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Discuss, Deliberate and Deliver

## BEST PRACTICES BASED ON NABH/NABL: Quality Improvement of HCFs & Laboratories



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Registration  
Fee  
Rs 300/-  
(inclusive of GST)

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Monday, 5 Oct., 2020  
03:00 pm (IST)

E-certificate of participation would be issued to the  
participants



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Fee (Including GST):- Rs.99/-

**Virtual Webinar:** Best Practices Based on NABH/NABL: Quality Improvement of HCFs & Laboratories.

### Webinar Coverage:

1. The risk and the challenges observed in Patient Misidentification, Communication Failures, Medication Errors, Patient Falls, Hospital Acquired Infections, Lack of Patient & Family Education, Lack of Data Driven Approach, Lack of Staff Awareness and Violence in Healthcare.
2. Evolution of Quality Systems, Digital Transformation opportunity in healthcare sector, Patient Awareness via Digital Media, Post pandemic key challenges and up-gradation of Hospitals & Prototype for Small Hospitals to ensure Quality Service Delivery
3. Quality assurance and control, Internal Audit of clinical services is one such best practice to assure and ensure service quality.

### Speakers Profile:

1. **Dr. B. K Trivedi:** is the Managing Director of BKPMG Health Solutions Pvt. Ltd. He is a medical graduate (MBBS) & completed M.Phil. – Health & Hospital System Management from BITS PILANI, TULANE University USA) & M. Sc (Health Informatics) from University of Southampton, U.K. He holds around

45 years of experience in Healthcare with 16 years of international experience in Ministry of Defence, Oman & 12 years of experience in Indian Security Forces including Elite forces NSG where he was the part of very initial formatting team.

2. **Mr. Somdev Singh:** is the Post graduate diploma in Innovation & Design Thinking from MIT & Colombia Business School, a certified Leader excellence from Harvard, Certified Corporate Director, Certified Innovation Strategist, PMP trained, Master Black Belt & Lean Specialist with 26 years of experience in Healthcare, Utilities, Manufacturing, Infrastructure, Telecom, Financial, and IT Enabled Services & Technology in the areas of “**Business operations & Transformation**”, Disruptive Innovation, Process Digitization, Program Management in both B2B and B2C business environment.
3. **Dr Shyama Nagarajan :** is Managing Director at Sahamanthran Pvt Ltd, a specialized domain specific consulting outfit, which offers techno-managerial services in health, education and social sector. She is a Medical Graduate with a Masters in Hospital Administration from All India Institute of Medical Sciences (AIIMS), New Delhi and a Masters in public health from National Board. She over 25 years of multifaceted experience in senior leadership role in both public & private sector, including multi-laterals; such as ICRA (a leading credit rating agency in the country), World Bank, Fortis Group of Hospitals as Chief of Quality for the group, Ernst & Young as India Health Practice Lead.

### **Thanks and regards**

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