The International Patient Safety Conference (IPSC), is an annual event to learn from the patient safety experts across the world. The fundamental aim of the conference is to discuss how proactive practices and healthcare systems can improve patient safety. Through this initiative, Apollo Hospitals Group also look at developing a Patient Safety Forum for hospitals to allow for on-line learning, peer-exchange and included, among other offerings, the Join Hands initiative/campaign. It has become a powerful platform where best practices & innovations in patient safety are shared. A well-knit program with key note presentations, panel discussions, debates, paper & poster presentations, makes this a vibrant forum for exchanging ideas & knowledge, and an opportunity to think, reflect and learn the best from the best.

“Do No Harm” has always been the pillar of medicine. However, unintentional errors do occur at all levels of the healthcare system. To prevent these errors to a great extent we need to stand up for patient safety and join hands to provide guaranteed safe healthcare to all.

The first seven conferences were grand success with 750 delegates in 2011; 800 delegates in 2012; 845 delegates in 2013; 854 delegates in 2014; 1100 delegates in 2015; 1400 delegates attended in 2016 and 1500 delegates in 2017. 200 eminent personalities from over 30 different countries in the patient safety area from across the globe shared their views at the conference.

8th IPSC was successfully held at HICC, Novotel (INDIA) on 13-14 September 2019. It surpassed all the earlier records and witnessed the presence of over 2680 delegates, over 150 scientific sessions by 250 international and national speakers and 44 innovative exhibitors, with so many initiatives launched and innovations discussed. 8th International Congress on Patient Safety will be held at Hyderabad with special focus on:

- Pre-Conference workshops – More focus on Hands on training
- More practical / theme based sessions rather than panel discussions
- Artificial Intelligence – Reshaping healthcare
- More number of delegates from out of India and Telangana region
- Adapting to the new changing era of healthcare and IT industries
DAY 1: Friday, September 13th, 2019

After the welcome remark on *Our dream...it starts now!!* by Dr. Preetha Reddy, Vice Chairperson, Apollo Hospitals Group, the conference was inaugurated formally. This was followed by the first joint plenary session by Dr. Mark Britnell, Global Chairman & Senior Partner for Healthcare, Government & Infrastructure, KPMG inspired the audience through his remarks on *Healthcare Manpower of the Future*. The audience was mesmerized by powerful speech by Mr. Anant Maheshwari, President, Microsoft India spoke on Innovation in Healthcare Safety. Dr. Sangita Reddy, Joint Managing Director, Apollo Hospitals Enterprise Limited gave perfect imaginary picture as to how healthcare and healthcare safety can be conceptualized and implemented.
Following the Lamp lighting ceremony for the inauguration of the conference, Pro health initiative was launched with a Key note address on *The next era in Healthcare* by Dr. Mark Britnell and Introductory remarks by Ms. Upasana Kamineni, Vice Chairperson, Apollo Foundation, Apollo Hospitals Enterprise Limited following by special address by our Chairman Dr. Prathap C. Reddy.

BIG DEBATE this year returned with more exiting topic of on “*Technology Trumps Touch*” which was chaired by Dr. Hari Prasad, President, Hospital Division, Apollo Hospitals Group and Dr. Anupam Sibal, Group Medical Director, Apollo Hospitals Group. Dr. Shubnum Singh, Director- Medical Education, Research & Advisor, Max Healthcare Institute Limited along with Dr. Harish Pillai, Chief Executive Officer, Aster India pitched for Technology and Dr. Suresh Ramasubban, Consultant Critical Care & Pulmonology Gleneagles Apollo Hospitals, Kolkata and Dr. Shaveta Dewan Associate Vice President & Head- Quality & Medical Services, Medanta- The Medicity spoke against motion.
Speaking Circles was an instant hit among the audience. Dr. Sai Haranath, Consultant, Apollo Hospitals, Hyderabad discussed the best practices / strategies on Digital Innovations for Quality Improvement and Dr. Sahana Govindaiah, ADMS, Apollo Hospitals, Bangalore discussed regarding Overcoming Challenges in Clinical Pathway implementation.

Next session “LET’S TALK SAFETY” displayed the performance of three clinical case scenario by Kissago Theatre and Film Productions - The Story and The Reality, which deliberated and discussed practical and day to day issues in healthcare safety. The whole activity was made into an interactive discussion by Dr. K. Hari Prasad - President Hospital Division, Apollo Hospitals Group and Dr. Anupam Sibal - Group Medical Director, Apollo Hospitals Group. Audience actively participated in the discussion and the session was concluded with newer patient safety learnings.

A plenary session on “Leadership Mantras” moderated by Ms. Shobana Kamineni, Executive Vice Chairperson, Apollo Hospitals Enterprise Limited and Prof. William B. Eimicke, Professor of Professional Practice, SIPA Picker Center for Executive Education, Columbia University, New York, put forward different styles and perspectives of healthcare safety from leadership point of view.
It was followed by very innovative plenary session on *Lab 2.0: Future of Diagnostics* by Dr. Shravan Subramanyam, Managing Director, Roche Diagnostics India.

Though Sadguru could not come personally, he has blessed the conference with his gracious video message for all the delegates.

Post lunch 9 parallel breakout sessions were conducted in different halls on different topics.

- Patient Safety and Nursing
- Government Patient Safety Initiatives – The Way Forward
- Surgical Safety by Indian Society of Anesthesiologists
- New ways to improve patient safety – Unlock the secrets
- CEOs round table - Quality - At what cost? A Debate on offering high quality Healthcare, which is low cost and affordable
- Lessons on Innovations
- Safety in small format hospitals
- Safety – new ways of thinking
- Food Safety standards workshop by FSSAI

The interesting session on Patient Safety and Nursing was conducted by eminent nursing leaders. The Inaugural ceremony was done by Special Guest – Mrs. B Vidhyavati. Registrar, Telangana State Nursing Council. After the key note address by Capt Usha Banerjee, Group Director Nursing, Apollo Hospitals Group, there were a plenty of enthralling sessions on patient safety.

Subsequent Breakout sessions were also conducted in another halls. The topics for discussion were:-

- Advance safety techniques in Nursing
- Breakthrough changes by NABH
- Global round table - Learnings from the world
• Focusing on clinical aspects
• Thinking big on Advancing Safety Science
• Laboratory safety focus
• A practical workshop on Basic Life Support
• Advance Medication Safety
• Health Economics - Financing and Analytics
• Workshop on Food Safety
• Paper presentations

Following Officials from Government sector discussed about Patient Safety Initiatives.
• Dr. Inder Parkash, Dy Dir. Gen. (PH), Dte. GHS, MOH&FW
• Dr J.N Srivastava, Advisor, Quality Improvement, NHSRC
• Dr. Chandrakant Lahariya, National Professional Officer: Healthcare, Access & Protection, World Health Organization India
• Dr J K Das, Director, NIFHW

The Global Round Table was one among the most spoke about sessions. The dignitaries present were:
• Dr. Ahmadou-Lamin-Samateh, Hon. Health Minister of The Gambia
• Ms. Ruth Maphorisa, Permanent Secretary, Ministry of Health & Wellness, Botswana
• H.E. Dr. T E Kuyseang, Secretary of State for Health, Ministry of Health, Cambodia
• Dr. Zakaria Al Alttal, Senior Consultant, International Accreditation & Organizational Development, Director Healthcare Accreditation
• & Clinical Quality Department, UAE
• Dr. Joseph Bulanda Nsambi , Minister of Health, Lubumbashi, Democratic Republic of Congo
First time in IPSC, the session on Thinking Big: Advance Safety Science for improving patient safety was excellently conducted by Dr Ravindra Babu, ADMS, Apollo Hospitals, Hyderabad, Dr B K Rana, Founding CEO, Quality & Accreditation Institute, Mr Marc Probst, VP & CIO, Intermountain Healthcare, Salt Lake City, USA; Eyal Gura, CEO & Chairman Zebra Medical Vision Ltd. Israel and Dr. Sujoy Kar, Chief Medical Information Officer, Apollo Hospitals.

Workshop on Basics of Basic Life Support conducted by Dr. Imron Subhan, Emergency Head, Apollo Hospitals, Hyderabad and Dr. Sateesh Kailasam, President, Society for Emergency Medicine India & Head, Medicover Hospitals, Hyderabad was highly appreciated and sought out sessions. It included topics like:

- Cardiac Arrest incidents inside and outside the hospital
- The Chain of Survival - Ambulance, Emergency Room, Specialist Care and ICU care
- Adult BLS with Hands-on
- Infant BLS with Hands-on
- What happens in Advanced Cardiac Life Support
- Resuscitation Standards of NABH and JCI
- Creating a Code Blue resuscitation team in your hospital

Dr S Eswara Reddy, Joint Drugs Controller India, Ministry of Health and Family Welfare, Government of India, Prof Pramil Tiwari, Professor & Head, Pharmacy Practice, National Institute of Pharmaceutical Education & Research; Dr Arun Kumar Agarwal, Medical Advisor - Innovation, Education & Clinical Excellence, Apollo Hospitals Group; Dr Sanjeev Sharma, Clinical Pharmacologist, Apollo Hospitals and Dr Mohammed Ziauddin, Clinical Pharmacologist, Apollo Hospitals, Hyderabad discussed on Advanced Medication Safety.
CEO’s Round Table discussion on Quality – At what cost? was conducted by Dr. Rana Mehta, Partner & Leader Healthcare, Pricewaterhouse Coopers Private Limited, India; Dr. Krishna Reddy, Former Director & Vice Chairman Care Hospitals and Dr. Narottam Puri, Advisor, Fortis Hospitals

Next breakout sessions witnessed presentations of 41 best selected papers and cases studies by various authors/organizations as under. Over 100 papers were also displayed as e-posters in the conference arena during the conference.

1. Enhancing Patient Safety And Quality of Care Through Improved Sterilization and Disinfection Practices Across Different Hospitals In Bangladesh
2. Effectiveness of In House Software to Track Turnaround Time for Laboratory Test
3. Apollo CSSD – Torch Bearers of Excellence in Asia Pacific Region Role of Medical Stores Management in Safe and Sustainable Hospitals
4. OR Excellence in Continental Hospitals
5. Autism Early Intervention and Natural Wellness Methods - Neuro Development Disorder
6. Innovative Training Lab for Safe Patient Care
7. A Study of Pharmacoeconomics in Hospital Setup - Optimizing Therapy
8. The Factors Associated with Inpatient Fall in A Tertiary Care Teaching Center and Its Burden on Patient and The Hospital
10. Suraksha: An eye to prevent initiative: Implementation of turning clock and interdepartmental observation to ensure the adherence improvement: 100% prevention achieved for preventable cases such as for obese patients, paralyzed patients
11. Understanding Patient Experience in A University Hospital Using Serqual Approach
DAY 2: Saturday, September 14th, 2019

Second day of the conference started with an exciting plenary session “**Transformational Initiatives : Lessons everywhere**” by faculties from diverse background i.e. Dr. P.V. Murthy, Executive Vice President & Global Head Human Resources, Taj Hotels and Dr. Indu Bhushan CEO, PMJAY & National Health Agency. This was followed by the Joint plenary session - The International Health Dialogue moderated by Dr. Sangita Reddy along with other eminent speakers like Ms. Paula Wilson, President, Joint Commission International; Dr. Indu Bhushan, CEO, PMJAY & National Health Agency and Dr. Harish Nadkarni, Chief Executive Officer, NABH. There was meaningful discussions about engaging patient, providers, payers from accreditation perspective.

A Question and Answer session was also facilitated by Dr. K. Hariprasad and Dr. Anupam Sibal wherein the audience asked the panel pertinent questions.

It was followed by **Speaking Circles** by experts from Pharmacology and the Quality systems which initiated a brief discussion to share views / best practices / strategies. This session was facilitated by Dr. Sanjeev Sharma,
Clinical Pharmacologist, Apollo Hospitals, who discussed on “Ways To Implement Antibiotic Stewardship Program”. Dr. Bhagyalakshmi Gali, Chief Quality Officer, SRMC engaged the gathering on “Ways To Sustain Accreditation”.

A plenary session on the theme **The Media Effect - What patients Want?** was moderated by Dr. K. Hariprasad and it included personalities from electronic, print media and television. The interesting discussion between Mr Sharad Malhotra, Actor, Performer; Ms Viveka Roy Chowdhury, Editor, Express Healthcare; Dr Ratna Devi, Chair- International Alliance of Patient Organisations Founder - Indian Alliance of Patient Groups and Mr. Sriram Karri, Resident Editor, Deccan Chronicle Holdings, about the impact that any form of media has on patients and patient’s psychology and also deliberated the ways to leverage media and technology for patient satisfaction and safety.

It was followed by another exciting plenary session – **DABBAWALA is back**. Dr. Anupam Sibal moderated the session and Dr. Pawan Aggarwal, motivational speaker, gave his exciting insights on how Dabbawala achieve Zero Error in its Delivery mechanism. The learnings were well appreciated and applauded by the group of audience.
It was followed by 9 exciting parallel sessions on topics:-

- Apollo sharing the Experience - Quality 2.0
- Innovation Punch - Sensing the Future
- Patient Education – I’m Responsible
- Learning from other Nations
- JCI Accreditation and Patient Safety
- Risk Management – The Buck Stops Here
- Hot topics in Infection Control and Sterilization
- Ethics in Patient Safety and Organ Transplant
- Nursing focused Session

The session on Apollo - Sharing Our Experiences - Quality 2.0 was proficiently moderated by Mr. Gaurav Loria, Group Head- Operations & Quality (VP), Apollo Hospitals. Dr. Srinidhi Chidambaram, VP International Business & Quality Initiatives & Medical Content Management, Apollo Hospitals shared her experience on “Apollo Clinical Excellence 2.0”. Dr Sanjay Dalsania, Regional Quality Head, Apollo Hospitals shared his views on “Rounding for safety’s sake”. Mr Satish Kumar, Chief Quality Officer, Indraprastha Apollo Hospital, Delhi shared his thoughts on “Re-code Patient Safety: Quality 2.0”. Ms Pritindira Sachdeva, Regional Quality Head, Apollo Hospitals; Dr Maitraye Basu, Regional Quality Head, Apollo Hospitals and Ms Soma Das, Regional Quality Head, Apollo Hospitals contributed on the panel discussion on “The power of Zero: Achieving Big Goals”.

![Conference Image](image-url)
The session on **Risk Management- The Buck Stops Here** was moderated by Dr. T. Rajgopal, VP Global Medical & Occupational Health, Unilever & Non Executive Independent Director, Apollo Hospitals and Dr. Vishavdeep Goyal, Chief Operating Officer, Apollo Hospitals, Ahmedabad. The panellists included Dr Evita Fernandez, MD, Fernandez Hospital; Mr. Wayne Ting, General Manager Taiwan Region, Cheng Kung University Hospital, Taiwan; Dr. Lallu Joseph, Quality Manager, CMC Vellore and Prof. (Dr.) Narasimhaiah Srinivasaiah, Head of Colorectal Services, Apollo Hospitals, Karnataka Region.

The session on **Ethics In Patient Safety & Organ Transplant** was highly appreciated. The moderator was Dr. E. Ravindra Reddy, Chairman, Telangana State Medical Council. The panellist included Dr. G. Swarnalatha, Additional Professor, NIMS, Transplant Head - Jeevandaan, Telangana; Mr. Mahendrakumar Bajpai, Hon Director, Institute of Medicine & Law, Editor, Medical Law Cases- For Doctors; Advocate, Supreme Court and Dr Sanjeev Yadav, Hon Secretary of Telangana State IMA.
A detailed panel discussion on *Patient safety is always taken for granted ...Where are we?* was followed which was moderated by Capt. Usha Banerjee with senior nursing leaders, deliberated on various patient safety aspects.

A plenary session, moderated by Dr. Raju Kalidindli included Mr. Daniel TSE – Product Manager Google wherein *Re Imagining THE WORLD* was deliberated.

Valedictory address and Award Ceremony was facilitated by Ms. Shobana Kamineni.

It was followed by *Highlights of International Health Dialogue* which included a special address by Dr. Prathap C Reddy, Chairman. It was addressed by Guest of Honor – Sri Etela Rajendra, Honorable Minister for Medical, Health & Family Welfare, Government of Telangana. The final address was given by Chief Guest, Dr. Tamilisai
Soundararajan, Honorable Governor, State of Telangana. The Patient Safety Declaration was digitally signed by all the dignitaries and audience present.

The winners of “THE BLAZE” – Papers & Posters Competition and International Patient Safety Awards were awarded by the Chief Guests and senior leadership for their great work done in the field of Patient Safety.
The Showcase - Innovative exhibition and stalls at the conference venue displayed various products and services of 44 organizations pertaining to healthcare quality and patient safety and technology. This was a great opportunity for these companies to showcase their products & services to individuals, leaders & decision makers from various hospitals from all over India & the world and also for the conference participants to see, interact and learn different things.
Feedback from our Delegates

“I am fortunate and feeling proud to be among such a nice & dedicated smart Quality team of Apollo for IPSC 2019. Hearty congratulations for the successful conference at HICC. Our team of Aayush and from Vijayawada Capital region (total 35) expressed their five star satisfaction. Hope your knowledge & positive energy can direct us towards successful Quality journey. Thank you for great hospitality.”

Participant
Vijayawada

“Basic Life Support session was amazing with hands on activities. Really enjoyed the great learning experience.”

Medical Student
Shadan Institute of Medical Sciences

“2nd day post lunch session - Mr. Gaurav Loria talk on Quality is Wonderful and very informative.”

Manager - HIM & Quality
Aayush NRI LEPL Healthcare Pvt Ltd

“All topics and speakers, amazing knowledge sharing platform.”

Medcare Women and children Hospital
Dubai

“At least there should be two conferences in a year so that more participant will get the benefit. It is a very good. Good learning sessions.”

Chief Hospital Administrator
SL Minda Memorial Hospital

“First time I am attended one national level conference. It was awesome.”

Nursing Supervisor
The Calcutta Medical Research Institute