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From Regulation to Reliability — How Compliance and Culture Drive Quality in Care

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Abstract

In the pursuit of healthcare excellence, regulatory compliance is essential—but it's only the beginning. Sustainable quality and safety emerge when organizations move beyond checklists and audits to embrace a culture of purpose, collaboration, and continuous learning.

In this keynote, Neha Chowrasia, a nationally recognized Clinical Effectiveness Consultant with deep expertise in healthcare administration, quality improvement, and patient experience, shares insights from leading cross-functional initiatives across large health systems. With a unique blend of clinical and operational perspective, Neha illustrates how culture—not just protocols—drives lasting transformation.

Through compelling examples and practical strategies, this session will explore how healthcare teams can elevate patient safety, align leadership and frontline staff around shared goals, and embed high-reliability principles into daily operations. Special focus will be placed on fostering psychological safety, leveraging patient feedback for system redesign, and balancing regulatory readiness with meaningful, people-centered care.

Attendees will leave equipped with actionable tools to shift from reactive compliance to proactive reliability—and from rule-following to culture-building.