



CAHO Student Engagement Committee (CAHOSEC)

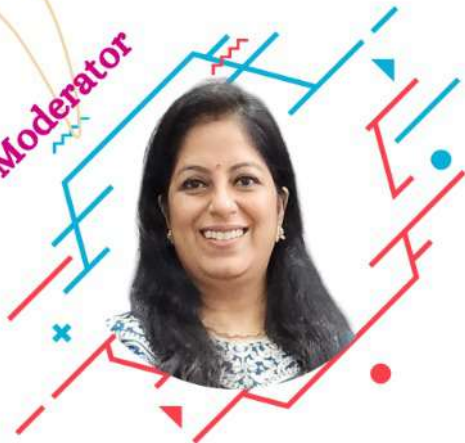
Presents

TRANSFORMING MANAGEMENT FOR STUDENTS

A Monthly Webinar Series: May Edition

Leveraging Net Promoter Score (NPS) to improve Patient Experience in Hospitals

Moderator



Dr. Usha Rani

Head, Dept. Of Health care and
Hospital Management,
Prasanna School of Public Health,
Manipal Academy of Higher Education,
Manipal, Karnataka

Speaker



Mr. Hemant Bhatnagar

Facility Director, Narayana
Hospitals, Ahmedabad
JCI, Internal Assessor, Assessor,
NABH, QCI (HAP& ART), NQAS
Member, Technical Committee
(HAP & GHFAP), QAI



09 May 2026

11AM - 12PM (IST)

Zoom Virtual Platform



Open to All
Healthcare Changemakers

WEBINAR FEE;

Rs. 500
per institution

FREE
for CAHO Academic Members

For Registration:

<https://www.caho.in/masterclassform/17>

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MHA and MBA (Hospital & Health
Management) Students & Faculty
members.

Member Institution - Hospital
Operations, Administration and
all Allied Sciences Students.