



# SOUVENIR

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# CAHOCON JOURNEY

## 2015

### CAHOCON:

**DR NARESH TREHAN** CMD OF MEDANTA  
**DR DEVI SHETTY** CHAIRMAN OF NARAYANA HEALTH  
**DR GIRDHAR GYANI** DIRECTOR GENERAL, AHPI  
**PROF SRINATH REDDY** PRESIDENT PHFI  
**DR R P SINGH** SECY. GEN, QCI  
**DR KK KALRA** CEO, NABH  
**MR ANIL RELIA** DIRECTOR, NABL  
**DR SOMIL NAGPAL** SENIOR HEALTH SPECIALIST, THE WORLD BANK  
**DR NAROTTAM PURI** ADVISOR HEALTH SERVICES, FICCI  
**DR A K AGARWAL** DIRECTOR MAULANA AZAD MEDICAL COLLEGE  
**DR NAVEEN THOMAS** CEO, BANGALORE BAPTIST HOSPITAL  
**DR ALEX THOMAS** PRESIDENT, AHPI

## 2016

### CAHOCON:

**M LAKSHMI NARAYAN** PRINCIPAL SECY OF HEALTH & FAMILY WELFARE  
**DR IRINA PAPIVA** WHO  
**DR SUDARSHAN BALLAL** CHAIRMAN, MANIPAL  
**DR NANDAKUMAR JAIRAM** CHAIRMAN, COLUMBIA ASIA  
**DR SANJEEV SINGH** SENIOR MEDICAL ADMINISTRATOR, AIMS, KOCHI  
**COL BINU SHARMA**, VICE PRESIDENT, COLUMBIA ASIA HOSPITALS, DELHI  
**DR SUGANTHI IYER** DEPUTY DIRECTOR, MUMBAI  
**DR PURVISH M PAREKH**, MEDICO LEGAL EXPERT, MUMBAI  
**DR SATISH KUMAR**, DIRECTOR, CMTI  
**DR NAVEEN CHITKARA**, JALANDHAR  
**MR UDAI KUMAR**, CEO, OHUM HEALTHCARE

## 2017

### CAHOCON:

**PROF SUPTENDRA NATH SARBADHIKARI** PROJECT DIRECTOR,  
**PROF JEFFREY BRAITHWAITE**, MEMBER ISQUA BOARD  
**DR SHIV K SARIN**, DIRECTOR, ILBS  
**DR VANDANA JAIN**, DIRECTOR, NABL  
**DR KK AGGARWAL**, PRESIDENT, IMA  
**MR D V S RAMESH**, INSURANCE DEPT. IRDA  
**MR KAMAL KANT GUPTA**, DIR BUYSOFT SYSTEMS PVT. LTD.  
**DR NAGESHWAR RAO**, CMO OF INDIGO  
**LT COL SARAVJEET KAUR**, NURSING DIRECTOR, MEDANTA  
**DR ARATI VERMA** SR. VICE PRESIDENT, MAX  
**DR KEYOOR C SAMYAK** DIAGNOSTIC P. LTD.  
**DR BANSIDHAR TARAI** PAN MAX  
**DR VIJAY AGARWAL** SECRETARY GENERAL CAHO

## 2018

### CAHOCON:

**DR PREETHA REDDY**, EXECUTIVE DIRECTOR, APOLLO  
**DR DINESH ARORA**, DIRECTOR, AYUSHMAN BHARAT  
**MR ALOK SARAOGI** CIO, ASHOK LEYLAND  
**DR VANDANA JAIN**, DIRECTOR, NABL  
**DR. ANTONY BASILE** MEDICAL DIRECTOR- STAR HOSPITAL, HYDERABAD  
**DR HARISH PILLAI** CEO, ASTER MEDCITY  
**DR ATUL TATHAI** LAL PATH LAB, DELHI  
**DR VENKATESH THUPPIL** DIRECTOR- FOUNDATION FOR QUALITY INDIA  
**DR SRINIVASARAMAN** DIRECTOR, ANDERSON DIAGNOSTICS & LABS, CHENNAI  
**MR SAMUEL ABRAHAM** LEGAL ADVISOR, CMC VELLORE  
**DR ARUN AGARWAL** EX DEAN, MAMC & EX-PRESIDENT, DELHI MEDICAL COUNCIL

## 2019

### CAHOCON:

**DR RAVINDRAN JEGASOTHY** DEAN, MAHSA UNIVERSITY-MALAYSIA  
**DR THOMAS KOZLOWSKI** PRINCIPAL CONSULTANT- ASIA PACIFIC  
**MR YATEESH WAHAAL**, EXECUTIVE DIRECTOR, NAYATI HEALTHCARE & RESEARCH PVT. LTD.  
**MS SONALI BENDRE** FILM ACTRESS  
**MR PRAVEEN NIJHARA** CEO, HANSA RESEARCH GROUP  
**DR HARISH PILLAI** CEO- ASTER HOSPITALS & CLINICS (INDIA)  
**DR BHAWNA RAO** DD, NACO, DELHI  
**DR ARVINDER SINGH**, CMD & CHIEF PATHOLOGIST, ARTH DIAGNOSTIC  
**LT. GEN (DR.) VELU NAIR** FORMER DGMS ARMY

## 2020

### CAHOTECH:

**COL SATYENDRA VERMA** DIRECTOR, XSACLE INNOVATIONS PVT LTD  
**DR SYED SABAHAT AZIM** CEO, GLOBAL HEALTHCARE  
**DR MANICK RAJENDRAN** FOUNDER, IMMI LIFE HEALTHCARE  
**DR SARAD ANAND JUPALLI** MANAGING DIRECTOR, SHIVAM MEDISOFT PVT LTD  
**DR YOAV FISHER** HEAD OF TECHNOLOGICAL INNOVATION AND DIGITAL HEALTH, HEALTHIL ISRAEL  
**DR AYUSHI TANDON** PROJECT LEAD, ALLIANCE FOR TELEMEDICINE REGISTRY  
**DR SAMEER KODKANI** AGM HEALTHCARE, MUMBAI  
**DR VARDARAJ GURUPUR** FLORIDA  
**DR GIRDHAR GYANI** DIRECTOR GENERAL, AHPI  
**DR WUI-CHIANG LEE** DIRECTOR, TAIWAN

## 2021

### CAHOTECH:

**DR RS SHARMA** DIR GENERAL OF UIDAI  
**DR RANI SHIFRON** CEO, HEALTHIER GLOBE  
**DR AMIT MOOKIM** PRESIDENT, TIE MUMBAI  
**DR VISHAL RAO** HCG, BANGALORE  
**DR HARSH MAHAJAN** FOUNDER, MAHAJAN IMAGING  
**DR RAJKUMAR V PATIL** DIRECTOR MEDICAL SERVICES, BOMBAY HOSPITAL  
**DR ARVIND SIVARAMAKRISHNAN** CIO, APOLLO HOSPITALS  
**DR KEDAR TORASKAR** SETH MOTISHAH CROSS LN, MAZGAON, MUMBAI  
**DR ELLIOT B SLOANE** PR. OF FOUNDATION FOR LIVING, WELLNESS, AND HEALTH  
**MR JOY CHAKRABORTY** COO, HINDUJA  
**MR MUTHU SINGARAM**, CO-FOUNDER  
**DR SHARVIL P PATEL** MD OF ZYDUS LIFESCIENCES LTD

## 2022

### CAHOCON:

**AM (DR) PAWAN KAPOOR AVSM**, VSM AND BAR (RETD) FORMER DGMS (IAF)  
**MR MICHAEL GIULIANO** DIRECTOR ACHS  
**DR CARSTEN ENGEL**, CEO  
**MR NORMAN DEERY** VP, WOLTERS KLUWER  
**DR RAKSHAY SHETTY**, DIRECTOR, RAINBOW CHILDREN'S HOSPITAL  
**DR V P PAILY** HOD - OBS & GYNAE  
**DR DEEPAK V**, DEP. DIRECTOR KIMS HEALTH  
**DR ATUL MOHAN KOCHHAR** CEO NABH  
**MR SHYAM SRINIVASAN** MD & CEO FBL  
**MR SOM MITTAL** FORMER CHAIRMAN AND PRESIDENT, OF NASSCOM  
**MR P NEELKANNAN**, CEO, APOLLO HOSP.  
**FR SHAIJU AUGUSTINE THOPPIL** DIRECTOR & CEO LOURDES HOSPITAL  
**MR SURESH LULLA** FDR & MT QIMPRO FOUNDATION

## 2023

### CAHOCON:

**DR SANGITA REDDY** APOLLO HOSPITALS  
**DR GV RAO** AIG HOSPITALS  
**DR GRAHAM DICKSON** LEADS GLOBAL  
**DR RAVINDRAN JEGASOTHY** FORMER PRES, ASQUA  
**MS PRATYUSHA SHARMA** COGNIZANT  
**DR ANURAG SAXENA** UNI OF SASK.  
**CAPT DR USHA BANERJEE** APOLLO HOSP.  
**MS LOIUSE CUSKELLY** ACHSI  
**DR ZHIWEN JOSEPH LO** WOODLANDS HEALTH  
**DR SANJEEV K SINGH** AIMS  
**MR DAVID EVANS** SCHNIEDER ELECTRIC  
**DR N SRIDHAR** KAUFERY HOSPITAL  
**DR SHIN USHIRO** JAPAN COUNCIL OF QUALITY HEALTHCARE  
**MR R GOVIND HARI** PVRI  
**CAPT. AJITHA ANEI**

THIS SPRING,  
WE MAKE  
HEALTHCARE  
MORE  
EFFICIENT,  
EFFECTIVE,  
ECONOMICAL  
& EQUITABLE.



5th, 6th & 7th APRIL  
2024

BISWA BANGLA  
CONVENTION  
CENTRE  
KOLKATA



SECTION

1

MESSAGES



8th Edition

CAHOCON



2024



राज्यपाल, पश्चिम बंगाल  
Governor of West Bengal  
রাজ্যপাল, পশ্চিমবঙ্গ



## DR CV ANANDA BOSE

I extend my heartfelt congratulations to you and the esteemed organizing committee for spearheading the 8th International Conference, CAHOCON 2024 in Kolkata, under the theme "Making Healthcare Efficient, Effective, Economical, and Equitable." This theme underscores the critical need for a comprehensive approach towards healthcare, focusing not only on efficacy but also on accessibility and affordability. It is indeed commendable that CAHOCON continues to champion initiatives that aim to transform healthcare delivery for the betterment of society. As we navigate through unprecedented challenges in the healthcare landscape, your dedication to fostering dialogue and collaboration amongst healthcare professionals is truly admirable. I have no doubt that this conference will serve as a catalyst for innovative solutions and strategies that will pave the way towards a more inclusive and sustainable healthcare ecosystem. May the next two days be filled with enriching discussions, fruitful collaborations, and meaningful insights. Your tireless efforts in organizing this event are deeply appreciated, and I am confident that CAHOCON 2024 will be a resounding success. Wishing you and the entire organizing committee all the best for a productive and memorable conference.

Dr. C. V. Ananda Bose



# NARAYAN SWAROOP NIGAM IAS



Principal Secretary,  
Govt. of West Bengal

As the curtain rises on another exemplary edition of CAHOCON, themed "Making Healthcare Efficient, Effective, Economical, and Equitable," I wanted to take a moment to express my profound appreciation and support for your tireless efforts in orchestrating what promises to be another landmark event in the healthcare industry.

The theme you have chosen for this year's conference is not only timely but critical. In an age where the healthcare sector faces unprecedented challenges and opportunities, your dedication to fostering a platform where professionals can share insights, innovations, and strategies to make healthcare more accessible and sustainable is commendable. Through your efforts, CAHOCON is not just a conference; it is a beacon of hope and a catalyst for positive change in the healthcare ecosystem. Efficiency, effectiveness, economy, and equity in healthcare are pillars that support the foundation of a robust and resilient healthcare system. They are ideals that, when pursued with passion and precision, can ensure the well-being of communities and nations at large.

To all the organizers, speakers, and participants of CAHOCON, I extend my heartfelt gratitude. Your commitment to advancing healthcare is highly appreciated, and your work has a ripple effect that extends far beyond the confines of the conference. Your effort will go a long way in not only making healthcare more efficient, effective, economical, and equitable but also demonstrating the power of collective action and shared vision in creating a healthier world for all. In closing, I wish you all a highly successful and enriching conference. May the discussions be productive, the networking fruitful, and the outcomes transformative to a future where healthcare is within everyone's reach, devoid of barriers and full of possibilities.

  
27/03/2024  
(Narayan Swaroop Nigam, IAS)



# DR ATUL MOHAN KOCHHAR

CEO, NABH



It is a pleasure to be a part of the 8th International Conference of Consortium of Accredited Healthcare Organizations "CAHOCON 2024" which is being organized in Kolkata from 5th to 7th April 2024. On this occasion, I extend my heartiest congratulations to each and every member and partners of CAHO for their unending efforts in transforming healthcare quality and patient safety through various objectives and initiatives. It is heartening to know that CAHO is systematically infusing and spreading the message of quality in healthcare at the grassroots level to develop a culture of safety in healthcare organizations to drive continuous quality improvement, CAHOCON is one such effort to bring all the stakeholders from all levels in one platform to help improve healthcare delivery and patient outcomes in the future and to stay up-to-date to adapt and implement the latest trends.

The past 7 editions of the Conferences have been a great success and I also look forward to the success and celebration of the 8th edition of the conference. The theme of CAHOCON 2024 "Making Healthcare Efficient, Effective, Economical and Equitable" shall surely emphasize the pillars of healthcare quality and patient safety in the healthcare delivery system and its relevance globally. At the heart of this year's theme lies a fundamental aspiration: to transform healthcare delivery for the betterment of all. As we navigate the complexities of our ever-evolving healthcare ecosystem, it becomes increasingly evident that efficiency, effectiveness, economy, and equity must remain central to our endeavours.

Efficiency reminds us to streamline processes, eliminate inefficiencies, and optimize resource utilization to ensure that every aspect of our operations contributes to improved patient outcomes. Effectiveness underscores the importance of evidence-based practices, continuous quality improvement, and a relentless commitment to delivering the highest standard of care. The economy challenges us to find innovative ways to contain costs without compromising quality, recognizing that sustainable healthcare solutions must be financially viable in the long term. Equitability compels us to confront disparities in access, address social determinants of health, and champion inclusive approaches that prioritize the needs of underserved communities. As NABH is committed and aligned with the above principles, this conference will be a platform for commitment to advancing healthcare excellence across the nation.

The Conference is likely to be a treasury that can provide a wealth of information, networking opportunities, a platform for sharing and learning the latest research, best practices, new trends and emerging best practices in the field and innovative ideas in the field of healthcare quality and safety, a chance to learn from leading experts, exchange ideas with colleagues, and explore new approaches to improving healthcare delivery. I wish the event to be a grand success and make a lasting impact on the world of healthcare.



# N. VENKATESWARAN

CEO, NABL



It gives me immense pleasure to know that CAHO- Consortium of Accredited Healthcare Organisations, with its goal to improve healthcare for everyone, is organizing its annual conclave in Kolkata, a city of rich cultural heritage, during April 5th - April 7th, 2024. It is also a matter of happiness that CAHOLABCON has also carved a special place emphasizing upon the increasing role of accurate & precise diagnosis in healthcare system. 3rd edition of CAHOLABCON is being organised on 5th April on "Diagnostics - A Tool to Make Healthcare Efficient, Effective, Economical & Equitable" and CAHOCON and I wish that this event along with CAHOCON 2024 witnesses an overwhelming response from all accredited healthcare organizations across the country and globe and engages all in focussed discussion on relevant health issues, upcoming technologies and best practices in healthcare, specially in diagnostics and providing solutions with quality and accreditation at the core of all solutions.

NABL, being the national accreditation body in laboratory accreditation, has always strived for creating a quality-compliant and competent diagnostic infrastructure in the country that has the trust and confidence of all stakeholders. NABL has also been receptive to the opinions and suggestions of laboratories, experts and outcome of conferences such as CAHOCON & CAHOLABCON for continuous healthcare quality improvement, healthcare technology advancements, quality promotion & capacity building in the diagnostic aspects of healthcare delivery. Keeping with our announcement made in CAHOCON 2023 at Hyderabad, NABL, in a fruitful collaboration with CAHO, conducted 24 programs of two days duration in last one year for accredited medical laboratories on transition of ISO 15189:2022. Thanking once again to the CAHO for meticulously organizing these programs across the country and to accredited laboratories for their overwhelming and enthusiastic participation in these programs.

On behalf of NABL, once again, I compliment the CAHO and wish both the events CAHOLABCON and CAHOCON 2024 a grand success.



# MR RUPAK BARUA

Adviser- Strategy & Planning,  
Manipal Health Enterprises Pvt Ltd.



**ORGANIZING CHAIRMAN, CAHOCON 2024**

It is with great pleasure and anticipation that I extend my warmest welcome to you for the upcoming CAHOCON 2024, a beacon of excellence in the realm of healthcare. As the Organizing Chairperson of the 8th edition of this prestigious international conclave, I am thrilled to invite you to join us in Kolkata, the vibrant heart of Eastern India, from April 5th to 7th, 2024.

CAHOCON 2024, endorsed by renowned institutions such as ISQua, ASQua, NABH, and QCI, stands as a testament to our collective commitment to fostering quality in healthcare. Under the theme “Making Healthcare Efficient, Effective, Economical & Equitable,” our aim is clear, to enhance healthcare for all, transcending geographical boundaries and socio-economic barriers.

This year’s event promises an enriching experience, featuring stimulating discussions led by domestic and international experts, insightful workshops, and a captivating lineup of speakers. With around 2,000 delegates expected to attend, CAHOCON 2024 will serve as a platform for meaningful dialogue, knowledge exchange, and collaboration, driving positive change in the healthcare landscape. Furthermore, our pre-conference workshops and CAHO Diagnostics & Labs Conference, CAHOLABCON, will offer invaluable insights and practical solutions, setting the stage for transformative advancements in healthcare delivery.

As we embark on this journey from New Delhi in 2015 to Kolkata, the ‘City of Joy’ in 2024, the evolution of CAHOCON mirrors our collective progress in revolutionizing the healthcare sector. Together, we have pioneered initiatives to promote patient safety, quality, and accreditation, laying the groundwork for a culture of excellence in healthcare organizations nationwide.

I invite you to seize this opportunity to immerse yourself in the cultural tapestry of Kolkata while engaging in fruitful discussions and forging meaningful partnerships. Together, let us reaffirm our commitment to making healthcare not only efficient and effective but also accessible and equitable for all.



# DR PALIN KHUNDONGBAM

Consultant Plastic Surgeon & CMD,  
Shija Hospitals and Research Institute



CO-ORGANIZING CHAIRMAN, CAHOCON 2024

The 8th Edition of CAHOCON 2024 is a global healthcare conclave on April 6 & 7 at Biswa Bangla Convention Centre in Kolkata under the theme of 'Efficiency, Effectiveness, Economy, and Equity' with Pre-Conference workshops on the 5th. CAHOCON 2024 not only promises professional development but also offers attendees the opportunity to immerse themselves in the rich cultural heritage of the city. It is a common platform for all the NABH and NABL accredited healthcare organisations and also thought leaders to share insights, discuss challenges, and propose innovative solutions that can drive positive change in the healthcare industry.

CAHOCON 2024 is not just a conference; it is a global movement towards redefining healthcare paradigms. aimed at creating awareness among citizens and empowering them to demand quality accreditation in healthcare services. It also establishes systems of evaluating and credentialing healthcare institutions and professionals in the field of quality and patient safety.

CAHOCON 2024 expects over 1,800 delegates, including esteemed healthcare leaders, professionals, and researchers from around the globe. The conference aims to foster a dynamic exchange of knowledge, ideas, and innovations that transcend geographical boundaries.

CAHOCON 2024 has garnered an endorsement from esteemed institutions such as the International Society for Quality in Health Care (ISQua), the Asian Society for Quality in Healthcare (ASQua), and the Quality Council of India (QCI).

I wish the global conference on quality and safety culture a grand success.



# MR PRASHANT SHARMA

Managing Director,  
Charnock Hospital



CO-ORGANIZING CHAIRMAN, CAHOCON 2024

It has been a real privilege and challenge to host the prestigious international conclave, CAHOCON 2024 at this City of Joy, Kolkata.

Healthcare is one of the most progressive industries in the world and is constantly improving with the help of technology, research, education and dedication of the healthcare workers. Keeping in mind the absolute requirement of "Patient Safety", healthcare professionals are striving hard towards making healthcare Efficient, Effective, Economical and Equitable.

Being a healthcare entrepreneur based in Kolkata, I own up to the responsibility of creating an environment of awareness and learning for these professionals and helping them to achieve excellence in the field of 'Safe Patient care'.

And there could not be any better way of achieving this..... This event will feature eminent healthcare leaders from all over the world whose knowledge sharing and expertise will surely help Kolkata Healthcare to march ahead successfully.



# DR SANKAR SENGUPTA

Medical Superintendent,  
CNCI



ORGANIZING SECRETARY, CAHOCON 2024

Friends let's get back to roots. A conference is a place where learning is both fun and enriched. This Conference features world-class healthcare leaders, professionals, researchers, and educators, to dwell upon "Making Healthcare Efficient, Effective, Economical & Equitable". Now it seems for the time being there is a happy respite from the daily mundane life and spring in the air is set for the 6th and 7th of April, to host CAHOCON 2024 at the iconic Biswa Bangla Convention Centre, in the lively City of Joy ...KOLKATA.

So despite all odds and difficulties, I with my Organizing committee members have tried to make this conference a true blend of academic events, cultural activities and culinary delights. This year too we have invited various illustrious Industry Leaders, Doctors, Nurses and experts in several fields of Healthcare who will deliver lectures to enlighten our participants with the recent trends of quality medical practice. I am sure that the scientific deliberations will be of very high quality and that the delegates will go back fully satisfied.

I sincerely look forward to and expect you all to enjoy the CAHOCON's invigorating talks, new research insights, practical solutions, and plans for transforming healthcare to benefit all. CAHOCON mirrors our goal to improve healthcare for everyone....the event is for people who care... for creating a better world ... for the next generation ...for the child who has arrived new... In Poetic note....

*I'll do everything to clean this earth of all debris  
I'll make this world livable for this child—  
This is my solemn pledge to the newborn.  
Lastly, after completing all tasks  
By the blood of my body  
I will bless the new child (Sukanta Bhattacharya)*



# DR SUSRUTA SEN

Lab Director, CK Birla Hospitals  
- CMRI & BMBHRC



ORGANIZING CHAIRMAN, CAHOLABCON 2024

It gives me immense pleasure and pride to usher in the 3rd edition CAHOLABCON 2024, in our very own “City of Joy”, Kolkata, at the iconic Biswa Bangla Convention Centre, on the 5th of April 2024. Taking under its gambit, virtually all the disciplines of laboratory medicine and diagnostic fields, our 3rd edition has included in its run-up, participation by over 500 hospitals / diagnostic centres. A total of 10 pre-conference CMEs/workshops have been planned across the country and are underway with a significant measure of success. The conference itself promises to be a veritable bonanza, as evidenced by our scientific program schedule of this year, which boasts of nearly 25 guest speakers, spread over 10 chaired scientific sessions, 2 separate panel discussions and patronage by national and international lab accreditation bodies, namely the National Accreditation Board for Laboratories [NABL] and the Joint Commission International [JCI], respectively.

With the continued support & partnership of more than 70 corporate stalwarts and an expected footfall of nearly 400 participants, I do not doubt that the 3rd edition of CAHOLABCON 2024, will be an event worth remembering with pride and fondness by all.

On behalf of Team LABCON-2024, I welcome you all once again to our “City of Joy”, on the summer of 2024, with the promise of an awesome event and everlasting memories.



# DR SHRAVASTI ROY

Cons. Histo- and Cytopathologist,  
Sri Arobindo Seva Kendra Hospital

CO-ORGANIZING CHAIRMAN, CAHOLABCON 2024



It gives me great pleasure to welcome you to CAHOLABCON 2024 in the vibrant city of Kolkata.

With the exciting new advances in diagnostic and theragnostic applications of laboratory tests, the lab medicine community, particularly the younger generation must be familiar with current developments in testing methods and their interpretation as well as the very important issues of quality control. CAHOLABCON promises to provide an excellent platform for the same. Multiple pre-conference workshops, covering all branches of lab medicine, have been organized at venues across the country, to enable lab professionals to upgrade their skills.

The conference agenda encompasses a wide range of topics with lectures as well as panel discussions by eminent lab consultants as well as experts from other specialities. This will ensure a veritable feast of knowledge and I am confident that all concerned will go back to their workplaces with a new insight into integrating diagnostics and clinical expertise for optimum patient benefit. I am grateful to the Organizing Committee. Especially the dynamic Dr Sankar Sengupta, for giving me the chance to be a part of this wonderful event. Kolkata has a rich tradition of food, and culture as well as a treasure trove of handloom and handicrafts, and I hope you will all find time to explore them.

I wish you all an enriching conference and an enjoyable stay in Kolkata.



# DR KRISHNAJYOTI GOSWAMI

Faculty of Medicine,  
Lincoln University, Malaysia



CO-ORGANIZING CHAIRMAN, CAHOLABCON 2024

I extend a warm welcome to all participants in this academic extravaganza focused on Quality and Safety in Diagnostics. It gives us immense pleasure to host esteemed speakers, faculties, CAHO members, and delegates not just from India but also from various other countries. City of Joy, Kolkata, renowned as the gateway to the East and Northeast in India, is proudly hosting this conference for the first time, with enthusiastic participation from neighbouring states.

Our heartfelt gratitude goes to all the fellows who generously dedicated their time to ensure the success of this conference.

We extend our sincere thanks to our sponsors whose support has been invaluable in realizing our vision for this conference. Finally, it is you, the participants, who breathe life into this event. Your presence and active participation are the essence of our gathering. We hope your time here will be both comfortable and memorable, filled with enriching experiences and meaningful connections.

May this conference offer you a stimulating environment for learning and fostering new bonds.

Welcome once again, and let the journey of exploration and camaraderie begin!



# DR ANJAN MUKHERJEE

Consultant Microbiologist,  
Apollo Multispeciality Hospitals

ORGANIZING SECRETARY, CAHOLABCON 2024



It fills my heart with joy as I take the pleasure of welcoming you all to CAHOLABCON 2024, being held in the City of Joy, Kolkata. Our conference is unique in many ways--- we have strived to bring to the same platform not only the various branches of laboratory services but also radio diagnostics, without which clinical decision-making is impossible in today's world. In keeping with the spirit of CAHO and CAHOCON, CAHOLABCON also tried to make the sessions interdisciplinary, covering not only the science but also the subtle aspects of quality, managerial and medicolegal issues which we all face on a day-to-day basis. We also take a peep into how laboratory medicine may evolve in the coming days with the digital revolution and artificial intelligence.

I would like to take this opportunity to express my gratitude to the entire CAHO team, our sponsors, and every individual who contributed to making this conference a vibrant event. Without their support and hard work, this event would not have been possible.

I may also take this opportunity to remind you not to miss out on the array of Mishti (sweets) delicacies famous in this part! Those interested may also find the spread of Macch (fish platter) too hard to resist! While we try our best to keep you engaged with our captivating scientific deliberations, please do not miss out on visiting the historical and spiritual sites which grace the cityscape, not to mention the architectural marvels of recent years, which have seamlessly blended with the old city.

Once again, I welcome you all to CAHOLABCON 2024, and I hope you will enjoy the conference and your stay in Hyderabad.



# DR SUBHRANSHU MANDAL

Assoc. Professor & Specialist  
Microbiologist, CNCI Kolkata



CO-ORGANIZING SECRETARY, CAHOLABCON 2024

We are thrilled to invite you to the 3rd Diagnostic Conclave of CAHO, CAHOLABCON 2024, set to take place in the City of Joy, Kolkata, on 05th of April, 2024.

*"Calcutta is not for everyone. If you want your city clean and green, stick to Delhi. If you want your city rich and impersonal, go to Bombay. If you want them hi-tech and full of draught beer, Bangalore's your place. But if you want a city with a soul, come to Calcutta." - Vir Sanghvi*

As we convene for this prestigious event, we look forward to fostering collaborations, sharing groundbreaking research, and advancing the field of laboratory medicine and radiology. Immerse yourself in the latest research and developments in the field of laboratory medicine and radiology. Engage with thought leaders and experts who are shaping the future of diagnostics and patient care. Connect with peers, clinicians, researchers, and industry professionals from around the country. Forge new partnerships, exchange ideas, and build collaborations that can accelerate your career and research endeavours. Participate in hands-on workshops and interactive sessions to enhance your skills and knowledge. Gain insights into emerging techniques, technologies, and best practices.

Hear from renowned speakers who will share their insights and expertise. Gain a fresh perspective on the challenges and opportunities in the field.

Engage in thought-provoking discussions on a wide range of topics including molecular pathology, clinical microbiology, digital pathology, and emerging trends in laboratory medicine. Explore the latest advancements in laboratory equipment, diagnostic tools, and services in our vibrant exhibition hall. Interact with leading industry players and discover cutting-edge solutions. Kolkata, with its rich history and vibrant culture, provides an ideal backdrop for our conference. Explore iconic landmarks and the diverse culinary scene that the city has to offer.



# DR ASHVINI SENGUPTA

Director Lab Services,  
Medica Superspecialty Hospital



CO-ORGANIZING SECRETARY, CAHOLABCON 2024

Warm Greetings from the City of Joy!

On behalf of the Organizing Committee, CAHOLABCON, I welcome you all to an academic potpourri of Quality and Safety in LABCARE. It's our pleasure to host all Speakers, Faculties, Members of CAHO and delegates not only from India but from other countries to the land of Tagore and Swami Vivekananda. Kolkata, the door to the east and Northeast in India is hosting this conference for the first time with participation from most of the neighbouring states. I am thankful to all the faculties who are contributing their valuable time to the success of this conference. I cannot thank enough our young and energetic colleagues and CAHO team for whom this conference wouldn't be a great success. A heartfelt thanks to all our sponsors for making this conference a grand success.

Last but not least it is you all participants who are the soul of the conference.

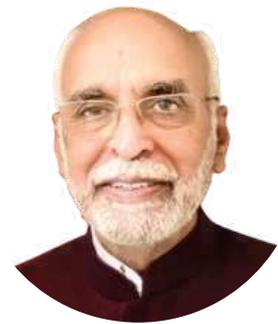
I hope you all experience a comfortable and memorable time here.  
I hope that you all have a stimulating experience of learning and bonding.

JAI HIND!



# DR VIJAY AGARWAL

President,  
CAHO



As President of the Consortium of Accredited Healthcare Organizations (CAHO), I am thrilled to extend a warm and genuine welcome to all attendees of CAHOCON 2024. This year, we convene at the splendid Biswa Bangla Convention Centre, nestled in the dynamic city of Kolkata—a beacon of our expanding presence in Bengal and the North East, and a testament to our collective pursuit of healthcare excellence.

Our theme for CAHOCON 2024, "Making Healthcare Efficient, Effective, Economical and Equitable" will resonate with all the stakeholders locally and globally.

This souvenir, a memento of our time together, symbolizes more than just a gathering. It represents our unity, diversity, and the strides we are making towards a healthier future for all. Let it also serve as a reminder of the knowledge shared, the friendships forged, and the memories created during this conference.

I am confident that CAHOCON 2024 will be a source of inspiration, sparking new ideas and fostering partnerships that will drive us closer to our overarching goal. Let us collectively endeavour to forge a brighter, more equitable future for healthcare. I extend my heartfelt congratulations to the CAHOCON 2024 organising committee for achieving yet another landmark in the remarkable trajectory of this international event.



# DR LALLU JOSEPH

Secretary General,  
CAHO



As the Secretary General of the Consortium of Accredited Healthcare Organizations (CAHO), it is my honour to address such a diverse and distinguished assembly of healthcare professionals as we look forward to CAHOCON 2024. This year, we are especially focused on highlighting the multifaceted nature of healthcare, bringing together an unprecedented array of stakeholders from across the spectrum.

Our gathering in Kolkata at the Biswa Bangla Convention Centre will not only serve as a platform for clinicians, nurses, and administrators but also shine a spotlight on the critical roles of engineers, technicians, pharmacists, clinical dietitians, rehabilitation specialists, and quality managers. Each discipline represents a vital cog in the machinery of healthcare, contributing unique insights and expertise that are essential for advancing our shared goals of efficiency, effectiveness, economic viability, and equity in healthcare. The theme of this year's conference, "Making Healthcare Efficient, Effective, Economical, and Equitable," underscores our commitment to inclusivity and collaboration. It is a call to action for every one of us, regardless of our speciality, to contribute to the dialogue and work towards innovative solutions that benefit patients and communities worldwide.

CAHOCON 2024 promises to be a melting pot of ideas, experiences, and aspirations. By bringing together such a diverse group of professionals, we aim to foster an environment of mutual learning, respect, and collaboration. It is through our collective efforts that we can address the complex challenges facing healthcare today and pave the way for a brighter, healthier future. Let us embrace this opportunity to learn from one another, to build new relationships, and to strengthen existing ones. Together, we can achieve remarkable things. I look forward to meeting each of you and to the fruitful exchanges that lie ahead. Thank you for your dedication to healthcare excellence and for being an integral part of this significant journey.



# MR SAMEER MEHTA

Vice President,  
CAHO



We welcome you to CAHOCON 2024 in the wonderful city of Kolkata. We hope that you enjoy, celebrate, and make new friends as part of Caho, but more importantly, learn many of the best practices from peers as well as from new partners and the faculty of which content has been deeply curated. We have some outstanding international and domestic faculty from all across the country to share their wisdom and perspectives. But more importantly, it's the people who sit across from you and next to you.

These are people who share the same reality as you day in, and day out, in hospitals, diagnostic centres, dental systems, laboratories and in the many different places where healthcare's prominence has been found in expectation of deeper standards and better patient safety. We hope you borrow this best practice so that at the end of the day the customer is safer, the customer gets a high-quality service. Especially in a world where consumer expectations have changed dramatically, as we have already experienced in the world of Doctor Google, where a customer thinks that Doctor Google gives them the right point of view and gives them the global point of view instantly at their fingertips. We now have an expectation that is a tough one for most of us to meet and manage in our day-to-day lives.

Please learn from each other. Please implement this so that our customers have a better life tomorrow. If you can learn one or two things from your peers during this conference or perhaps extend that list to 10 specific items, it will be outstanding because then tomorrow can be better than yesterday. Thank you and look forward to you being a more prominent participant in the CAHO family.



# DR SEEMA BHARGAVA

Chairperson,  
Diagnostic Centers Division, CAHO



It is my privilege to welcome you to this very well-organized and well-drafted conference the Annual Conference of the Consortium of Accredited Healthcare Organizations (CAHOCON), 2024. With the core ethos of education and enabling smooth implementation of International Quality Standards, we conduct educative and hand-holding programs for all areas of functioning that impact the quality of healthcare services. Consequently, our growth since our inception has been exponential.

We have also been very fortunate to have an eminent think tank at the helm of CAHO's affairs, and they collectively envisaged creating a Diagnostic Division (CAHO DD) to cater to the different perspectives and requirements of diagnostic facilities.

This year's annual conference has been organized by a diligent and thoughtful team of professionals led by the very enthusiastic and zealous Dr. Sankar Sengupta (main CAHO) and Dr. Susrut Sen (CAHO DD). In addition to the academic feast of the main conference, they have organized a plethora of about 20 preconference workshops not only in the City of Joy, Kolkata, which is the venue of the conference this year but also in other towns and cities of the state of West Bengal, thus reaching out to one and all! My congratulations to the whole team for this commendable feat.

While we thank you for joining us now and in our journey thus far, we hope to see your continued intense involvement in our programs.



# DR APARNA JAIRAM

Secretary,  
Diagnostic Centers Division, CAHO



CAHO diagnostic team welcomes all the participants to the 3Rd Diagnostic conclave at CAHOLABCON 2024 at Kolkata on 5th April 2024. Our Labcon Kolkata team has worked tirelessly to bring the best talent across the globe in all subjects to meet our educational needs. I am sure this is going to be an amazing feast for us to see such celebrity speakers with amazing topics. May this event be a platform for sharing knowledge and fostering collaboration in healthcare.

The theme of the conclave is " The event has a perfect combination of pre-conference workshops and conference multiple sessions to meet the needs of various specialities, to provide participants with a valuable learning experience. The conference on April 5th will feature distinguished speakers, panel discussions, quiz competitions, and an industry expo to showcase new devices and products and establish collaborations and networking opportunities. I express my gratitude to the CAHO team for providing me with the opportunity to organize the event, the CAHO LABCON 2024 Organizing committee for their tireless efforts in planning the scientific sessions, and the Diagnostic Division members for their unwavering support. I invite everyone to join hands to make a valuable contribution to the successful conduct of CAHOLABCON 2024 at Kolkata



SECTION

2

Q&A  
(IAC)



8th Edition

CAHOCON



2024

# PROF DATO DR RAVINDRAN JEGASOTHY

Chairperson, International Advisory Council,  
Former President, ASQua



## What is the purpose of the IAC? How can it be made more impactful?

I would say that forming the International Advisory Committee (IAC) was one of the smart moves by CAHO. Almost immediately, its international stature grew. CAHO is now well known to ASQua and ISQua. The IAC guides in fostering international partnerships & strengthening mechanisms for knowledge sharing and enrichment. The IAC will advise and guide CAHO programs, annual conferences, and other activities if these are sought at its regular meetings.

CAHO will remain a platform for education and knowledge sharing of various in-country providers and other international providers who can voluntarily join. CAHO with the impetus provided by the IAC will move forward with organizing programs and webinars for various countries.

The IAC will create a mechanism to share international best practices. The IAC will provide linkages for collaboration with CAHO for research activities: This has taken root and some publications have already been forthcoming.

The IAC will aim to provide ideas to improve organizational governance but remain as an advisory body and let the authority remain with the elected Governing Council of CAHO, as it rightfully should.

I visualise the IAC to become more inclusive with international members who will freely contribute ideas as they will subscribe to the CAHO vision of education as the cornerstone of quality improvement. Both parties will not see each other as a threat but all will benefit from the IAC being a sounding board for ideas. The IAC will aim to shorten the learning curve by avoiding the pitfalls experienced by others. The IAC will continue to play an advisory role and will always strive to make CAHO an exemplary learning organisation in Quality internationally. I dare say you have succeeded as you now have CAHO representation on the boards of ISQua and ASQua.



# DR M A KADAR MARIKAR

Former CEO,  
MSQH Malaysia



## Lessons from Malaysian Healthcare Accreditation Program

Ministry of Health Malaysia initiated the Quality Assurance Program in 1985. Various quality improvement activities about patient safety and measurement of key performance indicators were developed and implemented in all public healthcare facilities. The quality measurement framework adopted was from Avedis Donabedian. These quality improvement activities later became the building blocks for the implementation of accreditation for healthcare Facilities and Services in Malaysia.

In 1995, MoH (Ministry of Health) Malaysia initiated the need for an organizational-wide quality assurance program. This was where the concept of Accreditation of healthcare facilities and services for both public and private sector healthcare providers was emphasized. This program was developed through smart partnerships among all healthcare providing organizations including the universities and healthcare - professional bodies.

Following the consensus among all providers, the next step was to develop the standards for healthcare facilities and services. Here the MoH focus on addressing the standards for hospitals. Looking at currently available standards from other countries like Australia, Canada, and Joint Commission International. We then match them with the level of services provided and then customize them with our local resources and practices, Acts and regulations and our value systems. MSQH adopted the 8th Edition of the Australian Council of Healthcare Standards (ACHS) hospital accreditation standards and customized it. This later became the Malaysian Hospital Accreditations standards which now has evolved into our 6th edition of the hospital accreditation standards.

The next step is to identify an Impartial Peer Review Organization (Body) non-governmental and a not-for-profit organization to implement and provide stewardship to the program.

With that successfully done, then comes the training for surveyors and appointment as educators and evaluators in the Accreditation program. All these activities took place from 1995 to 1999.



The Accreditation era for Malaysian healthcare facilities and services then became history and we have just celebrated our 25 years of service on the 22nd February 2024. The strong commitment from the Ministry of Health in extending their 3rd contract with MSQH to accredit 100 hospitals in the next 4 years has supported MSQH to sustain the program. Additionally, the support from the Association of Private Hospitals Malaysia and the Malaysian Health Tourism Council in promoting all private hospitals promoting medical tourism to be accredited also supports the growing numbers of private hospitals to be accredited despite it being a voluntary program. With every edition of the Hospital accreditation standards new criteria with new evidence of compliance were added and the requirement for a full 4 years of certification has also been further upgraded. MSQH has also now added two new strategies in the implementation of accreditation i.e. Engagement and empowerment to the current strategies i.e. educate, enable and evaluate. It is hoped with the added strategies accreditation will become more internalized and institutionalized within the healthcare facilities.

In 2008, MSQH started to work on the ISQua certification in all three IEEA programs and successfully went through the assessment in all 3 programs for the 4th cycle and achieved more than 93% in all four cycles.

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## DR GARY SMITH AM

Chair, Quality Innovation Performance Ltd. (QIP)



### What steps can be taken by accreditation bodies to develop a culture of safety in organizations?

In today's dynamic and demanding work environments, ensuring safety is paramount. However, accreditation agencies, beyond merely setting guidelines, have the power to cultivate a culture of safety within organizations. A culture of safety not only mitigates risks but also enhances productivity, employee morale, and overall organizational success. Here are some key steps accreditation bodies can take to foster such a culture effectively.

- **Emphasize Education and Training:** Accreditation bodies can prioritize education and training programs focused on safety protocols and best practices. By offering certification courses, workshops, and seminars, they



- (cont.) empower professionals to understand and implement safety measures effectively. Moreover, fostering a continuous learning environment ensures that safety remains a top priority across all levels of the organization.
- **Promote Transparent Communication:** Clear and open communication channels are essential for building trust and transparency regarding safety matters. Accreditation bodies can encourage organizations to establish platforms for employees to voice safety concerns, share insights, and report incidents without fear of retribution. By fostering a culture where communication is valued and actively encouraged, potential safety hazards can be identified and addressed promptly.
- **Provide Accessible Resources:** Accessibility to resources such as safety guidelines, tools, and support networks is critical for organizations to uphold safety standards. Accreditation bodies can develop comprehensive libraries of resources tailored to specific industries and make them readily available to accredited organizations. This ensures that businesses have the necessary information and support to implement robust safety measures effectively.
- **Incorporate Technology Solutions:** Leveraging technology can significantly enhance safety management systems within organizations. Accreditation bodies can advocate for the adoption of innovative safety technologies such as incident reporting software, real-time monitoring systems, and virtual training platforms. By embracing technology-driven solutions, organizations can streamline safety processes, identify risks proactively, and respond promptly to emergencies.
- **Encourage Collaboration and Benchmarking:** Collaboration among industry peers fosters a culture of shared responsibility and continuous improvement in safety practices. Accreditation bodies can facilitate networking opportunities, forums, and collaborative initiatives where organizations can exchange knowledge, benchmark their safety performance, and learn from each other's experiences. By fostering a sense of community and collective accountability, accreditation bodies can drive positive safety outcomes across entire industries.
- **Recognize and Reward Safety Excellence:** Acknowledging and rewarding organizations that demonstrate outstanding commitment to safety can serve as a powerful incentive for others to follow suit. Accreditation bodies can institute safety awards, certifications, and recognition programs to



- (cont.) celebrate achievements in safety performance. By publicly highlighting exemplary practices, organizations are motivated to prioritize safety as a core value and strive for continuous improvement.
- **Conduct Regular Audits and Assessments:** Regular audits and assessments are essential for evaluating compliance with safety standards and identifying areas for improvement. Accreditation bodies can conduct thorough and objective evaluations of accredited organizations' safety management systems. By providing constructive feedback and actionable recommendations, accreditation bodies empower organizations to strengthen their safety culture and drive meaningful change.

In conclusion, accreditation bodies have a pivotal role to play in fostering a culture of safety within organizations. By emphasizing education, communication, accessibility, technology, collaboration, recognition, and accountability, accreditation bodies can empower organizations to prioritize safety as an integral part of their operations. Through collective efforts and commitment, we can create safer work environments that benefit employees, employers, and society.

## JOEL A. ROOS MD, MBA, MHCDS, CPE

Vice-President (International Accreditation),  
Quality Improvement and Patient Safety, JCI



### What steps can be taken by accreditation bodies to develop a culture of safety in organizations?

In the ever-evolving landscape of health care, collaboration is not a luxury—it is a strategic imperative. As the global leader in accreditation, Joint Commission International (JCI) can establish impactful partnerships with key stakeholders across the healthcare industry. Whether they are health care providers, medical device manufacturers, informatics providers, organizations such as WHO, medical professional societies and associations, or accrediting bodies, our shared goal remains unwavering: delivering patient-centric care anchored in continuous quality improvement and safety. How we address this goal and the products/services we deliver might differ, but the goal remains the same.



While we believe that healthy competition propels progress, we also foster a collaborative spirit. By learning from one another, we shape policies and operational practices for the greater good. Here are some examples of the avenues of collaboration:

- **Standards:** JCI's evidence-based standards are published and widely available for all industry stakeholders to leverage.
- **Knowledge Exchange:** Collaborating with like-minded partners accelerates quality improvement through shared best practices, research insights, and innovations, benefiting patients, providers, and policymakers alike.
- **Advocacy Synergy:** Together, we can influence policies, promote evidence-based practices, and drive systemic change.
- **Global Impact:** Through collaborative initiatives, we can enhance healthcare delivery, making it safer, more efficient, and patient-centric.

JCI partnering with healthcare professionals and organizations to achieve a shared vision: all people always experience the safest, highest quality, best-value healthcare across all settings. In this era of interconnected health systems, JCI's collaborative endeavours are not mere notes — they are the chords that orchestrate a healthier world.

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## DR NEESHA NAIR

Consultant (Quality & Patient Safety),  
AGM Medical Affairs & Quality (CHQ), Aster DM Healthcare



### Women in healthcare always played an important role. How can they get more representation at the board level?

Women have been traditionally underrepresented in the healthcare field. Although there has been some improvement in gender diversity in healthcare leadership, there is still a significant gap to be filled. For example, when the Affordable Care Act was being debated in Washington, the Senate majority formed a healthcare working group comprising only 13 men without any women. According to the World Economic Forum, as of March 2022, the number of women holding CEO positions at Fortune 500 companies has increased by 80% since June 2021. This increase represents a tenfold growth since 2002. It is time to break the stereotype that women are not fit to lead in the healthcare industry. Organizations that prioritize diversity and inclusion tend to have more women in higher-level positions.



Women possess critical leadership skills that are essential for the healthcare industry. A recent study by McKinsey & Company and Leanin.org found that women outperformed men in several leadership areas, including emotional support, employee well-being, managing work-life challenges, and supporting diversity, equity, and inclusion efforts.

By leveraging these transformative leadership qualities, women can lead healthcare organizations prioritizing efficiency, effectiveness, and equity. To achieve this, women must take proactive steps towards achieving their goals, including pursuing further education and developing a comprehensive strategy that focuses on aligning the organization's strategic direction with their individual goals and developing the necessary leadership skills.

It is crucial to remember that healthcare is a dynamic industry that demands innovative leaders who can drive profitability while delivering better care, understand the changing care delivery landscape, and adapt to technological advancements. Women are well-equipped with the necessary leadership skills to overcome these challenges and lead healthcare organizations to success. They can overcome traditional gender roles and achieve tremendous success in healthcare leadership.

Women's leadership potential in healthcare is a force to be reckoned with. It's time to unleash its power.

*"It is time to recognize and embrace women's leadership potential in healthcare."*

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## **DR PALITHA ABEYKOON**

Senior Advisor to the Ministry of Health, Govt. of Sri Lanka



### **Health Situation in Sri Lanka: Lessons learnt**

It is a pleasure to send a brief message about the souvenir that is being published for CAHOCON 2024 and to share a few thoughts and experiences from Sri Lanka.

Ever since independence, Sri Lanka has adopted a free health policy and provided free public healthcare for all Sri Lankans. Health services in the public sector are provided at no cost to the patients while the private sector provides access to all types of healthcare on a fee levying basis.



Sri Lanka's total expenditure on healthcare (both public and private) is 3.8% of GDP. This is lower than the lower-middle-income countries' average health expenditure of 4.1% but higher than South Asian countries' average health expenditure of 3.5%.

Sri Lanka's public health expenditure amounts to 1.5% of GDP, which is like the average public health expenditure of lower-middle-income countries (1.5%) and is higher than her regional peers in South Asia (1% of GDP).

A major part of recurrent expenditure at the central level is allocated towards the operations of hospitals and the provision of medical supplies. The severity of the COVID-19 pandemic has also been a major setback, and the current economic crisis that Sri Lanka is encountering has added another serious challenge to sustaining the quality and equity of health services.

Sri Lanka has a wide network of health institutions spread throughout the country and institutional care is mainly through state sector institutions with the private sector contributing around a significant 10% to inpatient care. Fifty per cent of the outpatient visits are in the private sector, with the total health expenditure being spread between the state and private sector in a ratio of around 55:45. Quality assurance is an important objective of the government with a quality secretariat in the Ministry of Health being responsible for coordination. There is a serious intent to accreditation for the larger hospitals to ensure consistent quality of the services and for patient safety.

Sri Lanka outperforms its peers on major health indicators, such as in reducing child and maternal mortality rates and in increasing life expectancy at birth. The average life expectancy in Sri Lanka is now 75 years and Sri Lanka's child and maternal mortality indicators are already lower than those set under the SDGs and are on par with those of developed countries. There has also been considerable progress in eliminating several communicable diseases, including malaria and tuberculosis. Nonetheless Sri Lanka still experiences vital health problems in all stages of the life cycle, related to lifestyle and the epidemiological transition, and numerous challenges concerning the reduction of regional disparities in health outcomes.

Both long-standing and more acute threats to health and health equity in Sri Lanka are now converging. With a rapidly ageing population, the country's health system must adapt to address the complex and long-term care needs of non-communicable diseases, injuries, and mental illness that represent an increasing disease burden.



Sri Lanka's change in approach to health care with the focus on early detection and continuum of care based on primary care in a health cluster has the potential to reduce the risk of morbidity, keeping people healthier for a longer part of their lives.

Indeed, the current crisis could afford an opportunity. As Sri Lanka considers key health sector reforms it is essential to ensure access to health services for all citizens, bring action on the key determinants of their health, and to re-affirm Sri Lanka's commitment to one of its key achievements since independence.

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## SHIN USHIRO MD

Executive Board Member,  
Japan Council for Quality Health Care (JCQHC)



### Lessons from Japan

- **Regulation in centralized political and administrative system** - Japan is a country with 125 million population. Patient safety has been strengthened under centralized political and administrative systems. Along with the public sector, JQ, professional bodies, hospital bodies, and academic associations which belong to the private sector have also been engaged in patient safety. The Ministry of Health (MoH) published a comprehensive policy on patient safety in 2002. A wide range of patient safety practices have been consequently initiated ever since.
- **Reporting and learning systems at institutional and national levels** - Five different reporting and learning systems are in place as of 2024. They are collecting adverse events and/or near misses from different groups of medical institutions such as hospitals, clinics, dental clinics, and communities. JQ has been running the most systems and observed an increasing number of reports.
- **Financial incentives for ensuring resources** - Deployments of patient safety officers, instalment of patient safety division, and learning practices on patient safety by forming a local hospital group which are examples of obtaining extra money from the public insurance system.



Involvement in manufacturers - Manufacturers have removed sound-like drugs, introduced bar codes printed on packages and tablet sheets for quick identification, and frequently issued alerts/warnings through government agencies or on their own. They are one of the vital stakeholders.

- **Education and Training** - The MoH made it obligatory for medical institutions to attend education and training opportunities on patient safety at least twice a year. It worked well for raising awareness and spreading knowledge on patient safety.
- **Decrease in the number of lawsuits** - At the year around 2000, healthcare space gravely worried about soaring the number of lawsuits of medical accident cases. In response to the crisis of ensuring safe care and healthcare delivery system, a wide range of patient safety systems have been placed. The number plunged over the years.

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## DR WUI-CHIANG LEE

Director of Department of Medical Affairs and Planning,  
Taipei Veterans General Hospital, Taiwan



### Lessons from Taiwan

Hospital accreditation refers to the process by which healthcare facilities are assessed and certified for meeting certain standards set by an external accreditation body. In Taiwan, the most influential accreditation body is the Ministry of Health and Welfare's Bureau of Medical Affairs.

The effects and influence of hospital accreditation on quality and safety improvement in Taiwan are significant. Here are some key aspects:

- **Enhanced Patient Safety:** Accreditation enforces strict guidelines and protocols for patient safety, including infection control, medication safety, and adverse event reporting. By complying with these standards, hospitals in Taiwan can effectively reduce medical errors and adverse events, ensuring patient safety.



- **Quality Improvement:** Accreditation requires hospitals to implement quality improvement programs and establish performance measurement systems. The accreditation process emphasizes clinical governance, patient-centred care, and continuous quality improvement. This drives hospitals in Taiwan to regularly evaluate their services and make improvements, leading to higher quality care.
- **Upgraded Infrastructure and Facilities:** Accreditation standards often necessitate hospitals to enhance their infrastructure, equipment, and facilities to meet the required standards. This results in improved diagnostic capabilities, patient care environments, and overall infrastructure quality in accredited hospitals.
- **Standardized Procedures:** Accreditation promotes the standardization of healthcare procedures and protocols, ensuring consistent and high-quality care across hospitals in Taiwan. This uniformity improves healthcare outcomes and reduces unwarranted variations in care, benefiting patients and healthcare providers.
- **Professional Development:** Accreditation encourages hospitals and healthcare providers to maintain high standards of professional competence and encourages ongoing professional development. Accredited hospitals often prioritize staff training, continuing education, and specialization to ensure the delivery of quality care.
- **Public Confidence and Accountability:** Accreditation increases public trust and confidence in hospitals. The accreditation process involves transparency, peer review, and external assessment, which enhance accountability. Patients in Taiwan can rely on accredited hospitals to deliver safe and quality care, resulting in increased patient satisfaction and trust in the healthcare system.
- **International Recognition:** Accreditation facilitates international recognition and provides a benchmark for Taiwan's hospitals to compare themselves with international standards. This recognition attracts patients, medical tourists, and collaborations with foreign healthcare institutions, fostering knowledge exchange and elevating the overall healthcare system's capabilities.

In conclusion, hospital accreditation plays a vital role in Taiwan's healthcare system, contributing to quality improvement, patient safety, infrastructure development, professional development, public confidence, and international recognition.



SECTION

3

Q&A

(GC)



8th Edition

CAHOCON



2024

# Dr Sushila Kawade

COO, PBMA`S H.V. Desai Eye Hospital, Pune



## Quality Is Costly And Poor Quality Is Costlier. Cost Of Quality (Coq)

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements.

**Cost of poor quality (COPQ)** is defined as the costs associated with providing poor-quality products or services. There are three categories:

- **Prevention Cost** is the cost incurred to prevent "defective" units of service from being produced (e.g., sterilization protocol).
- **Appraisal Cost** is the cost incurred to detect defective units of services before they are given to clients (e.g., inspection of drug stocks).
- **Internal Failure Cost** is the cost incurred when services are identified as defective before they are given to clients (e.g., use of a non-essential list of drugs or expired drugs).
- **External Failure Cost** is the cost incurred when services are identified as defective after they reach the client (e.g., adverse reaction to drugs, or administration of the wrong drug).
- **Quality-related activities** that incur costs may be divided into prevention costs, appraisal costs, and internal and external failure costs.

### Useful Guidelines For Embarking On Cost Analysis:

- Define the objective of the cost analysis
- Decide on the level of cost analysis
- Measure what is relevant to the decision
- Decide on the level of precision required
- Set time-period of analysis



# Dr Parivalavan Rajavelu

Consultant Surgeon, SMF  
Founder, SkillsForMed



## Informed Consent - Its Legal Implications

In India, informed consent is a pivotal aspect of healthcare, mandated by both ethical principles and legal statutes. The Indian Medical Council Regulations of 2002 stipulate the necessity for medical interventions like surgeries, in-vitro fertilization, and artificial insemination, emphasizing the need for voluntary consent from competent individuals based on comprehensive information about the procedure's nature, risks, and alternatives.

Legally, informed consent finds its roots in the Constitution, with numerous court rulings reinforcing its significance. It's governed by legislation like the Indian Penal Code, regulations such as the Indian Medical Council Regulations, and specific guidelines, like those issued by the Drugs Controller General of India for clinical trials. Landmark cases, notably *Samira Kohli vs Dr Prabha Manchanda* (2008), have clarified the requisites of valid consent, highlighting the importance of explicit, uninfluenced consent with full disclosure.

Key components of legally valid consent include voluntariness, capacity, prior information, and understanding by the patient. Special circumstances, such as minors or emergencies, require tailored approaches. Proper documentation is crucial, as emphasized by the Supreme Court, to ensure the integrity of the consent process. Implementing informed consent faces challenges like cultural diversity, literacy levels, and language barriers, demanding simplified communication strategies. Violations carry legal, civil, and ethical repercussions, including disciplinary actions, lawsuits, criminal charges, and reputational damage for healthcare professionals.

Best practices include providing comprehensive information, addressing patient concerns, meticulous documentation, respecting patient autonomy, and regular training on legal aspects. Institutional policies play a vital role in ensuring compliance with legal and ethical standards, requiring periodic reviews and updates. In conclusion, while India boasts a robust legal framework for informed consent, practical challenges persist, necessitating ongoing vigilance and adaptation by healthcare providers to uphold patient rights and ethical practice.



# Dr Sankar Sengupta

Medical Superintendent &  
Professor- HOD (Laboratory Medicine),  
CNCI



## Medication Error Is Rare In India – A Myth Or Reality

Medication errors pose significant risks in healthcare, potentially leading to patient harm or even fatalities. Developed countries acknowledge this by openly sharing their mistakes for learning purposes. These errors encompass any preventable event during medication use that may harm patients. Globally, medication errors contribute to substantial preventable harm, with costs estimated in billions of euros annually. In India, an estimated 5.2 million medication errors occur each year, attributed to factors like lack of knowledge, resources, and communication gaps.

Despite the seriousness of medication errors, reporting systems in India are lacking compared to countries like the US and UK. Common causes include time constraints, workload, and inadequate knowledge among healthcare professionals. Strategies like strict adherence to guidelines and electronic medication management systems can help mitigate errors. Yet, medication errors remain prevalent due to factors like irrational medication use and dispensing errors.

Documentation is crucial in error prevention, ensuring accurate medication administration and dosage. Patients can also play a role by understanding their medications and checking labels regularly. While some errors may have minimal consequences, others can lead to severe morbidity or mortality. Therefore, proactive risk-reduction measures are essential to safeguard patients from the adverse effects of medication errors.



# Mrs Rama Rajasekaran

Director, Ganga Medical Centre & Hospitals



## Improving Patient Satisfaction and Experience-Challenges and Opportunities

Patient satisfaction in healthcare is paramount, encompassing all interactions within the system and profoundly impacting care quality. It hinges on four pillars: environment, expectations, care, and value. The environment, including cleanliness and aesthetics, shapes perceptions. Evolving patient expectations, influenced by insurance involvement, demand personalized care and value.

However, challenges abound in achieving exceptional experiences. Cultural competency is vital in diverse settings, while personalization complexity arises as patients seek tailored care. Effective communication, critical for patient understanding, faces barriers like language and health literacy. Lengthy wait times exacerbate dissatisfaction, emphasizing the need for efficient healthcare delivery.

Technology offers promise but poses implementation challenges, especially for patient accessibility and usability. Overcoming these hurdles is crucial for enhancing the patient experience.

Opportunities exist to optimize satisfaction. Streamlining administrative processes reduces frustration, while personalized care improves outcomes and satisfaction. Staff training in empathy and compassion enhances care perception. Leveraging technology like telemedicine and patient portals boosts convenience and communication. Comfortable physical environments foster well-being, and comprehensive patient education empowers engagement.

Embracing challenges as growth opportunities is key to creating transformative healthcare experiences. Collaborating with patients, healthcare organizations can evolve to meet their needs, ultimately enhancing care quality.



# Ms Keerthi Dsouza

Managing Director,  
Life Giver Professional Services LLP



## Transforming Existing Hospitals into Green Havens: A Guide Based on IGBC Principles

The healthcare sector has a significant environmental impact, but the concept of green hospitals aims to mitigate this while creating healthier environments. The Indian Green Building Council's Green Healthcare Facilities program provides guidelines for optimizing resource consumption, enhancing the indoor environment, and considering site and design aspects.

To optimize resource consumption, hospitals can implement water-efficient fixtures, conduct water balancing, and explore rainwater harvesting. Energy mapping, LED lighting, insulation improvements, and renewable energy sources like solar panels can reduce energy consumption. Waste management involves robust segregation systems, recycling efforts, and encouraging reusable items. Using eco-friendly materials and digitization further contribute to sustainability.

Indoor environment enhancements include ensuring proper ventilation, utilizing antimicrobial surfaces, and implementing eco-friendly cleaning protocols. Sustainable landscaping with native plants and maximizing natural daylight penetration promote well-being. Beyond core principles, hospitals can promote green transportation, invest in energy-efficient medical equipment, and implement water-saving technologies.

Transforming existing hospitals into green havens may seem daunting, but it can be achieved incrementally. Quick wins like replacing light bulbs and implementing water-saving fixtures can yield early results. Feasibility studies for larger projects like solar panel installations can provide insights into potential returns on investment. Financial incentives and green building certifications encourage sustainability practices.

By adopting principles outlined in the IGBC Green Healthcare Facilities program, hospitals can embark on a transformative journey toward environmental responsibility and climate action. This journey not only fosters a healthier environment for patients and staff but also contributes to overall sustainability and resilience to climate risks.



# Dr Anna George

Head-Quality, Aster DM Healthcare



## Transforming Healthcare Quality: The Impact of CAHO Trainings in India

The Consortium of Accredited Healthcare Organizations (CAHO) is revolutionizing healthcare quality improvement in India through comprehensive training programs, mentorship, and expert assistance. By empowering healthcare professionals with skills and knowledge, CAHO fosters a culture of excellence and continuous improvement within institutions.

CAHO serves as a guiding light for hospitals navigating the accreditation journey, providing invaluable insights and assistance. Through quality improvement initiatives, CAHO drives a shift towards patient-centric care models, emphasizing accountability, transparency, and continuous learning.

Furthermore, CAHO promotes innovation and best practices through workshops, seminars, and collaborative platforms, facilitating the exchange of ideas among healthcare professionals. Its impact is measured through rigorous evaluation mechanisms, ensuring tangible results in terms of improved patient outcomes and safety practices.

Overall, CAHO's transformative initiatives are reshaping the healthcare landscape in India, playing a pivotal role in achieving universal healthcare coverage and ensuring quality care for all.



# Dr Seema Bhargava

Chairperson & Sr. Consultant (Biochem),  
Sir Ganga Ram Hospital Delhi



## Developing An Effective Laboratory Safety Program

The medical diagnostic laboratory plays a critical role in patient well-being and lab personnel safety, necessitating strict adherence to safety standards like ISO 15189, ISO 15190, and ISO 22367. Safety protocols, heightened during the COVID-19 pandemic, encompass patient, personnel, equipment, and environmental considerations to prevent accidents, minimize health risks, and enable efficient emergency responses.

Risk assessment identifies potential hazards like needle injuries, chemical exposures, and waste mishandling, mitigated through a comprehensive "Safety Manual" and Material Safety Data Sheets (MSDS) accessibility. Personal protective equipment (PPE), hand-wash, and eye-wash stations are crucial for personnel safety, while air filtration systems, biosafety cabinets, and proper waste management ensure a safe environment.

Regular safety training, including induction for new employees, is essential, with specific protocols for areas like the phlebotomy section prioritizing patient and phlebotomist safety. In the main lab, compliance with international standards ensures smooth operations, proper sample handling, and adherence to guidelines for handling radioactive materials.

Employee training encompasses recognizing lab safety symbols and effective emergency responses, while ergonomic guidance and workplace adjustments mitigate repetitive motion injuries and ergonomic hazards. Effective waste management, following WHO guidelines and national regulations, ensures proper waste segregation, collection, storage, pre-treatment, and transportation.

In conclusion, developing specific Standard Operating Procedures (SOPs) based on international and national guidelines is vital for each lab. This approach ensures risk mitigation and safety for patients, lab personnel, and the environment, contributing to a safer and more efficient healthcare ecosystem.



# Dr Uma Shankar Raju

General Manager & Vertical Quality Head, Apollo Hospitals Enterprises



## Incident Report Culture In India

It is crucial to establish a reporting culture that fosters an environment where people feel comfortable reporting safety concerns without fear of blame. Employees must have confidence that their confidentiality will be protected, and their report will be acted upon, or else they might decide not to report.

In this culture, everyone is aware of potential risks and actively engaged in reporting incidents in an open atmosphere. It is a place where unsafe situations can be easily addressed and improved.

In India, there are seven causes of underreporting, including complacency, fear of legal involvement, guilt, ignorance of how to report, insecurity, indifference, and lack of motivation and strategies to improve incident reports.

Ignorance is a significant factor in underreporting, with many professionals stating that they do not know what or how to report, where to find the reporting form, or where to send it. Additionally, some believe that reporting non-serious incidents wastes time.

Lack of feedback and an absence of a reporting culture are also significant barriers to reporting. Complexity in filling out the forms and a lack of causal evidence also contribute to underreporting. Furthermore, nursing staff is responsible for filing reports, but they often do not because they are overworked or assume responsibility belongs to another person.

To encourage spontaneous incident reporting, several strategies have been proposed, such as brief educational interventions, simplification and unification of the reporting forms, deployment of institutional risk management policies, hiring a professional to collect and follow up on the cases, and feedback on the results obtained from incident reports.



# Dr Barnali Das

Lead Consultant,  
Kokilaben Dhirubhai Ambani Hospital  
& Medical Research Institute



## **Green Smart Core Lab and Artificial Intelligence: Keys to Sustainable Development Goals 2030 Agenda in Healthcare**

The United Nations 2030 Agenda guides healthcare and diagnostic sectors toward sustainable development through innovation in laboratory processes, including automation, integration, and carbon footprint reduction. Artificial Intelligence (AI) and Smart Core Lab initiatives integrate sustainable diagnostic innovation with quality healthcare, employing total lab automation, activity-based costing, and LEAN design to minimize environmental impact. TLA, middleware, and AI-assisted clinical decision-making streamline workflows, enhancing data handling and clinical validation. Laboratory IT functionalities enable sample tracking, auto validation, and real-time Turnaround Time (TAT) monitoring. AI aids in risk stratification using expert systems.

The Lundberg loop in laboratory testing emphasizes process excellence through automation and digitization. A sustained technology policy framework is essential for advancing the In Vitro Diagnostics (IVD) sector. Digital transformation during the COVID-19 pandemic focuses on standardizing inventory management, reducing time traps, motion, transportation, and error rates, and enhancing productivity. Hospitals leverage digital transformations like Total Lab Automation and Digitization to enhance operational efficiency, stakeholder collaboration, and communication.

Smart Core Laboratory initiatives focus on delivering efficient, quality-driven outcomes through paperless digital transformation. AI-driven risk stratification aids in standardizing care, while clinical decision-support solutions enhance treatment protocols. Grants for digital health projects, such as alert systems for early diagnosis of Acute Kidney Injury and machine learning-based prediction models for COVID-19 severity, underscore the importance of digital transformation in improving revenues, patient satisfaction, and standardized care delivery.



# Mrs Gracy Mathai

Chief Executive Officer  
Baby Memorial Hospital



## Nursing Empowerment: A Myth or Reality in India

Empowerment entails granting individuals the authority to shape their lives, a concept encompassing autonomy, professional growth, recognition, and fair compensation.

### Challenges:

- 1. Limited Autonomy:** Nurses often encounter hierarchical structures impeding their decision-making, hindering patient advocacy and evidence-based practice implementation.
- 2. Inadequate Recognition:** Despite their vital role, nurses lack acknowledgement, fostering feelings of undervaluation and demotivation.
- 3. Educational Barriers:** Scarce resources and faculty shortages hinder access to quality education and professional development, impeding nurses' advancement.
- 4. Poor Working Conditions:** High-stress environments with long hours and staffing shortages compromise nurses' well-being and quality care delivery.
- 5. Gender Dynamics:** Gender biases lead to inequalities in pay and career advancement, affecting overall empowerment.

### Opportunities:

- 1. Advocacy and Leadership:** Nurses can drive healthcare reform by joining professional organizations, engaging in advocacy, and assuming leadership roles.
- 2. Professional Development:** Continued education and mentorship enhance nurses' skills and enable them to assume advanced roles.
- 3. Collaborative Practice:** Interdisciplinary teamwork allows nurses to leverage their expertise, fostering recognition and holistic care delivery.
- 4. Gender Equality Advocacy:** Efforts to challenge stereotypes and promote inclusive policies foster a supportive environment for all nurses.
- 5. Policy Reform:** Initiatives focusing on nursing education, infrastructure, and staffing levels create an enabling environment for empowerment.



# Prof Dato' Dr Abdul Rahim Abdullah



Former CEO,  
Malaysian Society for Quality in Health  
(MSQH)

## How can the PFP safety movements empower caregivers and patients?

Clarity of Purpose: The mission towards healthcare quality and safety “better care, safer care”, can be better achieved through market forces influence, in particular by empowered patients and lay caregivers. Nevertheless, the PFP safety movements must have clarity of purpose - mission, vision, goals, and objectives to enable both patients and caregivers towards accepting the need to change and be able to play a new role in a constructive and fulfilling manner and affecting their strategies and actions towards health system goals as well as health service goals through influencing the strategies and developments of the governing structures and accountability systems.

Engaging Educating Evaluating Enabling and Empowering Patients and Caregivers are critical and interactive value components for all stakeholders including for PFP safety movements. For patients to be empowered to take an active role in managing their health requires PFP safety movements actively engaging patients including educating and enabling through established PFP safety networks, within and outside of healthcare institutions will help to identify shortfalls in quality and safety concerns as well as potential errors. Patients' and caregivers' movements can also provide valuable feedback about their healthcare experiences and help to identify and be involved in areas for improvements and bring forth innovative solutions in the design, implementation and evaluation of facilities and services.

Strengthening the patient/ lay caregiver - professional caregiver relationship through PFP safety movements collaborations and advocacy for greater professional and consumer empowerment in the organisation and management, accreditation standards, training of surveyors and in the survey process.



# Dr T Nirmal Fredrick

MD, Nirmal's Eye Hospital  
President, TNOA



## Precautions in Adopting Tools for Healthcare Improvement from Other Organisations or Agencies

Implementing quality tools in healthcare is imperative for delivering effective, safe, and patient-centered care. However, careful adoption is essential to ensure improvement. Here are key precautions and approaches for adopting tools:

- **Contextual Relevance:** Understand if the tool aligns with your hospital's profile and specific challenges.
- **Evidence Base:** Evaluate the tool's effectiveness based on robust evidence and real-world applications.
- **Adaptability:** Assess if the tool can be tailored to fit your department's needs, language, and available resources.
- **User Involvement:** Engage end-users in the adoption process for successful implementation.
- **Training and Support:** Provide adequate training and ongoing support to users.
- **Integration with Existing Systems:** Ensure the tool integrates smoothly with current healthcare systems.
- **Pilot Testing:** Conduct pilot testing to identify challenges and gather feedback before full implementation.

Additionally, comprehensive needs assessment, due diligence, and compatibility analysis are crucial. Ethical considerations, such as patient privacy, must be addressed, and staff training should be provided for effective use. Pilot testing helps refine the tool, and continuous evaluation ensures its impact on care quality and efficiency. Financial assessment is vital to ensure sustainability, and legal and regulatory compliance is essential to avoid penalties and maintain quality care. In conclusion, adopting tools requires a structured approach, encompassing various aspects like needs assessment, due diligence, ethical considerations, staff training, pilot testing, financial assessment, and legal compliance.



# Dr Babu Narayanan

Consultant Physician & Diabetologist



## PREM and PROM - Clinicians perspective in India

Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs), now slowly emerging in India, facilitate communication between patients and care providers, fostering patient participation and empowerment in decision-making processes. PROMs assess the alignment between patient expectations and healthcare delivery, while PREMs capture overall patient experiences, providing valuable clinical feedback. Their implementation not only enhances patient-centred care but also enables benchmarking of services among hospitals, empowering patients to make informed choices. However, the successful integration of PROMs and PREMs in Indian healthcare faces numerous challenges. Unlike state-sponsored systems in the US and UK, where government mandates and policy frameworks drive healthcare, India's predominantly private healthcare landscape lacks regulatory mandates for such metrics, posing implementation challenges. The country's cultural diversity further complicates the development of region-based PROMs and PREMs, necessitating mechanisms for creating and sharing these instruments. Moreover, the country's literacy levels and linguistic diversity make the implementation and reliability of these tools challenging. Additionally, variations in healthcare delivery across states and healthcare facilities may bias patient-driven instruments, affecting their effectiveness.

Financial constraints, lack of incentivization, and time constraints for clinicians hinder their involvement in developing PROMs and PREMs. Furthermore, the inadequate knowledge and skills among management personnel pose significant barriers to their implementation in many healthcare facilities. Patient response to these measures also remains uncertain, given the lukewarm feedback often received for similar initiatives. Despite robust PROM and PREM programs in other countries, India lacks standardized approaches to healthcare performance measures due to its diverse healthcare landscape. Addressing these challenges requires a shift in public policy towards increased healthcare funding and government-mandated initiatives. However, the commitment and perseverance of healthcare personnel remain crucial in overcoming these barriers and ensuring the successful implementation of PROMs and PREMs in India.



# Prof Dr Subhrojyoti Bhowmik

Clinical Director, Peerless Hospital  
& B K Roy Research Center



## Why are Medication errors reported in India lower compared to developed countries?

Patient safety is paramount in healthcare, with medication safety being a critical aspect. Medication errors (MEs) are preventable events resulting from inappropriate medication use, leading to patient harm. These errors necessitate immediate reporting and corrective action, including root cause analysis to prevent recurrence. MEs not only affect individuals but also have adverse economic implications for healthcare systems.

In India, ME prevalence is largely under-reported due to limited data availability and healthcare professionals' reluctance to report errors. Fear of blame and punitive measures, along with limited understanding among junior staff, contribute to under-reporting. Dispensing errors, particularly among pharmacists, are significantly under-reported due to awareness issues. Moreover, limited awareness among patients and practitioners, coupled with time constraints and increased workloads, further exacerbates the problem. Cultural factors, such as deference to doctors and fear of litigation, hinder open discussions about medical errors. Additionally, the lack of standardized practices and technology integration, such as electronic health records, limits error detection and reporting opportunities in India compared to developed countries.

To address these challenges, a systematic approach to reporting MEs is essential. Continuous training of healthcare professionals, including physician assistants and nursing assistants, is crucial for improving reporting quality. Instituting a system that incentivizes error reporting and creates a safety culture within healthcare settings can encourage reporting. Healthcare accreditation bodies like NABH can facilitate improvement by developing and sharing a national Medication Error Database, enabling shared learning and enhancing medication management systems nationwide.

Collaboration between healthcare stakeholders and the implementation of standardized practices and technology solutions will play a crucial role in reducing medication errors and enhancing patient safety across the country.



# Dr Anuradha Pichumani

Executive Director,  
Sree Renga Hospital



## Partnership with ISQua and ASQua: A Game Changer for CAHO

CAHO (Consortium of Accredited Healthcare Organizations) serves as a platform for accredited healthcare organizations in India, fostering collaboration for quality improvement and patient safety. ISQua (International Society for Quality in Health Care) and ASQua (Asian Society for Quality in Healthcare) are globally recognized authorities driving improvements in healthcare quality and safety. The partnership between CAHO, ISQua, and ASQua represents a significant milestone in healthcare quality improvement. The journey toward this partnership began with a vision to catalyze advancements in healthcare quality and safety globally. Leadership from ISQua, CAHO, and ASQua played pivotal roles in formalizing this partnership through virtual meetings and discussions. These alliances have transformed healthcare standards by integrating global best practices and addressing local challenges, enhancing patient-centred care delivery.

Key outcomes of these partnerships include elevated healthcare standards, innovative training programs, international collaborations, improved patient outcomes, and support for universal health coverage. Initiatives like the International Advisory Committee (IAC), CAHOCON conferences, monthly webinars, and continuing quality education series have facilitated knowledge sharing and professional development. The partnerships have also expanded membership and enriched educational offerings, strengthening the global network of healthcare professionals committed to quality improvement. Fellowship courses, like the South-East Asian Fellowship Course (SEA), aim to elevate healthcare quality and safety standards worldwide.

The leadership's unwavering commitment to collaboration has strengthened these partnerships, positioning them as models for achieving healthcare excellence. As these partnerships evolve, their focus on education and collaboration will continue to impact healthcare standards globally, ultimately leading to better patient outcomes and more resilient healthcare systems.



# Ms Nadira Chaturvedi & Mr Som Mittal



Patients for Patient Safety Foundation

## Patient for Patient Safety Initiative - How It's Helping The Healthcare Industry In India?

Patient safety is a critical aspect of healthcare, yet patients, their families, and communities are often not actively engaged in their own safe care. Shockingly, every minute, at least one person dies due to unsafe medical care, with globally 1 in 10 patients experiencing harm during hospitalization and 4 in 10 during outpatient care. Medication errors contribute to 50% of avoidable harm, followed by surgical complications, poor diagnosis, prescription errors, and communication errors. Healthcare organizations are continually working on improving patient safety through controls, quality processes, accreditation, and training. However, errors can still occur, and their avoidance requires active patient engagement. Patients face challenges such as limited health literacy, communication barriers, and fear of speaking up, compounded by a fragmented healthcare ecosystem, especially in semi-urban and rural areas. The Patients for Patient Safety Foundation (PFPSF) plays a crucial role in educating and assisting patients and healthcare providers. PFPSF maps the patient journey, analyzes medical errors, and provides easily understandable content to raise patient awareness and prevent harm. Through collaborations with healthcare providers, PFPSF bridges the gap between patients and providers, encouraging active patient engagement and safer outcomes.

PFPSF offers actionable tips and advice to empower patients to take responsibility for their care. This includes guidance on how patients and caregivers can help healthcare, and how to prepare before visiting a doctor. Patient-centricity benefits both patients and healthcare providers by reducing medical errors, enhancing trust, and satisfaction, ultimately leading to better outcomes and financial profitability for providers. The patient safety initiative also supports healthcare providers by delivering multilingual patient safety content and addressing essential topics such as error prevention in diagnosis and seeking second opinions. This content is actively utilized across diverse healthcare settings, benefiting hospitals, clinics, and diagnostic centres.



# Dr Shweta Prabhakar

Head Quality & Patient Safety and Academics, Fortis Hospital Mohali



## Developing PREMs Tools: CAHO's Initiative towards Improving Patient Experience

Spearheading an initiative to develop Patient-Reported Experience Measures (PREMs) tools, CAHO aims to enhance patient-centred care by systematically gathering feedback from patients about their healthcare experiences. Unlike Patient-Reported Outcome Measures (PROMs), which assess health status and symptom severity, PREMs focus on aspects such as communication with healthcare providers, accessibility of services, and the overall hospital environment. By collecting feedback directly from patients, PREMs offer valuable insights into areas of strength and improvement within healthcare organizations. CAHO's initiative involves collaboration with healthcare professionals, researchers, and patient advocacy groups to design, implement, and evaluate PREMs tools tailored to the Indian healthcare context. Led by Dr. Rahul Deshmukh and Dr. Neesha Ajit Nair, with guidance from Dr. Vijay Agarwal and Dr. Lallu Joseph, the initiative commenced in September 2023 with 20 dedicated teams contributing to the common goal of improving patient care. The project involves meticulous processes, including Focus Group Discussions, formulation of Standard Operating Procedures (SOPs), and questionnaire development across eight critical domains.

Partnering with select healthcare organizations, CAHO validates the PREMs tools in diverse clinical settings, ensuring their feasibility and acceptability. The initiative employs systematic data collection and analysis, leveraging both quantitative surveys and qualitative interviews to capture patients' experiences comprehensively. The impact of CAHO's PREMs initiative is already evident, with participating healthcare organizations gaining insights to enhance patient-centered care, communication, and coordination.

Moreover, the initiative fosters a culture of transparency, accountability, and patient engagement within healthcare organizations. Patients feel empowered to contribute to quality improvement efforts, knowing that their feedback is valued and acted upon. This collaborative approach not only improves patient satisfaction but also leads to better clinical outcomes and overall healthcare quality.



# Dr Simi Bhatia

Representative Histology  
Diagnostic Centres, CAHO



## Innovations in Diagnostics – The New India

In the vibrant landscape of healthcare, India emerges as a hub of innovation, leading a revolution in diagnostics that reshapes patient care fundamentally.

**Artificial Intelligence (AI) Driving Diagnostic Revolution:** This revolutionary technology not only augments but redefines diagnostics, enhancing accuracy and efficiency. Through advanced machine learning algorithms, AI analyzes vast medical data, identifying intricate patterns with unparalleled precision. By automating tasks and streamlining workflows, AI reduces turnaround times while elevating diagnostic accuracy. Portable diagnostic solutions like the i-STAT system provide real-time insights at point-of-care sites.

**Synergy of Information Technology and Logistics:** The seamless fusion of Information Technology (IT) and logistical expertise revolutionizes diagnostics. Digital platforms facilitate the exchange of medical information, expediting sample analysis and result dissemination for more efficient patient care.

**Technological Advancements:** Recent breakthroughs in diagnostic technology usher in an era of precision tools, from point-of-care devices to platforms enabling comprehensive genetic analyses. Rapid COVID-19 antigen tests have become crucial in combating the pandemic, facilitating widespread testing and containment efforts.

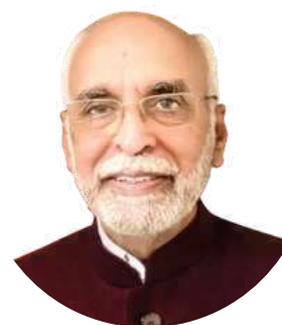
**Strategies for Error Reduction:** Healthcare systems adopt innovative strategies to mitigate errors and ensure patient safety. Standardizing procedures and leveraging electronic health records equip clinicians with evidence-based guidelines and real-time insights, fortifying diagnostic processes against pitfalls.

**Embracing Data Integration:** Efficient data integration maximizes diagnostic information utility and facilitates coordinated healthcare delivery. Interlinking health systems and electronic records empower providers with patient data, enabling tailored testing and treatment planning. Data analytics platforms enhance insights, optimizing resource allocation for improved service delivery and public health outcomes.



# Dr Vijay Agarwal

President, CAHO



## Vision 2029: Transforming Healthcare Delivery with CAHO

In the evolving global healthcare landscape, the Consortium of Accredited Healthcare Organizations (CAHO) envisions itself as a catalyst in bringing the expertise and energy of the fragmented healthcare ecosystem together to enhance the trust between the community and medical professionals. By 2029, CAHO is on its path to becoming a leading force in capacity building of healthcare institutions, diagnostic centres, and individual professionals.

**Innovations in Training:** CAHO plans to revolutionize healthcare training by integrating advanced technologies like VR, AR, and AI. These tools will offer immersive training experiences far beyond traditional methods, enhancing learning and making top-tier education accessible to professionals in remote areas.

**Strategic Partnerships:** In the coming years, CAHO will forge strategic partnerships with global healthcare leaders, tech innovators, and academic bodies. These alliances will encourage interdisciplinary research and the development of healthcare solutions, advancing quality, safety, and efficiency in healthcare.

**Global Expansion:** CAHO is poised to expand its footprint to over 25 countries by 2029, focusing on areas with the most need for healthcare infrastructure development. Target regions include SAARC countries, Africa, Southeast Asia, and the Middle East, where CAHO's expertise can significantly impact patient care quality and safety.

**Advancing Accreditation and Safety Culture:** CAHO emphasizes that accreditation marks the beginning of a quality journey, advocating for continuous improvement and a culture of safety across all healthcare functions. This approach ensures healthcare organizations not only meet but exceed global standards, prioritizing patient-centric care.

Looking toward 2029, CAHO envisions a future marked by growth, innovation, and global impact. By extending its reach, leveraging new technologies, and building strategic partnerships, CAHO aims to improve healthcare quality and safety, making a healthier, more equitable world.



# Dr Vineeta Kothari

Director, Centrapathlabs



## Molecular Diagnostics – How Is It Leading The Diagnostic World?

Molecular diagnostics encompasses various techniques identifying specific genome and proteome alterations, crucial in risk detection, prognosis, and diagnosis, notably in infectious diseases, oncology, and congenital anomalies. It's a product of interdisciplinary collaboration, critical for precision medicine's goal attainment.

Originating in the late 20th century, molecular diagnostics saw prenatal Thalassemia testing, later evolving with DNA sequencing and PCR, enabling rapid mutation identification. Subsequent advancements like Real-Time PCR and NGS revolutionized variant detection, enhancing cost-effectiveness and throughput.

These techniques play a vital role across healthcare domains, including pathology. They aid prenatal screening for congenital anomalies through DNA microarray hybridization, while DNA and RNA hybridization techniques facilitate microbial identification. Techniques like FISH enable rapid pathogenic bacteria detection without cultivation, while hybrid capture systems identify viruses like HPV and CMV.

Molecular diagnostics is pivotal in diagnosing genetic diseases like Fragile X Syndrome and cancer genomics, offering multiplex assays for carcinogenesis steps. It also contributes to precision medicine through personalized treatment plans based on molecular signatures, exemplified in breast and lung cancers.

The integration of diagnostics and therapeutics has enabled personalized medicine, utilizing high-throughput genotyping tools to determine individual molecular signatures, predicting disease susceptibility. Pharmacogenomics and nutrigenomics, influenced by epigenetic and transcriptomic processes, are evolving to understand disease complexity.

Molecular diagnostics increasingly supersedes conventional tests, becoming integral to patient-tailored interventions. Advancements rely on automated detection sequencing platforms and an adaptable, ethical approach toward precision medicine.



# Mrs B Bharathi Reddy

Managing Trustee and CEO, Vijaya Medical & Educational Trust



## High Performance Healthcare Organization-What it means to me?

In the dynamic realm of healthcare, Vijaya Hospital aspires to epitomize the essence of a high-performance healthcare organization. This vision underscores our unwavering commitment to superior patient care, innovation, continuous improvement, and operational excellence. Central to our mission is the steadfast dedication to delivering exceptional healthcare services. As CEO, I prioritize placing patient outcomes and satisfaction at the forefront of our operations, ensuring that every individual receives compassionate care with empathy and integrity, surpassing their expectations.

Furthermore, embracing innovation and staying abreast of emerging technologies are integral to our organization's ethos. We foster a culture of innovation, encouraging staff to explore novel ideas and methodologies that enhance patient care and drive organizational growth. Operational excellence is another cornerstone of our approach. We optimize processes and maximize resource utilization to deliver cost-effective and sustainable healthcare solutions, implementing robust systems across all operational facets.

Our people are paramount to our success. I invest in our staff by providing ongoing training, professional development opportunities, and a supportive work environment that nurtures collaboration and teamwork. Quality improvement and patient safety are non-negotiable. We implement rigorous quality assurance measures, seeking continuous feedback to identify areas for enhancement, ensuring that our patients receive safe and effective care.

Community engagement and social responsibility are integral to our identity. We actively contribute to the well-being of the communities we serve through outreach programs, health education initiatives, and partnerships with local organizations.



# Mr Vinod Kumar KB

FMS Consultant,  
Rajagiri Hospital



## Designing Healthcare Institutions Safety Perspective

Hospital design plays a crucial role in patient health improvement, encompassing factors like patient safety, care quality, workforce satisfaction, and cost reduction. Modern hospital designs prioritize individualized patient spaces over shared rooms, incorporating amenities akin to hotels, such as private rooms, gardens, and art installations. Even modest design changes can notably reduce patient stays, with studies showing a potential 10% decrease in ICU stay duration with improved design.

The planning phase of hospital design is multifaceted, involving project analysis, team assembly, budget determination, and regulatory compliance. Emphasizing patient-centered, sustainable, and technology-supported designs is crucial. Additionally, aspects like infection control, environmental management, and energy efficiency must be considered.

Designing for safety and reliability entails meticulous attention to HVAC systems, fire safety codes, and infection prevention standards. Prioritizing performance, safety, reliability, and energy efficiency ensures optimal HVAC design, which impacts patient outcomes and operational costs.

Compliance with standards like NFPA, NBC, and ASHRAE/ASHE/ANSI Standard 170 is essential, providing guidelines for space design, ventilation, and HVAC system performance. Water management programs, as per ASHRAE Standard 188-2015, are imperative to control Legionella growth.

Reducing hospital-acquired infections (HAIs) is a key focus, with HVAC engineering controls playing a significant role in maintaining asepsis. Ultraviolet light, ionization, and chemical treatments are potential adjunct measures, although safety considerations are paramount.

Electrical safety is critical in medical settings, with adherence to regulations like CEA safety regulations and NEC of India 2023 imperative. Periodic testing and auditing are mandated for safety compliance.



# Dr J Jayalakshmi

Prof. & HOD (Microbiology),  
KMCH Institute , Coimbatore



## Changing IPC Practices Following Pandemic

Infection prevention and control (IPC) is a fundamental strategy aimed at averting healthcare-associated infections (HAIs), vital for preserving patient and healthcare worker well-being. IPC is indispensable for ensuring quality healthcare delivery, with its relevance extending to every healthcare interaction. Historically, IPC practices lacked structure and standardization, predominantly confined to accredited healthcare facilities, causing discrepancies and distrust among healthcare professionals. The onset of the COVID-19 pandemic brought about a pivotal opportunity to revamp IPC efforts, prompting improved practices and reinforcing IPC programs across healthcare settings globally.

During the pandemic, heightened fear catalyzed the widespread adoption of IPC measures, including enhanced hand hygiene, proper use of personal protective equipment (PPE), environmental sanitation, and physical distancing. Vigilant monitoring, auditing of IPC practices, and regular training of healthcare workers further bolstered IPC outcomes. The pandemic served as a catalyst for enhancing collaboration between infection prevention teams and clinical staff, resulting in improved relationships and effective response mechanisms. Post-pandemic, there is increased awareness of IPC practices among policymakers, organizational leaders, healthcare providers, patients, and the community.

Government policies and regulatory mandates now emphasize the establishment of robust IPC and antimicrobial stewardship (AMS) programs across public and private healthcare sectors. Accreditation bodies ensure the implementation of risk-based IPC programs in healthcare facilities, fostering a culture of continuous quality improvement. Organizational leadership's commitment to IPC has strengthened, evident through increased budget allocation, infrastructure enhancement, and IT support for surveillance and monitoring. Cross-departmental collaboration within healthcare facilities has improved, with regular HIC meetings addressing IPC issues through root cause analysis and corrective actions. Patients' participation in infection prevention strategies has increased, reflecting improved safety measures and clinical outcomes. The collective wisdom gained from navigating the challenges of the pandemic underscores the importance of understanding and implementing robust IPC practices.



SECTION

4

ABOUT



8th Edition

CAHOCON



2024

# OUR JOURNEY



24TH & 25TH APRIL AT LE MERIDIEN

## DELHI

**THEME:** BEST PRACTICES IN HEALTHCARE

**2015**



19TH & 20TH MARCH AT THE LALIT ASHOK

## BENGALURU

**THEME:** QUALITY BEYOND ACCREDITATION

**2016**



14TH & 15TH APRIL AT TAJ VIVANTA

## DELHI

**THEME:** MONITOR, MEASURE & IMPROVE

**2017**



6TH & 7TH APRIL AT HOTEL FEATHERS

## CHENNAI

**THEME:** TIMELY INTERVENTION IS KEY TO QUALITY

**2018**



13TH & 14TH APRIL AT SAHARA STAR HOTEL

## MUMBAI

**THEME:** HEALTHCARE QUALITY SHOULD IMPACT OUTCOME

**2019**



CXO ROUNDTABLES & WEBINARS

## PANDEMIC PERIOD

PERIOD OF GROWTH WITH VARIOUS INITIATIVES ON PATIENT SAFETY

**2020-21**



18TH & 19TH APRIL AT GRAND HYATT

## KOCHI

**THEME:** BUILDING CULTURE OF SAFETY IN HEALTHCARE

**2022**



15TH & 16TH APRIL AT NOVOTEL CONVENTION CENTRE

## HYDERABAD

**THEME:** LEADERSHIP IS THE KEY TO QUALITY

**2023**



6TH & 7TH APRIL AT BISWA BANGLA CENTRE

## KOLKATA

**THEME:** MAKING HEALTHCARE EFFICIENT, EFFECTIVE, ECONOMICAL & EQUITABLE

**2024**

# ABOUT CAHO



The Consortium of Accredited Healthcare Organizations (CAHO) is a non-profit organization that was established in 2013 with the primary objective of promoting continuous quality improvement in accredited healthcare and diagnostic institutions in India. Initially focused on sharing best practices, creating benchmarks, and promoting accreditation, CAHO's scope has expanded significantly over the years to enhance patient safety, clinical outcomes, and overall satisfaction with healthcare services.

CAHO has three wings that reach out to healthcare institutions across India, including Healthcare institutions, Diagnostic centres, and Quality professionals.

The organization collaborates with institutions and industry to develop and conduct training programs, helping in capacity building, accreditation, and research. CAHO's focus on quality improvement is reflected in the large number of programs covering a range of topics such as infection control, patient safety, quality improvement, and leadership.

CAHO has designed over 40 training programs, including online, offline, and self-paced learning. These programs are well sought after across the country and neighbouring countries, with more than 20,000 professionals trained till date from all segments of the workforce, including



clinicians, nurses, technicians, lab professionals, quality professionals, engineers, and administrators. CAHO continually upskills these professionals through many vertical programs, webinars, and continuing quality and diagnostic education series.

CAHO has helped healthcare institutions in India achieve accreditation by training their internal workforce. The organization helps institutions develop a culture of safety, which is an essential aspect of providing safer care and reducing medical errors. In addition to capacity building and training, CAHO engages in research activities to promote the development and implementation of evidence-based practices in healthcare. The organization conducts research on topics such as healthcare quality, patient safety, and healthcare management, and disseminates its research findings among its members and the broader healthcare community to promote knowledge sharing and best practices.

CAHO conducts several annual events such as CAHOCON, CAHOTECH, CAHOLABCON, and CAHO-SACKON, which have become a "must-attend" activity for all stakeholders. The organization has also made its presence felt in many countries through ISQua-CAHO international webinars on the first

Tuesday of every month, with an average of 1,000 persons registering from 25 countries for these webinars. CAHO's International Advisory Committee is very active and has given the organization the platform to engage with experts and opinion leaders from various countries.

To increase communication with members, CAHO provides a weekly "Friday Update" and a monthly digital magazine "DIALOG."

In conclusion, CAHO is a non-profit organization that has made significant contributions to the improvement of healthcare services in India through its focus on quality improvement and patient safety. Its capacity-building programs, accreditation assistance, and research activities help healthcare and diagnostic institutions in India achieve accreditation and disseminate knowledge sharing and best practices among its members and the broader healthcare community.

CAHO's success is due to selfless contributions from members of the healthcare community and collaboration with industry, academic institutions, and other professional organizations. The organization invites everyone to join in making CAHO a unique model of knowledge sharing and capacity building.



**DR LALLU JOSEPH**  
*Secretary General - CAHO*



# TRAINING PROGRAMS



1	<b>Certified Professional for Quality Implementation in Hospitals-Basic (CPQIH-Basic)</b>
2	<b>Certified Professional for Quality Implementation in Hospitals-Advance (CPQIH - Advance)</b>
3	<b>Certified Professional for Hospital Infection Control - Basic (CPHIC-Basic)</b>
4	<b>Certified Professional for Hospital Infection Control - Advance (CPHIC-Advance)</b>
5	<b>Basic National Disaster Life Support (NDLS)</b>
6	<b>Certification Program on Emergency Department Quality Standards</b>
7	<b>Certification Program in Quality &amp; Accreditation - For Students (CPQA)</b>
8	<b>Internal Auditor Training Program</b>
9	<b>Enhanced Clinical Communication Workshop.</b>
10	<b>Basic Nursing Communication Workshop</b>
11	<b>Fire Safety &amp; Emergency Preparedness Training Program</b>
12	<b>Workshop on Occupational Health in Healthcare</b>
13	<b>Basic Course on Cyber Security</b>
14	<b>Certified Professional in Healthcare Quality (NAHQ)-A Preparatory Course</b>



15	<b>Ethics &amp; Clinical Research - Good Clinical Practices (GCP) Workshop</b>
16	<b>Workshop on Clinical Audit</b>
17	<b>Workshop on Quality Tools &amp; Techniques</b>
18	<b>Workshop on 5S</b>
19	<b>Certificate Course on Antibiotic Stewardship - Basic</b>
20	<b>Certificate Course on NC Closure</b>
21	<b>Workshop on Nursing Quality Improvement</b>
22	<b>Laboratory Quality Management System &amp; Internal Auditor (ISO 15189-2012)</b>
23	<b>Certificate Program on Patient Safety</b>
24	<b>Risk Management in Laboratory</b>
25	<b>Quality Indicators (QI) in Clinical Lab</b>
26	<b>Flexible Endoscope Reprocessing</b>
27	<b>Certificate Program in Healthcare Quality Management (CPHQM)</b>
28	<b>Executive Program on Healthcare Management (EPHM)</b>

# TRAINING PROGRAMS



29	Surface Cleaning & Disinfection in Healthcare Facilities
30	Migration Program on ISO15189:2012 to ISO15189:2022
31	Certificate Program in Medication Management and Safety
32	Documentation Practices – Guide to SOP & Manual Writing
33	Digital Health Standards
34	Nursing Excellence Standards
35	Wound Care Management
36	Cardiac Life Support- Basic & Advance [BCLS]
37	Certificate Program in Healthcare Quality Management (CPHQM)
38	Migration from NABH 4th edition to 5th edition
39	Certified in Healthcare Risk Management (CHRM)
40	RT-PCR including CBNAAT & TrueNat for COVID Testing Laboratory
41	Certification for Problem Solving (PRO)
42	Infection Control Nurse (ICN) Course
43	International Certificate Program in Leadership (LEADS)





# JOIN CAHO

forum, where you can share concerns related to accreditation bodies to improve overall effectiveness and efficacy.

Moreover, you will have the opportunity to mentor non-accredited organizations and healthcare professionals in your area of expertise. As a member, you will also enjoy discounted registration fees for training programs and events, as well as national or international partner events.

Join CAHO to be part of a collective effort to promote quality and improve patient safety by building a culture of safety in healthcare. As a member, you will have access to numerous benefits and opportunities.

Firstly, you will have access to networking opportunities where you can interact and learn from national and international experts. You can also host events to promote quality, patient safety, and accreditation.

As a member, you will also have privileged access to the members' area of the CAHO website, which includes a library of content and resources. You can also participate in the members'

You will receive regular updates on activities and events and can contribute as a resource person. You can also be part of expert committees and join or create a special interest group or committee. Additionally, your institution can get affiliated as Centers for Quality Promotion (CQP), and you can get nominated and recognized for awards.

Lastly, CAHO offers leadership opportunities where you can enhance your leadership abilities in the healthcare domain and be part of CAHO governance. You can take part in research activities in patient safety domains. By joining CAHO, you can contribute to promoting quality and improving patient safety in healthcare.



## HEALTHCARE INSTITUTIONS

*Small, Medium, and Large Hospitals and Medical Teaching Institutions with a validity of 3 years.*

### **Regular Membership (Accredited/Certified) :**

- 1-100 bedded hospital (5000/-)
- 101-300 bedded hospital (7500/-)
- 300 + bedded hospital (10000/-)
- Medical / Teaching Institutions (10000/-)
- Others (Stand-alone Clinics, Dental Clinics etc.) (3500/-)

### **Associate Membership (Non - Accredited/ Non-Certified) :**

- 1-100 bedded hospital (4000/-)
- 101-300 bedded hospital (6500/-)
- 300 + bedded hospital (9000/-)
- Medical / Teaching Institutions (9000/-)
- Others (Stand-alone Clinics, Dental Clinics etc.) (2500/-)

## DIAGNOSTIC CENTERS

*Stand-alone diagnostic or imaging centres, Diagnostic or Imaging Centre chains or part of accredited hospitals with a validity of 3 years.*

### **Regular Members (Accredited/Certified) :**

- Small Centres: Stand-alone / Collection Centres/ Part of a Polyclinic/ Blood Bank - 3500/
- Medium-sized/ Reference Diagnostic centres - 5000/
- Large-sized Diagnostic Centres - 10000/
- Part of Regular Healthcare Institution Member - Complimentary

### **Associate Members (Non - Accredited)**

- Small Centres: Stand-alone / Collection Centres/ Part of a Polyclinic/ Blood Bank - 2500/
- Medium-sized/ Reference Diagnostic centres - 4000/
- Large-sized Diagnostic Centres - 9000/
- Part of Regular/ Associate Healthcare Institution Member - Complimentary

## QUALITY PROFESSIONALS

*Individuals of any discipline aligned with the concept of promoting quality.*

- Regular: Rs 7500/- (Validity - Lifetime)
- Associate: Rs 500/- (Validity - 1 yr)

## INTERNATIONAL AFFILIATION

*International Hospitals, Healthcare organizations, Diagnostic Centres and Individuals of any discipline.*

- Institutional: 300 USD (Validity - 3yrs)
- Individual: 150 USD (Validity - Lifetime)



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# The event for people who care!

CAHOCON 2024 is a prestigious international conclave hosted by the Consortium of Accredited Healthcare Organizations (CAHO) and endorsed by esteemed institutions like ISQua, ASQua and QCI.

This event features world-class healthcare leaders, professionals, researchers, and educators, to dwell upon *"Making Healthcare Efficient, Effective, Economical & Equitable"*.

It mirrors our goal to improve healthcare for everyone. Expect invigorating talks, new research insights, practical solutions, and plans for transforming healthcare to benefit all.

This momentous occasion is set for the 6th and 7th of April, at the iconic Biswa Bangla Convention Centre, in the lively city of Kolkata. Ahead of the main event, around 12 insightful pre-conference workshops will take place on 5th April at various hospitals across Kolkata, along with a CAHO Diagnostics & Labs Conference called CAHOLABCON in Biswa Bangla Auditorium.

We anticipate over 2000 delegates who will actively engage in insightful sessions delivered by domestic and international experts. The event's highlights include incisive panel discussions, thought-provoking debates,



innovative poster presentations, and prestigious awards, all punctuated by an exciting live Quiz Competition. The Mega Industry Expo is designed to showcase cutting-edge technology and products while encouraging meaningful networking opportunities and fostering strategic alliances within the industry.

Kolkata, with its rich cultural tapestry and robust healthcare ecosystem, serves as the perfect backdrop for CAHOCON 2024. This summit is more than just an event; it's an experience – a crucible for learning, partnership, and personal evolution.



*Change is coming!*



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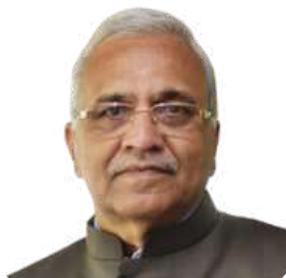
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3rd Edition 2024 

# CAHOLABCON

Kolkata



SECTION

5

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8th Edition

CAHOCON



2024

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## KOLKATA'S BIGGEST MULTISPECIALITY DIABETIC CARE COMPLETES THE DIABETIC CIRCLE



### ADVANCED EQUIPMENT



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For Diabetic Patients with Cardiovascular Autonomic Dysfunction.



**PODIASTAT**

Electronic Foot Sensor Plate to Identify Plantar Pressure Profile.



**tcpO2**

Determines Skin & Arterial Oxygen Partial Pressure.



**VERSALAB-AUTO**

Measures Severity of Atherosclerosis & Indicates Atherothrombotic Risks.



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Detects Small Fibre & Large Fibre Neuropathy.

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IN EASTERN INDIA**



**LATEST LINAC FACILITY  
FOR CANCER CARE**



**ONLY HOSPITAL IN KOLKATA  
WITH 192 SLICE CARDIAC CT  
IN EMERGENCY**



**KOLKATA'S  
LARGEST NUCLEAR  
MEDICINE FACILITY**



**KOLKATA'S ONLY  
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LARGEST IN  
EASTERN INDIA**



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ET INDUSTRY LEADERS EAST 2023 AWARD



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Kolkata's No 1 Cardiac Institute provides the best medical care for Cardiac Bypass Surgery, Minimally Invasive Cardiac Surgery, Interventional Cardiology, and Non-Invasive Cardiology.

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1

Only Hospital with 192 Slice Cardiac CT within Emergency



2

Two Cardiac Cath Labs for faster diagnosis and prognosis



3

Anytime, Anywhere Ambulance



4

Specialist Doctors Even at Midnight



5

Quick Emergency Response Team



6

Kolkata's Largest 750 bed Hospital



#### DESUN HEART INSTITUTE

76,000+  
Happy Patients

15+  
Years of  
Clinical Experience

97%  
Patient  
Satisfaction Score



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# ANSWER TO CANCER

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Chemotherapy



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Cancer Surgeries



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Bone Marrow Transplant



Day Care

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- Prostate Cancer
- Blood Cancer
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KOLKATA'S LARGEST WOMEN & CHILDREN FACILITY



Safest for High Risk  
Pregnancy



Painless Labour



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Floors



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# SUPERSPECIALITY FOR LITTLE ONES

**KOLKATA'S BIGGEST PAEDIATRIC SUPERSPECIALITY HOSPITAL**

A to Z of child care

2 Dedicated Floors. 100 Beds.

21 Paediatric Super Specialities

Kolkata's Best Equipped Level 3 NICU & PICU

Advanced OTs for Paediatric & Neonatal Surgeries



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WOMEN & CHILDREN

Let us embark on the journey towards  
a healthier, more productive and AI-powered future  
with **Apollo Multispeciality Hospitals, Kolkata**

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**A Personalized Health-Check Program tailored to your lifestyle!**

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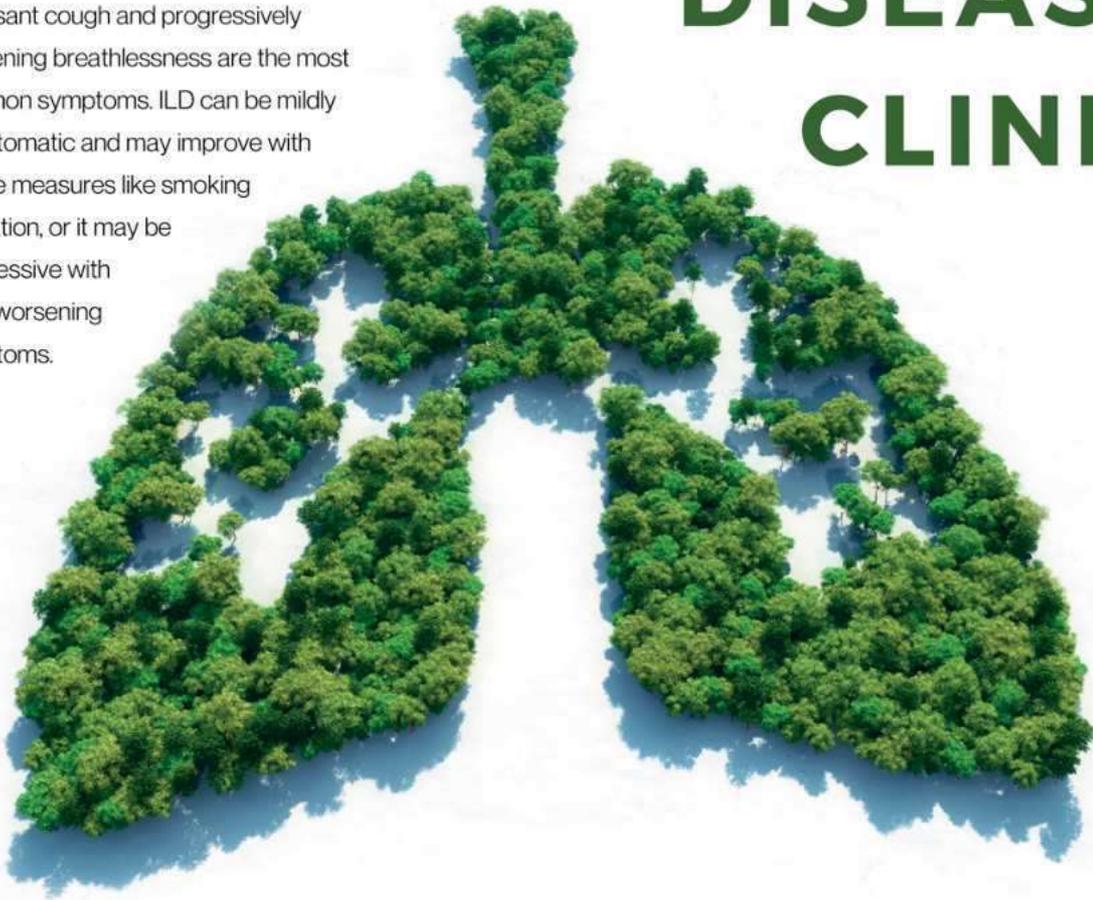
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Hour**





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9 Viruses  
18 Bacteria  
7 AMR Genes  
Sample: Sputum, BAL (ET Asp. & Mini-BAL)



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26 Bacteria  
7 Yeasts  
10 AMR Genes  
Sample: Blood culture positive bottles



### Respiratory 2.1\*

18 Viruses  
4 Bacteria  
Sample: Nasopharyngeal Swabs



### Gastrointestinal<sup>†‡</sup>

13 Bacteria  
5 Viruses  
4 Parasites  
Sample: Stool sample in Cary Blair



### Meningitis / Encephalitis<sup>†\*</sup>

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6 Bacteria  
1 Fungi  
Sample: Cerebrospinal Fluid



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8 AMR genes  
Sample : Synovial Fluid

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† US-FDA cleared | \*CE<sub>2797</sub> | ‡CE

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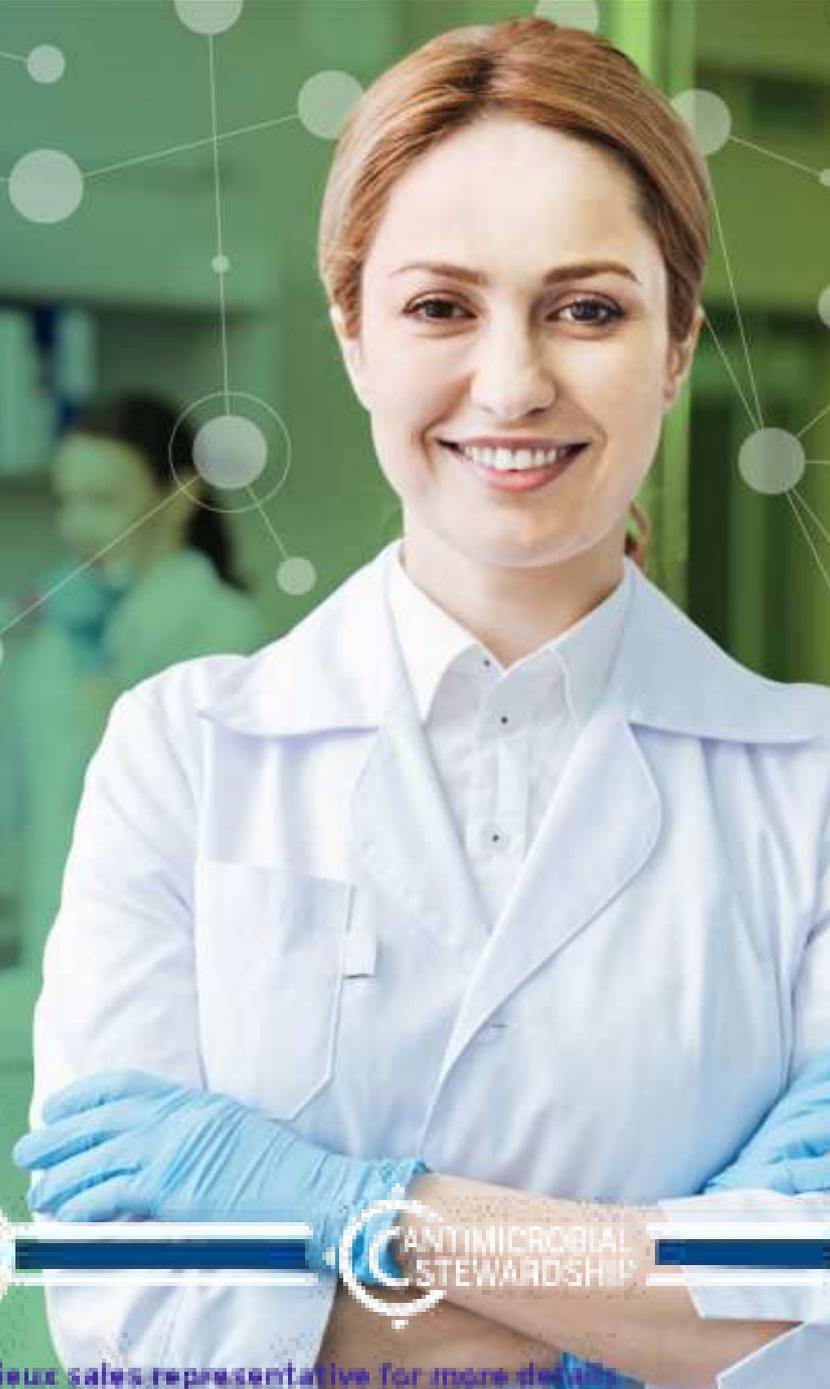


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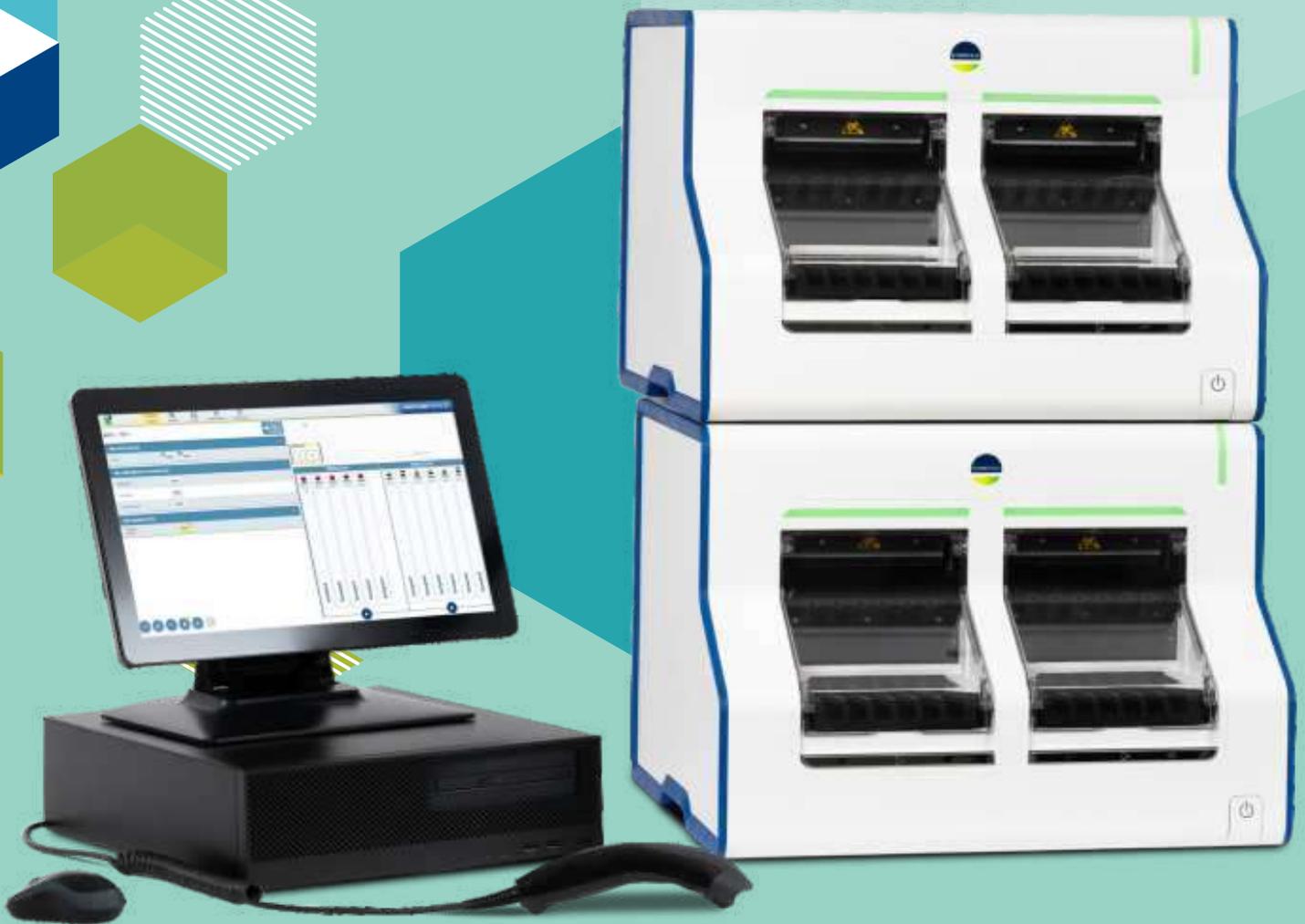
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4

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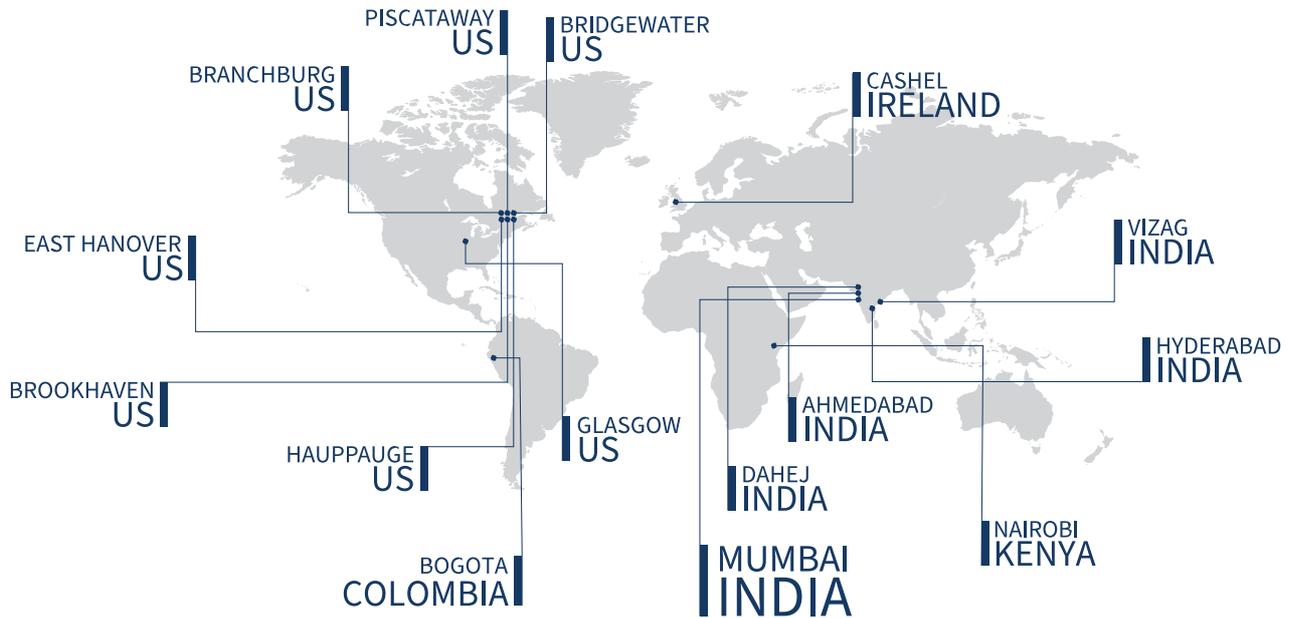
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Biosimilars in pipeline in the US

2

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Rare  
Disease

1<sup>st</sup>  
Time  
in India

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- Identifies all known referenced bacteria to species and subspecies level
- Compatible with all sample types
- Sensitivity: 99.7%<sup>1</sup>
- CE-IVD approved

# digitalABST<sup>®</sup>

- **Identifies drug resistance or sensitive genes favourable to treatment response**
- digitalABST<sup>®</sup> is a big data and machine learning solution
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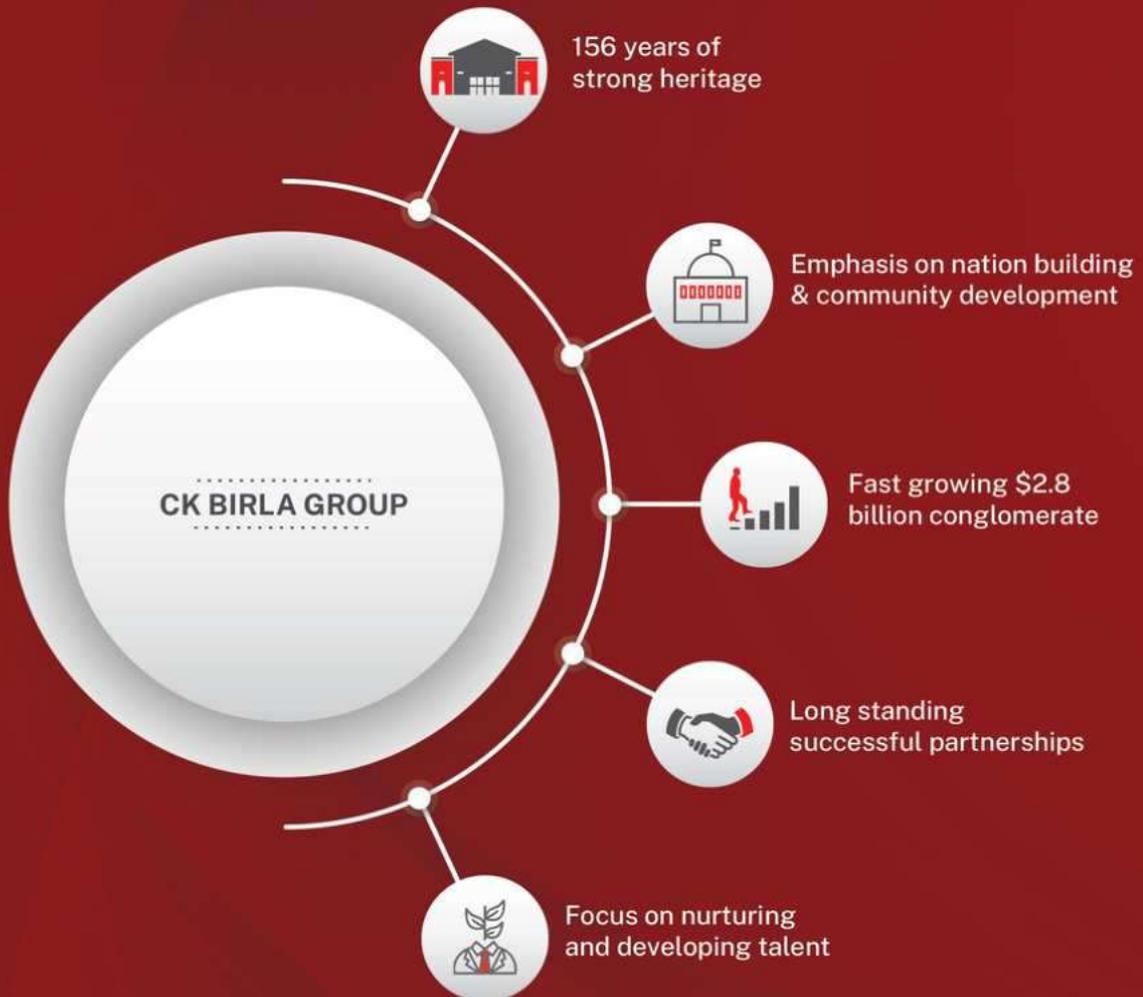
# Fungifast<sup>®</sup>

- **Identifies over 6000 fungi species & subspecies<sup>2</sup>**
- Sensitivity: 99.7%<sup>1</sup>
- Compatible with all sample types
- CE-IVD approved

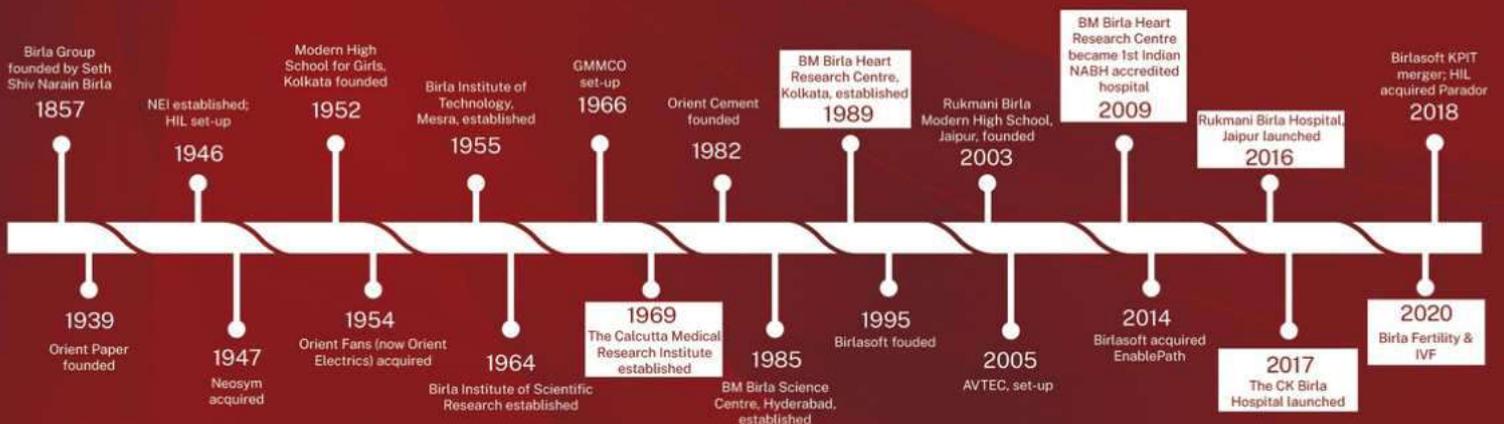
# Virfast<sup>®</sup>

- **Identifies over 9000 viruses<sup>2</sup>**
- Identifies all known DNA and RNA viruses in a single test
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**Innovation**



**Teamwork**



**Compassion**



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- Obstetrics & Gynaecology
- Neuro Sciences
- Renal Sciences
- Gastro Sciences
- General Medicine
- Oncology
- Liver Transplant
- Oral, Maxillofacial & Dental
- Dermatology Critical Care
- Bariatric & AWR Surgery
- Kidney Transplant
- Paediatrics & Paediatric Surgery
- Cosmetic, Plastic and Reconstructive Surgery
- Diabetes, Endocrinology & Obesity
- GI & HPB Surgery
- Psychiatry
- Interventional & Endovascular Radiology
- General Surgery
- Minimal Access Surgery
- Dermatology

## AWARDS & RECOGNITIONS

- Times Business Awards: Best Multi-Specialty Hospital (East), 2023
- Times Bengal Icons: Iconic Multispecialty Health Care Brand, 2023, 2024
- ET Industry Leaders: Best Multi Specialty Hospital (East), 2023
- CII Excellence Awards: Nursing Service, 2023
- ET Health Survey West Bengal 2023 / 2024, CMRI Ranked No. 1 in Emergency Care, Pulmonology, Plastic and Cosmetic Surgery, Orthopedic & ENT, and No. 2 in Urology & Nephrology.
- Times Critical Care Survey 2023: CMRI ranked No. 1 in Emergency & Trauma, Gastroenterology & Hepatology, and No. 2 in Urology in the East.
- Jagran Achiever Award: Excellence in Multi-Specialty Hospital, 2023
- Jagran Achiever Award: Excellence in Robotic & Joint Replacement Hub in East, 2023
- IHW Council, Mumbai: Patient Centric Hospital 2023; Orthopedic, Pediatric
- Health Excellence Award by Zee 24 Ghanta 2023.
- Global Healthcare & Wellness: Best Multispecialty Hospital, Kolkata, WB, 2023
- Times Health Survey National: CMRI has ranked 8th position among all leading corporate hospitals in India, 2023, 2024
- Times Power Icon: Best Multispecialty Hospital, 2024
- Times Power Icon: Immense Contribution in field of Pulmonology & Orthopedics by Time Health Survey (TOI), 2024

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- Coronary & Peripheral Angioplasty (PTCA)
- Rotational Arterectomy
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- Congenital Heart Surgery
- ASD, VSD, PDA Device Closure
- Patent Ductus Arteriosus (PDA)
- His Bundle Pacing (HBP)
- Coiling/Stenting
- MAPCA Coiling
- Myotomy and Myectomy
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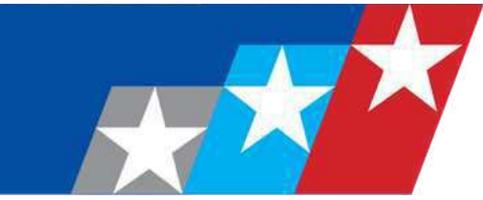
## AWARDS & RECOGNITIONS

- India's first NABH accredited Hospital
- AHPI Award for Nursing Excellence, 2024
- IHW Patient First Awards, 2023
- Hospital of The Year (East) – Cardiology by Economics Times Healthcare Awards, 2023
- Quality Circle Forum of India, Kolkata Chapter Gold Award – 2023
- CII – Joyee, 2023 for Recognition of Excellence for care givers
- National Ranking: 19 in Best Hospital, Cardiology & “Solitary” ranking in Eastern India by The Weeks Hansa Research, 2023
- CII – Recognition of Excellence in Nursing, 2022
- CII – Recognition of Excellence in Nursing, 2021
- Express Healthcare Excellence Award – Most Inspirational Workplace (Best HR Practices), 2017
- Rajiv Gandhi National Quality Award, 2007
- Jamunalal Bajaj Award – Fair Business Practices
- CII Eastern Region (TQM), CII Exim Bank Award for Business Excellence for strong commitment to excel

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AACI has achieved accreditation from the International Society for Quality in Health Care External Evaluation Association (IEEA), assuring that our standards and processes align with top international accrediting benchmarks.

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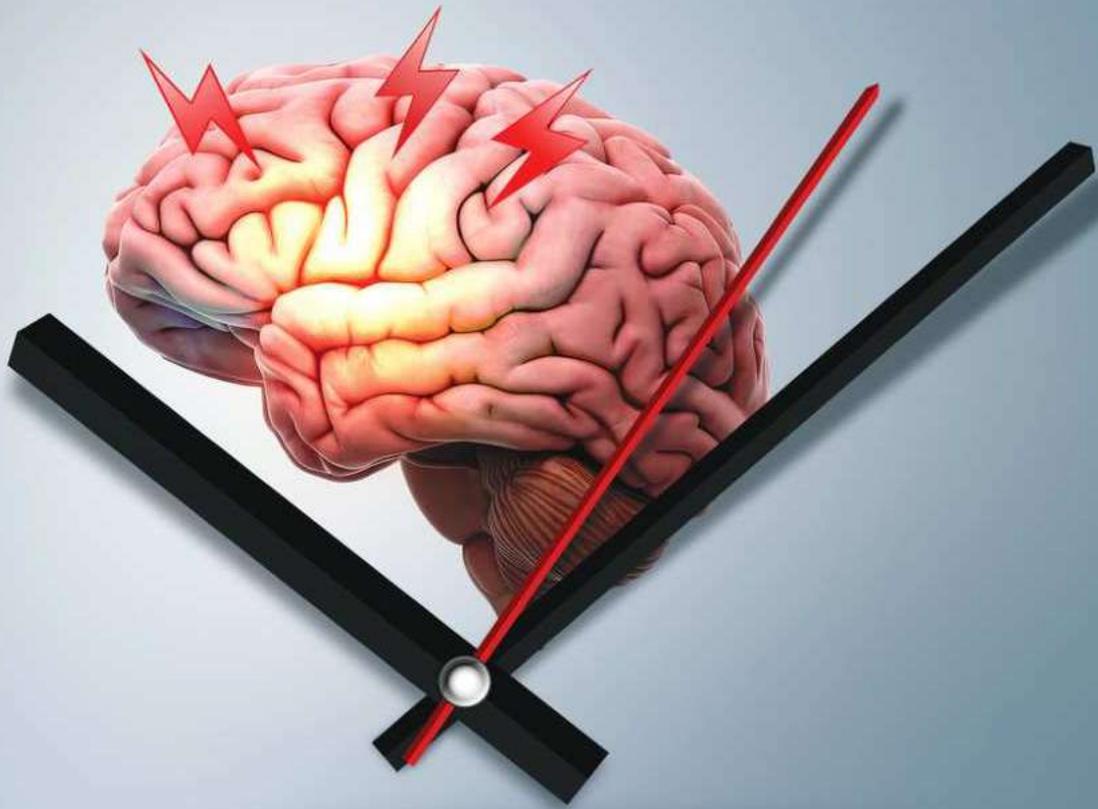
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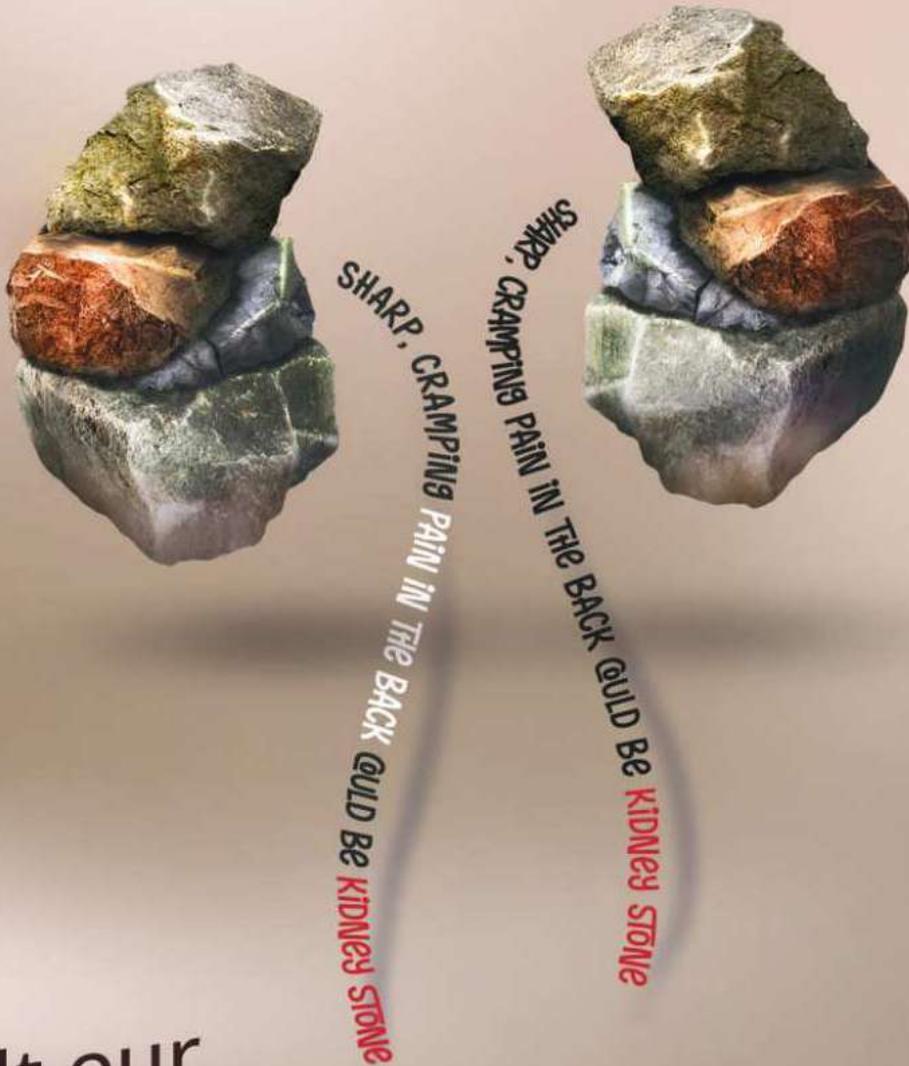
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# Does pain make you fear blood tests?

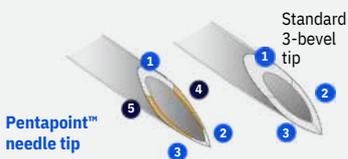
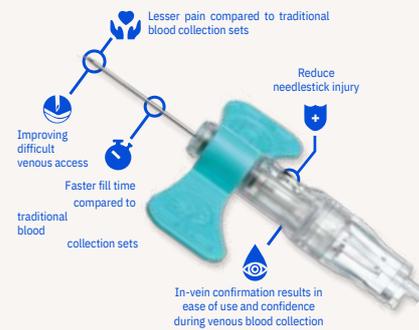
## Introducing a less painful needle



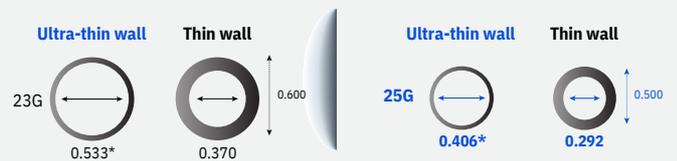
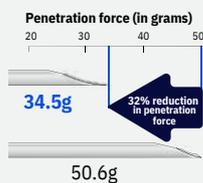
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For safety, efficiency and patient comfort



25G 5-bevel BD Vacutainer® UltraTouch™ Push Button Blood Collection Set  
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References: 1. Comparison of Penetration Force for the BD Vacutainer® UltraTouch™ Push Button Blood Collection Set with Pentapoint™ Comfort Bevel and RightGauge™ Cannula to the Current BD Vacutainer® Push Button Blood Collection Set with Thin Wall 3-Bevel Cannula – V59248 – Data on File.; 2. Performance Evaluation of BD Vacutainer® UltraTouch™ Push Button Blood Collection Set and Comparison with the Current BD Vacutainer® Push Button Blood Collection Set for Visual and Analytical Indicators of Hemolysis – V59250 – Data on File.

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Lowers the risk of CR-BSI for your patient



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- Extremely reliable
- Unrestricted flow
- Crystal clear visibility
- Simple to clean, access and connect

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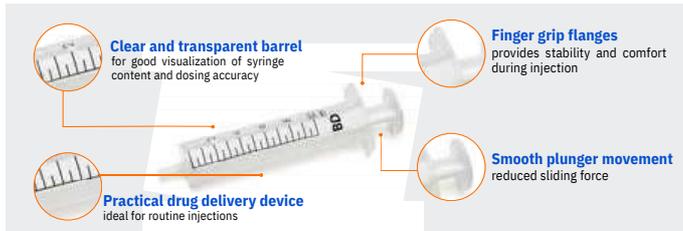
#### Single Use Syringe

BD Emerald™ Syringes are designed to help you reduce your facility's waste and contribute to your sustainability goals, without compromising on quality and safety.



### BD Discardit II™ Syringes

The BD Discardit II Syringe is designed for day-to-day procedures enabling you to bring the BD reliable standard of quality to basic injection procedures in non-acute care settings.



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BD PosiFlush™ syringes are terminally sterile and manufactured to provide clinical benefits to help improve patient care.

#### BD PosiFlush™ Pre-Filled Saline Syringe

The type and size of catheter, age of the patient and type of infusion therapy being given should determine the flush volume being used in order to properly maintain patency and prevent contact between incompatible medications.



#### BD PosiFlush™ Externally Sterile (XS) Saline Flush Syringe

BD PosiFlush Externally Sterile (XS) Saline Flush Syringe is terminally sterilised in its peel pouch, enabling it to be aseptically presented to a sterile field. Typically used in oncology, interventional radiology and critical care, the syringe supports applications such as PICC or CVC insertions.



#### BD PosiFlush™ Heparin Lock Flush Syringe

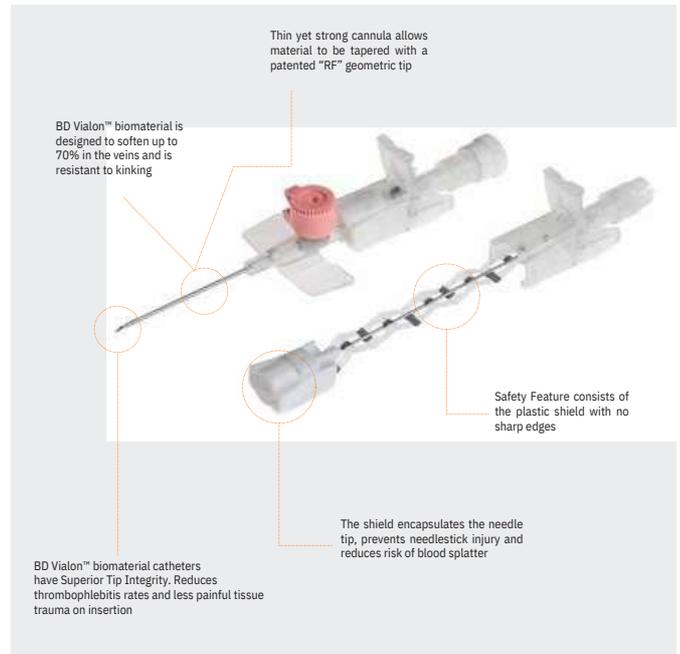
This syringe is intended for maintenance of catheter patency only, by locking vascular access devices.



### BD Venflon™ Pro Safety Cannula

#### With BD Vialon™ Biomaterial

- Designed to help minimize the risk of unanticipated blood splatter and needlestick injuries.
- Robust needle tip protection – fully encapsulates needle tip.
- Offers longer indwelling time and reduces risk of phlebitis by 50%.





# Speaker Session by **Dr. Deepak Govil**

MD, EDIC, FCCM  
Vice Chairman  
Medanta Institute of Critical Care & Anaesthesiology

## Topic:

**Advances in the Prevention and Management of Pressure Injury  
A Key Quality Indicator for Hospitals**



Time: 11:32 AM - 11:42 AM

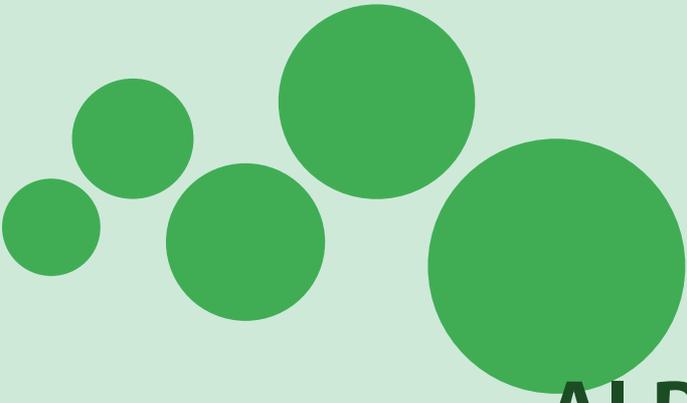


Date: 7<sup>th</sup> April 2024



Hall 1, 4<sup>th</sup> floor Biswa Bangla Convention Centre, Kolkata





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**Advance Wound Care**



**Mölnlycke**<sup>®</sup>

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# Enhanced Patient Safety

with AI-Based Contactless RPM & EWS



With World's 1<sup>st</sup>

 **NcBP**  
Non-contact Blood Pressure

## Dozee Impact

 **200+**  
Hospitals

 **12K+**  
Timely Interventions

 **12 K+**  
Dozee Beds

 **300K+**  
Patients Monitored

 **11M+**  
Nursing Hours Saved



Har Bed  
Dozee Bed  
[www.dozee.health](http://www.dozee.health)

Trusted by Market Leaders Across

**200+ Hospitals | 12,000+ Beds**

# New Paradigm Of Patient Safety

## Dozee Contactless RPM & AI-Based EWS



Dozee Demo

AI Words Search for Patients Add Patient

Bed #	Patient Name	EWS Score	HR	RR	INSP	SPO2	Temp
B123245	Kamala Shastri	HIGH 4	132	32	120/88	98	101
B123245	Rakesh Seth	MID 3	102	28	120/88	98	101
B123245	Satish Kapoor	HIGH 4	132	32	170/98	98	101
B123245	Prakash Rao	LOW 1	132	32	120/88	98	101
B123245	Raj Chaudry	HIGH 4	132	48	110/40	98	101
B123245	Shantinee Ravich.	MID 2	102	28	134/90	98	101
B123245	Kamya R	HIGH 4	132	32	120/88	98	101
B123245	Kala Ramesh	HIGH 4	170	32	120/90	98	101
B123245	Surabhi Rao	---	---	---	---	---	---
B123245	Pavitra Shastri	HIGH 4	132	32	120/88	98	101

ALERTS

- 128 bpm
- 24 mmHg
- 128 bpm

SecureRPM Applications for Nursing Station and Smart Phone



Connected bed with Dozee

Sensor Sheet under the mattress

### Contactless Sensing Parameters



Non-contact Blood Pressure



Heart Rate



Respiration Rate

### Wireless Accessories



Blood Oxygen



2L ECG



Skin Temperature

### Clinical Impact of Dozee's Early Warning System

\*KGMU Observational Study Report

**91%** of the patients who undergo health deterioration are alerted

**8+ hours in advance**

**210**

Life Saving Alerts Per 100 Beds

vs

**33% missed events**

using spot checks



Made in India With Global Standards

ISO 13485:2016 Certified

ISO 27001:2022 Certified

CDSO Registered

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contact@dozee.io

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# Gaurav Parchani

Co-Founder & CTO

Dozee (Turtle Shell Technologies Pvt. Ltd.)



**BW**  
40U40

**Forbes India**  
30U30

Mech. Engr.  
IIT Indore

Former **Vehicle Dynamics Expert**  
Altair Technologies



**Gaurav Parchani**, is the co-founder and CTO of Dozee (Turtle Shell Technologies Private Limited), a company that aims to simplify and transform healthcare in India and beyond. Exclusively designed and manufactured in India, Dozee is India's first Contactless Remote Patient Monitoring solution that is steadily and systematically pioneering patient monitoring in hospitals and at home.

A mechanical engineer by education, Gaurav graduated from the Indian Institute of Technology, Indore in 2013. Before starting Dozee, he worked as a vehicle dynamics expert at Altair Technologies. In 2015 he co-founded Dozee with Mudit Dandwate, an IIT Mumbai alumnus. A believer in the power of technology to accelerate progress in healthcare, Gaurav is leading Dozee's pioneering technology with expertise and purpose, to solve the world's toughest health challenges.

Regarded as one of the fastest-growing health-tech companies globally, Dozee has established a presence in 370+ hospitals covering 40+ districts in India and is now expanding its operations even in Africa.

Gaurav has demonstrated technological eminence via conference presentations, and various publications in peer-reviewed journals. He also has multiple patents filed for his pioneering work. He loves solving math problems and creating technology that impacts. His dream is to create an intelligent engine that takes care of the nation's health and puts quality healthcare within reach of every individual. Outside his work hat - He is a foodie and an avid traveler.

Gaurav has multiple accolades to his credit, to name a few - the Forbes India 30under30 2021, BW40under40, BET Innovation award 2020, Anjani Mashelkar Inclusive Innovation Award 2020, and BML Munjal Award 2022 among others.

**#HarBedDozeeBed**



A study covering **over 5000 patient visits** at an ED department showed that **introduction of a Stat lab dedicated to the ED** within the central laboratory was associated with **shorter laboratory TATs and shorter ED LOS** for admitted patients, by **approximately 1 hour**.\*

^ED: Emergency Department LOS: Length of Stay



Trusted, Reliable POC instruments, necessary for the STAT lab at emergency department

\*Singer AJ, Viccillo P, Theda HC Jr, Bock JL, Henry MC. Introduction of a stat laboratory reduces emergency department length of stay. *Acad Emerg Med.* 2008 Apr;15(4):324-8.

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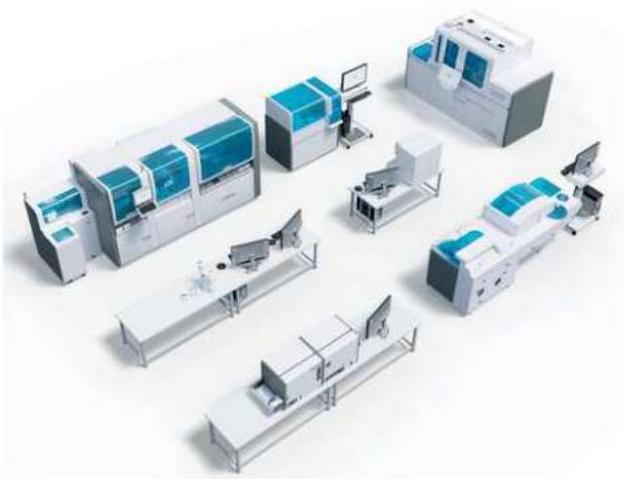
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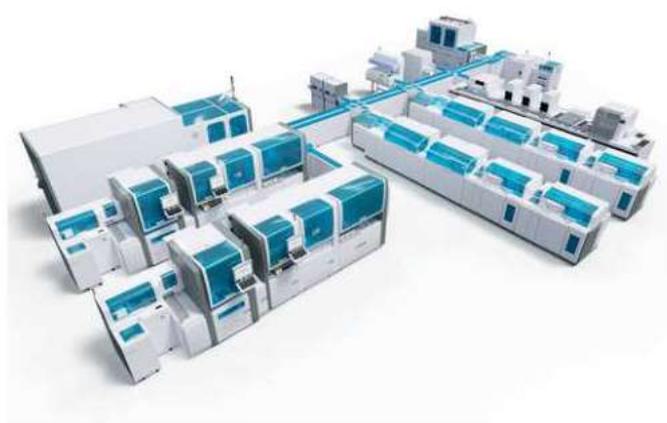
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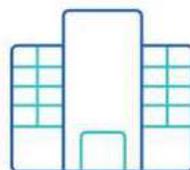
Connected solutions for maximum predictability



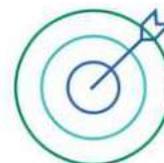
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Predictable Patient result reporting

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**38th**  
YEAR  
of Medical Revolution



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**Shija Hospitals**

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- A leading kidney care centre - **highest number** of haemodialysis in NE India, **109 Kidney transplants** till date and still counting
- More than **1600 caregivers** including **220 full time doctor** system
- **Guinness World Record** for removal of the largest neck tumour in the world
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- Comprehensive heart care with **angioplasty, device closure and open heart surgery** facilities
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- **Laser Varicose Treatment**
- **Reproductive Medicine (Infertility Treatment)**
- **Shija common biomedical waste treatment facility** - a PPP model
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H- 2023-1206



শিঁজা হস্পিটালস

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Humane Technology

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## Choose the right clinical decision support

A CDS solution is an essential part of the clinical workflow, helping care teams make confident decisions that are better informed and more efficient. Here are the essential questions to consider when assessing CDS technology.



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— 12<sup>th</sup> - 14<sup>th</sup> December, 2024 —



Introducing :

## WORLD HEALTH INNOVATION FORUM FELLOWSHIP

From 12<sup>th</sup> - 14<sup>th</sup> Dec 2024



### Application criteria

- ▶ Robustness of the problem statement
- ▶ Commitment to be present at AMTZ for 6 months
- ▶ Cross cutting nature of the problem so that it can be scaled globally
- ▶ Letter of recognition of the problem from a Government authority
- ▶ Problem covering public health, health systems or health care delivery
- ▶ Solvable by application of innovative solutions and technologies
- ▶ Up to 3 candidates from each Country
- ▶ Course fee \$2000 including Accommodation, food, field trip, course material

### Important timelines

Last date for submission: **30<sup>th</sup> April, 2024**

Results: **15<sup>th</sup> May, 2024**

Commencement date: **1<sup>st</sup> July, 2024**

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- BRAND DEVELOPMENT
- MEDIA MARKETING
- MARKET COMMUNICATION

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Bethany Hospital, Shillong and its affiliated branches, which include **Bethany Hospital Outreach Nongpoh, Bethany Primary Care & Diagnostics, Byrnihat, and Bethany OPD Services, Umsning**, are the main institutions that make up Bethany Hospitals, a network of healthcare facilities in Meghalaya operating on the values of compassion, care and commitment and adhering to the highest standards of ethics, quality and patient safety.

## SCOPE OF SERVICES

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DENTISTRY & ORTHODONTICS	NEUROSURGERY	PSYCHIATRY & CLINICAL PSYCHOLOGY
EAR NOSE THROAT - ENT	OBSTETRICS & GYNAECOLOGY	REPRODUCTIVE MEDICINE WITH IVF CENTRE
	ONCOLOGY CHEMOTHERAPY & IMMUNOTHERAPY	

### DIAGNOSTIC SERVICES

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• DOPPLER STUDIES	ENDOSCOPY & COLONOSCOPY	SPEECH PATHOLOGY
• X-RAY	BRONCHOSCOPY & LARYNGOSCOPY	VIDEO NYSTAGMOGRAPHY (VNG)
• CT SCAN	ELECTROENCEPHALOGRAM (EEG)	URODYNAMIC STUDIES
• MRI	TREAD MILL TESTING (TMT)	

### LABORATORY SERVICES 24 HOURS

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CYTOLOGY		

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DAYCARE ADMISSIONS & SERVICES
IMMUNIZATION & VACCINATION
24-HOUR PHARMACY
PHYSIOTHERAPY
CENTRAL STERILE SUPPLY DEPARTMENT (CSSD)

AMBULANCE SERVICES
BLOOD STORAGE UNIT
MORTUARY
DIETARY SERVICES
LAUNDRY
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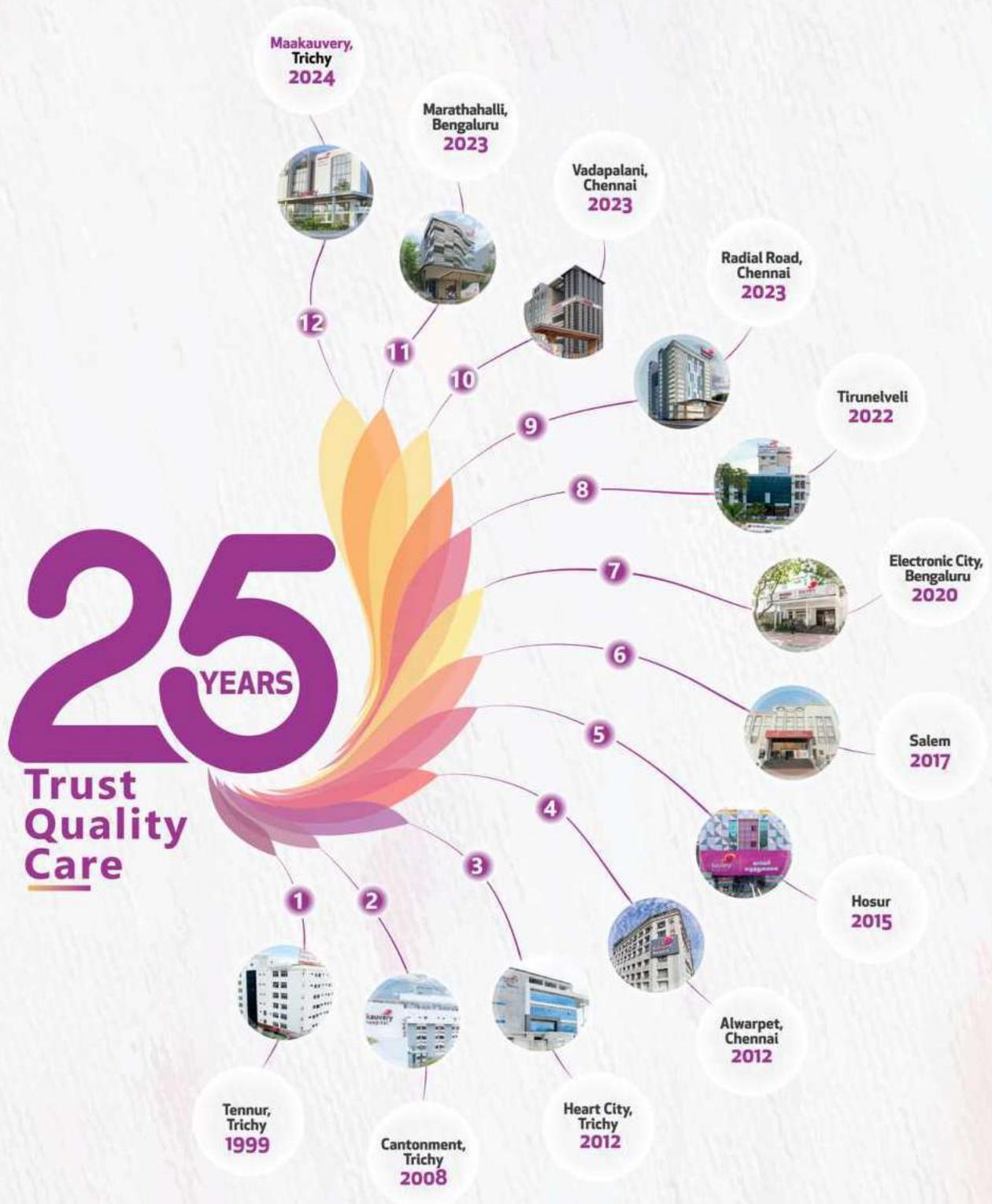


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Living Healthcare



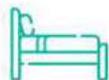
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-  Robotic Surgery
-  Gastroenterology



 33  
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Beds

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Doctors

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Lives Touched

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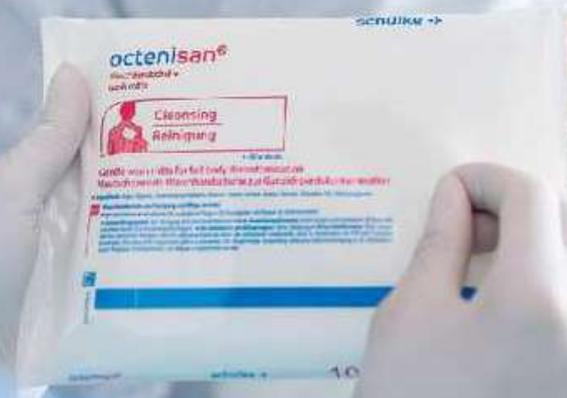


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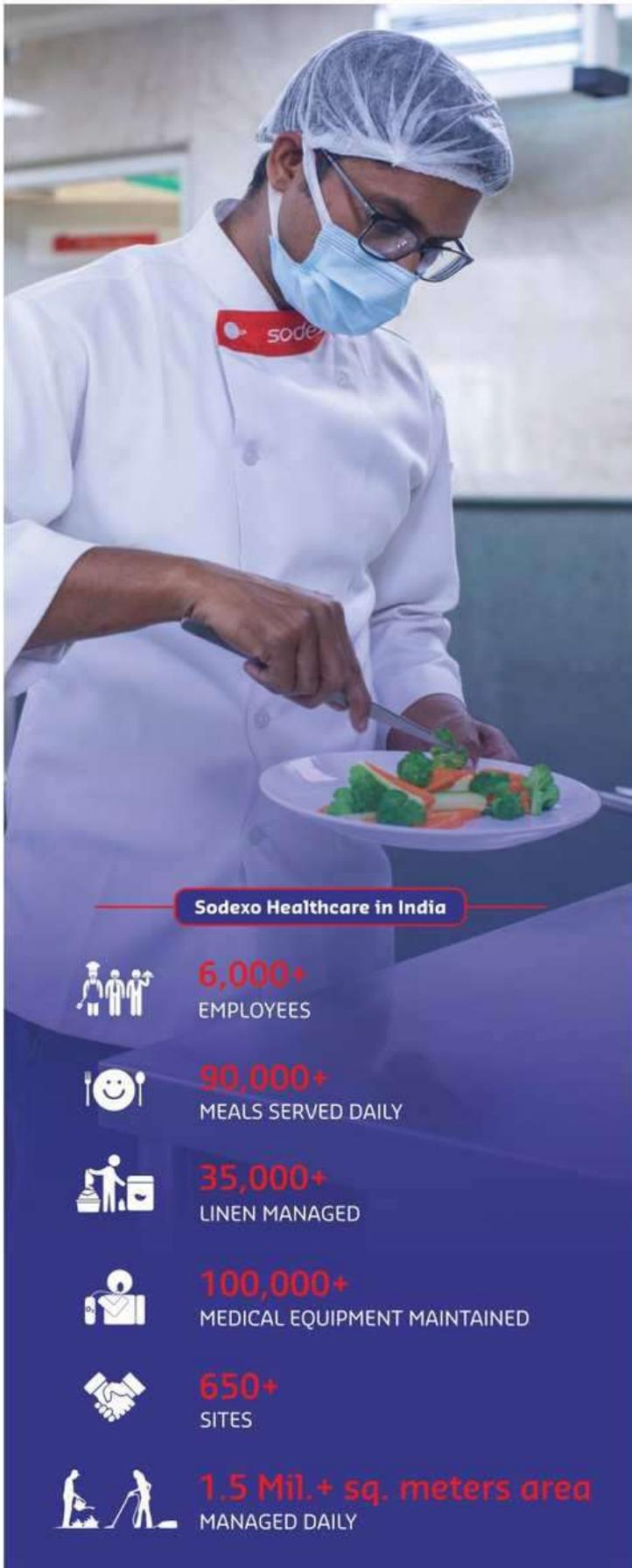
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IN COMPLIANCE TO LATEST INTERNATIONAL PRACTICES

**ELECTRICAL  
SAFETY**



**ELECTRICAL  
SAFETY**

## **STOP FIRE! STOP FAILURE!**

### **RELIABLE DIAGNOSTICS**

#### **What we do!**

- Understand the installation and identification of the risk,
  - A. Inspection of all 18 safety measures recommended in NEC 2023.
  - B. Testing of all 11 safety measures recommended in NEC 2023.
  - C. Inspection of Bio medical installation in compliance with IS 13450 / IEC 60601.
- Preparation and implementation of Improvement plan.
- Training of Hospital employees for safety audits and testing.

Thermography & Earth Electrode Testing are not recognized in NEC 2023 as a Safety measure.

#### **Safety Challenges in Medical Locations**

- Patients connected to lifesaving equipment require a continuous power supply.
- Parts of biomedical equipment bypassing the skin, even a small shock can be fatal.
- People / Patients in WET Locations experiences shock even without a fault.
- Faulty electrical appliances in the presence of alcoholic substances and oxygen enrich regions post a high danger.
- Sensitive and expensive biomedical equipment fail without proper safety measures.



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|  ORTHOPAEDICS & JOINT REPLACEMENT            |  GYNAECOLOGY & OBSTETRICS |
|  GENERAL MEDICINE & GENERAL SURGERY          |  NEPHROLOGY & UROLOGY     |
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**6**

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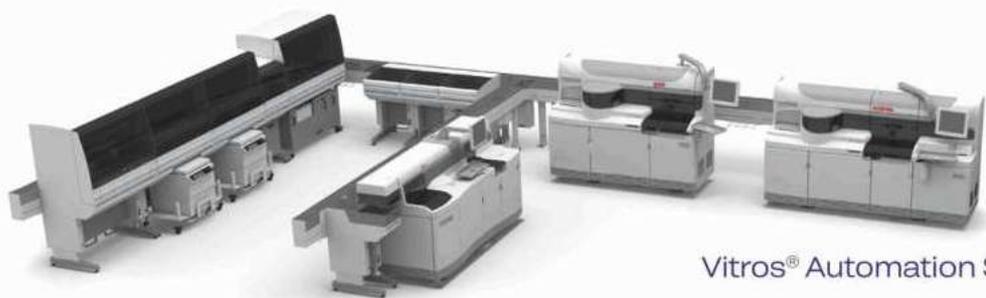


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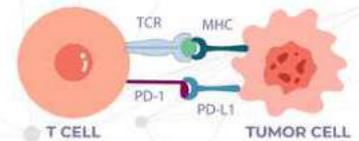
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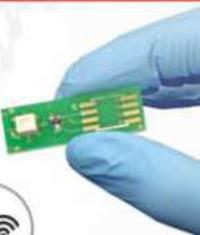
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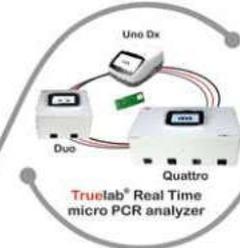
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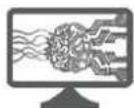
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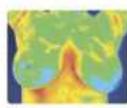
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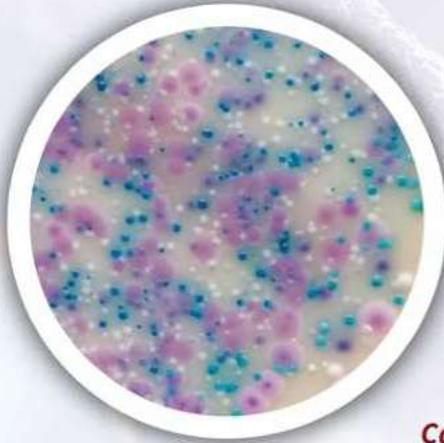


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**PATENT FILED**

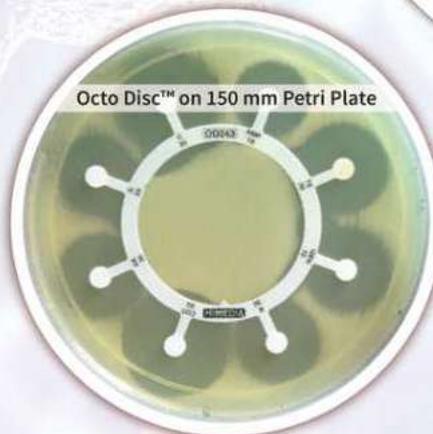
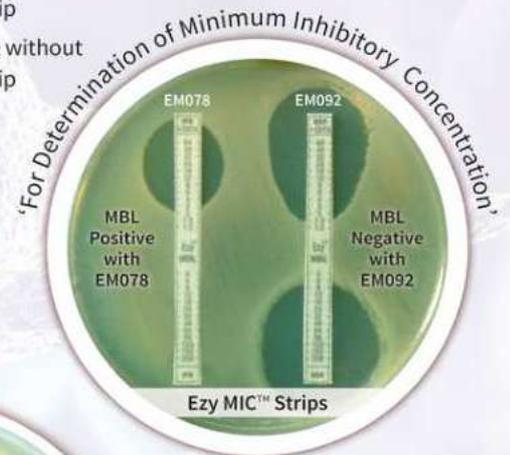


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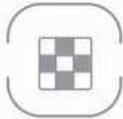
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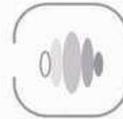
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Located in Chennai, Seethapathy Hospital is a leading healthcare facility led by Dr. Uma Ram and Dr. Sandeep Murali. Specializing in General Surgery, Obstetrics, Paediatrics, Gynecology, and Internal Medicine, the hospital combines expertise with advanced technology to provide comprehensive care. The hospital's commitment to patient well-being is evident in its patient-centric approach. What truly sets Seethapathy Hospital apart is its compassionate and friendly environment. The dedicated staff ensures that every patient feels at ease and receives the support they need throughout their medical journey. Seethapathy Hospital's mission is simple: to offer high quality empathetic care that stays affordable.

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# Christian Institute of Health Sciences & Research Nagaland



The **Christian Institute of Health Sciences and Research (CIHSR)** is a tripartite partnership agreement between **Christian Medical College, Vellore, Emmanuel Hospital Association, New Delhi** and the **Government of Nagaland**.

## SERVICES

- 200 beds multispeciality NABH/NABL hospital.
- Largest dialysis centre in the state.
- Cancer Care Centre with Linac RT.
- Cardiac Care Unit with Cath Lab.
- Blood Centre
- Largest provider of PMJAY scheme in the state.
- Centre for children with special needs and intellectual disability.
- Community Health Outreach/Palliative Care.

## ACADEMICS

### Post-Graduate

**6 DNB** Post-Graduate courses-in Medicine, Family Medicine, Surgery, Anaesthesia, Paediatrics and OBGYN.



### Nursing College

*1st Nursing College in Nagaland.*

- **B.Sc** in Nursing
- Post Basic B.Sc Nursing
- General Nursing & Midwifery (GNM)



### Allied Health College

*1st Allied Health Sciences College in Nagaland.*

- **B.Sc** in Hospital Information Management, Anaesthesia & OT Tech, Medical Lab Tech, Radiotherapy Tech, **Bachelor** of Physiotherapy, **Diploma** in Hospital Equipment Maintenance.



SECTION

7

CQP



8th Edition

CAHOCON



2024

# AJ Hospital & Research Centre

Mangalore, Karnataka



A J Hospital & Research Centre is 523 bedded NABH Accredited hospital of Mangalore. The state-of-art facility equipped with latest technologies, infrastructural support and has been Mangalore's most advanced healthcare facility for all Super speciality Services. A.J Hospital & Research Centre is one of the foremost tertiary hospitals in India.



**Dr Prashanth Marla**  
M.S.,M.Ch (Uro):  
Medical Director



**Dr Amitha Marla**  
Director, Medical  
Administration

## About Hospital

- All Super Speciality Services
- DaVinci 4th Generation Robotic Surgery
- Leading Centre in the region to perform Renal and Bone Marrow Transplantation
- Centre has a cardiac unit with Optical Coherence Tomography (OCT) with AI, this is the only second machine in Karnataka after Bangalore.
- To enhance patient safety introduced DOZEE (EVMS) beds.
- "VRIDDHI" Elderly Engagement programme is initiated by the organization as a part of CSR activities.

## CQP Activities

- Monthly Quality Meeting - Every month 1st Tuesday CQP programme is arranged for Internal and External hospital stake holders in association with CAHO on various topics.
- Trainings on hospital safety, patient safety and quality improvement modules planned for all staff.
- Training for Representatives of hospital on Implementation of NABH Standards.



## Broad Specialities

- Anesthesiology
- Dermatology
- General Medicine
- Geriatrics
- General Surgery
- Obstetrics & Gynecology
- Ophthalmology
- Otorhinolaryngology
- Orthopedic Surgery
- Emergency Medicine
- Radiology
- Sports Medicine
- Pediatrics
- Psychiatry
- Respiratory Medicine
- Dentistry
- Palliative Care
- Forensic Medicine
- Rheumatology
- Radio Nuclide Therapy
- Foetal Medicine

## Super Specialities

- Cardiac Anesthesia
- Cardiology
- Cardiothoracic Surgery
- Critical Care Medicine
- Endocrinology
- Surgical Gastroenterology & Hepato Biliary Surgery, Liver Transplantation & Bariatric Surgery.
- Medical Gastroenterology
- Neonatology
- Nephrology
- Neurology
- Neuro-Surgery
- Nuclear Medicine
- Medical Oncology
- Radiation Oncology
- Surgical Oncology
- Pediatric Cardiology
- Pediatric Surgery
- Plastic & Reconstructive of Aesthetic Surgery
- Rheumatology
- Urology, Andrology, Renal Transplantation & Robotic Surgery
- Vascular Surgery
- Pediatric Endocrinology
- Interventional Radiology
- Oral and Maxillofacial Surgery
- Arthroplasty & Sports Medicine
- Clinical Hematology
- Hemato -Oncology

## HIGHLIGHTS

- Successfully conducted a National Level Conference in association with CAHO "SAKCON" 2022 (Student Annual Knowledge Sharing Conference with the theme "Innovations and Sustainability in Hospital Information and Technology."
- More than 1000 Nursing, General and supportive department staffs trained on hospital safety, patient safety & quality Improvement modules.
- 350 MHA students attended online training programme on basic CPQIH
- Attended various training programmes and workshops conducted by NABH and CAHO





# BOMBAY HOSPITAL TRUST

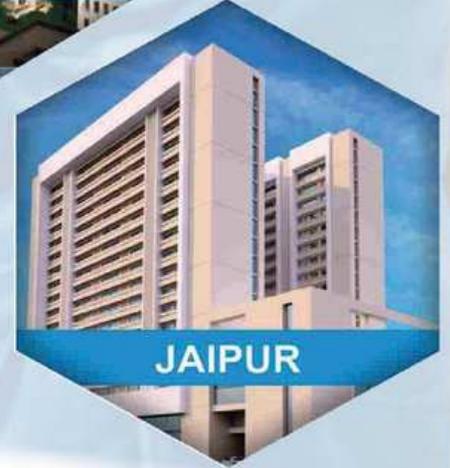
MUMBAI | INDORE | JAIPUR



MUMBAI



INDORE



JAIPUR

## HIGHLIGHTS

- Bombay Hospital Trust, the Flagship Hospital of the Trust was set up in 1952
- All Medical Facilities Under One Roof, Providing Patient Care as Per International Standards.
- Premier Hospital in India with 750 Beds, which is one of the Largest in the Private Sector.
- 240 Internationally renowned Consultants having the highest qualifications and a wealth of experience.
- The free outpatient department was also set up, where free consultation was provided to the needy patients.



## CQP

- Conducted Continuing Quality Education (CQE) Series: Theme 19: Clinical Documentation and Medico-legal implications by Quality Professionals Wing.
- Walkathon was conducted on Independence day for awareness of Medication Safety.
- CPR Drive week conducted in Jan 2023 in which 11,500 people were trained.



# BOMBAY HOSPITAL TRUST

MUMBAI | INDORE | JAIPUR

## How do you plan on expanding the CQP program in your organization?

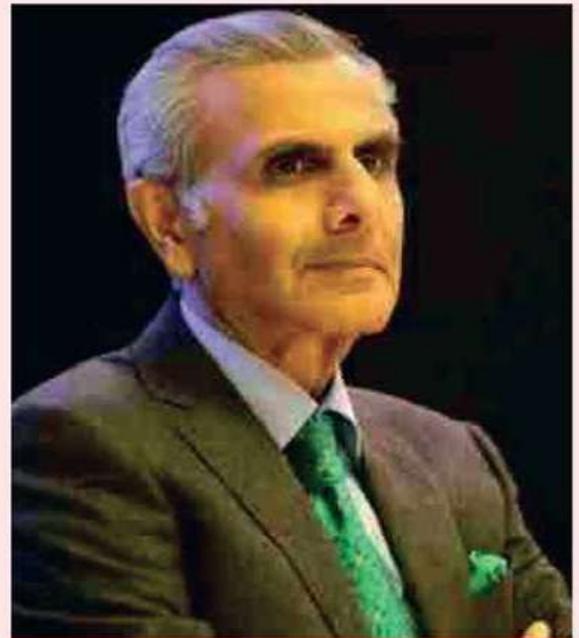
Expansion of CQP program would be done by sensitizing maximum number of Small and adjacent other Hospitals for significance of Quality and Safety on a continuous basis.

### Focus of Bombay Hospital Trust-

The rich can get medical care anywhere because they can afford it, the poor obviously cannot pay for it. Therefore, it should be the endeavor of the Bombay Hospital to render the same level of service to the poor that the rich could get in a good hospital.

## ABOUT

Our aim is to build institutions rather than hospitals. We have a unique model where our doctors provide tertiary care treatment for all patients, in an academically stimulating environment



**SHRI B K TAPARIA**  
Honorary Chairman

## SPECIALITIES

### SALIENT FEATURES OF BOMBAY HOSPITAL MUMBAI

- Premier Hospital in India with 750 Beds, with 240 Consultants, 200 skilled Resident Doctors & 700 Qualified Nurses.
- University Recognized Teaching Hospital Offering Post Graduation in Broad & Super Specialties (DM, M.Ch, MS & MD) Affiliated to (MUHS) and by Medical Council of India (MCI).
- Bombay Hospital College of Nursing for B.Sc and M.Sc Courses Affiliated to Maharashtra Nursing Council (MNC) and Indian Nursing Council (INC).

### SALIENT FEATURES OF BOMBAY HOSPITAL INDORE

- First Multi Speciality Tertiary Care Hospital in Madhya Pradesh to be accredited by National Board of Accreditation for Hospital and Healthcare Providers (NABH).
- 275 bedded with 85 beds in ICU and 7 Operation Theatres and latest State of the Art diagnostic facilities.  
Post Graduate Medical Institute for various specialties accredited by Diplomate of National Board (DNB), Delhi.
- Bombay Hospital Indore College of Nursing for B.Sc & M.Sc. Course

RE-DEFINING EXCELLENCE FOR OVER SEVEN DECADES



# Christian Medical College

Vellore, Tamil Nadu



Christian Medical College Vellore is an educational and research institute that includes a network of primary, secondary, tertiary and quaternary care hospitals in and around Vellore, Tamil Nadu, South India. Founded in 1900 by an American missionary, Dr Ida S. Scudder, CMC Vellore has brought many significant revolutions in the field of medicine since its inception.



**Dr. Vikram Mathews**  
Director

*Quality assurance measures, such as accreditation, adherence to evidence-based practices, and continuous quality improvement, are essential components of a successful healthcare institution. They not only reflect a commitment to excellence but also inspire trust and confidence among patients, staff, and stakeholders.*



**Dr. Jesu Krupa**  
Deputy Director (Quality)

*Quality in hospitals directly impacts patient outcomes, safety, and satisfaction. It is a measure of the institution's commitment to delivering care that is evidence-based, timely, and tailored to individual needs. By ensuring quality, hospitals not only improve patient health but also build trust.*

## CMC and Quality

CMC is one of the largest hospitals in the country to be accredited and re-accredited by NABH. Nursing Service has Nursing Excellence by NABH. All Labs are accredited by NABL. In 2015 and 2020, CMC was awarded with the prestigious "D.L Shah award - Gold" for clinical audits and "Continuous Quality Improvement in CSSD". In 2018, CMC received the "BMJ South Asian award" for the best Quality Management Team of the year. In 2020, CMC was awarded "Worker Safety" award by CAHO for taking utmost care of its employees during COVID 19 - pandemic.



### **Vision of the hospital:**

The Christian Medical College, Vellore seeks to be a witness to the healing ministry of Christ, through excellence in education, service and research.

### **Specialities:**

All specialities (medical, surgical and higher) are available in the institution. The institution also has two rehabilitation centres, one for Physical medicine and other one for mental health.

### **Unique differentiator:**

CMC Vellore offers treatment for all specialties and under one roof ensuring patient convenience. CMC is consistently rated as one of the best Hospitals and Medical colleges in India according to the leading journal rankings and Government of India Ranking. CMC holds many records for being the pioneer in the country and in the world. Which includes:

- i) performing the first reconstructive surgery for leprosy in the world (1948),
- ii) performing the first successful open-heart surgery in India (1961),
- iii) performing the first kidney transplant in India (1971),
- iv) performing the first bone marrow transplantation (1986) in India,
- v) performing the first successful ABO incompatible kidney transplant in India (2009).

### **Activities for Centre for Quality Promotion (CQP):**

Christian Medical College Vellore was declared as CQP by CAHO in 2019.

Being a centre for quality promotion, CMC has been hand holding and guiding all Mission and rural Hospitals in the country towards quality improvement and accreditation. CMC Vellore helped Scudder Memorial Hospital, Ranipet, NIMHANS, Bangalore towards accreditation and many more that includes Schieffelin Institute Of Health Research & Leprosy Centre, Karigiri, Vellore. CMC has guided many hospitals towards NC closure for their assesments. Our faculty have contributed as trainers in several master class programs, training programs and webinars conducted by CAHO.



**Dr. Lallu Joseph**  
Quality Manager  
& Assoc. GS

*Quality in healthcare is not just a desirable attribute; it is an essential component that directly impacts patient outcomes, safety, and overall organizational effectiveness.*

#### **Contact Details**

Christian Medical College  
Vellore, Ida Scudder Road,  
Vellore 632004

directorate.qmc@cmcvellore.ac.in  
**0416 – 2282437**





## HIGHLIGHTS

- First hospital to introduce Robotic Surgery in central Kerala
- NABH, NABL, MBFHI Accredited hospital
- Centre for Excellence in General & Laparoscopic Surgeries, Internal Medicine & Critical Care, Cardiology & Cardiothoracic Surgeries

## CQP ACTIVITIES

### HIGHLIGHTS FROM THE YEAR 2022-23

- Conducted 181 training sessions for in-house and outside candidates
- Trained 343 candidates in American Heart Association certified ACLS/BLS through Daya ITC



*The quintessence of care at Daya General Hospital, Thrissur is patient satisfaction, and the hospital ensures it with a blend of compassion & innovation. Combining excellent clinical expertise with leading-edge technology, cost-effective services, and world-class facilities, the hospital promises an unmatched experience.*

# DAYA GENERAL HOSPITAL

## THRISSUR, KERALA

### How do you plan on expanding the CQP program in your organization?

We are honored to be identified as the first Centre for Quality Promotion in the state of Kerala by CAHO. In this coming year we plan to intensify our internal training sessions and to extend our services to the nearby smaller hospitals in attaining and maintaining the quality standards. More hands-on workshops on Critical Care Nursing, Infection Prevention, Medication Management, Effective implementation of Risk Assessment in hospitals and Quality Improvement projects are the focus areas for the upcoming year.

## ABOUT

Daya General Hospital has emerged as one of the trusted names in the Healthcare care space in Kerala in the last 2 decades of its operations. People from all walks of life frequent this hospital for their health care needs only because Daya is committed to delivering the highest quality and safest care possible for every patient at affordable rates. Daya, with its modern infrastructure and state of the art facilities, offer the finest healthcare services to the domestic and international patients. A well designed 250 bedded hospital having 190000 sq.ft build up space. Daya Hospital offers a wide range of services which includes General & Laparoscopic Surgery, Internal Medicine, Critical Care, Cardiology & Cardiothoracic Surgery, Orthopedics, Knee replacement Surgery & Advanced Neurosurgical Procedures.



### Dr. V K ABDUL AZEEZ

Managing Director

General, Laparoscopic & Robotic

Surgeon, HOD General Surgery Dept.

## SPECIALITIES

- Anesthesiology
- Cardiology
- Cardiovascular & Thoracic Surgery
- Critical Care
- Dental & Maxillofacial Surgery
- Dermatology
- Emergency Medicine
- Endocrinology Medical Management
- Family Medicine
- General and Laparoscopic Surgery
- Internal Medicine
- Joint Replacement Arthroscopy
- Medical and Surgical Gastroenterology
- Medical Oncology
- Nephrology
- Neurology and Neurosurgery
- Obstetrics & Gynaecology
- Ophthalmology
- Orthopedics
- Otorhinolaryngology (ENT) & Head and Neck Surgery
- Pain and Palliative Care
- Pediatrics and Neonatology
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- | Microsurgery facilities for joining amputated fingers, hands and body parts.
- | Exclusive unit for burns and post (after) burns deformity correction.
- | Brachial plexus injury and Surgery for Paralyzed limbs.
- | Limb Salvage Surgery in Diabetic Foot & Major Tumours.
- | Hand Reconstructive Microsurgery.
- | Dedicated Hand Therapy Department & Special Hand Surgery Services.
- | Cosmetic Surgery, Breast Correction Surgery.
- | Facial Deformity Correction and Complex Trauma Reconstruction.
- | Breast cancer, breast reconstruction or for cosmetic surgery

## Activities Conducted in Past Year for CQP

- Encouraged HCOs of Coimbatore, Erode belt to join CAHO
- Promotion of CAHO in local meeting /IMA to target SHCOs.
- Participation in southzone programmes - Safety Day, Nurses Day, Breast Cancer Day etc.

## Planned Activities for CQP

- Host more Training activities
- Membership drive
- Hands - on workshop



Ganga Medical Centre and Hospitals Pvt Ltd



Ganga Women, Child & Medical Centre



# Kalyani Kidney Care Centre

Erode, Tamil Nadu



**Dr M Prabhakar ,  
MS, DrNB (Urology)**  
Managing Director /  
Consultant Urologist /  
Transplant Surgeon /  
Andrologist

Kalyani Kidney Care Centre, Erode, Tamil Nadu - Erode is a 100 bedded NABH Accredited Uro Nephro facility with over 20 years of expertise and experience in healthcare. Due focus on giving quality and safety treatment for our patients. The Centre maintains state of the art, standards for providing the highest quality in all aspects of healthcare.



## VISION FOR FUTURE

Kalyani Kidney Care Centre will become the Most Preferred kidney care centre in Western Tamilnadu by 2025 by Offering High Quality Patient Care and Adopting Advanced Technology

**We have done 120 renal transplants and more than 1200 RIRS (Retrograde IntraRenal surgery) and more than 11000 surgical under Urology and Nephrology.**

## SPECIALITIES:

Urology - Laser lithotripsy, Pediatric PCNL, TURP, TURBT, Urodynamics, Andrology Nephrology - Renal Transplant, Cadaver transplant, A.V. Fistula, Hemodialysis/Online HDF, Permcath insertion, Renal biopsy.





#### **ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL:**

- First Hospital in India to get NABH Entry level in 2014.
- First Hospital in Erode to get NABH Full Accreditation in 2016.
- First Hospital in India to get CENTRE FOR QUALITY PROMOTION to Handholding 35 hospitals.
- Got award from CII - Centre of Excellence Honours in Urology, Consecutive 3 years
- Recognized centre by National Board for DrNB Urology.

#### **KALYANI KIDNEY CARE CENTRE**

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CHENNAI | TRICHY | HOSUR | SALEM | TIRUNELVELI | BENGALURU



## A BEACON OF EXCELLENCE IN HEALTHCARE

In the vast realm of healthcare, where compassion meets innovation, Meenakshi Mission Hospital in Madurai stands tall as a beacon of excellence. Under the visionary leadership of Dr. S. Gurushankar, this institution has not only redefined medical care but also reshaped the landscape of healthcare in South Tamil Nadu.

Established with a humble beginning, Meenakshi Mission Hospital has blossomed into a 1,000-bed healthcare powerhouse, offering a comprehensive range of clinical and ancillary services across 50 departments. With a legacy spanning over three decades, the hospital has continually set benchmarks, introducing groundbreaking medical technologies and pioneering advancements in patient care.

From the region's first Robotic Surgical facility to the most comprehensive cancer care unit that has the most advanced screening facility called Mammi, Meenakshi Mission Hospital has been at the forefront of innovation, ensuring that patients receive world-class treatment close to home. The hospital's commitment to excellence was further demonstrated during the Covid-19 pandemic, where it emerged as India's safest

hospital, thanks to its cutting-edge Ultra Safety program and innovative use of technology.

In its unwavering pursuit of equitable healthcare, Meenakshi Mission Hospital has pioneered TeleHealth initiatives, leveraging sophisticated telehealth robots to bridge the gap between patients and experienced doctors, even reaching underserved populations in West Bengal and the North East.

But beyond its technological prowess, Meenakshi Mission Hospital is deeply rooted in philanthropy, operating numerous charitable programs to support economically underprivileged patients. From free Smile Train surgeries to distributing hot meals to the needy, the hospital exemplifies the spirit of giving back to the community.

The accolades and recognition bestowed upon Meenakshi Mission Hospital are a testament to its unwavering commitment to excellence. From prestigious awards such as the Economic Times Health Awards to international recognition for its philanthropic efforts, the hospital's journey is marked by milestones of compassion, innovation, and unwavering dedication to patient care.

**MADURAI EMERGENCY NUMBER 0452 2581212**

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Lake Area, Melur Road, Madurai - 625 107. Ph. 0452-426 3000 / 254 3000. E. info@mmhrc.com





## REDEFINING HEALTHCARE EXCELLENCE

Adding another chapter to the illustrious legacy of the Meenakshi Mission, Meenakshi Super Speciality Hospital in Madurai emerges as a beacon of innovation and patient-centered care. With a contemporary design and state-of-the-art facilities, this new addition to the Meenakshi family is poised to revolutionize healthcare delivery in South India.

Designed to prioritize patient comfort and privacy, Meenakshi Super Speciality Hospital boasts modern amenities and Leed-compliant architecture, ensuring a healing environment for patients. Equipped with cutting-edge diagnostic imaging machines, robotic surgical systems, and advanced monitoring devices, the hospital offers a comprehensive range of medical specialties, including Accident and Emergency, Cardiac Sciences, Neuro Sciences, among others.

Driven by Dr. S. Gurushankar's visionary leadership, Meenakshi Super Speciality Hospital aims to redefine healthcare excellence, combining advanced medical technology with a profound human touch. With a relentless focus on innovation and patient-centered care, the hospital is poised to set new standards in healthcare delivery, ensuring that every patient receives the best possible care, always.

In the journey towards transforming healthcare, Meenakshi Mission Hospital and Meenakshi Super Speciality Hospital stand as shining examples of compassion, innovation, and excellence. Guided by a shared vision of making top-notch healthcare accessible to all, these institutions continue to redefine the future of medicine, one patient at a time.

## CQP ACTIVITIES

- The achievements of the center in quality control include obtaining NABH Entry level Accreditation, NABL Accreditation, and receiving CAHO ACE Awards for CSSD Excellence in 2023.
- Additionally, planned activities for Continuous Quality Improvement (CQP) involve conducting Basic CPHIC and organizing a Basic course on Hospital Disaster management.

## HIGHLIGHTS FROM 2022-23

- 430 Awareness and training Programs were organized
- More than 2200 staff trained under American Heart Association
- 60 Hospital Representatives were trained on NABH Accreditation and Quality Standards
- Over 160 staff were trained on Hospital safety, patient safety and quality improvement modules

171, Lake Area, Melur Road, Uthangudi, Madurai - 625 107





# MEHTA MULTISPECIALTY HOSPITALS

Chetpet | Velappanchavadi



Dr.Mehta's is an NABH accredited health care facility with over 90 years of expertise and experience in health care. Our focus on consumer health, safety and infection control has helped us deliver top-quality clinical outcomes consistently and help heal over ten million of our consumers over these decades.

### VISION FOR FUTURE

Our Vision is to become the leading Tertiary Care Hospitals within our communities and cities. We want to be the safest and most trusted home and healthy heaven for anyone in our city and community.

### SPECIALITIES

Accident and Emergency, Anaesthesia, Cardiology, Critical Care, Family Medicine & Geriatrics, Internal Medicine & Diabetology, General & Lap Surgery, Gastroenterology, GASTROsurgery, Nephrology, Neurosurgery, Neurology, Obstetrics & Gynecology, Orthopedics, Plastic & Cosmetic Surgery, Urology, General Pediatrics & Pediatric Super Specialties - Nephrology, Pulmonology, Endocrinology, Hematology, Surgery & Urology, ENT, Neonatology, Level 3 Neonatal & Pediatric Intensive care units.

### UNIQUE DIFFERENTIATOR

Celebrating over a million deliveries in the past 90 years. Over 2.5 million successful surgeries. 300 families with 3 generations and 200 families with 2 generations born at Dr.Mehta's. Center of excellence in Pediatric and Pediatric Superspecialty. Center for quality promotion of CAHO.

### ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- NABH full Accreditation.
- ER QAI Accreditation.
- IVF QAI Accreditation.
- CAHO ACE CSSD Excellence Award
- Partner in design and launch of new CAHO collaborative courses - Emergency standards, Disaster management, Fire safety, Nursing Communication, Nursing clinical Simulation, Medical gas safety, OT Safety.
- Award of recognition for Emergency department patient safety quality project by Indian Space Research Organization (ISRO)
- Golden Aim Award for Best Hospital Innovations
- Programme on implementation of NABH 5th edition standards.



**Dr Dilip Mehta**  
Chairman

*"We are extremely proud to be a part of this quality journey together with CAHO."*



**Mr Sameer Mehta**  
Vice Chairman

*"As Vice President of CAHO, Its gives me great pleasure to note Dr Mehta's has helped deliver atleast 6 new CAHO initiatives over the last 2 years."*



**Mr Pranav Mehta**  
Director

#### FOCUS OF CENTRE

Clinical excellence and outcomes, Technology driven safer health care, Transparent and ethical practices.

#### ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Conducted the CAHO - ISQUA monthly quality meet on the first tuesday of every month with participation from external hospitals to spread of message of patient safety and quality. IVF QAI Accreditation

#### PLANNED ACTIVITIES FOR CQP

CAHO - Training on Clinical Audits





## HIGHLIGHTS

- We are the only hospital that is using a digital platform for EMR, e-quality tracking of over 500 parameters and unique HSMT (Hospital Services Management Technology).

## CQP ACTIVITIES

### HIGHLIGHTS FROM THE YEAR 2022-23

- Recipient of DL Shah Quality Award 2014, 2015 and other prestigious award like CII Health
- Care Award (2019), Global Health Care Leader Award by ET Now (2020) and Best Practices
- Award under AB PM-JAY by NHA (2022), Advisor, SINE committee, IIT Mumbai.
- Mentor, Incubator, IIT Gandhi Nagar.
- Jury, Health care startup Pitch fest, IIT Chennai.
- Member, Health care startup committee, CAHO.
- Member, committee for technology transfer from ISRO.
- Reviewer for book "The Future of Healthcare: Transforming with Technology"



## CQP

- Our vision is "Leaving an Impact" by adopting technology for preventive and rehab health care and improvement in health care delivery and using AI for predicting in health care, establishing diagnosis, prevention and helping patient management.

# NHS HOSPITAL

## JALANDHAR, PUNJAB

### *How have CAHO programs have been beneficial to your organization?*

*CAHO has helped us in our endeavour to provide new age solutions for managing healthcare management and is in synch with our philosophy.*

## ABOUT

*NHS Hospital Jalandhar is a 180 bedded, pioneer institution health care setup in North India, which has developed a reputation of using latest and innovative technology in patient management, patient safety and other hospital management areas of the HCO.*

### **Focus:**

*We started with a vision "Here to Make a Difference"  
Trust Technology...Trust Experience  
Using technology for improving efficiency and accountability in hospital management leading to better patient outcomes.*



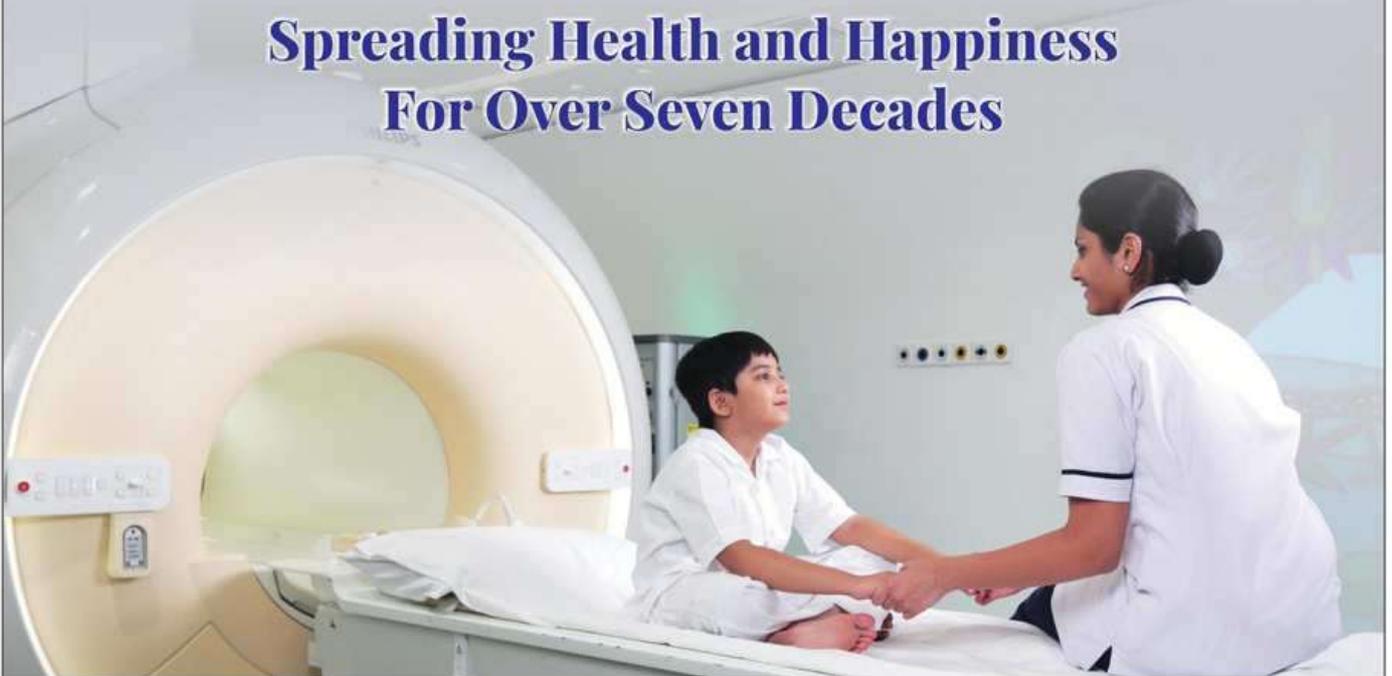
**Dr. NAVEEN CHITKARA**  
Medical Director  
Consultant Neurosurgeon

## SPECIALITIES

- Anaesthesiology
- cardiac anaesthesia & Critical care
- Cardio thoracic and vascular surgery
- Emergency medicine
- Plastic and reconstruction surgery
- Neurosurgery
- Neurology
- Nuclear Medicine
- Orthopaedic Surgery
- Joint replacement and sports medicine
- Paediatric Surgery and Paediatric Cardiology including neonatology
- Radiology including interventional radiology
- Medical, Radiation and Surgical Oncology
- Organ transplant
- Medical, Surgical Gastroenterology & Bariatric Surgery
- Urology
- Andrology & Renal Transplantation
- Advance Robotic TKR
- THR and Key Hole Surgery
- NABL accredited Laboratory
- NABH accredited Blood Bank Centre



## Spreading Health and Happiness For Over Seven Decades



### STATE-OF-THE-ART FACILITIES

- 520 Beds
- 87 ICU Beds
- 17 Advanced Operation Theaters
- HealthFirst - Exclusive Preventive Health Check Facility
- Home Healthcare Services (Care@Home)
- CAP Accredited Laboratory
- More Than 45 Specialities

### ADVANCED TECHNOLOGY

- Digital Linear Accelerator
- Digital Broadband MRI Suites
- 3D Digital Mammography
- Gamma Knife
- PET Scan / SPECT
- PACS
- Latest Robotic Surgical System

### CENTRES OF EXCELLENCE

- Centre for Cancer Care • Centre for Cardiac Care • Centre for Neuro Care
- Centre for Orthopedic Care • Centre for Mother and Child Care

P. D. Hinduja Hospital & Medical Research Centre, Mumbai, India. [www.hindujahospital.com](http://www.hindujahospital.com)  
Appointments, call: 022-67668181 / 45108181 (Mahim) | 022-45108989 / 61548989 (Khar)



## **FOCUS**

To become a Centre for excellence in Andhra Pradesh and handhold other smaller organizations in this tri-state region in improving the quality of care through accreditation

## **ABOUT :**

We are NMC recognized Medical College having both UG and PG Medical courses on an 85+ acres, lush green integrated campus housing a 750 bed tertiary care hospital with state of art medical facilities. Our campus is 98 km from Bangalore, the nearest city and airport. It is also easily accessible by rail and national highway. This hospital is the only multispeciality, tertiary care hospital in this rural tristate region of Andhra Pradesh, having both Tamilnadu and Andhra Pradesh government schemes and caters to a population of more than 200 villages. We envisage that our institution will become a leader in quality of healthcare delivery and play an important role in nationwide policymaking.

## **OUR SPECIALITIES:**

24 hour Emergency and Trauma care, ICUs, High Risk Obstetric Care, Neurosurgery, Dialysis, High end diagnostics like CT and MRI, Anaesthesiology, Cardiology, Critical Care, Dental Sciences, Dermatology and Venereology, Diabetology, Emergency Medicine, General Medicine, General Surgery, Intensive Care Unit, Nephrology, Neonatology, Neurosurgery, Obstetrics & Gynecology, Ophthalmology, Orthopedic Surgery including, Joint Replacement Surgery & Arthroscopy, Otorhinolaryngology, Pediatric Surgery, Pediatrics, Plastic Surgery, Psychiatry, Respiratory Medicine, Urology, Vascular Surgery.

## **CAHO**

Being an institutional member and the first CQP in Andhra Pradesh, CAHO's problem-specific and extensive training programs conducted through the difficult times of COVID were highly beneficial to all our staff.



**Dr Suresh Krishnamurthy**  
Medical Director  
PESIMSR

*Happy to serve the poorest of poor patients in the tri-state rural setup, where there is no access to tertiary care services at 60 km radius & the community lacks services including 24 hour Emergency.*



**Dr Sangeetha K**  
Head QMS and Accreditation  
Coordinator  
PESIMSR

*Quality is achieved as result of sincere efforts, high intention, intelligent direction and with everyone making it their responsibility. Change and challenges are the constants, but if we continually strive as a team, we can take the next step towards improvement.*

## HIGHLIGHTS

- PESIMSR Hospital is the 1st Medical College Hospital in the State of Andhra Pradesh accredited by both NABH & NABL.
- It's the only Mult speciality hospital in the tristate region of AP and is recognized by both Tamilnadu and AP government schemes.
- Largest provider of critical care with adult ICU, Cardiac ICU and NICU of around 95 beds

## CQP Activities 2023 to 2024

- Safety week was conducted from 19/09/2023 to 25/09/2023.
- Total staff educated :1700
- Around 3500 Patient and families participated
- Guest lectures, quizzes, extempore speech, video and poster competitions were held throughout the week.
- A rally was conducted on patient engagement in healthcare from PES to Kuppam.
- Physiotherapy week:
  - A week-long program to bring awareness to general public about physiotherapy was conducted. Students, doctors, patients and families were the beneficiaries.
  - Mental health day program was conducted as part of awareness creation on mental health in the community.
- Fire and non-fire emergency training: Around 1000 staff were trained





We are a world-class eye hospital committed to providing affordable, high quality eye care to all **WITH A NOT-FOR-PROFIT FOCUS** in the states of *Telangana and Andhra Pradesh, India, since 2007.*

## Our Services, Reach and Achievements

Our state-of-the-art facilities and highly skilled medical professionals ensure that every patient receives the best possible care.



MODERN CATARACT SURGERY



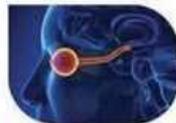
REFRACTIVE SURGERY



VITREO RETINA SURGERY



CORNEA & ANTERIOR SEGMENT



NEURO OPHTHALMOLOGY



PEDIATRIC EYE CARE



GLAUCOMA



CONTACT LENS



LOW VISION SERVICES

Contact us today to schedule an appointment and experience the highest standard of eye care services. Join us in saving lives from the darkness.

**A Gift of Sight: A Reason to Smile**

**R. Govind Hari**

Chairman, Pushpagiri Group of Eye Hospitals



1.5 Million people screened in community camps



1.75 lakh free cataract surgeries



6.5 lakh school children screened



1.2 lakh school children dispensed with free glasses



5000 Preterm Screened for ROP



50000+ Super-Specialty Eye Surgeries for free



10 Million Lives Impacted



500 Doctors and 1500 allied health care professionals trained



**Fr. Johnson  
Vazhappilly CMI**  
Executive  
Director & CEO,  
Rajagiri Hospital

**What do you believe should be the roadmap for quality for India in the next 1-2 years?**

*In India, quality of care differs across states with a few select institutions doing well. However, nearly 2/3 of preventable deaths are due to poor quality. The unpredictable cost of quality in India is a major challenge that needs to be overcome to build trust in healthcare.*

*India requires a convergence of health care delivery planning, process standardization, integrated information system, financing, task delegation, and team-based expertise with quality being at the center of policy decisions to make healthcare more accessible, affordable and inclusive.*

**About Rajagiri**

Rajagiri Hospital is a 600-bed JCI and NABH accredited quaternary healthcare institution nestled in the green foothills of Kochi. Driven by the vision “to give life abundantly”, we have touched over 2 million lives through the dedication and expertise of our healthcare team. Quality and Patient Safety are the cornerstones on which our institution has been established.

**Focus of Center**

The Rajagiri Group has been a doyen of educational excellence for over eight decades. Rajagiri Hospital too, is a prestigious centre for medical, nursing and para-medical education through our regular and short-term academic courses. We are also a training centre for quality promotion.

**CQP Activity**

- 2022 CAHOCON Pre conference done at Rajagiri on Infrastructure Utility Services in Healthcare-critical issues.
- CPQIH Advance Training attended by 7 members from Rajagiri
- Rajagiri Hospital organizing monthly CAHO ISQua webinar, we include external Hospitals along with internal Participation.



## SPECIALITIES

- Anesthesiology
- Bariatric Surgery
- Cardiology
- Cardio-thoracic & Vascular Surgery
- Clinical Hematology & Haemato- Oncology
- Clinical Immunology & Rheumatology
- Clinical Pharmacology
- Cranio Maxillofacial, Implantology and Dental Surgery
- Critical Care Medicine
- Dermatology
- Emergency Medicine
- Endocrinology
- E.N.T, Head and Neck Surgery
- Forensic Medicine
- Gastroenterology
- Haematology & Clinical Pathology
- Histopathology and Cytology
- Hepatology & Transplant Hepatology
- General Surgery
- GI, Hepato-Pancreato-Biliary and Multi-organ Transplant Surgery
- General Medicine
- Interventional Radiology
- Medical Oncology & Haemato Oncology
- Microbiology
- Nephrology
- Neurology & Interventional Neurology
- Neuro Surgery
- Neonatology
- Obstetrics & Gynecology
- Surgical Oncology
- Orthopedics & Spine Surgery
- Ophthalmology
- Pain & Palliative Care
- Paediatric & Paediatric Critical Care
- Paediatric Neurology
- Paediatric Surgery
- Psychiatry & Clinical Psychology
- Physical Medicine & Rehabilitation
- Pulmonology
- Plastic, Reconstructive & Microvascular Surgery
- Stem Cell Transplant
- Transfusion Medicine
- Trauma services
- Urology
- Organ Transplant
- Executive Health checkup
- Radiology
- Radiation Oncology
- Nuclear Medicine & Molecular Imaging





**Dr K P Pichumani**  
Managing Director



**Dr Anuradha Pichumani**  
Executive Director  
Associate Faculty, Ariadne Labs,  
Harvard  
Board member ISQua  
Board member ASQua

**How do you plan on expanding the CQP program in your organization?**

- CAHO's programmes on Nursing Communication, HIC practices and CPQIH have been very useful for hospitals in Tier 2 and 3 towns.
- By adopting and implementing best practices such as Early Warning Score, WHO Safe Childbirth Checklist and Experience-Based Co-Design, we hope to inspire and mentor other hospitals to adopt such standardized toolkits in their operations.
- Conducting the Sree Renga Monthly Quality Meet Engaging with Quality teams of all small & medium private hospitals, Government & all Private medical colleges in Chengalpattu district.
- Conducting World patient safety day activities involving all Government District hospitals, PHC's Government Medical college in collaboration with the District Quality Assurance Committee DQAC
- SRH as a CQP centre would be collaborating with Ariadne Labs at Harvard University, USA and other Hospitals from various states in India for conducting a Quality improvement project on the Implementation of WHO safe childbirth checklist in Labour rooms to improve Patient safety.

Sree Renga Hospital is a 32-year-old multispeciality hospital established by a first-generation doctor couple to meet the unmet medical needs of a semi-urban neighbourhood in Chengalpattu District, Tamilnadu, India. The focus of the hospital is to provide affordable care with Quality and Patient safety practices with ethics and good values.

**Highlights**

- First hospital in Tamil Nadu to get NABH Accreditation under Main standards, under 50 beds. First hospital in the district to be NABH- and NABL-accredited, besides being the first to provide Dialysis, Laparoscopy, treatment for infertility-IVF and telemedicine.
- The hospital's core focus is on Diabetology, Obstetrics, Gynaecology and Fertility treatment, along with specialists in Endocrinology, Gastroenterology, General Surgery, Oncology, Orthopaedics, Paediatrics, Respiratory Medicine and other departments.
- Strong focus on Quality and patient safety with ethical values to deliver person centered care for the community.

**CQP Highlights**

- Qualtech Prize 2022-Healthcare (QIMPRO & CAHO) - Won First Prize for Presenter and QI Project conducted by SRH.



- Invited to present in a session at ISQua conference at Brisbane in 2022 on - QI project done in Sree Renga Hospital.
- First in the District - Organized World Patient Safety Day in Chengalpattu District involving medical colleges & all Government District hospitals
- Monthly Quality Meeting : Attended by quality team from government medical college/private medical colleges/private hospitals.
- Discussion on various topics on patient safety and quality.

### **CQP Activities**

- Mentored and coached a neighbouring hospital to obtain NABH Certification.
- Coordinated and conducted training programmes on quality standards implementation with CAHO and DME and 5 Government Medical colleges in Tamilnadu-Kilpauk medical college, Omandurar government medical college, Chengalpattu medical college, Madras Medical college, Stanley govt medical college.
- Supported and handhield the Chengalpattu Government Medical College Hospital with their QI initiatives.
- Organized World Patient Safety Day 2022 programmes in the Chengalpattu District involving all Government District hospitals, PHC s Government Medical college in collaboration with the District Quality Assurance Committee DQAC, under the leadership of the District Collector.
- SRH as a CQP centre has collaborated with CAHO, Ariadne Labs at Harvard University USA and nine Hospitals in Chennai for completing the Implementation of WHO safe childbirth checklist in Labour rooms to improve Patient safety.

### **Implementation of Person Centered Care in SRH**

Providing care that is respectful of, and responsive to, individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions.

### **"Redesign of Health Care "**

- PCC in Dialysis- Experience Based Co-design EBCD
- Labour room - WMTY
- Birth companion project – PDSA
- PCC in Pharmacy – Patient Journey -PJ + EBCD -
- Collaboration with Community
- Patient engagement in patient safety
- Personalized Proactive Care Using Digital Tool For PCC - Tele-Radiology \Tele-Ophthalmology\Telemedicine \Remote patient monitoring technologies \Electronic Health Records
- PREM Tool
- PROM Tool
- Person and Family Centred Advisory Council (PFCAC) Senior citizen club, quality improvement projects, patient safety projects, patient experience projects, empowering patients and, community participation





# VIJAYA HOSPITAL



**VIJAYA MEDICAL &  
EDUCATIONAL TRUST**  
CHENNAI, TN



## HIGHLIGHTS

- 50 Years of Trust & Service Delivery
- Mothers milk bank (first private milk bank in Chennai) rendering service since 2014.
- Hyperbaric Oxygen Therapy service since 2019.

## CQP

- Conducting Monthly Quality Meets in association with CAHO & ISQua.
- Active participants in CAHOCON'22, Patient Safety Week celebrations & CAHOCON'23
- Certification of recognition for CSSD set up with 80% compliance in the year 2022.

## CQP ACTIVITIES

### HIGHLIGHTS FROM THE YEAR 2022-23

- Health fest with 10 stalls for General public about First aid measures, care of heart & brain, Hand Hygiene, Basic Life Support, puppet shows, etc
- Disaster medicine conference in association with Indian Medical Association (Chennai-Vijaya Branch), TNDRF, NDRF, TN fire and rescue force with live broadcast of victim extrication and management.
- IV team set up across all units to reduce phlebitis rate and to increase the indwelling days of PICs.
- Patient remote monitoring service - DOZEE bed for step down patients.



# VIJAYA MEDICAL & EDUCATIONAL TRUST

**CHENNAI, TN**

## **How CAHO program is beneficial to your organization?**

*With array of training programs, the learning modules developed by subject experts are up to date, complete, and in accordance with the challenges of quality in the health sector. Programs like international webinar series, CQE series, etc helped in receiving lots of information across the globe, aided us in implementing it in our settings to reach considerable result.*

## **ABOUT**

*Vijaya Hospital, a constituent of VMET - Vijaya Medical & Educational Trust, Chennai is one of the first multispecialty hospital in South India -celebrated its Golden Jubilee in 2022. Driven by the vision of our founder Shri. B. Naggi Reddi "Selfless Service for a Healthy Society", our hospital is committed to the principles of continuous improvement in quality & patient safety. Since the inception in 1972, we have grown to unprecedented levels due to our excellence in medical service at an affordable rate and thus preserving the missionary zeal of our name.*

### **Focus:**

*VMET in the long run, is to become not a stop-gap solution for illness but to take care of every aspect of a person's recovery with an aim to get them ready and healthy, so the concentration is on prevention which is the need of the hour.*



**Mrs. B. BHARATHI REDDY**  
Managing Trustee & CEO  
Vijaya Medical & Educational Trust



## **SPECIALITIES**

*Anesthesiology, Cardiology & Cardiothoracic Surgery, Dermatology, Dentistry, ENT, Endocrinology & Diabetology, Emergency Medicine, Gastroenterology, General Medicine, General Surgery, Hematology, Intensive Care medicine, Infectious Disease, Nephrology, Neurology & Neurosurgery, Ophthalmology, Oncology, Obstetrics & Gynecology, Pediatrics & Neonatology, Plastic Surgery, Pulmonology, Psychiatry, Trauma & Orthopedics, Urology & Renal Transplant and Vascular & Endovascular surgery.*





# Zamindar Microsurgical Eye Centre

Bangalore, Karnataka



**Dr. Samina F. Zamindar**  
Medical Director  
Zamindar Microsurgical  
Eye Centre

### **How CAHO program is beneficial to our organization?**

*By becoming Centre for Quality Promotion for CAHO we get the opportunity to invite, share, learn and teach quality practices with other eye care professionals. CAHO programs have been a great support for training our staff in quality and patient safety.*

### **Our Motto**

Quality is not an accident but a result of intelligent efforts.

### **Our Vision & Values**

Zamindar Microsurgical Eye centre is committed to provide holistic treatment by promoting wellness, prevention and world class care in the field of Ophthalmology to all classes of society. We envision a world where everyone can access healthy and affordable eyecare. Our values are Honesty in practice, Sincerity of service and Respect for all.

We want to encourage more eye care professionals to adopt patient safety protocols by sharing our best practices in Standard operating procedures in eyecare. Our vision is To reduce the burden of avoidable blindness by early diagnosis and treatment of eye diseases in children. Free OPD for needy children on all Thursdays from 9.00 am to 7.00pm

Established in 1997, Zamindar Microsurgical Eye Centre has been providing world-class eye care services to patients in and around Bangalore for last 27 years. Zamindar's Microsurgical Eye Centre believes and adheres to its motto "Quality is not an accident but a result of intelligent efforts. We are a team of 50 led by Dr. Samina Zamindar, M.S., D.O (Ophth), 8 Doctors and 8 optometrist. With a success rate of 99.9 % in performing cataract operations, we are quality providers of the best-in-class eye care services making us one of The Trusted Eye care Hospitals in Bangalore. We have served over 2,00,000 patients by providing them with best-in-class eye care. We were recently awarded with the Patient Friendly Hospital 2022 award from The Association of Healthcare Providers of India.

### **We operate out of 3 locations:**

- Jaibharat Nagar
- Kalyan Nagar 100ft road
- Kalyannagar Prema Plaza

### **New Unit Inauguration:**

Zamindar Children's Eye Centre, (ZMEC 4) GK arcade 252, No 4C-1016, 1st block, HRBR layout Kalyannagar was inaugurated on 17th March 2024 by Dr Shalini Chandrashekar Nooyi, MD (Ped), MD (Commed), MAMS, Principal and Dean, Ramaiah Medical College, Bangalore Professor, Dept of Community Medicine & Technical Advisor - Ramaiah International Centre for Public Health Innovations & Prof. (Dr) P. Balakrishna Shetty, MBBS | MD | DNB Radiology, Director and Chief of Radiology, ISHA Diagnostics Fellow in Paediatric Radiology, University of Texas & Vice Chancellor, Sri Siddhartha Academy of Higher Education. (Deemed to be University).

### **Our services:**

Comprehensive Eye Care, Cataract, Medical Retina, Glaucoma, Cornea, Oculoplasty, Pediatric OPD



**Highlights of our Hospital: (Any 3 in Bullet Points)**

- 27 years of eyecare
- NABH Accredited
- Patient Friendly Hospital awarded by Association of Health care providers of India (AHPI)

**Highlights of CQP activities: (Any 3 in Bullet Points)**

- Conducting Observe Understand Change OUC training every year
- We are open for observation of best practices in quality n patient safety
- Monthly Quality Meetings
- In the last year 15 participants have participated in our OUC programs

**Highlights of Activities in 2023-24.**

- Invited to run a session on Patient Safety with using Failure Mode Effects Analysis (FMEA) tool at Sankara Eye foundation where quality champions from Sankara Eye Foundation and across India participated
- Invited to talk about Benefits of Accreditation at Ramaiah Memorial Hospital on World Patient Safety Day





## HIGHLIGHTS

- 110 bedded Multispeciality Institution.
- Prioritize Ethical Patient care with compassion and transparency
- Conducted more than 60,000 Normal Deliveries

## CQP

- Basic CPQIH Programme Series trained professionals
- CAHO Master Class Online Series, Seminar on Planning a hospital
- Organized Fire & Safety Training for all Staff – “Allanne Safety & Fire Engineers”
- Advance CPQIH Programme

## CQP ACTIVITIES

### HIGHLIGHTS FROM THE YEAR 2022-23

- Information Security for Health Care Organizations
- Round Table Meet- COVID-19
- Challenges in managing hospitals
- Bio-Medical Waste Management at Xaviers School of Business Administration
- Legal Aspects of Obstetric and Gynaecology Practise
- Organise fire and safety mock drill



**Dr. GIGI SELVAN**

M.B.B.S., M.D.(O&G), M.M.U.(Zagreb)

Director, Chief Consultant

Dept. of Obstetrics & Gynaecology, Sonology



**Dr. A. ANTONY RAJ**

M.S.(Genl.surg), D.L.S.(Germany).

DIP.L.S.(CIGES), FIAGES, FALS

Director, Chief Surgeon,

Dept. of Laparoscopy & General Surgery



**Dr. A. FRANCIS ROY**

M.S.(Ortho), M.Ch.,(Ortho), U.K.

Director, Chief Surgeon,

Department of Orthopaedics & Emergency Care

# ANNAI VELANKANNI MULTI SPECIALITY HOSPITAL

## TIRUNELVELI

*How have CAHO programs been beneficial to your organization?*

- Improved Our Quality of Care
- Patient Safety as a Priority
- Protocol To be followed
- Made our System more Systematic
- Safety Checklist Reduce Our near-miss cases

### FOCUS

- Patient safety is our first priority
- Second is Quality of Care
- Our Motto is "Our Family Caring for your Family"
- All our Patients are Considered Extended Family

## ABOUT

Annai Velankannai Multispeciality Hospital was founded in 1977 by Dr.Rajam Authilingam & Er.Joseph Authilingam to provide Tertiary Obstetric Care In Tirunelveli & its surrounding Districts. With four decades of dedicated service, the hospital has grown from a 35 bedded Maternity Nursing Home into 110 bedded Multispeciality Institution. Today it is run by the AVH family of doctors who prioritize Ethical Patient care with compassion and transparency. We have conducted more than 60,000 Normal Deliveries & developed into a Tertiary referral centre in Women & Child Healthcare, Around 10,000 General & Laparoscopic Surgeries, Orthopaedic & Trauma, Neonatology, IVF (Fertility Centre) and Critical Care Services.



## SPECIALITIES

- Accident & Trauma Care
- Alternate Medicine
- Anaesthesiology
- Andrology
- Assisted Reproductive Treatment
- Critical Care Medicine
- COVID CARE
- Dental & Facio Maxillary Surgeries
- Endocrinology
- ENT Surgery
- Fetal Medicine
- Gastroenterology
- General & Advanced Laparoscopic Surgeries
- HIV and Infectious Diseases
- Medical & Surgical Oncology
- Neonatology
- Nephrology
- Neurology & Neuro Surgery
- Obstetrics & Gynaecology
- Orthopaedics
- Paediatrics & Paediatric Surgeries
- Palliative Care Medicine
- Plastic & Micro Vascular Surgeries
- Pulmonology & Respiratory Medicine
- Rheumatology
- Sports Medicine





**KG HOSPITAL**  
Coimbatore

**50<sup>th</sup>**  
YEAR  
GOLDEN JUBILEE

REVOLUTIONIZING **HEART**  
SURGERY THROUGH  
**ROBOTICS**



**PRECISION, EFFICIENCY AND FASTER RECOVERY**



**KG Hospital and Post Graduate Medical Institute**

Govt. Arts College Road, Coimbatore - 641 018, Tamil Nadu, India.

☎ : 0422 - 404 2121, 221 91 91, 98422 21801, 98422 66630

E-mail : [info@kghospital.com](mailto:info@kghospital.com) Website : [www.kghospital.com](http://www.kghospital.com)



# MINIMALLY INVASIVE NEURO SURGERY



## SURGERIES PERFORMED

- Head Injury Management
- Brain Tumor Surgery
- Vascular Surgery / Coiling
- Spinal Cord Tumor Surgery
- Surgery For Spinal Fracture
- Navigated Neuro Spinal Surgery
- Endoscopic Skull Base Surgeries
- Intraventricular Tumor Excision
- Endoscopic Third Ventriculostomy
- Endoscopic CSF Rhinorrhoea repair
- Endoscopic Corpus Callostomy



## MINIMALLY INVASIVE NEURO SURGERY ADVANTAGES

- Minimal Incision
- Minimal Need For Blood
- Minimal Pain
- Minimal Scar
- Quick Recovery



Padmashri **Dr. G. Bakthavathsalam**  
Chairman, KG Hospital



**Dr. Rajkumar .S.,**  
Neuro Surgeon

## KG Hospital and Post Graduate Medical Institute

Coimbatore - 641 018, Tamil Nadu, India.

Phone : 0422 - 4 04 21 21, 2 21 91 91, 98422 66630

E-mail : [info@kghospital.com](mailto:info@kghospital.com) Website : [www.kghospital.com](http://www.kghospital.com)





**Dr. Spurgeon R**  
Director CEO

**How do you plan on expanding the CQP program in your organization?**

*Develop BBH as the resource center for the CQP program and to reach out to the mission hospitals with the knowledge and expertise as they embark on their quality journey.*

### Highlights

- BBH is the first mission hospital in the country to receive accreditation by the National Accreditation Board of Hospitals (NABH) and the National Accreditation Board of Laboratories (NABL) from the Quality Council of India for delivering high-quality patient care.
- Annually 16% of the patient services revenue which is about 46cr is set aside for poor patient care in BBH.
- BBH is proud of its committed workforce which encompasses a team comprising of 350 plus Doctors and over 650 nurses with an overall strength of over 2000 staff united by purpose to deliver compassionate services to all patients who enter our portals.
- The latest addition in medical technology in BBH is the state of the art facility in radiotherapy treatment with VARIAN TRUE BEAM LINAC machine.

*"Preserving lives since 1973" embodies the mission of Bangalore Baptist Hospital. We are a 450-bed tertiary care teaching hospital. BBH lays its footprint in the community by reaching out to 1million population in the Bangalore Urban and 2.5 million in Bangalore Rural community.*

*BBH started its first satellite hospital: Express Healthcare Kothanur which was started keeping in mind the needs of the expanding city and with the sole purpose of delivering affordable and accessible healthcare to the targeted population in that vicinity. This facility is situated approximately 11kms from the main facility and channels sicker patients to the main facility. We have started a 50 bed hospice at BBH Devanahalli, which focuses on providing care, comfort and quality of life for the dying.*

*In keeping with our mission, we would like to continue to impart training to other healthcare organizations on the NABH standards and provide them with the necessary assistance in their journey toward accreditation.*

### The trainings provided for other hospitals:

- Future Leaders from various hospitals were trained on "Healthcare Quality and Safety" for the 35th HEALTHCARE MANAGEMENT DEVELOPMENT PROGRAMME conducted by CMAI in September 2023
- We conducted training for 103 participants representing 26 institutions on "Patient Experience & Feedback Management System" at the Patient Experience Workshop conducted in BBH in February 2024.



## SPECIALITIES AT BBH

BBH is a tertiary care multispecialty hospital which provides a myriad of services which includes all the major super-specialties like cardiology, nephrology, neurology, plastic surgery, oncology, bone marrow transplantation, renal transplantation etc. We are taking up many advanced craniofacial reconstructions and have started a multidisciplinary pain clinic.

### MEDICAL SERVICES

- Anesthesiology
- Community Health
- Clinical Psychology
- Dentistry
- Dermatology
- ENT
- General Surgery
- Internal Medicine
- OBs/Gyn including Care of high risk pregnancy
- Ophthalmology
- Orthopedics
- Paediatric
- Palliative Medicine
- Psychiatry

### SPECIALITY SERVICES

- Arthritis & Joint Replacement
- Bariatric surgery
- Bone Marrow Transplantation
- Cardiothoracic surgery
- Cardiology (with Cath lab services)
- Electro Physiology Services
- Clinical Hematology
- Critical Care Units
- Developmental pediatrics
- Endodontics
- Gastroenterology – Medical & Surgical
- G I surgery
- Geriatrics
- Gynaec Oncology
- Orthodontics
- Plastic & Reconstructive surgery
- Paediatric Surgery
- Paediatric Orthopedics
- Prostodontics
- Periodontics
- Pedodontics
- Paediatric Allergy, Immunology & Rheumatology
- Paediatric Dermatology
- Paediatric Endocrinology
- Physical Medicine & Rehabilitation
- Pediatric Genetics
- Pediatric Pulmonology
- Hand surgery
- Hemato Oncology
- Head and Neck Oncology
- Infertility Medicine
- Interventional Radiology
- Minimal Access Surgery
- Medical Oncology
- Nephrology
- Neurology
- Neurosurgery
- Oral Medicine & Radiology
- Oral and Maxillofacial Surgery
- Renal Transplant
- Liver Transplant
- Pediatric Neurology
- Paediatric Ophthalmology
- Paediatric Clinical Psychology
- Paediatric Cardiology
- Pulmonology
- Preventive Health Care
- Radiation Oncology
- Sports Medicine & Rehabilitation
- Spine Surgery
- Surgical Oncology
- Urology, Andrology & Sexology
- Vascular surgery



# Step in to the world of Good Health and Happiness



Established in 1962, Caritas Hospital offers quality healthcare services to more than 400000 outpatients and more than 40000 plus in-patients every year. With the motto of 'Spreading the radiance of good health and happiness to all. Caritas has an efficient team of doctors, nurses, paramedics and other staff, motivated and dedicated committed to offer the best care to the patients, especially those who cannot afford proper medical treatment

## Over the past three years, the community services of Caritas Hospitals have achieved multiple awards for excellence from distinguished authorities

- Recognition by Federation of Indian Chambers of Commerce & Industry (FICCI) - 'Made in Kerala 2023' award.
- Received Great Place to Work Certification - the Gold standard in excellence in 2023
- Diamond status in excellence in StrokeCare by World Stroke Organisation in 2023.
- Best Blood Centre in Pvt Hospitals in Kerala 2023 by Kerala Blood Transfusion Council.
- Caritas College of Pharmacy has achieved ISO 21008-208 certification in 2023
- NABH 5th edition accreditation in 2022
- NABH Nursing Excellence - reaccreditation in 2022
- Mother and Baby Friendly Hospital Initiative - MBFHI Accreditation in 2022.

- EPIHC and ERC Accreditation in 2022
- Mangalam Above & Beyond Health Care Award - 2021
- Kottayam District Administration Special Award for Covid Control Cell-2021
- Caritas has launched Caritas KMM Hospital in Puthenangady in 2021
- Caritas HDP Hospital in Kaipuzha in 2022
- Caritas Life Boat Digital Medical unit in 2023
- Caritas Family Hospital in Kalathipady in 2023
- Telemedic AED on Wheels powered by Caritas in 2023

### in 2023 Caritas has introduced:

- AI powered 386 slice Diagnostic Cardiology Dual Energy RT/CT Scan method .in Kerala
- Laser angioplasty System in Kerala
- True beam with hyper arc technology for high definition radio Surgery with surface guided radio therapy. Q



**Rev. Fr. Dr. Binu Kunnath**  
Director, Caritas Hospital



## CENTRES FOR QUALITY PROMOTION



AJ HOSPITAL & RESEARCH CENTRE



## CENTRES FOR QUALITY PROMOTION



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Chittaranjan National Cancer Institute



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### PARTNERS



ALSO EXPLORE



9th Edition

**CAHOTECH**  **2024**



3rd Edition **2024**

**SAKCON**  **CAHO**

# CENTRAL BLOOD COLLECTION ROOM

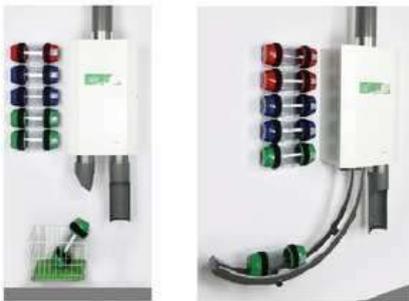


## Tube Transport System

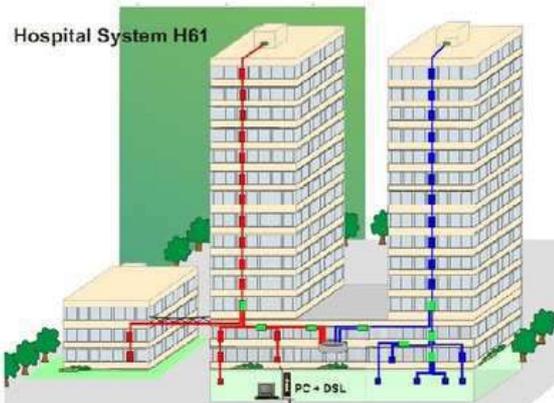


Various Inserts are available →

RECOMMENDED FOR LABORATORIES WITH RECEPTION BEND



## Hospital System H61



## Phlebotomy Tube Preparation System



- Barcode information cross check
- Barcode quality check
- Tube and extra label quantity check



# ATRAS

The perfect fit for your workflow

Cost-efficient bulk loading and sorting

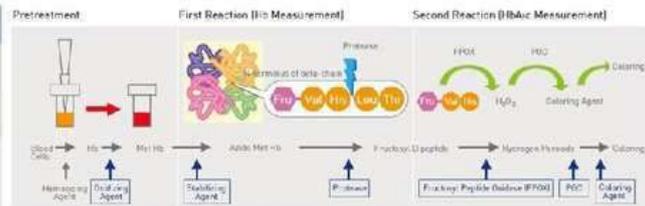


Cut down your process time

Simplify your daily life

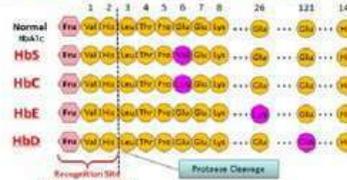
Configure the ATRAS to fit your needs

# SEKISUI



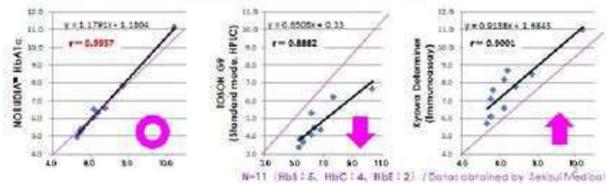
## Abnormal Hb and NORUDIA HbA1c

Common Hemoglobinopathies (N-terminal Hemoglobin β(a)-chain)



NORUDIA™ HbA1c can contribute to the measurement of accurate HbA1c values

## Correlation Results with Arkray HA-8180T (Variant mode, HPLC)



## KOPRAN LABORATORIES LIMITED

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Tel.: +91-22-2494-0656

Email: info@kopran.com ; Website: www.kopran.com



भारतीय गुणवत्ता परिषद्  
**QUALITY COUNCIL  
OF INDIA**  
Creating an Ecosystem for Quality



# National Accreditation Board for Testing and Calibration Laboratories

Leading the way for laboratories excellence



## NABL Accreditation ensures that

A laboratory has met international standards of quality and competence.

That a laboratory is committed to quality and reliability.

That laboratory has efficient and effective procedures.

That a laboratory is credible, and trustworthy for its customers and stakeholders

NABL provides accreditation for Medical testing laboratories' in accordance with ISO 15189:2012\*/2022 for the disciplines;

- Clinical Biochemistry
- Clinical Pathology & Haematology
- Microbiology & Infectious disease serology
- Histopathology
- Cytopathology
- Flow Cytometry
- Cytogenetics
- Molecular Testing
- Medical Imaging

\*Application accepted only till 30<sup>th</sup> June 2024

NABL also provides recognition for Medical (Entry Level) Testing Labs (NABL M(EL)T Labs) Program based on satisfactory Proficiency Testing (PT) performance

## Benefits of Accreditation

- International recognition
- Access to Global market
- Time and money efficient, Cost Reduction
- Enhanced customer confidence & satisfaction
- Robust Quality Management System
- Continual improvements
- Better operational control
- Assurance of accurate and reliable results

## International Recognition:

NABL is Mutual Recognition Arrangements (MRA) signatory to ILAC and APAC

**ILAC**

**APAC**

Scan for More Info



NABL House Plot No. 45, Sector 44, Gurugram – 122003, Haryana

☎ 91-124-4679700

✉ info@nabl.qcin.org

[www.nabl-india.org](http://www.nabl-india.org)



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