

Organized by
Department of Health System Management Studies
JSS Academy of Higher Education & Research, Mysuru
in collaboration with
Consortium of Healthcare Organisation (CAHO)

Venue: MEU, JSS Medical College, Mysore
Dates: 23rd to 26th 2026



WORKSHOP REPORT

The Certification Programme in Quality Health Standards (CPQH), a workshop to enhance quality management skills, was organised by the Department of Health System Management Studies (DHSMS), JSS Academy of Higher Education & Research (JSS AHER), Mysuru, in collaboration with the Consortium of Accredited Healthcare Organisations (CAHO).



The workshop was conducted at the Medical Education Unit, JSS Medical College, Mysuru, from 23rd to 25th April 2026.

Dignitaries and Organising Team

The programme was graced by distinguished dignitaries and guided by an experienced organising team:



-  **Chief Guest:** *Dr. B. Manjunatha, Registrar, JSS AHER*
-  **CAHO Representative:** *Dr. Aileen J, Assistant Professor, MS Ramaiah University of Applied Sciences*

Organising Team:

-  **Organising Chairperson:** *Dr. Mamatha H.K., Professor and Head, DHSMS, JSS AHER*
-  **Organising Secretary:** *Dr. Divya A. Kurthukoti, Associate Professor, DHSMS, JSS AHER*

Resource Persons / Faculty

The workshop featured eminent academicians and experts in healthcare quality:

-  **Dr. Pratibha Pereira,** *Professor and Head, Department of Geriatrics, JSS Medical College, JSS AHER, Mysuru*
-  **Dr. Amitha P Marla,** *Director, Medical Administration, AJ Institute of Medical Sciences, Mangalore*

- ✦ **Dr. Mamatha H.K.,** Professor and Head, DHSMS, JSS AHER, Mysuru
- ✦ **Dr. Rashmi P. Mahale,** Professor, Department of Microbiology, JSS Medical College, JSS AHER, Mysuru
- ✦ **Dr. Divya A. Kurthukoti,** Associate Professor & NABH Assessor, DHSMS, JSS AHER, Mysuru
- ✦ **Dr. Aileen J,** Assistant Professor, MS Ramaiah University of Applied Health Sciences, Bengaluru
- ✦ **Dr. Lakkhumi Rupakumar,** Senior Resident, Department of Hospital Administration, JSS Medical College, JSS AHER, Mysuru
- ✦ **Dr. Magesh Rangasamy,** Research Scholar & Patient safety and Quality Expert, DHSMS, JSS AHER, Mysuru



Proceedings of the Workshop

Day 1 – 23rd April 2026

The workshop commenced with the inaugural session at the Medical Education Unit, JSS Medical College.

The event was presided over by the Chief Guest, *Dr. B. Manjunatha, Registrar, JSS AHER*, along with Dr. Aileen J (CAHO Representative), Dr. Mamatha H.K., Dean, Faculty of Management Studies, and Dr. Divya A. Kurthukoti, Course Coordinator, Hospital Administration, DHSMS, JSS AHER.

The programme was hosted by Dr. Magesh Rangasamy, who served as the master of ceremonies for all three days.

Dr. B. Manjunatha, in his inaugural address, emphasized the importance of learning beyond the classroom. He highlighted how the university actively supports student initiatives and encouraged participants to carry forward the values, mission, and vision of JSS AHER into the professional world.

Dr. Aileen J introduced the participants to CAHO and CAHO-SEC, followed by the CAHO anthem, reflecting the organization's commitment to safer healthcare and its global outlook.

The welcome address was delivered by Dr. Mamatha H.K., and the vote of thanks for the inaugural session was proposed by Dr. Divya A. Kurthukoti.

Technical Sessions – Day 1

The academic sessions began with **Dr. Aileen J**, who provided a comprehensive introduction to:

- NABH standards
- Documentation, policies, procedures, and document control
- Basic terminologies and definitions in healthcare quality
- Interpretation of standards from the NABH guidebook

She further elaborated on AAC (Access, Assessment and Continuity of Care) and PRE (Patient Rights and Education) chapters, emphasizing:

- Scope of services
- Registration, admission, and transfer protocols
- Initial patient assessment
- Quality assurance in laboratory and imaging services
- Discharge processes
- Patient rights and responsibilities
- Decision-making processes and informed consent
- Patient feedback mechanisms and patient safety

The subsequent session was delivered by **Dr. Pratibha Pereira**, who focused on the Care of Patients (COP) chapter. She elaborated on:

- Provision of uniform and standardized patient care
- Emergency services and quality aspects
- Department-specific quality practices
- Documentation and quality control mechanisms
- Clinical risk considerations and patient safety integration

The first day concluded with insightful discussions and knowledge exchange.

Day 2 – 24th April 2026

The second day focused on system-level standards and operational aspects of healthcare quality.

The sessions commenced with **Dr. Mamatha H.K.**, who delivered an in-depth session on Human Resource Management (HRM), covering:

- Human resource planning
- Recruitment and onboarding
- Training and development
- Credentialing and privileging processes for healthcare professionals

This was followed by **Dr. Pratibha Pereira**, who discussed the Management of Medication (MOM) chapter, emphasizing:

- Multidisciplinary committee requirements
- Pharmacy services and management
- Legal and regulatory frameworks
- Safe and rational medication practices

The session was highly interactive and encouraged active student participation.

Next, **Dr. Divya A. Kurthukoti** presented on Information Management Systems (IMS), highlighting:

- Documentation standards
- Medical record maintenance
- Data confidentiality and security
- Integration of digital health systems

The workshop then progressed to **Dr. Rashmi P. Mahale**, who delivered a detailed session on Infection Prevention and Control (IPC). She emphasized:

- Importance of IPC in NABH accreditation
- Implementation strategies
- Antimicrobial stewardship
- Conducting IPC audits and surveillance

Following this, **Dr. Lakkhumi Rupakumar** addressed Facility Management and Safety (FMS), covering:

- Safety protocols and hospital codes

- Emergency preparedness and drills
- Facility rounds and monitoring
- Quality indicators
- SOP and policy development for facility management

The final session of the day was delivered by **Dr. Magesh Rangasamy** on Responsibilities of Management (ROM). He highlighted:

- Leadership commitment to quality initiatives
- Integration of CSR, ESG, and sustainability frameworks
- Strategic and operational planning
- Role of data in decision-making
- Emphasis on patient safety and risk management as core organizational priorities

Day 3 – 25th April 2026

The third day began with a quiz session, assessing participants' understanding of previously covered topics. The session witnessed enthusiastic participation.

The academic sessions continued with **Dr. Amitha P Marla**, who addressed Patient Safety and Risk Management (PSQ). She elaborated on:

- Patient safety programmes
- Formation and functioning of committees
- Quality indicators and monitoring
- Quality Improvement Projects (QIP)
- Alignment between managerial and clinical functions

Group Activities and Practical Sessions

The workshop included extensive group activities, particularly focusing on:

- Incident analysis
- Root Cause Analysis (RCA)
- Corrective and Preventive Actions (CAPA)

Students actively participated in case-based discussions and presentations, fostering critical thinking and collaborative learning.

Final Academic Sessions

Dr. Lakkhumi Rupakumar delivered a session on:

- International Patient Safety Goals (IPSG)

- SOP and policy preparation
- NABH preparedness and implementation
- Role of students during hospital internships in supporting quality departments

This was followed by discussions on:

- Implementation of quality tools
- Importance of structured quality approaches
- Student presentations and peer learning

A final quiz session was conducted, further reinforcing learning outcomes.

Valedictory and Conclusion

The workshop concluded with participant feedback, which reflected a high level of satisfaction and appreciation for the content, delivery, and practical orientation of the sessions.

The closing remarks were delivered by **Dr. Mamatha H.K.**, who also distributed prizes to quiz winners and appreciated the efforts of all stakeholders.

Overall Outcome

The three-day workshop strongly emphasized:

- Healthcare quality standards
- Patient safety practices
- Role of management and administration in healthcare quality

It enabled students and participants to understand their role as future healthcare administrators in implementing and sustaining quality and patient safety initiatives.

The workshop was a significant success, receiving overwhelmingly positive feedback from participants.

Acknowledgement

We sincerely express our gratitude to:

- ✓ The management and leadership of JSS AHER for providing the platform and fully sponsoring the programme
- ✓ The Department of Health System Management Studies (DHSMS) for organizing the workshop

Special thanks to:

- ✓ Dr. Divya A. Kurthukoti for meticulous planning and coordination
- ✓ Dr. Magesh Rangasamy and Ms. Shivani Prakash, Research Scholars, for their support and execution

- ✓ Mr. Tejas, Office Assistant, for logistical and technical assistance throughout the programme
- ✓ The Medical Education Unit, JSS Medical College, for infrastructure and support
- ✓ The CAHO Secretariat for effective coordination and collaboration

Thank you.


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