

2ND INTERNATIONAL
PATIENT EXPERIENCE & SAFETY
CONFERENCE 2025

Beyond Care : Building the Healthcare System of the Future



HMC- 6 Credit Hours

21st & 22nd November, 2025

Sarvodaya Hospital, Sec-8, Faridabad

Introduction:

Patient safety and experience are vital pillars of healthcare excellence. Prioritizing safety minimizes risks, prevents harm, and enhances trust. Sarvodaya International Patient Experience and Safety Conference aims to enhance healthcare quality and patient outcomes by fostering a culture of safety, empathy, and innovation in patient care, while exploring the latest advancements, challenges, and successes in patient experience and safety. Through collaboration and shared insights, the conference strives to set new standards for patient experience and safety across the healthcare spectrum.

Program Outline:

- Insightful talks by distinguished speakers from India and international backgrounds, sharing their expertise on patient experience and safety.
- Interactive discussions featuring industry leaders, policymakers, and experts debating critical issues and sharing success stories on patient safety.
- Engaging debates on controversial topics within patient safety and experience, encouraging diverse perspectives.
- Light-hearted entertainment with stand-up comedy session, providing a refreshing break while reinforcing the importance of patient care.

Key Highlights

- 50+ Speakers | 300+ Delegates | 4+ Panel Discussions | 2 Debates | Talks by Eminent Speakers
- E-Poster / Paper Presentation



Sarvodaya 2nd International Patient Experience & Patient Safety Conference

Program Schedule

Day 1 (21st November 2025)

Timing	Session	Speaker
8:30AM - 9:45AM	Registration	
9:45AM - 9:50AM	Welcome Address	Ms. Bobby Ramesh Group Director, Nursing Excellence, Sarvodaya Healthcare
9:50AM - 10:00AM	Humanizing Healthcare: Elevating Patient Experience Through Empathy and Innovation	Dr. Harish Pillai Chief Executive Officer Metro Pacific Health, Philippines
10:00AM - 10:15AM	The Future of Healthcare: Integrating Technology, Innovation, and Human Touch"	Dr. Shubnum Singh Principal Advisor, Health Policy, Confederation of Indian Industry
10:15AM - 10:30AM	Infection Prevention: Safeguarding patient safety in changing Healthcare Lanscapes"	Dr Jatin Ahuja Infectious Diseases Specialist, Indraprastha Apollo Hospital, Delhi
10:30AM - 11:00AM	Networking Tea	
11:00AM - 11:15AM	Translating Policy into Practice: Ensuring Patient Safety in Complex Care Settings"	Dr. Sanjeev Singh Medical Directo, Amrita Hospital- Faridabad
11:15AM - 12:00PM	Inaugural session	
	Lamp lighting by dignitaries	
	Inaugural address by Chairman	Dr. Rakesh Gupta Chairman, Sarvodaya Healthcare
	Keynote Address by Guest of Honour	Mr. Venkat Changavalli Chief Executive Officer, Insurance Information Bureau of India, Hyderabad
	Keynote Address by Chief Guest	Dr Giridhar Gyani Director General, Association of Healthcare Providers (AHPI), India
12:00PM - 12:15PM	Clinical Governance 2.0: Redefining Oversight for Digital Health - From Care to Care- Orchestration	Dr. Arati Verma Senior Vice President, Medical Quality, Max Healthcare
12:15PM - 12:35PM	Harnessing the Power of Social Media for Healthcare Transformation	Chair: Ms Sampada Atri Director-Brand & Communication Sarvodaya Healthcare, Faridabad
		Mr Harbinder Narula Chief Executive Officer, Businessworld Healthcare
12:35PM - 01:10PM	Session: Evolving Healthcare Excellence: Embedding Safety & Sustainability in Patient Care"	Chair: Mr Divyanu Gupta Director, Sarvodaya Hospital, Greater Noida West
	Sustainable excellence: Balancing cost, Quality & Patient Satisfaction in the Future"	Mr. Joy Chakraborty Chief Operating Officer, P. D. Hinduja Hospital & Medical Research Centre, Mumbai
	Future- Forward Service Excellence: Embedding Safety Into Every Patient Touchpoint"	Mr. Gaurav Loria Group Chief, Operations, Experience & Safety, Apollo Hospitals



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Timing	Session	Speaker
1:10PM - 2:00PM	Lunch	
2:00PM - 2:15PM	Industry 5.0 and Healthcare: A New Era of Personalised, Safe, and Efficient Healthcare"	Mr. Rajarajan S. Group Chief Operating Officer- Hospitals, Alluri Sitaram Raju Educational Society, Andhra Pradesh
2:15PM - 2:45PM	For the motion	Dr. Saurabh Gahlote Group Head, Medical Academics & Research, Sarvodaya Healthcare, Faridabad
		Ms. Shameena Beegom Manager Clinical, Nursing Education, Cleveland Clinic Abu Dhabi
	Against the motion	Prof (Dr.) Subhrojyoti Bhowmick Vice President, Project Development and Academic Initiatives, Professor of Pharmacology at KPC Medical College, Kolkata
		Capt. Sandhya Shankar Corporate Chief Nursing Officer, Fortis Healthcare Ltd.
2:45PM - 3:00PM	Digitally Connected, Truly Caring: Leveraging Technology to Deliver Trusted Care	Dr. Manish Kohli President, Beyond Horizon Health Founder, Pul Alliance for Digital Health and Equity, USA
3:00PM - 03:35PM	Resilient and Safe Healthcare Systems for the Future	Chair: Surg Commodore (Dr) Sunil Goyal, Retd. Senior Consultant (Psychiatry) Sarvodaya Healthcare
	Leading the Charge: Building a Culture of Patient Safety and Experience in the Digital Age	Cdr. Navneet Bali Executive Director & Chief Executive Officer, Clearmedi Healthcare
	Fostering Resilience in Healthcare: Strategies for Disaster Management and Business Continuity	Cdr. Jelson Kavalakkat Chief Executive Officer, Apollo Hospitals, Ahmedabad
3:35PM - 03:50PM	Leveraging Patient: Experience Metrics to Accelerate International Medical-Travel Growth	Mr. Mohammed Farouk Chief Operating Officer, Dr. Rela Institute & Medical Centre, Chennai



Sarvodaya 2nd International Patient Experience & Patient Safety Conference

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Day 1 (21st November 2025)

Timing	Session	Speaker
3:50PM - 4:35PM	Panel discussion: Genomic Insights and Personalised Medicine: A Pathway to Improved Patient Safety	Moderator: Prof (Dr.) Subhrojyoti Bhowmick Vice President, Project Development and Academic Initiatives, Professor of Pharmacology, KPC Medical College, Kolkata
		Dr Manisha Mendiratta Associate Director & Head of Pulmonology, Sarvodaya Healthcare, Faridabad
		Dr. Ravi Gaur Founder & Director, DRG Path Labs, Director & Chairman, Medical Advisory Board, Onquest Laboratories, Delhi
		Dr. Sutapa B. Neogi Director, International Institute of Health Management Research, Delhi
4:35PM - 4:45PM	From Paper to Pixels: Transforming Patient Safety with a Cutting-Edge EMR	Dr. Aayush Gupta Director, Quality and Medical Services, Sarvodaya Healthcare, Faridabad
4:45PM - 5:00PM	Quiz	
5:00PM - 5:30PM	Networking Tea	
5:30PM - 06:30PM	Musical Evening	



Sarvodaya 2nd International Patient Experience & Patient Safety Conference

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Day 2 (22nd November 2025)

Timing	Session	Speaker
9:30AM - 9:50AM	Strengthening Digital Health Governance for Quality and Patient Safety	Mr. Dheeraj Khatore Chief Executive Officer & Vice President, AACI India & Africa
9:50AM - 10:10AM	Effective Clinical Leadership: For Building the Healthcare System of the Future	Dr. Lallu Joseph Quality Manager & Associate General Superintendent, CMC Vellore, Secretary General CAHO
10:10AM - 10:30AM	Transforming Risk Management: From Reactive to Proactive Healthcare	Mr. Rajeev Chourey VP(Operations & Quality), CARE Group of Hospitals, QCIL
10:30AM - 11:00AM	Networking Tea	
11:00AM -11:40PM	Plenary session: The Future of Care: Leveraging Diverse Expertise for Excellence	Chair: Dr Himanshu Dewan Group Director- Critical Care Medicine, Sarvodaya Healthcare, Faridabad
		Dr. Vandana Bhardwaj Senior General Manager Operations, Sarvodaya Healthcare, Faridabad
		Dr. Deepika Parwan Sr. Consultant Histopathology & Lab Head, Sarvodaya Healthcare, Faridabad
		Capt. (Dr) Indira Rani Director Nursing, Yashoda Medicity, Ghaziabad
		Dr Sunil K Khetarpal Deputy Director General, Association of Healthcare Providers - AHPI (India)
11:40AM - 12:05PM	Just Culture: Fostering Transparency and Accountability for Patient Safety	Chair: Prof. Lavanya Nandan Director and Principal, Nightingale Institute of Nursing, Noida
		Ms. Shameena Beegom Manager, Clinical Nursing Education, Cleveland Clinic Abu Dhabi
12:05PM - 12:30PM	Convergence of Safety and Experience: Designing Care around Trust	Chair: Ms. Josephine Cyril Chief Nursing Officer, Sir Ganga Ram Hospital Rajinder Nagar, New Delhi
		Dr. Rahul Deshmukh Medical Director, Medcare Orthopaedic & Spine Hospital, Dubai



Sarvodaya 2nd International Patient Experience & Patient Safety Conference

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Day 2 (22nd November 2025)

Timing	Session	Speaker
12:30PM - 01:00PM	Beyond Dashboards: Ensuring the Quality of the Data That Drives Analytics, AI & RCA	Chair: Mr Satish Kumar Chief Quality Officer and Regional Head Quality, Indraprastha Apollo Hospitals, New Delhi
		Dr. Thennarasu Maruthamuthu Statistician & Assistant Professor, Ministry of Higher Education (MHE), Saudi Arabia
1:00PM - 2:00PM	Lunch	
2:00PM - 2:15PM	Creating a Smart Hospital: Digital Healthcare Systems of the Future	Mr. Sumit Puri Founder & CEO, Zenvive Wellness (Prana-AI)
2:15PM - 2:30PM	Future proofing Lab services: Strategies for Success in a changing Healthcare Landscape	Dr. Ravi Gaur Founder & Director, DRG Path Labs, Director & Chairman, Medical Advisory Board, Onquest Laboratories, Delhi
2:30PM - 3:00PM	Debate: Clinical Governance: A Driver of Patient Safety or a Tick-Box Exercise?	Moderator: Ms Bobby Ramesh Group Director- Nursing Excellence, Sarvodaya Healthcare, Faridabad
	For the Motion (Driver of Patient Safety)	Dr. Lallu Joseph Quality Manager & Associate General Superintendent, CMC Vellore, Secretary General CAHO
		Ms. Rashmi Srivastava Vice President, Group Quality & New Initiatives, Narayana Health
	Against the Motion (Tick-Box Exercise)	Ms. Remya Radhakrishnan AGM, Quality and Innovations, KIMS Health India
		Mr. Thomas Mathew Director, Partners Consultants International
3:00PM - 3:15PM	From Tray to Trust: Advancing Patient Experience Through Safe, Compassionate and Sustainable Nutrition	Ms. Shweta Bhatnagar Head of Dietetics and Nutrition Health & Care Segment, Sodexo India Services Pvt. Ltd.



Sarvodaya 2nd International Patient Experience & Patient Safety Conference

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Timing	Session	Speaker
3:15PM - 4:00PM	Panel discussion: Safe from the Start: Rethinking Safety in Pediatric Care	Chair: Dr Somesh Virmani Associate Director & Head, Paediatric Orthopaedics Sarvodaya Hospital, Sector-8, Faridabad
		Dr. Deepak Singla Medical Director, Maharaja Agarsen Hospital, Punjabi Bagh, Delhi
		Dr. Anup Mohta Director-Professor, Lady Hardinge Medical College, New Delhi
		Dr. Maninder Singh Dhaliwal Senior Consultant, PICU, Pediatric Pulmonology & Pediatric Emergencies
		Dr. Dinesh Selvam S Principal & Professor, Amity College of Nursing, Gurugram
4:00PM - 4:15PM	Building a Culture of Quality in Healthcare Organisations	Dr. Upasana Arora Managing Director, Yashoda Medicity, Ghaziabad
4:15PM - 4:40PM	Valedictory Session	
	Address by Guest of Honour	Dr. Santhosh Mathew Country Lead, Public Policy & Finance, GATES Foundation
	Address by Chief Guest	Dr. Giridhar Gyani Director General, Association of Healthcare Providers (AHP), India
4:40PM - 4:55PM	Prize Distribution	
4:55PM - 5:00PM	Vote of Thanks	Mr. Unni Krishnan SV Deputy Nursing Superintendent, Academics, Quality & Critical Care



OUR ESTEEMED SPEAKERS

In alphabetical Order



Dr. Aayush Gupta
Director - Medical Services & Quality,
Sarvodaya Healthcare, Faridabad



Mr. Amit Aggarwal
Director,
Sarvodaya Healthcare, Faridabad



Dr. Anup Mohta
Director - Professor,
Lady Hardinge Medical College, New Delhi



Dr. Arati Verma
Senior Vice President,
Medical Quality, Max Healthcare



Ms. Bobby Ramesh
Group Director - Nursing Excellence,
Sarvodaya Healthcare, Faridabad



Ms. Deepika T Grandhi
Business Development Head,
Cleveland Clinic (USA/Abu Dhabi/London)



Dr. Deepika Parwal
HOD & Senior Consultant,
Histopathology



Mr. Dheeraj Khatore
Chief Executive Officer & Vice President,
AACI India & Africa



Dr. Dinesh Selvam S
Principal & Professor,
Amity College of Nursing, Gurugram



Mr. Divyanu Gupta
Director,
Sarvodaya Hospital, Greater Noida West



Dr. Deepak Singla
Medical Director,
Maharaja Agrasen Hospital, Punjabi Bagh, Delhi



Mr. Gaurav Loria
Group Chief - Operations,
Experience & Safety, Apollo Hospitals



OUR ESTEEMED SPEAKERS

In alphabetical Order



Mr. Harbinder Narula
Chief Executive Officer,
Businessworld Healthcare



Dr. Harish Pillai
Chief Executive Officer,
Metro Pacific Health



Dr. Himanshu Dewan
Group Director - Critical Care Medicine,
Sarvodaya Healthcare, Faridabad



Capt (Dr.) Indira Rani
Director Nursing,
Yashoda Medicity, Ghaziabad



Dr. Jatin Ahuja
Infectious Diseases Specialist,
Indraprastha Apollo Hospital, Delhi



Cdr. Jelson Kavalakkat
Chief Executive Officer,
Apollo Hospitals, Ahmedabad



Ms. Josephine Cyrill
Chief Nursing Officer, Sir Ganga Ram Hospital
Rajinder Nagar, New Delhi, India



Mr. Joy Chakraborty
COO - P.D. Hinduja Hospital &
Medical Research Centre, Mumbai



Dr. Lallu Joseph
Quality Manager & Associate General Superintendent,
CMC Vellore, Secretary General CAHO



Prof. Lavanya Nandan
Director and Principal,
Nightingale Institute of Nursing, Noida



Dr. Manisha Mendiratta
Associate Director & Head, Pulmonology,
Sarvodaya Healthcare, Faridabad



Dr. Manish Kohli
President- Beyond Horizon Health Founder,
Pul Alliance for Digital Health and Equity Former,
Chairman of Globe Board of Directors, HIMSS



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In alphabetical Order



Mr. Mohammed Farouk
Chief Operating Officer,
Dr. Rela Institute & Medical Centre, Chennai



Dr. Maninder Singh Dhaiwal
Senior Consultant-PICU,
Pediatric Pulmonology & Pediatric Emergencies



Cdr. Navneet Bali
CEO,
Clearmedi Healthcare



Dr. Rahul Deshmukh
Medical Director,
Medcare Orthopaedic & Spine Hospital, Dubai



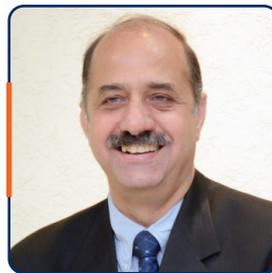
Mr. Rajarajan S.
Group Chief Operating Officer,
Hospitals Alluri Sitaram Raju
Educational Society, Andhra Pradesh



Mr. Rajeev Chourey
VP (Operations & Quality),
CARE Group of Hospitals, QCIL



Ms. Rashmi Srivastava
Vice President, Group Quality &
New Initiatives, Narayana Health



Dr. Ravi Gaur
Founder & Director, DRG Path Labs,
Director & Chairman, Medical Advisory Board,
Onquest Laboratories, Delhi



Ms. Remya Radhakrishnan
AGM, Quality and Innovations,
KIMS Health India



Sampada Atri
Director, Brand & Communication
Sarvodaya Healthcare, Faridabad



Capt. Sandhya Shankar
Corporate CNO,
Fortis Healthcare Ltd.



Dr. Sanjeev Singh
Medical Director,
Amrita Hospital, Faridabad



OUR ESTEEMED SPEAKERS

In alphabetical Order



Mr. Satish Kumar
Chief Quality Officer and Regional Head,
Quality, Indraprastha Apollo Hospitals, New Delhi



Dr. Saurabh Gahlote
Group Head, Medical Academics & Research
Sarvodaya Healthcare, Faridabad



Dr. Saurabh Lall
Vice President (P&L Head) & Hospital Director
Marengo Asia Hospitals, Gurugram



Ms. Shameena Beegom
Manager Clinical,
Nsg Edu, Cleveland Clinic Abudhabi



Dr. Shubnum Singh
Principal Advisor, Health Policy,
Confederation of Indian Industry



Ms. Shweta Bhatnagar
Head of Dietetics & Nutrition Health &
Care Segment Sodexo India Services Pvt. Ltd.



(Dr.) Subhrojyoti Bhowmick
VP Projects and Academics,
KPCMH



Dr. Sunil K Khetarpal
Deputy Director General,
AHPI



Dr. Somesh Virmani
Associate Director & Head,
Paediatric Orthopaedics,
Sarvodaya Healthcare, Faridabad



Mr. Sumit Puri
Founder and Chief Executive officer,
Zenvive Wellness (Prana - AI)



Surg Cdr (Dr) Sunil Goyal, Retd.
Senior Consultant, Psychiatry,
Sarvodaya Hospital, Sector-8, Faridabad



Dr. Sutapa B. Neogi
Director, International Institute of
Health Management Research



OUR ESTEEMED SPEAKERS

In alphabetical Order



Dr. Thennarasu Maruthamuthu
Statistician & Assistant Professor,
Ministry of higher Education(MHE), Saudi Arabia.



Dr. Upasana Arora
Managing Director,
Yashoda Medicity



Dr. Vandana Bhardwaj
Senior General Manager,
Operations, Sarvodaya Healthcare



• INAUGURAL CEREMONY •



Chief Guest

Dr. Giridhar Gyani
Director General, Association of
Healthcare Providers (AHPI), India



Chief Guest

Mr. Venkat Changavalli
Chief Executive Officer,
Insurance Information Bureau of India, Hyderabad

• VALEDICTORY SPEAKERS •



Chief Guest

Dr. Giridhar Gyani
Director General, Association of
Healthcare Providers (AHPI), India



Guest of Honor

Dr. Santhosh Mathew
Country Lead Public Policy & Finance,
GATES Foundation



• PATRON •



Dr. Rakesh Gupta
Chairman, Sarvodaya Healthcare

• PROGRAMS DIRECTORS •



Dr. Aayush Gupta
Director - Medical Services & Quality,
Sarvodaya Healthcare, Faridabad



Ms. Bobby Ramesh
Group Director - Nursing Excellence,
Sarvodaya Healthcare, Faridabad

• PROGRAM COORDINATORS •

Dr. Saurabh Gahlote
Group Head - Medical Education & Research
Sarvodaya Healthcare

Dr. Saurabh Singh Chauhan
Senior Manager, Quality
Sarvodaya Hospital, Sec-8, Faridabad

Ms. Pooja Singh
Deputy Nursing Superintendent
Sarvodaya Hospital, Sec-8, Faridabad

Mr. Unni Krishan
Deputy Nursing Superintendent
Sarvodaya Hospital, Sec-8, Faridabad

• MEMBERS •

Dr. Ritu Rawat
Medical Director
Sarvodaya Hospital, Gr. Noida West

Dr. Vandana Bhardwaj
Senior General Manager, Operations
Sarvodaya Healthcare, Faridabad

Mr. Viney Kumar
Assistant Nursing Superintendent
Sarvodaya Hospital, Sec-8, Faridabad

Dr. Shovika Negi
Deputy Quality Manager
Sarvodaya Hospital, Sec-8, Faridabad

Dr. Manav Arora
Unit Head
Sarvodaya Hospital, Gr. Noida West

Ms. Jolly Biju
Nursing Superintendent
Sarvodaya Hospital, Sec-8, Faridabad

Mr. Oinam Mangal
Patient Safety Nurse
Sarvodaya Hospital, Sec-8, Faridabad

Ms. Ligiyamma Anwar Ali
Nursing Superintendent
Sarvodaya Hospital, Sec-19, Faridabad

Dr. Shavita Wanchoo
Medical Administrator
Sarvodaya Hospital, Sec-19, Faridabad

Ms. Vijaya Laxmi Raina
Principal
Sarvodaya Nursing Institute, Faridabad

Ms. C.Uma Maheshwari
Deputy Nursing Superintendent
Sarvodaya Hospital, Sec-8, Faridabad

Ms. Kathleen Jacobs
Chief Nursing Officer
Sarvodaya Hospital, Gr. Noida West