

# 33rd CXO ROUNDTABLE

## HUMANISING HEALTHCARE IN TIMES OF AI

### MODERATOR



**Ms. Bobby Ramesh**  
Group Director -  
Nursing Excellence,  
Sarvodaya Healthcare

### SPEAKER



**Dr. Gigy Kuttukulam**  
Medical Director, HOD -  
Dept of Neurology,  
Rajagiri Hospital, Aluva

### SPEAKER



**Mr. Harkaran Singh Sahini**  
COO,  
Apollo Hospital, Hyderabad

**DATE: WEDNESDAY, 24<sup>TH</sup> JUNE, 2026 | TIME: 5:00 PM - 6:00 PM IST**

#### Themes for Discussion

- Are patient satisfaction scores enough?
- What defines a great patient experience?
- Can empathy be measured and taught?
- How do we humanize care by supporting caregivers?
- How can patient and family feedback shape care decisions?
- What metrics and systems create truly human-centred hospitals?



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#### Who Should Attend

- CXOs and CEOs
- Medical Directors
- Hospital Administrators
- Quality & Patient Safety Professionals
- Nursing Leaders
- Digital Health & Innovation Teams
- Service Excellence Teams
- Healthcare Management Professionals

**PARTICIPATION BY INVITATION ONLY**