CAHO
COMMITTED TO SAFER HEALTHCARE

Pushpanjali MEDICON

CAHO- North Zone Regional Conclave

Patient Safety

In Healthcare Delivery

Risk, Resilience & Profitability

Workshop For Clinicians, Senior Leaders & Hospital Owners

Organised by

Pushpanjali Medical Education & Research Centre in Collaboration with CAHO

20th Sep 2026, (Sunday)

9:00 am - 5:30 pm

Fortune Park, Surajmal Vihar East Delhi 110032

CONFERENCE AGENDA

- 9 Sessions
- 7 Hours of Learning

CONFERENCE IS ACCREDITED BY Delhi Medical Council
Knowledge & Service
5 HOURS & 30 MINS CREDITS

CONFERENCE FEE

₹ 2950/-

INCLUSIVE OF TAXES

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Agenda

Sessions	Time	Speakers	Chairs / Moderators
Registration and Fellowship – 9:00 am – 9:30 am			
Sesion-1: Understanding Harm: The Real Landscape · Active vs latent errors — anatomy of a harmful event · System vs individual blame frameworks · Near-miss blindness in small hospitals · Why harm is chronically underreported **Small hospitals fail because warning signals are ignored.**	9:30 am – 10:15 am	Dr Shweta Prabhakar	Dr Aayush Gupta
Session-2: The Hidden Cost of Unsafe Care · Financial exposure from adverse events · Real cases: infection cluster, ICU failure, litigation · Cost model: LOS extension, discounts, reputation, attrition · Table activity: quantify one preventable event annually **Unsafe care is expensive care. Safety = margin protection.**	10:15 am – 11:00 am	Mr Raj Gore	Dr Deepak Singla
Inaugural ceremony: 11:00 am – 11:15 am			
Legal Issue in Medical Practice "Current Perspective"	11:15 am - 11:45 am	Dr V K Monga	Dr Vinay Aggarwal
Session-3: Leadership Behaviours That Create Safe Hospitals · Owner behaviour as the primary culture driver · Safety reviews, walk rounds, transparent dashboards · Psychological safety and just culture principles · Self-assessment rubric (1–5 scale, 5 dimensions) **Safety is not a policy. It is owner behaviour.**	11:45 am – 12:30 pm	Dr Sanjeev Singh	Dr Vijay Agarwal
Session-4: Practical Tools for Immediate Implementation · Clinical: surgical checklist, SBAR, consent templates · Operational: risk register, maintenance log, safety dashboard · Cultural: anonymous incident reporting, safety huddles · Output: each hospital commits to 3 tools in 90 days **Implementation beats perfection. Start with three tools.**	12:30 pm – 1:15 pm	Dr Lallu Joseph	Dr Arkalgud Sampath Kumar
Lunch Break-1:15pm-2:00pm			
Session-5: Infrastructure Safety: Preventing Catastrophic Risk · Electrical overload, oxygen pipeline failure · Fire compliance gaps and equipment maintenance · Legal, insurance, and regulatory consequences · Table exercise: identify your top infrastructure risk **One infrastructure failure can close your hospital permanently**.	2:00 pm – 2:45 pm	Mr Vinod Kumar K B	Dr Lallu Joseph

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Session-6: Digital Adoption: Safety Multiplier & Business Enabler • Digital as legal protection, not IT aspiration • Minimum stack: EMR, e-prescription, incident reporting • Billing leakage, documentation disputes, medication errors • Paper risk audit: where are you still blind? **Digital is risk mitigation. Paper-based systems = unprotected.**	2:45 pm – 3:30 pm	Dr Gaurav Aggarwal	Dr Navin Chitkara
Session-7: The Patient's Perspective • A patient or caregiver shares a lived experience of harm • What patients notice that clinicians overlook • Communication failures as the most common patient complaint • What patients need to feel safe: dignity, information, voice **The patient is the only one present throughout the entire care journey.**	3:30 pm – 4:15 pm	Ms Nadira Chaturvedi	Mr Som Mittal
Session-8: Crisis Simulation: When Things Go Wrong • Live scenario: post-surgery death + ICU failure + social media • Build: 60-min response plan, communication plan, legal steps • Debrief: documentation integrity, leadership under pressure • Digital audit trails as medico-legal protection **If your hospital cannot survive one bad day, it is not resilient.**	4:15 pm – 5:00 pm	Dr Narin Sehgal	Col Binu Sharma
Session-9: Open Forum • Open floor for any topic, question, or challenge from the day • Peer exchange: what is working, what is stuck, what is next • Faculty panel responds to live questions from the room • Closing reflections and CAHO Safety Commitment signing **Every hospital is different. This is your space to ask.**	5:00 pm – 5:30 pm	All the panelists	

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Faculty

DR VIJAY AGARWAL
President Emeritus, CAHO

DR LALLU JOSEPH
President, CAHO
Associate GS & Quality Manager, CMC Vellore

DR SANJEEV SINGH
Secretary General, CAHO,
Medical Director,
Amrita Institute of Medical Sciences, Delhi-NCR

DR NARIN SEHGAL
Finance Secretary, CAHO,
Medical Director and Head,
Sehgal Neo Hospital, New Delhi

DR DEEPAK SINGLA
Medical Director,
Maharaja Agrasen Group of Hospitals,
New Delhi

MS NADIRA CHATURVEDI
Co-Chair, Patient for Patient Safety Foundation (PFPSF), India

MR SOM MITTAL
Former Chairman & President, NASSCOM
Chairperson, PFPSF

DR NAVIN CHITKARA
Medical Director
NHS Hospital, Jalandhar

DR SHWETA PRABHAKAR
Medical Superintendent,
Paras Health

MR RAJ GORE
Operating Partner,
Advent

MR VINOD KUMAR K B
MEP Consultant,
V B G Consulting Engineers, Kochi

DR GAURAV AGGARWAL
Director- Hospital Operations & Cheif Operating Officer-
NCR Region 3
Max Super Speciality Hospital, Vaishali & Lucknow

COL BINU SHARMA
Executive Director
Lone Star,
CEO, INS India

DR AAYUSH GUPTA
Director Quality & Medical Services,
Sarvodaya Healthcare

DR ARKALGUD SAMPATH KUMAR
Senior Consultant CTVS,
Pushpanjali Medical Centre,
Emeritus Professor, AIIMS