CONSORTIUM OF ACCREDITED HEALTH CARE ORGANIZATION

CAHO

Committed to Safer Patient Care

CAHO NEWSLETTER

CAHOCON 2018 Special Edition

July-2018

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FROM THE PRESIDENT' S DESK

Dr. Vijay Agarwal

I enjoyed the experience of this conference immensely. Even the journey of organizing this conference will remain a memorable one. For me, I personally came to know of so many extraordinary professionals and organizers which has definitely enriched my life, besides the fact that they were instrumental in organizing a memorable event. The team led by Dr. Nalla Palaniswami and Dr. Lallu Joseph has made CAHOCON-2018 a milestone in the history of our organization. Organizing 3 master classes and 5 pre conference workshops was a fantastic achievement. For the first time we added the "curtain raiser" program on the eve of the conference. Mr. Sameer Mehta was instrumental in coordinating the pre conference activities.

We will have to work really hard for next year, to come up to the level of professionalism that was on display at Chennai in 2018. We are looking forward to feedback from all the delegates and faculty as a first step to start preparing for next year!

CAHOCON-2018, ORGANIZING CHAIRMAN

Dr. Nalla G Palaniswami
(Chairman, KMCH Coimbatore)

Fourth International Conference of Consortium of Accredited Healthcare Organizations-CAHOCON 2018 at Chennai on the 7th and 8th April, was a great event.

There was an overwhelming response from many hospitals and medical fraternities and was an exhibition of the people's requirement of standardized healthcare services. It was well attended and well organized. All credit to the organizers and leaders led by Dr. Gridhar Gyani.

Well done! Best wishes to continue!!

FROM THE DESK OF ORGANIZING SECRETARY

Dr. Lallu Joseph, Treasurer - CAHO
(Quality Manager, CMC Vellore)

The Governing Body meeting of CAHOCON 2017 at Delhi decided on handing over the responsibility of conducting CAHOCON 2018 to the Singara Chennai team. The CAHO governing body gave me the proud privilege of being the Organizing Secretary. With complete trust in the Tamil Nadu core team, Mr. Sameer Mehta and Mrs. Rama Rajasekaran, I agreed to take on this huge responsibility. We worked together and identified the core members of the team, the various committee heads, as we believed we needed the right team. Dr. Nalla G. Palaniswami, Chairman, Kovai Medical Centre and Hospital, Coimbatore accepted the invitation to be the Organizing Chairman and supported the event as Platinum Sponsor, with the support of his son, Dr. Arun Palaniswami in the Academic committee and CEO, Dr. Siva Kumar in the Sponsorship committee. The members of the various committees were carefully handpicked based on their skill, competency and interest. Next was the creation of a WhatsApp group with the committees and the committee members. The conference theme "Timely intervention is the key to quality" suggested by Dr. Vijay Agarwal was chosen. We were delighted and thrilled but also a little worried as the expectations were high on the Chennai team.

At the brainstorming session at Naukuchiatal post CAHOCON 2017, the idea of implementing live projects at various hospitals in Chennai, assessing them periodically and hosting them as a master class was conceived. Mr. Sameer Mehta took on the role as Chair of the committee and identified projects with his team. The nine projects that included energy efficiency, 5S, nursing documentation, tele ICU etc. were piloted in 7 Chennai hospitals. This innovative idea through its 3 master classes and 5 pre-conference workshops became a big hit. The participants enrolled in big numbers for the master classes and preconference workshops on 6th April that became the prelude to the main conference on the 7th and 8th April, 2018.

We looked at the reasons for participants attending the conference that included meeting business leaders, learning new ideas, approaches and get hands on experiences on best practices. The Academic committee headed by Dr. Sanjeev K Singh, worked around it and had interesting sessions with active engagement with the participants through the process of learning from other industries, debates, medical negligence, etc. that were carefully designed with excellent speakers.

Dr. Sankar Sen Gupta and team carefully designed the laboratory program with topics of interest and speakers with the support of NABL. A plethora of faculty from laboratory medicine honored the event with their presence and enlightening talk. The morning breakfast sessions were innovative and attracted good number of participants.

The careful planning and utilization of the available space by the Venue and Facility team headed by Mr. Venkat Phanidhar and event manager Mr. Ramesh made the venue bright and cheerful. The 24/7 support extended by the Feathers hotel team made it possible to accommodate the increase in numbers from 450 delegates to 600 delegates.

Media, Press and Publicity team with Mr. Adel at the forefront helped with active publicity of the event through preconference press release, social media updates, video snippets of the event and speakers, making it the most sought-after event. The opening video, speaker introduction, launch videos and the award videos in the huge LED screen made the event magnificent.

The academic feast through poster presentations, platforms, clinical audits, videos scrutinized by Dr. Narendranath with his team that offered great learning of best practices for the delegates. Total number of 250 submissions scrutinized and the best amongst them awarded. The quality of submissions and deliberations attracted participation of several delegates.

Quality of the souvenir with good articles from CAHOCON 2017 submissions, highlight of the work done by the Centres of Quality Promotion (CQP) of CAHO, high quality advertisements of the sponsors and useful information for the delegates of the conference made it unique. Tireless efforts and uniqueness of Dr.S. Manivannan and his team made it a success.

Dr. Sunil Rao and the awards committee made the nomination process for awards transparent and ensured that deserving candidates were awarded the lifetime achiever, quality champions and the young quality achievers.

The minute-to-minute planning of the event from registration to the valedictory proceedings by Dr. Saravana Kumar and the committee was made possible through seamless flow without bottlenecks. The vibrant compering by Ms. Gayathri Sandeep, Dr. Anna George and Mr. Sameer Mehta with timely jokes and small quiz questions made the environment lively and spontaneous.

Mr. Ram Babu and the sponsorship committee ably guided the financial backing for the event. Careful planning by Dr. Anuradha Pichumani ensured excellent industry participation with over 44 stalls. The enthusiastic team broke all existing records and set a new benchmark for the next team at Mumbai.

The trust on the Chennai team by the Governing Body of CAHO and timely interventions by Dr. Vijay Agarwal and Dr. C.M. Bhagat enhanced the responsibility and accountability. Support from the CAHO Delhi Office by Dr. Sakshi Sharma and from Chennai by Mr. Samson made facilitation easier.

The team worked tirelessly for almost 9 months to make it possible. Detailed planning to the finest points made it one of the most successful conferences with 600 delegates, 80 speakers and chairpersons, 44 stalls and over 30 institutional sponsors. CAHO-trained Certified professionals in Quality (CPQIH) were present in large numbers, helping with the event and enjoying the homecoming and reunion.

The curtain raiser event on the 6th evening with invited senior members of the industry and also the CEO meet on the 7th evening before the banquet dinner saw the key stakeholders and decision makers of the industry share the common platform, discuss issues and networking.

The experience of organizing CAHOCON 2018 helped me witness teamwork at its best possible through the efficient use of WhatsApp and Zoom.US which is the combined power of a group when working together, which is greater than the total power achieved by each working separately is an absolute must in all that we do. The efforts of CAHO in bringing about synergy and making hospitals work together, share best practices, learn from each other and promote quality will help in creating better and safer care for our patients.

CAHOCON : MY REFLECTIONS

Dr. Girdhar Gyani,
Advisor-CAHO, Director General, AHPI

At the outset let me say that we had excellent CAHOCON 9.5/10 at Chennai. Normally I am not supposed to rate our own event but I am tempted to do it as has gone beyond being just an event. To me it has succeeded in igniting spark of quality in entire region and that was the larger goal of setting up of CAHO. It has been able to achieve this only because we have been working on ground to prepare professionals to be knowledgeable and motivated to get in to the field of quality and spread that passion around. Organizing 9-master classes is indication of this.

We must put on record or even beyond the dedicated effort put by our team which is in a way unique as cannot say who was leading. All were in the front line. They have created problem for Mumbai team, who will have challenge to replicate the success of this magnitude. ***My personal thanks for spreading quality fire.***

CAHOCON 2018 was a special and unique event for all of us. A memorable one with state of art technology and many of the latest developments in the field of quality health care.

The organizing committee with a vision of taking all of us beyond the theme of the conference has remained in our minds as a mark of a great achievement. The selection of topics, keeping in mind the time-constraint, and making every event unique in its own way are some of the highlights. The venue and the food made all of us feel at home. A great opportunity to meet all our close associates besides knowing the new entrants. The laboratory session where I spent most of the time had

Dr. Venkatesh Thuppil, Advisor-CAHO
Principal Advisor , Quality Council of India (QCI)
National Referral Centre for
Lead Projects in India (NRCLPI)

very fruitful discussions and excellent participation.

My special appreciation to CAHO team, and for the great work by Sameer and associates. In fact, this conference has created great challenges and opportunities for the subsequent organizers to excel. My complements to all concerned.

Dr. CM Bhagat
Secretary General- CAHO

CAHOCON 2018 was a landmark conference which showcased maximum participation from delegates and audience alike through the showcasing of its varied content during the conference and pre-conference sessions. It was a typical example of brilliant leadership by Dr. Lallu Joseph cemented by the various dynamic and supportive organising committees. The effort each member put forward towards communication, local co-ordination, and imparting a personal touch to each member amongst several other factors is what turned this conference into quite the memorable event. The exhibited solidarity throughout the entire event left its mark in the minds of all who took part in the events. The team's efforts and dedication serves as a benchmark to the future editions of the conference, one that would be difficult to match in the years to come....!!!

LABCON TAKEAWAYS

Dr. CN Srinivas,
CAHOCON Organizing Committee Member.
Lab Director , MIOT Hospitals, Chennai

It was a great new era in CAHOCON 4th edition, laboratory sessions were held under the leadership of Dr. Sankar Sen Gupta.

Three preconference workshops - Risk Management in clinical laboratory, Documentation and Preparation of Quality manual and Antimicrobial Stewardship were held on April 6th 2018 at MIOT Hospital, Neuberg Diagnostics and Apollo Hospitals Vanagaram in Chennai. Each workshop was a huge success with participation of 50-60 delegates.

On both the days of conference, Leaders and Stalwarts of Quality - Dr. Venkatesh Thuppil and Dr. Vandana Jain, Director- NABL along with Mrs. Gayathri, Deputy Director- NABL were present throughout the sessions. Their presence was motivation to all. The sessions were interactive and a learning exercise for the delegates who had come from all over the country.

Topics pertaining to Complex testing were dealt leading to immense interactions amongst the pathologists, microbiologists, biochemists, laboratory professionals as well as the IVD personnel.

Dr. Atul Tathai of Lal Path lab gave a realistic look at the current practice of Quality assurance in RT PCR through simple, crisp and informative practical tips. Dr. Vidhya of Anand Lab, Bangalore enumerated errors in Anatomic pathology, Risk management and digitalization of the histopathology labs for an error-free environment. The latest topic on Quality assurance in POCT was dealt by Dr. Anjali Manocha of Sir Ganga Ram Hospital, Delhi. Dr. Ranganathan Iyer, Global Hospitals, Hyderabad explained the quality assurance methods in Bacteriology and insisted that Automation of Manual methods is the need of the hour in the subjective assays like clinical microbiology.

The Quality Assurance for HLA Assays important in the transplant team were narrated by Dr. CN Srinivas, MIOT Hospitals Chennai along with simple CDC methods to complex Assay of Flow cross match and Multiplex assays. Dr. Venkatesh Thuppil in a simple oration covered the "Ten Commandments" that address the failures in EQAS/ILC.

Dr. Satish Ramanathan, MIOT Hospitals, elaborated the "7-S "steps of Quality Assurance in Immuno-fluorescence which enthralled the audience. Dr. Ashvini Sen Gupta's topic on Quality assurance in frozen section gave insight into one of the sensitive and most important topics for pathologists. She insisted on correlation of the permanent sections to frozen sections along with audits in frozen section. Dr. Aparna Jairam, Asalvee Path lab, Mumbai enumerated quality control steps in hormone assays. There was heated debate on running QC material leading to elaborated discussion.

Dr. Suvin Shetty, LH Hiranandani Hospital, Mumbai discussed the new IFCC guidelines on the Quality Indicators and how to practice in the clinical labs of India. Dr. Jatinder Bhatia was succinct in presenting the list of the Indian PT providers and listed almost all the divisions and providers, but insisted that the PT providers should be accredited to ISO 17043. Dr. Chaitanya of Cryobanks, Delhi explained QC in Stem cell banking. Dr. Seema Bhargava, Sir Ganga Ram Hospital, Delhi introduced the concept of Alternate approaches to Quality check in IQC and EQAS. The sessions concluded with Panel discussion on 'Challenges of Small Indian laboratories in achieving accreditation' lead by Dr. Sujay Prasad, and moderated by Dr. Vandana Jain.

The highlight of conference was that throughout the sessions, speakers and delegates interacted with each other generating new ideas towards the betterment of patient safety and following were the takeaway messages :

- *Quality should not be compromised*
- *Patient safety should be the prime objective for clinical laboratory, be it a small, moderate or large laboratory*
- *Development and implementation of global quality practices is welcomed.*
- *The accredited laboratories leading in quality care should adopt and train smaller labs in small towns to have GCLP and achieve accreditation*
- *There is a need for competence development in Laboratory professionals who can build up skills to cater to multidiscipline*
- *With a network of NABL/NABH and leaders in the field of Laboratory medicine, we can achieve patient safety through our quality practices.*

My Tryst with CAHOCON 2018

Dr. Anna George,
State Representative, Kerala
GM-Quality, Rajagiri Hospital, Aluva

"What the mind of a man can conceive and believe, it can truly achieve" – Napolean Hill.

"Timely Intervention is the Key to Quality" was the theme for CAHOCON 2018 held on 6,7,8 April at Feathers Hotel, Chennai. This was a mega event which witnessed the unity of so many minds across the nation in conception, belief and planning.

Though the 3 day event (pre-conference master class workshops on 6th followed by the conference on 7th & 8th) was an enormous success in terms of quality and quantity; the highlight of the event was the excellent teamwork, precise coordination and planning that started about a year ago. Without a doubt, all due credit to Dr. Vijay Agarwal Sir and Dr. Lallu Joseph who spear-headed the whole event.

I remember that day, way back in May 2017, during the inauguration of Rajagiri Hospital as a Centre for Quality Promotion, Dr. Lallu Joseph came up to me saying, you are our MC for CAHOCON 2018. This clearly showed her focus and planning way ahead of time for the conference. We saw the whole country unite through WhatsApp and Zoom meetings which proved that physical distances are never a problem if mentally and spiritually we stay united.

There were various committees and sub-committees to whom various tasks were delegated and all committee chairs and members did absolute justice. The Reception committee (including MC & stage) of which I was a part of had major work closer to the D-Day. It was indeed a pleasure to work with Ms. Gayatri and Mr. Sameer Mehta and among the three of us, we managed to navigate through the entire program while maintaining the stated timelines.

The sessions as such were indeed interesting, enlightening and relevant to the current situations. The Academic Committee, chaired by Dr. Sanjeev Singh deserves due credit for picking and choosing the best among the best speakers. An interactive audience was icing on the cake since there were many interesting questions asked to all speakers and that set the stage alive.

Though all sessions and speakers were par excellence, a few of the sessions like the hot debate on "Is Marketing ethical" and the panel discussion on "Medical Negligence" were definitely a tad more interesting due to the nature of the topic and presentation style of the speakers.

There were Lab sessions running parallel and this was a huge success too. The venue arrangements were excellent and the food delicious. In spite of the large numbers that turned out for the conference, the registration counter, stalls, food counters, etc. were managed efficiently by all organizers. We also received feedback from many of the delegates that it was a well-coordinated conference at all levels.

The Valedictory function was held as the grand finale amidst great pomp and show. The new tie up programs/ventures between CAHO and other groups were showcased as videos which was a real sight to behold. All in all, CAHOCON 2018 turned out to be not only an enlightening experience in terms of knowledge sharing but also a golden opportunity to make good friends and expand our network across the country. Kudos to the Chennai team and CAHO governing committee for the great work! The bar has been set really high for the next CAHOCON 2019 at Mumbai and we hope that the next event surpasses all our expectations. Wishing the CAHO team all the very best!

Being part of the CAHOCON 2018 Organising Committee: A first-time, first-hand experience

Dr. Anuradha Pichumani,
State Representative- Tamil Nadu
Executive Director,
Sree Renga Hospital – Chengalpattu

Organizing a national meet is anytime a hugely challenging and rewarding learning experience. CAHOCON 2018 lived up to our expectations, throwing plenty of opportunities to innovate and deliver value to the various stakeholders. Starting off with about five members, the organizing team soon grew to a team of about 80 committed individuals, each enriching the experience with their knowledge and expertise, to produce a memorable event for healthcare professionals of the country.

As a member of the organizing team, it was an immensely gratifying ten-month journey to connect and collaborate with many enthusiastic colleagues, to understand the priorities of a multilateral body of professionals and to contribute towards the shared goal of producing an exceptional event.

Sponsors and exhibitors being key to the operational success of meetings such as these, it was very instructional to be a part of the Sponsorship committee of CAHOCON 2018. The initial demand for stall space at the Conference, indicated by the trickle of sponsorship sign-ups, was low. As we progressed along though, with the energized team pulling all the right strings, the pace picked up to not only quickly fill up all the designated spots but also create demand for additional stall space. We ended up with a huge response - both for delegates and stall exhibitors - even as a few aspiring vendors were put on the waiting list for the next edition of the Conference. Sessions focused on Hospitals and Laboratories were conducted in parallel, on both the days of the event.

Another innovative exercise at CAHOCON 2018 was the conduct of eight concurrent Master class sessions as pre-Conference events, the day before. Besides getting oriented to theoretical aspects of diverse topics such as Nursing documentation, Quality tools, Resource optimisation and Technology in Healthcare, delegates at these focused sessions also watched hands-on implementation of these subjects in real-life, host hospitals across Chennai. Sree Renga Hospital, Chengalpattu is proud to have been a part of this initiative as well, showcasing the technological advances being adopted and practised in Tele-Radiology and Remote Retinopathy screening using Artificial Intelligence techniques.

Moving forward, CAHO has room to accommodate the consumer's opinions too and help generate Demand for quality, from amongst the end users. To derive enduring value from the collective energy that we continually invest to improve standards for healthcare delivery, a closer engagement with the media would be another welcome initiative. We're sure Mumbai would be eager to take it forward with stellar initiatives of their own in the next edition and wish them the very best !

CAHOCON AWARDS THE LIFETIME ACHIEVEMENT AWARD

Dr. Alexander Thomas
President, AHPI

Receiving the Life Time achievement award was a great honor for me. It was a special moment especially as it was from CAHO.

I am grateful to God for giving us this opportunity to

work together to contribute towards India's health. I am grateful to my colleagues at CAHO. At the senior level, the opportunity to work with legends in the field as well as the passion and commitment that I see in the younger colleagues.

I'm also extremely proud to see the progress CAHO has made over the last year. By creating champions in various regions of the country, CAHO is doing a great job in what we set out to do. CAHOCON 2018 has been an outstanding success. Team TN has once again taught us the true meaning of teamwork, commitment and quality.

QUALITY CHAMPION AWARD

Dr. Sanjeev K Singh,
Chair- Academic Committee CAHOCON 2018
(Senior Medical Superintendent,
Amrita Institute Kochi)

4th International CAHOCON 2018 at Chennai was one of my most memorable healthcare conferences. As an academic Chair, it was a pleasure putting together a value-based schedule which was truly scientific, varied, out of the box in many ways, yet recent and updated. The organizing team was amazing, which allowed creating a "Conference with a difference". USP 1 of the conclave was that it had 7 committees with 80 members, all of whom contributed immensely. USP 2 was that we had a record 600 delegates, record poster, abstract and video submissions and participation from all corners of the country to the extent that the organizing committee had to stop the registration. USP 3 was that all stunning stalwarts participated and shared their expertise bringing in an academic flavor. USP 4 was Chennai hospitality is worth remembering with a smile, the welcome, food and dance. USP 5 was most of the sessions were on time. USP 6 was the superb pre-conference workshop participation along with great audience and speaker interaction at the main conference. USP 7 was providing the platform for youngsters in healthcare with thoughtful "Platform presentations". USP 8 were awards from Young achievers to Life time achievement awards. USP 9 is CAHOCON's USP; session from "Learning's from other industries" and fun filled "Pro and Con debate". We added another session on Best of publications, which was also very well received.

I was very privileged to receive the "Quality Champion of 2018" award. I am deeply honored to join the past recipients and very grateful to the committee for this massive recognition. The incredible support and passion of growing community surrounding CAHOCON over the past 4 years has been inspiring and indicates that we are moving in the right direction. I look forward to seeing the progress we make together in the coming years. On behalf of the entire CAHO team I wish all the very best.

QUALITY CHAMPION AWARD

Dr. Murali Srinivasan
(Chief Clinical Services,
Manipal Health Enterprises, Bangalore)

YOUNG QUALITY ACHIEVER AWARD

Dr. Saravana Kumar
(Head- Clinical Operations,
Dr. Mehta's Hospital, Chennai)

It was a great honour to receive this award from my mentors in Quality!

My journey started 3 years back with hosting and getting trained in the second ever CAHO Certification program for Quality Implementation (CPQIH) at Dr Mehta's Chennai and leading the quality team at Dr Mehta's to achieve successful affiliation with CAHO as a center for Quality Promotion.

After training in the CPQIH - Advance, had opportunity to contribute to CPQIH guide content and as a resource faculty in many CAHO CPQIH Programs.

As CQP, designed and launched the first ever CAHO program on Implementation of NABH Emergency Care Standards in collaboration with Society for Emergency Medicine India (SEMI)

In 2017, lead the SEMI team as editor in chief of Health QUEST, A one of its kind in the world collaboration Initiative by AHPI with Indian Space Research Organization (ISRO) in adapting space science quality best practices into Emergency department guidelines.

This Health Quality Up-gradation Enabling Space Technology guideline for Emergency Departments in India was released in December 2017.

In 2018, designed and launched the first CAHO-SEMI In-hospital Disaster Management Training program and an AHPI–SEMI cost effective Cardiac Life Support training program for healthcare professionals – both of which are now successfully replicated across the country in different institutions.

The credit for these achievements goes to all my mentors in Quality, especially Dr Lallu Joseph, Mr. Sameer Mehta, the leadership of CAHO, AHPI, SEMI and quality champions of Dr. Mehtas.

YOUNG QUALITY ACHIEVER AWARD

Dr. Samina F Zamindar
Director, Zamindar Microsurgical Eye Centre,
Bangalore.

CAHOCON 2018, an extremely well-organized congress with excellent thought provoking talks by some of the best names in Quality across the globe.

I received this award on behalf of all professionals who are passionate about Quality and Safety in health care, and my team at Zamindar's Eye Centre.

My feelings while receiving this coveted award, were gratitude towards the Almighty, and towards my teachers Dr. Vijay Agarwal and Dr. Lallu Joseph.

This award brings along with it a huge sense of added responsibility to continue my work of spreading the message of quality to other smaller hospitals with added zeal.

My Experiences of CAHOCON 2018

Mr. P Nambiar,
Sr.Manager-Quality & SCM,
Chinmaya Mission Hospital, Bangalore

It was a wonderful 2 days' experience at CAHOCON 2018 with amazing and authentic speakers, which connected me to many of my mentors, teachers and gurus at Chennai. Many young and energetic CPQIHs with whom I had a 'WhatsApp" relationship I found very exciting, and exchanged Healthy Quality matters which will definitely bridge the knowledge and Quality healthcare enhancement programs.

Truthfully, I went with hardly any expectations, and have come back feeling good about learning hands-on from experienced stalwarts. 600 delegates, 80 sessions- hats off!!

I heard Mr. Suresh Lullas's speech in 1990 at Taj Bombay at IIMM's Conference when I was a student. It was a heartening moment to witness a talk by him on "Quality Culture" at Chennai CAHOCON 2018 conference. There was pin drop silence during his 25 minutes presentation with lot of messages to take home.

Organizers of the program were awesome. It was very appropriate that a standing ovation was given to Dr. Lallu Joseph, who was a powerhouse with irresistible energy of CAHO. Without mentioning the names of Dr. Vijay Agarwal, Dr. Bhagat, Mr. Sameer Mehta and all team members of Chennai Seminar my write up stays incomplete. Wishing and thanking every wonderful speaker and creative and innovative poster presenters at the venue. I especially congratulate every winner of all the competitions, their dedication, hard work and determination to help and promote quality in the healthcare set up in India. A salute to all the young Quality Achievers, and all the new academic programs being launched by CAHO.

Best wishes and keep going!!!

CAHOCON - Salute

Dr. Ramanjeet Kaur
Senior Quality Manager
Regency Hospital, Kanpur

CAHOCON is like " Quick fix" which connects Quality Shishya to Quality Gurus: Quality beginners to Quality legends; Quality Seekers to Quality preachers across India to develop a community where like minded people share there knowledge ideas and experience to create safe and quality rich atmosphere for patients.

My Journey with CAHO

After CAHOCON 2017, I remember Dr. Vijay Agarwal Sir telling me "Now you have to look after everything", at that time I just ended up saying 'Okay Sir' with many questions at the back of my mind. CAHOCON 2018 discussions started during our short trip to Naukuchiatal post CAHOCON'17. And at the end of second day of trip Dr. Lallu Joseph Ma'am asked – Are you ready to take up the responsibility? My answer was – "I don't know ma'am, but I will try to live up to your expectations." Both of them never underestimated my abilities and their trust & confidence kept motivating me throughout the year to work with diligence. Dr. CM Bhagat Sir's calling me as 'backbone' of CAHO was another embellishment.

Although I've only been to a few academic conferences during my college days and getting involved in organizing some small events at school. I've never really been a part of anything substantial until I got involved with CAHO almost 2 years now..... time flies!!!

It's great to attend and present at conferences, but organizing one and being a part of an organizing committee....not an easy task at all ! Every single detail counts.

CAHOCON 2018 – one of the best conference I've seen, was focused on creating a community of volunteers all over India first and then organizing regular meetings to get them together in person through video calls- for planning, delegation of tasks, discussions and follow ups.

The systematic approach of Lallu ma'am & Vijay Sir created a high energy event people wanted to be at, instead of just attending. Surprisingly, we had so many entrants, we had to close the registrations 2 days prior.

Dr. Sakshi Sharma, CAHO Secretariat

It is true that organizing a conference requires a lot of time and effort, in particular, a lot of coordination between members but this was eased by open communication, mutual understanding and basically, a team that was willing to work towards a common goal. I was entrusted upon and given full rights to handle things my way. Even working on deadlines and handling unexpected situations wasn't that stressful, looking at the enthusiasm of all committee members.

It has been a great experience for me to get involved in the organizational work in preparation for CAHOCON 2018 where I met many talented individuals and made good friends for a life time. The team with professional commitment and great zeal provided all of us an excellent opportunity to experience an innovative and unexplored standard of a high-quality conference.

CAHOCON – 2018: A Surreal Journey

As Stephen Covey says, "Begin with the end in mind." Hats off to Vijay Sir, Bhagat sir and Dr. Lallu who had a clear vision of CAHOCON – 2018, which we all witnessed, experienced and thoroughly enjoyed in all capacity of participation. I remember very vividly Dr Lallu talking to me about CAHOCON – 2018 during the banquet dinner of CAHOCON– 2017. Such an honor it was to be a part of the organizing committee. I'd like to refer to the CAHOCON – 2018 Organizing

Dr J.Jayalakshmi, Editor - CAHO Newsletter
MS (Diagnostics) & Professor, Microbiology
PSGIMSR, Coimbatore.

committee as "the dream team". Each member honing their responsible hats, enthusiastically executed their tasks beyond expectation. The positive energy and vibe of the team members was palpable. The team analyzed the Feedbacks of CAHOCON – 2017 to identify all the did-wells and pain points, followed by a structured year plan implemented in stages considering everyone's inputs. The growing CPQIH army and their professional excellence added strength to the planning as well as the conference. Technology-assisted zoom meetings and discussions on WhatsApp were utilized to the fullest. Dr Lallu – "please share with us in the forth coming CAHO newsletter, how you schedule , coordinate , conduct so many meetings and bring the best out of all "– You are phenomenal!!!

Personally, it has been an amazing journey of learning and contributing. It was an absolute joy working with Narendranath Sir and our Platform / Poster / Video presentation team. With the conference dates spaced between my daughter's board exams, I limited my physical presence to less than a day at the conference. The time at the conference was very fruitful. Excellent scientific deliberation by eminent speakers on various spheres of quality in Hospitals & laboratories, CAHO's collaboration with Schulke and Official release of the basic CPHIC manual, and the bonus was indulging sumptuous food and relaxed fun time with friends and mentors.

Thanks to Vijay sir for entrusting me the role of editor, CAHO Newsletter. The editorial team was given complete freedom on the choice of topic, content and photographs. Four issues released last year and now this Special edition. Hope you enjoyed our capture of the very well organized CAHOCON – 2018. Let this documentation help us grow beyond, as we plan ahead for CAHOCON – 2019.....!!!

MASTER CLASS & PRE CONFERENCE WORKSHOPS

3 Master Classes & 5 Pre Conference Workshops were conducted on 6th April, 2018 at various partnering organizations of Chennai region – Dr. Mehta's Multi Speciality Hospital, Sundaram Medical Foundation, Vijaya Hospital, Apollo Speciality Hospital, Star Health Corporate Office, MIOT Hospital, Neuberg Ehrlich Laboratory and Sri Rama Chandra Medical College & Research Institute.

MASTER CLASS & PRE CONFERENCE WORKSHOPS

INAUGURAL CEREMONY

HOSPITAL SESSIONS

IS HEALTHCARE SUSTAINABLE IN PRESENT CONTEXT ?

(Dr. Girdhar Gyani, Dr. Arun Palaniswami, Dr. Preetha Reddy, Mr. Probir Das)

LEARNING FROM OTHER INDUSTRIES

(Mr. Sameer Mehta, Mr. Ramesh Krishnan. Mr. Alok Saraogi, Mr. Sukumar Rajagopal)

HOSPITAL SESSIONS

LEARNING FROM DIAGNOSTICS

(Dr. Sankar Sen Gupta, Dr. Aparna Jairam, Dr. Vandana Jain, Dr. GSK Velu)

MANN KI BAAT – Pain Points of Accreditation & How to alleviate?

(Dr. Anil Mulpur, Dr. Murali Srinivas, Dr. Antony Basile)

DEBATE : MARKETING A HOSPITAL – IS IT ETHICAL?

(Dr. Paul Henry, Mr. J Adel, Dr. Harish Pillai, Dr. S Manivannan, Dr. Sanjeev K Singh)

POT PURRI

(Dr. Alexander Thomas, Dr. T S Ravi Kumar, Mr. Raj Gore, Dr. S Prakash, Dr. S Shaik Mohd. Aslam)

HOSPITAL SESSIONS

INTERNATIONAL ACCREDITATION

(Dr. Anuradha Pichumani, Col (Dr.) VMP Thomas, Dr. Clive Fernandes)

IMPROVING OUTCOMES IN HEALTHCARE

(Dr. S Nagendraswamy, Mrs. B . Bharathi Reddy, Mr. Suresh Lulla, Dr. Srinivasaraman,Dr. Ashish Jain)

PANEL DISCUSSION : HANDLING MEDICAL NEGILIGENCE

(Dr. Abraham Mammen, Mr. D Ram Babu, Mr. Samuel Abraham, Fr. Johnson Vazhappilly)

BEST OF QUALITY PUBLICATIONS

(Dr. Simi Kaul, Dr. Badari Datta, Dr. Suneel C Mundkur)

EDUCATION : BUILDING BLOCKS

(Dr. PV Vijayaraghavan, Dr. Jothi Clara, Dr. Arun Agarwal, Dr. Vidya P Menon, Bri. Sai Bala Madathil)

LABORATORY SESSIONS

Quality Assurance in Real Time PCR, *Dr. Atul Tathai*

Quality Control in Microbiology Lab, *Ranganathan Iyer*

Quality Control in Histopathology, *Dr. Vidya*

Quality Control in HLA Assays, *Dr. CN Srinivas*

Point of Care Tests : Quality Assurance, *Dr. Anjali Manocha*

Solutions for External Quality Assurance Failures in Accredited Laboratory

LABORATORY SESSIONS

Quality Control in Immunofluoresence, *Dr. Satish Ramanathan*

Alternate Approaches to Quality Checks in Internal & External Quality Controls, *Dr. Seema Bhargava*

Quality Assurance in Frozen Section Biopsy, *Dr. Ashvini Sen Gupta*

Quality Control in Hormonal Assays, *Dr. Aparna Jairam*

Quality Assurance in Stem Cell Banking Laboratories,
Dr. Mrinalini Chaturvedi

Quality Indicators in organization with Continual Improvement,
Dr. Suvin Shetty

Role of Indian PT Providers in EQAs Programs, *Dr. Jatinder Bhatia*

LABORATORY SESSIONS

Panel Discussion : Challenges of Small Scale Indian Laboratories in achieving Accreditation
(Dr. Vandana Jain, Dr. Sankar Sen Gupta, Dr. Aparna Jairam, Dr. Dr. Jatinder Bhatia, Dr. Seema Bhargava, Dr. Ashvini Sen Gupta, Dr. Sujay Prasad, Dr.CN Srinivas)

SPEAKERS & CHAIRPERSONS' FELICITATION

SPEAKERS & CHAIRPERSONS' FELICITATION

SPEAKERS & CHAIRPERSONS' FELICITATION

PLATFORM PRESENTATIONS

POSTER PRESENTATIONS

SPEAKERS & DELEGATES INTERACTION AT THE CONFERENCE

SPEAKERS & DELEGATES INTERACTION AT THE CONFERENCE

LAUNCH OF JOINT PROJECTS

CAHO – 3M PARTNERSHIP

CAHO and 3M launched CSSD Awards to recognize excellence in CSSD Practices and will soon introduce Basic and Advanced training program for CSSD technicians.

CAHO AND CHOLA MS RISK SERVICES LTD. TO LAUNCH A CERTIFICATION PROGRAM FOR HOSPITALS ON FIRE SAFETY

CAHO and Cholamandalam MS Risk Services Ltd signed a memorandum of understanding to provide a state of the art Certification program on Fire Safety and Emergency Preparedness to health care organizations in India.

The program will address much of the lacunae in knowledge and systems that hospitals face today in the areas of fire prevention, protection and preparedness. The program is expected to reach around 40,000 hospitals in India in the next eighteen months. Critical concepts will be taught through use of simulations and innovative use of Virtual Reality Technology. Participants successfully completing these programs will be issued a joint certificate from both organizations.

CAHO - SCHÜLKE PARTNERSHIP

CAHO and Schülke India , have signed an MOU to partner in joint efforts to improve the quality of care at accredited hospitals through training and education.This MOU includes an Educational Grant from Schulke to support CAHO's training program to Certify Professionals in Hospital Infection Control (CPHIC).
Around 30 such joint programs are planned across the country in the next 12 months. "Train the Trainer" CME Program through Infectious Diseases Educational Foundation (IDEF) was held on 6th April at Chennai, Tamil Nadu. 28 trainees across the country attended the program and will lead the CPHIC training program in their respective states. And the Training Manual for Basic CPHIC was also formally released.

CAHO – LGSP, LLP & BIZPRO PARTNERSHIP

CAHO has signed MOU with Life Giver Professional Services, LLP & BIZIPRO – for launch of Fire Safety Management Module for hospitals in India. A program to guide hospitals in following good Fire Safety Protocols will be introduced soon. And checklist for Third Party Auditors for checking fire safety requirements of hospitals will be rolled out

VALEDICTORY CEREMONY

CAHO-3M CSSD AWARD WINNERS

FELICITATION OF ORGANIZATIONS INVOLVED IN CAHOCON MASTER CLASS PROJECTS

AWARD WINNERS : PLATFORM, POSTER AND VIDEO PRESENTATIONS

AWARD WINNERS : PLATFORM, POSTER AND VIDEO PRESENTATIONS

CLOSING CEREMONY

"If you can dream it... You can do it"
- Walt Disney

FOOD

ENTERTAINMENT

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Editorial Team

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