



Leadership in Healthcare Quality :
Driving Excellence and Innovation, Together

📍 Fakeeh University Hospital, Dubai



About CAHO (Consortium of Accredited Healthcare Organizations)

CAHO (www.caho.in) is a not-for-profit organization headquartered in India, committed to advancing patient safety, healthcare quality, and accreditation standards across the healthcare ecosystem. Through strategic collaborations with national and international partners, CAHO works to build capacity, foster innovation, and drive excellence in healthcare delivery — with a focused mission to eliminate avoidable harm during care.

Program Overview

Join us at CAHO Convergence 2025 for a transformative experience centered around this year's powerful theme

Leadership in Healthcare Quality: Driving Excellence and Innovation, Together.

Taking place on May 9, 2025, at Fakeeh University Hospital, Dubai, this prestigious event brings together visionary leaders, industry pioneers, and frontline healthcare professionals to explore the evolving landscape of quality, patient safety, and accreditation.

Through an inspiring inaugural session, expert-led discussions, and engaging dialogues, attendees will gain actionable insights to drive excellence and innovation in their organizations.

Be part of this premier gathering that fosters collaboration, knowledge exchange, and leadership in healthcare transformation. Elevate your expertise, connect with like-minded professionals, and contribute to shaping a future-ready healthcare system.

8.30 AM

Registration & CAHO anthem

9.00 AM

Inauguration

Theme of the Conference - Mr Deepinder Singh

About CAHO - Dr Vijay Agarwal & Dr Lallu Joseph

About CAHO International - Mr Sameer Mehta

Inaugural Address - Dr. Zakaria Zaki Al-Attal

Felicitation

9.30 - 10.15 AM

Session 1: Healthcare Leadership

Chairperson - Dr Kishan Pakkal

CEO, International Modern Hospital (IMH), Dubai

The Gladiator Mindset: Leading with Self-Awareness & Emotional Intelligence

Dr Vijay Agarwal, President, CAHO

Inception of Change: Implementing an Effective Quality Credentials Framework – NAHQ Model

Dr Zakaria Zaki Al-Attal,

Senior Consultant for organizational Development & International Accreditation at Ministry of Health UAE

10.15 - 11.10 AM

Session 2 : Strategic Quality Management in Healthcare

Chairperson - Dr. Shaik Mohiuddin

Chief Quality Officer, SEHA, Abu Dhabi

The Fast And The Faultless: Driving Toward High Reliability Organization Through Accreditations

Session Keynote Address

Dr Malathi Arshanapalai,

Group Chief Medical Officer & Group Chief Quality Officer, Aster DM Healthcare

Panel Discussion

The Pursuit of Patient Centricity - Accreditations Leveraging Patient Trust

Dr Wissam Abdul Hadi

Director- Quality, PureHealth

Dr. Jenny John

Corporate Quality and Patient Safety Manager, Mediclinic, Middle East

Mr Dheeraj Khatore

VP & BoD AACI America

Mr Thomas Mathew

Director - Partners Consultants International ; India and Middle East

Mr D S Chakravarthi

Global COO, Humancare World Wide & CAHO international Committee

Danish Khilani

JCI International Surveyor and Quality Manager at Sheikh Shakhbout Medical City

11.10 - 11.20 AM

Networking break

11.20 - 11.55 AM

Session 3 : Data-Driven Decision Making in Quality Improvement

Chairperson - Dr. Ahmed Al Khayer,

Consultant Rehabilitation Medicine, NMC ProVita General Manager &
NMC Group Director of Rehabilitation

Hardwiring Excellence Through Governance and Decision Systems

Mr Sameer Mehta,

Chairman, Dr Mehta's Hospitals, Chennai, India & Chairperson, CAHO International Forum

Data & Quality: Measure. Learn. Improve. Repeat. Iterate

Dr Umashankar Raju,

Co-Chairperson, CAHO International Form &
General Manager Operations & Quality, Apollo Hospitals Enterprises Ltd., India

11.55 - 12.30 PM

Session 4 : Patient Safety Leadership: Creating a Culture of Safety

Ms Kim James

Director of Nursing at Abu Dhabi Health Services Company- SEHA

Fixing Healthcare Inside Out: Open Disclosure & Just Culture Implementation

Dr Racha Abou Chahine,

Quality & Risk Management Director, Fakeeh University Hospital, Dubai, UAE

Reverse Engineering Risks and Failures - Mastering Problem Solving

Dr Lallu Joseph,

Secretary General, CAHO

12.30 - 01.10 PM

Panel Discussion

Session 5 : Digital Transformation in Healthcare Quality

Chairperson - Mr Deepinder Singh

Regional Head, Patient Safety & Quality, NMC Healthcare, UAE

If AI ran your hospitals, 9 1/2 things they would do differently : Role of AI and digital tools in healthcare management

Dr. Mohamed Rafique. P

Medical Director and Consultant Pulmonologist,
Head of Pulmonary and Sleep Medicine, Prime Hospital, Dubai, UAE

Dr Dina Mohammed El-Bestawy

Clinical Informatics Consultant, Emirates Healthcare Services UAE

Dr Rahul Deshmukh

Medical Director and HOD- Anaesthesiology,
MEDCARE Orthopaedics and Spine Hospital, Dubai, UAE

Mr Rajarajan S

Group COO – Hospitals – Alluri Sitarama Raju Educational Society INDIA

Mr Raghavan Madabhushi,

Executive Vice President, Mobius USA

01.10 - 01.25 PM

Technology Elevating Clinical Outcomes - Early Warning Signs

Dr.Yatheesh Govindaiah

Vice president & Unit Head, Apollo Hospitals, Jayanagar, Bengaluru, India

01.25 - 02.25 PM

Lunch & Prayer Break

02.25 - 03.25 PM

Session 6 : Paper Presentation Finals : Best Practices in Quality & Patient Safety

03.25 - 04.10 PM

Session 7 : Transforming Healthcare Resilience Through Clinical Collaborative Strategies in Patient Safety, Infection Control & Quality Management

Chairperson - Dr Mazin Elsaid

Senior Medical Administrator, Burjeel Hospital, Abu Dhabi

The Matrix Re-Written: Positioning Infection Control into Quality Systems

Ms Natalie Oaks

Managing Director and Founder, Infection Control Management Group (ICMG), Dubai, UAE

The Role of Leadership in Driving a Culture of Diagnostic Excellence

Dr Aparna Jairam

Chairperson - Diagnostic Centres, CAHO,

Founder - Asavlee, Dr Aparna's Path Lab, Mumbai, India

Tackling Antimicrobial Resistance: A Silent Pandemic

Dr Shashank Devapur

Co-Founder & CEO of Inflexon Healthcare Services LLP & Inflexon Academy

04.10 - 04.25 PM

Felicitation of Sponsors

04.25 - 04.40 PM

Guest of Honor Address

Dr Mohaymen Abdelghany,

CEO, Fakeeh University Hospital, Dubai, UAE

04.40 - 04.55 PM

Valedictory Address

Dr. Dalia Murad

Director of Higher Comittee for Medical Liability Office /MOHAP/ UAE - ACHS / Temos Assessor
Dubai UAE

04.55 - 05.10 PM

Awards & Felicitations

05.10 - 05.15 PM

Vote of Thanks

Mr Sameer Mehta

Chairperson, CAHO International

05.15 PM

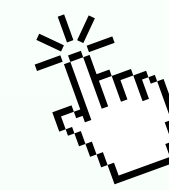
Networking break



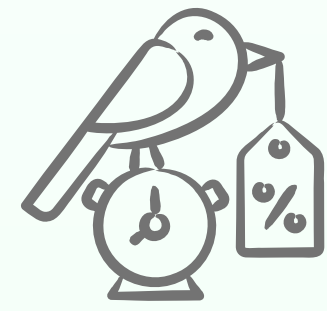
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your gateway to a world of healthcare excellence!



Early Bird Offer

By 30th April ₹ 500

By 8th May ₹ 750

Spot registrations (9th May 2025) : ₹ 1000

50% off for CAHO Members

Sponsors

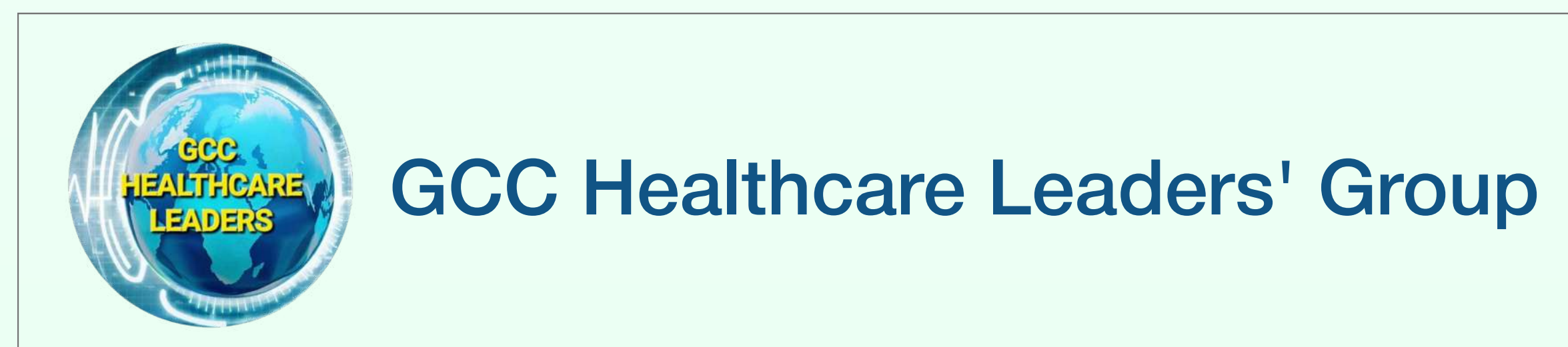
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