

# Erqual

## Workshop On Quality, Safety & Clinical Excellence In The Emergency Room

12<sup>th</sup> June 2023

10:00 am to 5:00 pm

Knowledge Hub, Aster Medcity

- Workshop Director : **Dr. Anna George**  
(Head Quality, Aster India)
- Faculty : **Mrs. Gracy Mathai**  
(CEO, Baby Memorial Hospital, Calicut & Kerala State representative, CAHO)
- Dr. Abraham Mammen**  
(Chief of Medical Services, Consultant Pediatric Surgeon, Aster MIMS Hospital, Calicut)
- Dr. Mabel Vasnaik**  
(Chairperson, Emergency Services, Manipal Hospitals)
- Dr. Shajeer KP**  
(HOD, Emergency Medicine, Lisie Hospital, Kochi)
- Dr. Priyanka M K**  
(Consultant, Emergency Services, Manipal Hospital, Bangalore)
- Dr. Anna George**  
(Head Quality, Aster India)
- Coordinator : **Ms. Jyothi Antony, Ph No : 88841 68122**  
(Head Quality, Aster Medcity, Kochi)

### BRIEF OUTLINE

Healthcare delivery is complex and there are so many factors that affect the quality of care. This is of paramount importance in the Emergency Room where the nature of urgency and criticality itself sparks the element of risk, unpredictability and focus on effectiveness rather than efficiency. Thinking on your feet and results depending on the team rather than an individual alone is the essence of a successful ER. Establishing standards treatment guidelines/ protocols/ pathways, monitoring Key Performance Indicators and upskilling the team to work together as a well-orchestrated symphony can help to improve patient care and outcomes. This workshop aims at equipping physicians, nursing staff and administrators in understanding the basics of Quality Assurance & Continual Improvement strategies in ER with respect to structure process and outcomes.

*If it cannot be measured, it cannot be managed – Peter Drucker*

### HIGHLIGHTS

1. An Introduction & brief outline of the Workshop.
2. Infrastructure, layout, staffing and infrastructure requirements of ER
3. ER Process Flow and ER Operations
4. Quality Assurance Program including NABH standards & Key Performance Indicators
5. Clinical pathways/protocols/Guidelines
6. Medico legal issues and pro-active risk management measures in ER

### WHO SHOULD ATTEND

Physicians, Nursing staff, Emergency Medical Technicians, Administrators, Quality Managers

Registration fees: **Doctors: Rs.3,500/- | Nurses/ Paramedics: Rs.1,500/-**