

Pre Conference Workshop

“ Strategies for Engaging and Empowering Patients ”

Overview

This workshop delves into -

- A. The significance of PAC and its role in engaging patients
- B. Empowering patients by co-assessing the healthcare by using PROMs and PREMs.

LEARNING OBJECTIVES

- ✔ Understanding the role of Patient Advisory Councils(PAC)
- ✔ How to set up the Patient Advisory Council
- ✔ Promoting patient education material
- ✔ Comprehending the concept of social prescribing
- ✔ Empowering patients in Co assessing healthcare quality by utilising PROMs
- ✔ Utilizing PREMs for improving healthcare quality and patient safety

AUDIENCE:

- > Quality Managers
- > Nurses
- > Clinicians
- > HC Administrators
- > Paramedics
- > Voluntary Social Workers
- > Patient Experience Managers
- > Local NGOs
- > PAC Members
- > Patient Representatives

📅 5th April'2024

🕒 Start at
8:30am – 5:00pm



Venue- The Park Hotel
Address: 17, Mother Teresa Sarani, Taltala,
Kolkata, West Bengal 700016

FACULTY:



**Dr. Malathi
Arshanapalai**

*Group chief medical officer and
group chief quality officer,
Aster DM healthcare group*



**Dr. Rahul
Deshmukh**

*Medical Director and Head of
Anesthesiology, Medcare Orthopaedics
and Spine Hospital, Dubai*



**Dr. Neesha
Nair**

*Consultant Quality and Patient
Safety, Assistant General Manager,
Aster DM healthcare GCC.*



**Dr. Lallu
Joseph**

*Secretary General-CAHO
Associate GS- CMC, Vellore*



**Mr. Som
Mittal**

*Chairperson, Patients for Patient
Safety Foundation (PPPSF)*



**Mrs. Nadira
Chaturvedi**

*Co-Chairperson, Patients for
Patient Safety Foundation (PPPSF)*



**Dr. Rupali
Basu**

*MD and CEO,
woodlands Hospital,
Kolkata*



**Dr Arindam
Dey Sarkar**

*DGM - Service Excellence and
Hospitality
Woodlands Multispeciality
Hospital Ltd*



**Dr Soutik
Panda**

*Senior Consultant &
In-Charge,
Critical Care Medicine,
Woodlands Hospital, Kolkata*



**Mr Ihab
Alawour**

*Chief of Nursing
Aster Sanad Hospital
Riyadh Saudi Arabia*

CAHO is pleased to announce a special award to recognize hospitals that have made significant progress in establishing and managing the patient advisory council.

The award will be announced at the end of the workshop on strategies for Engaging and Empowering Patients to be conducted on 5th April 2024 at Woodlands Hospital, Kolkata.

The applicants are expected to make a PowerPoint presentation of a maximum of 15 slides. An independent team of assessors will review all the applicants.



THE APPLICATION WILL BE ASSESSED ON FOLLOWING POINTS-

1

Involvement of hospital leadership in creating and managing the PAC, Accountability of leadership towards a strong PAC such as KPIs, position of PAC in the hospital's committee Structure/ the organization chart.

3

Frequency of meetings, agenda for meetings, information shared with the PAC.

2

Structure of the PAC, Number of patient representatives, Selection criteria for the patient representatives, Job description of the PAC members- do's and don'ts for the member giving them clarity of their roles and responsibilities.

4

Communication with the patients, communication with the healthcare team members, and hospital leadership.

5

Evidence of PAC's contribution to the changes implemented at the facility and how the PAC is making a difference in the policies and protocols.

10

Mar 2024

Last Date of Submission

20

Mar 2024

Shortlisting Date

05

Apr 2024

Top 3 candidates to make Presentation in the workshop

06

Apr 2024

Actual Award Ceremony

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Note: The top three Shortlisted applicants will be allowed to make a small presentation during the workshop. The award winner will be announced and the award presentation will happen during CAHOCON. The decision of the assessors will be final and cannot be contested.



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AGENDA

Time	Sessions	Faculty
8:30 am - 9:00 am : Registration		
09:00am - 9:25am	Inauguration: Woodlands Team	Dr. Rupali Basu
9:25am – 11:15 am	Promoting Safer Patient Care through Patient Advisory Councils <ul style="list-style-type: none"> • Introduction: Woodland Representative • Six steps for setting up PAC • PAC Challenges and Success Stories – Presentation by Top 3 shortlisted Hospitals • First National Award called setting up PAC (Criteria for submission of applications for award circulated separately). 	Mr. Som Mittal
Tea Break : 11:15 am -11:30 am		
11:30 am -12:45 pm	Patient Education and Social Prescribing <ul style="list-style-type: none"> • Introduction: Woodland Representative • Patient Empowerment: Enhancing Safety through Informed Decision-Making and Accessible Medical Information • Sharing samples of Patient Education by PFPSF • Introduction to social prescribing: WHO toolkit • Panel discussion 	Mrs. Nadira Chaturvedi Dr. Neesha Nair Dr. Soutik Panda Dr. Arindam Dey
Lunch Break 12:45 pm -1:30 pm		
1:30 pm- 3:00 pm	Using Patient Reported Outcome Measures- PROM for Better Healthcare <ul style="list-style-type: none"> • Putting patients; first : PROMS for better healthcare • Benefits of PROM • Introduction to tools to measure PROM • Analysing and interpreting PROM data effectively for decision making 	Dr Malathi Arshanapalai
3:00pm - 4:30pm	Utilizing PREMs for improving healthcare and patient Safety <ul style="list-style-type: none"> • Establishing the need for clinical PREMs and • Brief about the PREMs project by CAHO • PREMs success story and Challenges • Design your own PREMs - A group activity for all the delegates. 	Dr Rahul Deshmukh Mr Ihab
4:30 pm - 4:45 pm: Q & A		
4:45pm- 5:00pm	PAC Award- distribution of certificates to Participants & Vote of Thanks	



April 2024

KOLKATA



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

Workshop
Knowledge Partners



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