhapur and Pune.



With the conference approaching at a speed of a missile, and lot of work was pending on all fronts, I think what kept me focused was Dr. Vijay Agarwal. He was like my punching bag, I had called him frustrated, crying, weeping and even told that I will



be deleting him from my memory including phone contacts post 14th April, 2019; but he was persistent and kept me believe that everything will fall in place.

Till the last weekend of March, we were constantly making and changing the agenda, and bringing in great faculty was a challenge. But towards the very end, it was excellently done by Academic committee headed by Dr Pawan Kapoor. Venue, food, rooms and registration arrangements were looked after exceedingly well by Ms. Devasri and Dr. Madhulika. Sakshi chipped in most of times in all areas right from delegate kits, to souvenir, mementos, agenda etc. and etc. I remember talking to her even at midnight post 12.

Getting partners was parallely going on and convincing partners like Wolters Kluwer to Sysmex, to Horiba was a superb experience.

Twelve Pre-conference workshops were held at different places across Mumbai hospitals and labs and were well attended. Dr. Barnali & Mr. Nishant were of great help in organizing pre-conference workshops. I would like to thank Dr. Prakash Suvasia, though a partner company associate, was of great help in arranging great faculty for pre-conference.



Finally, the conference started at the Sahara Star on time. All sessions were a superhit including key note addresses by ISQua, ASQua & QCI experts. Ms. Sonali Bendre, Bollywood actress and Journalist- Mr. Arnab Goswami, also gave their insights into healthcare. Debate on -Accreditation a Boon or Bane was another hit. In Dabbawala's Session I was the moderator along with Mr. Sameer Mehta which was thoroughly enjoyed by all and we had a blast along with audience.

The lab sessions were tremendously exciting and well attended including the “Launch of Entry level accreditation for Lab (NABL)” by Mr. Anil Relia and Dr. Vandana Jain and Mr. RP Singh.

Our Exhibition Stalls also had a great response. Lounge-like sitting area arrangement with coffee table was a superhit, and was the most populated area during breaks. Many other things were great, like MMC observer signing certificates, Dr. Rinki as MC, Food ,Trophies and YES, I have two of them with me for life for my sessions taken.

Finally, at 5.45 pm, Sahara Star manager - Mrs. Anada requested, and later threatened (!!) me to vacate the hall as there was a marriage function scheduled to be held at night. The hall was full with more than 500 delegates. At the end, Dr. Patankar's delivered vote of thanks and he thanked each and every one. I had tears in my eyes when he took my name and particularly when Dr. Vijay Agarwal

FROM THE DESK OF CO-ORGANIZING SECRETARY

called me on stage and called me “THE MAN OF THE MATCH”.

I was then standing next to Sonali, Dr. Patankar’s secretary. She has become my best friend now. I realized that ---that’s it...we are now not going to meeting regularly, talking daily, shouting, cribbing etc. No more Nanavati Hospital security requests to get into the compound, no more diet bhels and vadapav at Nanavati 4th floor board room. A big vacuum engulfed my brain that very moment, and with a heavy heart I started missing Dr.Patankar, Ms. Sonali, Dr. Patkar, Dr. Kelkar, Dr. Sakshi and obviously Dr.Vijay Agarwal.

CAHOCON 2019- left me with warm memories of opening my Mumbai, Maharashtra to a great organization “CAHO”, which will surely conquer many other countries in the coming years.

Special thanks to Dr. Vijay Agarwal for mentoring me, Dr. Lallu for believing in me, Dr. Alexander for always peppering me up, Dr. Parag for being there as a support, Dr.Patankar for accepting this responsibility and Ritwik for being there with me in searching venues and organizing it mesmerizingly. Above all Dr.Sakshi Sharma and Ms.Sonali Kir.

Looking forward for CAHOCON-2020 to touch more such towns and becoming a global phenomenon!!



CAHOCON 2019 : The Clinical Impact of Accreditation



Professor
Dr. Ravindran Jegasothy FRCOG
Dean - Faculty of Medicine,
MAHSA University-Malaysia
MSQH Councillor,
ASQua Secretary / ISQUA Expert

CAHOCON 2019 :
The Clinical
Impact of
Accreditation

The much anticipated 5th International Conference of CAHO saw the attendance of more than 700 delegates which included healthcare leaders and policy makers who attended the conclave and deliberated on the theme “Healthcare quality should impact outcome”. This occurred through back to back sessions which included workshops, research presentations, panel discussions and presentation of quality improvement projects and posters. Various awards were handed over to motivate further the inculcation of quality efforts by the grassroots practitioners among the various healthcare providers in India.

The knowledge partners in this year’s conference included the International Society for Quality in Health Care (ISQua), the Asian Society for Quality in Health Care (ASQua), Quality Council of India and some others. I was honoured to be invited as an ISQua Expert to signify the partnership of ISQua and ASQua in this conference.

CAHO should be congratulated for putting together an intellectually stimulating and well thought out scientific programme over the 2 days. It started out with some plenary sessions on the impact of accreditation on clinical outcomes, patient experience and an Indian perspective on these issues. There was a challenging presentation on steps to change medical education to improve healthcare outcomes as well as technology to measure, monitor and improve outcomes. There was an excellent debate on whether accreditation is a boon or bane? A mythological Indian character was even brought to life in this debate to add spice to the proceedings. Patient perspectives and other media to promote accreditation was explored with the participation of an actress who had a life changing medical diagnosis and directors as well as broadcast journalists who added their views to the lively healthcare debate, that is a focus of the current Indian elections. The launch of Entry Level lab standards was also held at this conference.

I presented a talk on the impact of accreditation on clinical programmes. Hospital accreditation has been a reality for over 100 years. There has been an

increase in the number of quality improvement programs in health care organizations globally. The accreditation methodology is an inclusive framework that brings synergy to many disparate systems. Accreditation is a capacity building tool, an investment; not an expense. It is a powerful tool for communication across teams and is complementary to the regulatory framework that exists in all countries.

In my talk, I put forward the analogy of the three monkeys who speak no evil, see no evil and hear no evil. In Medicine, on the other hand, we need to see everything, hear everything and speak everything if the patient is not to be harmed across care delivered in teams. Now we have the fourth monkey, who is forever immersed in the smart phone. Accreditation frameworks now need to take cognisance of this new communication tool and set standards to be adhered to in transmitting patient information if harm is not to befall the patient.

Finally, I concluded with some thoughts on the essential traits and habits of people that will ensure success in accreditation and excellence in healthcare.

A	Avoid shortcuts
B	Benchmark
C	Checklists
D	Document accurately
E	Evidence based practice
F	Frank explanations
G	Guidance to juniors
H	Human values
I	Inquisitiveness
J	Justice
K	Knowledge
L	Learning from errors
M	Manage well
N	Navigate
O	Openness
P	Persistence
Q	Quality
R	Resilient

S	Soar
T	Time management
U	Understanding
V	Versatile
W	Winning attitude
X	Xenial
Y	Yield
Z	Zest

Accreditation is all about systems and people working towards a common goal with the patient as the focus. All accreditation standards can be achieved if the A to Z is followed. You will find that the A to Z is also embedded in the accreditation standards. The motivation to everyone is that achieving excellence and accreditation may be as simple as learning your ABCs! Of course, there is a lot of hard work along the way!

LABORATORY SESSION OVERVIEW



Dr. Barnali Das
Co-Chair Lab Committee, CAHOCON-19.
Consultant, Laboratory Medicine,
Kokilaben Dhirubhai Ambani Hospital,
Mumbai.

LABORATORY
SESSION
OVERVIEW

The year started with the highly successful CAHOCON 2019 on 12th, 13th & 14th April, 2019. It was a three days event, beautifully organized as a combination of Workshops, Invited Talks, Panel Discussion, Oral and Poster presentations and Industrial lectures. There was a grand, trade-exhibition, with corporate vendors from the diagnostic division.

The conference was preceded by Pre-conference workshop on 12th April, 2019 in different hospitals and reference laboratories of Mumbai. The workshop included all major topics from the laboratory medicine field, including laboratory management, quality management, Biochemistry, Microbiology, Hematology, Coagulation etc. Lab. Medicine workshops took place in Kokilaben Dhirubhai Amabani Hospital, P.D. Hinduja Hospital, Suburban Diagnostics and S L Raheja Hospital, Mumbai. The workshops had active participation by all participants, with active discussion on different diagnostic topics.



The conference commenced with the hospital session, followed by parallel lab sessions in Sahara Star Hotel, Mumbai on 13th & 14th April, 2019. Mr. Anil Relia, CEO – NABL and Dr. Vandana Jain, Head - Accreditation of Medical Testing Laboratories-NABL, launched the entry level NABL, which was the highlight of the first day's programme.

The scientific session was spread over a delightful range of invited lectures and panel discussions from NABL Accreditation Standards, NACO Recommendation on HIV Testing & Counselling, Automation, Data management to Prenatal Screening

Tests etc. This was followed by an interesting panel discussion on "Challenges an accredited lab faces during audit and how to improvise on the same".



The final day of the conference commenced with the popular Panel Discussion on "Documentation or Competency". This was followed by different enriching talks from Automation in urine analysis and Hematology, Challenges for Make in India IVD industry to histopathology lab set up and Autoimmune testing. The session on medicolegal issues generated a lot of questions.

The afternoon session was followed by the Valedictory Function, bringing the curtain down on three days of intense, high level scientific sessions.

The CAHOCON 2019 offered high-quality, integrated solutions and expertise, that empowers CAHO members to achieve excellence in the delivery of health care. It fostered the highest standards in education and in the practice of health care and laboratory medicine; in order to improve the health care service; and to enhance dignity and an efficient practice.

Therefore, by organizing CAHOCON, 2019 in Mumbai, The Consortium of Accredited Health Care Organization (CAHO), the leading organization of accredited hospitals & laboratories, served patients, doctors, and the public, by advocating excellence in the practice of patient safety in India. The consortium always patronizes NABH & NABL, for achieving the above mission of patient safety and quality patient care.

LABCON TAKEAWAYS



Dr. Jatinder Bhatia
VP Quality, Neuberg Diagnostics &
Director 360 Diagnostics

CAHOCON 2019 was an academic feast on quality with a platform of sharing experience of people who have done great work in their organizations, on quality.

April 12th, day one, was a day of workshops. Three full day Lab workshops were conducted Lab Management and Quality Goals at Kokilaben Hospital, Basics of Coagulation at Hinduja Hospital and Haematology at Suburban Diagnostics which were well attended by 40- 50 participants each. Speakers were excellent and could keep the participants engaged, involved and encouraged throughout the day.

On 13th of April, Parallel sessions were conducted in Hall A for Hospitals and Hall B for Labs. Presence of Mr. Anil Relia, CEO NABL and Dr. Vandana Jain, Director NABL was the star attraction, as lots of Lab professionals, Quality managers and administrators could take the answers of their queries from the

horse's mouth.

The sessions were very interesting, and different from the routine. They were more focused on the practical issues faced by labs during day-to-day routine.

The first topic explained beautifully by Dr. Anjali Singh, Clinical Affairs, BioRad, was concerning Automation-Facilitation of QC. She explained, how automation can cut down a lot of written work in document preparation. It gives us advantage of time, labour and error-free performance and documentation of QC.

How technology can improve patient engagement and personalized care, was very well presented by Mr. Dinesh Samudra, CEO Clinivantage. It was well received by the audience. We all know, that technology is a part of every healthcare activity, and patient care is the goal of every healthcare organization, anything and everything pertinent to improve the patient care is important to us.

QC in Maternal screening, a highly sophisticated test where the decision of life and death of the foetus is taken, was presented by Dr. Aparna Jairam, Director Asavlee Pathlab. The QC process and its challenges were well described.

Another very interesting session was by Dr. Bhawna Rao, Deputy Director NACO, on HIV Testing and Counseling which could answer Queries of lot of people who face these issues in their daily practices. Implementation of NACO guidelines and counseling by trained people was stressed.

View of the Lab, represented by senior Lab Directors like Dr. Vinita Kothari, CEO Central Lab Indore, Dr. Varsha Vadera, Lab Head, KDAH, Dr. Pratik Jariwala, Director, Jariwala labs, and quality experts like Dr. Reema Bahri, Batra Hospital and Dr. Sankar Sen Gupta MS, CNCI Kolkatta, in a Panel Discussion on “Challenges a lab faces during Audits”. It was a very interactive and informative panel discussion. Audience came out with their issues regarding the problems they encounter during the audit. Mr. Anil Relia’s presence gave answers to lot of queries raised and he could gather lots of feedback from the experiences of the audience.

Dr Vandana Jain, Director, NABL, introduced Quality Assurance Scheme (QAS) for Basic Composite (BC) Medical laboratories (Entry Level – NABL), which is an important step taken by NABL to take smaller labs under their banner and help them establish quality with minimum standards requirement.



14th April : The day started with a panel discussion on the topic “Documentation or competency? What are we doing? Are we really doing?” The importance of both documentation and competency assessment was discussed by me along with Dr. Parag Dharap, Dharap Diagnostics, Dr. Vandana Jain, Director, NABL and Dr. Venkatesh Thuppil, Director FQI. The role of laboratories and the role of NABL, across both spheres was debated, and it was concluded that both have equal importance, and lab has a prime

responsibility of upholding both the elements of quality for ultimate patient care.

Dr. C N Srinivas, Director- Lab, MIOT Hospital, Chennai, enlightened the audience on the automation in urine and fluid analysis. Ms. Mala Vazirani from Transasia gave a very emotional talk about the journey of Transasia. Mr. Alstair Mc Leod, VP Erba, talked about automation in Haematology.

Dr. Arvinder Singh, Director, Arth Diagnostics, from Udaipur, a pathologist with complete knowledge of medico legality gave deep insights about the medico legal issues, which can be faced by lab management and pathologists. In today’s scenario safety of the rights of the doctors and healthcare organizations is of utmost importance. “Ignorance of your rights might land you in situations, which could have been otherwise avoided”.

Dr. Mahesh Deshmukh from Nagpur, oriented everyone to the steps involved in setting up a histopathology lab and the challenges in implementing quality in a histopathology lab. Dr. Suvin Shetty, Lab Director, Hiranandani Hospital, concluded the sessions adorning them with words of experience.

Last but not least, the final session chaired by Dr. Barnali Das, HOD Biochemistry, Kokilaben hospital, Mumbai, and presented by Dr. Aparna and Dr. Rajesh Bandre, Lab and Blood bank Head, Jaslok Hospital, on Advantages and QC challenges in autoimmune lab was the icing on the cake, where we experienced and learnt newer and advanced technology in immunofluorescence and auto immunity.

Conclusion

1. Labs face multiple issues while facing the NABL audit, which were conveyed to NABL dignitaries. They received good feedback from the audience to analyze the situation better and give solutions accordingly.
2. For quality implementation, both documentation and competency of the employees is important. It is the organization’s responsibility to monitor competency of the employees regularly, and NABL should device a methodology to check the competency in their limited time of visit during audits.
3. Documentation is mandatory but it should be smart, logical and preferably automated to save time and energy.
4. Knowledge of medico legality and NACO guidelines updated the information of the audience with the latest regulations. It is also important to safeguard your rights.
5. Maternal screening, autoimmunity, hematology are important departments, where quality must always be up-to-date.
6. Automation of Urine and fluid analysis was very informative and enlightening.
7. Entry level NABL is an amazing move by NABL, which will give opportunity to a large number of labs to work under minimum standards for the lab.
8. Workshops gave the platform to budding technologists to have hands on experiences on the latest in clinical laboratory.

CAHOCON AWARDS

LIFETIME ACHIEVEMENT AWARD

*Air Marshal (Dr) Pawan Kapoor
AVSM, VSM (Retd)**



Receiving the Lifetime Achievement Award was a very special moment for me.

I am deeply honored to join the exclusive club of illustrated past recipients, all of whom have been in some way or the other responsible for holding my hand and showing me the way through my turbulent journey in the field of health care quality.

I thank God for providing me such peers, friends, mentors and enablers who kept consistent faith in my passion, competence and capability. I dedicate my lifetime achievement award to all of them and to all those who continue to work selflessly for the cause of patient safety and quality in healthcare.

I am grateful to CAHO not for bestowing this honour on me but for the champions that all past and present members of CAHO have been in furthering the cause of quality, accreditation and excellence in health care in India.

May God bless them with all the success in their continual endeavours towards this noble goal.

CAHOCON Mumbai was one of the very enabling, individually satisfying and academically enriching healthcare conferences that I have attended thus far.

The organizing team was indeed amazing, and as Chair of Academic Committee, it was an extremely wonderful experience putting up a stimulating agenda through mutual cooperation, consultations and constructive criticism. Rightly so, the scientific sessions were highly appreciated and contributed to greater audience and speaker interactions at the main conference.



BEST STATE REPRESENTATIVE

*Dr. Anuradha Pichumani
Executive Director, Sree Renga Hospital,
Chengalpattu (TN)*



to the endorsement of CAHOCON 2019 by international bodies such as ISQua and ASQua, to the signing of an MoU between CAHO and ISQua and, to hosting International speakers at the event. The Organising Committee deserves applause for the all-round efficiency and creative diversity with which the various events were planned and executed, within the stipulated timeframes. Engaging personalities from the media and film industry was a notable high point, in raising the visibility of CAHO's programmes amongst the public. Another valuable learning opportunity at CAHOCON 2019 was the leadership programme conducted for senior leaders of hospitals.

The design and launch of the Certified Professional for Quality Implementation in Hospitals – Government Hospital (CPQIH-GH) at Government Kilpauk Medical College, Chennai was yet another appreciable endeavour of CAHO, that was spotlighted at CAHOCON 2019. The first training initiative of its kind in India to incorporate the

It was a pleasure indeed to watch CAHOCON evolve with the times and I'm humbled to have had the opportunity to be a part of its growth in the past few years. As a member of the International Engagement Committee for CAHOCON 2019, I found it immensely instructional in establishing connections with healthcare leaders across borders. It was very gratifying to see our efforts to reach out to global leaders in the field of healthcare quality lead



LIFETIME ACHIEVEMENT AWARD

BEST STATE REPRESENTATIVE

Standards of NABH, NQAS, LaQshya and Kayakalp guidelines in one single programme, CPQIH-GH was conducted with the strong support of the Secretary to the Government, Ministry of Health and Family Welfare, Government of Tamil Nadu and the Director of Medical Education, Tamil Nadu for the Faculty of Government Medical Colleges. It has been a path breaker for CAHO and I'm happy to have initiated and coordinated the effort. I take this opportunity to thank all the CAHO Faculty for their support of this significant effort, including the conduct of the HIC and Fire Safety workshops.

I'm thankful to Dr.Vijay Agarwal and Dr.Lallu Joseph for the recognition and honour that they have accorded me for these efforts via the Best State Representative Award.

Looking ahead, I'm very proud of the dynamic team of CAHO office bearers that we have and the path that CAHO has taken to spread the message of healthcare quality at the grassroots level. I'm sure we are going to see very vibrant activities all across the country from different states, in the near future.

Wishing everyone well and looking forward to CAHOTECH2019 and CAHOCON 2020.

QUALITY CHAMPION AWARD

Dr.Badari Datta

*Dean Institute of Healthcare Excellence,
Head -Quality & Out-Patient Services,
Bangalore Baptist Hospital, Bangalore*



It was indeed a great pleasure to be part of CAHOCON 2019 at Mumbai. It inspired me to start many initiatives in my own hospital and I was humbled to know that there are so many great achievers around us in India. Especially, in an era where we became Quality managers without any formal training in Quality, CAHOCON remains one of the only sources of knowledge where we can learn and get motivated. I wish I could have attended all the preconference workshops.

On contrary to most of the medical conferences, where mostly it has become a fun fair many a times for me, CAHOCON was a serious learning experience. CAHOCON provides a great platform for learning from good practices from healthcare industry. Not just eminent speakers from the healthcare industry, but also the Mumbai Dabbawallas inspired and challenged us to move towards perfection. There were some mind blowing concepts presented in the conference which I was never aware of. To name some, "Second victim", "LEADS", "IT solutions for Critical Care" and so on.

I was asked to participate in the debate on "Accreditation- BOON or BANE" and it was lots of fun. Dr. Mulpur entertained us with his wit and poetic skills. Though we all agreed, how accreditation system has brought in so many positive changes, the debate showed some dark corners where we have to focus to make full use of accreditation system.

It was such a great pleasure to spend time with legendary persons like Dr. Girdhar Gyani, Dr. Alexander Thomas, Dr. Vijay Agarwal, Air Marshal (Dr.) Pawan Kapoor and so many more. There was so much of intangible learning which happened by just observing, listening and being around them. It is a matter of such great pride to see CAHO becoming an internationally recognised organisation. I still remember the first meeting of CAHO in the board room of Bangalore Baptist Hospital with just a few people.

I was thrilled when I was given the "Quality Champion Award" for the work I have done in communication training. I am really humbled and greatly honoured. I owe this award to Bangalore Baptist Hospital and to Dr. Naveen Thomas, CEO of Bangalore Baptist Hospital, who is constantly supporting me to do this work. It was Dr. Alexander Thomas's vision which



has given "Communication training" a place in the country and pushed me to contribute my part. CAHO always has been the partner from the beginning in this initiative of training and also capacity building of professionals in Effective communication training. More than 40 trainings have been conducted across the country so far.

My small "Idea book" has got a lot of value for me after I noted down all the things to implement, everything learnt from CAHOCON-19. I hope I would have implemented at least some in my organisation before I get new ideas in CAHOCON-20.

Thank you CAHO, You have been our teacher, mentor, guide and an honest friend.

QUALITY CHAMPION AWARD



QUALITY CHAMPION AWARD

Dr. Jothi Clara Michael
 Chief Clinical Governance Officer,
 Kauvery Hospital-Corporate

QUALITY CHAMPION
 AWARD



I am greatly honoured to receive the CAHOCON 2019 Quality Champion Award from the renowned leaders of CAHO, and Quality Council of India. My health care quality journey with NABH began in 2009, in the capacity of Director of Nursing, Global Health City, Chennai. Here is where the first nursing core committee (11 nursing leaders across India) met to develop the NABH Nursing Excellence Standards under the leadership and guidance of Dr Giridhar Gyani, the then CEO of NABH, and Dr Karanjekar CEO of Global Hospitals Group. As a member of the AHPI and CAHO Tamil Nadu state committee, I received a great platform to share, learn, connect, engage and develop health care quality and safety.

I now stand witness to CAHO nurturing health care professionals from all domains to evolve into better professionals and leaders. CAHO professionals are now well equipped to provide safer care with cost effective approaches that are uniquely tailored to their region and institution. I am proud to be a part of CAHO, and I hope that CAHO effectively improves health care from the grass roots with its unique solutions.

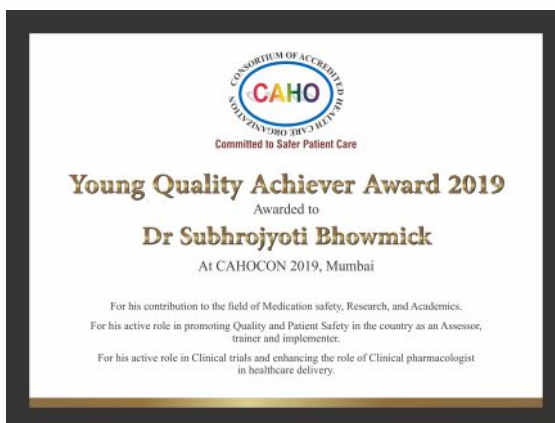
I express my gratitude to my employers who empower me to apply quality in my day to day practice. Dr Ravindranath (Founder & MD Global Hospitals Group); Senior leaders Dr Suet Wun Lim & Elaine Ng overseeing India Operations Division, Parkway Pantai Ltd and Dr Manivannan (Co-Founder & MD Kauvery Hospital Group). My heartfelt thanks to the Health Care Quality Leaders Dr Giridhar Gyani, Dr Alex, Dr Vijay Agarwal, Mr Sameer Mehta, Dr Lallu Joseph, who motivated me to engage and contribute in several quality forums, consortium activities and projects in leadership roles. To explore roads less travelled CAHO is the right platform. Being a recipient of the CAHOCON 2019 Quality Champion Award reaffirms that I need to be more committed and accountable to patient care in my practice and in all that I do.



YOUNG QUALITY ACHIEVER AWARD

Dr. Subhrojyoti Bhowmick
 Clinical Director for Academics &
 Clinical Research Department
 Peerless Hospital &
 BK Roy Research Centre, Kolkata

YOUNG QUALITY
 ACHIEVER AWARD



I returned from USA at the end of November 2017 after almost 3 years and since landing in the

Kolkata, I have been hearing about the CAHO and its annual conference CAHOCON. I had looked up the pictures of the previous CAHOCON at Chennai and was very impressed with the faculty and agenda. Hence, I got registered for CAHOCON 2019 conference in early January 2019 along with the preconference workshop.

I was happy to note that CAHOCON 2019 will motivate quality professionals in their work in different domain through awards in various categories. I applied for the “Young Quality Achiever Award” and “Best Clinical Audit” categories got an immediate acknowledgment from the Organizing committee.



One month prior to the conference it was informed from the Organizing Committee that more than 10 Preconference workshops were being arranged on various topics ranging from leadership to financial analysis of healthcare projects. I attended the preconference workshop on 12th April, 2019 at Holy Spirit Hospital and it was a really nice experience learning the practical aspects of financial analysis of healthcare projects from Dr. Vivek Desai and Ms. Surbhi Modi. The participants were also given a hospital tour by the host hospital to have a look around of their hospital infrastructure and processes.

CAHOCON 2019 was over two days on 13th April and 14th April, 2019 at Sahara Star, a five star hotel adjacent to Mumbai Domestic airport. The arrangement at the venue were of world class standards and the program events were made available through mobile app "CAHO events" through which one can keep track of the ongoing sessions and upcoming one. There was a good mix of national and international speakers (from Malaysia, UAE and USA) who deliberated on how healthcare quality can affect outcomes. One of the most interesting session was on Media's role in Healthcare, where the firebrand journalist Mr. Arnab Goswami shared his thoughts about accessible healthcare and media's role to improve it. I was really touched by the session where cancer survivor and renowned Bollywood actress Ms. SonaliBendre who discussed her expectations as a patient and her inspiring battle with cancer. I have attended many

national and international conferences in my career till date but have never come across such a sensitive and inspiring session of a cancer survivor patient in a Healthcare conference. The highlight of CAHOCON 2019 was the launch of "Entry Level" NABL standards with the aim to make every laboratory in the country quality conscious and NABL certified.

I enjoyed attending most of the sessions at the conference but my favourite pick would be the session on Dabbawallas of Mumbai, through which I learnt that with complete dedication and honesty one can achieve all accreditations of the world. The end of the conference was with the announcement of the New CAHO Governing committee for 2019-2021 with many familiar faces taking up leadership roles in the committee.

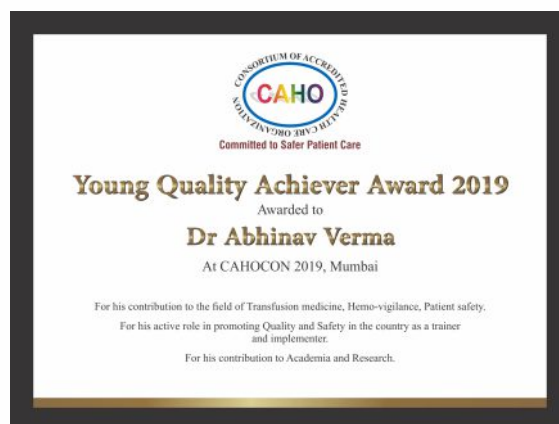
Next was the announcement of the results of the awards. It was a moment of glory and extreme happiness for me when my name was announced as the "Young Quality Achiever Award" winner for 2019. All my hard work in field of Medication safety/Clinical Research and Quality was appreciated by the jury and I thank them for doing it.

I felt honoured to share the same stage with Air Marshal (Dr.) Pawan Kapoor who received the Life time Experience award at the same ceremony. This CAHOCON 2019 will remain in my memories as a truly memorable one and I look forward to attend the next CAHOCON 2020 at Cochin.

YOUNG QUALITY ACHIEVER AWARD

Dr. Abhinav Verma

Head - Department of Transfusion Medicine
Max Super Speciality Hospital, Vaishali



I'm honoured and grateful to be the recipient of this prestigious award. I would like to specially thank the CAHO jury members for selecting me for this award. I am earnestly grateful for the recognition I have received for my work. This award is not only a reward for the past quality projects successfully done but also a bigtime motivation for the future

quality projects coming my way. Winning this award would not have been possible without the inspiration I have received from my senior quality mentors from whom I have derived the strength to challenge myself and perform better each day.

It goes without saying that quality is a continuous process and is a key competitive factor in healthcare industry today. This award also gives me more responsibilities of further work. I will utilize this opportunity to improve quality awareness within my organization by educating and motivating employees. I will also encourage staff to work upon new quality projects that will help in improving patient safety and care.

Once again, thank you CAHO for this honour. This award will be an encouragement for doing the best and reaching more great heights in future.

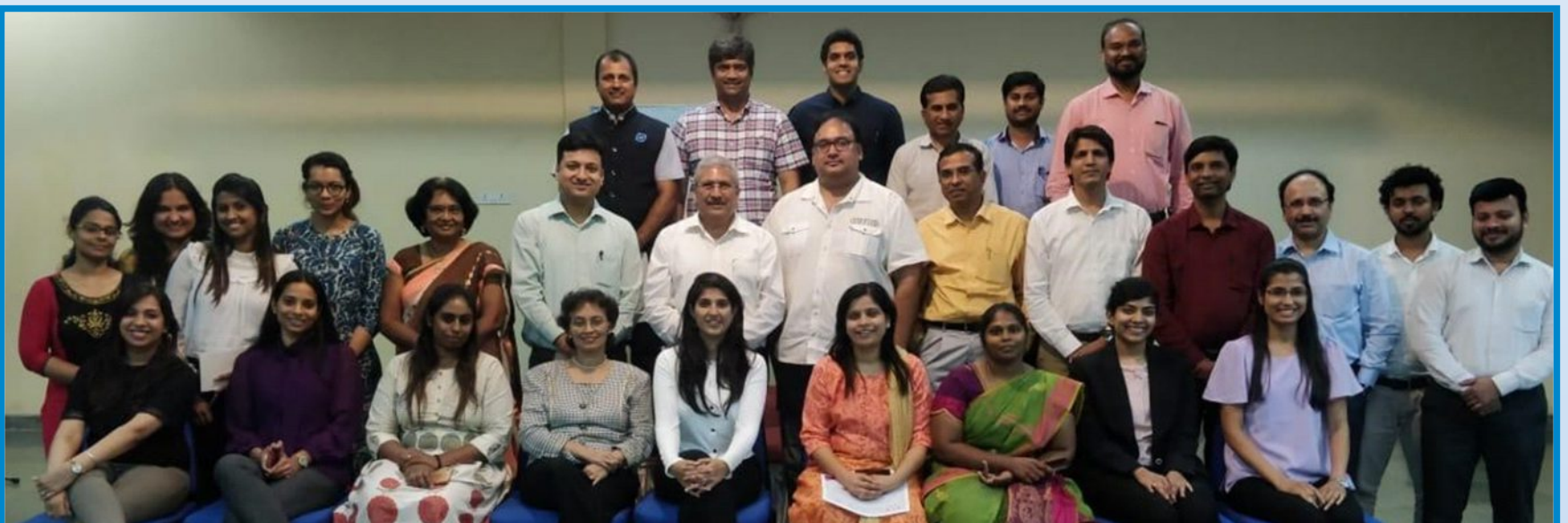
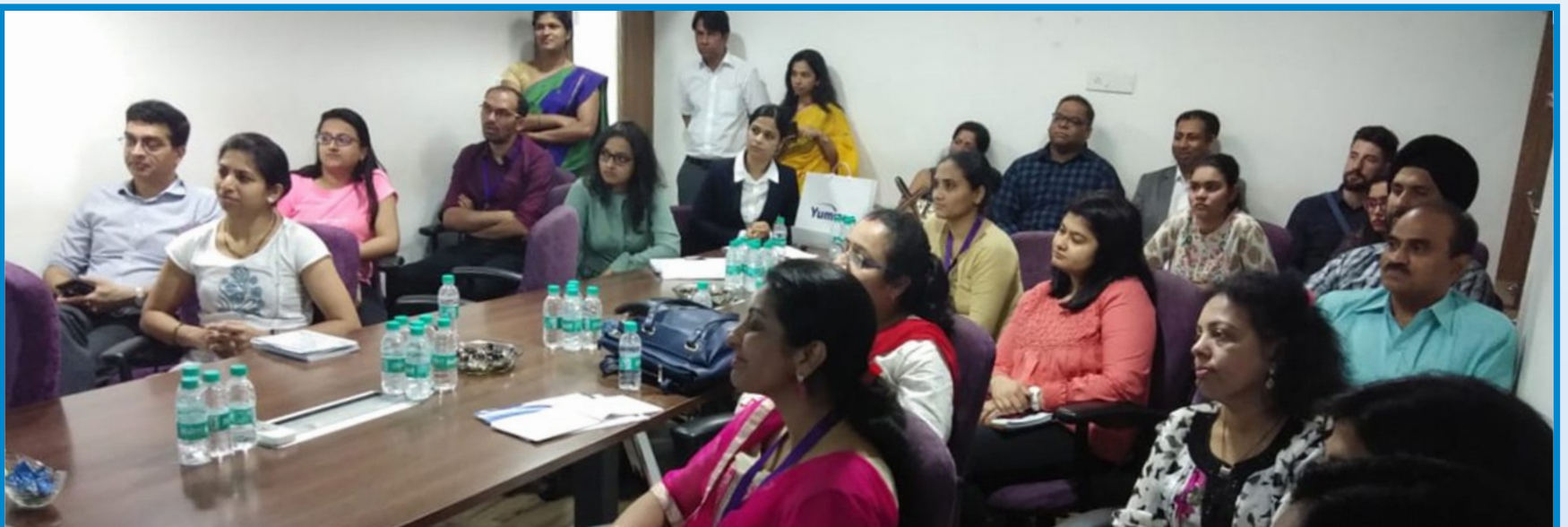


YOUNG QUALITY ACHIEVER AWARD

CAHOCON 2019 – HIGHLIGHTS

PRE - CONFERENCE WORKSHOPS

12 Pre Conference Workshops were organized in partner hospitals & labs of Mumbai region- Dr. LH Hiranandani Hospital, Holy Spirit Hospital, Nanavati Superspeciality Hospital, Fortis Hospital Mulund, PD Hinduja Hospital, Seven Hills Hospital, Saifee Hospital, Koliaben Dhirubhai Ambani Hospital & Medical Research Centre, SL Raheja Hospital, Suburban Diagnostics India Pvt. Ltd.







ROUND TABLE MEETING WITH INTERNATIONAL FACULTY



REGISTRATION



INAUGURAL CEREMONY



Welcome Address by Org. Chairman - Dr. Alexander Thomas



Inaugural Address by Chief Guest- Lt. Gen. Bipin Puri

RELEASE OF CONFERENCE SOUVENIR



LAUNCH OF NABL ENTRY LEVEL ACCREDITATION



HOSPITAL SESSIONS

IMPACT OF ACCREDITATION ON QUALITY & OUTCOME

(Dr Girdhar Gyani, Mr Pramod Hari Lele, Dr Ravindran Jegasothy, Dr. Thomas Kozlowski, Air Marshal Dr Pawan Kapoor)



POTPURRI

(Mr. John Yoon, Dr. Naresh Shetty, Mr. Yateesh Wahal, Mr. Krishnan Sankaranarayanan, Dr. Sanjay Oak, Dr. Suresh G Nair)





HEALTHCARE QUALITY : COMMUNITY, FILM & MEDIA PERSPECTIVE

(Dr. Narottam Puri, Mr. Arnab Goswami, Ms. Sonali Bendre, Mr. Praveen Nijhara, Mr. Sanjay Jha Mastan)



DEBATE : IS ACCREDITATION – A BOON OR BANE?

(Dr Badari Datta, Dr Parag Rindani, Mr. Joy Chakraborty, Dr Harish Pillai, Dr Anil Mulpur)



IMPROVING CLINICAL OUTCOMES : DEPARTMENTS' PERSPECTIVE

(Dr Rahul Pandit, Dr Rajkumar V Patil, Dr CM Bhagat, Dr Ravi Gupta, Dr Sandeep Gore, Dr Anita Soni)





PROCESS EXCELLENCE

(Mr. Suresh Lulla, Dr. Ravindran Jegasothy, Mr. Nishant Jaiswal)



PATIENT SAFETY AND RISK MANAGEMENT

(Mr. Anil Karlekar, Dr Sujit Chatterjee, Dr Alexander Thomas, Mr. Darren Butler, Mr Sandeep Goel)



POTPURRI

(Mr. Sudipta Ghosh, Dr Jothi Clara, Dr PM Bhujang, Dr Benny Joseph, Dr Sanjith Saseedharan)



LEARNING FROM OTHER INDUSTRIES

(Mr. Sameer Mehta, Mr Arvind Talekar, Dr Aparna Jairam)



RESEARCH INITIATIVES

(Let. Gen (Dr.)Velu Nair, Dr. Venkatesh Thuppil, Fr.Johnson Vazahappilly, Dr.Lallu Joseph)



PANEL DISCUSSION : COST V/S QUALITY OUTCOMES

(Dr Ram Narain, Dr Sujit Chatterjee, Dr Vijay Agarwal, Dr S Narayani)



LAB SESSIONS

SESSION 1

(Dr Aparna Jain, Dr Anjali Singh, Mr.Dinesh Samudra, Dr Milind Bhide)



SESSION 2

(Dr. Sankar Sen Gupta, Dr. Bhawna Rao)



SESSION 3

PANEL DISCUSSION : CHALLENGES AN ACCREDITED LAB FACES DURING AUDIT & HOW TO IMPROVISE ON SAME

(Dr Aparna Jairam, Dr Pratik Jhariwala, Dr Reema Bahri, Dr Vinita Kothari, Mr. Anil Relia, Dr Vandana Jain, Dr Varsha Vadera, Dr Sankar Send Gupta)



SESSION 4

PANEL DISCUSSION : DOCUMENTATION OR COMPETENCY- WHAT ARE WE DOING, ARE WE REALLY DOING?

(Dr Aparna Jairam, Dr Venkatesh Thuppil, Dr Vandana Jain, Dr Jatinder Bhatia, Dr Parag Dharap)



SESSION 5

(Dr. CN Srinivas, Ms. Mala Vazirani, Mr. Alastair McLeod)



SESSION 6

(Dr. Arvinder Singh, Dr. Mahesh Deshmukh)



SESSION 7

(Dr. Barnali Das, Dr. Aparna Jairam, Dr. Rajesh V Bendre)



SPEAKERS & CHAIRPERSONS FELICITATION



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SPEAKERS & CHAIRPERSONS FELICITATION



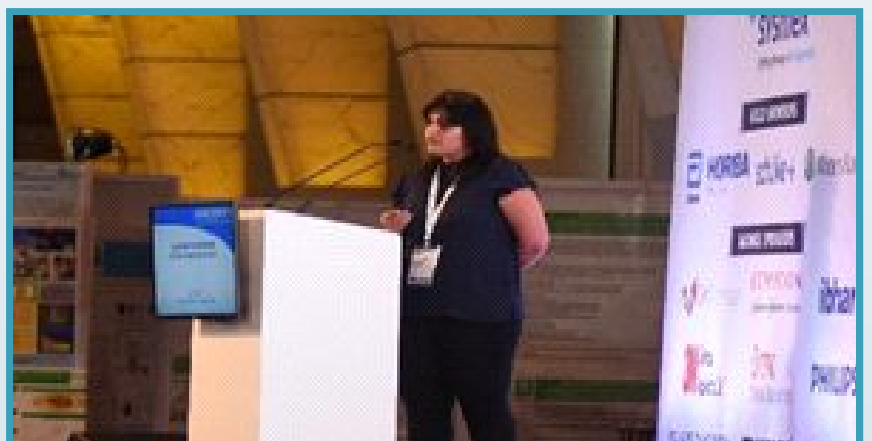
SPEAKERS & CHAIRPERSONS FELICITATION



CAHO-QIMPRO HEALTHCARE PROCESS EXCELLENCE PRESENTATIONS



PLATFORM PRESENTATIONS



PLATFORM PRESENTATIONS



POSTER PRESENTATIONS



DELEGATES - SPEAKER INTERACTION



DELEGATES - SPEAKER INTERACTION



ANNUAL CPQIH MEETING



ANNUAL CPQIH MEETING



ANNUAL GENERAL BODY MEETING



Governing Committee 2017-2019

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VALEDICTORY CEREMONY



AWARD WINNERS

CAHO - QIMPRO HEALTHCARE AWARD FOR PROCESS EXCELLENCE



Winner - Apollo Hospitals International LTD, Ahmedabad



1st Runner Up - Sankara Eye Foundation, Bangalore



1st Runner Up- Wockardt Hospitals, The Umrao Institute of Medical Sciences, Mumbai



2nd Runner Up - Sakra World Hospital, Bangalore

CAHO-3M CSSD AWARD GOLD WINNER



Private < 100 BEDS: Kiran Multi Super Specialty Hospital & Research Centre, Surat



Private 100 - 300 BEDS: Apollo Hospitals, Sheshadripuram, Bangalore



Private 300 + BEDS: AIG Hospital, Hyderabad



Public Hospital : Mahatma Gandhi Medical College & Hospital, Jaipur

SILVER WINNER



Private 100- 300 BEDS: Sakra World Hospital Bangalore

APPRECIATION CERTIFICATE



Private < 100 BEDS: Wockhardt Hospital, Mumbai



Private 100- 300 BEDS: Rajagiri Hospital, Kochi

APPRECIATION CERTIFICATE



Private 300 + BEDS: Nanavati Super Specialty Hospital, Mumbai



PUBLIC Hospitals : Sri Jayadeva Institute of Cardiovascular Sciences & Research, Bangalore

BEST PLATFORM, POSTER & VIDEO PRESENTATION, CLINICAL AUDIT & RESEARCH PUBLICATION AWARDS



BEST PLATFORM, POSTER & VIDEO PRESENTATION, CLINICAL AUDIT & RESEARCH PUBLICATION AWARDS



FELICITATION OF SCHULKE FACULTY FOR CPHIC TRAINING PROGRAM



CLOSING CEREMONY



LAUNCH OF CAHOTECH 2019



CAHOTECH 2019 : 27th & 28th September, Chennai

CAHOCON – 2019 : OUR REFLECTIONS



CAHOCON has already become a BRAND by itself. Mumbai edition consolidated it further. The quality professionals identify themselves with CAHO and I called them as true foot soldiers in my address, who have assumed ownership of quality in healthcare. CAHOCON organising team deserve commendation who took the event as if it was marriage function in family. Above all selfless and inspiring leadership of Dr Vijay Agarwal was so evident at every level. Organising team of Dr Alex, Dr Patankar, Dr Aparna Jairam and Dr Lallu Joseph have set benchmark which will be challenge for KOCHI team.

Dr. Girdhar Gyani
CAHO Patron, Director General - AHPI



“CAHOCON 2019 was a great conference that provided excellent opportunities to network with industry leaders, I am so eagerly looking forward to attend the 2020 conference at Kochi”

Mr. Krishnan Sankarnarayanan
Patient Safety Officer & JCI Surveyor



“CAHOCON is an excellent knowledge sharing and benchmarking platform. As an outsider to the healthcare community, I learned much from the presentations, on the Sunday morning of the conference. I believe the lessons learned can be adapted for business management. Particularly, with respect to safety and housekeeping.

In addition, I was impressed by the mega attendance for the conference on a Sunday! Congratulations.”

Mr. Suresh Lulla,
Founder & Managing Trustee, QIMPRO Foundation



CAHOCON Mumbai was my first association with CAHO. The meetings prior to the conferences started many months ago and I found that the instruction on how to go about creating a successful conference was lucid. I had the honour of chairing the Awards committee. The process of selection was very clear and the evaluation system fair. I hardly had to exert as the CAHO office and all the members of various committees were so efficient that my task was made very easy.

The content of the conference was extremely meaningful and the tone & tenor was set by those who are considered as Gurus of Quality of Healthcare in this country.

The session with Arnab Goswami and Ms. Sonali Bendre chaired by Dr. Narottam Puri was contrasting as fire & ice. The redoubtable Arnab was at his best as “India already knows” and Ms. Sonali Bendre related her personal journey linked with healthcare, from the eye of the common person. Dr. Puri was charming. The entire ambience and process was in itself a display of panicle of quality.

Bravo CAHO, I am sure the next conference at Kochi will be far better.

Dr. Sujit Chatterjee
CEO, Dr L H Hiranandani Hospital, Mumbai



CAHOCON – 2019 : OUR REFLECTIONS



It was truly one of the better conferences I have attended. The topics discussed covered the entire spectrum - impact for the Healthcare providers and consumers. And the diversity of speakers was something that's not always seen in many conferences. I am certain everybody who attended CAHOCON 2019 would have had at least some sessions which would have benefited them personally and professionally. A truly great gathering of the medical field.

Mr. Praveen Nijhara
CEO, Hansa Research Group, Mumbai

“

I have been associated with CAHO since three years. The annual conference opens up new vistas in Connecting, Assimilating, Healthy and happy organisations (CAHO).

The vast knowledge we earn from attending these events- Preconference workshops, plenary sessions, Laboratory sessions opens up new dimension in improving our quality of health care delivery and improvises our creativity.

The planned events are around the topics which are not taught in our medical school but are important for managing and delivering Quality patient care.

The team of the CAHO not only stops with the designation but are very approachable and constructive decisions are accepted..Put to experiment..Discussed and shared with all. The panel discussions are way to unwind our inhibitions and limitations.

The participation of the government, accredited bodies and other public health organisations make one realise the responsibility of each health care worker to deliver patient safety in most simple way by adopting good clinical practice.

I have made a point to attend all the conferences /CME in forthcoming years and strongly recommend to all health care providers to attend.

Professor . Dr. CN Srinivas,
Director - Department of Laboratory Medicine, Head - Transplantation Immunology and Molecular Diagnostics
MIOT INTERNATIONAL, Chennai



“

CAHOCON 2019 was one of the few international conferences organized in this part of world which had focused discussions, deliberations and presentations from eminent masters of subject on healthcare quality and participations from all spheres of society. The context of the conference “Healthcare Quality Should Impact Outcome” has left all the delegates and faculties with the thought to look for new process models, approach and strategies, to implement and practice quality, so that effective measured outcomes can be achieved.

Mr. Nishant Jaiswal
GM- Operations, Nanavati Superspeciality Hospital, Mumbai



CAHOCON – 2019 : OUR REFLECTIONS



CAHOCON 2019 was a comprehensive amalgamation of various healthcare industry experts which brought awareness, insights and inputs into the field of healthcare quality. It provided a platform to beginners as well as established professionals to gain a deeper understanding into industry standards as well as provide them with newer implementation tactics.

Overall it imparted a rich plethora of knowledge and opportunities to all the esteemed attendees.

Dr. Rinky Mansukhani
Medical Superintendent, Asian Cancer Institute, Mumbai



It has been a great experience attending CAHOCON as one of the CAHO Members at Mumbai where I met many intelligent and sharp international colleagues, experienced veterans of Quality, specialists in various disciplines. Personally, I think this conference was very well organized and very successful. I fully enjoyed the two-day event with so many interesting Sessions and discussions on various topics, Especially Accreditation Boon /Bane, Session from Mr Arvind from Dabbawalla and Arnab Goswami Well organized conference, good scale, solid content in presentations. The Platform presentations and posters were outstanding.”

In conclusion, I would like to express my heart-felt thanks to people who have made CAHOCON 2019 possible and those who have shared their experiences during that exciting days at Aamchi Mumbai. I have benefited very much from this fantastic event.



Dr. Umashankar Raju,
Head -Quality, MS Ramaiah Memorial Hospital, Bangalore



This indeed was a magnificent Conference. The academic session planned were phenomenal & laudable. All delegates thoroughly enjoyed the sessions.

Looking forward for many endeavours in future.

Dr. Ashwini Jogade
Deputy MS, Nanavati Superspeciality Hospital, Mumbai



“Excellence has no finishing line” Well proved the statement. Great experience, Excellent speakers with Knowledgeable content. Had an opportunity to interact with Healthcare leaders. Impressed with the inclusion of Dabbawalas session for time management. Highly recommending others to attend CAHOCON 2020. Truly a Vow experience!

Dr. Afrin Naikwadi
Quality Manager, Aster Aadhar Hospital, Kolhapur



*CAHOCON 2019 = ATP (Energy molecules)
for Quality Healthcare Operations*

Dr. K Raghuramiah
Anaesthesiologist, Sheela Clinic, Coimbatore



CAHOCON 2020 @ KOCHI (17th -19th April, 2020)



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