

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**DAY 1 (14<sup>th</sup> April 2017)**

08.00 am –09.00am	<b>REGISTRATION</b>		
<b>Hall -1</b>			
<b>MEASUREMENT AND ACCOUNTABILITY</b>			
<b>SESSION- 1</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
09.30 am-9:45am	E-Health in digital India	Prof. Suptendra Nath Sarbadhikari (Project Director, Center for Health Informatics, GOI )	Dr Girdhar Gyani (SG, AHPI) & Dr Nagendra Swamy (Medical Director, Manipal Enterprises)
9:45am-10:15am	Data analytics to improve patient experience	Prof. Jeffrey Braithwaite (Member ISQua Board)	
10:15am-10:30am	Clinician’s engagement in quality	Dr. Shiv K Sarin ( Director, ILBS)	
10:30am-10:45am	Healthcare data- analytics India’s vision	Dr. Naresh Trehan (Chairman & Managing Director, Medanta Medcity)	
<b>INAUGURAL SESSION</b>  10.45 am –11:15 am	<ul style="list-style-type: none"> <li>• Welcome address</li> </ul> <p style="text-align: center;"><b>Inauguration by lighting the lamp</b></p> <ul style="list-style-type: none"> <li>• CAHO journey and updates</li> <li>• Inaugural address</li> </ul>	Dr. Alexander Thomas  CEO, NABH  Dr. Vijay Agarwal	

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
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	<ul style="list-style-type: none"> <li>• Releasing the souvenir</li> <li>• Launching of CAHO new website</li> <li>• Vote of thanks</li> </ul>	Dr. Girdhar J Gyani  Dr. C. M. Bhagat	
<b>11.15am – 11.30am</b>	NABL Accreditation: Need of the hour	Dr Vandana Jain (Director, NABL)	Dr Venkatesh Thuppil (Emeritus Prof, St John's Bangalore)
<b>11:30 am-11:55am</b>	<b>TEA BREAK</b>		

<b>Hall-1</b>			
<b>EXPERIENCES AND BEST PRACTICES</b>			
<b>SESSION- 2</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
11:55am – 12:10pm	Benchmarking in healthcare- Is it a possibility?	Dr Anupam Sibal (Group Medical Director- Apollo Hospital)	Dr Bishnu Panigrahi (Global Head, Medical Strategies, Fortis) Dr Narendranath (Medical Director, Ramaiah Hosp, Bangalore)
12:10pm – 12.25pm	Publish or perish	Dr Vidya Sagar, Consultant Neurosurgeon, New South Wales, Australia )	
12:25pm – 12.40pm	Promoting quality at the grass roots	Dr K.K Aggarwal (President, IMA)	

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**Hall-1**

**ENTRY LEVEL CERTIFICATION- INTROSPECTION**

<b>SESSION -3</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
12.40pm –12.50pm	Pre-accreditation entry level accreditation- A game changer	Mr. D V S Ramesh, (Insurance dept. IRDA)	Dr Alexander Thomas (President, CAHO) Dr C M Bhagat (Director, Bhagat Hosp, Delhi)
12:50pm-1:00pm	Challenges of entry level certification to the hospital accreditation program	Dr. Murali Srinivas (Chief, Medical Services, Manipal, Bangalore)	
1:00pm-01:10pm	Challenges faced by hospitals in getting entry level accreditation	Dr.M.Prabhakar (Director, Kalyani Kidney Care Centre, Erode)	
1:10pm – 1.20pm	CAHO and its role in promoting entry level certification	Dr.Lallu Joseph ( Quality Manager, CMC Vellore)	

**Hall -2 (Laboratory Sessions)**

**LABORATORY INFORMATION MANAGEMENT**

<b>Session- 1</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
11:45am-12:05am	Principles of choosing a software- including communications standards-and legal requirements	Dr.Divye Chhabra (Founder, TrioTree Technologies& Consultant Pathologist)	Dr.Navin Dang (Director,Dr.Dang's Lab Pvt Ltd)
12:05am-12:25pm	Basic understanding of hardware, network, security, databases and storage for labs	Mr.Kamal Kant Gupta (Director, Buysoft Systems Pvt. Ltd., New Delhi)	
12:25pm-12:45pm	“Dualism” in laboratory information system	Dr. Sujay Prasad (Consultant Pathologist, Anand Diagnostic)	Dr.Sita Ram (Dir, Nepal Accr Board)

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

		Laboratory)	
12:45pm-1:05pm	Use of informatics in analytical quality	Mr. Suvin Shetty (Dr L H Hiranandani Hospital, Powai)	

1:00 pm– 2:10 pm	<b>LUNCH</b>
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<b>Hall-1</b>			
<b>LEARNING FROM OTHER INDUSTRIES</b>			
SESSION -4		SPEAKERS	CHAIRPERSONS
2:10pm-2:25pm	What healthcare can learn from airlines industry	Dr Nageshwar Rao (CMO, Indigo)	Mr.Sameer Mehta (Director, Mehta Hospitals Chennai) Dr Manivanan (Director, Kavery Hospitals, Trichi)
2:25pm-2:40pm	Uber model: Customer experience & logistics	Mr Prabhjeet Singh (Business Head North India – Uber)	
2:40pm-2:55pm	Perfection with Purity	Mr Kapil Hetamsaria (CEO, Bodhi Brands (Velvetcase.com)	

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**HOSPITAL BREAKOUT SESSION**

**Hall-3**

**CHALLENGES IN NURSING- “LEARNING FROM BEST PRACTICES”**

<b>SESSION-5</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
2:10pm-2:25pm	Handling GEN NEXT nurses	Ms.. Binu Sharma (Sr VP, Nursing, Columbia Asia)	Maj Gen (Ms) Elizabeth John (Nursing Director, R & R Hospital, Delhi)  Bri. Sai Bala (Nursing Director, Amrita)
2:25pm-2:40pm	Empowering and developing team work	Lt Col. Saravjeet Kaur (Nursing Director, Medanta)	
2:40pm-2:55pm	Bridging the gap- Skill development	Capt Sandhya Shankar (DGM, HR Head, NQET, Max)	

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**Hall -1**

**“LET’S DEBATE”**

SESSION-6		SPEAKERS	CHAIRPERSONS
3:00pm-3:45pm	<b>“Let’s Debate”</b> <b>“Documentation v/s Patient care”: which is important ?</b>	Dr. Arati Verma (Sr. Vice President, Medical Quality, Max ) Dr. Anand R (Associate Dean, KMC Manglore) Dr. Sanjeev K Singh (Medical Supdt, Amrita, Kochi) Capt. Ajitha P S (Nursing Director, PMCH, Calicut)	Air Marshal Dr. Pawan Kapoor (DGMS, Defense Services)
3.45pm – 4.10pm	<b>TEA BREAK</b>		
4:10pm-4:25pm	Creating patient centric Hospitals: Our experiment	Anirudha Rajurkar (Vice President, Commercial Head, Dr. Reddy’s Lab)	Dr K.K Kalra (Former CEO, NABH) Dr Murali Srinivas (Chair, Technical Comm, NABH)
4:25pm-5:15pm	Platform presentations		
<b>5:30pm-6:00pm</b>	<b>CAHO :AGM</b>		

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**Hall- 2**

**ISO 15189:2012-MANAGEMENT REQUIREMENTS**

SESSION-2		SPEAKERS	CHAIRPERSONS
2:00pm-2:20pm	Total quality management in healthcare	Dr. Essam Hamed Amin Ali (Senior Quality Manager Universal Hospital, Abu Dhabi)	Dr. Arvind Lal (Hony.) Brig. Dr. Arvind Lal, Padma Shri, Chairman & MD, Dr Lal PathLabs
2:20pm-2:40pm	Accreditation journey of Nepal's laboratory	Dr. Keyoor (Chairman at Samyak Diagnostic Pvt. Ltd, Kathmandu, Nepal)	Prof.L.M.Srivastava (Advisor, Kolmet Hospital, New Delhi)
2:40pm-3:00pm	Internal audit clinical labs	Dr. Ashwini Sengupta (Medica Superspeciality Hospital Kolkatta)	Dr.C.V.Anand (Academic Director, FQI)

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**Hall-2**

**ACCREDITATION IN SPECIFIC LABORATORY MODALITIES**

<b>SESSION-3</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
3:00pm-3:20pm	Challenges in managing the anatomic pathology laboratory in the era of genomic medicine	Dr. Basel Altrabulsi (Director, National Referral Laboratory, Abu Dhabi)	Dr.(Prof.)R.N.Makroo ( Indraprastha Apollo Hospitals, New Delhi)
3:20pm-3:40pm	IQC in microbiology	Dr. Bansidhar Tarai (Pan Max)	
3:40pm-4:00pm	Tea Break		
4:00 pm-4:20pm	Accreditation for clinicians	Dr. Sumeet Gujral (TMC, Mumbai)	Dr.ArunRaizada (Medanta the Medicity, Gurgaon)
4: 20pm-4:40 pm	Providing High Acuity and High Volume Healthcare: without compromising on Quality and Cost	Dr.ShabeerNellikode Founder & Managing Director Universal Hospital Abu Dhabi	Dr.ChandWattal (Sir Ganga Ram Hospital)
4:40 pm-5:00 pm	Accreditation for flow cytometry	Dr.Jyoti Kotwal (Sir Ganga Ram Hospital)	



**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**DAY 2 (15<sup>th</sup> April 2017)**

<b>Hall-1</b>			
<b>PLATFORM PRESENTATIONS</b>			
		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
9:00- 10:15 am	QIP- Platform presentations		Dr Narayan Pendse (Assoc VP-HIS & EMR, Fortis Healthcare) Dr.Lallu Joseph ( Quality Manager, CMC Vellore)
<b>Hall-1</b>			
<b>“MEASURE AND MANAGE”</b>			
<b>SESSION-7</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
10:15 am – 10:30 am	Does Accreditation match patient expectations?	Dr. Nagendra Swamy (Medical Director, Manipal Health Enterprises)	Dr Nabin Pattnaik (Vice President, CAHO)  Dr Badari Dutta (Baptist hospital, Bangalore)
10:30 am - 10:45 am	Managing change in this ever changing healthcare scenario - How to remain relevant	Dr. Nandkumar Jairam (Chairman & Medical Director, Columbia Asia)	
10:45 am -11:00 am	Measure and manage communication with patients	Dr. Indu Arneja (Clinical Psychologist, NewDelhi)	
11:00 am -11:15 am	Media Etiquettes: Crisis Management	Ms. Gracelle (Imprimis PR)	
<b>11:15 am-11:45am</b>	<b>TEA BREAK</b>		

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

**Hall-1**

**CHANGE MANAGEMENT**

SESSION-8		SPEAKERS	CHAIRPERSONS
11:45am- 12:00 pm	Change management – IHI model	Dr.Abha Mehndiratta (Country Head, IHI)	Dr. Vidya Sagar (Prof Neurosurgery, Neurosurgery, New South wales, Aus) Dr Venkatesh Thuppil (Advisor, QCI)
12:00pm-12:15pm	Innovations in healthcare	Surgeon Rear Admiral (Dr) V K Singh (Managing Director, Innovatio Delhi)	
12:15 pm-12:30pm	Change & sustainability in quality: The future	Dr. Jeffrey Braithwaite (Member ISQua Board)	

**Hall-1**

**MEDICO- LEGAL FRAMEWORK**

SESSION-9		SPEAKERS	CHAIRPERSONS
12.30pm – 12.45pm	Learning from mistakes	Mr Mahendra Bajpai (Adv Supreme Court, Delhi)	Dr Vijay Agarwal (SG, CAHO)
12.45pm – 01.00pm	Avoiding criminal negligence:	Mr Siddharth Luthra (Former Solicitor General, Delhi)	
01.00pm – 01.15pm	Recent updates in healthcare laws	Dr Sunil K Khetarpal (COO Rajiv Gandhi Cancer Institute and Research Centre)	Dr Sudhir Joseph (Director, St Stepens Hospital, Delhi)

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

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<b>Hall-2</b>
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<b>ETHICS IN ACCREDITATION</b>
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SESSION-4		SPEAKERS	CHAIRPERSONS
11:30am-1:00pm	<b>IQC</b>  <b>EQAS</b>  <b>Any other matter</b>	Dr.Vandana Jain Dr.Punam Bajaj Ms.RituKulshreshtha Dr.ThuppilVenkatesh Dr.VandanaLal Dr. Anil Handoo Dr.SumeetGujral Dr.Puneet Nigam	<b>NABL</b>

1:00 pm – 2:15pm	<b>LUNCH</b>
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<b>Hall-1</b>
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<b>DRIVING CHANGE</b>
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SESSION-10		SPEAKERS	CHAIRPERSONS
2:15pm-2:45pm	Disinfection & sterlisation	Mr.Rajan Gupta (CEO,3M)	

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
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	Driving energy efficiency	Mr.Satish Kumar (Quality Head, Artemis Hospital)	
	Transforming healthcare technology	Ms. Shruti Bhatia (Director Marketing, Channel & Ecosystem-Microsoft)	
	Online learning platform : CAHO	Dr. Vijay Agarwal (Secretary General CAHO)	

**Hall-1**

**CEO'S MASTER CLASS**

SESSION-11		SPEAKERS	CHAIRPERSONS
2:45pm -3:15pm	Panel Discussion "Data Sharing: Are We Ready To Collaborate"	Dr Harish Nandkarni (CEO, NABH) Ms. Upasana Arora (CEO, Yashoda Hospital) Dr.D.Nagar (Chairman,Paras Hospital) Mr.Govind Hari (Chairman, Phuspagiri Eye Hospital,Telangana)	Dr Sanjeev Singh (Medical Supdt, Amrita)  Dr Antony Basille (Medical Director, Star Hospital)

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

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**SAMPLING TO REPORTING – THE LEAN JOURNEY**

<b>SESSION-5</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
2:00 pm-2:20 pm	Maintaining sample integrity	Dr. Saloni Khera (Consultant Hematologist, LPL Pvt Ltd, New Delhi)	Dr. Essam Hamed Amin Ali (Senior Quality Manager Universal Hospital, Abu Dhabi)
2:20pm to 2:40pm	Lean and six sigma for the clinical laboratory	Dr. Annabel D'Souza (Director, Health Pasture – Ibhar Technologies, Chennai)	
2:40pm to 3:00pm	Release of results	Dr. Anurag Bansal (Director- Medical and Lab Operations - Quest Diagnostics)	
<b>3:00pm -3:30pm</b>	<b>TEA BREAK</b>		

**CAHOCON 2017**  
**14<sup>th</sup> and 15<sup>th</sup> April 2017**  
**MEASURE, MONITOR AND IMPROVE**

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**QUALITY BEYOND ACCREDITATION**

<b>SESSION-12</b>		<b>SPEAKERS</b>	<b>CHAIRPERSONS</b>
3:30pm - 3:45pm	Cost effectiveness of accreditation	Dr. Mridul (CEO, BLK Hospitals)	Dr Shakti Gupta (Medical Supdt, AIIMS) Dr.V.K Singh (Managing Director, Innovatio)
3:45pm- 4:00pm	Performance excellence	Dr Sandip Budhiraja (Medical Director, Max Healthcare)	
4:00pm- 4:15pm	Quality beyond accreditation: Clinical outcomes	Dr. Narotam Puri (Medical Advisor, Fortis Healthcare)	
4:15 pm – 5:00pm	<b>VALEDICTORY AND AWARD CEREMONY</b>	Dr. C. M. Bhagat Dr. Vijay Agarwal	<b>Chief Guest</b> Shri R.P Singh (Secretary General, QCI)  <b>Guest of honour</b> Dr. Nandkumar Jairam (Chairman NABH)