

SOUVENIR EDITION

APRIL 2022

DIALOG

- + DIALOG
- ON PATIENT SAFETY
- WITH EXPERTS
- WITH BUSINESS LEADERS
- TRADE SHOW



6th Edition
CAHOCON

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CAHO

+ CAHO & CAHOCON
+ CENTRES FOR
QUALITY PROMOTION

BUILDING A CULTURE OF

SAFETY

IN HEALTHCARE



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Transporter Management



Sterile Instrument Pathway Management



Clinical Specimen Tracking



Asset Management



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SOUVENIR EDITION

<https://cahocon.com>

Conceptualized & Executed by Leaders

Every year, the executive committee of the Consortium of Accredited Healthcare Organizations, India (CAHO) works together with top leaders in healthcare quality to bring together the world-class team that runs CAHOCON. Every function is strategized and led by some of the top names in the industry, having proven themselves in various facets of healthcare management.

This ensures that the event, its content and activities stay relevant, concise and well-structured for the delegates coming from the same professions & backgrounds.

The Souvenir edition of DIALOG is CAHO's way of sending a part of the message of CAHOCON 2022 back with you to your organizations.





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BECOME A PATIENT SAFETY CHAMPION

Patient safety has long been discussed in professional circles and we are beginning to see wonderful changes and a rise in accountability across organizations. However, systems and processes alone cannot speak for the concerns of patients. They can reduce known risks, but we are still usually blinded to the patient's reality.

P4PSI is a venture to collaborate with patients and patient groups on safety through education and experience-sharing while ensuring a channel for anonymized, but productive dialogue.

Anyone can become a patient safety champion by becoming educated and enabling the further spread of information to patients and caregivers.

Launching @ CAHOCON '22



Introducing Patients for Patient Safety Initiative (India)

<https://p4psi.in>

It's time to make patient safety a joint
initiative with our patients.

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BECOME A PATIENT SAFETY CHAMPION

PATIENTS FOR PATIENT SAFETY INITIATIVE

Safety through Partnership

DIALOG

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DIALOG

BY DOCNDOC

CAHOCON is one of the annual flagship events of CAHO - a not for profit organization. It is dedicated to continuous quality improvement, patient safety & capacity building in the arena of healthcare delivery. CAHO was conceptualized in 2015 as a holistic platform of knowledge sharing and networking for all stakeholders of healthcare delivery.

"WE BELIEVE THAT ACCREDITATION IS THE BEGINNING OF CONTINUOUS QUALITY IMPROVEMENT. OUR AIM IS TO SYSTEMATICALLY INFUSE & SPREAD THE MESSAGE OF QUALITY IN HEALTHCARE AT THE GRASSROOT LEVEL."

DIALOG stands apart as a medium dedicated to being the arbiter of the exchange of information and ideas, between stakeholders, industry leaders, and national leaders. This issue is dedicated to CAHOCON -2022
Building Culture of Safety in Healthcare.

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ASQua is comprised of national member countries that are recognised as the authorised standards writing organisation and accreditation organisation for healthcare facilities and services by their local governments and peers.

We are committed to improving the quality and safety of health care in Asia through collaborative action within the network and in collaboration with other health and quality related individuals and professional organisations.

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For further details please contact:

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NATIONAL ACCREDITATION BOARD FOR TESTING AND CALIBRATION LABORATORIES

Medical Testing Laboratories capable of testing the following can apply for NABL accreditation in accordance with ISO 15189: 2012



- ✓ Clinical Biochemistry
- ✓ Haematology
- ✓ Clinical Pathology
- ✓ Microbiology & Infectious Disease Serology
- ✓ Histopathology
- ✓ Cytopathology
- ✓ Flow Cytometry
- ✓ Cytogenetics
- ✓ Molecular Testing
- ✓ Medical Imaging - CAB

NABL Accreditation can be used to demonstrate the competence of medical testing laboratories and ensure the delivery of timely, accurate and reliable results

NABL as an accreditation body complies to ISO/IEC 17011 and is a full member (signatory) to APAC and ILAC MRA

NABL provides impartial, third party accreditation services to CABs

Key Documents for Medical Testing Laboratories (Available on NABL website - www.nabl-india.org)

- NABL 100
- NABL 153
- NABL 112
- NABL 135

NABL Accredited Medical Testing Labs can use NABL symbol on test reports



NABL 133 provides the information on use of NABL symbol

National Accreditation Board for Testing and Calibration Laboratories (NABL)

NABL House

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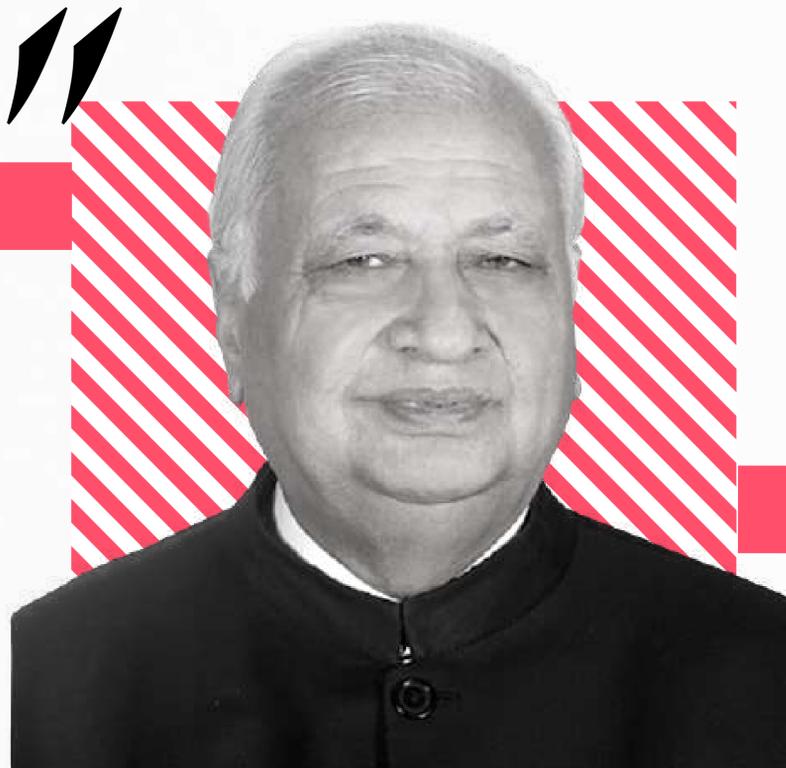
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HON'BLE KERALA GOVERNOR
Hon'ble Arif Mohammad Khan



I am happy to know that a **Souvenir** will be published in connection with the **CAHOCON 2022**, the annual Conference of the Healthcare Organizations of India (CAHO), will be held in Kochi on 02nd and 03rd April. It is commendable that **CAHOCON 2022**, which focus on **Building Culture of Safety in Healthcare** will have the participation of experts and leaders from various areas of the Healthcare industry. I compliment everyone behind this endeavour and wish the conference as well as the publication all success.

Hon'ble Arif Mohammad Khan





ISQA PRESIDENT
Prof Jeffrey Braithwaite

The International Society for Quality in Health Care (ISQua) is among the leading bodies in the world in promoting better healthcare. We aim to improve health systems, set standards, assess health care, and educate the next generation of people interested in quality and safety across various programs. ISQua works with countries, agencies and health systems across the world. As President and CEO of ISQua, we want to take this opportunity to record our deep appreciation to CAHO - the leading quality enabler in India. It is a complete pleasure to work with all our colleagues in the CAHO family.



ISQA CEO
Dr Carsten Engel

From personal experience and our dealings with CAHO over the years, we know that CAHO sets the stage and leads many quality and safety initiatives across India. The work CAHO does amongst other initiatives, education, accreditation, promoting and spreading information about quality and safety is legendary and inspiring. CAHO provides a blueprint for how national bodies can help everyone drive continuous improvement and pursue their own members' pathways towards a greater quality of care.

Prof Jeffrey Braithwaite

Dr Carsten Engel



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Society for Emergency Medicine India

Full member of International Federation of Emergency Medicine

www.semi.org.in

Regd.No.3602 / 2000

Highlights

- 16 State chapters
- 4000+ Members
- 20 years of EM Excellence
- 2 Guinness record Associations
- 100 + SEMI centres of EM Excellence departments
- First of a kind quality standards guideline published for Emergency service with Indian Space Research Organization (ISRO) and AHPI
- Academic Excellence in both Public and Private sector
- More than 3 lakh people trained in First Aid & CPR
- 5000 + Doctors trained in Emergency Care Skills
- 40000 + health care workers trained in EM skills
- 17 Short Courses

Short Courses

- National Basic Life Support
- National Airway Workshop
- National Cardiac Life Support
- National Trauma Life Support
- National Disaster Life Support
- National Toxicology Life Support
- National Ultrasound Life Support
- Paediatric Emergency Medicine Course
- Competitive exam preparatory course in EM exams
- Quality standards & Patient safety in EM
- Technology and Innovation in EM
- Leadership in Emergency Medicine
- Law & Emergency Medicine
- Paediatric Trauma Life support
- Gender specific EM workshop
- Nursing skills in Emergency
- Basic ECG Courses

Partners & Associates



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Program Coordinators :

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siruturekha@yahoo.co.in

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National Secretary - SEMI
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drsaravanakumar.ep@gmail.com
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National Cardiac Life Support (NCLS)

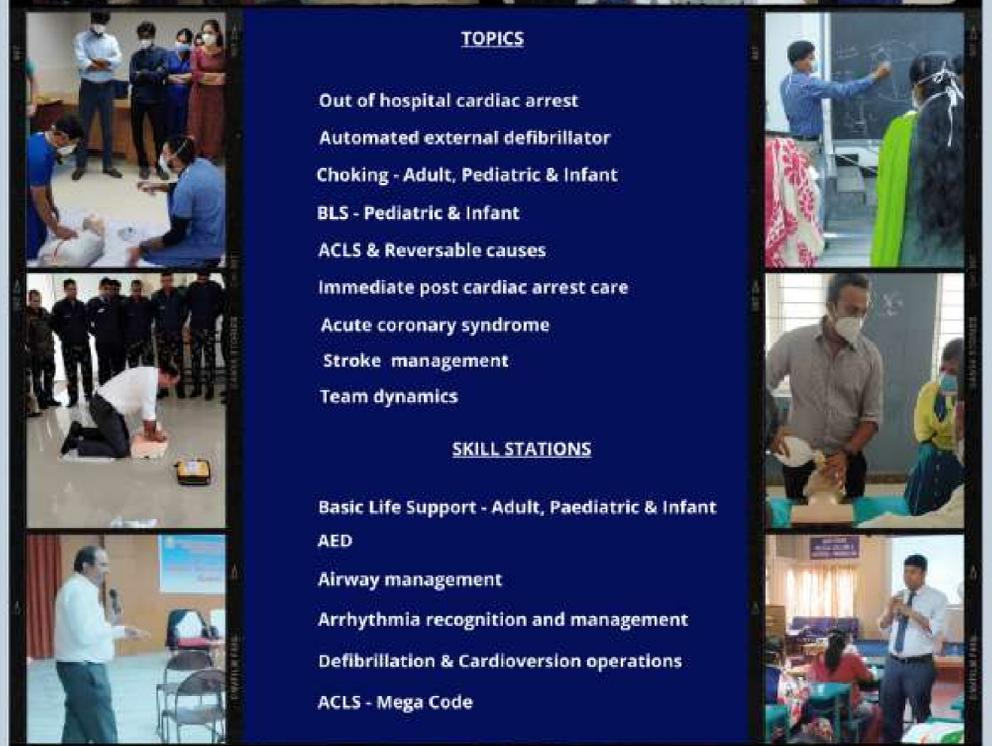


TOPICS

- Out of hospital cardiac arrest
- Automated external defibrillator
- Choking - Adult, Pediatric & Infant
- BLS - Pediatric & Infant
- ACLS & Reversible causes
- Immediate post cardiac arrest care
- Acute coronary syndrome
- Stroke management
- Team dynamics

SKILL STATIONS

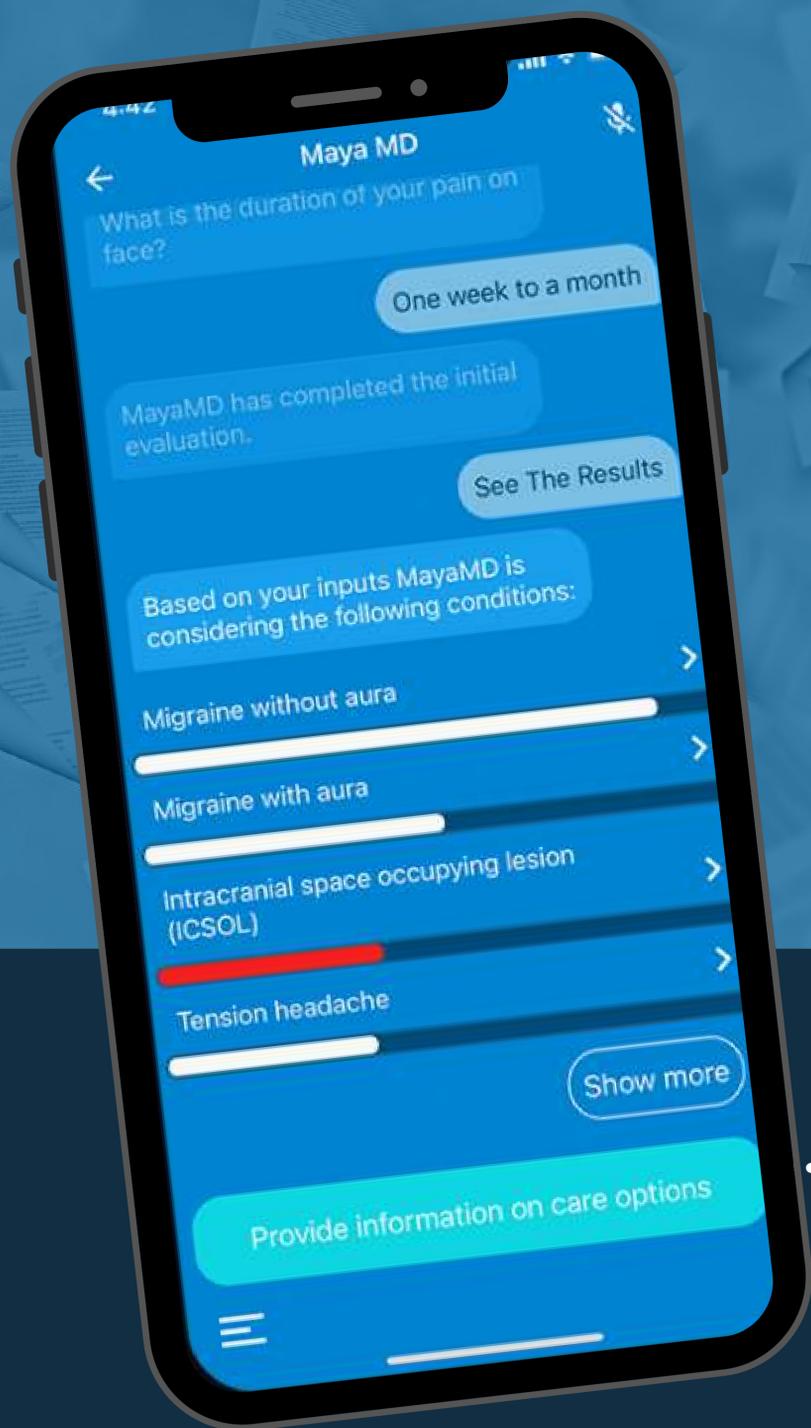
- Basic Life Support - Adult, Paediatric & Infant
- AED
- Airway management
- Arrhythmia recognition and management
- Defibrillation & Cardioversion operations
- ACLS - Mega Code



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ASQUA PRESIDENT
Dr Pa-Chun Wang
CEO, JCT



It gives me great pleasure to extend my warmest greeting and congratulate the Consortium of Accredited Healthcare Organization (CAHO) for its 6th International Conference, CAHOCON.

CAHO has been actively playing an important role to drive the advancement of quality and safety in the healthcare industry by sharing and promoting international best practices. Over the years, CAHO has provided a wonderful sharing platform for healthcare professionals in this field.

The 6th International Conference of CAHO is indeed the highlight of the year, bringing in insights for building a safety culture in healthcare. We are thrilled you chose to attend this prestigious and well-known conference and look forward to welcoming you.

On behalf of ASQua, my best wishes for a successful 2022 CAHOCON.

Dr. Pa-Chun Wang



QCI - SECRETARY GENERAL
Dr Ravi P Singh

As the world has navigated the last couple of years of the pandemic with resilience and vigor, our perspectives on healthcare, patient safety, and quality have been redefined. During a tumultuous time, India's healthcare system, against all odds, successfully balanced the twin objectives of expansion of healthcare infrastructure and ensuring patient safety to mitigate the spread of the virus. As we move forward, it is pertinent to understand and prepare for the dynamic healthcare requirements of the vast Indian demographic. To be better prepared for future shocks, we need to fine-tune processes, build capacities and bring about a cultural shift in the way we perceive, demand and cater healthcare services to those in need. This can only be achieved through horizontal collaboration by understanding strengths of all our partners and creating an ecosystem that flourishes on inter-dependence and trust.

CAHO plays a crucial role in this, wherein their focus on quality in healthcare at the grassroots, capacity building initiatives and placing patient-centric health outcomes is critical. CAHOCON 2022 on Culture of Safety in Healthcare, reflects the core values of the organization, aims to bring the best minds together to understand, share and disseminate best practices across the country.

I wish the team the very best for CAHOCON 2022 and hope CAHO plays an important role in building a bridge between QCI & healthcare organizations in and outside India.

Dr Ravi P Singh

AHPI

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Focusing on Value Based Patient Health Outcomes

22nd & 23rd April, 2022

Hotel Lalit, Mumbai, India

TARGET AUDIENCE

- Policy Makers/
Government Officials
- CEOs/ Business Heads
from Hospitals
- Medical Consultants/
Diagnostics
- Hospital
administrators
- NGOs engaged in
healthcare
- Students from
Medicine

KEY SESSIONS:

1. Leadership & Governance
2. Winning Trust of Patient
3. Financial Challenges &
Hospital Productivity
4. Monitoring & Improving
Patient Safety
5. Harnessing Advanced
Health Technology
6. Global Health Issues

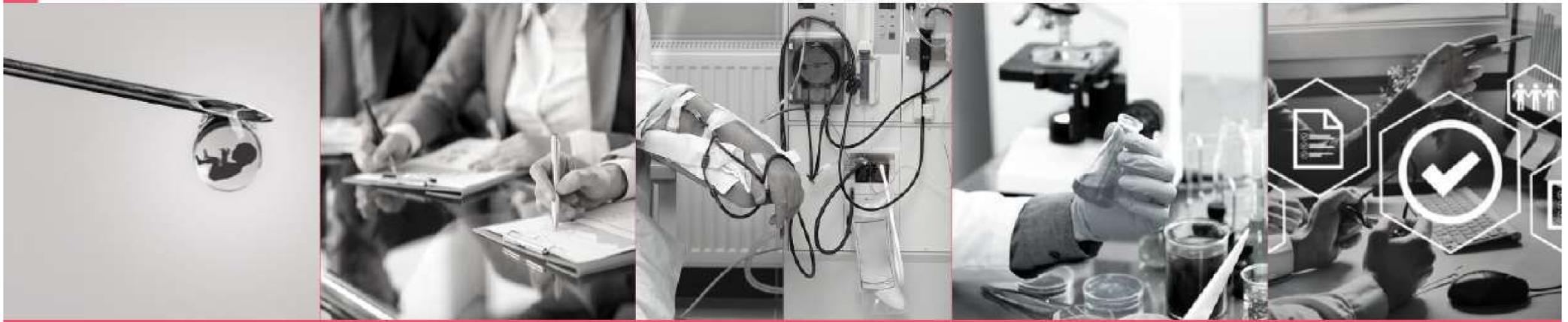
FOR DETAILS VISIT: WWW.AHPI.IN



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International Affiliations



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- Home Health Care
- Dialysis Centre
- Green Health Care Facility
- Healthcare Facility Certification
- WHO Patient Safety Friendly Hospital Certification
- Primary Care Clinic
- Ambulatory Care Facility (Dental/ Eye/ Imaging etc.)
- Telemedicine Recognition Programme
- Telehealth Accreditation Programme
- Emergency Department Accreditation
- Hotel and Home Stays Accreditation



Centre for Laboratory Accreditation (CLA)

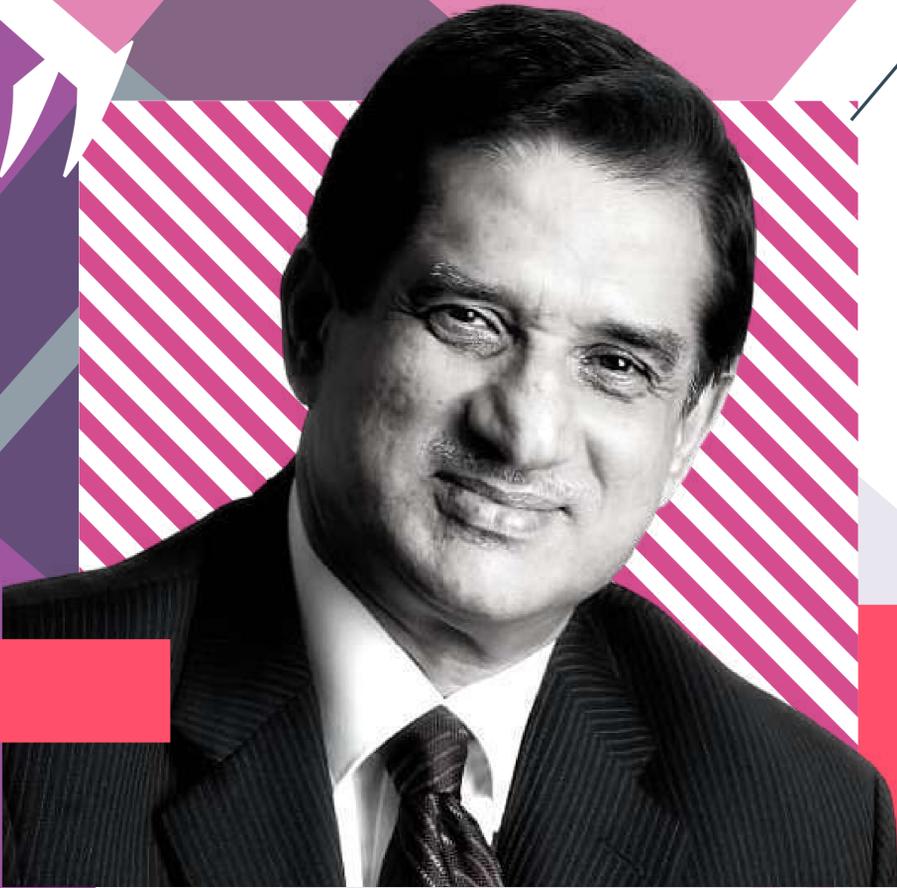
Accreditation Programmes

- Medical Labs (ISO 15189)
- Biobanking (ISO 20387) Accreditation Programme (First time in India)



www.qai.org.in





Best HR practices to promote a Culture of Patient Safety within an Organization

DR M I SAHADULLA
Chairman & Managing Director,
KIMSHEALTH

Credentialing & Privileging is a primary evaluation that involves the verification of practitioners' right to participate in the medical staff members and the competency to provide patient care in the appropriate settings. Credentialing is the process by which an organization assesses and confirms the qualifications of a practitioner. This process ensures that individuals who are providing care are qualified to do so.

Privileging is the process of authorizing a licensed or certified healthcare practitioner's specific scope of patient care services. It is performed in conjunction with credentialing and includes the evaluation of an individual's clinical qualifications and/or performance.

Importance of C&P

1. Keeps patients safe, and reduces potentially preventable treatment errors.
2. Hospitals to follow proper credentialing procedures and to grant privileges cautiously. A thorough review and investigation of a doctor's background can help to ensure patient safety and avoid future liability.

Types of C&P

1. *Temporary Privilege* – granted to the newly joined doctors in the hospital or to a doctor to meet an important patient care need.
2. *Approved Privilege* – granted to the doctors by the hospital C&P Committee.
3. *Emergency/Disaster Privilege* – granted if the hospital has activated its emergency operation plan and is unable to meet immediate patient needs.

Credentialing is an ongoing process. Re-credentialing and the revision or renewal of a provider's privileges should occur at least every 2 years. Through the credentialing and privileging process, hospitals place patient care at the forefront of the review. Proper credentialing will reduce the number of potential medical malpractice cases for hospitals and will ensure that patients are receiving high-quality care.

What roles can a senior leader play in creating a Culture of Safety?

COL. RAJEEV MANNALI
Chief Administrative Officer, SUT
Hospital, Pattom, Trivandrum



As in all aspects of human life and management of connected affairs, leadership plays a critical role in acknowledging, accepting, and creating a culture of safety in any Health Care Organization (HCO) irrespective of its size, location, and the clientele it serves.

Aspects of safety need to be deeply embedded in the work culture of any HCO and adherence to principles and practice of safety must commence right from the top of the ladder. It is the bounden responsibility of a leader to set an example him/herself and lead the way all along by motivating, encouraging, monitoring, and where applicable, recognizing and rewarding excellence in ensuring safe practices.



patient safety



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Healthcare Edition

PROBLEM SOLVING PRO

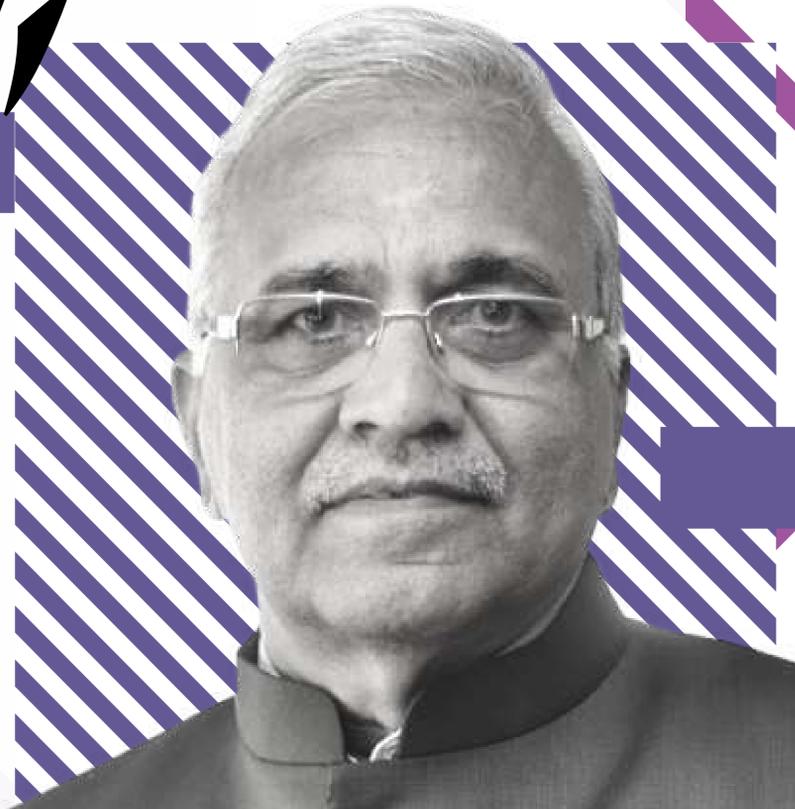
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CAHO PATRON
Dr Girdhar Gyani
Director General, AHPI



I superannuated from the position of Secretary General, QCI in May 2012. I was simultaneously holding the position of CEO-NABH since its inception in 2005. As NABH was to undergo an assessment by ISQua for accreditation as an organization, the Chairman of QCI asked me to continue as an advisor, which I did upto July 2012 and NABH became an ISQua accredited organization.

In the six years (2006-12) NABH made a huge impact and patient safety was beginning to gain priority among healthcare providers including within practicing clinicians. At the time of my superannuation, I realized that like in case of NABCB, where the representatives of accredited entities (Certification Bodies-CBs) were part of NABCB board, and the voice of CBs was heard, we had not made any such provision in NABH. Accordingly, I initiated the idea to have a body that could represent interests of accredited hospitals in the NABH Board. It could also promote and motivate other hospitals to join the quality journey.

Today when I look back, I am happy to say that CAHO has gone beyond its initial objectives. It is doing R&D, capacity building and training to build capable health systems in India.

I wish CAHO all the best.

Dr Girdhar Gyani



CAHO PATRON

Dr Venkatesh Thuppil

CEO & Director, Foundation for Quality India (FQI), Professor Emeritus, St John's Medical College Bangalore

While diagnostic services provide an advisory input or basis for evidence based medicine all over the world, accreditation of test methodology is the only means of achieving this. Organizations like CAHO need to focus on promoting accreditation as per the latest version of International Standard (ISO 15189). This can be achieved by a strong core team of medical laboratory experts at CAHO who are the lead assessors of accreditation bodies & not just limited to one or two accreditation bodies.

Current version of ISO 15189 is based on 76 cross referred documents of which 31 documents are from standard institutes. Core committee at CAHO needs to explore the possibilities of promoting these standards in India. For eg, Validation and Quality Assurance, Lab Instrument Verification Guidelines, Continual Improvement, Assessment of lab tests when PT is not available, evaluating referral laboratories etc. A trained team of assessors in these 31 areas will allow CAHO to initiate the training of the laboratory personnel - the need of the hour.

CAHO can have a panel of well trained auditors across the country who can visit diagnostic centers to audit and maintain uniformity to infuse confidence amongst laboratories to face assessments. The next version of the ISO 15189 focuses on risk management.

Experts from CAHO provide hand holding to medical diagnostic laboratories in the country especially in the government sector which are huge in number.

They can also organize annual meetings of representatives of accreditation bodies from across the southeast Asian region.

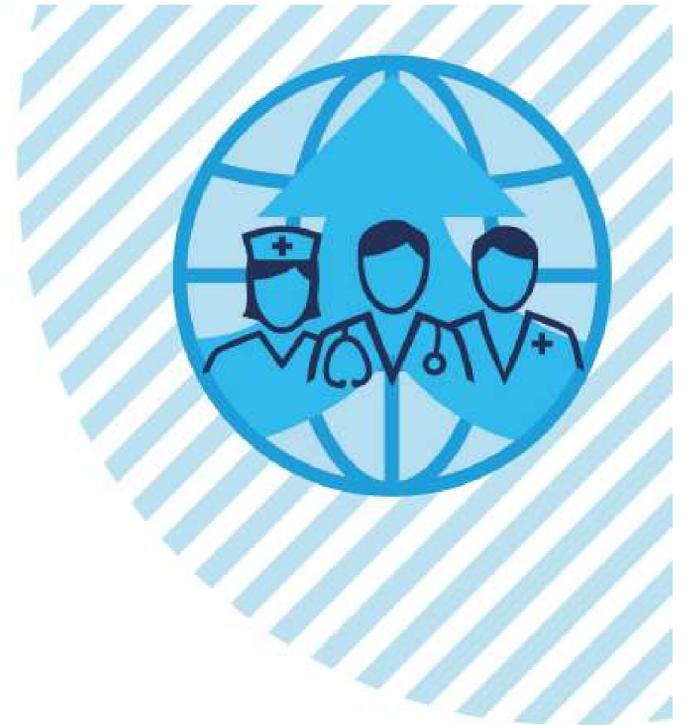
I know that FQI has already initiated many of the above and as I understand the response so far is good. Joining hands with FQI CAHO can reach out to the larger diagnostic sector.

Dr Venkatesh Thuppil

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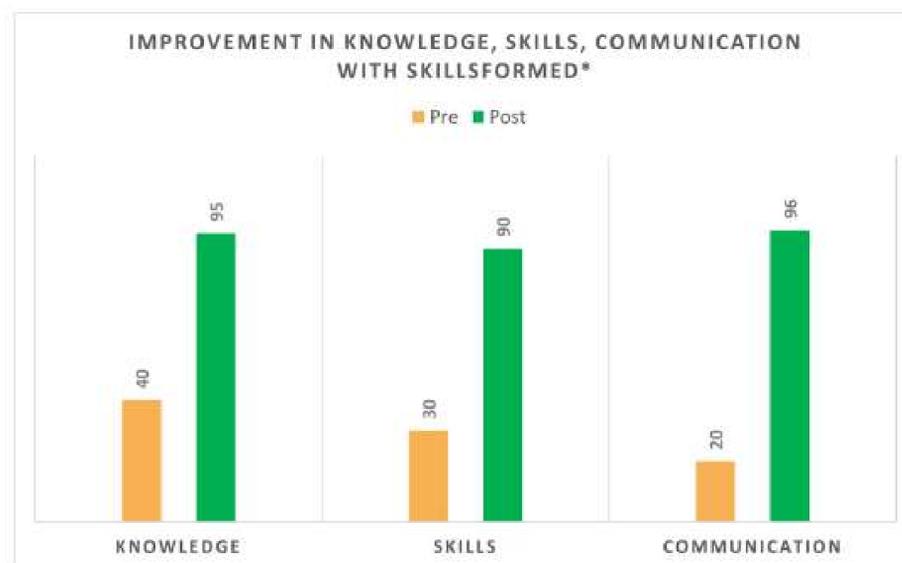
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TRAINING TOPICS

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- Nursing communication
- Nursing assessment & reassessment
- Preventing HAI
- Medication administration
- Oxygen administration
- Airway management
- Tracheostomy care
- I.V therapy
- Blood transfusion
- Bedside skills (NG, Urinary catheter)
- Specimen collection
- Surgical patient care
- Patient care management

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The senior leader must understand what the culture of safety is. After knowing the same in-depth, he/she should see that it is percolated across the entire staff of the organization. He/she should encourage and empower staff in reporting the violation of any safety issues to the higher authorities. The leader should also appreciate such action of the staff and appropriate awards /rewards to be given to them. At the same time, non-punitive but motivating action needs to be taken towards the defaulters, thus the staff is encouraged to work in a stress-free atmosphere which in turn delivers the best output in terms of patient care and patient satisfaction. This will build a group of satisfied employees, who are dedicated to the welfare of society, thus bringing up the reputation of the organization.



What roles can a senior leader play in creating a Culture of Safety?



MRS GRACY MATHAI

CEO,
Baby Memorial Hospital, Kerala, India

The seven ingredients of highly successful BSC programs are:

1. A process to mobilize the organization and lead On-going change.
2. Scorecards that describe the Strategy.
3. Linking Scorecard to create an Organization alignment.
4. Continuous communication to empower the workforce.
5. Align personal goals, incentives, and competencies with strategy.
6. Aligning resources, budgets, and initiatives with strategy.
7. A feedback process that encourages learning and experience sharing.

Balanced Score Card is a management tool that provides stakeholders with a comprehensive measure of how the organization is progressing towards the achievement of its strategic goals.

Why do we use the Balanced Score Card?

- To achieve strategic objectives,
- To provide quality with fewer resources,
- To eliminate non-value added efforts,
- To align customer priorities and expectations with the customers
- To track progress,
- To evaluate process changes,
- To continually improve,
- To increase accountability.

Balanced Score Card - How do we implement it?

MR P NAMBIAR

Principal Director,
Pyman's Healthcare Training Services



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CAHO PATRON

Dr Alexander Thomas

President, Association of Healthcare
Providers India (AHPI)

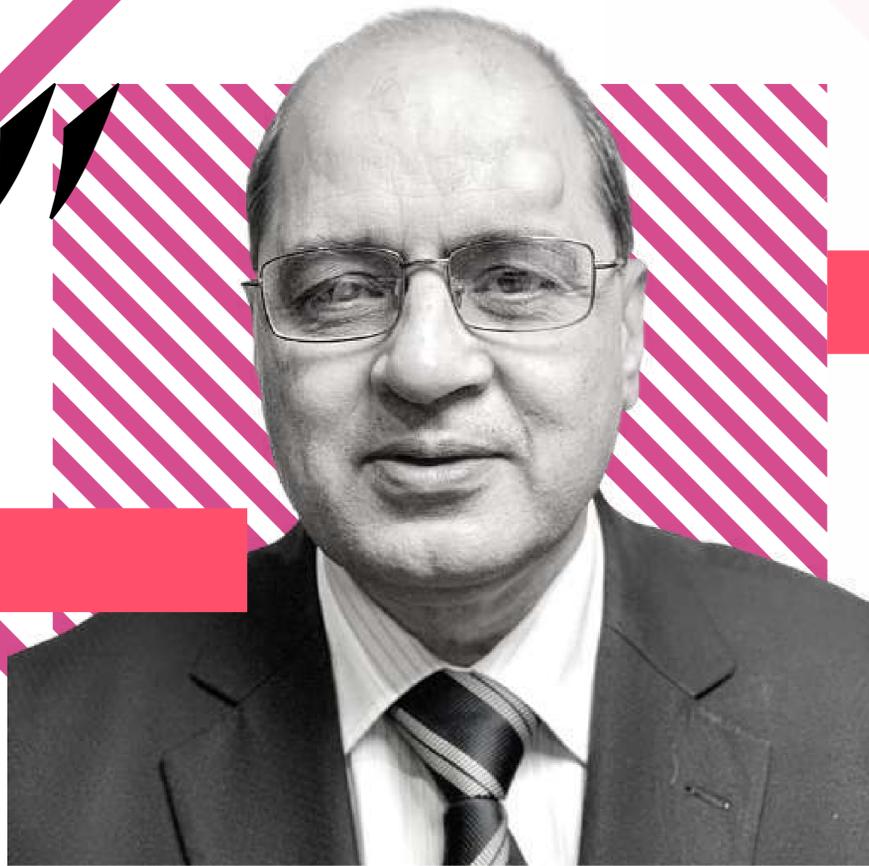


As the Founder President of CAHO, it gives me a sense of pride and honor, witnessing the laudable growth of the organization towards enabling quality initiatives in Indian healthcare settings through training programs, focused events, courses, and workshops.

Undoubtedly CAHOCON, the annual conference of CAHO, is one such important milestone that provides the much-needed common platform, conducive for the useful exchange of ideas, views, and newer quality endeavors that would help take forward the quality initiative all across the country.

I wish the participants of the conference, and overall exciting experience, along with successful scientific deliberations, especially as virtual conferences are becoming a thing of the past.

Dr Alexander Thomas



CAHO PATRON

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

President, Association of Healthcare
Providers India (AHPI)

Former Director General Medical Services
(IAF), Vice Chairman Ruseducation and
Vice Chancellor, Lincoln American
University

My compliments to the President of CAHO and his team for making CAHOCON 22 happen. I am singularly pleased to see the progress made by CAHO in the last few years. The energy, enthusiasm, and dynamism displayed by all the office bearers of CAHO are indeed infectious.

I consider CAHO to be an important organization and a complementary arm of NABH. I see CAHO as an organization that can further the cause of quality, patient safety, and accreditation in this country. I look forward to a symbiotic relationship between CAHO and NABH that will help in promoting quality across the country making it accessible to the farthest and poorest which is one of the primary objectives of NABH. CAHO is holding and in the future too will hold the hands of those organizations which need support in strengthening their quality endeavours which otherwise would be difficult to implement on their own. I also consider CAHO to be an important extension of NABH in promoting quality and patient safety in this great country of ours and in training the healthcare staff on NABH standards and best practices.

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A.M (Dr) Pawan Kapoor

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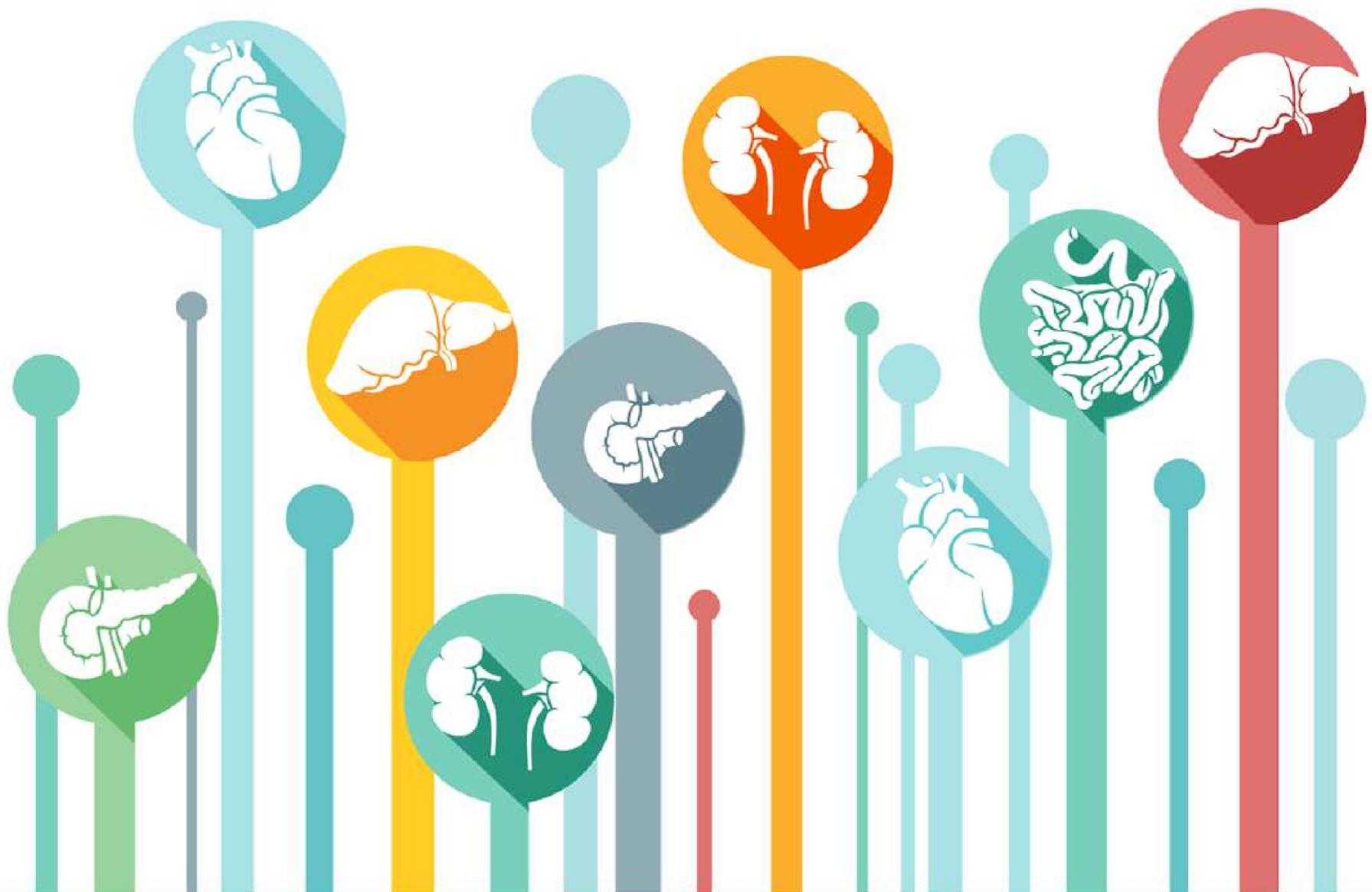
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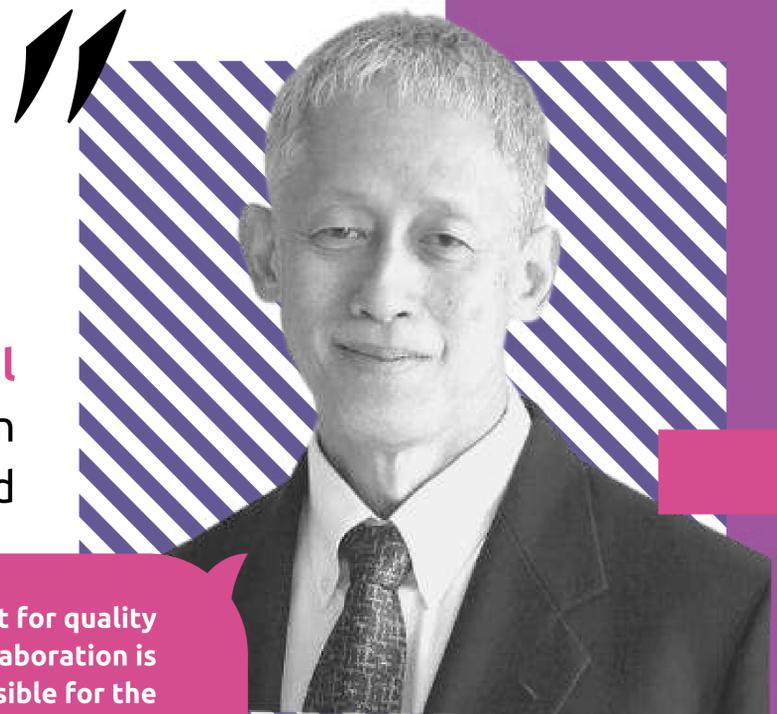
Prof Dato Dr Ravindran Jegasothy
Former President, Asian Society for Quality in
Health Care (ASQua), Malaysia
Chairman - IAC



It is with great pleasure that I pen these few words in conjunction with CAHOCON 2022. The COVID-19 pandemic has created disruption in all sectors including conventions and CAHOCON has not followed its annual pattern over the last two years. With the resilience shown by the human race and scientific advances resulting in a massive vaccination drive globally, we are able to have this convention this year and I wish it all success.

CAHO has advanced by leaps and bounds in its short period of existence and is well known in India and regionally for its educational efforts for staff in the healthcare sector. CAHO has assembled a team of experts from around the globe to form an International Advisory Committee and we have had a number of very useful meetings. I am sure you will feel the impact of some of these discussions in CAHO's activities in the months to come. Best wishes for a very productive CAHOCON.

Dr Anuwat Supachutikul
Advisor, The Healthcare Accreditation
Institute, Thailand



CAHO is a role model for spreading success in improvement for quality and patient safety across the nation. The platform for collaboration is well-established and the commitment of people responsible for the program should be appreciated. Regular activities, covering all aspects of knowledge and experience from both within the country and around the globe, lead to rich and valuable resources for spreading best practices. Other countries can learn from CAHO both on the management model and contents created. At the same time, CAHO can learn from other countries, e.g. comparative indicator program, stepwise recognition, accreditation as an educational process, varieties of the accreditation program, national reporting, and learning system from Thailand.



Dr A M Shamim

Founder & Managing Director, Labaid Hospitals & Diagnostics, Bangladesh.
Member - IAC

LABAID - leader in healthcare in Bangladesh, is contributing immensely towards quality initiatives in Bangladesh towards NABH accreditation, knowledge sharing with corporate seminars, established specialty hospitals including cardiac, cancer hospitals, chain of diagnostics center's, education with state university & college of health sciences in Bangladesh. We are also sharing best patient safety practices in the region & collating synergies for sharing best patient safety initiatives.

CAHO is doing excellent work for catalyzing the accreditation movement in hospitals and is proving a great education platform for country-wise initiatives.



Mr. Gary Smith

Chair, Quality Innovation Performance P/l (QIP),
Australia Director, Australian General Practice Accreditation Ltd (AGPAL)
Member - IAC

What does "down under" have to offer to the world of quality and safety in these challenging global times. The question is, how can we continue to remain sustainable and viable? It's diversification of services. Australia has learnt to capitalize on both mandatory and non-mandatory markets.

CAHO has the structure with dedicated and committed people to be able to learn from Australia what the quality and safety journey may look like outside the "hospital quality journey". CAHO has the knowledge that will be able to envision these new and emerging quality and safety markets which Australia has been successful in achieving.



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Environment encouraging incident reporting to learn & effectively implement Patient Safety



DR SAJI P O THOMAS

Medical Superintendent, HOD & Sr Consultant, Dept of Orthopaedics, Welcare Hospital

patient safety

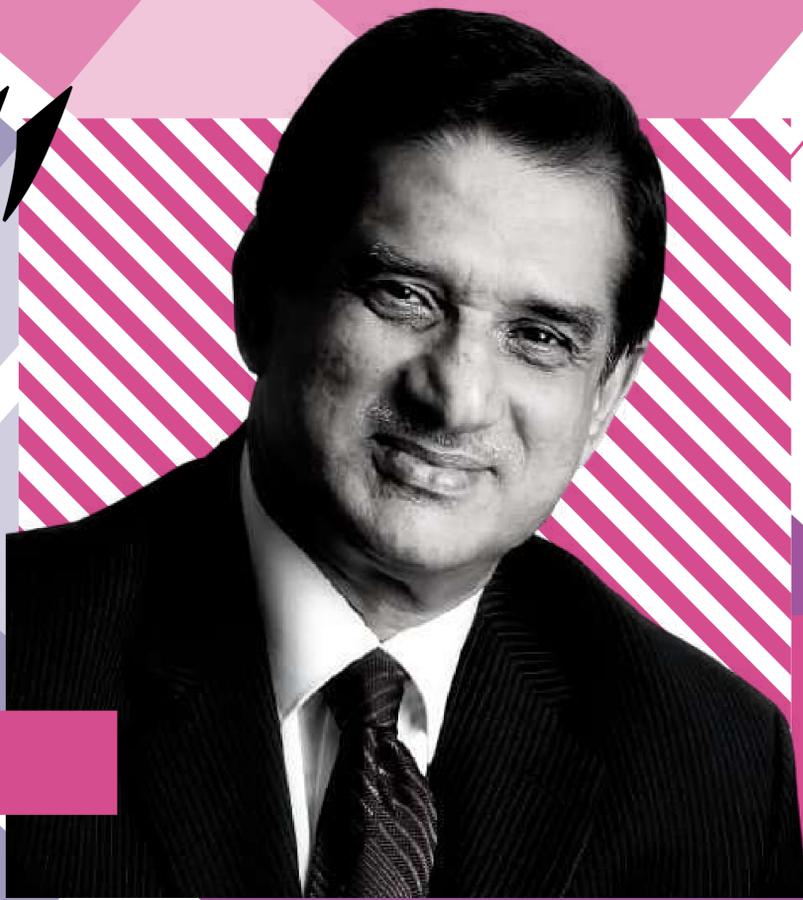
The caveat is that incident reporting and subsequent learnings must be fostered in a blame and shame free environment. Disciplinary action should only be taken in appropriate and rare circumstances. It has to be emphasised that the resulting investigation would be impartial and multidisciplinary, involving expertise from relevant clinical specialties and also from non-health disciplines that successfully contribute to accident reduction in other fields of safety.

The action taken from the investigation should lead to the redesign of policies, care processes and procedures, change in working style of individuals and teams, so as

to make the reporter of the incident feel that they have been contributors in improving workplace and patient safety, thus improving healthcare delivery mechanism of their institution.

Such an environment will lead to an increase in incident reporting by alert and knowledgeable point of care staff.





What is a Balanced Score Card?

DR M I SAHADULLA
Chairman & Managing Director,
KIMSHEALTH

At KIMSHEALTH, as part of performance metrics evaluation we use a Balanced Scorecard, this is always referred to as BSCD which means Balanced Scorecard Deployment. It has four metrics i.e., Financial, Customer, Business Processes, Learning & Growth. These metrics used identify, improve and control business resulting outcomes.

It helps us to:

1. Describe the strategy
2. Measure the goals
3. Track the action taken to improve upon the goals.

The four Metrics thus help us to set and review our performance at any point in time.

Financials goals: What financial goals do we have that will impact our organization.

Customer Goals: What things are important to our

customers which will in turn impact our financial standings.

Processes Goals: What do we need to do well internally, in order to meet our customer goals that will impact our financial standings.

Learning & Growth: What skills, culture and capabilities do we need to have in our organization in order to execute on the processes that would make our customers happy and ultimately impact our financial standings.

Normally the BSCD is designed at the time of organization budget exercise and deployed at the organization level and percolated to the leadership of various functions and further drilled as policy deployment or KPI. This will be measured and evaluated on quarterly basis.

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	Xpert Xpress SARS-CoV-2	Rapid detection of SARS-CoV-2 in as soon as 30 minutes*	10	XPRSARS-COV2-10
	Xpert Xpress Strep A	Rapid detection of Group A Streptococcus DNA in as soon as 18 minutes*	10	XPRSTREPA-CE-10
	Xpert Xpress Flu/RSV	Rapid detection and differentiation of Flu A, Flu B, and RSV in as soon as 20 minutes*	10	XPRSFLU/RSV-CE-10
Healthcare-Associated Infections & Other Infectious Diseases	Xpert MRSA NxG	Active MRSA surveillance testing in around 45 minutes*	10 120	GXMRSA-NXG-CE-10 GXMRSA-NXG-CE-120
	Xpert SA Nasal Complete	Pre-surgical testing of <i>S. aureus</i> and MRSA in about an hour	10 120	GXSACOMP-CE-10 GXSACOMP-120
	Xpert MRSA/SA BC	Detection of MRSA and <i>S. aureus</i> in positive blood cultures in about an hour	10	GXMRSA/SABC-CE-10
	Xpert MRSA/SA SSTI	Detection of MRSA and <i>S. aureus</i> skin and soft tissue infections in about an hour	10	GXMRSA/SA-SSTI-CE
	Xpert Carba-R	Detection and differentiation of KPC, NDM, VIM, IMP, and OXA-48 in 50 minutes	10 120	GXCARBARP-CE-10 GXCARBARP-CE-120
	Xpert Norovirus	Identification and differentiation of Norovirus GI and GII in less than 1 hour*	10	GXNOV-CE-10
	Xpert EV	Detection of enteroviruses in CSF in 2.5 hours	10	GXEV-100N-10
	Xpert <i>C. difficile</i> BT	Detection of <i>Clostridioides difficile</i> infection with an independent call-out of binary toxin and differentiation of the Q27 strain in around 45 minutes	10	GXCDIFFBT-CE-10
	Xpert <i>vanA/vanB</i>	Rapid VRE screening for active outbreak prevention and control in around 45 minutes	10	GXVANA/B-CE-10
TB & Emerging Infectious Diseases	Xpert MTB/RIF	Detection of <i>Mycobacterium tuberculosis</i> complex and Rifampin-resistance associated mutations in less than two hours	10 50	GXMTB/RIF-10 GXMTB/RIF-50
	Xpert MTB/RIF Ultra	Detection of <i>Mycobacterium tuberculosis</i> complex and Rifampin-resistance associated mutations in less than 80 minutes	10 50	GXMTB/RIF-ULTRA-10 GXMTB/RIF-ULTRA-50
	Xpert MTB/XDR	Detection of <i>Mycobacterium tuberculosis</i> complex and mutations associated with drug resistance towards Isoniazid, Fluoroquinolones, Second-Line Injectable Drugs and Ethionamide in less than 90 minutes, leveraging 10-color GeneXpert technology	10	GXMTB/XDR-10
	Xpert Ebola	Detection of Ebola Zaire virus in around 90 minutes	10 50	GXEBOA-CE-10 GXEBOA-CE-50
Blood Virology, Women's Health, & Sexual Health	Xpert CT/NG	Detection of <i>Chlamydia trachomatis</i> and <i>Neisseria gonorrhoeae</i> infections in about 90 minutes	10 120	GXCT/NGX-CE-10 GXCT/NGX-CE-120
	Xpert HPV	Detection of high risk Human Papillomavirus (HPV) — Identifies types HPV 16 and HPV 18/45; reports 11 other high risk types in pooled results in less than one hour	10	GXHPV-CE-10
	Xpert GBS	Intrapartum detection for Group B Streptococcus (GBS) during labor/delivery in less than one hour	10	GXGBS-100N-10
	Xpert TV	Detection of <i>Trichomonas vaginalis</i> in male and female specimens in around one hour*	10	GXTV-CE-10
	Resistance Plus® MG FlexiBle®	Detection of <i>M. genitalium</i> and macrolide resistance in around two hours	10	S2A-2000410
	Xpert HBV Viral Load	Detection and quantitation of Hepatitis B virus (HBV) in less than one hour	10	GXHBV-VL-CE-10
	Xpert HCV Viral Load	Detection and quantitation of Hepatitis C virus (HCV) in 105 minutes	10	GXHCV-VL-CE-10
	Xpert HCV VL Fingerstick	Detection and quantitation of Hepatitis C virus (HCV) in about an hour	10	GXHCV-FS-CE-10
	Xpert HIV-1 Qual	Detection of Human Immunodeficiency Virus Type 1 (HIV-1) in around 90 minutes	10	GXHIV-QA-CE-10
	Xpert HIV-1 Viral Load	Detection and quantification of Human Immunodeficiency Virus type 1 (HIV-1) in around 90 minutes	10	GXHIV-VL-CE-10
Oncology & Human Genetics	Xpert Bladder Cancer Detection	Detection of the presence of bladder cancer in patients with hematuria in around 90 minutes	10	GXBLAD-CD-CE-10
	Xpert Bladder Cancer Monitor	Qualitative monitoring for recurrence in patients previously diagnosed with bladder cancer in around 90 minutes	10	GXBLAD-CM-CE-10
	Xpert Breast Cancer STRAT4	Semi-quantitative measurement of ESR1, PGR, ERBB2, and MKI67 from FFPE invasive breast cancer tissue in 70 minutes	10	GXBCSTRAT4-CE-10
	Xpert BCR-ABL Ultra	Standardized measurement of BCR-ABL p210 transcript levels for individuals with Chronic Myeloid Leukemia (CML) in under 2 hours	10	GXBCRABL-10
	Xpert FII & FV	Identification of genetic risk factors for thrombosis in around 30 minutes	10	GXFIFV-10

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Prof Dato' Dr Hj Abdul Rahim Abdullah
CEO, Malaysian Society for Quality in
Healthcare (MSQH), Malaysia
Member (IAC)



As the acronym suggests, CAHO members advocate the shared goal of continuous quality improvements and patient safety. In light of internationalization and globalization, and the diverse progressive nature of healthcare and the healthcare industry itself, it is a significant challenge to achieve the need for highly reliable standardizations of care. Thus, sharing knowledge and best practices is all the more important mission that CAHO represents. Whilst all of us share the same goals and standards and are under the same umbrella, each one of us is at differing points on the same track in this journey towards an ever-moving finishing line. In Malaysia, we have made plans and created awareness, and have started efforts to bring the smaller healthcare facilities towards self-assessments and attaining minimum level standardization, and accreditation.

Dr Palitha Abeykoon
W.H.O Director General's Special Envoy for
COVID 19, Senior Advisor - Sri Lanka MOH
Member - IAC



In the short period that we have collaborated with CAHO, we in Sri Lanka have gained valuable knowledge and insights through the interactions with the CAHO experts. I wish to thank Drs. Vijay Aggarwal, Lallu Joseph and Narayan Pendse for their constant support. Sri Lankan health sector is principally under the state with the private sector playing a crucial complementary role in patient care. The government has a healthcare quality program with the overall mission of facilitating the health care institutions to provide best possible quality of health care with the involvement of all stakeholders. A key strategy of this mission is to strengthen the institutions to develop a competent workforce to enhance productivity, quality and safety. I believe many hospitals in Sri Lanka should aim to obtain NABH accreditation in the next few years. There is no doubt that CAHO can be a very useful partner to strengthen the quality of health care services in both the government and private sectors of Sri Lanka.



Dr Shin Ushiro

Prof. & Divisional Director on Patient Safety,
Kyushu University Hospital, Japan
Member - IAC

I congratulate CAHO and my colleagues in India on holding 2022 CAHOCON. I have been working as a board member of ISQua since 2017. One of my great experiences in ISQua is an encounter with my Indian colleagues who are committed to CAHO and the launch of a collaborative project exemplified by the CAHO-ISQua International Webinar. It was my honor that I had an opportunity to talk about the nationwide patient safety incident reporting and learning system on Jan 5, 2021. There is no doubt that we need to establish leadership at all levels to bring change for quality and safety improvement. I believe that CAHO is a platform for achieving all we need in India. In 2021, I humbly joined CAHO International Advisory Board in which I am willing to engage with my experience in Japan and international opportunities. Enjoy 2022 CAHOCON!!



Dr. Wui-Chiang Lee

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

Hospital accreditation is an important driving force to better quality and safety of healthcare. Taiwan has initiated its nationwide hospital accreditation since 1978. Continuous quality and safety improvement has been the core value for its evolution and reform, especially after SARS and COVID-19 pandemic. The Joint Commission of Taiwan (JCT) is pretty similar to CAHO in many perspectives. The accreditation and quality certification programs have extended from hospitals to ambulatory care, nursing homes, long-term care organizations, and processes of care for life-threatening diseases such as stroke, acute myocardial infarction, and end-stage renal diseases, etc. The JCT also advocates nationwide patient safety goals and assists hospitals with the means to achieve them.



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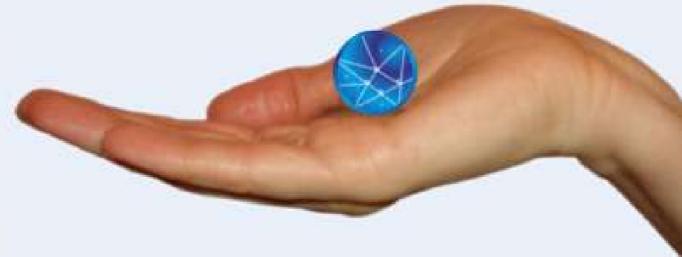
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Dr Nagendra Swamy S C
Founder Chairman,
Medisync Health Management Services



Small & Medium hospitals are the backbone of the Indian Healthcare delivery system. Nearly 35% of the population is middle class and are self-paying for private healthcare services, mostly depending on small & middle segments of hospitals for their immediate needs. But unfortunately due to lack of trust, standardization, perception of lack of quality, and poor image of public hospitals they force themselves to tertiary care major hospitals for their secondary care requirements, which grossly increases the cost of services much beyond their paying capacity.

According to reliable sources, there are 46000+ small and secondary care private hospitals in our country, most of which are owned by Doctor entrepreneurs. CAHO can play a very significant role in this segment by building credibility, standardization, and better patient engagement practices to make these hospitals as the preferred destination for secondary care services in the neighborhood and thereby free space at tertiary care hospitals to cater for deserving tertiary care patients.

Dr. Nagendra Swamy S C



CAHO PATRON

Dr M.I Sahadulla

Chairman and Managing Director,
KIMSHEALTH

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I wish CAHO all the very best in their endeavors and CAHOCON 2022 a resounding success.

Dr M.I Sahadulla

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Balanced Score Card

MS DHANYA MICHAEL
Asst Professor, Quality Systems Manager,
Lourdes Hospital, Post Graduate Institute of
Medical Science & Research, Kochi, Kerala

The balanced scorecard (BSC) was invented by Kaplan S. Robert - a Harvard business school professor. The balanced scorecard is a customer focused planning and process improvement tool targeted at focusing and driving the change process in most businesses lately. It will ultimately translate the mission, vision, values, and strategy into performance objectives and metrics you can use to gauge your success in meeting your overall aims. By focusing on both financial and non-financial performance targets and outcomes, the balanced scorecard helps managers to view organization from all sides to determine if the organization is appropriately aligned.

The BSC framework is based on the balance between leading and lagging indicators, which can respectively be thought of as the drivers and outcomes of your company goals. When used in the Balanced Scorecard framework, these key indicators tell you whether you're accomplishing your goals and are on the right path to accomplish future goals.

The core idea behind BSC is to use it is an implementation strategy tool, which, through customer, finance, learning & development, and internal processes indicators depicts the relationship between strategic track of an organization to attain performance appraisal & enhancement and strategy implementation (Kaplan & Norton, 1996).

Organizations use it to communicate what they are trying to accomplish, Align the day-to-day work that everyone is doing with strategy, Prioritize projects, products, and services, and Measure and monitor progress towards strategic targets.

Five key functional areas chosen to develop a common set of measures for the healthcare organization are: Human resources, Facility management, Environment health and safety, Information technology, Financial operations

Benefits of Balanced scorecards:

- Promote implementation of organizational strategies.
- Updating the organizational strategies.
- Effective communication within the organization.
- Improve focus and alignment among divisional or individual goals and the organization's goals and strategies.
- Align annual or short-term operating plans and performance evaluation measurement with long-term strategies.

Role of CAHO in promoting Culture of Safety

MRS RAMA RAJASEKARAN
Director,
Ganga Medical Centre & Hospitals Pvt Ltd.,
Managing Trustee,
Ganga Institute of Health Sciences



An organization like CAHO, focus on quality care and patient safety, which are the core values of any HCO. Many HCOs have developed their policies and procedures to improve patient safety, but organizations like CAHO have consolidated all these tools in a structured manner. It also performs an important task in raising the bar on patient safety and quality of care in the accredited hospitals and at the same time motivates the majority of hospitals to take accreditation in the journey of quality and with a special focus on patient safety.

CAHO centers its initiatives to promote collaboration among accredited and nonaccredited hospitals and laboratories to initiate efforts and improve healthcare quality and to work closely with NABH and NABL. They also help HCOs to establish a benchmark in their area of healthcare quality by sharing best practices. They conduct different training programs, workshops, seminars, and their affiliations with ISQUA & ASQUA have helped HCOs to standardize their process and its outcomes.

"The culture of safety" are not just buzz words, but a motto in today's Health Scenario.

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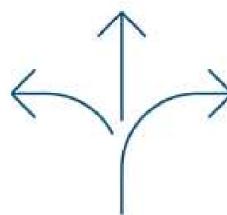


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Every time when a patient safety breach is reported the cause and effect should be studied with a fish bone diagram. Corrective and preventive actions should be identified considering all the connecting factors and measures should be taken to implement corrective and preventive actions.

The environmental factors are to be thoroughly studied and contributing factors are to be ironed out well. Patient and bystander education is to be strictly enforced to ensure familiarization of the environment and safety measures to be followed.

Continual training and retraining of the manpower and strict follow-up is required to ensure that the incidents are not repeated.



Implementation of Analyzing and Reporting to Improve Patient Safety

DR SIJO V JOSEPH
Vice President,
Renai Medicity

From paternalistic medicine to a more educated and participatory patient-provider interaction, the connection between the healthcare practitioner and the patient has developed and our organization is making strides in elevating the patient's voice.

To make informed decisions; patients should be able to share their opinions, information, experience, and expectations with the healthcare professionals. Obtaining genuine feedback from the patients and documentation of the same helps the organization proceed further with the decision-making process.

Treatment outcomes can only be improved if patients take an active role in their care and take responsibility for their own health. We as a team help to influence patients' knowledge, confidence, and self-determination individually or simultaneously by educating and training them through counseling, focused group discussions. The use of clear and simple language throughout this process plays a vital role.

In consequence, increased patient activation and empowerment may boost the patient-provider relationship and improve the efficiency of healthcare delivery systems.

Measures to empower patient voices in Organization

MR J ADEL
General Manager - Operations Meenakshi
Mission Hospital & Research Centre, Madurai

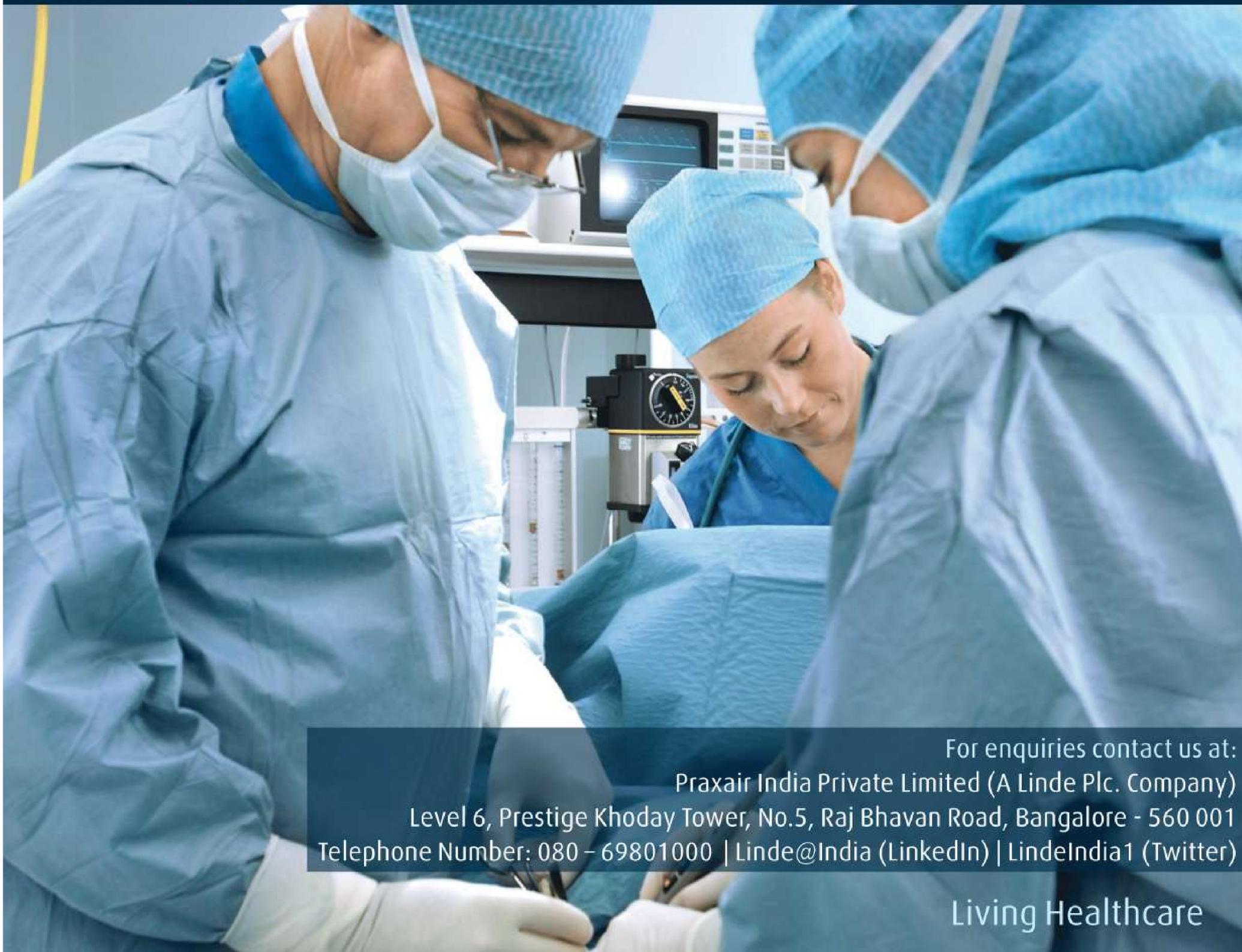


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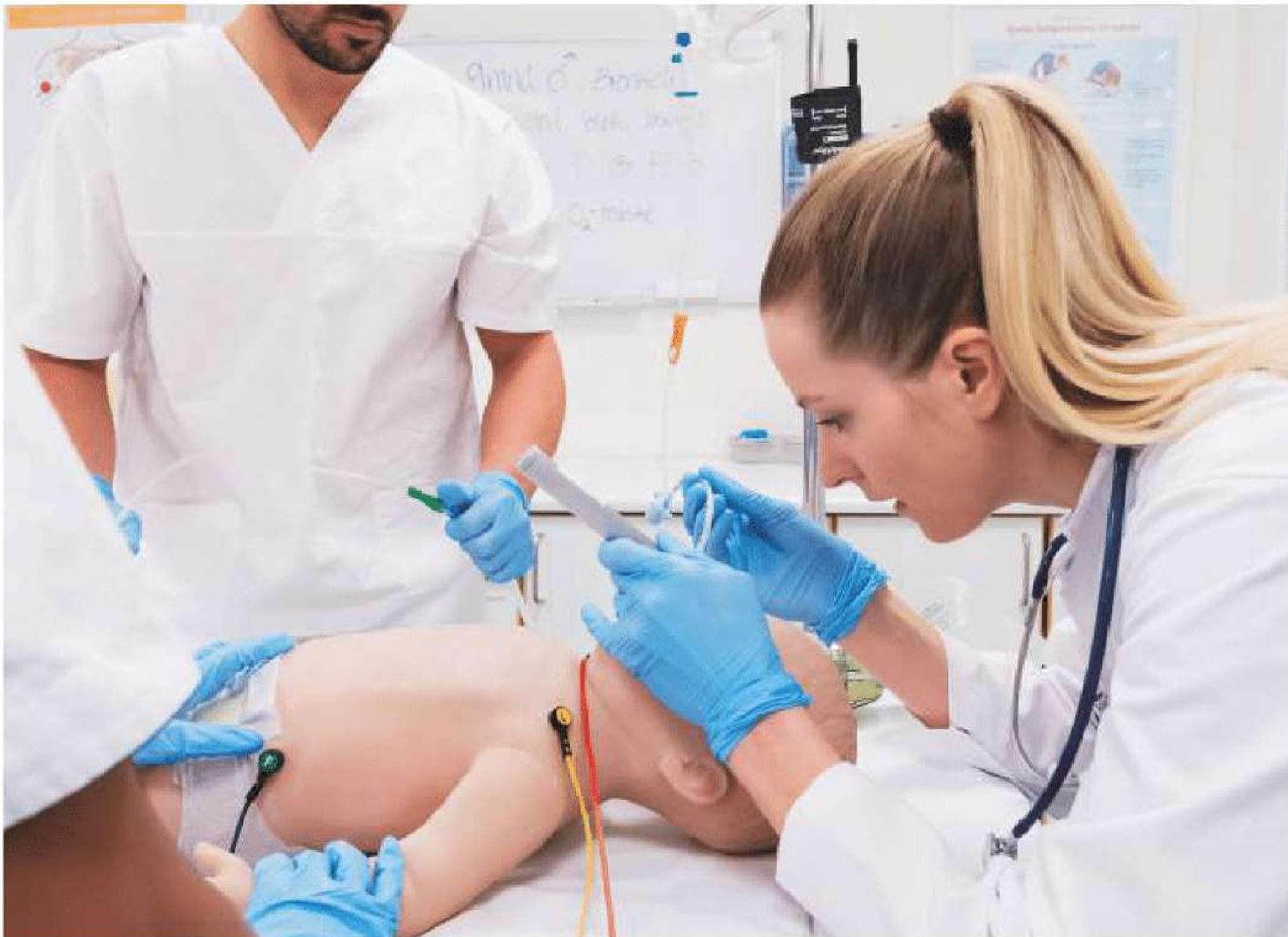
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The Patient Safety Movement has established fifteen Actionable Patient Safety Solutions including neonatal safety, optimal resuscitation, airway safety, and obstetric safety. Many hospitals have committed to implementing these solutions.

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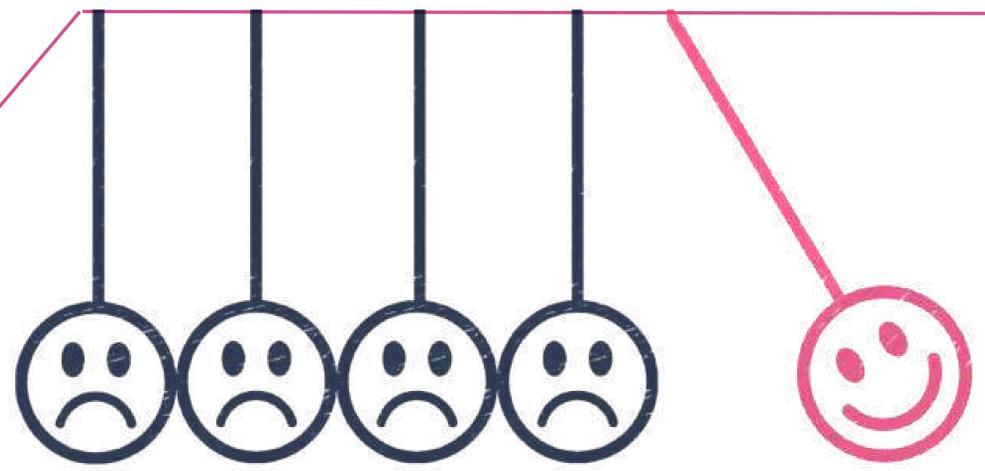
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patient safety

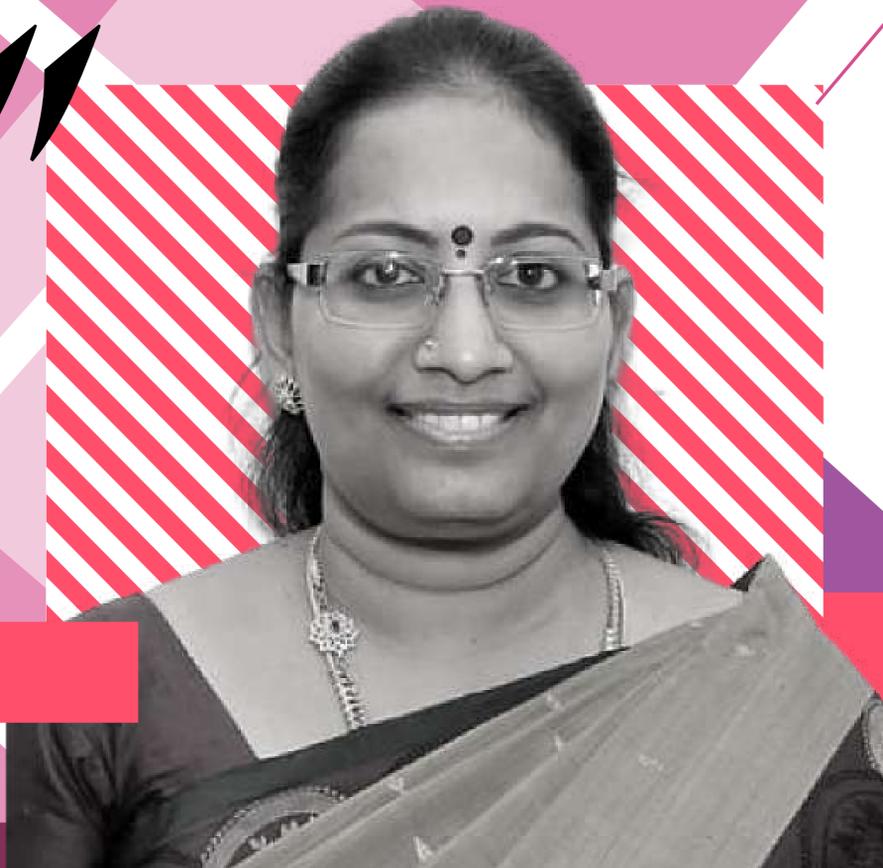
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– Robert Allen**



DR ANURADHA PICHUMANI

Executive Director,
Sree Renga Hospital Chengalpattu, Tamil Nadu

The voice of patients is an important component in creating a culture of safety in the organisation and delivering quality healthcare. Hence, there is a compelling need to encourage and support patients in voicing their challenges and addressing them in a timely and appropriate manner. The leadership of the healthcare organisation plays a critical role in facilitating patients and family members with this medium of expression. Patients and family members must be educated about their health conditions and empowered to make informed decisions about their care. The feedback received from patients and their family members

are a rich source of information for improvement. The adoption of technological tools such as Google Forms can scale up the acquisition of Patient's voice without significant costs. The responses must be fully analysed, suitable Corrective and Preventive Actions implemented, and processes improved. Co-production and Co-design are novel concepts that value the patient's voice in improving care delivery. As a result, the overall costs are lowered while the quality of care and satisfaction levels are enhanced.

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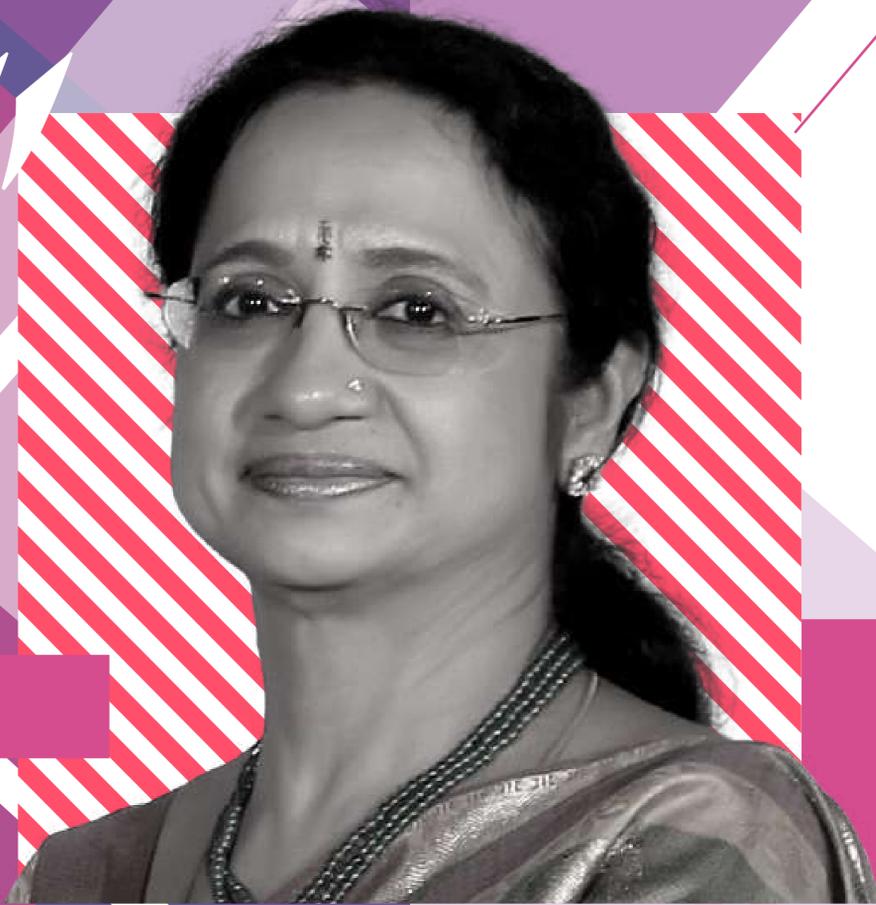
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Senior Leader's Role in Imparting a Culture of Safety in an Organization

MRS B BHARATHI REDDY
Managing Trustee & CEO,
Vijaya Group of Hospitals, Chennai

The role of the Senior leader is important in imparting safety culture in the Organization. This is done by -

- Formulating the organizations mission and key goals.
- Ensuring financial viability.
- Making sure the organization meets the needs of the community it serves
- Ensuring the quality and safety of care providers by the organization.
- Discussion and emphasis on quality and safety during board meetings and set aside a budget for the same.
- Structured use of data to enhance care, both by setting specific quality goals and regularly monitoring performance dashboards.
- Serious and widely publicized preventable death by ingraining patient safety into the responsibilities of clinical and organizational leadership and emphasizing transparency with patients and their families.
- Safety largely through strategic initiatives, but data also shows that executives and the management can improve safety through more direct interventions with frontline workers by regular walk rounds.
- Observing report errors and devoting time and resources to structure safety issues and tangibly illustrating the importance of patient safety as an organizational priority.
- Early intervention by top management for clinicians who are not meeting the standards of the Organization.

In your experience, what is the most efficient way of measuring culture of safety?

DR SANTWANA VERNEKAR
Founder and Chief Trainer
Q-TEAM



Millions of people use health care services every year with positive outcomes. However, the systems and processes organizations use vary widely and there is scope to improve the quality, consistency, and safety of care. In recent years there has been an increasing focus on approaches to improve safety and this has led to greater recognition of the importance of the culture of organizations and teams in the improvement process. Organizations with a positive safety culture have communication based on mutual trust, shared perceptions of the importance of safety, confidence in the effectiveness of preventive measures, and support for the workforce.

In my opinion, the Hospital Survey on Patient Safety Culture (AHRQ) is one of the best tools and should be adopted by all healthcare organizations to monitor, manage and improve patient safety.

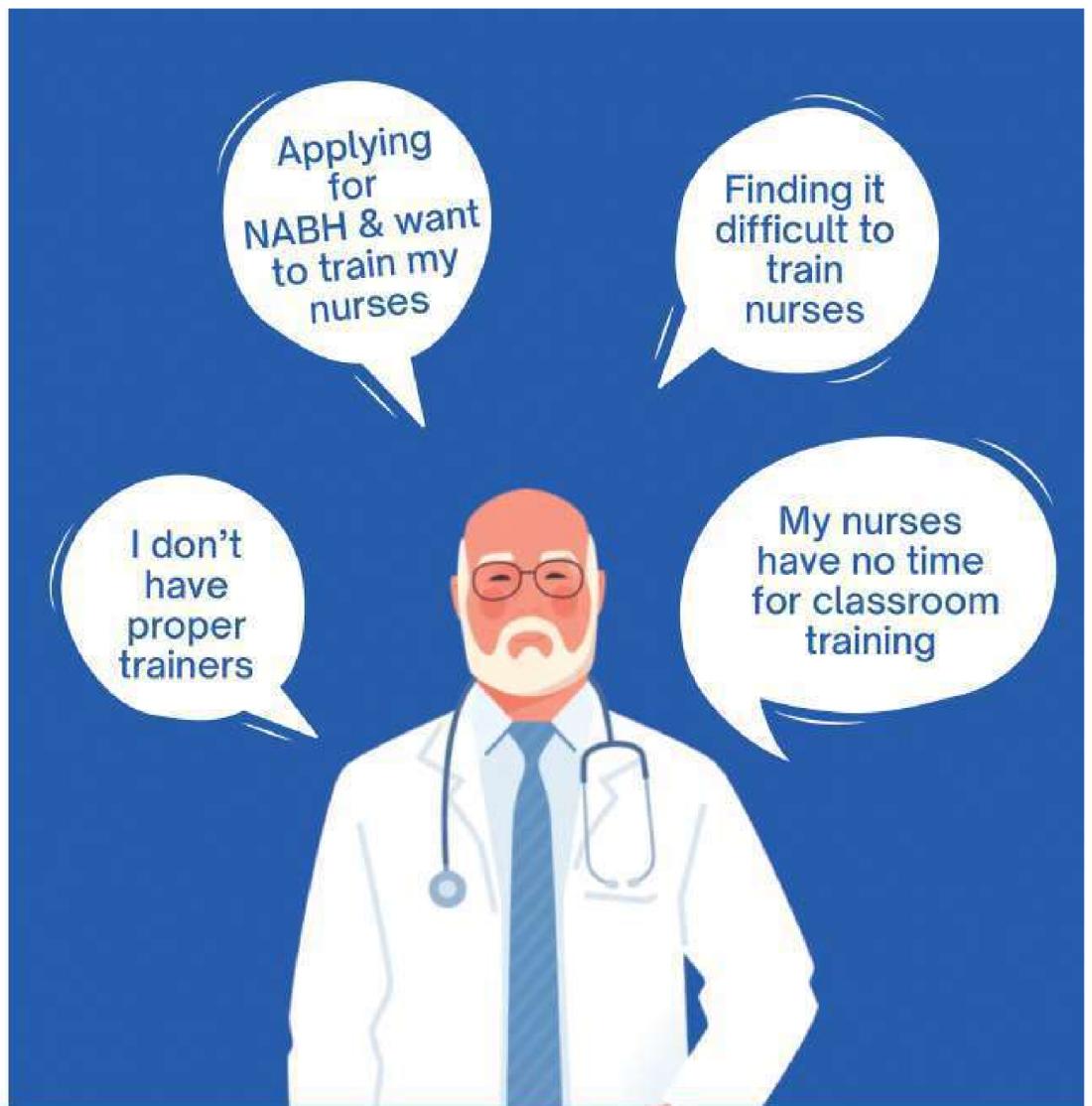


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SURVEYS

Feedback from staff for any new initiatives, dipstick survey to test staff awareness and survey to check staff preferences.

FORMS

Internal job postings, counselling form, internal complaints committee form and grievance redressal form.

CHECKLIST

Daily checklist for staff, nurse handing over checklist, fire extinguisher checklist, etc.

KEY OBJECTIVES

Building a culture of continuous learning that would contribute towards positive clinical outcomes and raise the bar of non-clinical services.

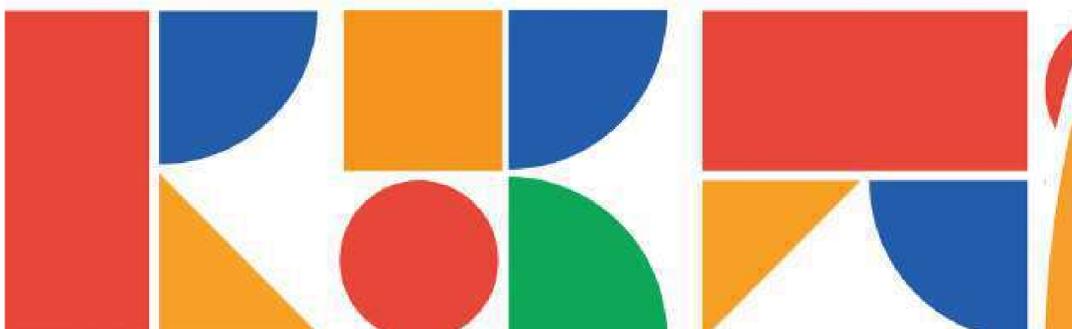
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The road map for laboratory medicine, involves strategies for harmonizing, communicating and integrating with all stakeholders, like, clinicians, diagnosticians, and the IVD industry, to formulate guidelines for assisting in correct measurement, diagnosis, and management of diseases and reduce the cost burden, while maintaining quality. One needs to use current state value stream maps to identify opportunities for building resilient diagnostic strategies in the laboratory process flow by implementing the following strategies:

- Implementation of Total Cost of Ownership,
- Harmonization and Standardization Protocol in Decoding Laboratory Diagnostics,
- Implementation of Digital Technology Transformation System.

The processes need to be streamlined in Laboratory Medicine to ensure the provision of reliable and timely test results, appropriate alliance with the brain to brain loop, thus enhancing the quality of care and patient safety.

Thus, implementation of the above strategies improve quality, patient care, revenues, suggests patient specific next steps, tests utilization, standardizes treatment protocols as per local and international guidelines, improves patient satisfaction, provides patient specific interpretation and next steps, improves standardized care by flagging patients, applies risk algorithms and provides better interpretation.



Experience with process improvement through measurement

DR BARNALI DAS
Consultant, Laboratory Medicine, Kokilaben Dhirubhai Ambani Hospital, Mumbai;
Chair, AACC India Section

In this era of google reviews and comparison of hospitals as services providers with surgeries or procedures considered as 'packaged products' a robust feedback mechanism adopting digital measures is inevitable to identify the chinks in the safety armor and do timely repairs. QR code based feedback posters, WhatsApp reminders, emailers, IVR calls are some of the automated solutions for ensuring 100% feedback of the end users which will go a long way to improve the services. This can play a role in assuring the patient that steps are taken for their safety and superior outcomes.

The patient is the most important person in the hospital. The voice of patients need to be heard and encouraged, so that they can verbalize concerns, satisfaction as well as suggestions.

- Empower Customer relations executive to deliver services and redress complaints and concerns across departments and services. Register complaint and make sure that it is addressed to satisfaction.
- Develop a feedback system which is targeted and precise to gather data about all services offered.
- Use a scientifically developed tool for feedback and analyze it.
- Have a robust call back system via phone , or other media, focusing on user-friendly questionnaires on effectiveness of treatment, continuity of care at home, revisit, etc.
- Give a common platform or space where we can display the voice of patients.

Measures to Empower Patient Voices

DR MITHUN RATHEN MURUGAN
Director,
PRS Group, Kerala



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PROF SUNITHA PC
Principal, JDT Islam College of
Nursing, Kozhikode

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Has Accreditation Impacted the Culture of Safety in Hospitals?

DR UMASHANKAR RAJU
Deputy General Manager,
Qess Healthcare Bangalore



The “culture of safety” term was conceptualized by the International Nuclear Safety Advisory Group and refers to the defective processes that contributed to the Chernobyl nuclear disaster in 1986. This concept of safety culture was later extended to different fields. One of such fields is the healthcare sector, in which the term is used to describe the patterns of attitudes and behaviours observed in healthcare. This culture of safety came into existence due to accreditation, which came up with a set of standards, process, policies & protocols.

Eventually hospitals started to acknowledge the importance of accreditation. Usually staff

members often resist changing the way they do things but that they will also try to change for better the culture in which they live or work. In healthcare organizations, providers have traditionally been taught through incident reporting procedures and modelling behavior of other staff members that when things go wrong they should find out “who did it,” focusing on individual failures. Instead, a safety culture asks “what happened,” looking at the system, the environment, the knowledge, the workflow, the tools, and other stressors that may have affected the provider’s behavior. So yes, accreditation has impacted the culture of safety in the hospitals.

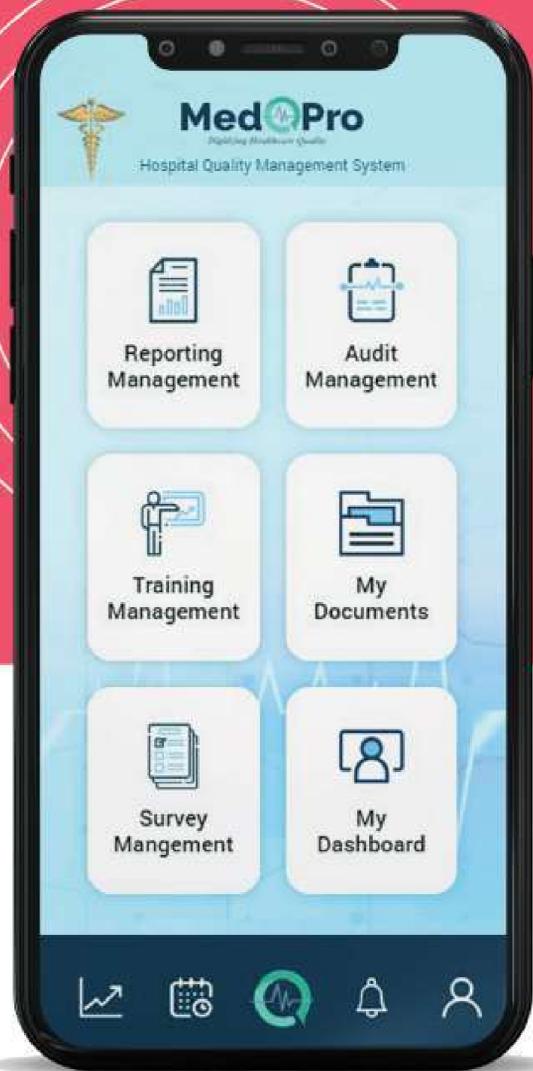
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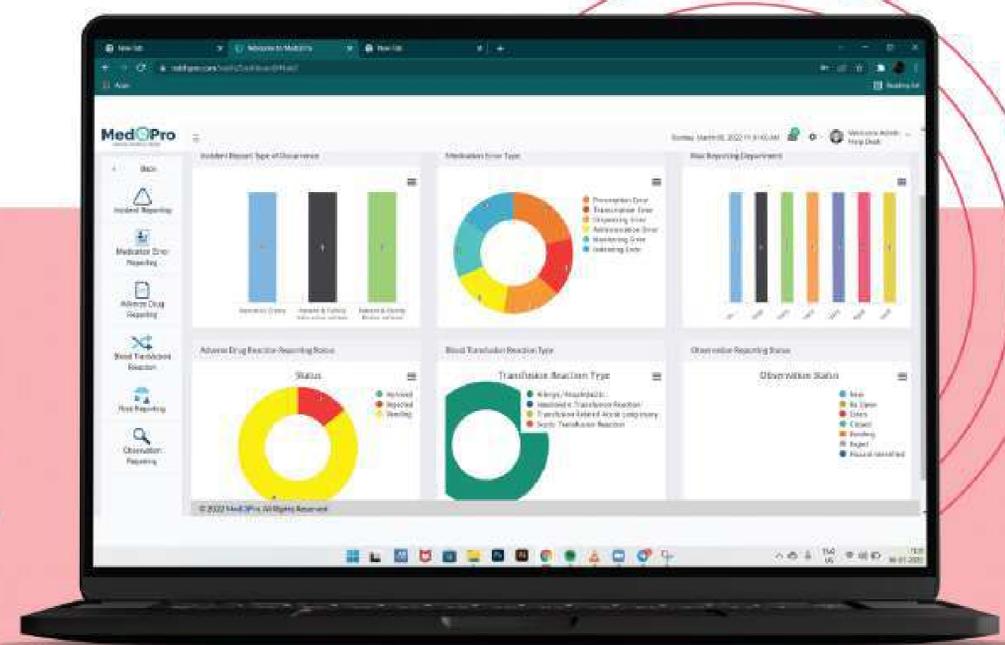


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A senior Leader's role in Creating a Culture of Safety

CAPT AJITHA NAIR

Managing Director, Healbiz Healthcare Management Solutions Pvt. Ltd, Kerala



Culture of safety refers to the mindset of an organization towards proactively identifying the possibility of errors resulting in harm and preventing them from happening. It encompasses the threshold to understand the anatomy, physiology as well as psychology of potentially harmful events and installing a safety net around the people by using technology and the interplay of human factors to avert or minimize the impact of the adverse events. Senior leaders must be patient, non-punitive, issue-focused and should get into the root cause of adverse events and be willing to implement the changes needed to make a hospital safe. They must conquer the bias while dealing with safety issues and should accept responsibility, should they compromise on resources during inevitable circumstances. Culture of safety is creating an environment free of fear, blame, and shame, where caregivers can think and act rationally for ensuring safety.

Senior leadership has to keep reminding each individual in the lab that safety begins and ends with YOU.

PROF NEELKAMAL KAPOOR

Head, Department of Pathology & Lab Medicine,
All India Institute of Medical Sciences
Bhopal





Measures to empower Patient Voices

FR SHAIJU AUGUSTINE THOPPIL
Director & CEO, Lourdes Hospital, Post Graduate Institute of Medical Science & Research, Kochi

Modern Healthcare is patient-centric and the best way to be patient-centric is to hear the voice of the patients. Every healthcare professional must help the patient to express his condition and needs to attend to it effectively and efficiently. Assuming the patients' needs sometimes leads to overtreatment and great dissatisfaction.

The usual forms of patient interviews, Feedback forms, e-forms, suggestion boxes, Creative Idea boxes, Opinion Surveys, reviews, AV clips, etc are the common means to capture the voice of the patients. We have empowered our Clientele to voice their expectations through active listening by management persons in the front office. Educational programs for Resident Associations, Clubs, Parish Associations, etc. have empowered the patients. Family Units, Lay Associations, Religious groups, etc. are periodically addressed to assess the patient needs in the changing world.

Incorporating patient representatives in the Advisory Board is another way of empowering the voice of the patients. The Mission Hospitals can do a great job empowering the voice of the patients for a culture of safety and Rational, Humanised Care.

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Performance Management is crucial to the success of any organization, whether its motive is profit or social service. Financial and human resources are limited and therefore judicious usage of these resources will help organizations achieve their objectives. Objectives need to be articulated clearly in Vision and Mission statements. Once clearly stated, a suitable tool is required to measure and monitor the direction and progress. One tool that has been adapted and successfully used for this purpose is the Balanced Scorecard (BSC) which has been called one of the most important innovations of the 20th Century. The BSC has been frequently applied in academic and corporate circles for several decades as a performance management tool. Considering the fact that Indian healthcare is on an upward swing and the number of parameters affecting its successful performance is large, a comprehensive performance evaluation tool such as BSC would go a long way in enhancing healthcare delivery.

THE FOUR AREAS OF A BALANCED SCORECARD

The Balanced Scorecard typically assesses organizational performance in the following four areas: Financial, Customer, Learning/Growth, Internal Processes.

The Balanced Scorecard offers many benefits: It offers a complete view of organizational performance, Balances the long-term perspective (learning/growth) with the short-term (financial), is relevant to all stakeholders (both external and internal).

Balanced Score Card & Efficiently measuring Culture of Safety

DR SHWETA PRABHAKAR
Head Quality & Patient Safety,
Fortis Hospital Mohali.



The Institute for Healthcare Improvement developed the triple aim — improving the health of populations, enhancing the experience of care for individuals, and reducing the per capita cost of health care — similar to the elements described in the balanced Scorecard. However, many have argued that the “Triple Aim” should really be the “Quadruple Aim” by adding focus on measuring the enjoyment of staff at work. Triple Aim is focused on outward results (better health, better care) and internal results (a better bottom-line) but misses a key internal result of creating engaged staff.

The Balanced Scorecard expects the leader to “go beyond” traditional measures of performance (i.e. the bottom line) and to assess results associated with other aspects of organizational performance. Examples include customer or patient satisfaction, productivity (such as clinical accomplishments), employee engagement, and how well important clinical practices are being implemented.

A culture of safety has been defined as “a collaborative environment in which skilled clinicians treat each other with respect, leaders drive effective teamwork and promote psychological safety, teams learn from errors and near misses (or close calls), caregivers are aware of the inherent limitations of human performance in complex systems (stress recognition), and there is a visible process of learning and driving improvement through debriefings.”

Safety culture encompasses the attitudes held within a workplace, from the leadership to the front lines. This includes how open health care workers are to discussing patient safety issues and concerns with their colleagues and their leaders, how safe they feel about speaking out if they think that a patient is in danger, how serious they think the organizational leadership is about patient safety, and how well they think they work as a team.

Safety culture varies not just between different health care organizations, but also between clinical units and roles. In fact, the most meaningful measurements of culture are at the local level, since frontline staff know the hazards facing their patients and are capable of identifying solutions.

The Hospital Leadership can evaluate the culture of safety by using the AHRQ survey questionnaire.
www.ahrq.gov/professionals/quality-patient-safety/patientculture/index.html

I would like to share a two year (2018-19) comparative analysis of the AHRQ survey conducted in an Internationally accredited tertiary care hospital (Fortis Hospital Mohali).

- Culture of Patient Safety in your Area/unit agreeable & very agreeable to 80-81% of staff.
- Managers' approach towards safety was 84% in 2018, which was increased by 7% in 2019.
- Patient safety-related communication amongst caregivers was done mostly/always by 76%
- Frequency of reported Events had decreased by 22% in 2019 and was attributed to the reduction in overall incidents occurring.
- Leadership drive towards positive environment 76% in 2018 and increased by 12% in 2019.

Safety and quality thrive in an environment that supports teamwork and respect for other people, regardless of their position in the hospital. Hospital leadership demonstrates its commitment to a culture of safety and leaders set expectations for those who work in the hospital. Behaviors that are not consistent with a safe culture or that intimidate others and affect morale or staff turnover can be harmful to patient care.

The above survey analysis was reflective of the successful implementation of the culture of safety program in the organisation through a dedicated team of safety champions.

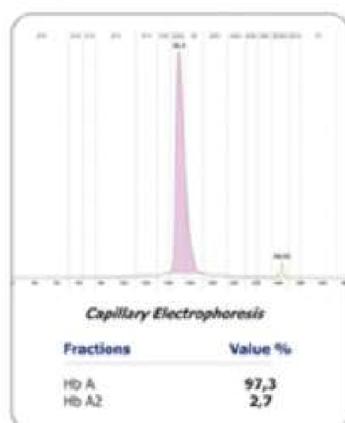
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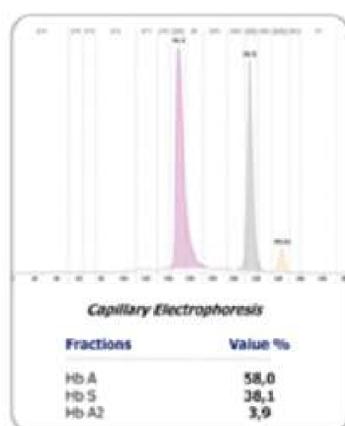
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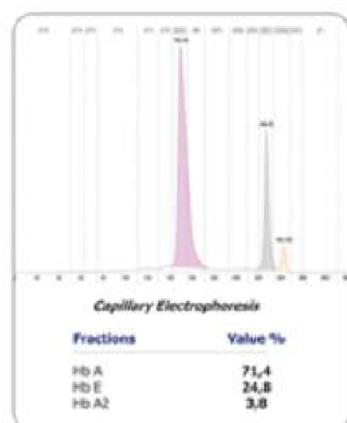
Normal Profile



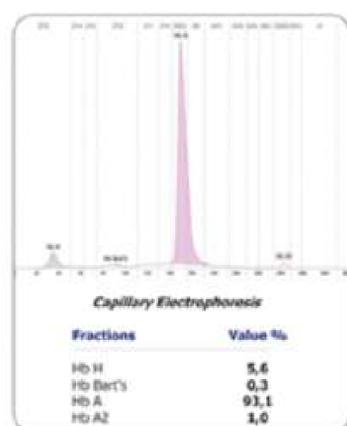
Hb S

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Capillary zone electrophoresis allows clean separation of Hb E from Hb A2 and facilitates easier detection & Quantification of Hb Bart's and Hb H.



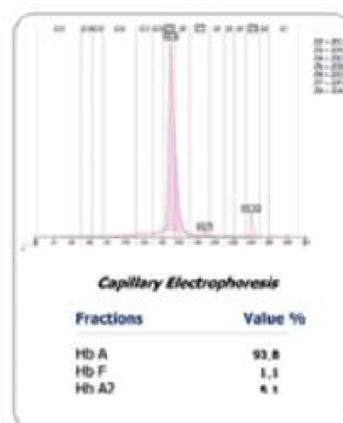
Hb E



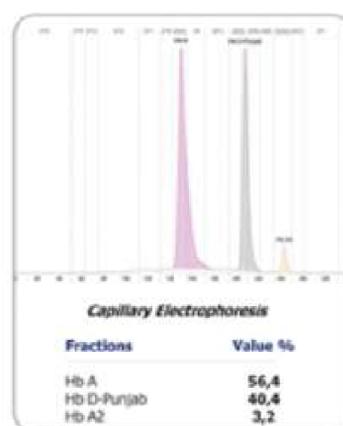
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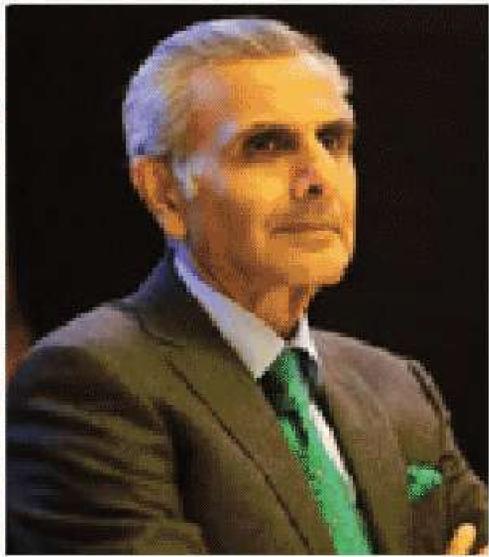
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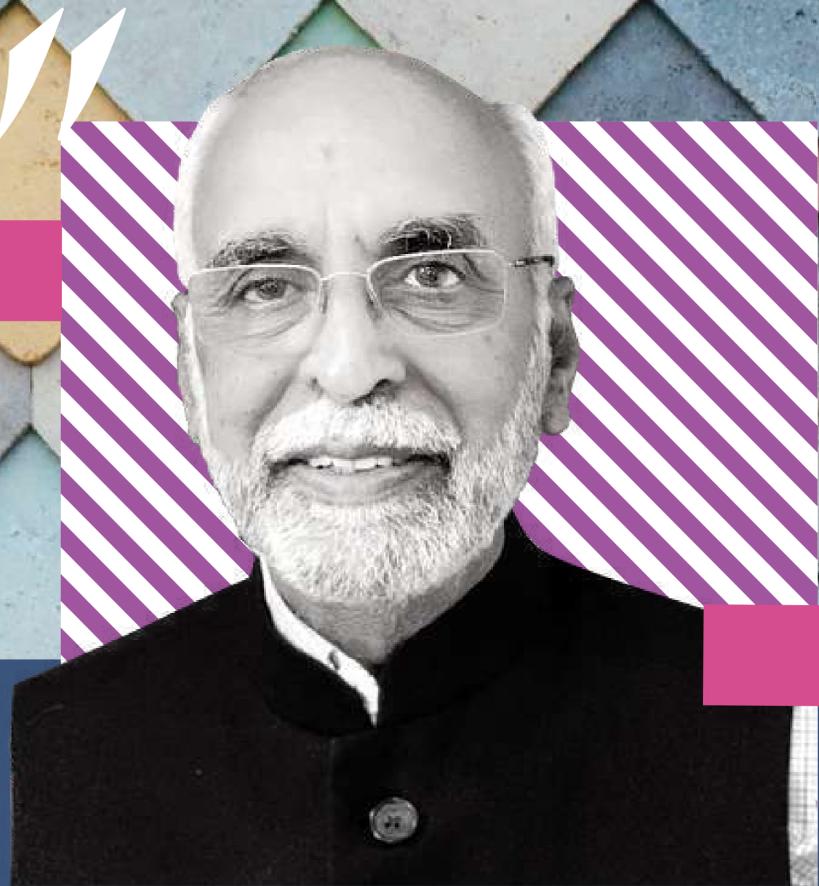
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welcome you to
join hands with us
towards the
mission!!**

It gives us immense pleasure to welcome one and all to CAHOCON 2022 in the beautiful environment of Hotel Hyatt Bolgatty Palace in Kochi.

We needed to be in such a soothing atmosphere to deliberate on an issue that has been causing anguish to the medical professionals and community alike for many years. The issue that medical delivery has been associated with an unacceptably high degree of medical errors. The accreditation bodies all over the world have contributed immensely but have not been able to make healthcare delivery a safe practice. An introspection by all the stakeholders is needed to work beyond accreditation to develop a culture of safety in our healthcare institutions.

CAHOCON 2022 has rightly adopted the theme "*Building Culture of Safety in Healthcare*" and the organizers have roped in experts from all over the country and abroad to make each session an academic treat. The team at Kerala, under the leadership of Dr. M. I. Sahadullah, Fr. Johnson Vazhappilly, and Mr. Benny Joseph have tirelessly worked to bring together this event at God's own country.

The purpose of the conference will be served if we could ignite many more healthcare leaders to join this journey of promoting patient safety, quality, and accreditation. We are delighted to have ISQua, ASQua, ACHSI, NABH & NABL as our knowledge partners for the event and thank them for sending their representatives to share experiences.

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**Building a culture of Safety
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I am very happy to welcome each one of you, the delegates, the speakers, the CEOs and all the senior members of Healthcare organizations and thank you for your participation.

Organizing a conference is always an enjoyable event since its success depends on teamwork. It is always a challenge to bring together people from various states, different cultures, and different capabilities. Preparations of CAHO 2022 started in 2019 and it was scheduled to take place in the month of April 2020. The pandemic prevented us even though we had several schedules made during the two years. The cooperation we got from the Central office, various speakers, already committed participants, and cancellation of many other commitments were all interesting episodes.

The resilience shown by the Organizing team finally when we decided was astonishing. When there was a remission, after the third wave of the pandemic in Kerala, we had to take a bold decision to go ahead and fix a date and make arrangements.

Perhaps, the patience of the people was running out because of the inertia of the pandemic years and the response has been overwhelming. It is a delight to see everything falling in its place because of very cohesive and enjoyable teamwork.

CAHOCON - A LOOK IN THE PAST

CAHOCON is the flagship event of CAHO dedicated to continuous quality improvement, patient safety & capacity building in the arena of healthcare delivery. It was conceptualized in 2015 as a holistic platform of knowledge sharing and networking for all stakeholders of healthcare delivery. Over the years, it has become a great source of education, learning, and to experience groundbreaking ideas and solutions in quality, patient safety, and accreditation.

CAHOCON is managed and curated by the organising committees under the able guidance of Patrons and Governing Committee. A particular theme is chosen every year and eminent national and international speakers from the industry, academia, and government come together with the intent of sharing best practices developed and implemented in any part of the world. It has become a 'must attend' event for all the stakeholders in healthcare delivery.

CAHOCON

The Journey

2015 - NEW DELHI

Best Practices in
Healthcare

2016 - BANGALORE

Quality Beyond
Accreditation

2017 - NEW DELHI

Monitor, Measure
and Improve

2018 - CHENNAI

Timely Intervention is
the key to Quality

2019 - MUMBAI

Healthcare Quality Should
Impact Outcome

2022 - KOCHI

Building Culture of Safety
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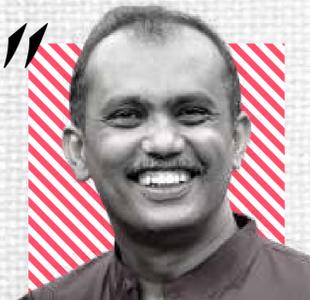
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SHANTI MUKAND HOSPITAL
NABH, NABL Accredited, NABH - Nursing, Emergency Excellence & Safe-I Certified Hospital

SHANTI MUKAND HOSPITAL

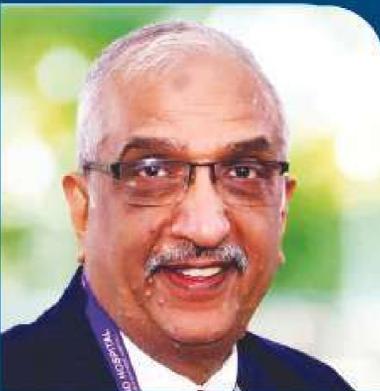
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2, Institutional Are, Vikas Marg Extn., Karkardooma, Delhi - 110092 | www.shantimukand.com



Shri O P Gupta
Managing Trustee

We are extremely proud to be a part of his quality journey together with CAHO"



Dr. Sunil Kumar Sagar
Chief Executive Officer

Shanti Mukand Hospital - SMH (NABH, NABL Accredited, NABH - Nursing, Emergency Excellence & Safe-I Certified Hospital) is a 200 bedded integrated hospital of East Delhi, providing comprehensive diagnosis and treatment in all the medical & surgical specialities. We are the biggest cancer facility of East Delhi, offering latest comprehensive CANCER CARE in all the modalities (Medical, Surgical, Radiation & Nuclear Medicine & Imaging). We have touched lives of lacs of patients in the last 2 decades.

VISION FOR FUTURE

A strategic plan on the hospital's expansion has been drawn up in consultation with a homogenous group of experts and technical specialists. The hospital building is projected to expand vertically in order to house many new facilities including addition of 250 Plus Beds once the building for the same is completed.

SPECIALTIES

Anaesthesiology, Cardiology & Cardio-Thoracic Surgery, Cosmetic & Plastic Surgery, Critical Care, Dental, Dialysis, Dermatology (Skin), Endocrinology (Hormonal), ENT, Gastroenterologist, General Surgery, Minimally Invasive, Laparoscopic Surgery & SILS, Imaging, Internal Medicine, Neurology & Neuro Surgery, Nephrology (Kidney), Obstetrics & Gynaecology, Orthopaedics, Ophthalmology (Eye), Oncology (Medical, Surgical & Radiotherapy), Paediatrics & Neonatology, Physiotherapy & Rehabilitation, Respiratory Medicine Rheumatology (Joint Pain), Spine Care, Urology, Vascular Surgery, Wound Management

UNIQUE DIFFERENTIATOR

Infection Free Hospital – Safe-I Certificate by NABH [1st Hospital in India]

We are 28th Hospital in India, 2nd Hospital in Delhi & 1st in East Delhi, which is NABH - Emergency Excellence Certified Hospital.

Equipped with State-of-the-art technologies like Linear Accelerator Machine – Halcyon by Varian [First installation in North India] (Halcyon™ system gives you the fast and high-quality treatments you want—and the comfort and convenience your patients need—to win the fight against cancer.), Also equipped with PET–CT Scan (Siemens Biograph – Horizon) [latest LYSO Crystal technology which helps in achieving high sensitivity and less radiation dose to patients] & equipped with advanced Cath Lab Siemens Artis One, 2D ECHO with TEE probe, Holter, TMT, CCU & CTVS ICU facilities are much advanced with modular laminar flow cardiac operation theater laced with upgraded recovery room for Post Operative patients.

The unique feature of Dialysis Centre is that we have started CRRT services in our dialysis Centre with 24 x 7 dialysis services.

ACHIEVEMENTS OF CENTER IN QUALITY CONTROL

- Infection Free Hospital – Safe-I Certificate by NABH [1st Hospital in India]
- NABH Accredited Hospital [NABH is an arm of Quality Council Of India. Delivers services conforming to NABH Standards.
- NABL Accredited Laboratory Services Hospital [NABL is an arm of Quality Council Of India.
- Excellent Emergency Services certified by NABH [1st Hospital in East Delhi]
- Excellent Nursing Services certified by NABH



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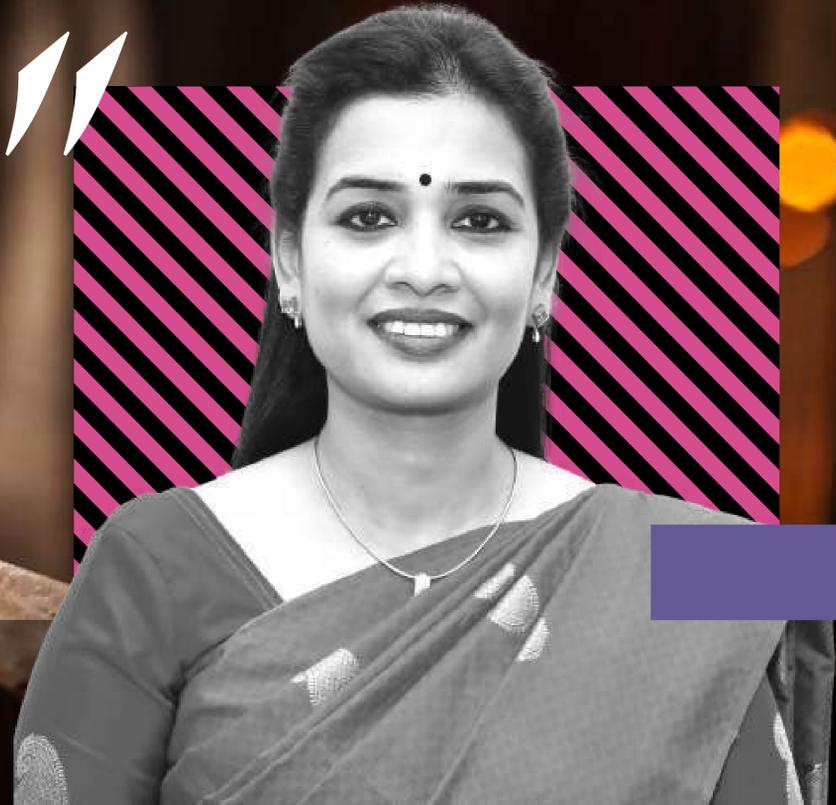


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CAHO



DR LALLU JOSEPH
Secretary General, CAHO

CAHO - WHAT ARE WE?

CAHO is a not-for-profit society with the primary goal of enabling quality initiatives in healthcare settings. This is being done through focused events, courses, workshops, training programs, and collaborative research. We believe that accreditation is the beginning of continuous quality improvement & we aim to systematically infuse & spread the message of quality in healthcare at the grassroot level.

While accredited organizations form the core of our membership, all other healthcare organizations, labs, and individuals desirous of joining the quality movement are also part of CAHO and in fact, now constitute the three wings of CAHO. Accordingly, the Governing Committee (GC) of CAHO has three verticals namely CAHO Healthcare Institutions, CAHO Diagnostic Centres, and CAHO Quality Professionals.

As an association of healthcare institutions, diagnostics centres, and individuals we aim to pool our resources for achieving the common goals of promoting quality, patient safety, and accreditation and to pursue the journey beyond accreditation in collaboration with all stakeholders.

We have developed an army of quality implementers—Certified Professionals for Quality Implementation in Hospitals (CPQIH), who are trained to mentor hospitals to join quality journey and accreditation.

They are upskilled on a continuous basis through many vertical programs, webinars, and continuing quality and diagnostic education series. We have designed 40 training programs (online, offline, and self-paced learning) which are well sought after across the country and neighboring countries, with 15000+ professionals trained till date. 28 accredited hospitals across India are recognized as CAHO Affiliated Centres for Quality Promotion (CQPs) who handhold and mentor smaller hospitals in nearby areas to implement quality and patient safety.

Towards capacity building initiatives in the area of quality & safety, we have initiated the Research activities to promote and establish benchmarks. Student Research Committee, Healthcare StartUp & Technology Committee, Nursing Leadership & Research Committee and are working with leading research institutes on various Healthcare related projects.

We developed many resources for our members like - Telemedicine registry, Confidential National Voluntary Event Reporting Tool (CONVERT), Cyber Helpdesk, Fire Safety Audit App, Statutory & Licensing App, Consent Forms & Templates, etc. To encourage the involvement of patients in becoming a partner in healthcare delivery we are launching "Patients For Patients Safety Initiative (P4PSI)".

Our annual events-CAHOCON, CAHOTECH, and CAHOLABCON have become 'must attend' events for all the stakeholders:

CAHOCON: 3-day international conclave on a particular theme addressing various challenges and motivating the healthcare industry to adopt quality practices.

CAHOTECH: 3-day virtual international technology conference engaging with stakeholders and healthcare start-ups to share the concepts and ideas leading the way for early and better adoption of technology in healthcare.

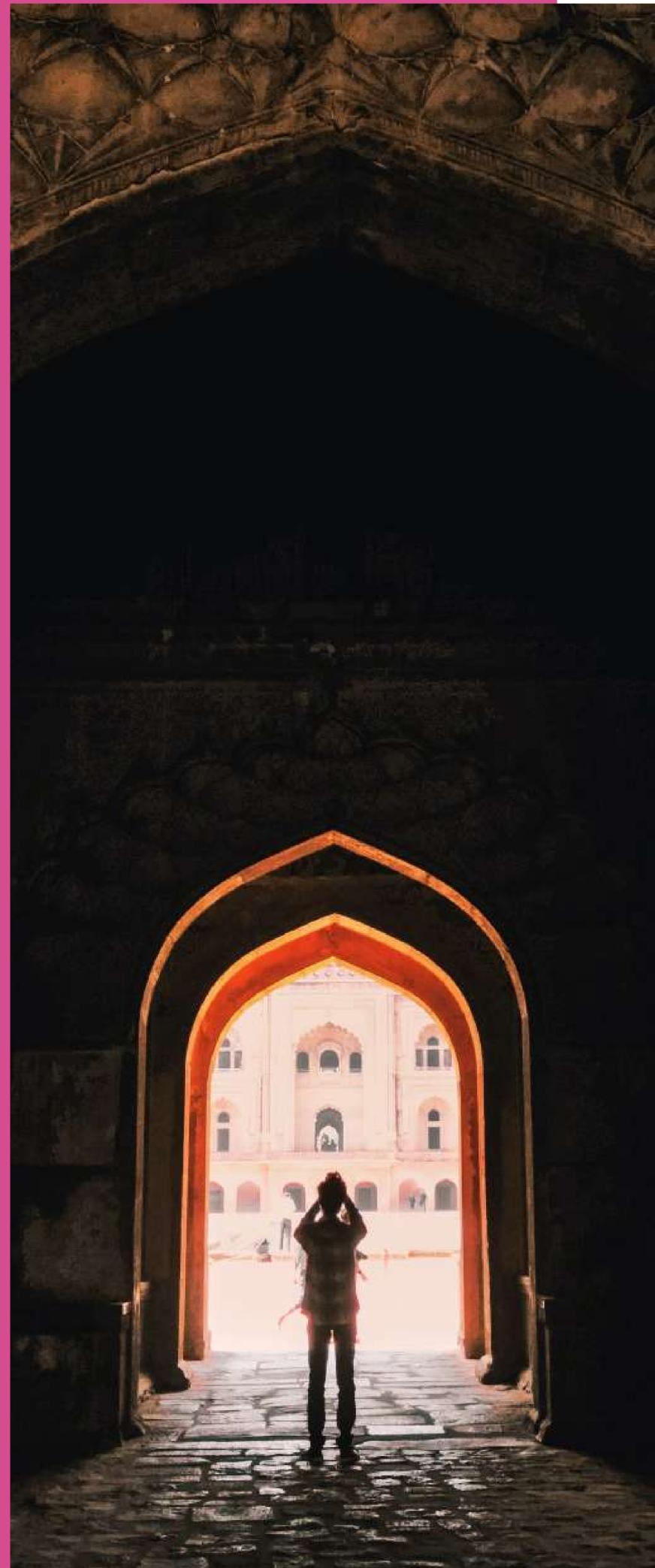
CAHOLABCON: An initiative of CAHO's Diagnostic Division to share best practices and to provide a more comprehensive view of international developments in medical diagnostics and their implementation, thus enhancing the culture of quality and safety.

CAHO has made its presence felt in many countries especially through ISQua-CAHO international webinars on the first Tuesday of every month. On an average, 1000 persons register from 25 countries for these webinars. Our International Advisory Committee is very active and has given us the platform to engage with experts and opinion leaders from various countries.

We have focused on increasing our communication with the members through the weekly "Friday Update" and a monthly digital magazine "DIALOG".

All this has been possible due to selfless contributions from members of the healthcare community and collaboration with industry, academic institutions, and other professional organisations.

Kudos to our Governing Committee members for making CAHO a unique model of knowledge sharing and capacity building!





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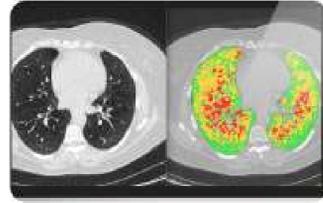
Imbio provides fully automated AI image analysis tools for acute and chronic pulmonary and cardiothoracic conditions.

LUNG DENSITY ANALYSIS™



Lung Density Analysis™ - Inspiration (LDA)

Assessment of areas indicative of emphysema and COVID with a single inspiratory chest CT



Lung Density Analysis™ - Functional (LDAF)

Complete mapping of areas indicative of Chronic obstructive pulmonary disease (COPD), Asthma and Bronchiolitis Obliterans Syndrome (BOS) with paired Inspiration + expiration chest CT

LDA+ Physician Summary Report

Very High Density (VHD)
Indicative of consolidation
Esposito, A., et. al. 2021 Clinical Imaging, 77

High Density (HD)
Indicative of ground glass
Esposito, A., et. al. 2021 Clinical Imaging, 77

Low Density (LD)
Indicative of emphysema
Medani, A., et. al. 2006 Radiology, 238 (3)

Very High Density: > -200 HU
High Density: -700 to -200 HU
Low Density: -950 HU

A specific, quantitative stake in the ground with each analysis

LDAF - Physician Summary Report

Coronal, axial and sagittal mid-line slice visuals

Detailed quantitative data of low densities by lung regions (lung lobes or thirds optional)

Quick-read bar chart of total normal lung vs. COPD sub-components

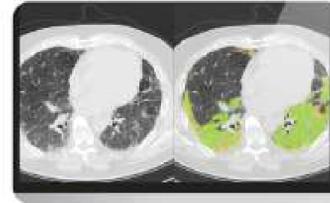
Inspiratory and expiratory lung volumes

Advanced density analysis for COPD, Asthma, BOS and other conditions

Key Benefits

- Automated analyses that require no extra clicks
- Configurable outputs and reports
- Sends only clinically significant findings to PACS and the EHR
- Patient-facing reports help guide conversations

LUNG TEXTURE ANALYSIS™



- High-resolution CT (HRCT) is a vital diagnostic tool for IPF, ILD, ILA and UIP
- Imaging diagnosis accuracy in distinguishing typical fibrotic disease
- Pathologies is challenging even for experts and varies between experts
- LTA is effective in standardizing the classification and quantification of normal versus abnormal tissue
- Aids IPF, ILD, ILA and UIP diagnosis and therapy response assessment
- Population screening for IPF, ILD, ILA and UIP
- Lung Cancer Screening Programs
- Clinical Trials and Research
- Lung Health Programs

Transform a standard chest CT into a detailed map of lung textures for Idiopathic Pulmonary Fibrosis (IPF), Interstitial Lung Diseases (ILD), Interstitial Lung Abnormality (ILA) and Usual Interstitial Pneumonia (UIP)

Lung Texture Analysis - "CALIPER"

- Exclusive "CALIPER" technology from Mayo Clinic
- 15+ published studies regarding accuracy & correlations to lung function and survival
 - Fully-automated, Machine Learning fibrotic texture analysis added directly to patient study in PACS
 - Classifies Voxels of Interest (VOI) into key radiological pattern categories
 - Intended to support diagnosis and follow-up of IPF, ILD, ILA and UIP

LTA - Physician Summary Report

A very complex radiology read made understandable on a single page

LTA - DICOM series outputs

Example IPF patient from the LTRC

Legend: Normal, Honeycomb, Reticular, Ground Glass, Hyperlucent

Coronal mid-line slice visual

Quick-read glyphs show the extent and distributions of abnormalities over the total lung volume to help recognize potential ILD patterns

Total lung volume measurement

Detailed quantification of fibrotic patterns by sub-region of each lung

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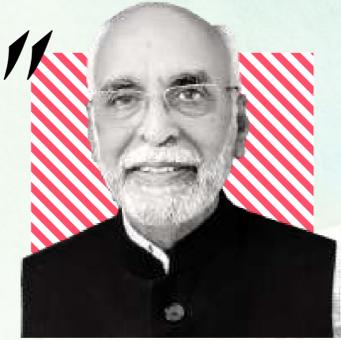
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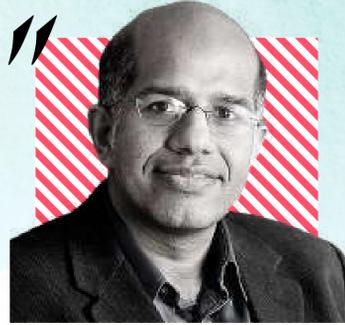
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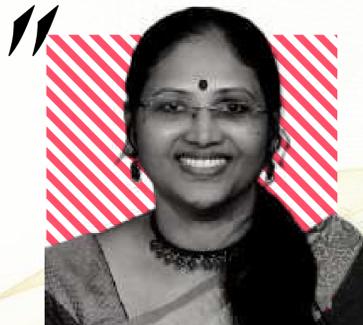
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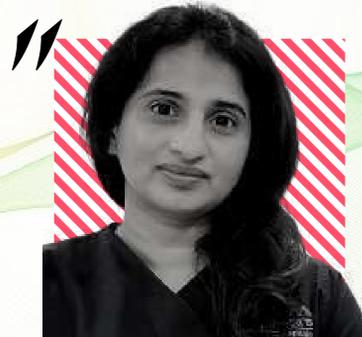
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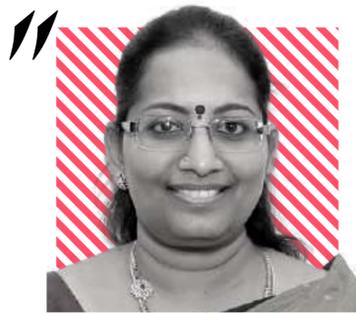
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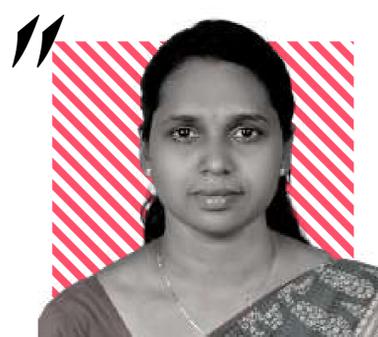
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4. Certified Professional for Hospital Infection Control - Advance (CPHIC - Advance)
5. Certified Professional for Quality Implementation in Laboratories (CPQIL)
6. Training Program for NABL Entry Level (TPNEL)
7. Basic National Disaster Life Support (NDLS)
8. Certification Program on Emergency Department Quality Standards
9. Certification Program in Quality & Accreditation - For Students (CPQA)
10. Internal Auditor Training Program
11. Enhanced Clinical Communication Workshop.
12. Basic Nursing Communication Workshop
13. Fire Safety & Emergency Preparedness Training Program
14. Workshop on Occupational Health in Healthcare
15. Basic Course on Cyber Security
16. Certification & Training Program on Lean Management
17. Certified Professional in Healthcare Quality (CPHQ)- A Preparatory Course
18. Ethics & Clinical Research - Good Clinical Practices (GCP) Workshop
19. Workshop on Clinical Audit
20. Workshop on Quality Tools & Techniques
21. Workshop on 5 S
22. Certificate Course on Antibiotic Stewardship - Basic
23. Certificate Course on Antibiotic Stewardship - Advance
24. Certificate Course on NC Closure
25. Workshop on Nursing Quality Improvement
26. Laboratory Quality Management System & Internal Auditor (ISO 15189-2012)
27. Migration from NABH 4th edition to 5th edition
28. Certified in Healthcare Risk Management (CHRM).
29. RT-PCR including CBNAAT & TrueNat for COVID Testing Laboratory
30. Certification for Problem Solving (PRO)
31. Infection Control Nurse (ICN) Course
32. International Certificate Program in Leadership (LEADS)
33. Awareness- Compliance- Excellence (ACE) for CSSD
34. Patient Safety - Basic
35. Risk Management in Laboratory
36. Quality Indicators (QI) in Clinical Lab
37. Flexible Endoscope Reprocessing
38. Certificate Program in Healthcare Quality Management (CPHQM)
39. Certificate Course on Hospital Operations & Quality
40. Simulation based Hospital emergency Care and Life Support (HCLS) Training Program
41. Obstetric Emergency Care and Life Support (OELS)
42. Advanced Trauma Course (ATS)



JOIN US

Be a part of the collective effort to promote quality and improve patient safety by building a culture of safety in healthcare.

WHY JOIN CAHO ?

NETWORKING OPPORTUNITIES

- Interact and learn best practices and experiences from national and international experts.
- Host events to promote quality, patient safety & accreditation.

PRIVILEGED ACCESS TO MEMBERS AREA OF CAHO WEBSITE

- Library Content
- Resources

MEMBERS FORUM

- Be a part of the professionals engaged in promoting quality, patient safety & accreditation.
- Share concerns related to accreditation bodies for improving the overall effectiveness and efficacy

MENTORING

- Opportunity to mentor non-accredited organizations
- Opportunity to mentor healthcare professionals in your area of expertise

DISCOUNTED REGISTRATION FEES

- CAHO Training Programs & Events
- National or International Partner Events

ACTIVITIES

- Receive regular activities update
- Contribute to activities and events as Resource Person
- Be part of expert committees

RECOGNITION

- Opportunity to join or create a special interest group or committee
- Institutions get affiliated as Centres for Quality Promotion (CQP)
- Opportunity to get nominated and recognised for awards

LEADERSHIP

- Opportunity to be part of CAHO Governance
- Opportunity to enhance your leadership abilities in the healthcare domain

MEMBERSHIP

HEALTHCARE INSTITUTIONS

Small, Medium, Large Hospitals, and Medical Teaching Institutions

Regular Membership (Accredited/Certified) : (Validity - 3yrs)

- 1-100 bedded hospital (5,000/-)
- 101-300 bedded hospital (7,500/-)
- 300 + bedded hospital (10,000/-)
- Medical / Teaching Institutions (10,000/-)
- Others (Stand-alone Clinics, Dental Clinics, etc.) (3,500/-)

Associate Membership (Non - Accredited/Non - Certified) : (Validity - 3yrs)

- 1-100 bedded hospital (4,000/-)
- 101-300 bedded hospital (6,500/-)
- 300 + bedded hospital (9,000/-)
- Medical / Teaching Institutions (9,000/-)
- Others (Stand-alone Clinics, Dental Clinics, etc.) (2,500/-)

DIAGNOSTIC CENTRES

Stand-alone diagnostic or imaging centers, Diagnostic or Imaging Centre chains, or part of accredited hospitals

Regular Members (Accredited/Certified) : (Validity - 3yrs)

Small Centres : Stand-alone / Collection Centres/
Part of a Polyclinic/ Blood Bank - 3,500/-
Medium sized/ Reference Diagnostic centres 5,000/
Large sized Diagnostic Centres - 10,000/
Part of Regular Healthcare Institution Member -
Complimentary

Associate Members (Non - Accredited/Non - Certified) : (Validity - 3yrs)

Small Centres : Stand-alone / Collection Centres/
Part of a Polyclinic/ Blood Bank - 2,500/
Medium sized/ Reference Diagnostic centres 4,000/
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Part of Regular/ Associate Healthcare Institution
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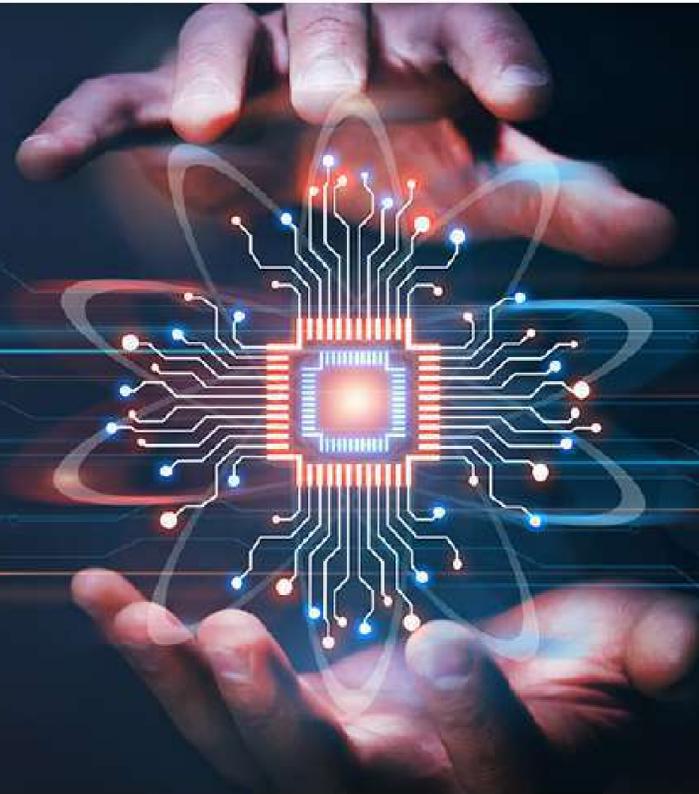
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The Health Compliance & Risk Management (HCRM) platform helps hospitals develop a whole patient care management approach with proactive outreach, personalised care management plans and real-time risk assessment to improve patient outcomes. It also helps create awareness and educate the patients on best practices for faster recovery and better health.

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This will help hospitals intervene in-time and save lives by providing pre-emptive services on one hand while reducing low-value, avoidable cases which can be treated through out-patient facilities.

Visit us at the Heaps Stall at CAHOCON 2022.

Contact: **Sunil Sandaka** Mobile: +91-9886173737 Email: sunil.sandaka@heaps.ai
Website: www.heaps.ai



ABOUT CQPS

CAHO has embarked on the concept of spreading a wave of Quality and Patient Safety through CAHO affiliated Centers for Quality Promotion (CQP). These Healthcare Organizations (HCOs) are accredited, have CAHO trained manpower, and are recognized by CAHO as CQPs. These centres reach out to nearby small and medium healthcare organizations to sensitize them towards the issues of patient safety and healthcare quality. A number of hospitals have been motivated to apply and achieve accreditation because of this initiative. This helps the CQPs in building relations with HCOs in their region.

Role of CQP

- To sensitize and create awareness of quality and accreditation,
- To handhold and monitor hospitals in nearby areas to achieve accreditation,
- To conduct training programs of CAHO to help build the capacity especially of smaller hospitals,
- To become brand ambassador and take part in all activities of CAHO.



**CENTRES FOR
QUALITY
PROMOTION**

ZAMINDAR MICROSURGICAL EYE CENTRE

1013, 3rd Cross, 100 Feet Banaswadi Main Road, 1st Block HRBR Layout, Kalyan Nagar, Bengaluru-560043



Zamindar Microsurgical Eye Centre is a day care centre providing Eye Care services. We are a centre for Excellence for Cataract Services. We have 3 centres, all based in East-Bangalore. ZMEC-1 Offers Comprehensive OPD Services. ZMEC- 2 was built and commissioned in 2011 offering advanced comprehensive Eye Check-up and Surgical Facility. ZMEC-3 was launched in August 2021 as Comprehensive OPD services with Specialty clinics like Glaucoma, Medical Retina and Oculoplasty Services. We started the institution to make it an excellence of super specialty services under one roof while keeping in mind the quality of care given as well as making it affordable and patient friendly.

VISION FOR FUTURE

We are opening our doors to share best practices across all our departments with the OIC (Observe, Imbibe and Change) project. Our first observer, Dr. Shravya Devasani is joining us for 3 months from 9th March 2022.

SPECIALTIES

Ophthalmology Services: Cataract Services, Medical Retina, Glaucoma Clinic, Cornea Services, Occuloplasty Surgeries, Vision Therapy, and Low Vision Aids.

UNIQUE DIFFERENTIATOR

We offer value added services like Myopia Progression Control, Vision Therapy, and Low Vision Aids. We are also senior citizen friendly.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- We are NABH Accredited since 2015. We are one of the few eye hospitals to obtain WASH (Workplace Assessment for Safety & Hygiene) Certification.



Dr Samina F Zamindar
Medical Director

"When I started this institution in 1995, my goal was to bring affordable quality eye care to the people of Bangalore East. Today our strong team of 34 eye care professionals continue our mission to serve patients with best in eye care expertise, technology and compassion."

FOCUS OF CENTRE

Cataract Services, Prevention and Wellness & Patient Centricity.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Dr. Samina F Zamindar floated the idea of Observe, Imbibe and Change project (OIC) which was well received by CAHO and is launching this at All India Level. Participating hospitals can send their team to observe and learn best practices to improve quality, Patient Satisfaction and Hospital Infection Control.

PLANNED ACTIVITIES FOR CQP

Training on Hospital Infection Control for Ophthalmologists working in Charitable Hospitals.

Give A Happy Ambience to Your Hospital Visitors with Ergonomics

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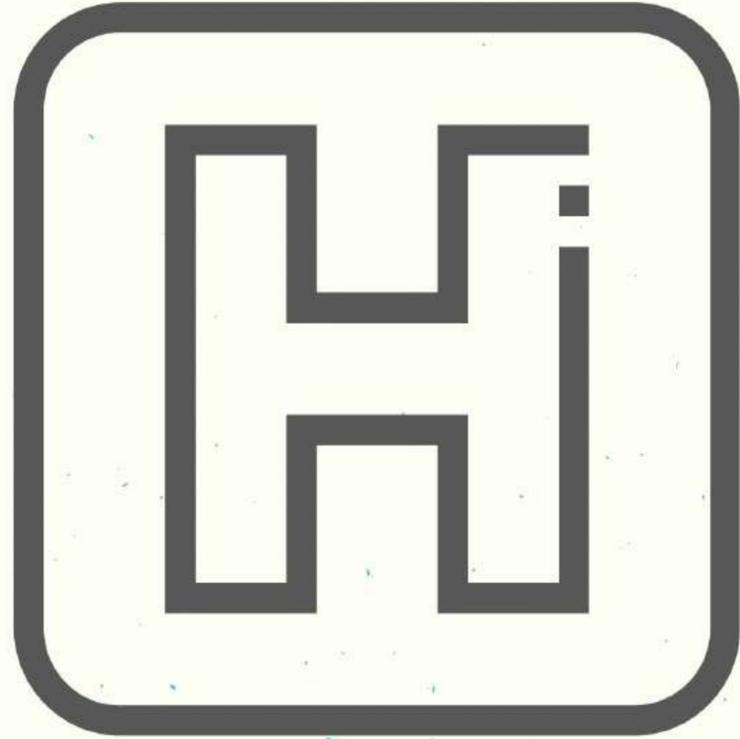
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Better
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SOLUTIONS**



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e-Business Card



OUR EXPERTISE



Planning | Designing
|Expansion



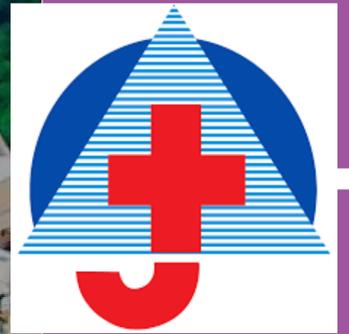
Accreditation |
Certification Assistance



Process Improvement
Solutions

A J HOSPITAL & RESEARCH CENTRE

A J Hospital & Research Centre, NH 66, Kuntikana, Mangalore - 04



A J Hospital & Research Centre is 512 bedded NABH Accredited hospital of Mangalore. The state-of-art facility is equipped with latest technologies and infrastructural support and has been Mangalore's most advanced healthcare facility.

VISION FOR FUTURE

A.J. Hospital and Research Centre is committed to bringing quality medical care of the highest standard within the reach of every individual. To realize this dream of **'Quality Health Care for all'**, we shall strive for excellence in medical services, health education and research.

SPECIALTIES

Anesthesiology, Cardiac anesthesia & Critical care, Cardio thoracic and vascular surgery, Emergency medicine, Plastic and reconstruction surgery, Neurosurgery, Neurology, Nuclear Medicine, Orthopedic Surgery, joint replacement and sports medicine, Pediatric Surgery and Pediatric Cardiology including neonatology, Radiology including interventional radiology, Medical, Radiation and Surgical Oncology, Organ transplant, Medical, Surgical Gastroenterology & Bariatric Surgery, Urology, Ardrolgy & Renal Transplantation, Advance Robotic and Key hole Surgery, NABL accredited Laboratory and NABH accredited Blood Bank Centre.

UNIQUE DIFFERENTIATOR

Successfully completed 20 years as Centre of excellence, Cardiology Department has performed more than 10,000 Angioplasties. With the procurement of latest ROBOT, the department of Urology, Surgical Gastroenterology, Oncology, Gynaecology & General Surgery have performed many complex procedures which benefits patients. Leading Centre in the region to perform Renal Transplantation and have performed many organ donation & promote the same.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Assessed and Successfully complied with NABH Accreditation Standards for hospital, 5th Edition – in 2021.
- NABL accredited Laboratory and NABH accredited Blood Bank Centre since 2020.
- AHPI Award-2020(Association of Healthcare Providers)- Excellence in Healthcare – Under Green Hospital Category.
- Awarded with Kayakalp Certification from Ministry of Health and Family Welfare, Government of India- 2019-20.
- Bagged 8th MT India Health care awards - Most emerging private hospital of south India.
- Received RBNQ(Ramakrishna Bajaj National Quality) Performance Excellence award from IMC Chamber of Commerce & Industry in 2016.



Dr Prashanth Marla
Director Medical Administration

"We started the institution to make it excellence of super specialty services under one roof with keeping in mind the quality of care given as well as to make it affordable and patient friendly."



Dr Amitha P Marla
Director Medical Administration

"We are proud to be part of CAHO and be associated with their activities. We wish CAHO a successful CAHOCON event and good wishes to their future achievements."

FOCUS OF CENTRE

To provide quality health care for all and strive to achieve customer satisfaction by compassionate attitude and quality healthcare services.
Practice Safe and Ethical Medicine.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

32 AWARENESS and TRAINING PROGRAMMES, 136 Staffs trained under American Heart Association, more than 700 staffs trained on hospital safety, patient safety and Quality Improvement modules and Emergency code response, attended CAHO workshops and educational series.

PLANNED ACTIVITIES FOR CQP

Trainings on hospital safety, patient safety and Quality Improvement modules for all staff. Organizer for conference under CAHO-SEC – Aug 22.

ANNAI VELANKANNI

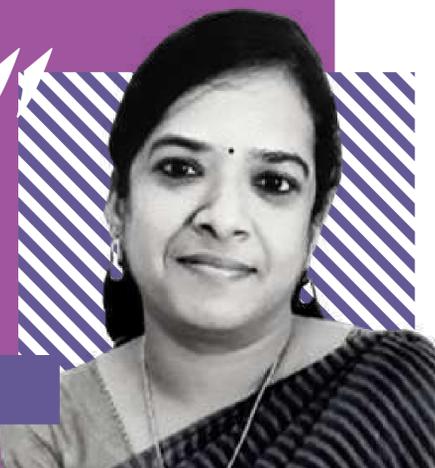


Annai Velankanni Multispeciality Hospital, 1/111,
Somasinayanar Street, Murugankurichi, Palayamkottai,
Tirunelveli, Tamil Nadu 627002
quality@avhospitals.co.in



Dr Francis Roy A
Chief Orthopaedic Surgeon, CEO

"Quality in Health Care has been unmeasurable. CAHO has developed and taught us the metrics of Quality Health Care. We are delighted being a part of this family."



Ms K Kavitha
Quality and Training Head

"We have to be Quality Leader which is the difference between being average and being number one."

Annai Velankanni Multispecialty Hospitals was founded in 1977 by Dr Rajam Authilingam and Er. Joseph Authilingam to provide Tertiary Obstetric Care in Tirunelveli and 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, General & Laparoscopic Surgery, Orthopaedic & Trauma and Critical Care Services.

SPECIALTIES

Accident & Trauma Care, Alternate Medicine, Anaesthesiology, Andrology, Assisted Reproductive Treatment, Critical Care Medicine, COVID Care, Dental & Facio Maxillary Surgeries, Endocrinology, ENT, Fetal Medicine, Gastroenterology, General & 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, Rheumatology, Sports Medicine.

UNIQUE DIFFERENTIATOR

We are in a time where patients are losing their trust over the Healthcare system due to corporatization. We strongly believe in family values, we are striving to create a mixture of transparent corporate principles with patient-empowered decision making.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

2020

- Information Security for Healthcare Organization
- Round Table Meet - COVID 19
- Challenges in managing hospitals

2021

- Basic CPQIH Programme series
- CAHO Masterclass Online Series Seminar on Planning a Hospital
- Organized Fire & Safety Training to all Staff – "Allanne Safety & Fire Engineers"
- Advance CPQIH Programme

FOCUS OF CENTRE

We are the only centre for quality Promotion & Training in Tirunelveli, 3 Tier city of Southern Tamilnadu. We emphasise on patient care & safety in rural areas with affordable cost. Giving more importance to Trust, Compassion & Innovation.

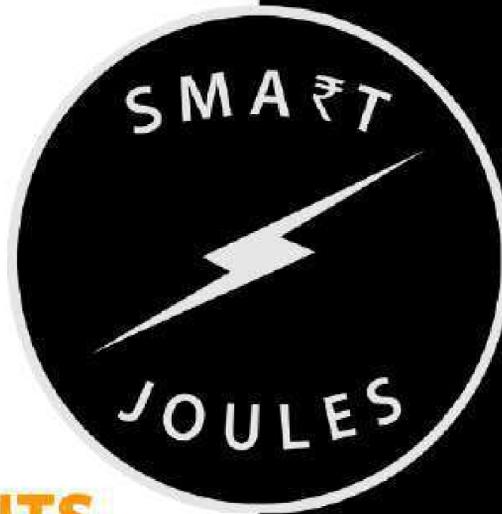
PLANNED ACTIVITIES FOR CQP

Enhanced Clinical Communication, Clinical Skills Enhancement, Certified professionals for Quality Implementation in Hospital (Basic).

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Voice- Based AI assistant

EMR WITHIN SECONDS



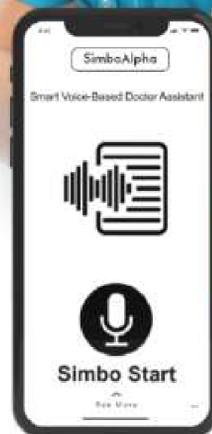
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Quality with Compassion' embodies **Bangalore Baptist Hospital (BBH)**. We are a 340-bed tertiary care teaching and a not-for-profit healthcare organization with commitment to excellence for the last 49 years. BBH stands tall in upholding its principles of Excellence & Equity by committing equal importance to the 'state of the art precision specialties' and to the 'core primary health care services', ranging from organ transplant to preventive healthcare.

VISION FOR FUTURE

We are an agile organization venturing into unexplored areas and expanding the scope of the organization keeping in mind the needs of the community.

One of our visions for the future includes a dedicated block for maternal and child health and a block for superspecialties. We would like to be recognized as the one stop destination for healthcare needs in Bangalore North.

SPECIALTIES

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 etc. Our latest advancement in services include renal transplantation and a Bone Marrow Transplant Unit.

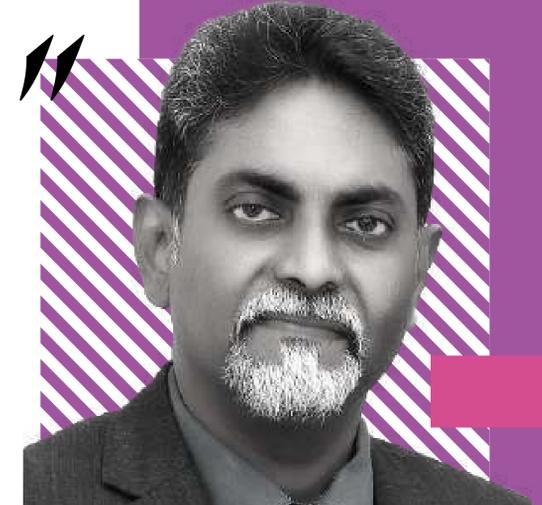
UNIQUE DIFFERENTIATOR

BBH is the first mission hospital in the country to receive accreditation by NABH & NABL from the Quality Council of India for delivering high-quality patient care.

We follow a "BOTH-AND" instead of "EITHER -OR" philosophy wherein we leverage the best of the cutting edge technology while being relevant to the underprivileged. Annually 18% of the patient services revenue which is about 40cr is set aside towards poor patient care in BBH.

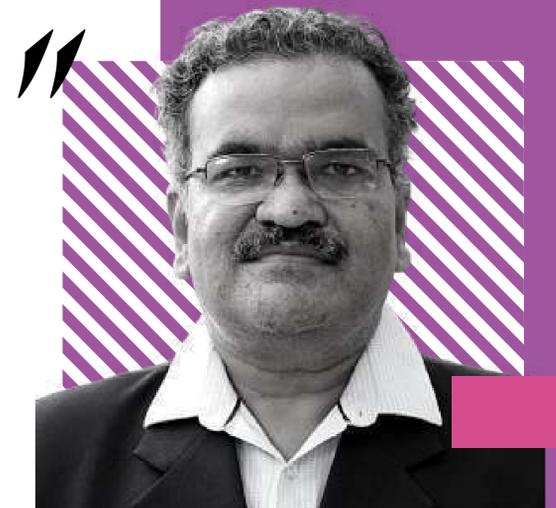
ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Mock Desktop Assessment for NIMHANS.
- Onsite assessment of KIDWAI for gap analysis report.



Dr Spurgeon R
Director CEO

"Being a CQP has helped us break communication barriers with other healthcare organizations and provide a platform for imbibing a culture of quality across the spectrum."



Dr Badari Dutta
Head of Quality & Patient Care Services

"Quality forms the core of our functioning at BBH and we have strengthened our resolve to partner with other healthcare organizations and guide them in their quality journey."

FOCUS OF CENTRE

Consistent handholding and mentoring of healthcare organizations including several government and mission hospitals across the country in their NABH journey. Providing training through our resources to ensure sustainability and scalability in the quality journey of other hospitals.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Through CMAI (Christian Medical Association of India) we have trained around 30 nurses from 11 hospitals in healthcare communication; Two online communication sessions in association with CAHO for healthcare professionals across the country and one communication training for Maheshwara Medical College in association with AHPI; Authored an article in CMAI administrator section on the role of NABH in our battle against COVID.



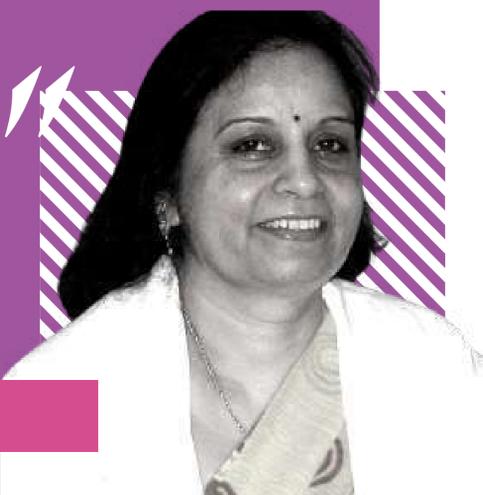
BHAGAT CHANDRA HOSPITAL

RZ-F-1/1 Mahavir Enclave Palam Dabri Marg Under Dwarka,
Airport Flyover, Mahavir Enclave Part 2, Palam, New Delhi,
Delhi - 110045



Dr C M Bhagat
Medical Director

"We started the institution to make it excellence of super specialty services under one roof while keeping in mind the quality of care given as well as to make it affordable and patient friendly."



Dr Upasna Bhagat
Medical Director

"We are proud to be part of CAHO and be associated with their activities. We wish CAHO a successful CAHOCON event and good wishes to their future achievements."

Bhagat Chandra Hospital, an established health care provider in West Delhi has focused on building a comprehensive unit that delivers high quality & affordable medical care for over two decades. Today, we are fulfilling our mission to serve society by providing advanced preventive, diagnostic, & rehabilitative services. We have built a strong reputation among direct consumers and service providers in the surrounding areas as evidenced by good OPD & casualty attendance. Other brands have joined hands with us to provide quality health care services. Bhagat Chandra Hospital is a NABH accredited hospital since 2014 and the first hospital in the Dwarka region of Delhi to acquire this accreditation.

VISION FOR FUTURE

To create a comprehensive setup for the neighbourhood area which is economical and affordable, having high standards of health care. We aim to inculcate values of patient care in the minds of every individual working for the hospital. We keep in mind our duty to be eco-friendly, create social awareness, educate & train the society on health issues. To develop a system to provide healthcare for prevention, diagnosis, treatment and rehabilitation. To create tertiary care units by collaborating with other technical institutes to provide best of health care.

SPECIALTIES

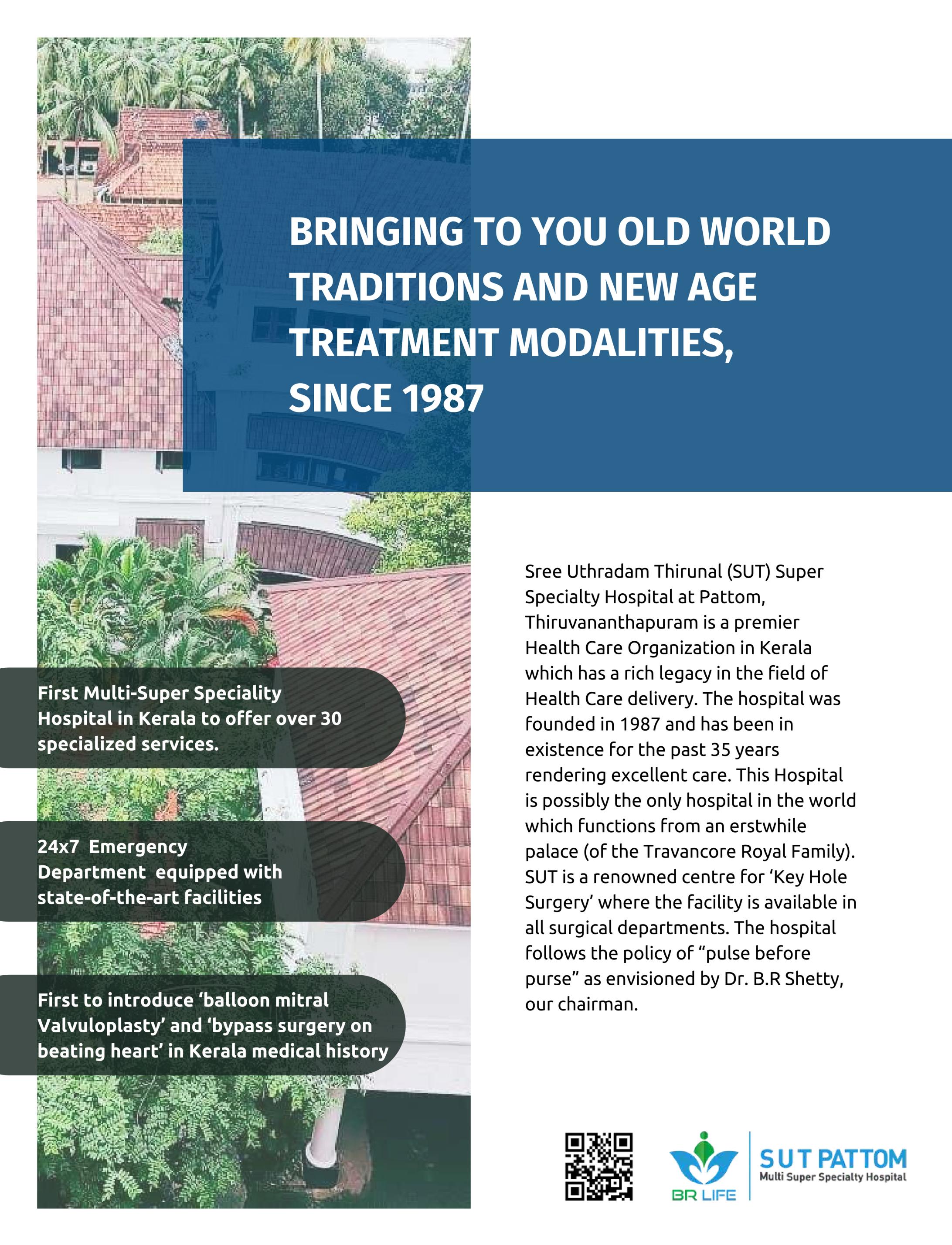
Anesthesia, Blood bank, Dental, Gastroenterology, Laboratory-Max lab, Neurology, Ophthalmology, Physiotherapy, Surgery, Audiology, Cardiology, Dermatology, Intensive care unit, Neonatology, Obstetrics, Gynecology & Infertility, Psychiatry, Urology, Bhavishi Bhagat Fertility institute (BBFI), Clinical Psychology, ENT, Internal Medicine, Oncology, Pediatrics, Radiology, vascular Surgery.

UNIQUE DIFFERENTIATOR

We strongly believe in family values, we are striving to create an admixture of transparent corporate principles with patient empowered decision making.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- 2009 Bhagat Chandra Hospital (BCH) was established.
- 2010 First hospital in this area to provide facilities like ICU, Blood Bank, IVF and Dialysis with all ultra modern facilities and providing excellent results.
- 2010 Different brands like Fortis La Femme, Dr Lal Path Lab, Smile on Dental, Bavishi, Blood Bank, Deep Chand Dialysis Centre etc. joined us.
- 2014 Bhagat Chandra Hospital achieved the NABH certification for pioneering a wide range of ultra modern facilities.
- Year after year the hospital continues to incorporate new ideas and is today attached to CGHS, ECHS, all new TPAs, reimbursement and cashless panels, in its quest to serve the community better.



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SUT PATTOM
Multi Super Specialty Hospital

EXPERTS & EXCELLENCE COME TOGETHER



- ◆ CENTRE FOR EXCELLENCE IN NEURO AND CARDIAC SCIENCES.
- ◆ SUPER SPECIALITY HOSPITAL WITH STATE OF THE ART FACILITIES.
- ◆ CENTRE OF ACADEMIC EXCELLENCE WITH NATIONAL BOARD ACCREDITED PG PROGRAMS.
- ◆ CLOSE PROXIMITY TO TRIVANDRUM INTERNATIONAL AIRPORT.



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Laser Lithotripsy for Kidney Stones | Liver Clinic and Transplant program | ERCP
Endoscopic Ultra Sonography | High-risk Pregnancy team and Neonatology Unit



Ananthapuri Hospitals
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BOMBAY HOSPITAL TRUST

12, Vitthaldas Thackersey Marg, New Marine Lines, Mumbai,
Maharashtra - 400020



Bombay Hospital Mumbai, the Flagship Hospital of the Trust was set up in 1952, with 450 beds, of which 150 beds were in the General Ward, for poor patients where no charges were levied for the bed, food, operation theatre or doctor's charges. The free outpatient department was also set up, where free consultation was provided to the needy patients.

VISION FOR FUTURE

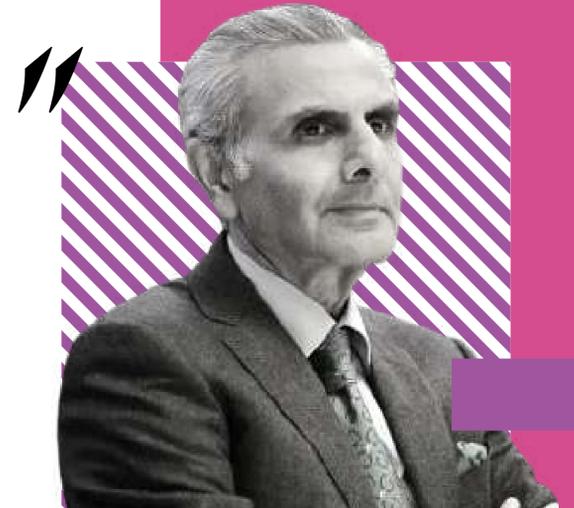
Our aim is to build institutions rather than hospitals. We have a unique model where our doctors provide tertiary care treatment for all patients, in an academically stimulating environment.

SPECIALITIES

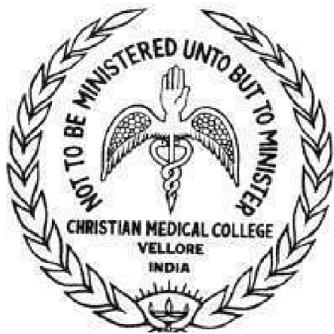
Bombay Hospital Mumbai is the centre of excellence for Neuro Sciences, Cardiovascular Sciences, Nephro & Uro Sciences, Comprehensive treatment of Cancer and many more specialities. The patients are referred from all over the country and also from abroad.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- 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.
- 4 Buildings with 6,00,000 sq.ft. Built-up Area.
- 240 Internationally renowned Consultants having the highest qualifications and a wealth of experience.
- 200 skilled Resident Doctors & 700 Qualified Nurses.
- 141 Critical Care Beds.
- 25 Operation Theatres and all Diagnostic Departments, Equipped with Latest State-of-the-art Cutting Edge Technology.
- University Recognized Teaching Hospital Offering Post Graduation in Broad & Super Specialties (DM, M.Ch, MS & MD) Affiliated to Maharashtra University of Health Sciences (MUHS) and Recognized by Medical Council of India (MCI).
- Bombay Hospital College of Nursing for B.Sc and M.Sc Courses Affiliated to Maharashtra University of Health Sciences (MUHS) and Recognized by Maharashtra Nursing Council (MNC) and Indian Nursing Council (INC).



Shri B K Taparia
Honorary Chairman



CHRISTIAN MEDICAL COLLEGE

Christian Medical College Vellore, Ida Scudder Road
Vellore - 632004
Directorate.gmc@cmcvellore.ac.in



Dr J V Peter
Director

"Quality in Healthcare has taken a paradigm shift in India with the implementation of accreditation. Extending this support to small peripheral hospitals will be a great service to the nation."



Dr Binila Chacko
Dy Director (Quality)

"Despite advances health system is still not error-proof. Good quality care can happen only when the odds of harm are lower than the odds of good. It is important that each hospital works towards monitoring and ensuring quality on a daily basis."

Christian Medical College Vellore is a 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.

VISION FOR FUTURE

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

SPECIALTIES

Almost all specialties (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 almost all the specialties and the respective diagnostic labs are available under the same roof thus ensuring patient convenience. CMC is also been consistently rated as one of the best Hospitals and medical college in India according to the leading journal rankings. CMC holds many records for being the pioneer in the country and in the world. Some of those are (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).

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- CMC is the largest hospital 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.

FOCUS OF CENTRE

To provide quality health care for all and strive to achieve customer satisfaction by compassionate attitude and quality healthcare services. Practice Safe and Ethical Medicine.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Declared CQP by CAHO in 2019, 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 including Schieffelin Institute of health Research & Leprosy Centre, Karigiri, Vellore. CMC has guided many hospitals towards NC closure for their assessments. Our faculty has contributed as trainers in several master class programs, training programs and webinars conducted by CAHO.

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DAYA GENERAL HOSPITAL LIMITED

Shornur Road, Near Viyyur Bridge, Thrissur - 680022



Located in the cultural capital of the Kerala, **Daya Hospital** traces its beginning to 2001. Started with 60 beds in 2001, we have grown to a fully-fledged super-specialty hospital with 250 beds, performing more than 1200+ surgeries per month. It began as a vision to provide quality and affordable health care to the common man. Daya hospital provides efficient dedicated high quality evidence-based care through a collaborative multi-disciplinary approach. ICU's are equipped with the state-of-the-art clinical support and crewed by highly trained doctors and contributory team of staff.

VISION FOR FUTURE

Our vision is to be the centre for excellence and to make advanced surgeries, critical care treatment and technological innovations in healthcare affordable to the common man.

SPECIALTIES

Accident and Emergency, Anesthesiology, Cardiology, Cardiothoracic surgery, Dental specialties. Dermatology, ENT, Medical & Surgical Gastroenterology (CEGMAS), General Medicine, Internal Medicine and Critical care, General Surgery, Nephrology, Neurology, Neurosurgery, Obstetrics and Gynecology, Ophthalmology, Trauma care & Orthopedics, Paediatric Surgery, Pediatrics, Plastic and Reconstructive Surgery, Psychiatry, Pulmonology, Radio diagnosis & Imaging, Urology, Andrology & Kidney Transplant unit.

UNIQUE DIFFERENTIATOR

The only center in Central Kerala with Facilities for Advanced Robotic Surgeries in General Surgery, Gastroenterology, Urology and Gynecology.



Dr V K Abdul Azeez
Managing Director

"Daya is immensely honored to be recognized as the First Centre for quality promotion in Kerala. It acts as a crowning achievement for a healthcare system which believes in quality treatment at an affordable cost for the common man."



Ms Krishnaprabhu Madhu
Manager, Quality Control

"The most important step in achieving and maintaining quality comes from the simplest of interventions done at the grassroots level."

FOCUS OF CENTRE

Combining evidence based medicine and cutting edge technology to deliver clinical excellence to common man.



GANGA MEDICAL CENTRE & HOSPITAL

313, Mettupalayam Road, Saibaba Kovil, Coimbatore, Tamil Nadu
- 641 043.

Contact: 0422 4250000 / +91 422 2485000



Dr J G Shanmuganathan
Chairman

Ganga Medical Centre and Hospitals (GMCH) was started in the year 1978 by Dr. J.G. Shanmuganathan and Mrs. Kanakavalli Shanmuganathan as a Multi-Speciality Polyclinic with 17 beds. In the year 1991, it was transformed into a Super Speciality Hospital for Plastic Surgery and Orthopedic Surgery. Both the Orthopedic and Plastic Surgery departments have grown rapidly over the decades and is now a 650 bedded exclusive center for these specialized services.

VISION FOR FUTURE

To showcase to the world the best in patient care, surgical expertise, academics, medical ethics and state-of-the art technology. To be a centre that will be a pride of our country.

SPECIALTIES

The Department of Orthopedics and Spine Surgery of GMCH stands as one of the most reputed Orthopaedic units in the world achieving excellence in patient care and in academic research. Being the first center from Asia to be nominated to the prestigious ISOC (International Society of Orthopedics Centre), Ganga Hospital has strived to provide excellence in various sub-specialties including Joint replacement, Spine Surgery, Arthroscopy and Sports Medicine, Shoulder and Upper Limb, Limb reconstruction, Complex Trauma, Pediatric Orthopaedics, Foot and Ankle and Tumor Surgery. *The Department of Plastic Surgery* is one of the largest in India with sub-specialties of Hand and Trauma Reconstruction, Cleft and Orthognathic Surgery, Diabetic Foot, Lymphedema, Burns, Aesthetic Surgery, Lower Limb Reconstruction and Oncoplastic breast surgery. *The Department of Anesthesia and Perioperative Care* is built on the strong principles of holistic care to the surgical and trauma patient pre-operatively, intra-operatively and postoperatively. The department is doing pioneering work in the sub-specialty of Regional Anesthesia with emphasis on Ultrasound Guided Nerve Blocks.

UNIQUE DIFFERENTIATOR

The hospital has 36 Operating theatres. It performs more than 25000 major surgeries per year and has an out-patient strength of 50000 new patients and total outpatient turn-over of more than 2,00,000 every year.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Best in class category Asia Pacific Quality Organization
- IMC Ramkrishna Bajaj Excellence award



Mrs Rama Rajasekaran
Zonal Chairman- South Director,
Ganga Medical Centre & Hospitals Pvt. Ltd
Coimbatore, Tamil Nadu

FOCUS OF CENTRE

GMCH internally deploys its strategy through a balanced framework - the 4 pillars of Excellence – Clinical Expertise, Academics, Social responsibilities and Research.

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 South zone programs - Safety Day, Nurses Day, Breast Cancer Day etc.

PLANNED ACTIVITIES FOR CQP

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

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JABALPUR HOSPITAL & RESEARCH CENTRE

Russel Chowk Napier Town, Jabalpur(M.P.)



Jabalpur Hospital & Research Centre was started to provide value-based, cost effective treatment for the ailing population of Mahakaushal region (M.P) since 1991. Our multispecialty 300 bedded Hospital is renowned for its Medical Expertise, Quality Diagnostic and Excellent Nursing care.

VISION FOR FUTURE

To be the regional leader in field of clinical excellence in the state of Madhya Pradesh.

SPECIALTIES

Anesthesiology, Cardiology, Critical care medicine, Gastroenterology, General surgery, Medicine, Endocrinology, Maxillofacial & Dental surgery, Nephrology, Neurology, Neurosurgery, ENT, Oncology, Obstetrics & Gynaecology, Orthopaedics, Paediatrics, Pathology, Radiology, Urology.

UNIQUE DIFFERENTIATOR

One of the largest and oldest tertiary care hospitals in region we have an experienced team of consultants and staff. Successfully taking care of high risk pregnancy referred from remote locations. Tie up with all the major PSU like NTPC, NMDC, SAIL, ONGC, IOCL, CIL etc.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Reduced hospital acquired infections like CAUTI, VAE, CLABSI rate from last year,
- Reduced mortality rate even in pandemic,
- Implemented patient safety program.



Dr Rajesh B Dhirawani
Managing Director

"After affiliation with CAHO, we have become more quality concern, to be role model for other health care organization in the region."



Dr Swapnil Jain
Quality Officer

"CAHO is playing vital role in implementation of quality health care by virtue of different training programs for professionals. Hope to participate more in future."

FOCUS OF CENTRE

To become quality conscious organization; Reduce HAI Rate; provide need based training.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Launched First State of the art cosmetic gynecology centre in Jabalpur Region-Jabalpur Cosmetic Gynecology centre (JCGC), Participated in Haemo vigilance Program of India, Attended different online program like-master class series, continuous quality education, webinars etc.

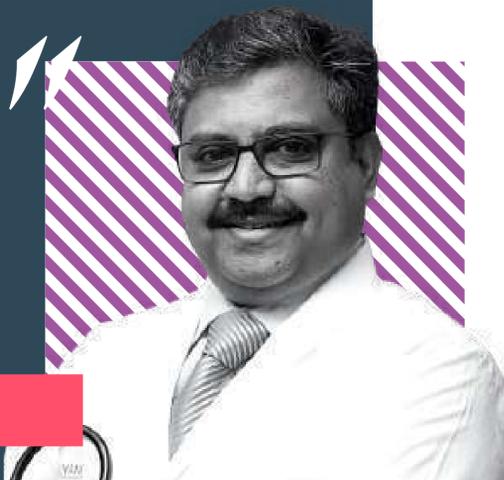
PLANNED ACTIVITIES FOR CQP

Participation in Anti Microbial Stewardship Program (AMSP) by AIIMS Bhopal. To be a training /teaching institute for DNB/Diploma after MBBS program.



KALYANI KIDNEY CARE CENTRE

No. 104, Sampath Nagar Main Road, Erode 638009
PH +91-4242266949



Dr M Prabhakar
Managing Director

"Our Team has been successful in sensitizing and implementing NABH in more than 35 Hospitals. We thank CAHO for the confidence placed on our centre as a recognized quality provider."

Kalyani kidney care centre - 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.

SPECIALTIES

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

UNIQUE DIFFERENTIATOR

We have done 90 renal transplants and more than 1000 RIRS (Retrograde IntraRenal surgery) and more than 10000 surgical under Urology and Nephrology.

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.
- Recognized centre by National Board for DrNB Urology.

FOCUS OF CENTRE
Advanced Technology;
Ethical Practice and
Transported

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP
Sensitization of more than 35 Hospitals in quality promotion and NABH Accreditation,
Training Representatives from various hospitals on implementation of NABH
Standards, Handholding Hospitals to get NABH Accreditation

PLANNED ACTIVITIES FOR CQP
CAHO-Nursing Excellence
Award

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Made in USA



Medonic M 51
5 Diff Hematology analyzer



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Sara Combilizer enables the early mobilisation of critically ill patients as part of a structured rehabilitation plan for treating the whole person. The patient can be easily repositioned into a standing, supine or sitting position, as this versatile aid combines the functions of a tilt table, stretcher and chair.

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- Hand control operated positioning of patient between standing, sitting and supine position
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- Reclining chair position
- Safe Working Load 200kg (440lbs)
- Designed to integrate with other Arjo lifting, transfer and mobilisation products

Comfort for the patient

- Comfortable foam mattress and pillow with mattress cover in breathable, multidirectional stretch material
- Safety belt system secures the patient in a comfortable way
- Adjustable shoulder supports, foot plate, arm rests and lumbar support
- Designed for alternating patient posture

Built-in Safety

- Built-in pinch protection functions and emergency stops
- Intuitive hand control operation with two additional levels of control redundancy

Easy to clean – designed for the ICU

- Easy to clean surfaces designed to minimize dirt traps
- No fastener strips or push buttons
- Minimal use of zippers
- Easy to remove, washable mattress, pillow and arm rest covers



KAUVERY HOSPITAL

No 1 KC Road, Tennur, Trichy - 620017



Kauvery Hospital is a leading, multi-specialty hospital offering best-in-class medical services for nearly 2 decades. With paramount focus on patient care, patient safety and patient satisfaction, we are committed to offer exemplary medical services going beyond the norm of healthcare.

We had a humble beginning as a 30-bed facility in the year 1999. By 2003, we grew to become a primary, secondary & tertiary care hospital with a bed capacity of 150 and by 2008, and capacity was escalated to 400. At present, Kauvery has a collective bed capacity of 550 beds in Trichy and 1600 bed capacity as a whole. Kauvery is committed to delivering excellence as a new age family hospital. Kauvery Group stands out as a distinguished market leader in the region with two established tertiary care multispecialty hospitals and an exclusive cardiac care facility in the parent city of Trichy, and tertiary care multispecialty hospital in Chennai, Hosur, Salem and Bengaluru.

SPECIALTIES

Accident & Emergency care (24 hours), Anaesthesiology, Critical Care Units, Dentistry, Diabetology, Dermatology, Endocrinology, ENT, General Medicine, Haematology, Hepatology, Interventional Radiology, Laparoscopic, Gastro intestinal & Obesity Surgery, Liver/Kidney Transplant Surgery, Medical Gastroenterology, Medical Oncology, Neonatology, Nephrology, Neurology, Obstetrics & Gynaecology, Orthopaedic Surgery, Ophthalmology, Paediatrics, Paediatric Neurology, Paediatric Oncology, Paediatric surgery, Plastic/Cosmetic Surgery, Psychiatry, Pulmonology, Rheumatology, Surgical Oncology, Urology, Vascular Surgery.

UNIQUE DIFFERENTIATOR

Advanced microsurgeries, reconstructive, transplant surgeries with successful clinical outcomes. Over 2 decades, families with generations taken care at Kauvery Hospital in Paediatric and Paediatric super-speciality. NICU centre is awarded as NNF Level III A.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Sensitization workshops for more than 30 hospitals in and around Trichy and Salem on Quality standards and accreditation to NABH. The sessions contain mandatory modules with respect to NABH on a pre-entry level.
- Training for representatives of hospitals on implementation of NABH standards.
- Handholding for hospitals that require help in implementation with the help of CPQIH and technology solutions.



Dr S Manivannan

Founder and Managing Director
"We have taken larger responsibility of sensitizing and creating awareness of quality in health care to other hospitals which will create a spin-off effect among others to deliver a quality health care for the needy and ensure patient safety in all aspects."

FOCUS OF CENTRE

To provide quality health care for all and strive to achieve customer satisfaction by compassionate attitude and quality healthcare services; Practice Safe and Ethical Medicine.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

32 AWARENESS and TRAINING PROGRAMMES, 136 Staffs trained under American Heart Association, more than 700 staffs trained on hospital safety, patient safety and Quality Improvement modules and Emergency code response, attended CAHO workshops and educational series.

PLANNED ACTIVITIES FOR CQP

Trainings on hospital safety, patient safety and Quality Improvement modules for all staff. Organizer for conference under CAHO-SEC – Aug 22.



LITTLE FLOWER HOSPITAL & RESEARCH CENTRE

Angamaly, Kerala

Little Flower Hospital and research centre, is an NABH accredited “not for profit” charitable multispecialty hospital, located in the heart of Angamaly town with 690 beds. We aim to provide integrated health care in an excellent approach.

VISION FOR FUTURE

A journey towards excellence – Providing comprehensive health care with compassion.

SPECIALTIES

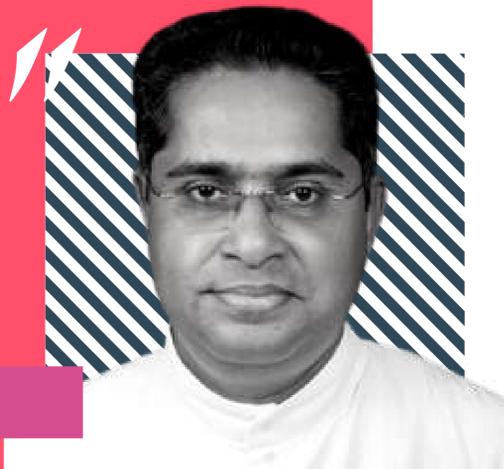
Critical care and Anaesthesiology, Cardio Thoracic Surgery, Interventional Cardiology, General Medicine, General and Lap surgery, Medical Gastroenterology, Gastro surgery, Neonatology, Nephrology, Pulmonology, dermatology, Emergency medicine, Ophthalmology, Neurology, Neuro surgery, Paediatrics, Obstetrics and Gynecology, Orthopaedics and trauma surgery, Otorhino laryngology (ENT) Urology, Dental and maxillofacial surgery, Plastic and micro vascular surgery, psychiatry – BMC Diabetology.

UNIQUE DIFFERENTIATOR

Pioneer in IOL implantation surgery for cataract in Kerala. First Tertiary eye care institute in Kerala with more than 15 subspecialties and more than 30000 eye surgeries per year. First centre in Kerala to do Corneal Transplantation surgery. First Eye bank (Eye Bank Association Kerala) in the private sector in India with over 50 years of expertise and experience in collection and distribution of cornea, over 24135 cornea collection has been done with successful distribution of 17531 for surgery. First Laser Centre in the state to treat retinal problems. First Full time ocular prosthetic clinic in Kerala. First NPCB recognized training centre in the private sector in Kerala. Pioneer in conducting mobile eye camps and school screening programs & teacher’s training programs. 24x7 Primary Angioplasty Centre Caring Heart Attack patients. Dedicated sub-specialties for heart failure, device therapy, peripheral interventions and preventative cardiology. One of the earliest centre to start Acute Stroke Intervention and Cardiac MRI for Viability. One of the only centre in Kerala having minimally invasive CABG capabilities. The only centre in Kerala with neuroendovascular and microsurgical procedures. One of the pioneering centers in the state for minimally invasive spine surgery. High number of awake craniotomies being performed. Operation theater equipped with Neuro-navigation.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Our vision of “Journey towards Excellence” is achieved by providing comprehensive healthcare services with kenotic love & compassion. Endowed with the prestigious NABH Full Accreditation and NABH Safe – I Certification, our continuous efforts in promoting quality care & patient safety has been widely recognized in the healthcare community.



Fr (Dr) Varghese Pottackal
Director

"We are a hospital community bound by trust, strong ethical principles and legacy promoting high quality standards."



Fr Rocky Kollamkudy
Assistant Director

"Little Flowers Hospital is committed to providing quality healthcare to the community within its professionalism."

FOCUS OF CENTRE

Little Flower Hospitals Ophthalmic division is a tertiary health care centre, widely recognized as a pioneer in the field of comprehensive eye care services for Cataract, Glaucoma, Cornea, Lasik, Orbit & Oculoplasty, Paediatric Ophthalmology, Retina & Uvea, Vision Therapy & Refractive Surgeries.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

35 quality implementers were trained from 20 different hospitals across the country in NABH entry level standards.

PLANNED ACTIVITIES FOR CQP

Advance Certified Professional for Quality improvement in hospital, Basic course on “Hospital Disaster Management Healthcare Professionals”, Certified Professionals Hospital Infection Control Basic.



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Plasma/ Cryo Baths



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Apheresis System



NAT Screening Systems



Controlled Rate Freezer



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LN2 Cylinders

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A HEALTHCARE FACILITY DESIGNED TO REDEFINE YOUR HEALING EXPERIENCE

Meitra Hospital is one of the most advanced quaternary care superspecialty hospital in South India. We are committed to providing world-class patient care by blending the concepts of 'evidence-based- medicine' with cutting edge medical technologies and state-of-the-art ultra-modern infrastructure to enhance the quality of life of our patients. Our 220 bedded hospital includes 52 individual state-of-the-art ICU suites and 7-operation theatres equipped with sophisticated technology and modern monitoring systems. Utmost care is taken to provide a holistic experience to not just our patients, but to their families as well. Apart from our medical facilities, the campus also boasts of a multi-cuisine restaurant, pharmacy, community centre, business centre and other retail opportunities that make Meitra Hospital a proud global healthcare destination with health, hope & happiness.

Our Centres of Excellence

 Centre for **Heart & Vascular Care**

 Centre for **Bone & Joint Care**

 Centre for **Neuro Sciences**

 Centre for **Gastro Sciences**

 Centre for **Nephro Uro Sciences & Kidney Transplantation**

 Centre for **Blood Diseases, Bone Marrow Transplant & Cancer Immunotherapy**

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113/121-A, Swaroop Nagar, Kanpur , Kanpur Nagar,
Uttar Pradesh - 208002



Madhuraj Hospital blossomed in 1983, turning into a 120 bedded hospital in 2014 after a major expansion with the latest technology & equipment & established itself as a centre of medical excellence. In 2000, Dr Dev Looma & Dr Akanksha Loomba joined their parents and further strengthened the team of Madhuraj Hospital. The two young & dynamic doctors took the performance of the hospital to new heights by their innovative & modern vision.

VISION FOR FUTURE

To lead the evolution of healthcare to enable every member of the communities we serve to enjoy a better, healthier life.

SPECIALTIES

Anaesthesiology, Critical Care & Intensive Care, Emergency Medicine, Gastroenterology (Medical), General Medicine, Neonatology, Nephrology including Dialysis, Neurology, Neuro Surgery, Obstetrics & Gynaecology, Orthopaedic Surgery, Otorhinolaryngology, Pediatrics, Pediatric Surgery, Plastic and Reconstructive Surgery, Reproductive Medicine, Respiratory Medicine, Urology, Cathlab, Clinical Biochemistry, Clinical Microbiology & Serology, Haematology, CT Scan, ECG, Ultrasound, X-Ray, TMT, Holter, Pharmacy, Dispensary, Dietetics, Physiotherapy.

UNIQUE DIFFERENTIATOR

Multi-speciality hospital with all inhouse facility, Advanced IVF & Infertility Centre, NABH Full Accreditation, CAHO 1st Quality promotion centre in UP, Dialysis Centre.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Awarded Oscar of Healthcare (Best Patient Care hospital in the year 2019) by Six Sigma Healthcare;
- Dr Madhu Loomba (Chaiman-MHPL) awarded as Life Time Achievement award;
- Dr Akanksha Loomba (Clinical Director) awarded with Outstanding woman in medicine & Healthcare;
- Dr Dev Loomba awarded for Best Patient Safety Hospital Award in UP;
- Madhuraj Advanced Infertility Centre awarded as Uttar Pradesh Ratna Award- Best IVF Centre;
- Outstanding Medical Contribution & Excellence Award by Dainik Jagaran Group 2019.



Dr Dev Looma
Director, Operations



Dr Akanksha Loomba
Clinical Director

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

CAHO – CPHIC Training conducted, CAHO- CPQIH- Basic Conducted, Fire Safety Training Conducted

PLANNED ACTIVITIES FOR CQP

CAHO Clinical Audit training, Fire Virtual Hands on training, CPHIC training, CSSD training

MALABAR INSTITUTE OF MEDICAL SCIENCES LTD.

Minibypass Road, Govindapuram P.O,
 Calicut - 673016



Mr Farhan Yasin

Regional Chief Executive Officer- Kerala cluster & Oman

"Our aim is to enhance Quality in healthcare industry. We are actively involved in propagation of this in future at all levels and sectors."



Dr Abraham Mammen

Chief of Medical Services & Director-Quality

"We have taken the responsibility of sensitizing and creating awareness of quality in health care and accreditation of NABH, we will provide technology and train the representatives of interested hospitals on implementation of NABH standards in this region."

Malabar Institute of Medical Sciences Ltd (Aster MIMS), Calicut, a 500-bedded hospital, was established in 2001 in Calicut, Kerala and is currently operating under DM Healthcare. Our hospital is covered over an area of 6.99 acres with 3 buildings occupying 412869.81 sq.ft. Aster MIMS is India's first NABH Accredited multispecialty hospital in the year 2006.

VISION FOR FUTURE

A Caring Mission with a global vision to serve the world with accessible and affordable Quality healthcare.

SPECIALTIES

Aster MIMS, Calicut offers a wide range of services including Cardiology, Cardiac Surgery, Pediatric Cardiology, Pediatric Cardiac Surgery, Emergency Medicine, Endocrinology, ENT, Gastroenterology, Gastrointestinal Surgery, General Medicine, General Surgery, Neonatology, Nephrology, Neurology, Neurosurgery, Obstetrics and Gynaecology, Oncology & Radiation services, Orthopedics, Rheumatology, Urology, Ophthalmology, Transplant Services- Liver, Renal, Cornea and Bone marrow, Pediatrics, Pediatric & Neonatal Surgery, Respiratory Medicine, Medical Genetics, Foetal Medicine, Plastic Surgery and Reconstructive Surgery.

UNIQUE DIFFERENTIATOR

We conduct complicated treatments in the field of cosmetic and reconstructive surgeries, multi organ transplants and neuro surgeries with excellent success rate. We have a track record of providing the low cost liver transplant in India. In the last 1 year, we have successfully completed 12 pediatric liver transplants below the age of 10 years and also 30 allogenic bone marrow transplants. Also done more than 1000 kidney transplants in Aster MIMS, Calicut. With Level IV Trauma Care centre, Advanced Interventional Radiology, sophisticated intensive care facilities and the best blood bank in the district of Calicut, thanks to its component separation facility feature, MIMS continuously strives to provide the best all-round care.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- NABH accreditation since 2006.
- NABL accreditation since 2012.
- JCI accreditation for homecare services since 2021.
- NABH Nursing excellence certification since 2015.
- NABH Emergency department excellence certification since 2016.

FOCUS OF CENTRE

Affordable, cost effective treatment under one single centre.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Round table discussion done by Aster MIMS, Calicut regarding Air crash accident in Calicut airport in CAHO live training session, Helped 2 nearby hospitals for their NABH accreditation process, Participated in CAHO training programs and awards, Organized Continuous Quality Education Series of CAHO on disaster management.

PLANNED ACTIVITIES FOR CQP

Active participation in CAHOCON 2022, Active participation in online training programs of CAHO.



ST. JOSEPH HOSPITAL

(UNIT OF THE COUNCIL OF ICM HOSPITALS)

SUPER SPECIALITY HOSPITAL

NABH - ACCREDITED HOSPITAL



St. Joseph Hospital is a 200 Bedded Charitable Mission Hospital, serving the sick and the suffering in and around Dindigul since 1957. We have dedicated team of Doctors, Nurses, Para Medical Team with excellent Infrastructure and advanced Equipments. We also have 24X7 CATH lab and Dialysis services and provided Comprehensive & Holistic care for covid-19 patients during the pandemic.

State of Art of

- Interventional Cardiology
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Medical, Surgical, Cardiac, Neonatal, Paediatric
- Modular Operation Theater
- Diagnostic Centers
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- Blood Center



We are the pioneers of **Interventional Cardiology Procedures in Dindigul**

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(Leprosy Project)
Eco-Friendly Hospital



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MEENAKSHI HOSPITAL TANJORE

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Tanjore - 613 005



Meenakshi Hospital is the largest Multispecialty Tertiary Care Hospital located in Thanjavur, covering 6 districts in Delta Region in Tamilnadu. Our hospital was inaugurated on 5th January 2013 with 120 beds and over the years, has increased to 200 operational beds with 22 Specialties. We are the first hospital to get NABH accreditation in Trichy, Thanjavur and Delta districts. We are constantly planning and implementing quality measures to carry out our vision “To empathize, to heal, to love”, a goal that has been dear to us from inception.

VISION FOR FUTURE

Our vision is to provide world-class healthcare at an affordable cost with empathy, love and healing touch.

SPECIALTIES

Anaesthesiology, Cardiac Anaesthesia, Cardiology, Cardio Vascular and Thoracic Surgery, Dentistry, Ear, Nose and Throat (ENT), Emergency Medicine, Gastroenterology –Medical, Gastroenterology – Surgical, General Medicine, General Surgery, Intensive Care Medicine, Intensive Care Unit (ICU), Neonatology, Nephrology, Neurology, Neurosurgery, Obstetrics and Gynaecology, Oncology, Oral and Maxillofacial Surgery, Orthopaedics, Paediatrics, Pulmonology, Urology and Renal Transplant, Rheumatology.

UNIQUE DIFFERENTIATOR

1st Hospital to get NABH Accreditation, NABH Nursing Excellence, NABH Blood Bank NABL and 5S accreditation in Delta region. 2nd Hospital in Tamil Nadu achieved NABH Emergency department certification. Successfully completed more than 3000 Angioplasties and 1000 Cardiac surgeries. Comprehensive Oncology department with Linear Accelerator & Brachytherapy facility.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- “Encouragement Award” in CAHOTECH – 2020 for “Mobile Paired Bluetooth Stethoscope”.
- Undertaken CAHO CSR wellness projects.
- Participated in CAHO ACE CSSD excellence award.
- “Kaizen competition” winner from NBQP for the World Quality month’ 2020.



Dr S Gurushankar
Chairman



Mrs Kamini Gurushankar
Joint Managing Director

FOCUS OF CENTRE

Clinical excellence and patient reported outcomes measures, Value based and patient centric care, 7 layers of world class technology driven “Ultra Safety system”.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Dr. Shalini (Microbiologist) attended ACE CSSD Audit. Trained 07 Staffs Advance CPQIH and 04 Staffs Basic CPQIH .

PLANNED ACTIVITIES FOR CQP

In house Basic and Advance HIC program. In house Basic CPQIH classes physically.



MEENAKSHI MISSION HOSPITAL & RESEARCH CENTRE

Lake Area, Melur Main Rd, Madurai, Tamil Nadu 625107



Dr S. Gurushankar
Chairman

"In association with CAHO, we are looking forward to breaking the conventional notions of healthcare and striving to reach new heights in the pursuit of excellence."



Mr J Adel
Director Medical Administration

"Being a part of CAHO, we take pride in evaluating the recent healthcare trends and investing in the latest medical technologies for providing a patient-centric approach towards treatments"

Meenakshi Mission Hospital and Research Centre is the largest multispecialty hospital in South Tamil Nadu with 1,000 beds. For more than 30 years, we have been a pioneer in providing an efficient healthcare infrastructure for all bands of society.

VISION FOR FUTURE

To acquire the latest and most effective medical technologies from across the world and ensure quality and safe healthcare for all.

SPECIALTIES

Accident & Emergency Medicine, Anaesthesiology & Pain Clinic, Andrology & Urology, Bariatric Surgery, Cardiac Anaesthesiology, Cardiology, Cardiothoracic and Vascular Surgery, Critical Care & Toxicology, Dental and Maxillo Facial Surgery, Dermatology & Venereology, Diabetology, ENT, Fertility Care and IVF Centre, Fetal medicine, General Medicine, Hematology & Bone Marrow Transplantation, Imaging Sciences & Interventional Radiology, Joint Conservation and Sports Injuries Centre, Laboratory Services, Nephrology, Neurology, Neurosurgery, Nuclear Medicine, Obstetrics & Gynaecology, Oncology, Ophthalmology, Organ Transplant Orthopaedics & Traumatology, Paediatric Intensive Care Unit, Paediatric Surgery, Paediatrics & Neonatology, Physical Medicine & Rehabilitation, Plastic Surgery Preventive Medicine, Psychiatry & Counseling, Pulmonology and Sleep Medicine, Regional Blood Transfusion Centre, Regional Smile Train Centre, Robotic Surgery, Surgery & Surgical Gastroenterology, Telemedicine, Vascular Surgery.

UNIQUE DIFFERENTIATOR

We are the first ones – and often the only ones in the entire region – to introduce the latest medical offerings for the benefit of patients. We have embraced change and innovation, conforming to international standards, equipping the hospital with state-of-the-art technology, guided by experienced and dedicated doctors.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Received NABH Renewal Certificate.
- Awarded 'Excellence in COVID Management' from AHPI.
- Awarded 'Digital Innovation in Healthcare' award from FICCI.
- First Hospital in South India to bag the prestigious IMC Ramakrishna Bajaj National Quality Performance Excellence Award.

FOCUS OF CENTRE

World-class Healthcare, Specialized services driven by innovation, Digital transformation driven by robots and virtual care.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

CAHO-CSR programs conducted across various districts in Tamil Nadu including Rajapalayam and Ramnad, Professional classes on Disaster management, Occupational Healthcare, CQPIH, Quality tools, techniques and indicators, and Nursing Audits conducted via virtual learning.

PLANNED ACTIVITIES FOR CQP

CPHC - Basic & Advance, Cyber Security Training program for Hospitals, Enhanced Clinical Communication, Emergency Department Quality & Patient Safety.



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*Source: SMERC Jul-Dec 2017

Quality Is Not Just Our Goal, It's Our Culture.

We Asterians pledge wholeheartedly to understand the expectations of patient and relatives and to excel in our commitment to meet expectations by delivering quality care with empathy each time, every time, on time & continuously improve through self-evaluation.



Notable Accreditations and Recognitions



First JCI Accredited Multispeciality Hospital in Kerala | First Multispeciality NABH Accredited Hospital in India | FICCI Award For Patient Safety 2021 | NABL | First Indian Hospital Certified by NABH for Emergency Department | IGBC LEAD India Gold (First Hospital in South India) | AHPI Awards -2021 for Quality Beyond Accreditation and Nursing Excellence and Best Hospital to work for | Asian Hospital Management Awards | International Patient Safety Conference Awards | Asia Health Care Excellence Awards - Best Quality Initiative in Health Care | 10th Healthcare Leaders Awards | Innovation in Quality of Service Delivery Award - For Bill buddy/ First Responder Services | Smart & Innovative Health Care Initiative Award - ROWA Project | Kerala State Pollution Control Board Awards - PCB Awards for Private Hospitals | FICCI Awards - Hospital of the year 2021 and Customer Service Improvement Awards for Private Hospitals | Global HR Excellence Awards | Covid Warrior Award

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MEHTA MULTISPECIALITY HOSPITALS INDIA PVT LTD

No.2, Mc Nichols Road, Chetpet, Chennai, Tamil Nadu 600031
Velappanchavadi unit-Global Campus



Dr . Mehta's Hospitals is an NABH accredited multispecialty health care facility with over 89 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.

SPECIALTIES

Accident and Emergency, Anesthesia, 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 superspecialties - Nephrology, Pulmonology, Endocrinology, Hematology, Surgery & Urology, ENT, Neonatology, Level 3 Neonatal & Pediatric Intensive care units.

UNIQUE DIFFERENTIATOR

Delivered over 500,000 babies successfully Over 89 years. Over 2,50,000 advanced surgeries with successful clinical outcomes. 300 families with 3 generations and 200 families with 2 generations born at Dr. Mehta's. Center of excellence in Pediatric and Pediatric super specialty. Center for quality promotion of CAHO.

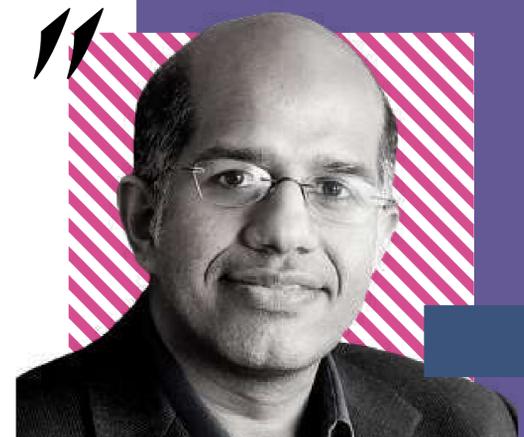
ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- NABH full Accreditation.
- ER QAI Accreditation.
- CAHOCON 2018 Chennai – Major representation across multiple committees and organization.
- 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.
- CAHOTECH 2019, 2020 - Core Organizers.



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."

FOCUS OF CENTRE

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

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

49 Internal Quality champions were trained in
NABH Entry level standards across both units.
ER QAI Accreditation - first in Pan India.

PLANNED ACTIVITIES FOR CQP

CAHO-ACE CSSD Excellence
awards, CAHO CPQIH Program.



MELMARUVATHUR ADHIPARASAKTHI INSTITUTE OF MEDICAL SCIENCES AND RESEARCH

No:9, GST Road, Kesavarayan Pettai, Melmaruvathur, Chengalpet,
Tamilnadu-603319

Melmaruvathur Adhiparasakthi Institute of Medical Sciences and Research was established in 2008. The Hospital attached to the College is being run from the year 1986, later evolved as Adhiparasakthi Hospitals by His Holiness Padmashri Bangaru Adigalar and runs by non-profitable ACMEC Trust with the total Square Feet of 60000 Sq/ft with 5 floors. We are NABH certified, 1000 bedded tertiary care multispecialty hospital.

VISION FOR FUTURE

Adhiparasakthi Hospitals shall deliver World Standard Comprehensive Healthcare Services up to the common man with Expertise, Excellence, Compassion and Integrity.

SPECIALTIES

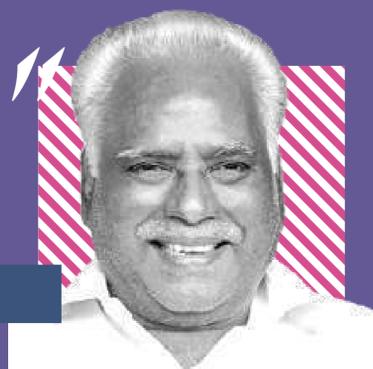
Accident & Emergency, Anaesthesia, General Medicine, General Surgery, Paediatrics & Neonatology, Chest & TB, Cardiology & Cardiothoracic Surgery, Critical Care, Dermatology, Neurology, Neurosurgery, Nephrology, Obstetrics & Gynecology, Orthopedics & Joint Replacement Services, Otorhinolaryngology including Cochlear Implant Procedure, Ophthalmology, Psychiatry, Radiology, Transfusion Medicine, Transplant Services – Renal & Cornea, Urology, Clinical Pathology, Haematology, Histopathology, Cytopathology, Clinical Microbiology & Serology, Clinical Biochemistry, Toxicology, Molecular Biology, X-Ray, USG, CT, MRI, Mammography, Cath Lab, 2 D Echo, ECG, EEG, TMT, Audiometry, Holter monitoring, Spirometry, Fundus Fluorescein Angiography, OCT, A-Scan, FFA.

UNIQUE DIFFERENTIATOR

Providing health care services to the surrounding villages for more than 30 years. We provide the best quality of care with state of art facility & latest medical technologies at a very low affordable cost. It is not just a hospital, it is purely of natural love, treatment with the lake view and a green environment. It is a stress-free, economical, healthcare holiday home with international medical facilities.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- December 18, 2021: Our Hospital was the first to start Nammai Kakkum 48 Thittam inaugurated by the honourable Chief Minister of Tamil Nadu Thiru. M.K. Stalin.
- November 16, 2021: We provided the largest ICU Beds in Tamil Nadu among other private teaching institutions and treated 3750 Covid patients. Our hospital was awarded for exemplary performance in the implementation of the Chief Minister's Comprehensive Health Insurance Scheme Ayushman Bharat Pradhan Mantri Jan Arogya Yojana from the District Collector, Chengalpet.
- September 29, 2021: NABH Accreditation for our Department of Transfusion Medicine under Standards for Blood Banks/Blood Centers and Transfusion Services.
- December 04, 2020: NABH Entry Level Certification for Hospital.
- July 20, 2020: NABL Accreditation for our Central Lab for Molecular testing.



**His Holiness
Padmashri Arul Thiru Bangaru Adigalar**
Founder & President



Mrs V Lakshmi Bangaru Adigalar
Vice President, Acmec Trust



Dr T Ramesh
Medical Director

FOCUS OF CENTRE

With the noblest aim of providing Affordable & Quality healthcare to the downtrodden and weaker sections of society.

Dedicated to excellence in medical education, research & patient care.

ACTIVITIES CONDUCTED IN THE PAST YEAR FOR CQP

60 Internal Quality Champions including our Medical Director were trained in NABH 5th Edition Accreditation Standards for Hospitals.

10 AMS representatives were created from broad speciality departments got them trained in CAHO AMS Basic Training and are being involved in auditing antibiotic policy adherence.

PLANNED ACTIVITIES FOR CQP

NABL Workshop and more in-house training programs specific to clinical quality improvement and patient safety activities are being planned with CAHO. Moving ahead with Main Accreditation for Hospitals on 5th Edition NABH Standards and NABL Accreditation with the extension of the scope of services for our central Laboratory.

WHERE DO YOUR BRAND STAND IN SOCIAL MEDIA



over 60% of consumers run a search before scheduling an appointment.

Consumers researching physical therapists, nursing homes are the most likely to use search engines. In most major healthcare verticals, over 60% of consumers run a search before scheduling an appointment.

(Source: LSA)

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NHS HOSPITAL, JALANDHAR

128 Guru Nanak Nagar, Kapurthala Road, Jalandhar.



NHS Hospital Jalandhar is a 125 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.

VISION FOR FUTURE

Our vision is to become a centre known for delivering health care with a wrap of compassion, experience and technology.

SPECIALTIES

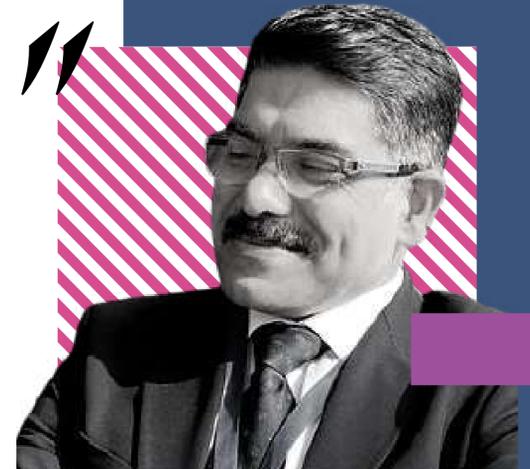
Anesthesiology, cardiac anesthesia & Critical care, Cardio thoracic and vascular surgery , Emergency medicine, Plastic and reconstruction surgery, Neurosurgery, Neurology, Nuclear Medicine, Orthopedic Surgery, joint replacement and sports medicine, Pediatric Surgery and Pediatric Cardiology including neonatology, Radiology including interventional radiology, Medical, Radiation and Surgical Oncology, Organ transplant, Medical, Surgical Gastroenterology & Bariatric Surgery, Urology, Ardrolgy & Renal Transplantation, Advance Robotic and Key hole Surgery, NABL accredited Laboratory and NABH accredited Blood Bank Centre.

UNIQUE DIFFERENTIATOR

We are one of the hospitals where patient admitted in a particular speciality, is treated by a team of specialist, and not by an individual specialist. 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). The effective use of HSMT and e-quality tracker has helped the hospital to be more & more manpower independent and become more error free.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- We are NABH, NABH Safei, NABH Nursing Excellence and Active Participant in Continuous Quality Improvement Program under Centre for Quality Promotion by CAHO.
- 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).



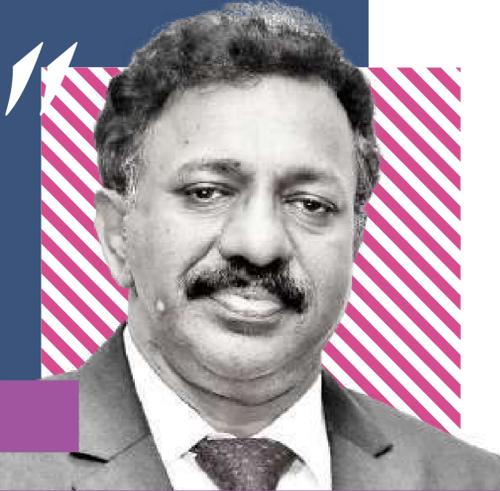
Dr Naveen Chitkara
Medical Director, Consultant
Neurosurgeon

"We are proud to be in an association with CAHO, which, with it's ability of delivering with a vision, shall be the future of health care of the country."



NIRMALS EYE HOSPITAL, CHENNAI

108, Ayyasamy St, Tambaram West, Tambaram,
Chennai, Tamil Nadu 600045



Dr T Nirmal Fredrick
MD & Chief Eye Surgeon

"Our Vision is restoring sight and hope to the people through affordable, advanced and appropriate eye care."

Started in 1992 in Tambaram, Chennai, Nirmals Eye Hospital is one of the first NABH Accredited Eye Hospital in Chennai. Nirmals Eye Hospital was founded by Prof. Dr. T. Nirmal Fredrick with the mission of providing appropriate and advanced eye care at affordable cost. Nirmals Eye hospital has earned the trust and respect over a period of three decades, and is now recognized as a superspeciality eye Centre offering eight super specialty services and six specialty services, all under one roof. Dr. Nirmal Fredrick and his team has a combined experience of over 100 years and has over 80000 eye surgeries and 3 lakh patients to their credit.

VISION FOR FUTURE

To be the Centre for excellence in Quality eye care and to handhold hospitals in Chennai and Tamilnadu to improve the healthcare delivery system. Be a leader in developing policy for sustainable accreditation and quality health structures

SPECIALTIES

Cataract, Galucoma, Refractive Surgeries, Squint & Paediatric Ophthalmology Services

UNIQUE DIFFERENTIATOR

Pioneer in delivering high quality eye care and superspeciality eye care services through advanced technology to patients. Centre for quality promotion by CAHO for CPQIH programme and quality programmes.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- NABH ECO Full Accreditation.
- Centre for quality promotion by CAHO for CPQIH programme and other quality related program.
- Prithi Natarjan Best Eye hospital administration award by All India Ophthalmic Society in 2017 and Awarded the AHPI Award - Excellence in Patient Friendly Hospital.
- One among Top 10 Eye Hospital in Chennai region.



Dr Sunitha Nirmal MS
Medical Superintendent

"Focusing on spreading the quality mantra by hand holding hospitals in Tamilnadu and southern states, conducting skill development programmes for healthcare professionals."

FOCUS OF CENTRE

Our doctors and staffs are committed to providing exceptional eye care and developing lifelong relationships with our patients.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

NABH implementation Sensitization for Hospital leaders, Hospital Infection Control – Live wire programme – 12 programme across India in all major cities. More than 6 BLS training programs for hospitals in Tamil Nādu. Workshop on healthcare communication Managing Medical emergencies – Emerge CPQIH program (BASIC), NABH Hope program for hospitals in Chennai through Hospital Board of India and IMA.

PLANNED ACTIVITIES FOR CQP

POI for Eye Hospitals, CPQIH Program, Infection control workshop for hospitals, BLS training program for hospital staff, Emergency management in eye hospitals, Sustaining quality through accreditation – program for hospital leaders.

South East Asia Joint Fellowship Programme

Programme details

- 50-hour online programme in core patient safety topics.
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Who is it for?

- Custom designed modules for healthcare professionals in South East Asia.

Key benefits

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- 3D Digital Mammography
- Gamma Knife
- PET Scan / SPECT Scan
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ACCREDITATIONS & CERTIFICATIONS



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✉ Email: info@hindujahospital.com

PES INSTITUTE OF MEDICAL SCIENCE RESEARCH

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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.

VISION FOR FUTURE

To enable the institution to become a leader in quality of healthcare delivery and play an important role in nationwide policymaking.

SPECIALTIES

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.

UNIQUE DIFFERENTIATOR

This hospital is the only multispeciality 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.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- The First medical college hospital in Andhra Pradesh to be full NABH accredited in a span of one and half years.
- PESIMSR Hospital is the 1st Medical College Hospital in the State of Andhra Pradesh accredited by both NABH & NABL.
- Accredited RTPCR lab.
- Received award from Arogyashree trust for its meritorious contribution of quality of care during COVID.
- Link Nurse program.
- Quality and Safety forums for post graduates.
- Internships for Clinical Pharmacists.



Dr Suresh Krishnamurthy
Medical Director

"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

"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."

FOCUS OF CENTRE

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

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

As we were undertaken as COVID hospital by the Govt, we could not conduct CQP courses from 2020. In house - Ninety seven training were conducted to all staff in April 2020 and May 2020, on COVID awareness, Quality and Safety during COVID management, Infection control practices in COVID ward and COVID ICU ACLS and BLS trainings in line with COVID guidelines.

PLANNED ACTIVITIES FOR CQP

As we are still a notified COVID hospital undertaken by the government, we plan to start from 2022: bi annual training programs for Infection control, annual training program from Disaster management, biannual training program on Basic CPQIH and Advance CPQIH



RAJAGIRI HOSPITAL, KOCHI

*Rajagiri Hospital, Chunangamvely Aluva, Kochi, Kerala
683112*

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.

VISION FOR FUTURE

We have earned the reputation of being a benchmark for safe and quality clinical care in the healthcare domain. In the coming years, we will continue to offer the best in evidence-based medicine using the most modern healthcare technology. We aim to extend healthcare beyond the walls of our institution through our Rajagiri at Home initiatives.

SPECIALTIES

Our hospital conducts over 45 multi-speciality clinics, backed by a 120-bed critical care unit. Our 19 ultra-modern operating rooms are equipped to perform the entire gamut of surgeries leading up to multi-organ transplants. We employ the best-in-class diagnostics including cathlab, radio-diagnostics, nuclear medicine, laboratory medicine, flow cytometry, electrophysiology and others. Our therapeutic facilities include linear accelerator, radionuclide therapy, dialysis, chemotherapy, ERCP and laser therapy.

UNIQUE DIFFERENTIATOR

In addition to our array of therapeutic services including multi organ transplant, we also believe in reaching out to the indigent, who are often unable to access healthcare owing to their debilitated state of health. Our palliative home care program is one of our most applauded and encouraged initiatives. We offer our patients a holistic and gratifying healing experience through the synergies of Allopathy and Ayurveda medicine.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Our hospital is accredited by the NABH, NABL and JCI.
- Our nursing services are certified by NABH for Nursing Excellence, our Neonatology department is NNF Level III accredited and paediatric level III accredited.
- We are members of CQC since 2017 and have conducted various programs.

FOCUS OF CENTRE

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.



RAMAIAH MEMORIAL HOSPITAL

New BEL Rd, M S Ramaiah Nagar, MSRIT Post,
Bengaluru, Karnataka - 560054



Ramaiah Memorial Hospital is an NABH & NABL accredited, Super-specialty tertiary care hospital located in the heart of Garden City Bangalore. Founded in 2004, today it is one of the largest private hospitals in the region, with over 500 beds. Ramaiah Memorial Hospital offers patient centric quality healthcare in a safe, effective, efficient, equitable and timely manner while maintaining highest standards of professionalism and patient satisfaction using technology to ensure healthcare to all at affordable cost which is responsive to the needs and requirements of its patients.

VISION FOR FUTURE

Better Health for a Better World. We believe in a holistic approach, and our goal is to create a haven that spreads compassion, warmth, congeniality & care not merely treat ailments. We have a team of dedicated doctors, nurses, and allied experts whose competency is backed by cutting-edge equipment and techno-sharp amenities to deliver quality patient centric care.

SPECIALTIES

Anesthesiology, Cardiology, Cardio Thoracic Surgery, Critical & Intensive Care, Dental Science, Dermatology & Venereology, Emergency Medicine, General Medicine, General Surgery including surgical Gastroenterology, Medical Gastroenterology, Neonatology, Nephrology, Neurology, Neurosurgery, Obstetrics & Gynecology including infertility, Oncology (Medical, Surgical), Orthopedic Surgery including, Joint Replacement Surgery, Otorhinolaryngology, Pulmonary and Critical care, Pediatrics, Plastic and Reconstructive Surgery, Psychiatry, Respiratory Medicine, Transplant Services (Bone marrow), Urology, Vascular Surgery, Endocrinology, Ophthalmology, Pediatric Surgery, Transplant Services (Renal, Heart, Liver).

UNIQUE DIFFERENTIATOR

Clinical excellence in Super specialty services, Heart Rescue India, Stroke Program, Advanced Learning Centre, State of the art Physiotherapy and Rehabilitation.

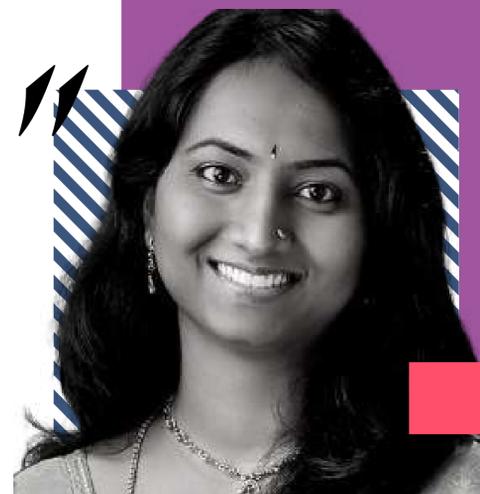
ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- NABH 5th Edition Accreditation.
- Received the prestigious AHPI EXCELLENCE AWARD for QUALITY BEYOND ACCREDITATION.
- AHPI award for patient Friendly Hospital.
- AHPI award for Green Hospital.
- Accreditation of our peripheral centres.
- Awarded 7th best multi-speciality hospital in Bangalore by Times health Survey.
- Accredited level IIIA, Special Care Neonatal unit by National Neonatology Forum.
- CII star Icon-Emerging Leader award for Business Excellence.



Dr K C Gurudev
President

"Quality is the corner stone of delivery of care in our hospital with compassion, love and clinical excellence. We have several centres of excellence with latest state of the art technology which deliver quality of care. We are committed to continuously offer best practices with excellent outcomes."



Dr Pavithra LS
Asst Hospital Administrator

"Ramaiah Memorial Hospital is committed to nurture, the cultures that ensure the delivery of continuously improving high quality, safe and compassionate healthcare."

FOCUS OF CENTRE

Clinical excellence & outcomes,
Safe, effective & patient centric approach of care
Compassion & Affordability,
Resourcefulness & Efficiency.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

In association with CAHO conducted collaborative courses -Disaster Management, Fire Safety, Nursing communication, CPHIC, CPQIH, CPHQ. AHPI Global Conclave-2020.

PLANNED ACTIVITIES FOR CQP

Handholding smaller hospitals on NABH entry level Implementation & certification. Implementation of Dialysis, Blood Bank, Accident and Emergency standards Implementation of Nursing Excellence Standards.



SANKARA NETHRALAYA

No. 41/ 18, College Road, Nungambakkam, Chennai,
Tamil Nadu 600006



Dr Girish Shiva Rao

President and Executive Medical Director

"Very happy to be associated with CAHO which I consider as another milestone in the quality journey at SN."

Sankara Nethralaya, a unit of Medical Research Foundation is a not-for-profit tertiary ophthalmic institution founded by the legendary ophthalmologist Dr S.S. Badrinath in the year 1978, to bring affordable & quality eye care to all sections of the society. Sankara Nethralaya rests on the four pillars namely "Patient Care, Community Services, and Education & Research".

VISION FOR FUTURE

Be the centre of excellence in delivering total eye care for all and spreading knowledge through education and training and carrying India-centric research for alleviating visual morbidity.

SPECIALTIES

Sankara Nethralaya offers services in General ophthalmology, Cataract and IOL implantation, Glaucoma, Paediatric ophthalmology Orthoptic services, Uvea services, Vitreo-retinal services, Cornea and ocular surface clinic, Ocular oncology, Myopia management, Low vision care and rehabilitation and Neuro-ophthalmology.

UNIQUE DIFFERENTIATOR

Since inception, Sankara Nethralaya has treated around 16 million patients and performed around 1.1 million surgeries. It has many firsts to its credit including the introduction of Argon laser, Yag laser, Ocular pathology and Microbiology labs, OSTEO Odendo Kerato Prosthesis, summit eximer laser for refractive corneal surgery, surgery for retinopathy of prematurity to name a few. The launch of Mobile Eye surgery Bus-dedicated air-conditioned buses with modular operation theatre to provide service at the door step in remote areas of South-India, is perhaps the unique feather in SN's cap. So far 11,767 surgeries have been conducted.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

Sankara Nethralaya conducts various educational programs through its academic arm, The Sankara Nethralaya Academy (TSNA) including the:

- Certificate Program In Hospital Infection Control (CPHIC)
- Certificate Program In Central Sterile Supply Department (CPCSSD)
- Certificate Program In Healthcare Quality Management (CPHQM)



Ms Lydia Annie Joseph

Nursing Superintendent and Incharge –
Quality Management (Chennai and Kolkatta)

"Very much proud to be mentored by CAHO on health care quality and safety. This association will help us to reach mammoth heights in the field of quality management."

FOCUS OF CENTRE

Affordable Healthcare with Highest Standards, Teaching and Training in Allied Health Sciences Courses, India Centric Ophthalmic Research.

PLANNED ACTIVITIES FOR CQP

Internal assessors training program across Sankara Nethralaya, scientific paper publications and presentations.



SREE RENGA HOSPITAL

No .12 Varada Reddy Street, Vedachalam Nagar,
Chengalpattu, Tamil Nadu 603001



Sree Renga Hospital is a 30-year-old, NABH and NABL accredited multi-specialty hospital situated in a semi-urban part of Tamil Nadu.

VISION FOR FUTURE

To fulfil the health care needs of the people using the best clinical practices in an ethical manner, following quality and safety practices by a qualified team of doctors and support staff.

SPECIALTIES

Anaesthesiology, Cardiology, Dental science, Dermatology, Diabetology, Emergency medicine, Endocrinology, General Medicine, General Surgery, Hepatology, Gastroenterology, Neonatology, Nephrology, Neurology and Neurosurgery, Obstetrics and Gynaecology including IVF, Oncology, Ophthalmology, Orthopaedics, Otorhinolaryngology, Paediatrics and Paediatric Surgery, Plastic and Reconstructive surgery, Psychiatry, Respiratory medicine, Rheumatology, Urology, Vascular surgery.

UNIQUE DIFFERENTIATOR

First in the district to provide comprehensive care for Diabetes and Infertility (2001), Laparoscopy (2002), Dialysis (2005), Telemedicine (2014), NABH (2012) and NABL accreditation (2020). Extensive in-house and outreach health screening and Diabetes awareness camps conducted over the past 20 years, benefiting more than 75,000 people.

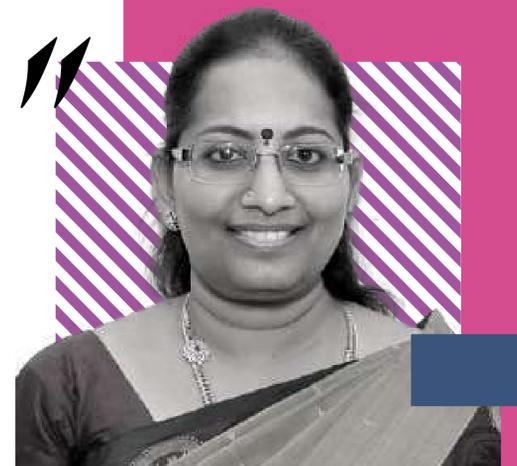
ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- First in the district to be NABH-accredited (2012).
- National Innovation Award for design of the ultraviolet-light-based decontamination of N95 masks (2020).
- Best State Representative Award (CAHO, 2019).
- Outstanding Woman Professional Award FICCI FLO (2017).
- Dr.C.S.Dawn Prize at the All India Congress of Obstetricians and Gynaecologists (2015).
- Selected from South East Asia to present at the First ISQua Quality Competition at the ISQua International Conference, Cape Town, South Africa (2019).
- Recognition from the Government of Tamilnadu for provision of free and quality medical services to the beneficiaries of the Govt-sponsored insurance scheme.



Dr K P Pichumani
Managing Director

"Commitment from the top management is essential to the upgradation of Quality and Safety in hospitals."



Dr Anuradha Pichumani
Executive Director

"Though challenging, it is possible to achieve and sustain contemporary good clinical practices in small hospital settings."

FOCUS OF CENTRE

5S and Nursing Excellence Certification.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Program on: (a) Awareness and (b) Implementation of NABH, Successfully handheld one hospital to secure the NABH certification. Conducted a CPHIC program, with 40 participants. Undertook CAHO Pilot Projects on Fire Safety and Simulation-based Nursing.

PLANNED ACTIVITIES FOR CQP

CAHO Fire Safety & Emergency Preparedness. CAHO Basic Course On Hospital Disaster Management.



VIJAYA MEDICAL EDUCATIONAL TRUST

No. 434, N.S.K.Salai, Vadapalani, Chennai – 600026



Vijaya Medical & Educational Trust (VMET) consisting of Vijaya Hospital, Vijaya Health Centre, Vijaya Heart Foundation and Vijaya Eye Foundation is one of the pioneer health care institutions offering medical services to the community. The hospital was founded by Shri B. Nagi Reddi, a recipient of Dada Saheb Phalke Award, whose passion was to provide "Quality medical service at affordable rates to the society". Since our inception in 1972, we have served millions of patients from India & abroad and have evolved into one of the leading multispeciality institutions in India with over 600 beds and a team of over 1500 healthcare associates. Our Hospital is NABH accredited and the laboratory testing methods are NABL accredited.

VISION FOR FUTURE

Paperless digital model for the future; Organ transplantation centre; Paediatric cardiac surgery; Tele-health services; Simulation lab - moving towards Artificial Intelligence; Promoting rural health care; State of the art burns and reconstructive surgery unit.

SPECIALTIES

Anaesthesiology, Cardiology, Cardiothoracic Surgery, Emergency & Critical Care Medicine, Dermatology, Endocrinology & Diabetology, Gastroenterology, General Medicine, Infectious Diseases Medicine, Nephrology, Neurology, Pulmonology, Psychiatry, Rheumatology, OBGYN, Paediatrics, Neonatology, Orthopaedics, Preventive Health Check, Oncology (Excluding Radiation Oncology), Dentistry, ENT, Vascular Surgery, Urology & Renal Transplants, Plastic Surgery, Surgical Gastroenterology & General Surgery and Ayurveda.

UNIQUE DIFFERENTIATOR

Vijaya Heart Foundation has grown from strength to strength having performed more than 19000 surgeries. The Department of Interventional Cardiology has successfully performed more than 40,000 coronary angiograms and about 7500 coronary interventions. Breast Clinic provides comprehensive diagnostic and therapeutic solutions for breast related issues. Mother's Milk Bank is the first private milk bank in Chennai which collects and pasteurizes mothers' milk using state-of-the-art equipment. We provide this milk to preterm and sick infants in need. The Trust inaugurated two oxygen PSA plants in September 2021. The plants have been vital in treating and saving the lives of many Covid-19 patients.

ACHIEVEMENTS OF CENTRE IN QUALITY CONTROL

- Hosted CAHO- NABH HOPE training programs.
- Initiated "Critical Care Outreach Programme".
- Conducted CAHO and AHPI Internal Auditor Certificate training program.
- Implemented WHO SAFE childbirth checklist.



Smt B Bharathi Reddy
Managing Trustee & CEO

"Vijaya Hospital was founded with an emphasis on compassion and selfless service to the community in delivering quality healthcare. The management pledges to serve the community in a way that honours this institution motto of selfless service."



Mrs Kanchana P R
Assistant Manager – Quality

"Quality is never an accident, it is always the result of high intention, sincere effort, intelligent direction, and skillful execution; it represents the wise choice of many alternatives."

FOCUS OF CENTRE

Vijaya Medical & Educational Trust is committed to patient safety and delivery of quality care to those in need.

ACTIVITIES CONDUCTED IN PAST YEAR FOR CQP

Encouraged registrations for various online courses held by CAHO. Online migration training on 5th edition NABH standards program.

PLANNED ACTIVITIES FOR CQP

Standardization of consent forms and documentation. "Baby friendly Hospital Initiative" – An AHPI certification programme. QAI Certification for the Emergency Department.



<https://www.prshospital.com/>

PRS Hospital Pvt. Ltd is a multidisciplinary hospital in Trivandrum city with the motto "Care Like Only A Mother Can Give". The top Management ensures that the scope of services are always in sync with the latest technology and advances in the medical field. In tune with its vision to deliver the highest quality and efficient patient care in a multidisciplinary setting, the hospital has in recent years added specialities like Laryngology, Clinical Haematology, Endocrine Surgery and the recently established PRS Karkinos Centre for Cancer Care.

PRS has demonstrated its commitment to quality patient care and safety through the various certifications and accreditations including NABH, NABL and ISO 9001: 2015, ISCCM and SEMI certifications. Other facilities include state of the art OT Complex, Cathlab and Blood Centre Renal Transplantation, Dialysis, MRI, CT Scan, Endoscopy, Thoracoscopy, Bronchoscopy, ERCP etc. The hospital's Accident & Emergency Care specializes in Trauma Care with a full-fledged Minor OT, modern equipment and a fleet of ambulances.

The hospital is a Private Limited Company with Er.R.Murugan, Dr. MS Thiruvarian Dr. R. Anandam and Dr. Mithun Rathen at its helm.



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*Lala A, Barghash MH, Giustino G, Alvarez-Garcia J, Konje S, Parikh A et al. Early use of remote dielectric sensing after hospitalization to reduce heart failure readmissions. ESC Heart Failure. 2021 Apr;8(2):1047-54



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