9th Edition

CAHOCON 2025

ENHANCING QUALITY THROUGH COLLABORATION: TRANSFORMING HEALTHCARE TOGETHER

ISO International Organization for Standardization

bsi

WORKSHOP ON

Organizational Requirements of
ISO 7101: 2023

The First Consensus-Based International Quality Management Standard for Healthcare Organizations.

📅 **11th April 2025, 9.30 am to 5 pm**

📍 **BLK-Max Super Speciality Hospital**

Pusa Rd, Radha Soami Satsang, Rajinder Nagar, New Delhi, Delhi, 110005

▶ OVERVIEW

ISO 7101:2023 is the inaugural global standard for healthcare quality management. It guides organizations, irrespective of size or structure, in establishing sustainable, high-quality health systems. Implementation leads to refined healthcare quality, improved patient safety, cost-efficiency, operational effectiveness, and enhanced reputation with expanded market reach.

This workshop is designed to provide the participant with a comprehensive understanding of the requirements for healthcare quality management systems. The workshop covers the key principles of ISO 7101:2023, including the creation of a culture of quality, people centred care, risk identification and management, patient and workforce safety, and continual improvement.

▶ HIGHLIGHTS

- Acquire knowledge of ISO 7101:2023 terminology, concepts, and fundamentals
- Understand the purpose and applicability of ISO 7101:2023 in healthcare organizations
- Interpret the requirements and intent of the ISO 7101:2023 standard
- Recognize the relationship between stakeholder needs and expectations in healthcare processes
- Apply risk management principles in healthcare processes
- Understand and apply concepts of people-centred care

WHO SHOULD ATTEND

This workshop is suitable for healthcare professionals, quality managers, and anyone interested in healthcare quality management including

- Doctors, Nurses, Hospital administrators,
- Quality Managers, Safety Officers, Patient safety officers,
- Clinical Safety Officers, Nursing Administrators, Clinical Instructors, public

FACULTY

Mr. Majid Zahoor
Global Director, Health sector
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Chairman & Consultant Physician
& Diabetologist
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1200 INR
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A G E N D A

Topic	Time	Trainer details	
		From BSI	**From CAHO**
Welcome and Introductions • Introduction of participants • Workshop objectives and expectations	9.30 - 10.00 am (30 Min)	Mr. Majid Zahoor Dr. Prashant Vennela	
ISO 7101:2023 – Terminology, Concepts, and Fundamentals • Key definitions and principles • Foundational elements of the standard	10.01 - 10.45 am (45 Min)	Ms. Niketa Chauhan Mr. Majid Zahoor/ Dr. Prashant Vennela	
Understanding ISO 7101:2023 in Healthcare Organizations • Purpose and applicability	10.46 - 11.05 am (20 Min)	Mr. Majid - (Global context)	Technical Expert - (India context)
• Core requirements and implementation considerations	11.06 - 11.30 am (25 Min)	Ms. Niketa - (Core requirements)	Technical Expert - (Implementation considerations)
Tea Break	11.31 am - 12.00 pm (30 Min)		
Risk Management in Healthcare Processes • Interpreting and applying risk management principles • Addressing patient safety and operational risks	12.01 - 01.00 pm (60 Min)		Technical Expert
Applying ISO 7101 to Enhance People - Centered Care – Prashant • Integrating quality management with patient care • Practical applications for continuous improvement	01.01 - 01.30 pm (30 Min)	Dr. Prashant Vennela	
Lunch Break	01.31 am - 02.30 pm (60 Min)		
Group Discussions – Breakout sessions (BSI & CAHO) Three Groups	02.30 - 4.30 pm		
Session 1: Identifying Key Challenges in Implementing ISO 7101:2023 in Hospitals	02.31 - 3.00 pm 15 min – Discussion 5 min - Presentation *(By each group)*	BSI team	Technical Expert
Session 2: Developing Solutions to Identified Challenges	3.01 - 3.30 pm 15 min – Discussion 5 min - Presentation *(By each group)*	BSI team	Technical Expert
Session 3: Case Studies – Best Practices and Experience Sharing	3.31 - 4.00 pm 15 min – Discussion 5 min - Presentation *(By each group)*	BSI team	Technical Expert
Session 4: Key Learnings and Summary of the Workshop (Next journey)	4.01 - 4.30 pm 15 min – Discussion 5 min - Presentation *(By each group)*	BSI team	Technical Expert
Closing Session	04.30 - 05.00 pm		
Vote of Thanks		Dr. Prashant	
Certificate Distribution		Mr. Majid	TE/Leadership Team member