

11th INTERNATIONAL PATIENT SAFETY CONFERENCE: PRE-CONFERENCE WORKSHOP

22nd February, 2024

Venue: Apollo Hospitals, Seshadripuram

KPI – DESIGN, MONITOR, ANALYSE, IMPROVE

Objectives & Takeaways: Most businesses and organizations set goals in order to achieve the right objectives and fulfil the needs of their stakeholders. In this session, we aim to define key performance indicators and offer specific examples with a step-by-step guide for creating KPIs for yourself, your team, or your business. In turn, these metrics can help you and your company make well-informed business decisions, boost performance, and understand your performance within an industry

Who can attend: CEO, COO, Hospital Leaders, Operations and Quality Teams.

Pedagogy: Interactive presentations, group discussions, case studies, mock exercises

Speakers for the Workshop:



Dr. Amitha Marla
(Director- Medical
Administration, A.J. Hospital &
research Centre)



Dr Shiva Kumar Thiagarajan
(Founder and CEO, Medblaze)



Dr Soumya S M
(Medical Superintendent -
Apollo Hospitals,
Seshadripuram)

Session Plan:

Time	Topic	Speaker
09:00-09:30	Workshop inauguration & introduction/ agenda overview	Mr. Uday Davda, Dr. Soumya S. M., Ms. Manasa
09:30-11:00	Introduction to KPI, How to design a KPI	Dr. Shiva Kumar
11:00-11:30	Refreshments break	
11:30-12:30	Need of KPI in the journey of quality improvement programme at hospitals and impact	Dr. Soumya S.M.
12:30-13:45	Case Studies of Successful KPI Implementation	Dr. Amitha Marla and Dr. Shiva Kumar
13:45-14:30	Lunch break	
14:30-16:00	Key performance indicators in hospital based on balanced score card model as strategic performance management tool – Group Discussion	Dr. Amitha Marla
16:00-17:00	Debriefing and discussion on lessons learned	All Speakers
17:00	Wrap-up, Certificate Distribution, Group Photograph, Refreshments & Dispersal	Ms. Manasa

For Registration , please click on: <https://internationalhealthdialogue.com/register-now>

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