



**CAHO**  
Committed to Safer Patient Care

**DEPARTMENT OF HOSPITAL ADMINISTRATION**  
**YENEPOYA (DEEMED TO BE UNIVERSITY)**

*In collaboration with*  
**Consortium of  
Accredited Healthcare Organizations (CAHO)**

*Organises*

**CERTIFICATION PROGRAM IN  
QUALITY HEALTH  
STANDARDS (CPQH)**

**A WORKSHOP TO  
ENHANCE QUALITY MANAGEMENT SKILLS  
FOR POSTGRADUATE STUDENTS OF  
HOSPITAL ADMINISTRATION**



**12<sup>th</sup> November to 14<sup>th</sup> November 2024**



**Room No. 702, Mudipu Campus, Yenepoya (Deemed to be University).**

*Organizing Chairperson*

**Dr. Sunita Saldanha**  
Professor & HOD (HA)  
Dean, YFAHP

*Organizing Secretary*

**Mrs. Averil Rebello**  
Associate Professor and  
Program Coordinator  
Dept. of Hospital Administration

*Organizing Members*

**Ms. Naseel N. Gurple**  
Assistant Professor  
Dept. Of Hospital Administration

**Dr. Reena George**  
Assistant Professor  
Dept. Of Hospital Administration

# PROGRAM SCHEDULE

TIME	TOPIC	FACULTY
DAY 1		
08:30am-09:00am	Registration	
09:00am-10:10am	<b>Overview of the program</b> <b>Introduction to QCI, NABH, CAHO &amp; QIP in Hospitals</b> <ul style="list-style-type: none"> <li>♦ Scope and purpose of standards</li> <li>How to read the standards</li> <li>♦ Quality in health care and NABH accreditation process</li> <li>♦ Committees</li> </ul>	Dr. Amitha Marla
10:10am-10:15 am	<b>Inauguration</b>	
10:15am-10:30am	Tea Break	
10:30am-12:00 pm	<b>Access, Assessment &amp; Continuity of Care (AAC)</b> <ul style="list-style-type: none"> <li>♦ Scope of services, registration admission and transfer</li> <li>♦ Initial assessment</li> <li>♦ Quality assurance in medical laboratories</li> <li>♦ Quality assurance in imaging services</li> <li>♦ Discharge process in hospital</li> </ul>	Dr. Amitha Marla
12:00-1:00pm	<b>Patients' Rights and Education (PRE)</b> <ul style="list-style-type: none"> <li>♦ Patient rights and responsibilities</li> <li>♦ Decision making process</li> <li>♦ Informed consent</li> <li>♦ Patient feed back</li> <li>♦ Patient safety</li> </ul>	
1:00pm-1:30 pm	Lunch Break	
2:00pm-3:45pm	<b>Care of Patients (COP)</b> <ul style="list-style-type: none"> <li>♦ Uniform care</li> <li>♦ Emergency services</li> <li>♦ CPR</li> <li>♦ Nursing care and transfusion services</li> <li>♦ Vulnerable patient care and clinical risk management</li> <li>♦ Clinical depts.-ICU/OBG/Paediatrics/anesthesia/OT/mortality and high risk /pain management/ rehabilitation</li> <li>♦ Discharge Process</li> </ul>	Dr. Suneel C. Mundkur,
3:45pm-4:00pm	Tea Break	
4.00pm-5.30pm	<b>Management of Medication (MOM)</b> <ul style="list-style-type: none"> <li>• Requirements and planning of multidisciplinary committee</li> <li>• Pharmacy services and mgt.</li> <li>• Rational and safe prescription of medicines</li> <li>• Uniform location and safe dispensing and administration</li> <li>• Narcotics act, chemo drugs and radioactive drugs management in HCO</li> </ul>	Dr. Suneel C. Mundkur

# PROGRAM SCHEDULE

TIME	TOPIC	FACULTY
DAY 2		
9:00-10:30am	PSQ and Risk Management (PSQ) <ul style="list-style-type: none"> <li>• Patient safety programme</li> <li>• Indicators</li> <li>• Clinical audit</li> <li>• QIP in hospital and KPI Discussions</li> </ul>	Dr. Amitha Marla
10:30-10:45am	Tea Break	
11:00-12:45pm	Responsibilities of Management (ROM)	Dr. Sunita Saldanha
12:45-1:30 pm	Lunch Break	
1:30-2:30 pm	Facility management and safety (FMS)	Dr. Aileen J
2:30-3:45 pm	Information Management System (IMS)	Dr. Aileen J
3:45-4:00 pm	Tea Break	
4:00-5:15 pm	Group discussion and Presentations	Dr. Sunita Saldanha Dr. Aileen Mrs Averil Rebello Ms. Srimathi

TIME	TOPIC	FACULTY
DAY 3		
9:00-10:00 am	Human Resource Management (HRM)	Ms. Freeda D'Souza
10:00-10:15 am	Tea Break	
10:15-11:30 am	International Patient Safety Goals and Healthcare communication	Ms. Freeda
11:30 -1:00 p.m	Hospital Infection Control (HIC)	Dr. Rouchelle C. tellis
1:00-1:30pm	Lunch Break	
2:00-5:00 pm	<ul style="list-style-type: none"> <li>• Quality Tools and Incident Analysis</li> <li>• Case Study</li> <li>• Group Study, Case discussion and Presentation</li> </ul>	Ms. Ranjitha Mrs. Averil Rebello Ms. Srimathi

## RESOURCE PERSON



**Dr. Amitha P. Marla**

Director  
A.J. Hospital and Research Centre  
Mangalore



**Dr. Suneel Mundkur**

Professor  
Dept. of Pediatrics  
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**Dr. Sunita Saldanha**

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**Dr. Janardhana Aithala**

Professor and HOD  
Department of Orthopaedics  
Yenepoya Medical College



**Dr. Rouchelle C. Tellis**

Professor & HOD  
Department of Microbiology  
Yenepoya Medical College



**Dr. Aileen J**

Assistant Professor  
Ramaiah University of Applied Sciences



**Ms. Freeda D'Souza**

Manager Operations  
Srinivas Hospital and Research Centre  
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**Ms. Averil Rebello**

Associate Professor and Program coordinator  
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**Ms. Ranjitha**

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**Ms. Srimathi**

Executive Operations  
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