

CAHO NEWSLETTER



Committed to Safer Patient Care

September 2019



Governing Committee Special Edition

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MESSAGE FROM PATRON



Dr. Girdhar Gyani
Director General, AHPI

The emergence of CAHO has provided a much-needed boost in spreading the message of quality in healthcare across our country. CAHO has helped raise the bar on patient safety and quality of care in the accredited hospitals, and at the same time, motivated a vast majority of hospitals to embrace good practices towards accreditation. I'm very privileged to be a part of a family that has become a front runner to promote quality in healthcare institutions.

The New Governing Committee took over the responsibility during Investiture ceremony at CAHOCON 2019 Mumbai. I was given role of Election Commissioner to elect the Governing Body for the year 2019-21. Nominations were invited from member organizations across the country, applications were

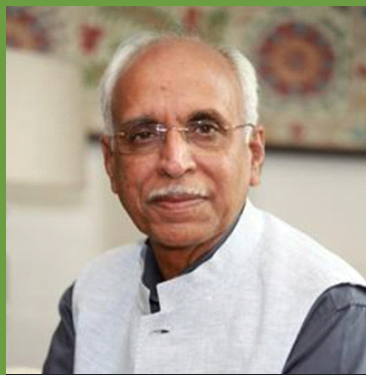
scrutinized by all patrons and various positions were allotted unanimously.

I must thank each and every member of the previous committee (2017-2019) led by president Dr Vijay Agarwal to raise the bar of CAHO's functioning to a level that has made CAHO a well-known name amongst all the health care providers. CAHO today is one of the leading training providers covering a vast canvass of subjects in healthcare. The two flagship annual events, CAHOCON and CAHOTECH have proved to be immense value adding events. All in all, the CAHO team has shown immense passion and commitment to promote quality in healthcare and deserve commendation from all quality lovers of our country.



Governing Committee 2019 - 2021

PRESIDENT



Dr. Vijay Agarwal

Dr. Vijay Agarwal is the President of Consortium of Accredited Healthcare Organizations (CAHO) and had been Advisor to Max Healthcare (Quality and Business Excellence) till recently.

Over the last four decades, besides being a pediatrician of repute, he has played a key role in making an impact in improving the state of healthcare in India, in driving national programs such as Pulse Polio and Biomedical Waste Management Scheme of Delhi. These programs have had far-reaching impact. He continues to leverage his expertise as an excellent organizer, strategist and administrator.

He is mainly responsible for making CAHO a national body of repute and for promoting patient safety, healthcare quality protocols and accreditation. He conceived the idea of training quality implementers in the country

and more than 900 professionals are trained and spreading quality across the country. He is the guiding force behind CAHOCON & CAHOTECH events that have become major annual events for all healthcare organizations in the country.

He is the author of many books & articles, has held various positions: Co-Chair of NABH Accreditation Committee; Executive Director- Pushpanjali Crosslay Hospital; Chair-Technical Committee, Karnataka Task Force for Public Policy in Healthcare, Founder Chairman of Nursing Home Forum; Founder President of Society for Child Development.

He is the recipient of Distinguished Alumnus Award of Maulana Azad Medical College and Lifetime Achievement Award of IMA and AHPI. Selected for the prestigious QIMPRO award – Healthcare Quality (2019).

SECRETARY GENERAL



Dr. Lallu Joseph
Quality Manager,
CMC Vellore

Dr. Lallu Joseph is the Quality Manager and Accreditation Co-ordinator of Christian Medical College Vellore, which is the largest in the country to be accredited by the National Accreditation Board for Hospitals and Healthcare providers (NABH). Prior to joining healthcare she was the Vice President of a software company and was a teaching assistant at Rotman School of management, University of Toronto. A Mechanical Engineer by profession, pursued her Master's and Doctorate in Business Administration and Diploma in CQI from the Canadian Healthcare Administration. A keen learner, she completed the one year Executive General Management Program (EGMP) from IIM Bangalore in 2016.

She has many book chapters and publications to her credit and was a part of developing the entry level guidelines of NABH standards, a joint initiative of NABH and World Bank. She was involved in overseeing the implementation of QMS in selected

Government Hospitals of Karnataka through Consortium of Accredited Healthcare Organizations (CAHO) as part of a world bank funded project and a part of the task force of Karnataka Knowledge Commission implementation on procedural costing. She developed the Basic and Advance Certified Professionals for Quality Implementation in Hospitals (CPQIH) programs for CAHO which are well sought and also 7 one day programs of CAHO.

A passionate teacher and trainer, she is involved in training quality implementation across the country through NABH, CAHO, AHPI and also the faculty of many hospital administration programs. She is a Principal Assessor for NABH and trainer for NABH. She is the secretary General of CAHO.

Dr Lallu was the best outgoing student of VIT Business School in 2000. She was the proud recipient of the Young Quality Achiever award in 2016 and the Dr M.S Ashraf Award by Indian Medical Association, TN State in 2018.

VICE PRESIDENT



Mr. Sameer Mehta
Vice Chairman & Director,
Dr. Mehta's Hospitals,
Chennai

Mr. Mehta is the Vice Chairman of Dr. Mehta's Hospitals which is amongst the oldest and most respected private hospitals in India. Mr Mehta is also the Chief Investment Director of the Atlas Family Office, amongst the top performing global investment houses.

Mr. Mehta brings over 2 decades of enterprise leadership, multi-national operating, project management, governance, strategic consulting, investment management and entrepreneurial experience within leading organizations like McKinsey & Company, Shell and Fortune 10 and Family Business companies across multiple sectors (healthcare, energy, technology, education, chemicals, pharma, food and retail) across Asia, Europe, Latin and North America. He was a former venture advisor with TVS Capital, the Startup Center, the Dominate Fund and an election observer with the OSCE/UN.

Mr. Mehta has won numerous national and global awards for healthcare, investing and community service. Mr Mehta is an award winning author and the co-creator of the Values Game, the Energy Game and the Fears Game. Mr Mehta is an Institute of Directors (IoD) Fellow and a Sainsbury Management Fellow (SMF) with the Royal Academy of Engineering. Mr Mehta is a regular speaker and governing advisor at international

conferences and symposiums (including IFC, Super Returns, the Family Office Forum, GSF, VC Circle, IIT, Legal Era, EMPEA, AHPI, CAHO, ANBAI et al) on healthcare, human behavior, family business succession, clean-tech, wealth and investment management across continents.

Mr. Mehta sits on the Boards of the Chennai Angels, IIT-M Incubation Center, Proklean Technologies ; the Advisory Boards of the National Institute of Quality & Reliability (NIQR), NASSCOM India Startup & Incubation – Chennai and the Governing Councils of the Association of Healthcare Providers of India - Tamil Nadu (AHPI) and Consortium of Accredited Hospital Organizations (CAHO). Mr Mehta has an MBA from the Kellogg School of Management, a Masters in Manufacturing Engineering Management and Masters in Chemical Engineering. Mr Mehta is a Chartered Chemical Engineer (CEng) with the Institute of Chemical Engineers, a Professional European Engineer (EUR ING) with FEANI, a Chartered Scientist (CSci) with the Science Council, a Chartered Environmentalist (CEnv) with the Society for the Environment. He is a member of the The Indus Entrepreneurs (TiE) and Entrepreneurs Organization (EO). Mr Mehta is married and is outnumbered with twin daughters and a cat.

TREASURER



Dr. Sunil Kumar Saggur
CEO - Shanti Mukand Hospital,
New Delhi

Dr. Sunil Kumar Saggur is a great motivator, consumer activist and has devoted about 42 years of his life in the service of downtrodden and needy poor. Serving with compassion and touching lives, is his passion. He believes that real worship of God is best achieved by extending a helping hand to those who need it and more so by mitigating/ by redressal of the complaints of the customer. Having undergone training from the Institute of Chartered Accountants of India, he is also an MBA in Hospital Management, HR & Hospitality. He is also a Six Sigma Green belt, NABH Assessor, National Advisor, AHPI Delhi and UK, Member of FICCI, ASSOCHAM [Health

Committee, ZAB LIC of India, Advisor and Promoters of various NGOs.

He has had the great privilege of working with Mother Teresa and has worked in the remote areas of U.P. and Bihar through Community Health Programs. Recognizing his contribution to the cause of community and creating management systems, he was conferred "Doctor of Science" Honoris Causa.

Currently, he is the Chief Executive Officer of Shanti Mukand Hospital, East Delhi. He has also been CEO/COO of Jaipur Golden Hospital, Rajiv Gandhi Cancer Institute and Moolchand Hospital.

JOINT SECRETARY - HOSPITAL



Dr. Anuradha Pichumani
Executive Director
Sree Renga Hospital, Chengalpattu

Dr. Anuradha Pichumani is an NABH Assessor and the current Joint Secretary – Hospitals, CAHO. A Gynecologist by profession and Fertility specialist and Laparoscopic Surgeon by training, she established Sree Renga Hospital, Chengalpattu, Tamil Nadu in 1992, along with her husband Dr.K.P.Pichumani. She is also a Director on the board of Narbhavi Multispeciality Hospitals, Kancheepuram, Tamilnadu. As the Executive Director, she is responsible for administrative functions. SreeRenga Hospital was the first under 50-bed facility in Tamil Nadu to earn the NABH Accreditation for full Accreditation Standards, in 2012.

Dr. Anuradha Pichumani is a coordinator and Faculty for various training modules for CAHO such as Risk Assessment, CPHIC, Fire Safety and Nursing Communication. As the first Centre for Quality Promotion in the district of Kancheepuram, SreeRenga Hospital, Chengalpattu has actively conducted programmes on Awareness and Implementation of NABH Standards, for nearby hospitals. Spearheading the entry of

CAHO's CPQIH (Basic) programmes in Government Medical Colleges in Tamil Nadu, Dr.Anuradha Pichumani has been instrumental in the successful coordination and conduct of the programme for the Deans, HODs, Professors and Administrative staff of Medical Colleges in Tamil Nadu – a first in India. She has also played an active role in establishing the collaboration between CAHO and ISQua (International Society for Quality in Healthcare).

Dr. Anuradha Pichumani has presented in various National and International healthcare meets and won awards. Significant awards received by Dr.Anuradha Pichumani in recent times include CAHO's Best State Representative Award in 2019, Outstanding Woman Professional Award by the FICCI Ladies Organisation, Chennai in 2017 and the Dr.C.S.Dawn Prize at the All India Congress of Obstetricians and Gynaecologists in 2015. Her endearing goal is to make healthcare quality equitable to the society and looks forward to taking CAHO's programmes to the various strata of the continuum.

JOINT SECRETARY - LAB



Dr. Narendranath V
Chief Medical Administrator
Prof & Head Hospital Administration
Ramaiah Medical College & Hospital,
Bangalore

Dr. Narendranath V is the Chief Administrator of Ramaiah Medical College and Hospital and also the Professor and Head of Department of Hospital Administration, Ramaiah Medical College. He completed MBBS from M.S. Ramaiah Medical College and MD in Hospital Administration from KMC Manipal. He has also attended MDP programme in Hospital Management from IIM Ahmedabad and has done Bronze certification in Lean programme.

He has been active in the professional field being active member of various organizations such as AHA – Academy of Hospital Administration, ISHWM – Indian Society of Hospital Waste Management and as Joint Secretary, CAHO. He has been serving as secretary of Academy of Hospital Administration – Bangalore Chapter for last

10 years and been Executive member of Academy of Hospital Administration – Delhi for 4 consecutive years.

He is also been active in the field of Hospital Waste Management since 20 years and serving as Joint Secretary of ISHWM since 3 years. He has also served as Executive Committee Member of Private Hospitals and Nursing Homes Association (PHANA), Karnataka which was responsible for taking up the issue of Atrocities on Medical Professionals and Hospitals, and for successful implementation of preventive strategies.

He has been awarded as Best Hospital Administrator by Healthcare Radius in the year 2016 and also awarded Fellow of Indian Society of Hospital Waste Management in the year 2017.

IMMEDIATE PAST PRESIDENT



Dr. Alexander Thomas
President - AHPI

Dr. Alexander Thomas is the Founder-Member and President of the Association of Healthcare Providers of India (AHPI), Founder-Member and Founder President of the Association of National Board Accredited Institutions (ANBAI), Founder-President (2012-2017) and Patron of the Consortium of Accredited Healthcare Organizations (CAHO) and Consultant to the World Bank. He has served the Indian healthcare sector for over 30 years.

Dr. Thomas led the expert group on medical education for the National Education Policy (2019) headed by Dr. Kasturirangan. Dr. Thomas has served and continues to guide several boards and committees: Member of the Board and assessor of NABH, Member of the committee set up by the Union Health Ministry to reduce costs of UG & PG medical training; Chair of the Steering Committee for the Health and Environment Leadership Platform, Public Health Foundation of India (PHFI); Member of the National Committee on PG Medical Education chaired by Prof. K. Srivastava; Member of the National Technical Committee for Setting Standards for the Clinical Establishment Act; Chairman of the Uniform Learning Resources Centre of the National Board for Examinations; Advisor to the UNESCO-NBE Steering Committee on the Teaching of Bio-Ethics in the PG Medical Education Curriculum; Member of the National Advisory Board, Indian Program of the UNESCO Chair in Bioethics; Member, Review Committee for CPS Programme, College of Physicians &

Surgeons of Mumbai; As the Chair of the Uniform Learning Resources for the National Board of Examinations, Dr Thomas led the Task Force which recommended means of affordable access to quality scientific resources to the NITI AYOOG and Medical Council of India. Dr. Thomas also initiated the concept of a national Think Tank on Health, set up at the National Law School of India University (NLSIU), Bangalore.

The Handbook of Healthcare Quality (2016), co-edited by Dr. Thomas, alongside several other domain experts, and 'Communicate. Care. Cure: A Guide to Healthcare Communication (2014)' are excellent contributions to the healthcare sector. Other notable publications by Dr. Thomas (supported by the World Bank and NABH) are the Guidebook for Pre-Accreditation Entry-Level Standards for Small Healthcare Organizations (2015); Aspirations for the Elderly in India; Health Quality - Upgradation Enabled through Space Technology [QUEST] in Emergency and in Critical Care Departments in partnership with (ISRO). He has also co-authored several white papers submitted to the Government of India

Dr. Thomas was awarded the Emeritus Teacher Award by the National Board of Examinations (NBE) for his distinguished achievements and contributions to the field of Medical Education (2014), the National IMA Distinguished Services Award (2016) by the Indian Medical Association and the Lifetime Achievement Award by CAHO, among others.

IMMEDIATE PAST SECRETARY GENERAL



Dr. C.M. Bhagat
Medical Director
Bhagat Hospital Pvt Ltd,
New Delhi

Dr. C. M. Bhagat, Director of Bhagat Hospitals Pvt. Ltd is the proud owner of two hospitals in Delhi. Dr. Bhagat joined MBBS in the year 1973 from Delhi University, completed his post-graduation (MD in Anaesthesia) from AIIMS and thereafter practiced as an Anesthetist. After opening his own hospital in the year 1993, he took keen interest in hospital management. Most of his management skills are acquired by observation, interpretation and intuition. To enhance his management skills, he did many courses from the IIMs, which helped him re-enforce his skills further.

He has held various posts in Delhi Medical Association, Indian Medical Association and Delhi Nursing Home Forum. After obtaining NABH for his hospitals, he joined and became the General Secretary, CAHO (2017-2019). He is currently the Vice President-AHPI Delhi NCR chapter.

Besides Medicine and Management, he has keen interest in studying human behavior and has written about 70 poems and various short articles reflecting interpersonal behavior. He has keen interest in environment conservation and works ardently for the same.

NORTH



Dr. Joseph Pasangha

*Chief Operating Officer
Narayana Healthcity Cluster, Bangalore*

Dr. Joseph Pasangha is currently the Chief Operating Officer at Narayana Health City, Bangalore which is a renowned multispecialty hospital chain. He has championed Joint Commission International (JCI) re-accreditation and NABH for his hospitals. He also set up information centers and virtual clinics across country and international markets; enabled doctors to conduct outreach OPD. He pioneered the culture of Standard Operating Procedures (SOPs) across the hospital.

Prior to this, he was the Facility Director at Narayana Institute of Cardiac Sciences where

ZONAL COORDINATORS

he spearheaded change management for 1450 beds hospital to promote a reputation for quality, innovation and clinical excellence. He was also responsible for controlling cost and increasing operational efficiency through a high-performance team of staff and doctors. He also implemented lean management controls to seek continuous process, promoted healthcare facilities to a mix of up-market income groups and middle income groups and pioneered patient buddy program. He has also worked with Fortis group and Wockhardt hospital prior to this. He is CAHO's North Zone Coordinator.

SOUTH



Mrs. Rama Rajasekaran

*Director
Ganga Medical Centre and Hospitals,
Coimbatore*

Mrs. Rama Rajasekaran is the Director of Ganga Medical Center & Hospitals Pvt Ltd (GMCH) and Ganga Spine Injury and Rehabilitation Center (GSIRC). She is the Managing Trustee of Ganga Institute of Health Sciences (GIHS). GMCH is a 500 bedded Super-Specialty hospital in Orthopedic, Trauma and Plastic surgery. It is the first Asian hospital to be recognized by ISOC (International Society for Orthopedic Centers). The hospital got accredited by NABH in the year 2012. It had also won the prestigious IMC Ramkrishna Bajaj Excellence Trophy (Healthcare) in the year 2019 and its Pharmacy services have been awarded by 'Pharmacie de Qualite' -Bureau Veritas with Platinum rating in 2018.

She started her career in Master of Fine Arts in Arts and Architecture and later pursued Diploma in Hospital Management and M.Phil

in Hospital and Health Sciences from BITS, Pilani in 2008. She has presented papers on the 'Indian Health Scenario' and 'Costs of Indian Healthcare' in Stuttgart, Germany and at Hospital for Special Surgery (HSS), New York, USA. She has been an invited speaker in Quality Forums in CII, CMAI, QCFI. She is passionate on nursing education and within a decade the Nursing Institute has grown from 75 students to 500 students, with new allied courses introduced and ISO certified.

She has been a committed social worker in Rotary and Ladies Circle India and has developed new ideas for the upliftment of the down trodden and for women empowerment along with Round Table India which has won State and National Awards. She is an NABH assessor and South Zone representative for CAHO. Her special focus in quality development of HCOs had lead GMCH to be the Center of Quality Promotion (CQP).

CENTRE



Dr. Rajkumar V. Patil

*Director Medical Services
Bombay Hospital Trust, Mumbai*

Dr. Patil has an experience of more than 33 years in Hospital Management. He is currently serving as Director Medical Services heading the Medical Services at Bombay Hospital- Mumbai and Indore. He has been the main force behind implementation of Quality systems and accreditation standards in both the hospitals. He has successfully steered Bombay Hospital Indore to acquire Full Accreditation, Surveillance & Re-Accreditation by National Accreditation Board for Hospitals &

Healthcare Providers (NABH). He also serves administrative responsibilities for Post-graduate & Super-specialty teaching programme of Bombay Hospital Institute of Medical Sciences, Mumbai, Bombay Hospital College of Nursing at Mumbai and Indore. He is also an adjunct faculty for Birla Institute of Technology and Science, Pilani. He is a Member of American College of Healthcare Executives and has presented many paper at International Conferences.

EAST



Dr. Sankar Sengupta
Medical Superintendent
CNCI, Kolkata

Dr. Sankar Sengupta is presently the Medical Superintendent of Chittaranjan National Cancer Institute (CNCI), Kolkata. Prior to CNCI, he was Medical Superintendent of CKBH Group's B.M.Birla Heart Research Centre, Kolkata, Country's first NABH Accredited Hospital. He was also Group Quality Head of C.K.Birla Group of Hospitals. He was instrumental in achieving NABH Accreditation of Eastern India's Oldest Private Corporate Hospital CMRI.

Dr. Sankar Sengupta completed his MBBS from Calcutta National Medical College, and MD in Medical Microbiology from Lokmanya Tilak Municipal Medical College, Sion, Mumbai. He did his Diploma in Diabetology from Annamalai University, and an Executive Management programme in Hospital and Healthcare from Symbiosis, Pune in 2012.

He was the first batch Assessor of NABL in ISO 15189: 2013 in this country. He became Lead Assessor of NABL in 2007 and has performed accreditations of over 150 medical

laboratories across the country. He became NABH Assessor in 2011 and subsequently Principal Assessor in 2014 and assessed over 50 hospitals in the country.

A dedicated trainer and teacher, he is involved in training POI for NABH and training future Assessors of Entry Level NABH Accreditations. He is also a trainer for NABL, AHPI and National Skill Set Council. He is a DNB Teacher for Microbiology with 6 DNB Students as Principal Guide at present. He is also a contributor of 6 Text Books in Paediatrics, Critical Care and Medical Microbiology.

Assumed leadership roles such as, Secretary IMA-AMS, West Bengal (2009 - 2012); Co-Chairman Health Committee, Bengal Chamber of Commerce (2015 - 2017), Management Committee Member, Bengal Chamber of Commerce (2017 - 2019); Presently, Vice President of Hospital Infection Society of India, Kolkata Chapter and DNB Specialist Board Member, Microbiology. He is CAHO's East Zone Representative.

WEST



Mr. Joy Chakraborty
Chief Operating Officer
PD Hinduja Hospital,
Mumbai

Mr. Joy Chakraborty is the Chief Operating Officer (COO) at P D Hinduja Hospital and Medical Research Centre, Mumbai. He completed his PG in Healthcare Management, PG diploma in Marketing & Sales Management post his basic degree in Human Physiology from Kolkata University. Subsequently he attended advanced management program in Finance from IIM, Ahmedabad and also undergone advanced Executive Education in Managing Healthcare Delivery from Harvard Business School.

Prior to Hinduja Hospital, he worked at Sri Ramachandra Medical College for 9 years, and was instrumental in starting MBA Program in Hospital and Health Systems Management. He worked there as Honorary Asst Professor and visiting faculty for various other Management Institutes. He is currently faculty and Member of Academic Board in Wellingker Institute, Mumbai.

Mr. Joy is the Chairman - Healthcare Initiatives of CII (Western Region), President - Voice of Healthcare (Western India), Secretary of Association of Healthcare Providers of India (AHPI - Maharashtra &

Goa); Member of Advisory Board of Healthcare Programs (IIM-Calcutta); Member of Industry Academia Board (XLRI - Jamshedpur). He is also a Member of the Accreditation Committee of NABH and Health Sector Skill Council (HSSC); Advisory Board Member - National Educational Policy, Medical Education, Ministry of HRD, Govt. of India. He has been invited by Govt of Maharashtra as a member of Committee of developing state's Clinical Establishment Act (CEA).

Additionally, he is a member of prestigious bodies like American Society for Quality (ASQ) and Academy of Hospital Administrators. He has been invited in the board of studies and many other positions in various academic institutions across the country. He has also worked very closely with Harvard Medical International for the improvement of healthcare outcome and he is currently the Member of Harvard Business Review Advisory Council.

Mr. Joy is the proud recipient of Rashtriya Sanman Award by National Education & Human Resource Development Organization.

REPRESENTATIVES

NABH ACCREDITED HCOs



Dr. S. Ramesh Babu

*Director Medical Sciences
Trichy SRM Medical College Hospital &
Research Centre, Trichy*

A medical doctor from Stanley Medical College, Chennai, Dr. Ramesh Babu has experience in hospital management for the last 24 years. He is specialized in Healthcare Quality and has worked with various tertiary care hospitals, at top management positions. Has turned around hospitals and initiated start-up hospital projects. He is an NABH Assessor and has assessed about

90 hospitals across the country, in various forms. In CAHO, at present he is the Representative for Accredited HCOs. He has given many lectures on Quality in Healthcare and Hospital Management in National Conferences. Currently he is working as Director - Medical Sciences at SRM Medical College Hospital and Research Centre, Trichy, Tamil Nadu.

NABH ENTRY LEVEL HOSPITALS



Dr. Joseph Fidelis

*Chief Operating Officer
Annai Velankanni Hospital,
Tirunelveli*

Dr. Joseph Fidelis is the Chief Operating Officer of Annai Velankanni Group of Hospitals, Tirunelveli. He is also a Consultant for Critical care at Annai Velankanni Multispeciality Hospitals. He has completed his MD in Anesthesiology from Rajah Muthiah Medical College and Hospital, Annamalainagar, Chidambaram and Fellowship in Intensive Care Medicine from Apollo Hospitals.

He is the National Representative for NABH entry level Hospitals under CAHO (2019-2021). He has a passion for structuring and

helping hospitals to run cost effectively. He values in leading and overseeing the business support functions on a day to day basis to make it possible for the organization to deliver highest quality of medical services to its patrons.

He has presented in several Conferences and chaired sessions. He successfully led his hospital to NABH accreditation as the Accreditation coordinator. He is a life member of International Society for Quality in Health Care and European society of Critical Care medicine.

REPRESENTATIVES

NABH ACCREDITED SHCOs



Dr. Vijay Kumar Gupta

*Director & Neurosurgeon
VK Neurocare and Trauma
Research Hospital, Hisar*

Dr. V K Gupta is a neurosurgeon and the Accreditation Coordinator for VK Neurocare and Trauma research Hospital, Hisar which is an NABH accredited hospital specializing in Neurosciences and Neurosurgery. He has earlier worked in PGIMER, Chandigarh. He is also a Green Belt in Six Sigma.

He has been awarded Certificate of Appreciation by Rotary International in 1997-98, Man of Achievement & India National Gold Star award on 25th June, 1999 by Indian High Commissioner in London, honor of Medical Services by Lion Club, Hisar, Certificate of Appreciation for medical services by Bharat Vikas Parishan, Sadulpur in 1999, 'Rashtriya Samman Puraskar' by Shri Suresh Prabhu, Hon'ble Union Minister for Power on 13th July, 2001. He was also given

the Excellence award by Dr. KK Agarwal, President in Chikitsak Samman and Samaroh Award by Dainik Jagran.

He is also the Consulting Editor of contemporary Who's Who of American Biographical institute and the chief editor of Haryana Medical Journal. He has many publications in National and International journal.

He was awarded Doctorate by Vishwa karma open University by Udit Raj, Member of Parliament on 2nd June 2017 New Delhi. He was also elected as a Fellow of the IMA Academy of Medical Specialties in Neurosurgery on 19th August 2017. He is member of various forums like AANS, CNS, NSI, IMA, ISPN, AOICSSBS.

NABL ACCREDITED LABORATORIES



Dr. Suvin Shetty

*Representative Consultant Pathologist &
Lab Head, DR L H Hiranandani Hospital,
Mumbai*

Dr. Suvin Shetty is currently working in Dr L.H. Hiranandani Hospital, Powai, as Full Time Consultant Pathologist and Head, Dept of Laboratory Medicine. Along with an MD Pathology, he also has completed Executive Program in Business Management, Indian Institute of Management (IIM-C), Kolkata, Hospital Management Programme, Indian Institute of Management (IIM), Ahmedabad and Diploma in Business

Management (DBM), Welingkar College, Mumbai. He is also a Certified Six Sigma Black Belt and NABL Assessor. He has been the Hon Secretary, Association of Practicing Pathologists – India, Life Member of Association of Practicing Pathologists – India, Indian Association of Pathologists and Microbiologists, IAPM and Indian Society of Hematology and Blood Transfusion.

ASSOCIATE INDIVIDUAL MEMBERS REPRESENTATIVES



Dr. AparnaJairam
 Director
 ASAVLEE - Dr Aparna's Path Lab,
 Mumbai

Dr. Aparna Jairam is the Founder and Director of Asavlee –Dr. Aparna’s Pathology Laboratory , Since April 2017 and heads the COE (Centres of excellence) of Auto immunity and infertility with Clinical laboratory, Immucare at Indore & Cochin . She is also the Hon Secretary of Association of practicing Pathologists- India and Technical assessor for NABL since 2006.

Following post graduation in Pathology from Mumbai University, she worked as a Lecturer in the Dept of Neuropathology, Grant Medical College and later as Consultant Pathologist at Metropolis Lab , Gamdevi Lab, NPIL- Dr. Phadke’s Laboratories . She was instrumental in getting NPIL – Dr. Phadke’s Lab the prestigious NABL accreditation. This was one of the first few small sized Lab that was accredited. She was the Vice president – operations for Piramal- Dr. Avinash Phadke’s Path laboratories , one of the largest Pathology chain of Laboratories in the country before starting her own Asavlee – Dr. Aparna’s Pathology Laboratory. She has travelled across the country to setup various

laboratories, Satellite laboratories, collection centers and hospital based laboratories.

With a passion to spread knowledge on quality in diagnostics, she teaches and trains various laboratory professionals across the country. She is an accredited speaker from Maharashtra Medical council and has delivered lectures at national and international forums and has also co-ordinated and conducted many National Conferences and CMEs.

A self motivated person who loves to work on newer challenges in the field of diagnostics. An excellent administrator with good communication skills, interpersonal relationships, very focused and quality driven. She has conducted cost & fixed asset verification audits and planned Capex, Manpower & revenue budget for the laboratories. She is an expert in identifying and developing business potential, equipment planning, understanding Human resources and recruiting accordingly. Marketing strategies are her strong assets.



Dr. Shashank Devapur
 Director & Head of Medical Affairs
 Hryadin Mobihealth, Bangalore

Dr. Shashank Devapur is an Infection Prevention and Quality Implementation Consultant for Hospitals and Healthcare organizations. He has over 12 years of experience in clinical, clinical research, pharmaceuticals, and medical devices. He is currently the Director –Medical Affairs at Resche Healthcare, Hyderabad and also Director of Hridayin Mobihealth LLP, Bangalore.

He has helped over 60 hospitals establish quality protocols to improve processes in Operation theatre and CSSDs, when heading the Medical team at 3M India Ltd. He has trained over 250 professionals across India in

the only available International infection control course. He has trained over 100 CSSD technicians in the only professional course for CSSD technicians. He has given over 500 talks across India and internationally to train and educate healthcare professionals.

He is MBBS graduate of prestigious BMCRI, Bangalore and post graduate in Clinical Research from Manipal University. He has received his Infection Control certification from New York State, USA and is certified trainer for CAHO’s CPQIH and CPHIC. He is also the Technical Editor for CPHIC Basic Manual. Also an Individual member representative of the Governing Council of CAHO 2019-21.



Ms. Devasri Chatterjee
 Partner & Pricipal Consultant
 AUM Synergist, Mumbai

Ms. Chatterjee is a Partner and Principal Consultant at AUM Synergist Healthcare and Hospitality Consultants LLP. She has been in the healthcare industry since 1998, from being a biomedical engineer to a Hospital Administrator in various healthcare institutions. She is currently working as a Consultant providing consultancy services to healthcare projects with regard to quality assurance / accreditation / certification, space and layout planning, providing architectural & engineering services, manpower planning, developing systems & quality SOPs, manpower training, implementation of systems, monitoring of implemented systems and suggesting further modifications wherever necessary. Also, working with Hospitality projects on infrastructure planning, manpower planning, employee counselling and welfare and training on Customer Care aspects.

She has completed her Bachelors in Biomedical Engineering, MBA – Healthcare Sciences and Post Graduate Diploma in Medical Law and Ethics from NLSIU, Bangalore. She is a Certified Internal Auditor as per ISO 15189:2012 standards. She is amongst the first batch of quality professionals who underwent the course in Certified Personnel for Quality Implementation in Hospitals (Basic & Advanced CPQIH) by CAHO. She is a passionate trainer in Quality Implementation in Hospitals, Basic Hospital Infection Control (CAHO) and Fire Safety & Hospital Preparedness (CAHO).

In addition, she also has a Bachelors in Hindustani Classical Music (Vocal) and is a Certified Yoga Teacher.

STATE REPRESENTATIVES

TAMIL NADU



Mrs. B. Bharathi Reddy
Trustee & CEO
Vijaya Medical & Educational Trust,
Chennai

As the Managing Trustee & CEO of Vijaya Medical & Educational Trust, Chennai (650 bedded multi-specialty hospital), Mrs. B. Bharathi Reddy is responsible for overall management and initiatives at the Hospital. She leads the Hospital with over 1700 employees to deliver safe, reliable and efficient operations.

Mrs. Reddy was instrumental in establishing the Mother's Milk Bank (the first private milk bank in Chennai) and the stand alone Breast Clinic at the Hospital, with the sole purpose of bringing about a difference to the society. She spearheaded the efforts taken for NABH and NABL activities at Vijaya Group of Hospitals. She is also active in carrying out philanthropic activities like conducting free medical camps and distribution of First Aid Kits for Govt. Schools. Every year free medical camps are organized at the Hospital in the memory of the Founder Shri B. Nagi Reddy.

She leads the establishment of Vijaya Educational Academy which conducts allied

health science courses in affiliation with The Tamil Nadu Dr. M.G.R. Medical University.

Mrs. Reddy is a graduate from Lady Shriram College, New Delhi with BA Economics Honors. She has also completed her MBA (Marketing) from Kothari Academy. She is a multifaceted personality who excels beyond the healthcare industry. She has spread the Midas touch to other industries including the printing, constructions and film productions.

She has received many awards such as the Woman of Excellence Award by Indian Achiever's Forum in 2013, FICCI Award for exemplary contribution and impactful positive contribution to Healthcare in Tamil Nadu in 2014, the 'Health Warrior Award' as a Non-Medical Person's contribution for the Medical Community in 2018 by Indian Medical Association (TN) and Rotary, Sarvodaya Stree Sakthi Harmony & Empowerment Award by Thiru Banwarilal Purohit, Hon'ble Governor of Tamil Nadu in 2.

TELANGANA



Mr. Pinkulal Karan
Chief Hospital Administrator &
Quality Officer, Sathya Kidney Centre &
Superspecialty Hospitals, Telangana

Mr. Pinkulal Karan is presently associated with Sathya Kidney Centre & Super Speciality Hospitals and Diagnostic Chain), Hyderabad as Hospital Administrator & Quality Officer. He is also the Founder & Managing Partner of KK Corporate Services. He is an Assessor for Dialysis Accreditation standards (ISQua certified standards) in QAI, New Delhi. He is a certified Lean Six Sigma Black Belt from Exemplar Global and certified Lead Auditor in ISO 9001:2015 certification. He has completed Patient Safety Certificate programme from John Hopkins Medicine, USA and has been awarded the Patient Safety Hero award by Armstrong Institute of Patient Safety Institute, USA.

He is a Guest faculty with many Colleges and Universities for teaching programs in Quality Management under Hospital Administration. A hospital management professional by education, he completed his graduation in Hospital Management from MAKAUT University, did his masters in MBA Hospital Administration from SVSU University, MBA in Operations & Materials management from NIBM and PGDHA from Alagappa University.

He is a life member of QCI, CAHO, AHA and Individual Member of ISQua. He is the CAHO's Telangana state representative.

MADHYA PRADESH



Mr. Awastik Bose
Senior Manager - Quality
Nayati Healthcare, Mathura

Mr. Awastik Bose is a multi-skilled professional, with more than 10 years of experience in Hospitals & Health Care. His exposure to diverse cultures and different nationalities has enabled him to learn and develop his skills better. He is currently working as Senior Manager- Quality at Nayati Healthcare, Mathura. He was involved in preparing the hospitals to improve the quality management systems as per NABH/NABL/ ISO standards.

He has completed his Postgraduate Diploma in Quality Management Hospitals & Healthcare from Symbiosis University Pune, Master Degree in Health Care (MBA) from Manipal University, India & Degree in Hospital Management from West Bengal University, India. He is keenly working with CAHO to promote quality accreditation in healthcare at a national level and to serve the community by training healthcare professionals and laying down a pathway for quality journey at a National & International level.

KARNATAKA



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

Dr. Umashankar Raju is the Manager – Quality and Special Initiatives at MS Ramaiah Memorial Hospital, Bengaluru, which is one of largest chain of Educational Institutes and reputed organization in Health care. A biotechnology graduate and Postgraduate in Business Management-Operations, he went on to complete PhD from Indian Institute of Business Management. He is a Fellow of International Society for Quality in Healthcare (ISQua) He has successfully completed the NABH Internal Auditor course, also holds Certification course in Healthcare quality management from Medvarsity & Certification course in Quality management system, NABL 112, ISO 15189:2012 from Foundation for Quality India.

During his tenure at Ramaiah Hospital, he has coordinated the NABH re accreditation and Surveillance audits, Nursing excellence and

other quality initiatives. Under his leadership, the hospital has won various awards such as the AHPI award in the categories of Quality beyond Accreditation, Green Hospital and Patient friendly Hospital, best Platform and video presentation at CAHOCON 2019. He has completed both Basic and Advance CPQIH program and is associated with CAHO as faculty for Basic CPQIH program. Have been instrumental in handholding smaller health care organizations to achieve Quality standards and achieve the NABH accreditation.

A dynamic professional and passionate trainer with over a decade of rich experience in handling Hospital Operations Management, Quality Management activities with focus on Lean six sigma and more process mapping and implementation. He is currently the Karnataka state representative for CAHO.

MANIPUR



Ms. Anisha Khundongbam
Quality Manager & Accreditation Officer
Shija Hospitals & Research Institute,
Imphal

Ms. Anisha Khundongbam is the Quality Manager and Accreditation Officer of Shija Hospitals & Research Institute, Manipur, which is the largest private hospital in the state and also the first and only hospital to be the NABH Pre Entry level certified hospital in the state. She is a Post Graduate in Hospital Administration from Indian Institute of Health Management Research, Jaipur. Her areas of interests include Continuous Quality Improvement in hospitals, Hospital Accounting and Health Economics. She is certified as an internal auditor for ISO standards.

She is also a Certified Professional for Quality Implementation in Hospitals (Basic & Advanced) on successful completion of Implementation of NABH Standards in

Hospitals conducted by Consortium of Accredited Healthcare Organizations (CAHO) and HSSC. She is a State Representative for CAHO and a member of the Governing Committee of the body. Her continuous effort in improving and implementing quality initiatives at Shija Hospitals has had immense impact on quality standards of the hospital.

She has also undergone training at Lion's Aravind Institute of Community Ophthalmology (LAICO), Madurai under the Vision building and capacity building project for establishing comprehensive, sustainable, community focused eye care facility. She has led the implementation and monitoring of the improvement project for Shija Eye Care Foundation.

MEGHALAYA



Mr. Peter Z Sailo Ryntathiang
CEO
Bethany Hospitals, Shillong

Peter Z Sailo Ryntathiang is the CEO of Bethany Hospitals, Meghalaya. A double Post Graduate in Business Administration, Rai University, New Delhi and Hospital Management from Apollo Institute of Hospital Administration under Osmania University, Hyderabad, Peter has had an eventful career in both Corporate Healthcare namely Medicare, Indraprastha Apollo Hospital and Mission Hospital namely Christian Medical College, Vellore. Having partaken in the inception of JCI at Indraprastha Apollo Hospital and the start of NABH at CMC Vellore, Peter returned back

to his home town Shillong to introduce and implement the ever continuous journey of Quality. With over a decade and half of experience in Hospital Administration, he spends his spare time in his other passion-Teaching. He serves as Faculty and Member of Board (Academics) at Martin Luther Christian University, Meghalaya. Peter is a Health Sector Skill Council (HSSC) Certified Professional for Quality Implementation in Hospitals (CPQIH) with a zeal that all hospitals should embark on a journey to adopt best quality practices in their hospitals.

STATE REPRESENTATIVES

ASSAM



Dr. Jeet Patwari

*Managing Partner
PINNACLE Healthcare Consultants,
Assam*

Dr. Jeet Patwari is a qualified Healthcare Management Professional, trainer, planner and strategist with nearly two decades of experience in serving government hospitals, corporate hospitals, missionary hospitals, corporate houses. He has worked in different areas of healthcare ranging from Clinical Practice, Clinical Administration, Operations, Quality, Public Health, Project Planning, Designing & Implementation, Strategic Planning and Business Development. He has done his MBBS from Gauhati Medical College and post-graduation in Hospital Management from Apollo Institute of Hospital Administration, Hyderabad. He has served in many prestigious organizations such as CRISIL Ltd, Max Healthcare, Ernst & Young, UNICEF, IIM Shillong, etc.

Dr. Jeet is currently the Managing Partner of PINNACLE Healthcare Consultants. His was previously employed as COO at NEMCARE Group of hospitals, Guwahati, where he served for eleven years. He also served as a visiting faculty in IIM Shillong and was instrumental in planning & execution of the “Sustainable

Healthcare Management Systems” – a flagship program for the state doctors of Meghalaya. He was honored as the “Most Valuable Resource Person” (MVRP) by IIM Shillong for his contribution in the project.

He has authored two books on Hospital Management – one for IIM Shillong, and the other has been adopted as the guidebook for the Mid-level Managers under National Health Mission, Assam. He has also contributed for many chapters in Healthcare Management books and has written numerous articles related to the subject. Dr. Jeet is a Visiting Faculty & External Examiner at IGNOU and Kaziranga University and also a member of the Governing Board for School of Business at Kaziranga University. He is the founder of PINNACLE Healthcare Consultants, a consulting firm and helps clients in establishing hospitals and other healthcare facilities. Dr. Jeet is a Health Sector Skill Council (HSSC) certified professional for Quality Implementation in hospitals and helps the clients in their journey for adopting quality practices in their hospitals.

MAHARASHTRA



Mr. Nishant Jaiswal

*General Manager - Operations
Nanavati Super Speciality Hospital,
Mumbai*

Mr. Nishant Jaiswal is currently working as General Manager – Operations at Nanavati Super Speciality Hospital, Mumbai (NABH accredited Hospital). Prior to his current assignment, he has worked with Apollo Hospitals, P.D. Hinduja Hospital, Aster and Wockhardt Hospitals. He has 15 years of rich experience in Health Care Management. He is a graduate in Microbiology, Masters in Hospital Administration and P.G.Diploma in Quality Management for Accreditation of Health Care Organizations from Academy of Hospital Administration.

He has been part of various quality improvement and accreditation projects in healthcare such as: six sigma project at Apollo Hospital – Hyderabad in Biochemistry Dept., Team member for JCI Accreditation of Apollo Hospital Hyderabad, Core Team member for NABH Accreditation of P.D.Hinduja National Hospital, Mumbai, Core Team member for NABH Accreditation of Nanavati Super Speciality Hospital, Mumbai.

He has a rich experience in hospital operations, statutory compliances, risk management, patient experience management, Tele-medicine, process improvement, occupational health and safety, health care IT, hospital planning, performance measurement & business development. At present he is actively involved in implementing Artificial

Intelligence enabled applications which connects with patients & health care delivery teams in real time with respect to service delivery experience such as digital pen and paper in OPD services, application of BOT enabled AI program to achieve digital hospital operations such as discharge process in real time on smart phones. He has also commissioned 5 telemedicine centers in last two years which are CSR funded projects and has facilitated delivery of more than 10,000 tele-consultations in 2018.

His current area of interest is automation and digitization of quality indicators defined by NABH, JCI and other process performance indicators. He is also associated with various Health Care Management Educational Institutes as visiting and guest faculty. So far more than 300 graduates have been coached & mentored by him during various onsite internship programmes.

Mr. Nishant is also a member of Academy of Hospital Administration, CAHO, ISQua and Landmark Education. At present, Mr.Nishant is designated as State Representative of Maharashtra, CAHO Governing Committee for period of 2019-21.He is currently managing the LinkedIn Profile of CAHO and working towards creating international tie up and footprints, to take initiatives of CAHO worldwide. He is also in the process to design one-day workshop content for “Certified Professional for Quality Implementation in Radiology & Imaging Services”.

PUNJAB



Dr. Shweta Prabhakar
Head Quality
Fortis Hospital, Mohali

She is the Quality Head Fortis Hospital Mohali, Fortis Healthcare Ltd who graduated from Maharani Laxmi Bai Medical College, Jhansi and a Post Graduate Alumnus of India's Premier Institute Dr. RML Hospital, New Delhi.

She has over 18 years of experience in Medical Operations, Clinical Quality, Accreditation (NABH & JCI) & Hospital Management at tertiary care in Public/ Pvt Sectors (Apollo, Dr RML Hospital & Fortis Hospital Mohali). NABH Principal Assessor, AHA certified ACLS/BLS instructor, Holds Green Belt certification in LEAN SIX Sigma

from Var sigma-Exemplar Global and has papers and publications in International & National Journals of repute.

Her areas of interest include Academics, Challenges in Medical Operations and Clinical Quality Initiatives. She is passionate about building culture of safety & achieving excellence through process improvement in Quality healthcare and believes imbibing creativity or out of the box thinking and process reengineering are some of the approaches required in this dynamic world. Her hobbies include painting & designing spaces.

NEW DELHI



Dr. Shalini Bhalla
Medical Director,
Fortis Hospital, Noida

Dr. Shalini Bhalla is currently the Medical Director, Fortis Hospital, Noida. Prior to this she was the Regional Quality Head, Delhi-NCR, Fortis Health Limited and before that the Medical Superintendent, Fortis Flt. Rajan Dhall Hospital, VasantKunj, New Delhi. She has over 18 years of experience in Medical Operations and Quality in various hospitals in Delhi (Max, Rockland, AIIMS, Batra Hospital). She is also an Awardee of the Nehru-Fulbright Fellowship in Quality and Patient Safety, Quality and Patient Safety

Institute (QPSI), Cleveland Clinic, USA. She has done her Masters in Hospital Administration from AIIMS, Delhi. Dr. Bhalla was the Chief Coordinator and Member Secretary – National Initiative for Patient Safety (NIPS), member of Quality and Patient Safety Committee to the MoHFW from AIIMS and Editor for Research Foundation for Hospital and Health Care, AIIMS. She has written 2 chapters in the book “Hospital Infection and Control Guidelines: Principles and Practice.

JHARKHAND



Ms Sunanda Banerjee
Executive Director
Innolead Connoisseurs Consulting Pvt LTD,
Jharkhand

Ms Sunanda Banerjee is the Founder Director of Innolead Connoisseurs Consulting Pvt. Ltd, which provides with end to end Business solutions, Healthcare Accreditation and Management consultancy. She is currently pursuing her PhD in Healthcare Quality and Executive Development Programme from XLRI Jamshedpur on Strategic Management. Prior to this, she has also completed her Management Development Program from prestigious IIM Bangalore on Managing and

Sustaining Hospital Growth. She has done her Masters in Hospital Administration with experience as Accreditation Coordinator and in implementing Six Sigma Operations in Hospital. She is a Certified Lean Six Sigma Green Belt from KPMG.

She has 5 International Paper Presentation on Healthcare Quality recognized by International Hospital Federation and International Forum for Quality and Patient Safety, all across the world including Taipei, Brisbane and Oman.

STATE REPRESENTATIVES

ODISHA



Dr. Bishnu Prasad Panigrahi
Chief Executive Officer
 Kalinga Institute of Medical Sciences,
 Bhubaneswar

Dr. Panigrahi is a graduate from SCB Medical College, Cuttack & Post Graduate from Delhi University, After MD he did Post-Doctoral training in Cardiac and Neuro-Anaesthesiology and Critical Care from Sri Chitra Tirunal Institute For Medical Sciences And Technology, Thiruvananthapuram in 1983. He worked as a Lecturer in the Post Graduate Department of Anesthesiology at SCB Medical College and Hospital for 10 years, actively involved in teaching MD students and also helped establish a good Neuro-Anaesthesiology and Cardiothoracic Anesthesiology division. Further, he was trained in Otago Medical School, Dunedin, New Zealand, in Cardiac Anaesthesia and Critical Care.

He was involved in three major start-ups, Indraprastha Apollo, Fortis and Max Healthcare where he helped establish departments and then moved back to Fortis, as Group Head Medical Operations, India and

abroad hospitals. He was a part of the working group to develop the standards sets for CAD (Coronary Artery Disease) for ICHOM (International Consortium for Health Outcome Measurement) a brain child of Prof. Michael Porter from Harvard Business School. CAD outcomes measures was one of the first four standards sets rolled out in 2013 at Harvard Business School by Prof. Michael Porter. Since then 24 Standards sets have been rolled out and are being globally used.

In September 2018, he left Corporate Healthcare to Join as CEO of Kalinga Institute of Medical Sciences, Kalinga Institute of Dental Sciences and Kalinga Institute of Nursing at Bhubaneswar helping put in place state of the art Medical Facility for an under developed part of India, working for transiting from tertiary care to Quaternary Care.

WEST BENGAL



Dr. Sinthi Pal
Senior Consultant Emergency Medicine & Quality Head
 Healthworld Hospital, Durgapur

Dr. Sinthi Pal is a Senior Emergency Consultant, Quality Head & Accreditation coordinator of Healthworld Hospitals, Durgapur- a 250 bedded multispecialty hospital in West Bengal. Before this she has worked as accreditation coordinator of Neotia Getwel Healthcare Centre, Siliguri. She has completed Masters in Emergency Medicine from NSLIJ (USA) & was recognized as Chief resident for all the 3 years. She has also done a Fellowship in Intensive Care Medicine, FCCS and she is a Lead Instructor for American Heart Association Courses since 2013.

She is very passionate towards Quality implementation in healthcare & has completed Basic CPQIH, Advanced CPQIH, POI 4th Edition & Emergency Department, CPHIC. She is also a very passionate teacher & has worked as Faculty Hospital infection control practices & Faculty enhanced clinical communication. She has imparted training more than 500 lay person on basic life support & First Aid training as part of her community service. She has been nominated as CAHO State representative (West Bengal) for 2017-2019 & 2019-2021. Recently she has also become an NABH Assessor.

UTTAR PRADESH



Dr. Vinay Kumar Agarwal
Medical Superintendent
 Shankutala Hospital, Allahabad

Dr. Vinay Kumar Agarwal completed his MBBS from GSVM Medical College, Kanpur and his Diploma in Hospital & Health Management from IGNOU, New Delhi. He has retired as CMO at ITI ltd after 32 years of service with the central government. He is currently working as the Medical Superintendent at Shakuntala Hospital at Allahabad since 2011. He is looking after the quality assurance programme and has implemented quality standards in the hospital.

STATE REPRESENTATIVES

KERALA



Dr. Anna George
GM - Quality
Rajagiri Hospital, Aluva

Dr. Anna George, the General Manager Quality at Rajagiri Hospital, Aluva, Kerala, is one of the renowned proponents of Quality in Healthcare in God's own country. She has over 10 years of experience in implementing quality systems and preparing hospitals for national and international accreditations. Within this short time span, she has been successful in implementing Quality systems and processes, driving change management for continual improvement and steered 4 hospitals of 350 to 750 bed capacity, successfully through their accreditation process. She is also a Consultant to many other hospitals across South India in their journey of continual improvement and change management.

As GM -Quality in Rajagiri Hospital, she has been instrumental in implementing systems and processes for the hospital. Dr. Anna was involved with the hospital prior to the commissioning of the hospital. She was a member of the Hospital Core committee in defining policies, protocols and processes for the hospital in line with international standards. Under her leadership and guidance, the hospital went on to receive

numerous accreditations and certifications such as National Accreditation Board for Healthcare Providers in India (NABH), Joint Commission International (JCI), NABH for Nursing Excellence, Green OT, NABL, etc. She had successfully implemented many quality improvement projects, infection control practices, medication safety systems and patient safety practices within the hospital.

Dr. Anna George is a Dental Surgeon with a Masters in Hospital Management from Osmania University, India. She also holds a Post Graduate Diploma in Medical Law and Ethics from National Law School of India University, India. She has also been awarded with an International Fellowship on Health Technology and Assessment and is a certified Six Sigma Green Belt from Exemplar Global. She is a Certified Professional in Quality Implementation and a national level trainer for the same. Due to her expertise in the domain, she is a regular presenter at Healthcare management conferences, workshops and various professional forums. She is currently deputed by Rajagiri Hospital for Operations Consultancy to a multi-specialty hospital in Mauritius.

GUJARAT



Dr. Chetan Lalseta
Consultant Dermatologist
Ahmedabad

Dr. Chetan Lalseta is a Consultant Dermatologist who completed his M.B.B.S & M.D (Skin and VD) from M. P. Shah Medical College, Jamnagar. He is a private practitioner at Rajkot, Gujarat since 17 years. He has also done his MBA in Hospital Management from Bhopal University. Due to his ardent passion in healthcare quality, he did CPQIH from CAHO.

ARUNACHAL PRADESH



Dr. Karpe Mina Lombi
NO (HR), Directorate of Health Services
Govt. of Arunachal Pradesh

Dr. Karpe Mina Lombi is a qualified Public Health Specialist working in the Dept. of Health & Family Welfare, Govt. of Arunachal Pradesh. She is involved in Health Policy, Planning, Disease Surveillance, Monitoring & Evaluation of various National Health Programs, Public Health, Quality and Training. She has served as Zonal Officer in Vector Borne Diseases for 5 years and was involved in implementation of quality control and audits across laboratories in the state. She is a keen advocate for Quality in healthcare and is a Health Sector Skill Council (HSSC) certified professional for Quality Implementation in hospitals.

A MBBS graduate of Dr. D Y Patil Medical College, she has a degree in Hospital Administration and Masters in Public Health (MPH) from CMC, Vellore & Sree Chitra Tirunal Institute for Medical Sciences & Technology, Thiruvananthapuram, Kerala.

Dr. Karpe Mina Lombi is currently working as State Nodal Officer (HR) in the Directorate of Health Services, Govt. of Arunachal Pradesh. She is also currently involved in the area of geriatrics and is undertaking a Project to assess the Quality of Life (QOL) among elderly in the state of Arunachal Pradesh. She is the state representative of CAHO.

RAJASTHAN



Dr. (Maj Gen) S.C. Pareek

*Executive Director
BMCHRC, Jaipur*

Maj Gen (Dr) Subhash Chandra Pareek is an alumnus of prestigious Ravindranath Tagore Medical College of Udaipur (Rajasthan). The General Officer has a diploma in Anesthesia from University of Delhi. He did his PG diploma in Hospital and Health Management from Academy of Hospital Administration in New Delhi and followed it up by a Master's in Business Administration in Health Care Administration from the Faculty of Management Sciences, Delhi University.

He is an alumnus of the prestigious National Defence College, Delhi and also holds an M. Phil in Defence Strategic Studies from University of Madras. The General officer has a long illustrious career having served in various service hospitals and has held important staff appointments. He has got several honors and awards to his credit including GOC-in-C Commendation card (South Western Command) in the year 2006-2007, and Chief of Army Staff Commendation

Card thrice in the year 2007-2008, 2009-2010, 2010-2011 respectively. He has been awarded the prestigious "Raksha Mantri Trophy" for the year 2013 for the best hospital in the Armed Forces Medical Services while commanding the Comd Hosp (CC), Lucknow, the "Surya Trophy" for the best zonal hospital in Central Command Zone 2010 and "Unit Citation 2011" while he was commanding MH Meerut.

A hospital administrator par excellence, he has commanded Military Hospital, Jaipur, Military Hospital, Meerut and Command Hospital (Central Command), Lucknow. After having served in armed forces for 36 years he became the Medical Director of Bhagwan Mahaveer Cancer Hospital and Research Centre in 2014 and in April 2018 promoted as Executive Director.

He is also the Executive Director, Academy of Hospital Administration (AHA) Rajasthan Chapter, State Member (Rajasthan) CAHO and an NABH Assessor.

ANDHRA PRADESH



Dr. Sateesh Kumar Kailasam

*Director - Maxcure Institute of
Emergency Medicine
Maxcure Group of Hospitals, Hyderabad*

Dr. Sateesh Kumar Kailasam is the Medical Superintendent and Director for Institute of Emergency Medicine at Medcover Hospitals (formerly known as MaxCure Hospitals), Hi-tech city, Hyderabad. It is an NABH accredited 250 bedded Hospital in Hyderabad under the Medcover Group hospitals which is the fastest growing hospital Chain in Asia.

He is the Academic Director for the residency training programs at Medcover group of Hospitals and Director for the Sahrudaya healthcare AHAITC - Which runs the BLS, ACLS and PALS training workshops certified by American Heart Association. He is also the Instructor for all the AHA Training programs.

He is an Examiner for MEM (Masters in Emergency Medicine, SEMI), FEM (Fellowship in Emergency Medicine, Royal Liverpool Academy, UK) and Overseas

Examiner for Royal College Examinations - MRCEM by RCEM, UK since 2014. He was the faculty for the Emergency Training programs by IMA.

He is the current National President of Society for Emergency Medicine India (SEMI), the largest and oldest Emergency medicine body which represents Indian Emergency Medicine globally. He is a member of the Editorial Board member for NJEM (National Journal of Emergency Medicine by SEMI). He is also the Contributor and Editor for Health Quest (Quality Up gradation Enabled by Space Technology) in India - Collaborative work involved by SEMI, ISRO, AHPI, Planet Aerospace, NABH and CAHO. He is an appointed member for Core curriculum and Education, Clinical Practice committees of International Federation of Emergency Medicine (IFEM).

HARYANA



Dr. Anjani Agarwal

Director - Sanjeevani Hospital, Sirsa

Dr. Anjani Agarwal is an M.D. (Pediatrics) and the Managing Director of Sanjeevani Multi Super Speciality hospital, Sirsa and Managing Director of Acculab. She has held various positions in the Indian Association of Pediatrics, Harayana and organized many CMEs, State conferences and workshops in the state.

She has been the President of IAP, Harayana since 2004 and is the State Coordinator for CAHO. In appreciation of her sincerity and diligence, she has been awarded the Best branch secretary of IAP Sirsa, Best Branch Secretary of IMA Sirsa and Best Pediatrician Awards by Zee TV.

PONDICHERRY



Dr. Pratheesh Ravindran
 Professor & Head, Dept. of Neurosurgery,
 Mahatma Gandhi Medical College &
 Research Institute, Pondicherry

Dr. Pratheesh Ravindran completed his MBBS and MCh (Neurosurgery) from the prestigious Christian Medical College, Vellore. He is currently Professor and Head of Neurosurgery at Mahatma Gandhi Medical College and Research Institute (MGMCRI), a tertiary care teaching hospital at Pondicherry. He has many national and international publications to his credit including podium presentations. His areas of interest in Neurosurgery include Endoscopic skull base surgery, Spine surgery, Traumatic Brain injury and Surgical Neuroanatomy. He has completed the Aesculap Pain Fellowship and Storz Neurosurgical Endoscopy Fellowship. His memberships include Neurological Society of India, Congress of Neurological Surgeons and American Association of Neurological Surgeons. He is also an International Fellow of the AANS and is an ATLS instructor. He completed two weeks as an observer at Hospital General Universitario de Alicante, Spain in 2016.

He has a keen interest in Hospital administration and is the Deputy Medical Superintendent of the Super-specialty Services at MGMCRI. He has also completed MBA (Hosp. Mgmt) from Pondicherry University and PGDMLE from National Law School, Bangalore. He was involved in HIMS implementation at the hospital and is the Chairman of the Hospital IT committee. The administrative responsibilities stirred the passion for Healthcare Quality and Safety in him, and as the Quality Control Officer, he is part of the journey as MGMCRI progresses towards Full accreditation from NABH pre-entry level. He is the State representative of CAHO for Pondicherry and has completed various courses conducted by CAHO including CPQIH (Advanced). He is CAHO faculty for CPQIH (Basic) and Enhanced Clinical Communication training programs. His areas of interest in Healthcare include Clinical communication and Surgical Safety programs.

SECRETARIAT



Dr. Sakshi Sharma



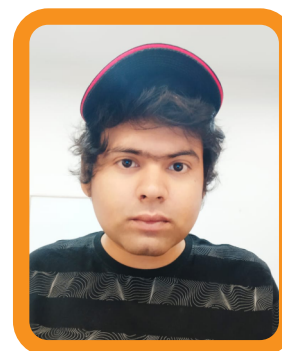
Ms. Meenakshi Anchalia



Ms. Suganya Growtham



Mr. J Benedict Joshua Edward



Mr. Prakash Sati

FOOD, FUN & FIERY BRAINSTORMING AT NAUKUCHIATAL



Dr. Lallu Joseph
General Secretary - CAHO

CAHOCON 2019 Mumbai was a special and unique international event for all of us as it was endorsed by three main international quality bodies, ISQua, ASQua & QCI. The governing committee for 2019-21 took over the responsibility during Investiture ceremony at CAHOCON with renewed vision and aspiration to take CAHO to much greater heights. I am privileged to serve as Secretary General for the term 2019-21 with Dr. Vijay Agarwal as President, Mr. Sameer Mehta as Vice President, Dr. Narendranath and Dr. Anuradha Pichumani as Joint Secretaries. The young and energetic team of Zonal and state representatives also pledged their support and commitment to CAHO and its mission of promoting quality, patient safety and accreditation.

After the successful conduct of the CAHOCON-2019 conference, a strategic planning meeting with the newly formed GC team was planned, to lay down the roadmap for the future. This was also intended to be a team building exercise, to get to know each other and bring clarity to each of our roles. It was decided that the session with all newly elected Governing Committee members would be at Dr. Vijay Agarwal's cottage (Bliss@Nauki) at Naukuchiatal, Uttarakhand on 3rd to 5th May 2019.

The WhatsApp group of the GC was overflowing with messages and excitement as we were nearing the dates for the journey. The representatives from South zone arrived at Delhi on the evening of 2nd May. It was great fun having dinner together and roaming around India Gate at midnight. Twenty members of the Governing Committee with 4 CAHO staff boarded the train from Delhi to



Kathgodam on 3rd early morning at 6 a.m. and reached Naukuchiatal around 12:30 pm. The whole journey was filled with noise, excitement, chit-chat, sharing goodies and laughter. After an hour's drive we reached the cottage. Post lunch, we gathered and Dr. Vijay Agarwal welcomed all the members, congratulated them, gave a brief history about CAHO and appraised all of them about the various activities and trainings undertaken by CAHO. This was followed by self introduction, professional ambition and personal interests by the members.

Evening we took a stroll to the beautiful lake at Naukuchiatal. Afterwards, gathered again for discussions, had



sumptuous dinner in the lawn and enjoyed each other's company. The beautiful early morning rays with hot tea and biscuits was a treat and many of us decided to venture to the lake again. We assembled for breakfast in our special red colour T-Shirt imprinted with "CAHO, Committed to Safer Patient Care". The group discussions and the brainstorming sessions led us to discuss on many fronts that included role of Centres of Quality Promotion (CQP) of CAHO, creating platforms to identify and share best practices, social media presence of CAHO, Campaigns and Roadshows, involving clinical associations, membership drive of CAHO, involving



the top leadership of hospitals, CAHO international, new training programs, upcoming events CAHOTECH at Chennai and CAHOCON 2020 at Kochi. Members took active interest in the deliberations and took responsibility for various activities.

There were games and other activities with plenty of home-cooked food to keep both the body and the mind active. Lots and lots of photo shoots that reminded us of the college days with fun and enjoyment in the air. It was time to party in the evening with good music, Karaoke and dance and of course good food. Talents overflowed as Dr. Anna George, Kerala State Representative and Mr. Nishant, Maharashtra State Representative entertained us with lovely songs. Talents galore with dancing, mimicry and jokes through late night. The next day post breakfast, we left for Nainital and enjoyed the lake, shopping, good food and photo shoots before heading back for Delhi.



CAHO which is the Consortium of Accredited Healthcare Organizations has grown from strength to strength because of the stakeholders. We believe in team work and synergy. Truly the time out at Naukuchiatal was incredible exercise bringing CAHO leaders from across, states, regions and zones and making us all think and work towards a common goal. Three cheers to CAHO...!!!!

EDITORIAL TEAM



Dr. J. Jayalakshmi

*Professor
PSG Institute of Medical Sciences &
Research, Coimbatore*

Clinical Microbiologist by training, currently working as Professor at PSG institute of Medical Sciences & Research (PSGIMSR), Coimbatore. Dr J. Jayalakshmi is a NABH and NABL Assessor, a Certified Implementer of JCI, FAIMER Fellow, Editor (CAHO & IAMM –TN Newsletters), Program Director of CPHIC (Basic & Advance) and contributor to various training modules of CAHO. She has held key administrative positions as Medical Superintendent (Diagnostics), Secretary - HIC Committee, and Convener –Antibiotic Committee at PSGIMSR for the last 10-11 years, during which period she structured and standardized processes and implemented best practices in Infection prevention & control,

and diagnostic services. Was a key player of the Quality steering committee that worked towards the accreditation of NABH & NABL of PSG Hospitals & PSGH Diagnostic Centre. A passionate teacher with 18 years of undergraduate & post graduate teaching experience, has special interest in areas of Infection Prevention & Control, Molecular biology and Quality assurance in Medical Profession Education & Health care facility. She has few book chapters and publications in National and International Journals to her credit and has received few awards including the prestigious JC Patel & BC Mehta - Gold medal for a published article and Best Motivator & Teaching Excellence awards at PSGIMSR.



Dr. Anna George

*GM - Quality
Rajagiri Hospital, Aluva*

J. Adel is a Healthcare Management professional with 15 years of vast experience in hospital operations, business strategy, business development, marketing, advertising and projects. After a brief career in Engineering, he stumbled upon healthcare most accidentally and set out to develop the brand called “Meenakshi Mission Hospital”. His unique style of management helped the hospital see tremendous change and growth beyond the obvious ‘new logo’ and the care and service. He was the brain behind several marketing and advertising campaigns of Meenakshi Mission Hospital, including the most appreciated “Aram Seiydhu Pazhagu” and the recent “Endrum First, Endrum Best” campaigns, which broke all conventions of healthcare advertising.

populations deprived of fundamental right to healthcare. His commitment to address these healthcare issues has helped him devise several channels of healthcare delivery beyond boundaries. He is an active Member of the Expert Committee formed under the Tamil Nadu Health & Family Welfare Department to oversee fire & safety measures in Government and Private hospitals. He is active in several Government and Business forums including the Confederation of Indian Industry (CII), Association of Healthcare Providers India (AHPI) and Consortium of Accredited Healthcare Organisations (CAHO). He is also the Coordinator of the Medico-legal Cell formed under the aegis of the National Law School of India University (NLSIU). He has actively contributed to several Health Sector Skill Council (HSSC) courses and is the Organizing Secretary of the 4th International Healthcare Technology event, CAHOTECH 2019, at Chennai.



Mr. J. Adel

*General Manager – Operations
Meenakshi Mission Hospital & Research Centre,
Madurai*

His eye for details and logical reasoning helped him build strong businesses, including a 250-bed multispecialty hospital and a 40-bed executive-class hotel. As a corporate leader of Apollo Spectra Hospitals, Chennai, he helped them see progress in business, increased efficiency and maximized profits. His strategizing, planning and execution skills were lauded by his superiors on several occasions.

His love for travel and photography, has seen him take the journey of his life time from Madurai to Kashmir by road, covering 10000kms across 30 cities, spreading the message about Childhood Cancers. He is an avid badminton player and reads novels of Jeffrey Archer and Dan Brown in his leisure time.

He has traveled around the world understanding gaps in the healthcare delivery and identifying



Dr. Sakshi Sharma

Admin Manager - CAHO

Dr. Sakshi is the Admin Manager of CAHO. She has completed her Bachelors in Dental Surgery from Jammu and Masters in Healthcare Administration from Delhi. She joined CAHO Secretariat in 2016, coordinated the development, launch and conduct of various training programs and activities of CAHO and CAHOCON & CAHOTECH conferences. She loves to travel, paint and cook. Her sincerity and dedication to work assigned was appreciated by all members of the CAHO family, various healthcare leaders and professionals.

TRAINING PROGRAMS



BASIC PROGRAM TO TRAIN CPQIH
(Certified Professional for Quality Implementation in Hospitals)



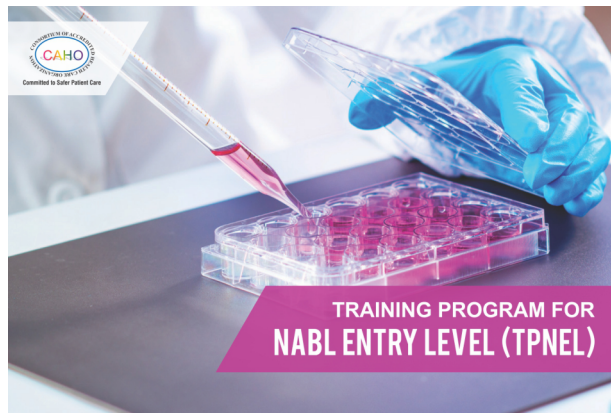
ADVANCE PROGRAM TO TRAIN CPQIH
(Certified Professional for Quality Implementation in Hospitals)



CERTIFICATION PROGRAM IN QUALITY & ACCREDITATION (CPQA)
(FOR STUDENTS)



CERTIFIED PROFESSIONAL FOR QUALITY IMPLEMENTATION IN LAB (CPQIL)
ISO 15189: 2012 - THE NEXT LEVEL



TRAINING PROGRAM FOR NABL ENTRY LEVEL (TPNEL)



BASIC CERTIFIED PROFESSIONAL FOR HOSPITAL INFECTION CONTROL (CPHIC)



CERTIFIED PROFESSIONAL FOR HOSPITAL INFECTION CONTROL - ADVANCE (CPHIC - ADVANCE)



CAHO-AHPI ONE DAY WORKSHOP ON ENHANCED CLINICAL COMMUNICATION



NATIONAL DISASTER LIFE SUPPORT (NDLS) BASIC TRAINING PROGRAM



ONE DAY WORKSHOP ON NURSING COMMUNICATION

TRAINING PROGRAMS

TRAINING PROGRAMS

TRAINING PROGRAMS



CAHO CHOLA MS RISK SERVICES
AMBULANCE
TRAINING AND CERTIFICATION IN
FIRE SAFETY & EMERGENCY PREPAREDNESS
FOR HEALTHCARE ORGANISATIONS



CAHO
INTERNAL AUDITOR TRAINING PROGRAM



CAHO
CLINICAL AUDIT WORKSHOP



CAHO
HEALTHCARE RISK MANAGEMENT COURSE



CAHO
CERTIFIED PROFESSIONAL IN HEALTHCARE QUALITY (CPHQ) PREPARATORY COURSE



CAHO
GOOD CLINICAL PRACTICES (GCP) WORKSHOP



CAHO INNOVATIO curis
ONE DAY CYBER SECURITY TRAINING PROGRAM FOR HOSPITALS



CAHO 3M Science. Applied to Life.
ONLINE BASIC CSSD TRAINING PROGRAM



CAHO SEMI SOCIETY FOR EMERGENCY MEDICINE INDIA
ONE DAY CERTIFICATION & TRAINING PROGRAM ON EMERGENCY DEPARTMENT QUALITY & PATIENT SAFETY



CAHO SAFERCARE
IV Torso CART
Mama Birthie
ALS baby trainer 200
Interchangeable Emesis and Catheterization
ONE DAY SIMULATION BASED WORKSHOP ON CLINICAL SKILL ENHANCEMENT

CAHOCON-2020



Committed to Safer Patient Care

6th International Conference of Consortium of Accredited Healthcare Organization

CONFERENCE

18th & 19th April, 2020

PRE CONFERENCE WORKSHOPS

17th April, 2020



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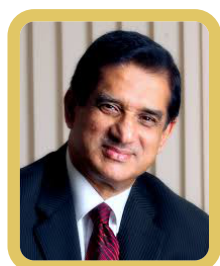


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