

Pre Conference Workshop

“SERVICE EXCELLENCE IN HEALTHCARE”


Overview

This workshop will help foster a patient-centric culture, emphasizing communication, empathy, and quality care. Participants will have the opportunity to learn more about effective strategies for enhancing patient experience, patient-reported outcomes, improving teamwork, and addressing challenges in healthcare delivery through interactive sessions. This workshop aims to empower healthcare professionals to provide compassionate and high-quality service.

Learning Objectives

- ✓ Importance of service excellence in healthcare
- ✓ The journey from customer satisfaction to customer delight
- ✓ Tools for measuring & monitoring service excellence
- ✓ Sharing of Best practices

 5th April 2024

 9:00am – 5:00pm



Venue- Fortis Anandapur
Address- 730, Eastern Metropolitan Bypass,
Anandapur, East Kolkata Twp, Kolkata, West Bengal
70017 India



SPEAKERS



Mr Renjith Krishnan

Group CEO,
Kinder Hospitals



Dr Shweta Prabhakar

Head Quality & Patient Safety,
Fortis Mohali



Mr. Arindam Dey Sarkar

DGM - Service Excellence and
Hospitality
Woodlands Multispeciality
Hospital Ltd



Dr Suchanda Gadre

Medical Superintendent
Fortis Anandapur, Kolkata



Mr Gaurav Loria

Group Head Quality &
Operations, Apollo Hospitals



Dr Anna George

Group Head Quality,
Aster DM Healthcare-India



Ms. Shweta Sharma

Cluster Head Service Excellence,
Karnataka, Maharashtra, Telangana,
Aster DM Healthcare



Mr. Harkaran Singh Sahni

Head Service Excellence,
Apollo Hospital Group

WHO CAN ATTEND

- CEOs & COOs
- Doctors
- Nurses
- Quality professionals
- Hospital operations managers
- Marketing/Business Development professionals
- Hospital Administrators



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WORKSHOP FEES

	Amount
Non Members	INR 1500
CAHO Members	INR 1000
Students	INR 1000

REGISTER NOW

AGENDA

Time	Session	Faculty
9:00am-9:30am	Registration	
9:30am-10:15am	Introduction to Service Excellence in Healthcare	Mr Renjith Krishnan
10:15am-11:00am	Overview of Service Standards	Mr Gaurav Loria
11:00 am-11:15am Tea break		
11:15am -12:00pm	Approach to Patient Experience & KANO model discussion	Dr Shweta Prabhakar
12:00pm-12:45pm	Activity on developing Service Standards monitoring tool	
1:00pm -1:45pm Lunch break		
2:00pm -2:45pm	PREMs & PROMs	Dr Anna George
2:45pm-4:15pm	Sharing best practices from: <ul style="list-style-type: none">· Apollo· Fortis· Aster· Woodlands	Mr Harkaran Singh Sahni Dr Suchanda Gadre Ms Shweta Sharma Mr Arindam Dey Sarkar
4:15pm-4:45pm	Feedback & discussion (activity)	





8th Edition
CAHOCON 2024

Event supported by
Department of Health &
Family Welfare, Government
of West Bengal

Workshop
Knowledge Partners



CAHO Helpdesk: +91-9870318781
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