



Organised by

 Pushpanjali Medical Education & Research Centre
(A Unit of M M Healthcare Limited)

Patient Safety In Healthcare Delivery

Risk, Resilience & Profitability
Workshop For Clinicians, Senior Leaders
& Hospital Owners

Timing : 10:00 am–5:30 pm

 Sunday, 20th Sep 2026

 Fortune Park, Surajmal Vihar
East Delhi 110032

WORKSHOP FEE
₹2950/-
INCLUSIVE OF TAXES

WORKSHOP AGENDA

8 Sessions | 7 Hours of Learning
Agenda on the next Pages.



Link For Workshop Registration

<https://pushpanjalimedicon.com/registration-workshop.php>

 Click Here

WORKSHOP AGENDA

10:00 AM –
10:45 AM

S-01 | Understanding Harm: The Real Landscape

- ▶▶ Active vs latent errors — anatomy of a harmful event
- ▶▶ System vs individual blame frameworks
- ▶▶ Near-miss blindness in hospitals
- ▶▶ Why harm reoccurs and how to address
- ▶▶ Small hospitals fail because warning signals are ignored.

10:45 AM –
11:45 AM

S-02 | The Hidden Cost of Unsafe and Poor Quality Care

- ▶▶ Financial exposure from adverse events
- ▶▶ Real case narratives: infection cluster, ICU power failure, litigation
- ▶▶ Reduction in length of stay: Economic analysis and action plan
- ▶▶ Table activity: Economic impact of preventable events
- ▶▶ Unsafe care is expensive care. Safety = margin protection.

11:45 AM –
12:30 PM

S-03 | Leadership Behaviours That Create Safe Hospitals

- ▶▶ Owner behaviour as the primary culture driver
- ▶▶ Safety reviews, walk rounds, transparent dashboards
- ▶▶ Psychological safety and just culture principles
- ▶▶ Self-assessment rubric (1–5 scale, 5 dimensions)
- ▶▶ Safety is not a policy. It is owner behaviour.

01:30 PM –
02:15 PM

S-04 | Infrastructure Safety: Preventing Catastrophic Risk

- ▶▶ Electrical overload, oxygen pipeline failure
- ▶▶ Fire compliance gaps and equipment maintenance
- ▶▶ Legal, insurance, and regulatory consequences
- ▶▶ Table exercise: identify your top infrastructure risk
- ▶▶ One infrastructure failure can close your hospital permanently.

02:15 PM –
03:15 PM

S-05 | Practical Tools for Immediate Implementation

- ▶ Clinical: surgical checklist, SBAR, consent templates
- ▶ Operational: risk register, maintenance log, safety dashboard
- ▶ Cultural: anonymous incident reporting, safety huddles
- ▶ Output: each hospital commits to 3 tools in 90 days
- ▶ Implementation beats perfection. Start with three tools.

03:15 PM –
04:15 PM

S-06 | Digital Adoption: Safety Multiplier & Business Enabler

- ▶ Digital as legal protection, not IT aspiration
- ▶ Minimum stack: EMR, e-prescription, incident reporting system
- ▶ Billing leakage, documentation disputes, medication errors
- ▶ AI and ML in Promoting Quality and Patient Safety
- ▶ Digital is risk mitigation. Paper-based systems = unprotected.

04:15 PM –
05:00 PM

S-07 | Crisis Simulation: When Things Go Wrong

- ▶ Live scenario: post-surgery death + ICU failure + social media
- ▶ Build: 60-min response plan, communication plan, legal steps
- ▶ Debrief: documentation integrity, leadership under pressure
- ▶ Digital audit trails as medico-legal protection
- ▶ If your hospital cannot survive one bad day, it is not resilient.

05:00 PM –
05:30 PM

S-08 | Open Forum: Your Questions, Your Challenges

- ▶ Open floor for participants to raise any topic from the day
- ▶ Peer exchange: what is working, what is stuck, what is next
- ▶ Faculty panel responds to live questions from the room
- ▶ Closing reflections and CAHO Safety Commitment signing
- ▶ Every hospital is different. This is your space to ask.



Followed by

High Tea & LUNCH



For Further Details, Please Visit Our Website
www.pushpanjalimedicon.com

FACULTY



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Mr Deepak Agarkhed

Associate Vice President,
Sakra World Hospital

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WORKSHOP REGISTRATION FORM

Dear Sir/Mam

In response to your invitation, I am pleased to register for the workshop on “Patient Safety in Health Care Delivery,” hosted by Pushpanjali Medical Education & Research Centre (A Unit of M.M. Healthcare Ltd.), scheduled to be held on 20th September 2026 from 10:00 AM to 5:30 PM at Fortune Park, Surajmal Vihar, East Delhi – 110032.

Full Name :

Age :

Mobile No : Email Id:

Note – Those registering for the workshop will automatically reserved their complimentary registration for Pushpanjali Medicon 2026.



Kindly Scan QR Code for Registration
Patient Safety Workshop

Click here for online Workshop Registration:



Conference Secretariat:

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For Further Details, Please Visit Our Website
www.pushpanjalimedicon.com