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Confronting adversity: Health leaders taking on today's challenges

Speaker biographies

Gaurav Loria is Group Head Operations & Patient Experience (SVP) - Hospitals Division and Chief Quality Officer- AHLL, Apollo Hospitals. A Senior Healthcare Executive with over 18 years of experience in hospitals, ambulatory care clinics, healthcare IT, consultancy projects, multi-site management and with an excellent understanding of hospital processes. Championed special go-to-market strategy, turnaround projects, cost efficiency, revenue generation, hospital design to launch and quality & process improvement projects across all the departments in hospitals. Experience in leading the successful completion of real time 50 Joint Commission International and 90 National Accreditation Board for Hospitals & Healthcare Providers surveys at various hospitals. “Out of the box” thinker with excellent communication, analytical and leadership skills. Successfully organised support projects to position the organisation as a top healthcare provider.

Mr Gaurav Loria is a trailblazer who redefined healthcare quality standards through his relentless pursuit of quality and innovation. Through strategic alignment, data-driven decisions, standardization, staff empowerment, and collaborative partnerships, Mr Gaurav Loria not only strengthened the processes and standards but set a new benchmark for excellence in patient experience.

He has been awarded on multiple platforms and has also more than 25 publications including his books Conditions Apply & Qualitinomics.

Juan Limo (MD, FISQua, ISQua Expert) is a general internist trained at Cayetano Heredia University, Lima Peru. He is a clinical leader who has been working to promote quality and safety in healthcare since 2001. Dr. Limo worked as a Quality and Safety Officer at Clinica Internacional from 2007 to 2009, where he led an initiative-taking team and launched an institutional project in quality and patient safety. His greatest achievement was the implementation of several strategies of patient safety paving the way for the process which culminated with the accomplishment of the accreditation in 2014 by the Joint Commission International.

He founded New Medical Leaders in 2019, an organization dedicated to developing clinical leaders and fostering change agents for the transformation of healthcare delivery and has organized several national workshops about clinical leadership.

Dr. Limo has participated as an international speaker in Latin-American forums in Argentina, Colombia and Chile and virtually in meetings in Panama, Spain and Germany during COVID pandemic. He has been a key contributor in Peru to organize and drive the Quality and Safety National Movement, having been elected in 2021 – 2023 President of the Quality in Healthcare Association of Perú. Currently, he leads the Quality and Safety National Committee at Peruvian Medical College since 2023.

Lydia Okutoyi is a clinician by background. I am an obstetrician-gynaecologist who has worked in the public sector most of my career. My current Position is director of Health Care Quality (HCQ) at Kenyatta National Hospital, Nairobi, Kenya. Her role at HCQ is largely to support the hospital in ensuring that systems and processes align to provide quality, safe, and patient-centred services.

Lydia is the founding President of the Society for Quality Health Care in Kenya (SQHK), a multidisciplinary professional association whose aim is to foster quality and patient safety conservation at the hospital, academic, and national levels. She is also a board member at various institutions, including Kijabe Mission Hospital.

At the National level, Lydia is a member of the Quality of Care and Standards, Patient Safety Technical Working Group (TWG). She supports the Kenya Medical and Practitioners Council (KMPDC) and the Pharmacy and Poisons Board (PPB) as a patient safety expert and for policy review/development. Founding directors at ACQUIRE Africa Consortium for quality improvement and research among Frontline health workers. ACQUIRE'S recent work in training healthcare workers virtually on the IHI online Open school platform for Basic introduction to quality and safety participants for 6 African countries.

Lydia had the pleasure of being nominated for Patient Safety Africa Award in 2023, and also joined the International Academy of Quality and Safety in July 2023, as a recognitions for her contribution to quality and safety in Kenya, the region and Africa and the globally. Lydia got a state commendation on December 2023, for her contribution to healthcare, OGW, by the HE, the President of the Republic of Kenya.

Academics background. MBChB (UON), MMed Obstetrics and Gynecology (UON), MPH (UOR), Safety Quality Informatics and Leadership (SQIL) Harvard Medical School and also a fellow with the International Society for Quality in Health Care FISQua. Lydia is a doctorate student at the University of Nairobi whose study topic is medical error reporting.

Mathieu Louiset is a renowned healthcare leader and expert in quality improvement, patient safety and healthcare management, with extensive experience both in Belgium and internationally. He currently holds the position of Head of Improvement Services and deputy CEO at PAQS (Plateforme pour l'Amélioration de la Qualité des Services de santé), in Belgium, where he oversees strategic initiatives to improve healthcare quality and patient safety. He is also a guest lecturer at the Faculty of Public Health, UCLouvain, University of Louvain, Belgium, where he teaches strategic management of healthcare organizations.

An occupational therapist with a master's degree in public health, specializing in Management, Mathieu has made significant contributions to the development of quality improvement strategies, the promotion of international collaboration and the stimulation of innovation in healthcare. Currently, he is further honing his skills by embarking upon doctoral studies at K. U. Leuven, where he will focus specifically on examining how leadership style, organizational culture, and implementation processes intersect when it comes to shaping high-performing healthcare institutions.

As an IHI Fellow and ISQua Fellow, Mathieu plays a leading role in improving global healthcare. He co-leads the Francophone Quality Improvement Network and is a driving force behind the WMTY (What Matters to You) movement, which advocates for patient-centered leadership and compassionate care.

Mathieu is a researcher, speaker and editorial board member, contributing to many publications on quality, safety and leadership in healthcare.

Peter Lachman (M.D. MPH. M.B.B.Ch., B.A., FRCPCH, FCP (SA), FRCPI) works across different countries. In Ireland he delivers programmes to develop clinical leaders in quality improvement at the RCPI. In Africa he works on patient safety and quality programmes in Sudan, Tanzania, Ethiopia and Mozambique for the HSE Global Health Programme. He is the Director of the Patient Safety Movement Foundation Global Patient Safety Fellowship programme. He was Chief Executive Officer of the International Society for Quality in Healthcare ISQua from May 2016 to April 2021.

He was a Health Foundation Quality Improvement Fellow at IHI in 2005-2006 and was the Deputy Medical Director with the lead for Patient Safety at Great Ormond Street Hospital 2006-2016. He was also a Consultant Paediatrician at the Royal Free Hospital in London specialising in the challenge of long term conditions for children.

Previously he was a Medical Director and Clinical Director of Paediatrics at North West London NHS Trust from 1996 -2004, Paediatrician at Queens Medical Centre in Nottingham from 1994-1996, Consultant Paediatrician and Head of Child Development at Red Cross War Memorial Children's Hospital in Cape Town in South Africa 1987-1994.

He is the lead editor of the [OUP Handbook on Patient Safety](#) published in April 2022; Co-Editor of the [OUP Handbook on Medical Leadership and Management](#) published in December 2022; and Editor of the [OUP Handbook on Quality Improvement in Healthcare](#) published February 2024.