



Organized by

Quality Circle Forum of India
Coimbatore Chapter



HEALTHCARE QUALITY CONCLAVE



**QUALITY
SERVICE
ACCREDITATION
AND BEYOND.....**

Knowledge Partners



Be healthy. Be happy!

DATE: 31.05.2019
TIME: 9.00am to 5.30pm
VENUE: The Residency Towers
Coimbatore

QUALITY CIRCLE FORUM OF INDIA COIMBATORE CHAPTER cordially invite you to the **FIRST HEALTHCARE QUALITY** Conclave on **QUALITY, SERVICE, ACCREDITATION AND BEYOND.....** Jointly with the **Knowledge Partners KOVAI MEDICAL CENTER & HOSPITAL (KMCH), COIMBATORE** and **MEENAKSHI HOSPITAL, TANJORE.**

INTRODUCTION

The Institute of Medicine defines **Healthcare Quality** as " the degree to which **Healthcare** services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."

The role of **Quality** management at **Hospital** is to support the healthcare team as they continually strive to improve their processes of healthcare delivery.

Patient **Safety** is the cornerstone of **High - Quality Healthcare**. Much of the work defining patient **Safety** and practices that prevent harm have focused on negative outcomes of care, such as mortality and morbidity. Nurses are critical to the surveillance and coordination that reduce such adverse outcomes.

Engaging primary care practices in **Quality Improvement** (QI) activities are essential to achieve the triple aim of **improving** the health of the population,

Enhancing patient experiences and outcomes, and reducing the per capita cost of care, and to **Improve** provider experience.

So, the **Quality** of services being provided to patients is **Important**. **Healthcare** is the diagnosis, treatment and prevention of disease, illness, injury and other physical and mental impairments in human beings.

Patient satisfaction is the most important parameter to judge the **Quality of Healthcare** service provided.

Quality in **Healthcare** means providing the care the patient needs when the patient needs it, in an affordable, safe and effective manner.

It's well known that **Healthcare** providers require special knowledge and skills in order to provide competent and safe care as well as to protect those who access **the Healthcare** system. **Healthcare Education** is the key to improve patient outcomes, ensuring quality of life and protecting individuals from harm.

ADVISORY BOARD

Dr J. MOHANASUNDARI
Chairperson
QCFI, Coimbatore

Dr. ARUN N. PALANISWAMI
Executive Director
KMCH, Coimbatore

Mrs.S. YOGESHWARI
Secretary
QCFI, Coimbatore

CONCLAVE COORDINATORS

Mr.M.SANKARASUBRAMANIAN
Director QCFI
Vice Chairman Cbe

Dr K.R.MUTHUSAMI
KMCH & QCFI
Coimbatore

Dr S RAMESH BABU
Meenakshi Hospital
Tanjore

HEALTHCARE QUALITY CONCLAVE PROGRAM SCHEDULE

SESSION I (09.00am to 10.55am)

Welcome Address - Dr. J. Mohanasundari, Chairperson, QCFI Cbe.

About QCFI - Mr. P. Baskar, Vice Chairman, QCFI Cbe.

Program Perspective - Mr. M. Sankarasubramanian, Director, QCFI, Vice Chairman, Cbe.

TOPIC/ EVENT	SPEAKER	HOSPITAL
Patient: Admission, Assessment and Discharge - Quality	Dr.Madhavi Gopinath Director Quality	G Kuppusamy Naidu Memorial Hospital, Coimbatore
Proper Medical Record Documentation – How it improves Quality of Care and Legal compliance	Dr M Prabhakar, Mng.Dir. Consultant urologist & Transplant Surgeon	Kalyani Kidney Care Centre Erode.
Role of Clinical Audits and Quality Indicators in Healthcare Quality	Dr. S. Parvathi ,Professor Dept of Microbiology	PSG Institute of Medical Sciences & Research Coimbatore
Legal and Statutory Requirements for Hospitals.	Dr Vimal Kumar Govindan Professor of Surgery	PSG Institute of Medical Sciences & Research Coimbatore.

TEA BREAK

10.55am to 11.15am

SESSION II (11.15am to 12.20pm)

Special Address - Dr Nalla G Palaniswami, Chairman, KMCH, Coimbatore

Keynote Address - Dr. Girdhar J. Gyani, Director General, AHPI, New Delhi.

Vote Of Thanks - S Yogeshwari, Secretary, QCFI Cbe

LUNCH BREAK

12.20pm to 01.00pm

SESSION III (01.00pm to 02.00pm)

Benefits of 5S - Case Study presentation by Meenakshi Hospital, Tanjore

Case study presentation - Kaizen by PSG hospitals

Case study presentation - Kaizen by Meenakshi Hospitals, Tanjore

Case study presentation - Quality Circle by MMHRC, Madurai

SESSION IV (02.00pm to 04.45pm)

TOPIC/ EVENT	SPEAKER	HOSPITAL
Accreditation Standards for Hospitals	Dr K R Muthusami NABH Coordinator	KMCH Coimbatore
Hospital Infection Control	Dr J Jayalakshmi Professor of Microbiology	PSG Institute of Medical Sciences & Research Coimbatore
Safety and Safety Requirements for Hospitals	Dr.S. Ramesh Babu CEO	Meenakshi Hospital Tanjore

TEA BREAK

03.15pm to 3.30pm

Human Capital - Building block of an organization	Mrs. Rama Rajasekaran Director	Ganga Medical Centre & Hospitals, Coimbatore
Implementation of quality care in nursing home/small hospitals	Prof. Ashwini Sood HOD & Quality expert	IndraGandhi Medical College, Shimla
Communication– Patient, Healthcare provider and Employer Psychological Approach	Dr D Srinivasan Psychiatrist	KMCH Coimbatore

SESSION V (04.45pm to 05.30pm) VALEDICTORY FUNCTION

Feedback by Participants

Valedictory Address - Dr.ASHOK RAI, Vice President, QCFI.
Director, Indian institute of Cerebral Palsy & Handicapped Children, Varanasi

Vote of thanks - Dr K. R. Muthusami, NABH Coordinator, KMCH & GC Member QCFI

National Anthem

TARGET AUDIENCE:

Clinical & Non Clinical Administrators, Quality Services staff, Nursing Supervisors, NABH Coordinators, Maintenance and Housekeeping dept. personnel

REGISTRATION DETAILS

CATEGORY	DELEGATE FEE PER HEAD
INDIVIDUAL DELIGATE	Rs. 3000 + 18 % GST
QCFI Permanent Members	Rs 2700 + 18 % GST

Fees payable to QCFI Coimbatore on or before 28.05.2019

No spot registration

MODE OF PAYMENTS

Registration fee along with GST as applicable be paid by Cheque / DD / Online Transfer to

QUALITY CIRCLE FORUM OF INDIA COIMBATORE CHAPTER

BANK: ICICI BANK

SB A/C NO: 243201000513

BRANCH: THUDIYALUR, COIMBATORE

IFSC CODE: ICIC0002432

KMCH



KMCH is a 1000 bed super speciality hospital located on 25 acres in Coimbatore, offering a total and comprehensive health solution for various ailments. The hospital has over 135 internationally renowned full time clinicians and over 225 post graduate medical professionals assisting them. With more than 4300 Technicians, paramedical, patient relations and administrative staff the hospital delivers a complete care to the patients.

The hospital has pioneered several unique techniques like that of the steroid free "Kidney Transplantation", GDC coiling and clipping for Brain Aneurysms which saves lives and improve patient;s without any complication The hospital has 32 operation theaters and several modern equipment including the state of the art "Robotic Surgical System",

Varian Trilogy Linear Accelerator, PET CT scan, 3T MRI, One of Five Rapid Flash Dual Spectral CTs in the Country, Endo Bronchial Ultrasound (EBUS), 4D Ultrasound scanner, Bi-plane Neurovascular Cath Lab, Cardiac Electro-Physiology Lab, Digital Mammography, Various Laser equipment, Ultramodern Video Endoscope operating neuro microscope, Computer assisted Neuro navigation, ESWL for the removal of Urinary stones.

Super speciality procedures like Deep Brain Stimulation, Bilateral Hip & Knee replacement, Kidney / Liver / Heart and Bone Marrow Transplants, Valve replacement. Electrophysiology procedures and advanced spine surgeries are being performed frequently.

KMCH has emerged as one of the most successful "Multi Organ Transplant Center" in the rest of Tamil Nadu. The Robotic Surgery Team at KMCH is specialized in carrying out the best possible minimal invasive surgical procedures thereby reducing the usual hassles faced by patients in complicated surgical procedures.

The established Comprehensive Cancer Center at KMCH in this region, offers 24 hours end to end services in cancer care from prevention to early detection and comprehensive treatment to palliative care all under one roof.

KMCH Department of Neuro Sciences has the dedicated team of Neurologists, Neuro Surgeons, Neuro Radiologists and Intensivists. The hospital has dedicated neurosurgery OTs and Neuro Vascular Cath lab supported by a medical neuro ICU & Neurotrauma ICU. The latest version innovation is the "Mobile Stroke Unit" which is introduced for the first time in Asia. This will open up newer avenue of relief to its neighbourhoods particularly on stroke management.

KMCH is successful because of its dedicated and committed team.

MEENAKSHI HOSPITAL, TANJORE

Meenakshi Hospital is the first hospital accredited with NABH in Tanjore and Trichy delta region. As we pass our 5th year, we are proud to say that we have kept up the trust of our patients in every way possible. Around 2 lakh patients treated so far, our relationship with our patients has only strengthened futher.



About the Hospital

We are a 250 bed multi-super-speciality hospital. We provide world-class facilities, eminent specialists and cutting edge technology - all to ensure that the patient receives the best possible care.

We have set high benchmarks for ourselves, in terms of quality of services, medical expertise and empathetic care.

Towards Quality Journey:

1. Meenakshi Hospital is a Member of AHPI, CAHO, QCFI.
2. Meenakshi Hospital is a Center for Quality Promotion (CQP) of CAHO.
3. Received the NABH Nursing Excellence Certification for the year of 2018 - 2020.
4. Received Quality Beyond Accreditation Award at AHPI Global Conclave 2018.
5. Received Nursing Excellence Award at AHPI Global Conclave 2018.
6. Received Door to Balloon Time (Platform Presentation) Award at CAHOCON, 2018.
7. Received the best supporting organization award from Quality Circle Forum of India QCFI, for the year 2017 & 2018.
8. Our Kaizen teams have participated in QCFI - Chapter Convention at Ooty and National Convention at Mysuru and won 8 Awards in the year 2017 & 9 Awards in the year 2018 respectively.
9. Also 5 Kaizen Teams have participated on the 5th National Conclave on 5S and won 2-ParExcellence and 3-Excellence Awards at Sathyamangalam.
10. Our Kaizen Teams have participated in QCFI - Chapter Convention in Munnar and National Convention at Gwalior and won 12 Awards & 7 Awards in the year of 2018 respectively.



KOVAI MEDICAL CENTER AND HOSPITAL

99, Avinashi Road,
Coimbatore - 641014



Be healthy. Be happy!

MEENAKSHI HOSPITAL

244/2, Trichy Main Road
Tanjore - 613005



Quality Circle Forum of India Coimbatore Chapter



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Knowledge Partners



QUALITY CIRCLE FORUM OF INDIA Coimbatore Chapter

B1, Majestic Pride Apartments, VCS Nagar, Mettupalayam Road, Coimbatore
Healthcare Quality Conclave - 31st May 2019 - The Residency Towers, Coimbatore

REGISTRATION FORM

Last Date of Submission: 28-05-2019

To,
The Secretary
QCFI Coimbatore Chapter

Dear Sirs,

We are pleased to nominate the following person from our organisation as delegates for the Healthcare Quality Conclave to be held on 31st May 2019.

S.No	NAME	DESIGNATION
1		
2		
3		
4		

Organisation Name: _____ Contact No: _____

E-Mail: _____ Enclosed Cheque/DD No: _____ Date: _____

For Rs: _____ Drawn in favour of 'QUALITY CIRCLE FORUM OF INDIA COIMBATORE CHAPTER' towards delegate fees.

NEFT in favour of QUALITY CIRCLE FORUM OF INDIA - COIMBATORE CHAPTER

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Company's Stamp and Signature of authorized Signatory