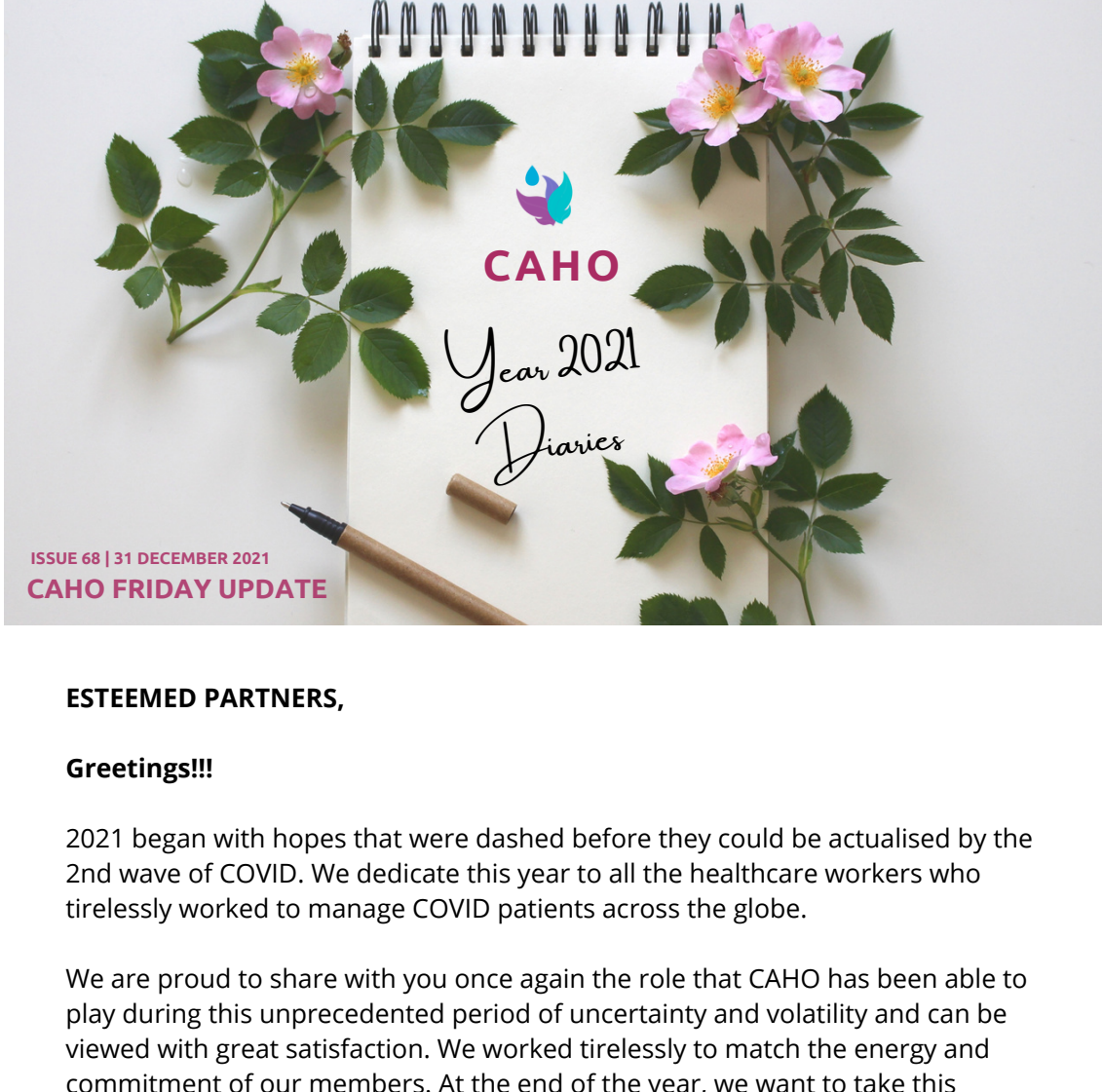




## ESTEEMED PARTNERS,

### Greetings!!!

2021 began with hopes that were dashed before they could be actualised by the 2nd wave of COVID. We dedicate this year to all the healthcare workers who tirelessly worked to manage COVID patients across the globe.

We are proud to share with you once again the role that CAHO has been able to play during this unprecedented period of uncertainty and volatility and can be viewed with great satisfaction. We worked tirelessly to match the energy and commitment of our members. At the end of the year, we want to take this opportunity to update and reflect on our activities and progress.

This year will be remembered for our international recognition and certification by ISO 9001:2015 Quality Management System and selection as an *Institutional Board Member representative of Asian Society of Quality in Healthcare (ASQa)*. We also made significant constitutional amendments which created the three verticals namely *Healthcare Institution, Diagnostic Centres and Quality Professionals Division*. All the three divisions have their Chair, Co-chair and Secretary along with Committee members. This has resulted in 73 people becoming a part of our Governing Committee.

Our weekly communication to all stakeholders (Friday Update) completed one year in August and has been well appreciated. We also collaborated with the digital health magazine, "DIALOG" to project the voice of our stakeholders. *CAHO-ISQa webinars* on every first Tuesday of the month has made us truly international with participants from 25+ countries attending these regularly. *Continuing Quality Education series and Continuing Diagnostic Education series* were also started and have been very much appreciated. Launch of new training programs and Masterclass series, collaboration with various associations, institutions and industries for newer initiatives was another successful activity. The introduction of *CAHO Learning App (CLAPP)* eased the pre-learning of courses and downloading of certificates.

CXOs roundtable meet brought together various healthcare leaders on a common platform to share their experiences and strategies adopted during these unprecedented times. Our annual events conducted virtually; CAHOLABCON and CAHOTECH were astounding successes as well. *Kudos to the respective organizing committees!* Though CAHOCON could not happen again this year, we're hoping to be back with a bang in God's own country in April 2022 - *Block your dates. (1st, 2nd & 3rd April 2022)*

We also subscribed to Salesforce and Pardot, the leading CRM solution providers and worked on website revamp and integration of AI chatbot. Program management system is in progress to keep pace with technology driven communication channels. We initiated research activities and projects with leading research institutes of the country and standing committees were set up for the same. Two of our *studies got published* in journals of JQOSH and QAI. We also formed an *International Advisory Committee* to establish the channels of collaborations between various countries & stakeholders to learn and adopt best practices from each other.

While this newsletter looks back on 2021, it also helps set the stage for the new year with new hopes, new mission and vision to achieve new milestones in transforming patient safety and quality in healthcare with your continuous support in the coming years!

Thank you for partnering with us in a step towards making healthcare better and safer.

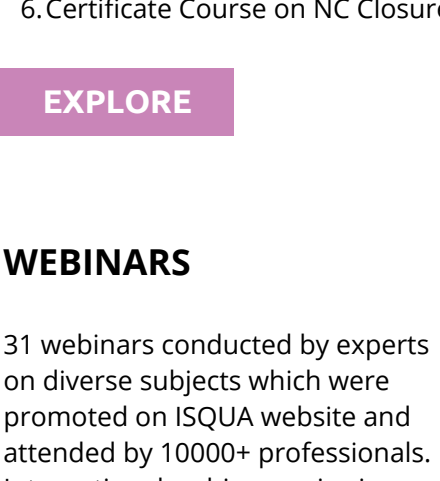
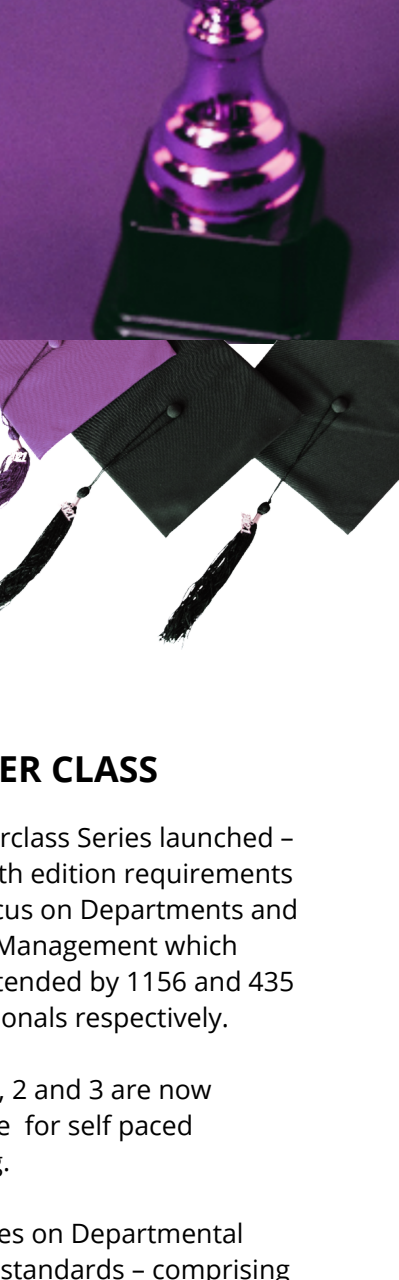
*We wish you a safe and happy new year!*

### With Regards,

**Dr. Vijay Agarwal, President**  
**Mr. Sameer Mehta, Vice President**  
**Dr. Lallu Joseph, Secretary General**

## INTERNATIONAL RECOGNITIONS : MAKING US PROUD!!

- ISO 9001:2015 Quality Management System Certification.
- ASQa Executive Board Selection (2021-23) : Institutional & Individual Member Representative - **Dr Lallu Joseph** (Secretary-General, CAHO) & **Dr Anuradha Pichumani** (Chairman Quality Professionals, CAHO) respectively.
- ISO Technical Committee 304 - Healthcare Organization Standards Working Group Selection : **Dr Lallu Joseph** and **Dr Anuradha Pichumani**.
- ACHS International Medal Award 2021 for Asia Pacific region to **Dr Lallu Joseph** for outstanding contributions in improving the quality and safety of international healthcare services.



## TRAINING PROGRAMS

Conducted 49 training programs and trained 2496 professionals

Launched 6 training programs:

- Certificate Program in Healthcare Quality Management (CPHQM) with Sankara Nethralaya,
- International Certificate Program in Leadership (LEADS) with LEADS Global and Canada India Network Society (CINS),
- Awareness- Compliance-Excellence (ACE) for CSSD with 3M India Ltd.,
- Workshop on 5S,
- Basic Certificate Course on Antimicrobial Stewardship with Cephied,
- Certificate Course on NC Closure.

[EXPLORE](#)

## MASTER CLASS

2 Masterclass Series launched - NABH 5th edition requirements with Focus on Departments and Facility Management which were attended by 1156 and 435 professionals respectively.

Series 1, 2 and 3 are now available for self paced learning.

4th Series on Departmental specific standards - comprising of 12 weekly live sessions (every Wednesday) commencing on 19th January 2022 is open for registration.

[EXPLORE](#)

## WEBINARS

31 webinars conducted by experts on diverse subjects which were promoted on ISQa website and attended by 10000+ professionals. International webinar series in association with ISQa was attended by 6000+ professionals across the globe. Some were organised in partnership with various professional organizations, industries and academic institutions.

[UPCOMING WEBINAR](#)

[Click here](#) to access previous webinars

## SELF - PACED LEARNING

6 programs launched since 2020. 936 professionals enrolled for the courses and 850+ have been certified.

New addition in 2021 - Infection Control Nurse (ICN) Course with SkillsForMed.

[EXPLORE](#)

## CONTINUING QUALITY EDUCATION (CQE) SERIES

An initiative by the Quality Professionals division of CAHO.

Is a 4 hour monthly conclave endorsed by ASQa, consisting of live virtual sessions on a particular theme aimed at educating healthcare workers to adopt and implement best practices with the goal of improving patient safety and quality of care delivery.

9 series have been conducted with 3280 attendees.

## CONTINUING DIAGNOSTIC EDUCATION (CDE) SERIES

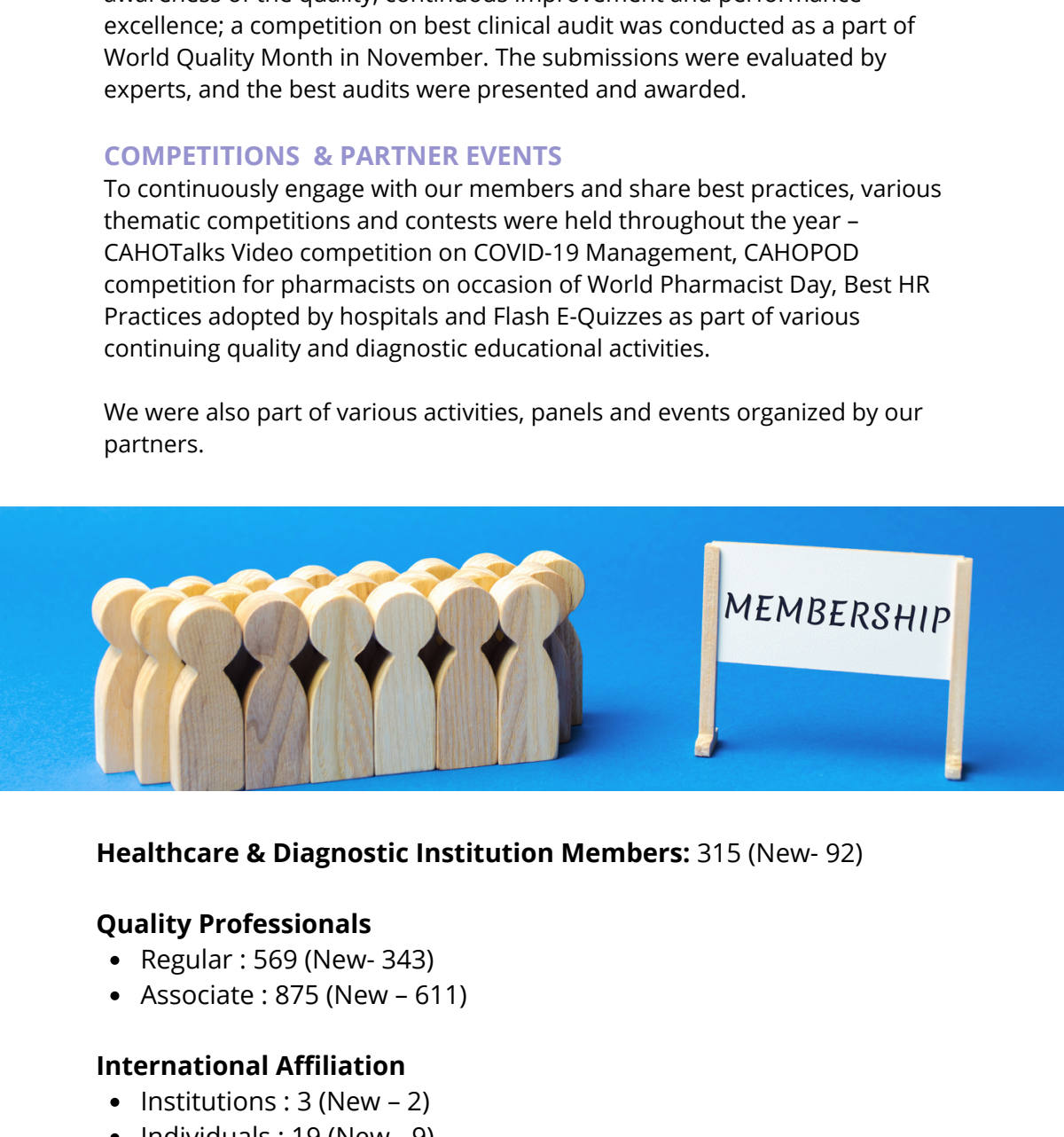
An initiative of the Diagnostic Centres division of CAHO.

Is a 4 hour monthly conclave consisting of live virtual sessions on a particular theme providing an opportunity for diagnostic professionals to update their knowledge and implement best practices.

6 series have been conducted with 1875 attendees.

## RESEARCH PROGRAMS

We have initiated various research activities and set up standing committees for - Student Research Committee, Healthcare Start-up & Technology Committee and Nursing Leadership Committee.



## CAHOLABCON 2021

The 1st International Virtual Diagnostic Conclave on the theme *Strategic Planning in Quality Management* was held on 27th March 2021, with an aim to engage with various stakeholders in the diagnostic division of healthcare delivery. 350+ delegates attended the conclave and was well appreciated.

## CAHOTECH 2021

A truly international event, that brought about global perspective of status and implementation of technology in healthcare was organized over 5 days (13th & 14th Aug, 19th - 21st August) with a galaxy of international and national experts addressing a specific theme. PitchFest for Start-ups and Hospital Innovations' presentation was also held and winners were awarded. It was a remarkable success with active participation of 1000 delegates from different countries.

## CAHOCON 2022

*Block your dates* to be a part of mega international event endorsed by ISQa and ASQa scheduled on 2nd and 3rd April 2022 at Hotel Grand Hyatt Kochi Bolgatty (Kerala, India) preceded by pre-conference workshops on 1st April 2022 at partnering hospitals of Kochi region.

Call for competitive submissions, awards and registration opening soon!

## OTHER EVENTS & CONTESTS

### WORLD PATIENT SAFETY DAY 2021

A virtual event to observe World Patient Safety Day on theme *Safe Maternal and New Born Care* was organized on 17th Sep in association with Ariadne Labs, RCOG- AICC, IAP, NNF, FOGSI and NQOQN. An initiative to implement the WHO Safe Childbirth Checklist in India was also launched.

Thematic competitions were held by the Zonal Chairpersons of CAHO in their respective geographies, Live Flash E-Quiz competition was conducted and winners were recognized.

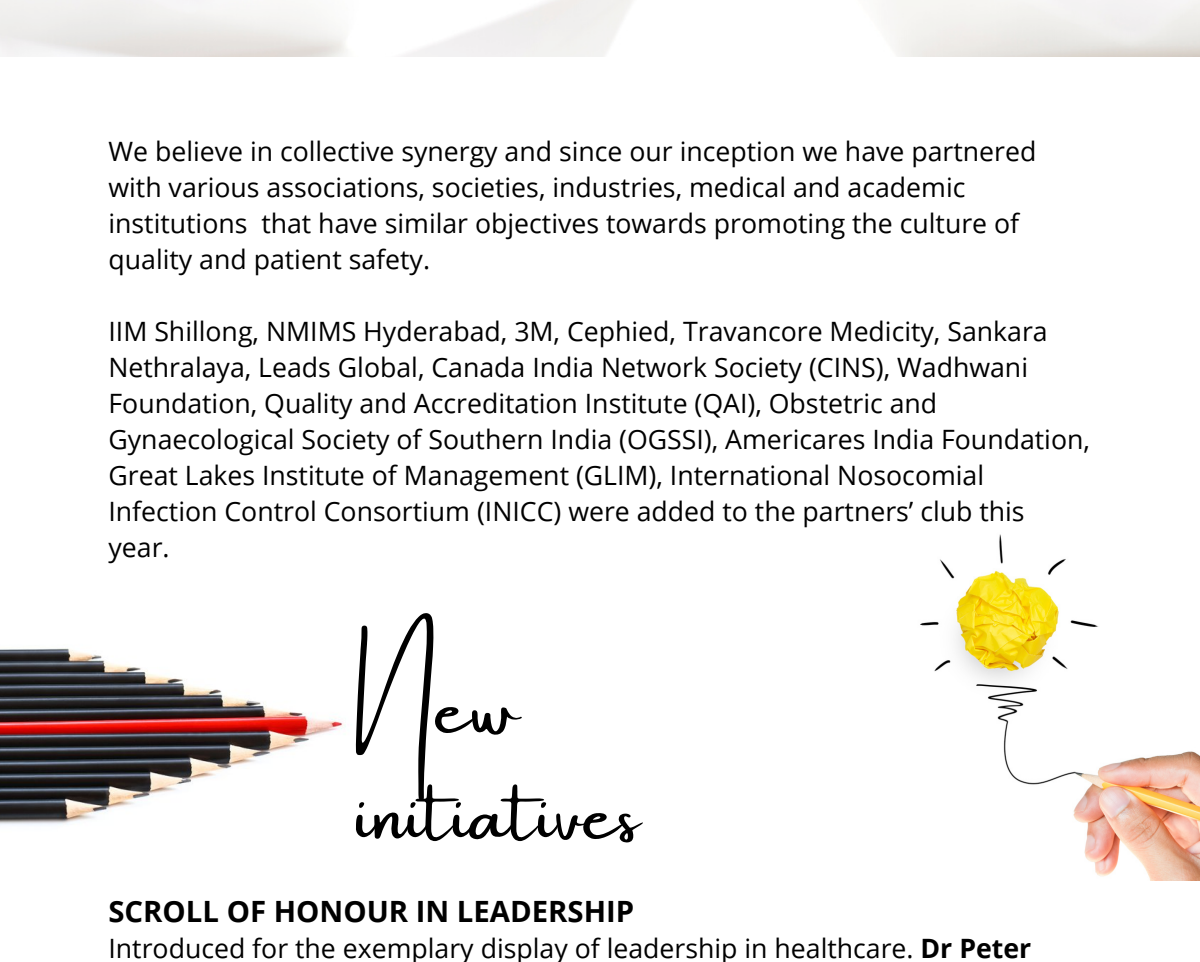
### WORLD QUALITY MONTH 2021

To recognize the contributions of quality professionals and to raise the awareness of the quality, continuous improvement and performance excellence; a competition on best clinical audit was conducted as a part of World Quality Month in November. The submissions were evaluated by experts, and the best audits were presented and awarded.

### COMPETITIONS & PARTNER EVENTS

To continuously engage with our members and share best practices, various thematic competitions and contests were held throughout the year - CAHOTalks Video competition on COVID-19 Management, CAHOPOD competition for pharmacists on occasion of World Pharmacist Day, Best HR Practices adopted by hospitals and Flash E-Quizzes as part of various continuing quality and diagnostic educational activities.

We were also part of various activities, panels and events organized by our partners.



**Healthcare & Diagnostic Institution Members:** 315 (New- 92)

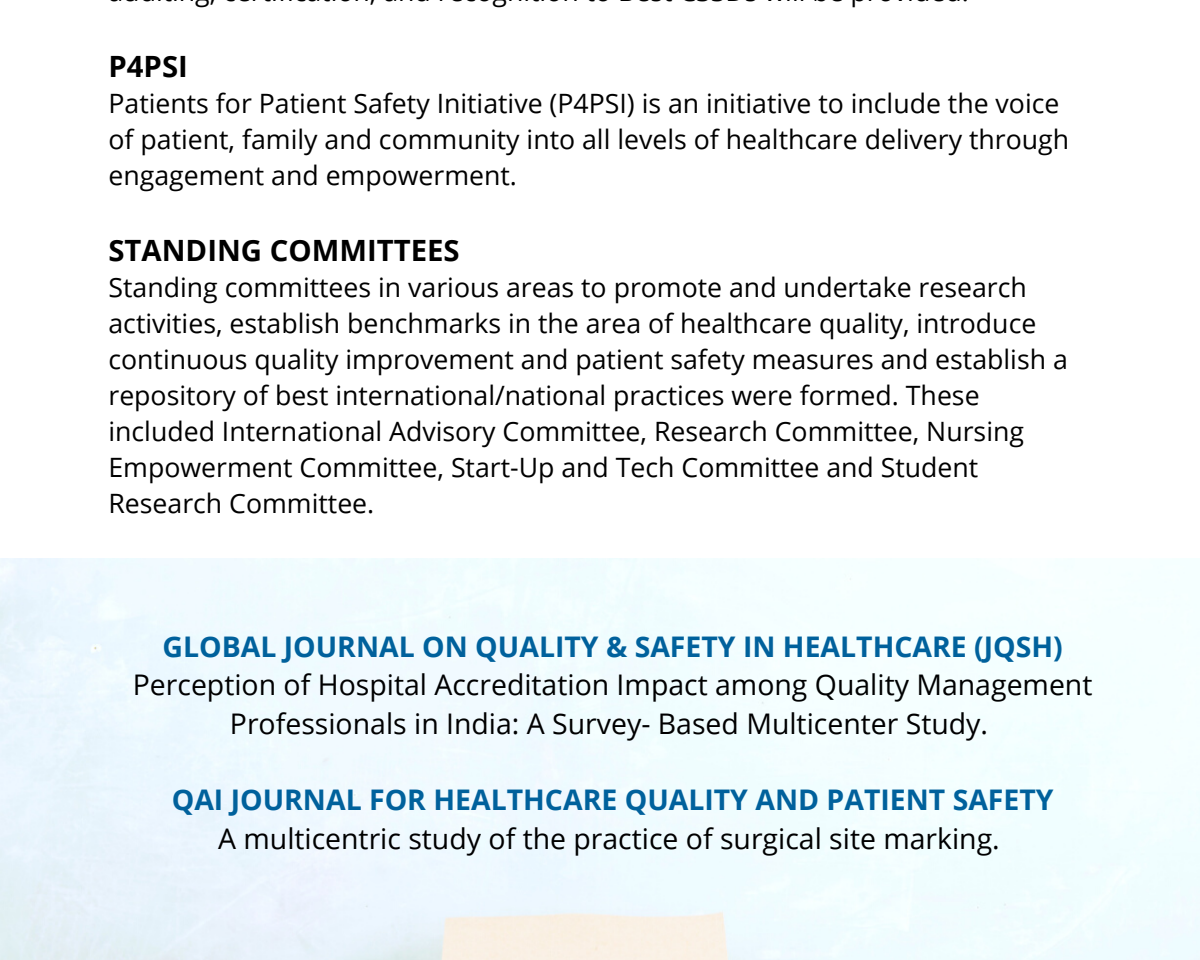
### Quality Professionals

- Regular : 569 (New- 343)
- Associate : 875 (New - 611)

### International Affiliation

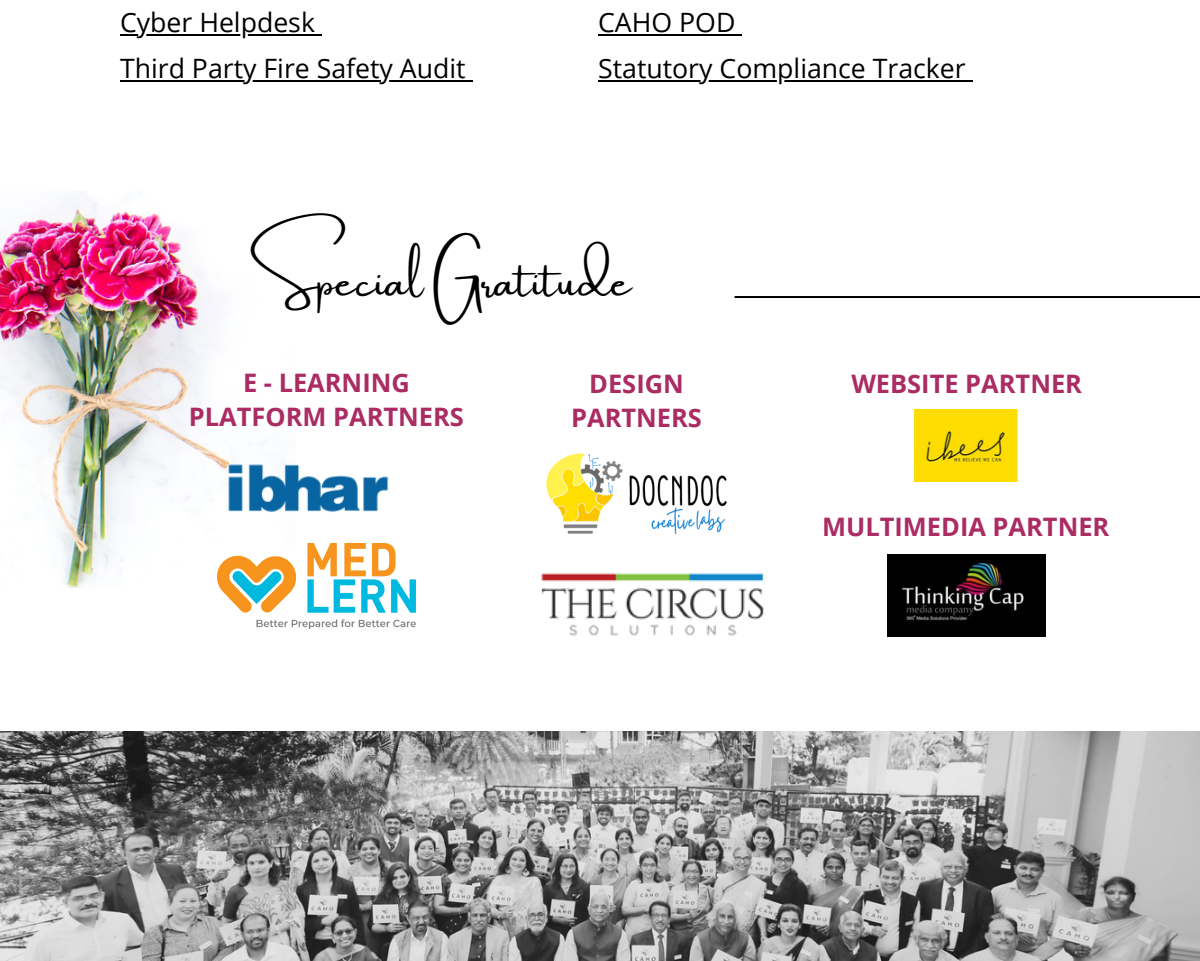
- Institutions : 3 (New - 2)
- Individuals : 19 (New - 9)

**Centres for Quality Promotion (CQP):** 28 (New -1)



We believe in collective synergy and since our inception we have partnered with various associations, societies, industries, medical and academic institutions that have similar objectives towards promoting the culture of quality and patient safety.

IIM Shillong, NIMMS Hyderabad, 3M, Cephied, Travancore Medcity, Sankara Nethralaya, LEADS Global, Canada India Network Society (CINS), Wadhvani Foundation, Quality and Accreditation Institute (QAI), Obstetric and Gynaecological Society of Southern India (OGSSI), Americares India Foundation, Great Lakes Institute of Management (GLIM), International Nosocomial Infection Control Consortium (INICC) were added to the partners' club this year.



## SCROLL OF HONOUR IN LEADERSHIP

Introduced for the exemplary display of leadership in healthcare. **Dr Peter Lachman** (Former CEO, ISQa), **Dr Graham Dickson** (LEADS Global), **Dr B.N.Gangadhar** (NIMHANS), **Dr Harsh Mahajan** (Mahajan Imaging) and **Dr Anupam Sibal** (Apollo Hospitals) were the recipients for 2021.

## CAHO - HEALTHCARE CXO ROUND TABLE SERIES

An initiative by CAHO Healthcare Institutions division brought together various healthcare leaders on a common platform to share their experiences and strategies, adopted in their hospitals and was a great source of learning for one another.

## CERTIFIED INTERNSHIP PROGRAM IN HEALTHCARE QUALITY (CIPHQ)

A unique internship program - Certified Professional in Healthcare Quality Management (CIPHQ) with a focus on training healthcare students as operational quality managers in partnership with Travancore Medical College & Hospital, Kollam.

## EMPANELMENT OF AUDITORS FOR AWARENESS- COMPLIANCE- EXCELLENCE (ACE) FOR CSSD

ACE project was launched in association with 3M India Ltd, 57 auditors were empanelled after rigorous shortlisting process, training and certifying exam to audit 121 hospitals registered under the project. It is a wholesome package for the CSSD professionals and CSSD Facilities under which training, consultation, auditing, certification, and recognition to Best CSSDs will be provided.

## P4PSI

Patients for Patient Safety Initiative (P4PSI) is an initiative to include the voice of patient, family and community into all levels of healthcare delivery through engagement and empowerment.

## STANDING COMMITTEES

Standing committees in various areas to promote and undertake research activities, establish benchmarks in the area of healthcare quality, introduce continuous quality improvement and patient safety measures and establish a repository of best international/national practices were formed. These included International Advisory Committee, Research Committee, Nursing Empowerment Committee, Start-Up and Tech Committee and Student Research Committee.

## GLOBAL JOURNAL ON QUALITY & SAFETY IN HEALTHCARE (JQSH)

Perception of Hospital Accreditation Impact among Quality Management Professionals in India: A Survey- Based Multicenter Study.

## QAI JOURNAL FOR HEALTHCARE QUALITY AND PATIENT SAFETY

A multicentric study of the practice of surgical site marking.



## RESOURCES

- |                                               |                                              |
|-----------------------------------------------|----------------------------------------------|
| <a href="#">Telemedicine Registry</a>         | <a href="#">Consent Forms</a>                |
| <a href="#">CONVERT</a>                       | <a href="#">CAHOTalks</a>                    |
| <a href="#">Cyber Helpdesk</a>                | <a href="#">CAHO POD</a>                     |
| <a href="#">Third Party Fire Safety Audit</a> | <a href="#">Statutory Compliance Tracker</a> |



**Be a part of the collective effort to improve patient safety by building a culture of safety in healthcare**

*Happy New Year 2022!!!*

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