



2nd EDITION OF HEALTHCARE OPERATIONS & PATIENT EXPERIENCE CONFERENCE



30th & 31st JANUARY 2026
HICC- Novotel, Hyderabad

Patient safety is a shared responsibility and a universal commitment that transcends borders, systems, and settings of care.

Guided by the theme

"Global Voices. One Vision."

this conference agenda brings together diverse perspectives from across the world to collectively address **the top 10 challenges shaping healthcare today.**

Every session in HOPE is designed to spark honest conversations, inspire fresh thinking, and translate insight into action. By bringing together global perspectives, practical solutions, and proven innovations, the conference aims to empower the healthcare champions to move from intent to impact - building safer, more resilient, and more human-centered healthcare systems.

1ST DAY FRIDAY, 30TH JANUARY 2026**07:30 – 09:00 | Hall 3 GF | Registration Opens****Know the Event / Meet Our Paners / Refreshment Break / Networking**

Head over to the Exhibition Hall to catch up with our paners and find out what solutions they can offer to help meet your patient safety challenges.

Tea, coffee and refreshments available. Gear up! The journey begins -

Get ready to engage beyond the sessions! Join us for exciting fun activities, networking games, and interactive challenges designed to spark collaboration, creativity, and a touch of friendly competition throughout the conference!

09:00 – 09:30 | Hall 3 GF | INAUGURATION**Lighting of the Lamp**

Dr Sangita Reddy, Joint Managing Director, Apollo Hospitals Enterprise Limited

Dr Jonathan Perlin, President & CEO, Joint Commission International (JCI)

Dr Madhu Sasidhar, President & CEO, Hospitals Division, Apollo Hospitals Enterprise Limited

Mr. Elias Kapavore, Minister of Health and HIV/AIDS, Papua New Guinea

Prof. Jean Rosaire Ibara, Minister of Health and Population, The Republic of Congo

Dr Grace Ayensu-Danquah, Hon'ble Deputy Minister of Health, Ghana

Mr Hu'akavameiliku Siaosi Sovaleni, Hon'ble Minister of Health, Tonga

Dr Sarah Cleto Rial, Hon'ble Minister of Health, South Sudan

Mr Rizwan Koita, Chairman, National Accreditation Board for Hospitals & Healthcare Providers (NABH)

Dr Carsten Engel, Chief Executive Officer, International Society for Quality in Health Care (ISQua)

Dr Atul Mohan Kochhar, Chief Executive Officer, National Accreditation Board For Hospitals & Healthcare Providers (NABH)

Session 1 | 09:00 – 09:30 | Hall 3 GF**Cuain Raiser & Welcome - Global Voices, One Vision - A Unified Path to Safer Healthcare**

Dr Sangita Reddy- Joint Managing Director, Apollo Hospitals Enterprise Limited

Session 2 | 09:30 - 10:30 | Hall 3 GF | PLENARY – GLOBAL LANDSCAPE OF PATIENT SAFETY

Transforming Quality at Scale: How the Joint Commission is Rewiring Quality Through Continuous Improvement and Global Benchmarking

Speaker: Dr Jonathan Perlin, President and Chief Executive Officer, Joint Commission International (JCI)

AI and Patient Safety: A Global Opportunity or a Global Risk?

Speaker: Mr Maneesh Goyal, Chief Operating Officer, Mayo Clinic

The Next Frontier in Patient Safety: Equity, Technology & Trust

Speaker: Prof Tran Trung Dung, MD, PhD, Chief Executive Officer, Vinmec Healthcare System

Session Chair

Dr Suneeta Reddy, Managing Director, Apollo Hospitals Enterprise Limited

1ST DAY FRIDAY, 30TH JANUARY 2026**Session 3 | 10:30 – 11:30 | Hall 3 GF | PLENARY – SPEAKING AS ONE: A GLOBAL CALL FOR PATIENT SAFETY**

Mr Jayesh Ranjan, IAS, Special Chief Secretary of the Metropolitan Area of HMDA, Government of Telangana, Hyderabad

Dr Carsten Engel- Chief Executive Officer, International Society for Quality in Health Care (ISQua)

Dr Neelam Dhingra - Vice President and Chief Patient Safety Officer, Joint Commission International (JCI)

Dr Atulmohan Kochar- Chief Executive Officer, National Accreditation Board For Hospitals & Healthcare Providers (NABH)

Session Chair :

Dr Madhu Sasidhar, President & CEO, Hospitals Division, Apollo Hospitals Enterprise Limited

11:30 -12:00 | The Safety Innovation Showcase, Tea / Coffee & Networking | Exhibition Hall 4&6**Session 4 | 12:00 - 13:00 | Hall 3 GF | PLENARY – CHORUS OF CHANGE: FUTURE FACING TRANSFORMATION****The New Normal of Safety: Climate, Conflict and Care**

Speaker: Mr Eric Langshur, Founder and Chairman Abundant Venture Partners

When Technology Joins the Chorus

Speaker: Mr Rizwan Koita, Chairman, National Accreditation Board for Hospitals & Healthcare Providers (NABH)*

From Stories to Standards: Patient Voices Driving Safer Care

Speaker: Mr Som Mittal, Patients For Patient Safety Foundation (PFPS)

Session Chair:

Prof. (Dr) Patrick McNeil, Deputy Vice-Chancellor (Medicine and Health), Executive Dean, Faculty of Medicine, Health and Human Sciences, Macquarie University

Dr Rohini Sridhar, Chief of Medical Services, Senior Vice President, Apollo Hospitals

13:00 - 14:00 | Lunch Break | Innovation Showcase, Lunch & Networking Hall 4 & 6**HOPE Sessions****Lighting of the Lamp**

Dr Anupam Sibal, Group Medical Director, Apollo Hospitals

Dr Atul Mohan Kochhar, Chief Executive Officer, National Accreditation Board For Hospitals & Healthcare Providers (NABH)

Session 5 | 14:00 - 15:00 | MR 06 1st Floor | THE EXPERIENCE DIVIDEND**The Compassion Quotient: A New Metric For Human-Centered Care**

Speaker: Dr James I. Merlino, Executive Vice President and Chief Operating Officer, Joint Commission International (JCI)

Experience Matters: Strategies for Meaningful Experiences

Speaker: Mr Harkaran Sahni, Chief Operating Officer, Apollo Hospitals, Hyderabad

1ST DAY FRIDAY, 30TH JANUARY 2026

When Patients Speak: Strategies to Listen, Learn & Act

Speaker: **Mr. Joy Chakraborty**, Chief Operating Officer, P D Hinduja Hospital

Session Chair: Ms Sivareena Sarika, Chief Executive Officer, Preventive Health, Apollo Hospitals

Session 6 | 15:00 - 16:00 | MR 06 1st Floor | EFFICIENCY BY DESIGN: THE ART OF SMARTER SYSTEMS

AI powered integrated Healthcare ecosystem

Speaker: **Mr Bharateesh Reddy**, Senior Vice President, Rest of Karnataka, Apollo Hospitals, Mysuru

Flow Matters: Seamless Patient & Staff Journeys

Speaker: **Dr Shilpa Tatake**, Chief Operating Officer, Jupiter Hospital

Joy in Care: Why Laughter Belongs in Hospitals

Speaker: **Ms Sheetal Agarwal**, Founder, Clownselors

Session Chair:

Dr Surinder Singh Bhatia, Director Medical Services, Apollo Hospitals

Mr John Chandy, Chief Business Officer - Oncology, Operations, Apollo Hospitals

Session 7 | 16:00 - 17:00 | MR 06 1st Floor | FRICTION TO FLOW: MASTERING PROCESS EFFICIENCY

Operational Quick Wins: Tackling Waiting Time, Conversion & Beyond

Speaker: **Prof Sarang Deo**, Deputy Dean, Faculty & Research, Indian School of Business, Executive Director, Max Institute of Healthcare Management, Indian School of Business

Doing More with Less: The Efficiency Edge

Speaker: **Mr Rajeev Chourey**, Vice President, Care Group of Hospitals

From Policy to Patient: Making Safety Frameworks Actually Work on the Hospital Floor

Speaker: **Mr Venkatesh Thouti**, Chief Executive Officer, Ajara Hospitals

The Hero's Journey of Change: Storytelling as a Tool for Process Improvement

Speaker: **Mr Ravishankar Iyer**, Founder and Story Coach, Story Rules

Session Chair:

Dr Giridhar Gyani, Director General, Association of Healthcare Providers, India

Dr Ravi Shankar, Director Medical Services, Apollo Hospitals, Navi Mumbai

17:00 - 18:30 | The Safety Innovation Showcase, Tea / Coffee & Networking Exhibition Hall 4&6

1900 Hrs onwards - Gala Dinner & International Patient Safety Awards By Invitation

2nd DAY SATURDAY, 31TH JANUARY 2026**08:00 - 09:00 | The Safety Innovation Showcase, Tea / Coffee & Networking Exhibition Hall 4&6****Session 8 | 08:00 – 08:30 | Hall 3 GF | NURSING****Upskilling and Reskilling pathways" - From Generalist to Specialist: Building Nursing Excellence**Speaker: **Ms Mini Jose**, Head of Nursing, Apollo Hospital, Financial District**Kindness Counts, Care Amounts – Simple kindness as a force of healing**Speaker: **Ms. Nirmala G**, Chief Nursing Officer, Apollo DRDO Hospital**Session Chair:****Ms Jayasree Anilkumar**, Sr Manager, Apollo Hospitals**Session 9 | 09:30- 10:30 | Hall 3 GF | JOINT PLENARY & COLABORATIVE FUTURE IPSC, HOPE, THIT & CLINOVATE****A World Aligned: Innovation, Inclusion, and Impact in Healthcare**Speaker: **Dr Sangita Reddy**, Joint Managing Director, Apollo Hospitals Enterprise Limited**Address by Dr Prathap C. Reddy, Visionary Founder & Chairman, Apollo Hospitals Group****Dr Jonathan Perlin**, President & CEO, Joint Commission International (JCI)**Mr Elias Kapavore**, Hon'ble Minister of Health and HIV/AIDS, Papua New Guinea**Prof Jean Rosaire Ibara**, Hon'ble Minister of Health and Population, The Republic of Congo**Dr Grace Ayensu-Danquah**, Hon'ble Deputy Minister of Health, Ghana**Mr Hu'akavameiliku Siaso Sovaleni**, Hon'ble Minister of Health, Tonga**Dr Sarah Cleto Rial**, Hon'ble Minister of Health, South Sudan**Guest of Honour****Sri C. Damodar Rajanarsimha**, Hon'ble Minister of Health, Medical & Family Welfare, Science & Technology, Telangana**Heart felt Sign-Off: Mr Tejesvi Rao V, CEO, Telangana Region, Apollo Hospitals****Session 10 | 10:30 - 11:30 | Hall 3 GF | Unscripted with Mr Arnab Goswami****Ms Shobana Kamineni**, Executive Chairperson, Apollo Health Co Ltd and Apollo Pharmacies Ltd**Dr Sangita Reddy**, Joint Managing Director, Apollo Hospitals Enterprise Limited**Moderator:****Mr Arnab Ranjan Goswami**, Editor-in-chief, Republic Media Network**11:30 - 12:00 | The Safety Innovation Showcase, Tea / Coffee & Networking Exhibition Hall 4&6****Session 11 | 12:00 - 13:00 | MR 06 1st Floor | INTEGRATED SAFETY FOR FUTURE READY HOSPITALS****Human + Tech + Trust: The Invisible Leadership Formula Behind 24/7 Emergency Response**Speaker: **Mr Prabhdeep Singh**, Founder & Chief Executive Officer, Red Health**Lessons from Real Fires: Case Studies That Changed Protocols**Speaker: **Mr Shivarama Krishnan**, Founder and President, S&S Consulting

2nd DAY SATURDAY, 31TH JANUARY 2026

Technology-Enabled Safety: Building Smarter, Safer Hospitals

Speaker: **Mr David Raju Manne**, Senior Asst Vice President, Healthcare Consulting & Delivery Operations, EXL

High-Reliability Hospitals: What Leaders Must Do Differently

Speaker: **Mr Rajarajan S**, Group Chief Operating Officer (COO), Alluri Sitarama Raju Academy of Medical Sciences (ASRAM)

Session Chair: **Mr Ram Chandra J**, Chief Operating Officer, Apollo Hospitals, Hyderabad

13:00 - 14:00 | Lunch Break \ Innovation Showcase, Lunch & Networking Hall 4 & 6

Session 12I 14:00 - 14:45 | MR 06 1st Floor | THE SAFETY MATRIX

Operationalizing Quality: Turning Standards into Daily Practice for Safer Hospitals

Speaker: **Dr Anna George**, Head Quality, Aster DM

Patient safety with respect to the CAUTI- Burden, challenges & Solutions

Speaker: **Dr V R Yamunadevi**, Senior Consultant, Infection Prevention & Control, Apollo Hospitals, Chennai

The Safety Reset: Hospitals in the Age of Uncertainty

Speaker: **Mr Sravan Kumar**, Head of Quality and Patient Safety, Mediclinic Middle East

Enhanced Effectiveness of MET Patient Management with Monitoring Safety Net

Speaker: **Dr Ramesh K.N.**, Head of Department and Senior Consultant, Critical Care Medicine, Continental Hospitals, Hyderabad

Session Chair:

Mr Pawan Datta, Vice President, Service Excellence, Apollo Hospitals

Dr Sai Kumar, Head Medical Services & Quality, Unit Head - Hyderabad, Apollo Home Healthcare

Session 14 | 14:45 - 15:45 | MR 06 1st Floor | THE SCIENCE OF COMPASSION: CREATING SUSTAINABLE IMPACT

Designing a Seamless Patient Experience in Asian Hospitals: Vinmec's Operating Model Powered by Data & Multidisciplinary Care

Speaker: **Mr Nguyen Huy Ngoc**, Deputy Chief Executive Officer, Operations, Vinmec Healthcare System

Empathy at Scale: Humanizing Patient Experience in the Age of Automation

Speaker: **Ms Kanchan Khera**, Founder & Chief Executive Officer, Zykrr

Keeping The Human At The Centre: Reaffirming Empathy and Participation in the Digital Age

Speaker: **Dr Sweta Bandal**, Director, Strategic Operations, Qtone Healthcare Solutions

Simulation & In-Situ Drills: Translating Training into Safer Care

Speaker: **Ms Bobby Ramesh**, Group Director Nursing Excellence, Sarvodaya Healthcare

Session Chair:

Lt General Dr Bipin Puri, Director Medical Services, Indraprastha Apollo Hospitals, Delhi

2nd DAY SATURDAY, 31TH JANUARY 2026**Session 15 | 15:45 - 16:15 | MR 06 1st Floor****PANEL DISCUSSION - HEALTHCARE IN TRANSITION: STEERING THROUGH THE REGULATORY RENAISSANCE****Ms Rashmi Srivastava**, Vice President, Group Quality Narayana Health**Mr Suraj Sujathan**, Chief Operating Officer, SIMS Hospital**Mr Arindam Dey Sarkar**, General Manager, Operations, Charnock Hospital Pvt Ltd**Session Chair:****Mr Bharateesh Reddy**, Senior Vice President – Rest of Karnataka, Apollo Hospitals**Ms Kamakshi K**, Head Operations, Apollo Hospitals, Chennai**Session 16 | 16:15 - 16:30 | Hall 3 GF | LET'S TALK KINDNESS****Session 17 | 16:30 | Hall 3 GF | VALEDICTORY | Winner of Winners Awards | Closing Remarks & Vote of Thanks****1730 Onwards | The Safety Innovation Showcase, Tea/ Coffee & Networking Exhibition Hall 4&6**