



Beyond Clinical Excellence

Every Touchpoint. Exceptional Care.



**Regional Conclave of Healthcare Professional Division (CAHO) &
CAHO Kerala State Conference on Service Excellence.**



31st October 2026

Saturday



Collaborative
Networking



Knowledge
Exchange



Better Care
Together

Scan for
Registrations & More Details



Conclave Communication Expert
Ms. Aisha S 94977 11174



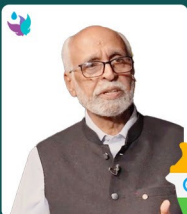
*Vijaya International
Convention Centre*



Venue

Thiruvalla, Keralam, India

Conclave Secretariat & Leadership Team



Dr. Vijay Agarwal is the President Emeritus of the Consortium of Accredited Healthcare Organizations (CAHO), having transitioned to this advisory role in April 2026 after serving as President since 2017. He co-founded CAHO in 2013, helping scale it into a massive national movement focused on healthcare quality, patient safety, and accreditation. A veteran pediatrician, he played a pioneering role in conceptualizing and implementing India's historic Pulse Polio operational strategy. He actively contributed to the ISRO Health Quest Project, adapting space safety protocols to create error-free medical systems. For this five decades of public health contributions, he has received numerous accolades, including the IMA Lifetime Achievement Award.

Dr. Vijay Agarwal
President Emeritus, CAHO
Former Advisor Quality and Business Excellence, Max Healthcare



Dr. Lallu Joseph is the current President of the Consortium of Accredited Healthcare Organizations (CAHO), taking office in April 2026 after a stellar nine-year tenure as its Secretary General. A powerhouse in hospital administration, she concurrently serves as the Quality Manager and Associate General Superintendent at the prestigious Christian Medical College (CMC), Vellore. She holds a unique background blending mechanical engineering with an MBA, a Ph.D. in healthcare administration, and an executive credential from IIM Bangalore. Internationally recognized as an ISQuA Expert and an NABH Principal Assessor, she has been a driving national force in training thousands of medical professionals in clinical safety protocols. Under her visionary leadership, CAHO continues to spearhead massive digital transformations and patient-centric quality benchmarks across healthcare systems in India and abroad.

Dr. Lallu Joseph
President, CAHO
Associate GS & Quality Manager, CMC, Vellore



Dr. Sanjeev K. Singh serves as the Secretary General of the Consortium of Accredited Healthcare Organizations (CAHO) for the 2026-2028 Governing Committee, officially stepping into the role in July 2026. A deeply respected national figure in hospital administration, he simultaneously commands immense clinical leadership as the Medical Director of Amrita Hospital, Delhi-NCR and the Chief Medical Superintendent of Amrita Hospital, Kochi. His career is defined by an unwavering dedication to infection control, healthcare policy, and patient safety, earning him global recognitions such as the prestigious SHEA Ambassadorship. Prior to anchoring CAHO's central administration, he spent years championing institutional standards as a foundational leader within the CAHO North Zone committee. Now at the helm of the executive board, Dr. Singh actively spearheads national healthcare campaigns focusing on standardised, simulation-based training, hospital grading systems, and green, climate-resilient medical practices.

Dr. Sanjeev K. Singh
Secretary General, CAHO
Medical Director, Amrita Institute of Medical Sciences, Delhi-NCR
Chief Medical Supt., Amrita Institute of Medical Sciences, Kochi



Dr. Suvin Shetty is the Chairperson of the Healthcare Professionals Division for the Consortium of Accredited Healthcare Organizations (CAHO) Governing Committee (2026-2028), having been appointed to this prestigious leadership role in April 2026. A highly distinguished medical professional and consultant pathologist, he currently leads the institutional clinical services as the Head of Academics & Diagnostics at Dr. L. H. Hirannandani Hospital in Mumbai. His deep expertise spans hospital administration, laboratory quality management systems, clinical ethics, and strict compliance with quality and safety guidelines. Prior to anchoring this division, Dr. Shetty actively championed the healthcare educational campaigns as the Vice Chairman of CAHO's Quality Professionals wing. In his current executive capacity, he drives the critical national healthcare educational programs to improve the competency across the domains of healthcare ecosystem.

Dr. Suvin Shetty
Chair - Healthcare Professional Division,
CAHO



Dr. Anna George is the Co-Chairperson of the Healthcare Professionals Division for the Consortium of Accredited Healthcare Organizations (CAHO) Governing Committee and has been a Governing Committee Member of CAHO in various roles since 2021. A deeply experienced healthcare administrator with over 18 years of industry expertise, she is currently General Manager Quality & Patient Safety for Aster DM Quality Care - India 1 cluster since July 2026. She has been instrumental in driving massive institutional quality campaigns as the Country Head of Quality for Aster DM Healthcare (India) for the last 5 years. Her extensive operational footprint includes serving as Chief Operating Officer in Mauritius, Vice President of Quality at Rajagiri Hospital, Quality Head at Medical Trust Hospital & Lakeshore Hospital. She holds a Ph.D. in Health Systems Management from the Tata Institute of Social Sciences (TISS), Mumbai and is backed by an educational background in dentistry (BDS) from Manipal, Masters in Hospital Management (MHM) from Osmania University, PG Diploma in Medical Law & Ethics, Certifications in Strategic Management (XLRJ) and Lean Six Sigma Green Belt, she is highly regarded for her mastery over JCI, NABH, and NABL accreditation workflows. Within CAHO, Dr. George leverages her platform to spearhead crucial educational programs, focusing on clinical data analytics, healthcare communication, and patient-centric safety standards.

Dr. Anna George
Co-Chairperson,
Healthcare Professionals Division, CAHO



Mr. Renjith Krishnan is the Zonal Chairperson - South for the Consortium of Accredited Healthcare Organizations (CAHO) Governing Committee (2026-2028), having been re-elected in April 2026. A highly accomplished healthcare executive with nearly two decades of operations expertise, he concurrently drives institutional expansion as the Managing Director and CEO of Kinder Hospitals Group. His extensive professional footprint includes pivotal administrative tenures at top-tier medical brands like Rajagiri Hospital, Manipal Hospitals, and the Aravind Eye Care System. Backed by advanced healthcare operations training from IIM Kozhikode, Mr. Krishnan is highly regarded for integrating strategic business units with patient safety models. Within CAHO, he leverages his executive expertise to champion accredited quality frameworks and sustainable hospital designs across southern India.

Mr. Renjith Krishnan
Chairperson - South Zone



Mr. Sijo V. Joseph serves as the State Chairperson - Kerala / Lakshadweep for the Consortium of Accredited Healthcare Organizations (CAHO) Governing Committee (2026-2028). An accomplished healthcare administrator with 26 years of industry experience, he simultaneously drives operational excellence as the Vice President of Renai Medicity Hospital in Kochi, Kerala. His extensive expertise spans hospital administration, strategic project planning, quality documentation, and comprehensive QMS implementation. Throughout his career, he has also held pivotal roles at other medical brands, including serving as General Manager of Operations and Projects at Kinder International Healthcare. Within CAHO, Mr. Sijo leverages his leadership to champion institutional safety standards, digital healthcare adoption, and stringent quality assurance benchmarks across hospitals in Kerala.

Mr. Sijo V. Joseph
State Chairperson

Why Should You Attend?

Beyond Clinical Excellence – Creating Exceptional Patient Experiences is a focused conference designed to help healthcare professionals go beyond clinical outcomes and understand what truly shapes a patient's experience.

In today's healthcare environment, patient-centered care, empathy, effective communication, and accountability are essential to building trust and delivering quality care. This conference provides practical insights into creating a culture where patients feel heard, respected, informed, and safe.

Participants will explore how PROMs (Patient-Reported Outcome Measures) and PREMs (Patient-Reported Experience Measures) can be effectively used to engage patients, strengthen patient safety, identify gaps, and continuously improve the quality of care.

The conference will also address some of the most challenging aspects of healthcare communication, including difficult conversations, managing patient expectations, active listening, and effective communication across multidisciplinary teams. Through interactive role-plays and audience polls, participants will have the opportunity to engage with real-life communication challenges and learn practical approaches that can be applied in their daily practice.

A dedicated focus on documentation for patient safety will highlight common documentation errors, ways to prevent them, the importance of electronic health records, and key medico-legal implications.

The case-based learning sessions will examine real-world situations where communication and documentation failed, providing valuable lessons on preventing similar incidents.

Attend this conference to strengthen your communication skills, enhance patient engagement, improve safety and quality, and contribute to creating exceptional patient experiences—because excellence in healthcare is not only about what we do, but also about how patients experience it.

Target Audience

- Doctors
- Administrators / Operations
- Nursing
- Pharmacists
- Biomedical
- Technicians (OT/ ER/ ICU/ CSSD/ LAB/ Others)
- Information Technology
- Billing / Insurance / Provider Support Executives
- Ward Secretaries
- Front Office Team Members (PRO / Guest Relations)
- Dietary & Hospitality Team Members

Time

Session

9:30 am - 10:00 am



10:00 am - 10:30 am



Keynote Address:

Beyond Clinical Excellence – Creating Exceptional Patient Experiences

Session 1: Service Excellence in Healthcare: Every Interaction Matters

10:30 am - 11:00 am



Patient-Centred Care / Empathy in Practice / Building a Culture of Accountability

11:00 am - 11:30 am



PROMs & PREMs as a tool for Engaging Patients for Patient Safety and Improving Quality of Care

11:30 am - 11:45 am



TEA / COFFEE BREAK



Session 2: Communication that Heals

11:45 am – 12:30 pm



Difficult Conversations / Communicating across Multidisciplinary Teams / Managing Patient Expectations / Active Listening

12:30 pm - 1:00 pm



Interactive Activity: Role-Plays & Audience Polls on Real-life Communication Challenges

01:00 pm - 02:00 pm

LUNCH



Session 3: Documentation: More Than a Legal Requirement

02:00 pm - 02:45 pm



Documentation for Patient Safety / Common Errors and how to Avoid them / Electronic Health Records / Medico-Legal Implications

02:45 pm - 03:15 pm



Case-based Learning: When Communication and Documentation Failed-Lessons from Real Cases

03:15 pm – 03:30 pm



TEA / COFFEE BREAK



03:30 pm – 04:30 pm

Panel Discussion: "Who Owns the Patient Experience? Everyone or No One?"



04:30 pm - 04:50 pm



Audience Q&A and Take-Home Pearls

04:50 pm - 05:00 pm

Closing Remarks & Vote of Thanks

Open to Sponsorship Opportunities



Guest engagement
Mementos

Stage backdrop
Audio-visual

Stalls
Giveaways

Welcome arch
Flagpost