



12TH INTERNATIONAL PATIENT
SAFETY CONFERENCE



HOPE
Healthcare Outcomes & Patient Experience



INTERNATIONAL HEALTH DIALOGUE 2025





OVERVIEW

The International Health Dialogue (IHD) 2025 was held on February 21 and 22, at Bharat Mandapam, Pragati Maidan, New Delhi. It brought together health ministers, policymakers, healthcare leaders, and industry experts to discuss patient safety, hospital operations, and digital transformation. IHD 2025 united three major healthcare conferences—IPSC (International Patient Safety Conference), HOPE (Healthcare Operations & Patient Experience), and THIT (Transforming Healthcare with IT). It served as a powerful platform for advancing global health security, strengthening patient-centered care, and building resilient healthcare systems.

The event saw an unprecedented gathering of 3,464 delegates and over 290 speakers from 40+ countries. It was inaugurated by Shri Jagat Prakash Nadda, Hon'ble Minister for Health & Family Welfare and Chemicals & Fertilizers, India, who emphasized the nation's commitment to strengthening healthcare systems. The dialogue was further enriched by the presence of Dr. S. Jaishankar, Minister of External Affairs, India, along with distinguished health ministers from Maldives, Guyana, Eswatini, and Fiji, who shared insights on international cooperation in healthcare, digital health governance, and policy-driven safety improvements.

At the core of IHD 2025 was the 12th International Patient Safety Conference, which reaffirmed its role as a leading global platform for patient safety advocacy. Experts discussed critical issues such as accreditation, proactive risk management, and innovative safety models. The much-anticipated Safe-a-Thon initiative brought together multidisciplinary teams to develop implementable, real-world solutions for patient safety challenges.

Simultaneously, the HOPE Conference focused on operational excellence, next-generation hospital designs, and enhancing the patient experience. Meanwhile, THIT provided key insights into healthcare technology, touching on digital health innovations, AI-driven safety solutions, and the future of telemedicine.

A defining highlight of the event was the launch of the Society for Innovation in Safety & Healthcare Quality (ISHQ), a groundbreaking initiative aimed at advancing global patient safety and healthcare excellence.

The event concluded with the Winner of Winners Awards, recognizing exemplary contributions to patient safety, healthcare operations, and innovation.

As the world moves toward a more interconnected, technology-driven, and patient-focused healthcare ecosystem, IHD 2025 stood as a catalyst for global collaboration and knowledge exchange. The insights, strategies, and innovations shared at this landmark event will continue to shape the future of healthcare, driving sustainable and impactful change worldwide.



THE 12TH INTERNATIONAL PATIENT SAFETY CONFERENCE (IPSC) 2025

The 12th International Patient Safety Conference (IPSC) 2025 began with the ceremonial Lamp Lighting, symbolizing the eternal pursuit of knowledge and innovation. Dignitaries including Shri Jagat Prakash Nadda, Dr. Preetha Reddy, Dr. Sangita Reddy, Dr. Jonathan Perlin, Dr. A Marc Harrison, Dr. Carsten Engel, and Dr. Atul Mohan Kochhar graced the occasion, setting the tone for a transformative experience.

As the conference unfolded, Dr. Prathap C. Reddy shared his vision for India's global role in healthcare, emphasizing the need for collaboration and innovation. Shri Jagat Prakash Nadda, in his special address, reaffirmed the government's commitment to making healthcare safer, more accessible, and globally recognized. A series of compelling keynote addresses followed, featuring global leaders like Dr. Preetha Reddy, Dr. Sangita Reddy, Dr. Jonathan Perlin, Dr. Carsten Engel, and Dr. A Marc Harrison, who spoke on strengthening patient safety through accreditation, technology, and public policy.

The sessions that followed explored the evolving landscape of patient care, with experts from renowned institutions discussing digital transformation and emerging healthcare models. In conversation with Dr. Preetha Reddy, Dr. Atul Mohan Kochhar, and Mr. Maneesh Goyal provided insights into the future of patient safety, accreditation, and the role of healthcare platforms in driving quality care.

A key session featured insights from Brig (Dr.) Rakesh Datta, who discussed new models of healthcare delivery and the need to adapt accreditation frameworks to evolving patient needs. Dr. Neelam Dhingra, Dr. Rohini Sridhar, and Mr. Som Mittal, led by Session Chair Dr. Girdhar Gyani, explored how accreditation enhances patient experience, builds capabilities for safety improvement, and sets new standards for excellence. Following the previous session, Dr. James I. Merlino spoke on shaping patient safety in an era of disruptive innovation.

He emphasized the need for bold leadership, strategic vision, and embracing technological advancements. Dr. Parag Rindani highlighted how inclusive, value-driven healthcare systems empower all stakeholders, ensuring patient safety remains at the core of healthcare delivery. As the day progressed, discussions turned toward the future of patient-centered care, exploring how workforce transformation, and proactive care models are redefining healthcare. Sriram Iyer, Ms. Louise Cuskelly, Mr. Anand Surana, and Mr. Mayank Rautela led the session, sharing insights on shifting from reactive to proactive patient care, tailoring accreditation to evolving healthcare needs, and building value-driven, smart hospital ecosystems. As the evening approached, the conference saw a remarkable display of research and innovation with over 60 paper presentations and 63 poster showcases, highlighting groundbreaking work in patient safety.

The Safety Innovation Showcase brought forth cutting-edge advancements and AI-driven solutions, offering a glimpse into the future of healthcare.

The day culminated in a grand Gala Dinner and the International Patient Safety Awards, celebrating excellence in research, innovation, and leadership. A total of 36 awards were presented to individuals and institutions that have made a significant impact in advancing patient safety.

The evening was a testament to the collective effort of healthcare professionals, policymakers, and innovators, all working toward a safer and more efficient healthcare system.

As Day 1 came to an end, IPSC 2025 had already proven to be an unparalleled platform for collaboration, learning, and transformation. The discussions, innovations, and shared knowledge set new benchmarks for the future.





The 2nd day of IPSC 2025 built upon the momentum of Day 1, offering high-impact discussions, expert debates, and visionary insights into the future of patient safety. The morning began with the CEO's Panel Discussion, led by Dr. Madhu Sasidhar, where panelists explored the delicate balance between financial sustainability and patient safety. The conversation underscored the need for preparedness, resilience, and action to create sustainable yet safe healthcare models that can adapt to emerging challenges. One of the day's most dynamic sessions was the heated debate on Safety Reporting Systems, where Dr. Lallu Joseph and Dr. Suresh Ramasubban championed structured reporting as essential for patient safety, while Dr. Sanjeev Singh and Air Marshal (Dr.) Pawan Kapoor countered with concerns about bureaucratic overload.

Dr. Hari Prasad and Dr. Anupam Sibal added depth and humor. The role of technology in patient safety was further explored in a session on "Technovation: Safeguarding Health with Technology." Experts discussed generative AI, advancements in vascular access care, and real-world success stories of digital innovation improving patient safety and operational excellence. Speakers including Dr. Eham Arora, Dr. Muralidhar Varma, Dr. Bhaswanth Potipati, Mr. Prabhat Kumar, and Mr. Chandershekar Sibal, chaired by Dr. Rohini Sridhar and Dr. Abhijat Sheth, provided valuable insights into AI integration in next-generation healthcare models. The highly anticipated "Top Gear" session, led by Mr. Gaurav Loria, delivered a fast-paced, rapid-fire discussion packed with insights on accreditation, operations, profitability, and compassionate leadership.

Dr. Girdhar Gyani, Dr. Lallu Joseph, and Dr. Manish Mattoo shared candid experiences, making the session relatable, thought-provoking, and entertaining.

Sister BK Shivani delivered an inspiring session on mindfulness, emphasizing the power of staying calm and present in high-pressure healthcare environments.

The evening featured the Joint Plenary on Global Changemakers, where Dr. S. Jaishankar, Minister of External Affairs, India, delivered a keynote on international collaboration in healthcare safety. Health ministers from Maldives, Guyana, Eswatini, and Fiji shared their perspectives on health system resilience and global partnerships.

This was followed by the Winner of Winners Awards, celebrating the most innovative and impactful contributions to patient safety.

As the conference drew to a close, attention turned to groundbreaking research, with over 41 paper presentations and 60 posters showcasing cutting-edge findings in patient safety.

The discussions, debates, and innovations solidified the conference's role as a catalyst for global change. The event ensured that healthcare continues to evolve—smarter, safer, and stronger than ever before.





PARALLEL SESSIONS AT IPSC 2025

The Parallel Sessions at IPSC 2025 provided a diverse and in-depth exploration of key themes in patient safety, healthcare innovation, and system resilience. Experts from various healthcare domains engaged in discussions that highlighted emerging trends, best practices, and strategic approaches to improving patient care.

In a parallel track, the Nursing Focused Spotlight brought together distinguished nursing leaders to highlight the evolving role of nurses in shaping patient safety.

From military nursing strategies to balancing technology with compassionate care, the sessions underscored the crucial role of nursing leadership in modern healthcare. Speakers such as Capt (Dr.) Usha Banerjee, Col. Binu Sharma, and Capt. Sandhya Shankar Pandey shared their insights on strengthening safety practices through interdisciplinary collaboration and leadership.

Key sessions addressed critical areas such as metabolic health, surgical safety, sustainability in healthcare, integrative medicine, and fire safety. Dr. Sarath Gopalan, Dr. Bani Tamber Aeri, and Dr. Pulkrit Mathur examined the role of nutrition in patient outcomes, while Dr. Sangeeta Pathak and Dr. Mohammad Afsal explored advancements in transfusion safety and aeromedical transfers. In discussions on sustainability and healthcare leadership, Dr. Karan Thakur, Mr. Thomas Dakin, and Ms. Rita Roy Choudhury led insightful conversations on embedding ESG principles into healthcare strategies to drive long-term environmental and social impact.

In a dedicated track on academic excellence, Prof. Patrick McNeil, Prof. Sutapa B. Neogi, and Prof. Sanjay Gupta emphasized the integration of academia with healthcare practice to advance

patient safety. Sessions on manuscript writing, case studies, and capacity-building provided attendees with practical strategies to enhance research quality and publication success.

A session on integrative medicine featured Lt. Gen. Dr. Bipin Puri, Dr. P.N. Renjen, and Dr. Ashwini Setya, who discussed the medicolegal and clinical aspects of combining traditional and modern healthcare approaches.

These parallel sessions enriched IPSC 2025, fostering collaboration, innovation, and a multi-disciplinary approach to patient safety.

ROUNDTABLE DISCUSSIONS

The Roundtable Discussions at IHD 2025 brought together global healthcare leaders and experts to tackle key challenges in leadership, safety, and operational excellence. These high-impact conversations provided strategic insights and practical solutions to drive the future of patient-centered, resilient, and technology-driven healthcare.

The Vision 2030 roundtable brought together Dr. Sangita Reddy, Dr. Jonathan Perlin, Dr. Madhu Sasidhar, and Dr. Marc Harrison to discuss how proactive leadership, digital transformation, and policy-driven change will define the next era of healthcare.

Ensuring fire safety in hospitals was another critical discussion, where Dr. Ozlem Yildirim provided expert insights into risk management, human factors engineering, and emergency preparedness to safeguard healthcare facilities.

Addressing the unique challenges of small hospitals, Dr. Satyabhama, Dr. Vijay Agarwal, and Dr. James I. Merlino explored scalable safety strategies and operational excellence models, emphasizing tailored solutions for resource-limited settings.





INTERNATIONAL PATIENT SAFETY AWARDS 2025

The International Patient Safety Awards 2025 celebrated excellence, innovation, and leadership in patient safety and healthcare quality.

This year, the awards received an overwhelming number of nominations from hospitals, clinics, healthcare technology organizations, and integrated healthcare entities. With such high-quality submissions, the selection process was rigorous and highly competitive. The jury meticulously evaluated each entry based on relevance, sustainability, scalability, and overall contribution to patient safety.

A total of 36 awards were presented across multiple categories, including Nursing Leadership for Patient Safety, Sustainable Innovation, Digital Excellence, and Workforce Safety Initiatives. The winners showcased measurable, transformative solutions, reinforcing IPSC 2025's mission to advance global patient safety standards.

PAPER AND POSTER PRESENTATIONS AT IPSC 2025

The Paper and Poster Presentations at IPSC 2025 provided a platform for healthcare professionals, researchers, and innovators to showcase cutting-edge research and breakthrough solutions in patient safety and healthcare excellence.

This year, the conference received an overwhelming response, with 226 paper and poster submissions across diverse themes, including Environmental Cleanliness & Hygiene in Hospitals, Food & Nutrition Safety, Employee Health & Wellness, Sustainability & Future-Ready Hospitals, Use of Technology & Innovation, Process Improvement, and Emerging Trends in Patient Safety.

The research presented at IPSC 2025 will continue to shape future policies, healthcare models, and best practices in patient care.

EXHIBITION HALL AT IPSC 2025

The Exhibition Hall at IPSC 2025 served as a dynamic hub of innovation, collaboration, and knowledge exchange. This year, the Exhibition Hall featured a diverse range of exhibitors spanning medical technology, pharmaceuticals, hospital safety, and healthcare services. Some of the leading organizations that participated included: Dozee, Fujifilm, Pfizer, 3M, BD India, Portzo, J&J, Roche Diagnostics, Boston Scientific, Red Health, Siemens, Fresenius Medicals, Fresenius Kabi India Pvt Ltd, Stryker, Meril Life Sciences, Medblaze, Mankind Pharma, Lifesigns, Aldun, Mylan Pharmaceuticals (Viatris), Niva Bupa, Balt, Veiva, Glenmark, Sun Pharma, Zain Trading, Jeevan Devices, TTD Enterprises, RRV Agency, Ishika Enterprises, Akshat Pharma, Corus Medical, Aarush Enterprises, Rudra Enterprises, Band Box, Keshvi Enterprises, Expert Laundry Care, AstraZeneca, Powerica, Ripple, MedQpro, Philips, Datt Mediproducts, Roche Pharma, Alniche Lifescience Pvt Ltd, Rushail Pharmadin, Zimmer Biomet, Otsuka Pharmaceuticals, Medline, B Braun, Diversey India, Apollo AyurVaid, Global

Care, Essity, Dr. Reddy's, Nestle, Zymes, Healthtrip, Raman & Weil, Schulke, Unifaith Biotech Pvt Ltd, Emcure Pharmaceuticals, Medijourn, Enliva Gloves, AAA Pharma, Neon Laboratories, Baxter India, Eydiacure, Sanofi, Olympus, Luka Healthcare, Vileda, Sage Constructions, Horiba India Pvt Ltd, United Biotech, Flying Fire Service, Entero Healthcare, Stellen Infotech, Baxalta Bioscience, GlaxoSmithKline Pharma, Dreamsol, Premier Enterprises, Key Care Drug, Karada Core, Ambu India, Apollo Diagnostics, Biolog ID, Thermaissance, Abbott, Flying Fire Services Pvt Ltd, and Takeda Pharma.

The space also fostered valuable networking opportunities, bringing together healthcare leaders, industry experts, and innovators to explore new strategies and solutions for a safer, more efficient healthcare ecosystem. More than just a display, the exhibition was a catalyst for change, inspiring attendees to implement new ideas and best practices within their organizations.





HEALTHCARE OPERATIONS & PATIENT EXPERIENCE (HOPE) 2025

The HOPE Conference 2025 commenced with a Lamp Lighting Ceremony, symbolizing a commitment to enhancing operational excellence and patient experience. Experts from across the globe shared insights on next-generation hospital designs, sustainable healthcare operations, and patient-centric infrastructure.

Sustainability was a key theme, with Dr. Ozlem Yildirim introducing the Seven Elements of a Climate-Friendly Hospital. She emphasized that small operational changes, such as fixing leaks and optimizing food services for lower carbon footprints, can create significant environmental impact. Dr. Prashant Venela detailed the psychological impact of lighting on patients and hospital staff, explaining how optimized lighting standards enhance the healing environment.

Resilience in healthcare was a key theme in the Crisis Ready sessions, where Mr. Atul Garg and Mr. Thulasinathan S explored fire safety, security innovations, and risk management. Their discussions underscored the importance of

proactive mitigation and emergency preparedness in ensuring safer hospitals.

Mr. Joy Chakraborty highlighted the benefits of pre-registration and online billing, allowing patients to complete administrative processes before arriving at the hospital. Mr. Rajesh CB showcased the impact of mystery audits in improving hospital service delivery.

Discussions on reimagining healthcare supply chains focused on building resilience and efficiency. Dr. Sanjeev stressed the importance of strong supplier engagement, while Mr. Sachin Patidar explored how risk assessment frameworks help mitigate disruptions.

With its focus on patient-centric design, sustainability, and efficiency, the HOPE Conference 2025 reinforced the vital role of healthcare operations in delivering high-quality, future-ready patient care. The discussions provided a roadmap for hospitals to enhance efficiency, embrace sustainability, and optimize patient experiences for long-term impact.

KEY TAKEAWAYS FROM IHD 2025

Advancing Global Health Security Through Collaboration

Dr. S. Jaishankar emphasized the need for stronger international partnerships in healthcare, calling for enhanced cooperation in medical aid, vaccine distribution, and healthcare workforce mobility to build resilient health systems worldwide.

Next Steps:

- Expand collaborative healthcare frameworks to ensure equitable access to medical resources and expertise.
- Strengthen global supply chains for medicines, vaccines, and critical healthcare supplies to prevent future shortages.
- Develop structured agreements for healthcare workforce mobility, enabling professionals to work across borders where they are needed most.

Healthcare Workforce Mobility

The call for harmonizing medical qualifications across borders was a major discussion point, particularly from the Maldives and Fiji delegations. Europe, North America, and the Far East are facing critical healthcare workforce shortages, making it essential to enable structured cross-border mobility of trained professionals.

Next Steps:

- Creating a standardized accreditation system for Indian healthcare professionals to work across borders, ensuring quality care while addressing global skill gaps.

AI & Digital Health

Several speakers discussed AI-driven patient safety, highlighting the potential of clinical decision support systems, predictive analytics, and digital governance to enhance healthcare outcomes.

Next Steps:

- Scale AI adoption responsibly by ensuring ethical frameworks, clinician training, and robust data privacy laws, preventing bias and misuse in automated healthcare decisions.

Strengthening Health System Resilience

Global health security discussions stressed the need to prepare for future health crises beyond pandemics, such as antimicrobial resistance (AMR), supply chain vulnerabilities, and climate-driven health risks.

Next Steps:

- Governments must expand real-time disease surveillance, build medicine stockpiles, and create global AMR containment policies.

VISION 2030: The Role of Leadership in Healthcare Transformation

Renowned healthcare leaders, Dr. Sangita Reddy, Dr. Jonathan Perlin, and Dr. Marc Harrison emphasized proactive leadership in shaping the future of healthcare.

Next Steps:

- Leaders must drive patient-centered innovation, foster digital readiness, and create more resilient, adaptable healthcare organizations.





Strengthening India's Position as a Global Healthcare Hub

The Heal in India initiative was discussed as a major economic and healthcare opportunity, but concerns around infrastructure, medical visas, and service navigation remain.

Next Steps:

- Streamline visa policies, improve international patient services, and expand specialized healthcare centers to make medical value travel more efficient and accessible.

Patient Safety in Infrastructure

Discussions on architecture, color psychology, and hospital design emphasized how the built environment affects patient well-being, staff performance, and infection control.

Next Steps:

- Hospitals should adopt evidence-based architectural standards that promote healing, comfort, and operational efficiency, ensuring safety-first hospital designs.

Future of Healthcare Infrastructure

Discussions on "Designing Healing Spaces" highlighted how architecture, spatial psychology, and interior design impact patient recovery, staff productivity, and safety culture.

Next Steps:

- Hospitals should integrate color science, noise reduction, stress-minimizing layouts, and smart facility design to enhance patient-centered care and staff well-being.

The Path to Sustainable, Scalable Hospitals

Experts emphasized process optimization, automation, and real-time tracking of hospital workflows as key strategies for reducing inefficiencies and enhancing patient experiences.

Next Steps:

- Hospitals must embrace predictive workforce management, AI-powered logistics, and lean operational models to ensure scalable, sustainable, and patient-friendly hospital systems.

SOCIETY FOR INNOVATION IN SAFETY & HEALTHCARE QUALITY (ISHQ)

A defining moment at IHD 2025 was the official launch of the Society for Innovation in Safety & Healthcare Quality (ISHQ). This pioneering platform is dedicated to advancing patient safety, fostering healthcare innovation, and driving quality excellence. With a vision to create a global network of healthcare professionals, policymakers, and innovators, ISHQ aims to accelerate research, implement best practices, and promote transformative solutions in patient care. The launch marked a significant step toward collaborative learning, knowledge sharing, and leadership in healthcare safety, reinforcing the commitment to building safer, more efficient, and future-ready healthcare systems.

SAFE-A-THON 2025

Safe-a-Thon 2025 brought together healthcare professionals, innovators, and multidisciplinary teams to tackle real-world patient safety challenges with practical, scalable solutions. The initiative received an overwhelming response, with more than 36 teams competing. Submissions ranged from technology-driven safety enhancements to process optimization models, all aimed at reducing errors, enhancing patient experience, and creating sustainable improvements in healthcare delivery. Following rigorous evaluation by an expert jury, three standout teams emerged as winners, showcasing exceptional innovation and impact.

Their solutions were recognized for practical feasibility, scalability, and their potential to transform patient safety practices.

KEY LAUNCHES AT IHD 2025

IHD 2025 witnessed the unveiling of publications and initiatives aimed at advancing healthcare quality, accreditation, and patient safety. One of the key highlights was the launch of 'A Decade of Q4E: Transforming Healthcare with Quality for Excellence,' a commemorative book reflecting on the program's journey, challenges, and impact.

Adding to this knowledge repository, "Healing Smarter: Best Practices for Hospitals" was launched, providing practical insights and evidence-based strategies to enhance patient experience, infection control, and hospital sustainability. This book is set to become an essential reference for healthcare leaders seeking to implement global best practices.

The launch of "Patient Safety Commandments" further reinforced the importance of a safety-first approach in healthcare.

These launches mark a significant step forward in knowledge-sharing, structured quality frameworks, and patient-centric innovation, ensuring that hospitals worldwide can adopt smarter, safer, and more sustainable healthcare practices.





The IHD 2025 Experience – In Their Own Words

"Loved IHD 2025! The sessions were insightful and thought-provoking. I made new connections and left with actionable strategies to enhance patient safety and operational efficiency."

Delegate: Parul Sharma

"IHD 2025 provided a dynamic platform to share knowledge, exchange ideas, and collaborate with global leaders in healthcare. I was delighted by the level of engagement and the quality of discussions. Looking forward to the next edition!"

Speaker: Mr Sravan Kumar, Head of Quality and Patient Safety, Mediclinic City Hospital, Dubai

"Dozee has been part of IPSC for the past three years, aligning with Apollo Hospitals, a market leader that recognizes the power of technology-driven healthcare transformation.

A testament to Apollo's commitment to innovation and patient safety is the Enhanced Connected Care (ECC) Program, in partnership with Dozee. This program stands as a testament to how innovation, when backed by vision and leadership, can drive impact at scale.

IPSC 2025 brought together thought leaders of healthcare industry to shape the future of healthcare. It's an effective platform for showcasing, discussing and driving innovations in healthcare."

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