

# PATIENTS AS STRATEGIC PARTNERS: NOTHING ABOUT ME WITHOUT ME



## BREAKOUTSESSION

11TH APRIL | HALL D | 12.00 PM TO 1:30PM

### BACKGROUND

Healthcare is evolving beyond patient-centered care toward true patient partnership, where patients are not just recipients but active contributors to safety, quality, and care design. This shift recognizes that patient experience is not separate from safety—it is a critical driver of better outcomes.

### PURPOSE:

To explore how meaningful patient engagement can collectively enhance patient experience, safety, and healthcare outcomes, and how organizations can translate this into practice.

### KEY FOCUS AREAS:

- **Patient Partnership in Quality & Safety**
  - Moving from involvement to co-creation in care processes and decision-making.
- **Digital Patient Experience**
  - Leveraging technology to improve transparency, efficiency, and trust.
- **Patient Voice through PFPSF**
  - Integrating experiences via patient & family partnership systems to inform safer care.
- **Leadership Role in Implementation**
  - Driving culture, systems, and accountability for sustainable patient partnership.



**DURATION: 90 MINUTES**



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	Duration	Speaker	Focus
Opening & Context	5 mins	Moderator- Dr Parag R Rindani – CEO, Wockhardt Hospitals Ltd	Welcome and context setting Why patient-centered systems matter today , Link to safety, quality, and trust
Patient Partnership	20 mins	Dr. Maneesh Goyal, COO, Mayo Clinic	Role of patients as partners Moving from passive recipients → active participants Real examples of co-creation in care
Patient Perspective	10 min	Mr. Som Mittal, Chairman , Patients for Patient Safety Foundation  Ms. Nadira Chaturvedi. Founder - Aseem Charitable Education Trust, PFPSP	Patient experiences and expectations Safety insights from lived experiences role of Patient & Family Advisory Councils
	20 min	1. Dr Bipin Chevale, CEO, Gleneagles Hospital, Mumbai 2. Mrs Gracy Mathai, Group Chief– Quality and Governance, BMH Hospitals	Enabling safer care together
Proactive Patient Partnership in Care journey- inseparable from affordability.	10 mins	Mr Aniruddha Nene Founder Director, One SG Technologies Pvt Ltd.	Quality without cost considerations is not appreciated by the patients. One must consider the best digital practices in Billing, Claim processing through NHCX, that bring in efficiency, build patient's trust.
Risk Maturity assessment	10 min	Dr (Col) Rakesh Verma Founder & CEO Aeon Med Health & Hospitals Pvt Ltd, N. Delhi	Moving from Reactive to Resilient - How knowing your current Risk Maturity helps in the shift.
Q & A	10 min	Moderator	Audience questions Real-world challenges and solutions
Key Takeaways & Close	5 min	Moderator	Summarize actionable insights

