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

Webinar Title: Best Practices on NABH/NABL: Quality of HCFs and laboratories

Expert Speakers & Topics:

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Webinar Coverage:

- The topic will cover NABH requirement of the institution based upon intuitional initial level of preparedness, selection of the type of preparation, indicators to monitor the process and establishing the control on the processes.
- NABH and Quality has more to it than process standardization. It entails autonomy of the system and later on control on the established processes. The integration needs to be dealt at 3 levels of preparations as per the institution requirements. A lot depends upon training of the individual and continuum of the process integration achieved within the organization.
- Healthcare institutions worldwide have twin inter-dependent goals: Business viability & Patient experience. Patient experience comprises the elements of medical processes & outcomes as well as the cost of care. Even though
capital-intensive technology pervades healthcare, the human element is inseparable from the service.

Speakers Profile:

1. **Mr. Vinod K. Pandita** is an industrial engineer with post-graduation in financial management with 26 years of rich experience in transforming hundreds of businesses and institutions across the globe. He is an internationally acclaimed management consultant, ICF, USA certified leadership coach, certified quality, human resource and management professional and India’s leading ZED Master Trainer. He has delivered 25+ healthcare consulting engagements with Private & Public healthcare system with his team of professionals. He is engaged with NHSRC, a technical agency under aegis of MoH&FW since 2008 and he has led and delivered “Quality Improvement” consulting and training engagements in line with IPHS, NABH & NABL guidelines at 12 public healthcare facilities in Uttrakhand, Rajasthan, Tripura, Jharkhand, Madhya Pradesh and Uttar Pradesh.

Vinod has also been engaged with large private healthcare brands like Dharamshila Narayana Superspeciality Hospital, Rajiv Gandhi Cancer Hospital, Metro Hospitals, Umkal Hospital, multiple nursing homes and medical labs and has served these facilities with design, development and implementation of management systems in line with ISO 9001, ISO 15189, ISO 14001, OHSAS 18001, NABH and NABL standards towards achieving national and international certifications followed by continuous engagement for training and further quality improvements.

2. **Dr. Neetu Kumari** Singh has completed over 100 NABH projects, over 30 hospital planning projects and 3 lean projects internationally. Using business strategies as prime tool, we design hospital projects by amalgamating NABH with hospital business objectives and process efficiencies. She has to her credit a lot of in-house resources for audits and tools for process control. She is a double master, six sigma black belt and has completed recent education in advanced business strategies.

3. **Mr. Suresh Shenoy** is a Sr. Vice President and Head of Hospital Projects at ACME. He is a triple master i.e. Post Graduate in Management from University of Madras – MBA, Post Graduate in Management - International Business – PGDIB and Post Graduate Diploma in Hospital Management – PGDHM. Also, he has M Phil degree in Quality Management – M Phil. He has an experience of over 30 years of experience in the Healthcare Sector and Trained in Healthcare Quality - NABH Accreditation requirements.

Key Learning:

- A robust QMS model like the NABH/NABL standard addresses both goals. Repeatable & improving patient care processes, transparency in critical & sensitive data-based decision sensor good-to-great patient experience. This means growing asset utilizations, better balance sheets and
acquisition of newer technology and HR assets. The QMS enables institutions to nurture brand loyalty and achieve increasing NPS (Net Promoter Score).

- The NABH/NABL standard based QMS is the first tool for institutions to unlock that potential and achieve world-class reputations. This is in line with what India, in the tradition of Sushruta & Charak, was, for most of recorded history.
- Patient experience comprises the elements of medical processes & outcomes as well as the cost of care. Even though capital-intensive technology pervades healthcare, the human element is inseparable from the service.
- Procurement, Testing, Installation, Usage, Maintenance Management and Condemnation in a hospital or laboratory.
- Highlights on benefit of NABH implementation in day-to-day hospital operations.

**Webinar Date:** 14th September 2020 (Monday)  
**Time:** 3:00-4:30 pm (GMT+05:30)  
**Registration fee (including GST):** Rs.300/-

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