

Pre Conference Workshop

66 Strategies for Engaging and Empowering Patients **JJ**

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
- Sempowering patients in Co assessing healthcare quality by utilising PROMs
- Utilizing PREMs for improving healthcare quality and patient safety

		AUD	ENC	E:	
>	Quality Managers	> Volunta	ry Soc	ial Workers	
>	Nurses	> Patient	Patient Experience Managers		
>	Clinicians	> Local NGOs			
>	HC Administrators	> PAC Members			
>	Paramedics	> Patient Representatives			
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	5 th April'2024	Start at 8:30am – 5:00pm	2	Venue- The Park Hotel Address: 17, Mother Teresa Sarani, Taltala, Kolkata, West Bengal 700016	
ISQua International Science for October		САНО		PSI	

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 Safety, Assistant General Manager, and Spine Hospital, Dubai



Dr. Neesha Nair

Consultant Quality and Patient Aster DM healthcare GCC.



Dr. Lallu Joseph Secretary General-CAHO Associate GS- CMC, Vellore



Mr. Som Mittal Chairperson, Patients for Patient Safety Foundation(PFPSF)



Mrs. Nadira Chaturvedi

Co-Chairperson, Patients for Patient Safety Foundation (PFPSF)



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-

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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.

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

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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.

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

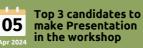
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Evidence of PAC's contribution to the changes implemented at the facility and how the PAC is making a difference in the policies and protocols.









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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.







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 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 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 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 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



CAHO Helpdesk: +91-9870318781 Local Coordinator: Mr. Arindam Dey Sarkar, +91-9831117267



