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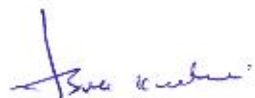
MESSAGE

It gives me immense pleasure to know that Chacha Nehru Bal Chikitsalaya (CNBC) in partnership with Quality Council of India has started Medical Team Training Programme on "Patient Safety" for Delhi Government hospitals.

As human beings we all can make mistakes and no system is perfect. However, all of us working in the delivery of healthcare facilities owe it to our patients and to ourselves to do all that we can to minimize errors and maximize quality. The best way to do this is to accept and describe honestly where and how mistakes and failures have occurred in order to learn and to improve. Building a culture of Patient Safety in our hospitals is our priority. A blame-free reporting and management culture is in the best interests of patients and those delivering healthcare services. Good working teams and effective communication shall bring a positive change in the mindset of people.

This is a timely, valuable programme, and I look forward to seeing its early and widespread implementation. I am sure that this training programme will go a long way in promoting Patient Safety, thereby improving the Health Delivery System.

I congratulate all members of the team associated to this task.


(DR. A.K. WALIA)