



National Accreditation Board For  
Hospitals & Healthcare Providers (NABH)



भारतीय गुणवत्ता परिषद्  
QUALITY COUNCIL  
OF INDIA  
Creating an Ecosystem for Quality



# QUALITY CONNECT

## VISION OF A HEALTHY BHARAT

January 2024 | Issue 07



**Mr. Jaxay Shah**  
Chairman QCI

As I complete a year at the organization, I wanted to take this opportunity to reflect on our journey together and share my vision for the future of QCI.

The past year has been a remarkable learning experience for me, and I hope for all of us. During this time, I dedicated myself to understanding the diverse facets of QCI, including the workings of the different constituent boards, our project teams, and the stakeholders we collaborate with. It has been truly amazing to discover the profound impact our work has on the entire country, touching the lives of every citizen across the length and breadth of the nation through myriad quality interventions. Be it market surveillance of toys, assisting the government in grievance redressal, Swachh Survekshan, initiatives of NABH and others; all have brought about tangible improvements in the quality of life for our fellow citizens. It has reinforced my conviction in the significance of our work.

I have endeavored to push each one of you beyond your comfort zones. Our newer initiatives have been launched with the design to reach multiple levels, even the last mile, as exemplified by initiatives like Sarpanch Samvaad, striving to ensure that the benefits of quality and excellence are delivered to the grassroots. I am also so much excited about the digital health initiatives of NABH and all the upcoming new programmes in various parts of the healthcare industry.

As we step into the future, my vision for QCI and NABH is one of growth, innovation, and unwavering dedication to our mission. The strength of the organization is its young professionals. We derive our energy from the enthusiasm and passion for working for the country that these professionals carry. We will continue to work with the same zeal, if not more, exploring new avenues and pioneering initiatives that contribute to the betterment of our nation. We shall embrace every opportunity to expand our reach and impact, keeping in mind the ultimate goal of enhancing the quality of life for all our 1.4 crore citizens.

## FOREWORD

I urge each one of you to continue to build QCI and NABH. As the organization grows, it will need its' stakeholders to be its memory and driving force for the mission we have at hand. Remember; empowerment, accountability, and market practice go hand in hand. It's essential that we adopt these principles as we work towards our shared goals.

In conclusion, I want to express my profound gratitude to each one of you for your tireless efforts, dedication, and resilience. I urge you all to keep up this momentum, continue to innovate and tinker with new ideas. Thank you for being part of this incredible journey. Let's march forward with renewed enthusiasm, for a brighter and more quality-conscious future.

As we continue on our journey to improve the Quality of Life of India's 140 crore citizens, I want you all to take the lead and be the torchbearers of change. In this journey where we overcome multiple challenges, I believe that we will work together to uphold and further contribute to the legacy of QCI and NABH and create a connection with the grassroots to permeate the idea of Quality in the DNA of each and every citizen in every part of India.

Jai Hind! Jai Bharat!

**Prof. (Dr.) Mahesh Verma**

Chairman, NABH

## MESSAGE

sector involves a shift in mindset, processes, and methodologies to enhance product or service quality. Historically, the concept gained prominence with the advent of Total Quality Management (TQM) and similar movements that aimed to a culture of continuous improvement and excellence within sector. The framework of Quality and Patient Safety is ever changing in the world and is based on the needs, new diseases and digital growth in this area. The demand of quality journey is to continuously retro inspect, improve, grow and move ahead. And this is the perfect time to relook, revise the strategy, evaluate and operationalise the works to be done in the entire healthcare industry.

I feel delighted and overwhelmed in sharing that the year 2023 was a great success for NABH and everyone associated with us. NABH has attained excellence and triumphs nationally and internationally with optimism and vision. This year was a bit challenging for both QCI and NABH but our motivated team have spearheaded several initiatives, activities, campaigns and schemes with their unconditional support and contribution. This leads us to gain national and worldwide acceptance as well as recognition. I sincerely thank everyone associated with us for their upbeat & optimistic attitude and unwavering support. We are glad to begin the new year 2024 with high enthusiasm and zeal.

I express my heart felt appreciation towards the efforts of Dr. Atul Mohan Kochhar, CEO-NABH and congratulate him for the steps he has taken for making NABH a contributing organisation on the way to healthy Bharat. The effort and approaches he put in bringing out the best is remarkable, his optimistic thinking and passionate attitude in achieving the milestones and exploring the undiscovered things are highly commendable.

NABH as a national accreditation body has become a brand in promoting quality healthcare services. Our main focus is to illuminate the spark of excellence in promoting patient safety and fostering quality healthcare ecosystem nationwide. I firmly believe that we have developed the best ways to propel the quality in healthcare sector to the incredible heights. Our standards seek into patient centric care and approach which allow us to gain universal acceptance. We intend to propagate quality mission and quality resolution as a set of principles that an organization adopts to express its commitment to deliver high-quality services. It outlines the organization's dedication to meeting certain standards and expectations in terms of excellence, resilience, reliability and satisfaction.

Our significant and transformative change in organizations approach and prioritize quality management in healthcare

NABH accreditation is a voluntary process, but it is becoming increasingly important for hospitals and healthcare facilities that want to establish themselves as quality-driven healthcare providers. It regularly updates its accreditation standards to keep pace with advancements in healthcare practices. These updates ensure that accredited healthcare facilities meet the latest quality and safety requirements. Some recent standards include the first editions of Digital Health Accreditation Standards for Hospitals to assess the quality and safety of healthcare services delivered through digital platforms, ensuring patient data privacy and secure telemedicine practices, Entry Level Certification Standards for Dental Clinics to enhance the quality of dental services across the country, Certification Standards for Stroke Care Centres to address the specific needs of stroke patients and improve the quality and effectiveness of stroke care and Care Home Accreditation Standards to target care homes, emphasizing safety, comfort, and quality of care for residents.

Walking on the footsteps of Ayushman Bharat Digital Mission, NABH has launched 1st edition of Digital Health Accreditation Program, which will promote the use of technology to improve the efficiency and transparency of the healthcare system. The Digital India initiative has a number of potential benefits for patient safety, such as reducing the risk of medication errors and improving communication between healthcare providers.

NABH will keep on working and bringing the best as per the requirement of the healthcare need of the nation and will keep on creating ways of expanding its horizon of work.



## MESSAGE

### Mr. Rajesh Maheshwari

Secretary General, I/C, QCI

2023 was a quality driven year. NABH has attained the maturity to recognize and meet the challenges of the healthcare industry in every respective manner. As India ranked fifth in the accreditation system. We in QCI try our level best to promote quality at every level which makes us unique and help in competing in quality with others worldwide.

The excellence, achievement and awards we have got till date was impossible without the continuous efforts of our NABH team who is always ready to serve with full dedication and enthusiasm. It gives me immense pleasure to congratulate Prof. (Dr.) Mahesh Verma, Chairman of NABH, and Dr. Atul Mohan Kochhar, CEO NABH, for their leadership and unwavering support, their every step and effort are always for the betterment of the organization.

NABH plays a very significant role in promoting quality and patient safety. NABH secretariat is well appreciated on the release of the 3rd Edition of NABH Dental Healthcare Service Provider Accreditation Standards, the First Edition of NABH Entry Level Certification Standards for Dental Facilities and the First Edition of NABH Digital Health Accreditation program.

Quality is central to everything we do. It is the foundation for establishing trust and delivering long-term results.

Q - Quest for excellence.

U - Understanding Needs

A - Action to achieve appreciation

L - leading in competition

I – Involving all people

T – Teamwork for achieving common goal.

Y – Yardstick to measure progress.

Every initiative like training sessions, various conclave, strategic meet, conferences and campaigns taken by our leaders and team are always keeping in mind the vision of quality promotion in healthcare sector and we try to ensure that whatever we do should be better from the previous one.

I wish all the best to the team for upcoming challenges that may arise on the way to success and I wish we keep on serving with same dedication and enthusiasm.



**Dr. Atul Mohan Kochhar**  
CEO, NABH

Adieu 2023!! Bienvenue 2024!!

2023 has been a fantastic year till now for the nation as India took over the G-20 presidency from Indonesia and the current ICC Cricket world cup organizing country. 'Vasudhaiva Kutumbakam' – these two words capture a deep philosophy which means 'the world is one family'. This is an all-embracing outlook that encourages us to progress as one universal family, transcending borders, languages, and ideologies. During India's G20 Presidency, this has translated into a call for human-centric progress.

NABH has been a cornerstone in elevating the standards of healthcare in India. As we delve into 2023 and look ahead to 2024, NABH continues to play a pivotal role in ensuring quality, safety, and patient-centric care in healthcare facilities across the country. The NABH accreditation and certification process is not static but adapts to the changing dynamics of the healthcare landscape. In 2023 and looking ahead to 2024, NABH's commitment to technological integration, patient-centric care, expanded accreditation scope, focus on infection control, and a dedication to continuous quality improvement positions it as a driving force in advancing healthcare quality and patient safety across the nation.

Looking back over the last 18 years of the journey of NABH, I can reflect on the numerous challenges that NABH has faced and the triumphs it has celebrated. Each one of the esteemed members of our board and the stakeholders, have played an integral role in steering NABH through the winds of change and ensuring our continued success. It is a celebration of our shared journey, a testament to the collective efforts that have shaped NABH into the dynamic and thriving entity it is today. Our success is a reflection of the hard work and collaboration of every individual who has contributed to our growth.

As we stand at the threshold of the future, NABH as a team

## EDITORIAL

is not only acknowledging the past achievements but also are ready to embrace the challenges and opportunities that lie ahead. In an ever-evolving global landscape, adaptability and innovation will be our greatest assets. NABH is evolving in a giant sector and how we are continuously improving in our ability to perform better every day. This goes without saying that the NABH Secretariat and partners have continued to live up to the expectations and meet challenges in their respective duties excelling in them eventually despite several hurdles. We are very proud of the fact that each time we outperform ourselves has brought us now to where we stand today. I am sure the journey ahead will be much more excited and eventful.

The quality sector and patient safety are currently riding on a wave of positive impact that is indicative of a very positive turnaround in the healthcare industry. NABH today has become synonymous with being a healthcare boon for thousands of hospitals and healthcare providers aspiring to achieve high level quality standards for healthcare quality. It is extremely encouraging to see that the NABH has taken several initiatives in the recent times that contribute in creation of an ecosystem for quality in healthcare.

NABH is undertaking many strategic initiatives to grow horizontally and are undertaking several initiatives to reach to the common man. As a national accreditation body for hospitals and healthcare providers, it is our duty that even the last man line is aware and able to afford and access the quality healthcare services in India. Our nation should be an example and ambassador for the quality healthcare services to the world and we need to establish a strategy on how NABH could help in achieving the vision. We are thinking out of the box and coming up with some innovative ideas to have an extraordinary plan for NABH to establish its dominion and success in the coming years. We are building ourselves for the future approaches, partnerships, ease of doing business and a demand generation for quality at consumer (patient) level too. Today, NABH has surely become a brand in Quality Healthcare sector and we all are so proud of that. The ethos of NABH has always been rooted in the concept of continuous quality improvement. In 2023 and beyond, there is an increased emphasis on establishing mechanisms for ongoing assessment and improvement.

We all know that digital Technology has played a crucial role in supporting the healthcare sector, offering innovative solutions in managing the immediate crisis and also accelerated the

adoption of digital solutions in healthcare systems worldwide especially during unprecedented times of COVID-19 pandemic. Digital health is emerging as a transformative frontier in healthcare, poised to revolutionize delivery and access. India's government is leading the Monitor scheme, integrating healthcare professionals, industry, and IT under one standardized system nationwide. One of the key priorities during the G-20 health track and working group meetings in India this year was 'Digital Health.' Adoption and implementation of digital health is a significant stride which can be instrumental in bridging the healthcare gap in India by addressing various challenges and improving accessibility, efficiency, and affordability of healthcare services.

Given the importance of Digital Health, NABH has drafted India's first ever Digital Health Standards for Hospitals to enable the adoption of digital health processes and ensure safe & secure use of digital health solutions. The intent of NABH digital Health Standards is to improve the overall clinical care & quality ecosystem in the country. The 1st Edition of NABH Digital Health Standards for Hospitals was released on 17th September, 2023 during NABH Patient Safety Conference 2023. NABH Digital Health Accreditation Program ensures that these standards are implemented by the organization for providing patient care services through the assessment of digital processes in the healthcare organization. NABH is also pleased to announce that graded Accreditation schemes have been started based on the maturity levels of the hospitals with regard to digital processes. The three maturity levels are: Silver, Gold and Platinum.

Overall, the dream of a self-reliant Quality health system is only possible when high quality, affordable and accessible health services are being provided to all equitably and NABH is committed to achieve this vision. There is a growing recognition of the importance of accreditation, as a useful tool for patient safety and more healthcare facilities are expected to seek accreditation in the coming years as patient expectations continue to rise and the healthcare system in India evolves.

NABH has the mandate and remains committed to ensuring healthy lives and promote wellbeing for all at all ages (SDG-3- Target 2030), creating a culture and an ecosystem of quality in healthcare taking Quality, Safety and Wellness to the last in the

line. As we progress through 2023 and anticipate the trends of 2024, the healthcare landscape is marked by a commitment to leveraging technology, enhancing patient-centered care, refining value-based models, improving interoperability, addressing population health, prioritizing mental health, and preparing for global health challenges. These advancements collectively contribute to a healthcare environment that is more responsive, accessible, and focused on delivering high-quality care to diverse populations. Keeping an eye on these trends is essential for stakeholders across the healthcare continuum as they navigate the complexities of an ever-evolving industry. The new initiatives shall mark a significant stride towards a healthcare future that is characterized by excellence, empathy, and unwavering commitment to patient safety.

Jai Hind.



## **National Accreditation Board for Hospitals & Healthcare Providers**

### **VISION**

To be the apex national healthcare accreditation and quality improvement body, functioning at par with global benchmarks.

### **MISSION**

To operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/international standards, through process of self and external evaluation.

### **VALUES**

**Credibility:** Provide credible and value addition services

**Responsiveness:** Willingness to listen and continuously improving service

**Transparency:** Openness in communication and freedom of information to its stakeholders

**Innovation:** Incorporating change, creativity, continuous learning and new ideas to improve the services being provided



# World Patient Safety Day 2023- Initiatives by NABH



NABH celebrated World Patient Safety Day on 17th September 2023 on the theme “Engaging patients for patient safety” highlights the priority for action in patient safety by recognizing the central role that patients, their families and caregivers play. NABH, for almost 2 decades has been championing the cause of patient safety and quality health care. To commemorate the World Patient Safety Day 2023 and spread awareness on this theme, we at NABH had conducted series of activities.

### 1. NABH Patient Safety Conference 2023 (NPSC 2023)

Adopting the message and this year's theme, NABH organized a one-day conference “NABH Patient Safety Conference 2023” on 17th September, 2023 keeping the theme “Deep diving into all the facets of patient safety” which was a well-knit structural program to learn and deep dive into all the aspects of patient safety. This event also marked the congregation of the global thought leaders, industry experts and healthcare practitioners sharing their experiences, best practices and new innovative approaches to patient safety. This was an ingenious and invigorating conference reflecting the direction of healthcare into a new era of patient safety as NABH had involved experts, representatives and stakeholders from all aspects of healthcare like Hospitals, national organizations, AYUSH, Digital Health, Medical education. The fundamental aim of the conference was to discuss how proactive practices for patient care, streamlined systems for understanding and involving patients in the healthcare systems and decision making can improve patient safety. The conference was well-knit with 5 interactive panel discussions. More than 500 delegates from all over the country actively participated in this conference which marked this event to be one of the biggest conferences in India.





## 2. NABH Quality Connect Grants 2023

NABH Quality Connect Grants 2023 program is for the healthcare quality professionals who are keen to establish new initiatives with innovative thinking and changemaking in the field of healthcare quality and patient safety. This program is designed and created to support these professionals to take their strategic, operational, thought leadership and innovative skills to the next level. It was proposed to award grants ranging from Rs. 25,000/- to Rs. 1,00,000/- which are selected for the program. Based on this, an advertisement was placed through NABH social media platforms and NABH website calling for submissions from 1st June 2023 to 15th August 2023. NABH received overwhelming responses of submissions from various healthcare professionals all over India. While making recommendations of the proposals, feasibility, the quality of writeup, potential ability of publication and reliance to quality/patient safety was considered. Five innovative proposals were selected by NABH for grants and were awarded trophies, certificates and cheques on 17th September, 2023 during the Inaugural session of NABH Patient Safety Conference 2023. NABH, the national accreditation body of India established for focused approach of quality assurance in healthcare and patient safety shall support the researches through this program for upto 25 candidates and these selected proposals will be awarded on 17th September every year (World Patient Safety Day) through the same process.



## 3. NABH Best Practices Club

In order to encourage the sustainable quality in healthcare and patient safety, innovative ideas and implemented practices, NABH came up with an initiative to provide a platform named "NABH Best practices Club" where the NABH accredited/ certified/ applicant hospitals can present and pitch their best practices in their organizations. This showcase will be an influence for other hospitals to implement these practices in their respective hospitals and achieve positive and best outcomes. Based on this, the call

for submissions for NABH Best Practices Club was advertised across all NABH social media platforms calling for submissions from 1st June 2023 to 15th August 2023. The participants were asked to send their submissions/ presentations to a provided NABH e-mail address. NABH received overwhelming responses of submissions from various healthcare professionals all over India. While making recommendations of the submissions, the criteria of Relevance, Adoption, Creativity/ Innovation, Cost-Effectiveness, and Scalability was considered. Five innovative and best practices were selected by NABH and were awarded trophies and certificates on 17th September, 2023 during the Inaugural session of NABH Patient Safety Conference 2023. These selected presentations were also given special platform in session 5 of NABH Patient Safety Conference 2023 to exhibit their organization's best practice to the audience.





#### 4. Release of new and revised NABH standards

Established in the year 2005, NABH is currently offering around 25 accreditation, certification and empanelment programs for various types and maturity level of healthcare providers. NABH had published and released 23 standards designed to facilitate ease of understanding and implementation of various programs in healthcare organizations. On the occasion of World Patient Safety Day 2023, NABH released the following 6 new and revised standards which will help the healthcare industry to promote quality in various aspects of healthcare.



*Certification Standards for Stroke Care Centres –  
1st Edition*



*Care Home Accreditation Standards -  
1st Edition*



*Allopathic Clinics Accreditation Standards  
(Including Dialysis, Dermatology, Day Care) –  
2nd Edition*

**5. NABH partnerships with various organizations for advancement of healthcare quality**

i. MoU with **Guru Gobind Singh Indraprastha University** for establishment of Chair of Quality. Through this, NABH shall play a key role in imbibing the concept of quality in the young minds through including the concepts of quality and NABH standards in the curriculum of Healthcare Management courses.



ii. MoU with **Koita Foundation** for Digital Health initiatives. Through this, NABH will get support in structured development of digital health standards, capacity building and digital transformation.



iii. MoU with **NATHEALTH** for healthcare quality promotional initiatives and other joint initiatives to enhance patient safety and quality healthcare practices.



## 6. NABH-NATHEALTH patient safety microsite

Patient Safety is inextricably linked to reduced risk, reducing the occurrence of avoidable harm, making errors less likely and reducing medicine error impact when it does occur. Taking patient safety high up on the agenda and improving health seeking behaviour for improving health outcomes by an intense mass media public education programme NABH and NATHEALTH launched Patient safety microsite on 17th September, 2023 to support government's intent to focus on quality healthcare by unpacking the key indicators for quality healthcare.

### Objectives of the microsite:

- i. The microsite will raise awareness and improve knowledge among general public and consumers about safety and precautions while availing healthcare services such as hospital care, tests and diagnostics as well as while buying and taking medications.
- ii. The site will aim to be a one-stop shop for resources needed to empower patients and citizens. Animated videos and visual material will be available in multiple languages for visitors.
- iii. Most importantly, the microsite will drive the narrative that patient safety is linked to patient responsibility.

Link of the microsite:

<https://www.choosesaferhealthcare.org/>



## 7. NABH Patient safety video tribute

On the occasion of World Patient Safety Day 2023, NABH recorded and released video message clips and bites from healthcare professionals, spreading the message of quality healthcare and the importance of engaging patients for a healthier India. As 17th September also marked the 73rd glorious birthday of the Honourable Prime Minister of India Shri. Narendra Modiji, this video presentation of 73 messages was a submitted tribute to him from NABH-QCI for his unending contribution and development in quality healthcare.

Link: [www.youtube.com/watch?v=IGk1bw8kWwc](https://www.youtube.com/watch?v=IGk1bw8kWwc)

## 8. NABH Patient Safety campaign with theme of orange colour

A signature mark of the global campaign is the lighting up of prominent monuments, landmarks, and public places in the colour orange, in collaboration with local authorities, all around the world. Adapting to the theme, NABH honoured more than 70 Patient Safety Champions with Orange Stoles, Wisdom tree memento and Certificates of Honour.





NABH is not going to stop with initiatives here and I promise that more such new initiatives and activities have been planned and will be conducted to actively encourage and motivate everyone to adapt this year's World Patient Safety Theme, as we are committed and dedicated to take quality healthcare to the last man in the line and create an ecosystem of quality in healthcare.



“Quality Attributes”

# **Unveiling wisdom from healthcare visionaries**

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## ADOPTING PROACTIVE SYSTEMATIC APPROACH TO SPREAD BENEFITS OF AYUSH SYSTEMS FOR HEALTHY BHARAT

### Dr. Anoop Nigwekar

MD(Hom), MBA, Adv. Dip. Mgmt

- Prof & HOD – Repertory, MLDMHI, Palghar
- Member – Governing Body, National institute of Homoeopathy, Kolkatta. Min. AYUSH, N.Delhi
- Member – Technical Committee – NABH – AYUSH.
- Member – Performance Excellence Committee – Indian Merchant Chamber’s Ramkrishna Bajaj National Quality Awards.

ॐ सर्वे भवन्तु सुखिनः  
सर्वे सन्तु निरामयाः ।  
सर्वे भद्राणि पथ्यन्तु  
मा कश्चिद्दुःखभाग्मवेत् ।

Sarve bhavantu sukhinaha,  
sarve santu niramayaha,  
sarve bhadrani pashyantu,  
maa kaschit dukkha bhagbhavet

May all sentient beings be at peace,  
May no one suffer from illness,  
May all see what is auspicious May no one suffer -  
Om peace, peace, peace.  
'on the soil of Bharat'.

Bharat has the potential to provide for all that lives here - be it man, animal, or plants. The space is adequate to ensure all the residents of mother earth live happily and healthily in a cohesive manner. However, each must ensure that god's systems are not broken for personal gains over and above the other's just rights.

Man is the most evolved animal, and he is expected to be rational! To be rational in today's time demands that he cares for all the shristi he lives in, in a healthy state in which there is a balanced mind, body and soul.

#### Characteristics of AYUSH systems of health

The balance can be attained using time-tested health care systems and AYUSH (Ayurveda, Yoga, Unani, Siddha, Homoeopathy) & Sowa Rigpa health care systems embody the closest confluence of balance necessary for man to remain

healthy. Health is promotive, preventive, rehabilitative and curative. Ayush systems are well accepted on this soil of Bharat. It's 1.4 billion people are oriented to its existence and have experienced the benefits.

It's a unique one on one care system. It is based on a Guru Shishya Parampara through which experiential knowledge, skills and attitude essential to heal the sick are transferred. Ayush systems attempt to heal the man. The expression of disease is attributed to derangement of the internal constitution (balance) of the individual which has arisen due to adoption of improper lifestyles.

The Ministry of Ayush through its National Commissions ensures these health care systems impart the right kind of training is translated and the above-mentioned salient features are taught keeping in mind the demands of today's time.

There are several health care establishments across India e.g. 12000 Ayush hospitals, 37000 dispensaries, 12500 HWCs they ensure availability of the health to the populace.

NABH has been actively associated with the Ministry of Ayush and has developed certificate, entry level and full accreditation standards for AYUSH. So far 222 Ayush hospitals are accredited, 15 centers are certified, 41 entry level hospitals certified, 82 panchakarma clinics accredited and the number is growing daily!

NABH standards seek HCOs to be systems based and process driven thus ensuring safety of patient and quality of care. Ayush units who have fulfilled the demands of the standards have demonstrated a fair degree of adherence to the systems approach. The approach has helped them document the processes, measure the process outcomes, and thereafter improve the process changes to ensure an effective and efficient system in the HCO.

The spread of Ayush based health in Bharat that assures quality to the consumers' needs to be looked at from a systems perspective without distorting the basic tenets of the Ayush systems.

#### Demands of the times

The following changes are occurring that need to be adopted. This will ensure that the age-old systems demonstrate adoption of new age technologies and demands of nature. This will ease the spread of Ayush systems. Create an evidence base that will ensure that the quality of services is assured to the end user across the world.

#### Strategizing the response

**Climate change:** The effects of this are experienced by us daily and the future generation will bear the impact in a more severe way. We need to prevent it. Ayush systems are the most eco-friendly and closer to nature. Nature includes mother earth as well as the prakruti / constitution of the individual. The need to bring in processes that will ensure that the three R's (Reduce, Recycle, Reuse) to which I propose to add the 4th R of Rational Prescription are well practiced and not just preached. Rational prescription is introduced as it prevents overuse of resources required for creation of medicines. Rational prescription ensures creation of data for evidence-based medicine. This creates a path to reduce the load on mother earth and prakruti / constitution of the individual.

**Data-based management:** All systems-based approaches demand the need to have documentation as what is documented is measured and what is measured improves. Continuous improvement is always incremental and without data to review this it cannot be done. The adoption of adaptive

technologies such as Artificial intelligence and Machine learning have a big role to play. Adoption of these will ensure that person based algorithmic individualized prescriptions can be generated to assist the physician or care giver to help the sick to health. The utilization of various resources will be optimum thus lowering impact on climate change and promote spread of Ayush systems across Bharat in a cost-effective manner.

**Quality orientation:** The evolving culture of data driven management is not the destination. It is essentially a third leg of a stool – the other two being quality of care and safety of patients. The culture that gives rise to the application of this three-legged stool must be inculcated into the medical education system which creates doctors who are the final catalysts between the journey that transfers disease to health for the patient. They are the Dev Doot - God's messengers!

This messenger needs to be well oriented in an integrated manner to basic tenets of Ayush systems that are based on humane approach and the close connection with climate change, data driven management and quality culture to provide health for all in our Bharat. This all put together will help to reach out health and peace to the masses in the fastest, cheapest, and better way.



# VISION OF A HEALTHY BHARAT: NURSING PROFESSIONALS POTENTIALS TOWARDS ELEVATING HEALTHCARE STANDARDS IN INDIA

## Dr. Jothi Clara Michael

Country Director of Nursing,  
IHH Healthcare, India

India, with its rich cultural heritage and diverse population, is poised for a transformation towards a healthier nation. The vision of a Healthy Bharat, or Healthy India, requires a comprehensive approach, with healthcare professionals playing a pivotal role. Among these professionals, nursing stands out as a critical component, with immense potentials to contribute to the realization of this vision. In the pursuit of a Healthy Bharat, the quality of healthcare services plays a pivotal role. The National Accreditation Board for Hospitals & Healthcare Providers (NABH) emerges as a critical player in this scenario, setting standards and accrediting healthcare institutions to ensure the delivery of high-quality care. In this context, it becomes imperative to explore how NABH aligns with the vision of a Healthy Bharat and how nursing professionals can contribute to and benefit from this accreditation.

### The Current Healthcare Landscape in India

Before delving into the potentials of nursing professionals in India, it is crucial to understand the existing healthcare landscape. India faces a multitude of health challenges, ranging from infectious diseases to non-communicable ones. Limited access to healthcare in rural areas, a shortage of healthcare infrastructure, and a lack of awareness about preventive care contribute to the complexity of the situation.

However, recent years have seen significant strides in improving healthcare access and delivery. Initiatives such as Ayushman Bharat, the world's largest health insurance scheme, aim to provide financial protection and improve health outcomes for over 100 million families. Despite these efforts, achieving a Healthy Bharat requires a holistic approach that incorporates the strengths of nursing professionals.

### NABH and Its Significance

NABH is a constituent board of the Quality Council of India, established to set benchmarks for the performance of healthcare organizations. It evaluates the quality and safety of healthcare services provided by hospitals, clinics, and other healthcare institutions. Accreditation by NABH signifies adherence to stringent standards, promoting continuous quality improvement and patient safety.

The accreditation process involves a comprehensive assessment of various aspects of healthcare delivery, including infrastructure, patient care, infection control, and overall management. NABH accreditation is not only a mark of excellence but also a testament to an institution's commitment to providing the best possible care to patients.

#### 1. Nursing Professionals and NABH

As integral members of the healthcare workforce, nursing professionals play a crucial role in the NABH accreditation process. Their involvement is multifaceted, ranging from direct patient care ensuring compliance with accreditation standards to review and develop standards, represent in NABH committees and being part of the assessment team. Here are some key areas where nursing professionals contribute to and benefit from the NABH accreditation.

#### 2. Adherence to Patient-Centric Care

Nursing professionals are at the forefront of patient care, ensuring that healthcare services are delivered with a focus on the well-being and satisfaction of patients. NABH emphasizes patient-centric care, and nursing professionals,

through their day-to-day interactions with patients and contribute significantly to meeting these standards.

### 3. Infection Control Measures

Infection control is a critical aspect of healthcare quality, and nursing professionals are instrumental in implementing and monitoring infection control measures. NABH accreditation places a strong emphasis on infection control practices, recognizing their pivotal role in ensuring patient safety.

### 4. Documentation and Record Keeping

Nursing documentation serves as a crucial legal safeguard for organizations and doctors by providing a comprehensive record of patient care. Accurate and thorough documentation helps protect against potential legal implications by ensuring transparency and accountability in healthcare practices. Additionally, it plays a pivotal role in advocating for patient safety, facilitating effective communication among healthcare professionals, and promoting quality care standards.

NABH accreditation requires meticulous documentation and record-keeping practices. Nursing professionals, responsible for maintaining patient records, treatment documentation and play a key role in meeting these standards. Accurate and comprehensive documentation not only supports the accreditation process but also contributes to improved patient care.

### 5. Training and Continuous Education

NABH encourages ongoing training and education for healthcare professionals to stay updated with the latest advancements and best practices. Nursing professionals' benefit from this focus on continuous learning, enhancing their skills and knowledge to provide better care. Institutions seeking accreditation often invest in training programs for their nursing staff, contributing to the professional development of these crucial healthcare providers.

### 6. Quality Improvement Initiatives

NABH emphasizes a culture of continuous quality improvement within healthcare institutions. Nursing professionals, being closely involved in patient care, are well-positioned to identify areas for improvement and contribute to the implementation of quality enhancement initiatives.

### 7. Nursing professionals' development and growth

NABH has paved way for newer titles and roles in nursing such

as Hospital Infection Control Nurse, HIC Link nurses, Quality nurse, Tissue viability Nurse, Infusion nurse, Patient Safety nurse etc. Nurse leaders have a greater scope to be part of NABH secretariat committees and functionalities. There is a nurse leader representation in all the committees, their contribution is well acknowledged and appreciated. NABH Nursing Excellence standards is a novel initiative which has empowered nursing community across India. Young nurses aspire to be part of this excellence journey in their respective hospitals, which signifies the transformation of nursing care and leadership.

#### NABH and the Vision of a Healthy Bharat

The alignment between NABH accreditation and the vision of a Healthy Bharat is evident. A healthcare system that adheres to NABH standards ensures that patients receive care of the highest quality, emphasizing safety, effectiveness, and patient satisfaction. By promoting a culture of continuous improvement, NABH contributes to the overall enhancement of healthcare services across the nation.

Moreover, as healthcare institutions strive for NABH accreditation, there is an inherent drive to attract and retain skilled healthcare professionals, including nurses and nursing leaders. This not only ensures a higher standard of patient care but also creates a conducive and rewarding work environment for nursing professionals.

#### The Role of Nursing Professionals in Healthcare

Nursing professionals are the backbone of any healthcare system. They form a bridge between patients and other healthcare providers, ensuring the smooth delivery of healthcare services. Their role extends beyond bedside care to encompass health promotion, disease prevention, and community education. Nurse leaders should strategically promote values like empathy, activism, and justice for a positive ethical climate supporting high-quality patient care.

In India, the potential of nursing professionals is vast and largely untapped. With the right support and recognition, they can contribute significantly to the vision of a Healthy Bharat. Let us explore the potentials in various dimensions.

#### 1. Bridging the Urban-Rural Healthcare Divide

One of the significant challenges in India's healthcare system is the urban-rural divide. Many rural areas lack adequate healthcare facilities, leading to disparities in health outcomes. Nursing professionals can play a crucial role in bridging this gap by serving in rural healthcare centers, conducting health camps, and implementing community health programs.

By working closely with local communities, nurses can

address specific health concerns, educate people about preventive measures, and facilitate early detection of diseases. This proactive approach is instrumental in creating a healthier society.

## 2. Strengthening Primary Healthcare

Nursing professionals are well-positioned to strengthen primary healthcare, which forms the foundation of a robust healthcare system. Their training equips them to handle a wide range of healthcare tasks, from administering vaccinations to managing chronic conditions. Empowering nurses to take on more responsibilities in primary healthcare settings can enhance the efficiency and effectiveness of healthcare delivery.

Additionally, nurses can collaborate with other healthcare professionals to design and implement comprehensive healthcare programs that focus on preventive care, health education, and early intervention. This collaborative approach is vital for achieving sustainable health outcomes. Nurses with the plethora of practical grounded experience shall co-create and collaborate with other stakeholders to innovate product and processes that would optimize time, cost, and safety to enhance efficiency in care delivery.

## 3. Empowering Women's Health

In a country as diverse as India, addressing women's health is paramount. Nursing professionals, a significant proportion of whom are women, can play a pivotal role in empowering women to take control of their health. By providing maternal and child healthcare, family planning services, and promoting awareness about women's health issues, nurses contribute directly to the well-being of communities.

Furthermore, nursing professionals can serve as role models, inspiring more women to pursue careers in healthcare. This not only contributes to gender equality but also enhances the diversity of the healthcare workforce, ensuring a more inclusive approach to healthcare delivery.

## 4. Embracing Technological Advancements

The advent of technology has revolutionized healthcare delivery, and nursing professionals need to be at the forefront of these advancements. From electronic health records to telemedicine, nurses can leverage technology to enhance patient care, streamline processes, and improve overall healthcare outcomes.

Continuous training and upskilling programs can equip nursing professionals with the necessary skills to navigate and utilize technological tools effectively. By embracing innovation, nurses can contribute to the efficiency and accessibility of healthcare services, especially in remote

areas. Nursing professionals are evolving as resourceful design thinkers collaborating in the journey of AI integration and digitalization of health care and in India.

## 5. Advocating for Policy Changes

To fully unleash the potentials of nursing professionals, there is a need for supportive policies at both the state and national levels. Advocacy for policy changes that recognize and reward the contributions of nursing professionals is essential. This includes ensuring fair remuneration, career advancement opportunities, and a conducive work environment.

Additionally, policies should focus on increasing the number of nursing colleges, improving the quality of education, and fostering research in nursing. These measures are crucial for nurturing a competent and motivated nursing workforce that can address the evolving healthcare needs of the nation.

Implementing a skill mix that incorporates Assistive roles is a strategic response to address the growing demand in the face of nursing shortages. By integrating specialized Assistive roles, such as nurse assistants or technicians, healthcare organizations can optimize their workforce to deliver efficient and quality patient care. This approach not only helps alleviate the strain on nursing resources but also ensures a well-rounded and collaborative healthcare team.

In conclusion, the vision of a Healthy Bharat is within reach, and nursing professionals are integral to its realization. Recognizing and harnessing their potentials can significantly contribute to building a robust, inclusive, and effective healthcare system in India. Through strategic investments in education, training, and policy support, nursing professionals can become catalysts for positive change, ensuring that every citizen has access to quality healthcare. As India strives towards a healthier future, it must acknowledge the invaluable role that nursing professionals play in shaping the health and well-being of the nation. Institutions must recognize the value of their nursing workforce and invest in their professional development to meet the evolving healthcare landscape's demands. The vision of a Healthy Bharat requires a commitment to elevating healthcare standards, and NABH stands as a beacon in this journey. Nursing professionals, with their pivotal role in patient care and healthcare delivery, are not just contributors but crucial stakeholders in achieving and maintaining NABH accreditation. By recognizing and addressing the symbiotic relationship between NABH and nursing professionals, India can pave the way for a healthcare system that is not only accessible but of the highest quality, thus realizing the vision of a truly Healthy Bharat.



## NAVIGATING THE FUTURE: HSSC'S COMMITMENT TO FORGE A HEALTHIER, SELF-RELIANT, AND DEVELOPED BHARAT

**Mr. Ashish Jain**

CEO, Healthcare sector Skill Council

India's healthcare sector is undergoing a significant transformation, spurred by factors such as a growing population, technological advancements, and a heightened focus on delivering accessible and high-quality healthcare services.

At the core of this transformation lies the vision for 'Healthy Bharat', a comprehensive initiative that aspires to establish a nation where healthcare transcends being merely a service, becoming a fundamental right for every citizen. An integral support pillar for the realization of the 'Healthy Bharat' vision is the strategic emphasis on skilling – the methodical development of competencies among healthcare professionals and individuals, ensuring the efficient and proficient delivery of healthcare services.

The imperative for healthcare skilling is intricately linked to the realization of a 'Healthy Bharat'—a vision that aspires to transform India into a nation with robust healthcare infrastructure and improved well-being. Skilled healthcare professionals are the backbone of any thriving healthcare system. Their expertise is essential for ensuring the delivery of high-quality medical services, effective disease management, and the successful implementation of public health programs. Additionally, a skilled healthcare workforce contributes significantly to preventive healthcare measures, addressing not only existing health challenges but also proactively working to reduce the burden of diseases. The economic implications are noteworthy as well, with a healthy population being a driving force for overall economic development.

HSSC's commitment transcends traditional training. It is about nurturing a healthcare workforce that is not only well-versed in the latest medical advancements but is also adaptable

to the evolving landscape of healthcare delivery. Skilling initiatives encompass a holistic approach, addressing technical competence, soft skills, and a commitment to ethical practices. This approach harmonizes with the overarching mission of 'Atmanirbhar Bharat' and 'Vikshit Bharat,' seamlessly integrating self-sufficiency and skill development programs into the realm of healthcare advancement.

The government has launched a range of comprehensive schemes to enhance the healthcare skilling in line with the 'Healthy Bharat' vision. These concerted efforts underscore the government's commitment to creating a skilled healthcare workforce and even addressing the needs of marginalized and socially disadvantaged groups, including SCs, STs, OBCs, minorities, persons with disability (PWD), tribals, backward, and aspirational districts.

These schemes not only focus on technical proficiency but also emphasize the acquisition of soft skills, ensuring that healthcare professionals are not only adept in medical advancements but also possess effective communication and interpersonal abilities. By equipping workforce with specialized skills not only address the skill gap but also contribute to improved healthcare accessibility and quality.

As we look towards the future it is critical to align efforts with the futuristic goals of a developed Bharat. By anticipating trends, embracing technological advancements, and continually adapting programs to meet the demands of the future, we are not only shaping a healthier and self-reliant Bharat but is also contributing to the overall development of the nation's healthcare fabric. The journey is ongoing, and HSSC remains steadfast in its mission to chart new horizons for a prosperous and healthy India.



## Ms. Pompy Sridhar

India Director, MSD for Mothers

# SWASTHYA BHARAT: ADVANCING THE POTENTIAL FOR QUALITY HEALTH CARE THROUGH ACCREDITATION

Despite advancements in healthcare availability and affordability, many countries, including India, face unexpected challenges in achieving improved health outcomes. Quality care is a significant contributor to this dichotomy — how do you define and sustain quality care?

In India, the healthcare sector is rapidly expanding, both in terms of scale, particularly in the private sector, which accounts for over 75% of health access in the country. However, the industry's growth has not translated to better quality care for those seeking it. In this regard, the government released the National Health Policy (NHP) in 2017, which recognizes key dimensions of high-quality healthcare, including consistency, positive health outcomes, patient-centeredness, equity, and trustable service delivery. This has augmented efforts in instituting quality improvement programs across public and private sectors. Institutions such as the National Accreditation Board for Hospitals & Healthcare Providers (NABH) have played a crucial role in establishing an ecosystem for quality healthcare. NABH, established in 2005, has become a key driver of health quality in India, implementing accreditation programs for various healthcare facilities, including hospitals, nursing homes, blood banks, and primary care centers.

Against this backdrop, with NABH setting benchmarks for quality improvement, Manyata - a FOGSI (Federation of Obstetric and Gynaecological Societies of India's) initiative, supported by MSD for Mothers, has emerged as one of the first quality-improvement initiatives in the country that promotes the adoption and practice of clinical standards in maternal health for antenatal, intrapartum, postpartum care, prevention of postpartum hemorrhage, adherence to infection and complications protocols, cesarean deliveries, and respectful maternity care. To date, Manyata has achieved significant milestones, expanding across 25 states in India and impacting over 6,60,000+ women and 2,300+ private facilities.

The need for one standard, one vision is imperative, necessitating an integrated approach to assess health quality against facility service, patient safety, and clinical standards. While assessments through facility and patient safety standards have aided in delivering appropriate care, the integration of clinical standards is essential for holistic, client-centric care. Clinical standards align with client-centered care principles, including evidence-based, tailored care, dignified treatment, patient involvement in decision-making, and effective communication. These principles are crucial for providing high-quality care and enhancing patient safety. Manyata clinical standards ensure comprehensive safeguards for clients from antenatal care through delivery and post-delivery phases.

Manyata, through its partnership models, LaQshya-Manyata and NABH-Manyata, has not only demonstrated impact but also set significant preparatory milestones on the journey towards standardizing quality in maternal health. LaQshya-Manyata is a collaborative initiative led by the public health system, Government of Maharashtra, and FOGSI, aimed at upskilling private maternity providers using a comprehensive set of guidelines consisting of 16 Clinical and 10 Facility Standards, emphasizing the enhancement of clinical skills among hospital staff and implementing infrastructural and process improvements to deliver consistent, safe, and respectful care for mothers during and after childbirth. NABH-Manyata is another collaborative effort where maternity service providers undergo a joint assessment by NABH and FOGSI assessors; hospitals and nursing homes equipped with maternal care facilities are evaluated based on clinical standards to ensure the highest quality of maternal care.

In these engagements, Manyata's clinical standards played a pivotal role in improving and evaluating the capabilities of private maternity providers in addressing maternal health challenges. Adhering to these standards not only improves overall quality but also reduces the risk of complications and maternal deaths, leading to increased safety and client satisfaction. Integrating standards under the umbrella of NABH is essential for progressing and sustaining healthcare quality in India, ensuring the provision of comprehensive and high-quality care. Ultimately, this contributes to positive health outcomes and aligns with the vision of achieving a Healthy Bharat.



Healthcare Organisations'  
Testimonials on their  
**Experiences in Association  
with NABH**

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## SR. LISSY

Director Holy Spirit Hospital,  
Mumbai, Maharashtra.

**Accredited with NABH  
since 2010**

Holy Spirit Hospital began its journey with NABH in the year 2010. Ever since, NABH has been instrumental in upgrading the healthcare standards of patient care at our hospital. As a charitable healthcare organization, we at Holy Spirit hospital always strive to provide affordable service to our patients without compromising the quality of care, and NABH has been a guiding light to achieve our goal. In the past one decade each accreditation cycle has been a milestone proudly achieved. Every assessment has been an ongoing learning process wherein we were privileged to interact and learn with various highly experienced assessors who have always enlightened us with their expertise. NABH has also played a vital role in channelizing the vision

of our hospital to contribute substantially towards curative, preventive and promotive healthcare. From evidence based standardized quality care to prioritizing patient safety, we have come a long way and we owe it to the explicit guidance provided by the NABH book of standards. As the world moves into the era of artificial intelligence, NABH has also set its foot into standardizing digital healthcare, laying out ample opportunities for us to grow efficiently along with the advancements in healthcare technology. We look forward to learning more and develop further with every upgraded edition of NABH.



## MR. AYANABH DEBGUPTA

Co founder & Joint Managing Director,  
Medica Hospitals Ltd. Medica Super  
Specialty Hospital, Kolkata, West Bengal

**Accredited with NABH since 2013**

“Embarking on the journey with NABH in 2013 marked a transformative chapter for Medica super specialty Hospital Kolkata. Our pursuit of excellence in healthcare found a guiding force in NABH, shaping our commitment to patient safety and quality care. The accreditation process was rigorous but an enlightening experience, pushing us to introspect and elevate our standards.

NABH served as a beacon, directing our focus towards a patient-centric approach. The comprehensive standards set by NABH became the compass guiding our every decision and practice. The meticulous evaluation process forced us to scrutinize and refine our systems, ensuring that each aspect of our healthcare delivery met or exceeded the stringent criteria.

The journey was not just about compliance but a genuine evolution towards a culture of continuous improvement. From streamlining processes to enhancing staff training and adopting advanced technologies, every step was a stride towards a safer and more resilient healthcare environment.

Today, as we reflect on our association with NABH, we stand proud of the milestones achieved. Patient safety is not just a priority; it's our unwavering commitment. The NABH journey has been pivotal in sculpting Medica super specialty Hospital into a center of excellence, where the well-being of our patients is at the heart of everything we do. NABH has not just accredited us; it has empowered us to redefine the benchmarks of Quality healthcare in Kolkata.”



## DR. T.M SUBBARAO

PSG Hospital, Coimbatore,  
Tamil Nadu

**Accredited with NABH  
since 2010**

As a healthcare institution deeply committed to quality care, our journey with NABH has been transformative.

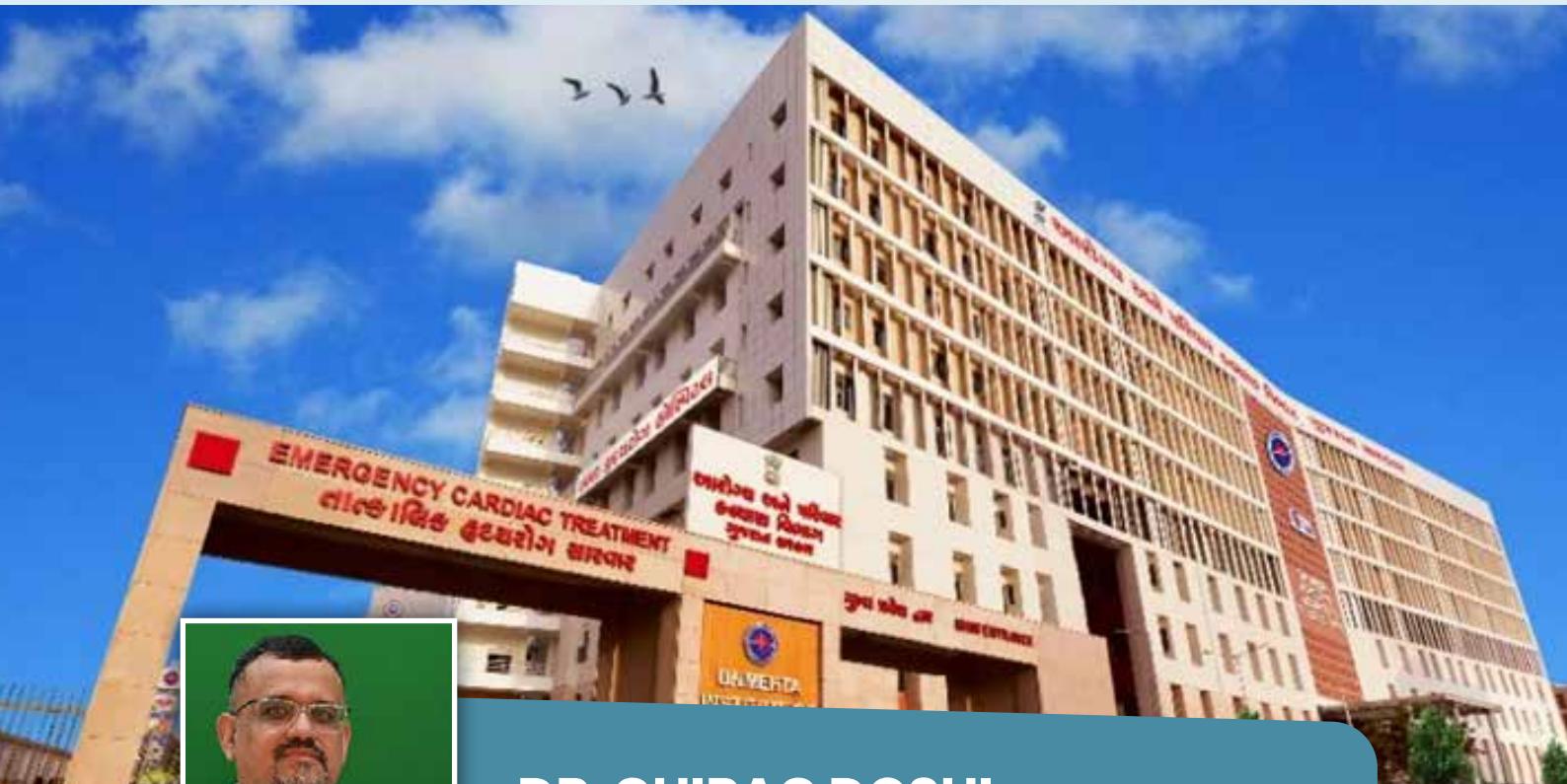
Navigating the rigorous accreditation process with NABH was an enlightening experience. It wasn't merely about meeting standards; it was a journey towards a culture of continual improvement, aligning our practices with the highest benchmarks of quality and patient-centric care. It has helped bring in systems to run a medical college hospital with all its inherent challenges and constraints.

At the core of all our activities, patient safety and quality have brought a paradigm shift in our approach, fostering a comprehensive framework that addresses every facet of patient care. From infection control protocols to patient engagement and staff training, NABH's guidelines have fostered a holistic environment to ensure patient well-being.

The emphasis on evidence-based practices and streamlined procedures ensured a seamless and efficient healthcare experience. The staff's commitment to adhering to standardized protocols instilled confidence and significantly contributed to a reassuring and comforting atmosphere for patients and their families.

The accreditation catalyzed continuous improvement through regular assessments and audits. Integrating modern technology and updated methodologies further amplified the hospital's ability to provide cutting-edge treatments and personalized care.

Achieving NABH accreditation was more than a milestone; it validated our unwavering commitment to excellence. The journey didn't end with accreditation; it propelled us to pursue nursing excellence. We are also planning to pursue EMD certification and Digital Health Standards on a path of continuous improvement.



## DR. CHIRAG DOSHI

Director, U.N. Mehta Institute of  
Cardiology and Research Centre,  
Ahmedabad, Gujarat

**Accredited with NABH since 2015**

The journey of the U.N. Mehta Institute of Cardiology and Research Centre with the National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a remarkable illustration of its steadfast commitment to excellence in cardiac care and patient safety. Initially accredited in November 2015, this milestone was a testament to the Institute's adherence to stringent healthcare standards, setting a strong foundation for quality patient care. This commitment to excellence was further demonstrated through its successful reaccreditations in 2018 and 2021, underscoring a continuous process of improvement and adaptation to evolving healthcare practices. The extension of the NABH certificate until November 2025 marks a continued assurance of quality and safety in patient care. Moreover, the receipt of the NABH Nursing

Excellence Certificate highlights the Institute's exceptional nursing care, a vital component of patient recovery and satisfaction. Equally significant is the NABH Emergency Department Certificate, which emphasizes the Institute's proficiency in handling cardiac emergencies with promptness and specialized care. Each of these milestones not only cements the Institute's position as a premier cardiac care facility but also reflects its unwavering dedication to patient-centered care, ensuring the highest standards of safety and treatment are consistently met.



## DR. K.G. ALEXANDER

Chairman & Managing Director, Baby Memorial Hospital, Calicut, Kerala

**Accredited with NABH since 2008**

Baby Memorial Hospital: a pioneer in healthcare sector since 1987, plays an eminent role in maintaining a healthy society. For developing a healthy society, we always focused on improving quality and safety in each step.

we realized that quality is a never-ending journey and wanted to become the pioneers in healthcare industry, we started aiming at NABH accreditation which was launched in 2005 by the Quality Council of India. The process for obtaining the accreditation started in 2006 and in December 2008 we were accredited by NABH. Later we were bestowed with NABH ED certification in April 2017. NABH Nursing Excellence in February 2018, NABL accreditation in March 2018, NABH Ethics Committee Accreditation in December 2019 and Accreditation for Advanced Stroke Centre by Quality and Accreditation institute in August 2023.

All these accreditations and certifications have laid down the platform for our staff to ensure that quality and safety is adhered to in their daily work. Further, they also facilitated us

in achieving various recognitions and awards like AHPI awards for Quality beyond Accreditation, Best Hospital to Work For, Safest Hospital in Kerala by Safety Council of India, Awards from Quality Council of India for participating in Quality month competitions, IMC Ramakrishna Bajaj Award, World Health Wellness Congress Awards and many more.

To create awareness on the importance of quality and accreditation among our staff and public, we started celebrating Work Quality Week from 2017 and World Patient Safety week from 2019. Various awareness programmes and competitions are held during these week-long deliberations.

Our commitment to create new benchmarks in the field of healthcare, each and every staff of the BMH family join their hands and contribute their best in delivering safe and quality patient care.

We owe a great deal to NABH family in our journey for excellence in healthcare quality and safety.



## **SR. USHA JOSEPH**

**Administrator Sacred Heart Hospital,  
Jalandhar, Punjab**

**Accredited with NABH since 2013**

It is with immense gratitude and pride that Sacred Heart Hospital, Jalandhar, extends its heartfelt appreciation for the enriching and transformative partnership with N.A.B.H. Our journey alongside N.A.B.H. has epitomized a steadfast commitment to excellence in healthcare, guided by the ethos of compassion and patient-centric care.

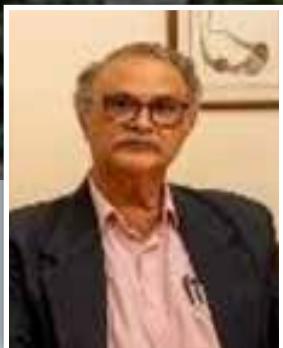
Through our longstanding association, N.A.B.H. has been an invaluable catalyst in our pursuit of elevating healthcare standards. The collaborative efforts have not only fortified our resolve but also steered us toward monumental achievements. Together, we have surmounted challenges and rejoiced in shared triumphs, fostering an enduring bond built on mutual respect and shared values.

N.A.B.H.'s unwavering support and guidance have been instrumental in shaping our journey towards fostering

patient safety and holistic care. The rigorous standards set by N.A.B.H. have served as a beacon, propelling us to continually raise the bar in healthcare delivery. Our commitment to upholding these standards aligns seamlessly with our core values of compassion, integrity, and excellence.

As we look ahead, we eagerly anticipate further collaboration, aiming to scale greater heights in healthcare excellence. The synergy between Sacred Heart Hospital and N.A.B.H. continues to inspire and empower us to set new benchmarks in patient-centric care.

We extend our deepest gratitude for NABH's unwavering support and look forward to many more milestones as we walk hand in hand towards a future where healthcare excellence knows no bounds.



## MR. SHAILESH DALVIE

CEO, N. M. Wadia Institute of  
Cardiology, Pune, Maharashtra  
**Accredited with NABH since 2012**

The N. M. Wadia Institute of Cardiology is a Cardiac Super Specialty Hospital accredited by the National Accreditation Board for Hospitals & Healthcare Providers (NABH). The hospital has been accredited by NABH since 2012, as a result of the focus on patient safety and quality of the delivery of services by our hospital in a changing healthcare environment. The biggest beneficiary of NABH accreditation is patient, as these standards ensure patient safety, commitment to quality care resulting in good clinical practices & outcomes. It also improves overall patient satisfaction and increases community confidence as services are provided by credentialed medical staff.

We at N.M. Wadia Institute of Cardiology started our journey for achieving NABH accreditation in 2011 with the objective of providing world-class cardiology services under one roof. NABH accreditation translates into excellence in patient care as the hospital is bound to adhere to streamlined standards in all areas including infection control practices, OPD & IPD services, management of medication, facility management & safety, patient satisfaction etc. NABH accreditation also certifies that all consultants with the hospital regularly update their knowledge and expertise and maintain the highest standards in their qualifications and practices.



## MR. S K ABDULLA

Managing Director, Lakeshore Hospital & Research Centre Ltd, Kochi, Kerala

**Accredited with NABH since 2008**

To start with, let me express my deepest gratitude for the masterly support and enriching experience we have had with NABH. VPS Lakeshore Hospital, one of the largest, comprehensive multi-specialty hospital in Kerala, started its association with NABH from 2008 and till date, our hospital works diligently to provide better patient care with utmost quality by adhering to all the standards put forward by NABH.

VPS Lakeshore being a 470 bedded hospital with more than 12 departments in various expertise, always put the needs of their patients first. The journey in achieving excellence was not facile, but joining hands with NABH allowed us to identify the grey areas and improve the quality of patient care by following the standards. The periodic audits on the other hand encouraged us to stick on to the standards and the in-depth knowledge of the NABH professionals appreciably contributed in improving our quality of healthcare. The proactive support and the collaborative approach not only helped in making

this journey less chaotic but also provided a great learning opportunity for our staff.

The insightful guidance provided and the resources shared strengthened and sharpened our hospitals quality initiatives and patient care. This association initiated a positive learning environment, enabling our staff to implement the best practices effortlessly in compliance with the standards. The necessity to stick on to the standards and the ways in which it ameliorated the quality of care provided to the patients, fostered a culture for skill improvisation and continued learning.

As we navigate through the never ending, evolving field of healthcare, we look forward to the continued association with NABH to collectively work towards the enhancement of health care standards and better patient care.

Finally, thank you, for being an indispensable partner on our journey towards excellence for exceptional healthcare delivery.



## DR. PIYUSH MITTAL

Director, Government (CL&SC) Spine  
Institute Ahmedabad, Gujarat

**Accredited with NABH since 2015**

The Government (CL &SC) Spine Institute, Ahmedabad extends quality and safe medical, surgical services, comprehensive rehabilitation services. Its unique in supporting hundreds of its indoor patients by developing their vocational skills through collaboration with corporate Houses and NGOs for complete social and vocational reestablishment.

Journey of NABH started way back in year 2008, 1st Public health hospital in Gujarat to take up the challenge. Preassessment was called and the report was full of structural non compliances. But under the leadership of the previous Director Dr M.M. Prabhakar and the current RMO Dr Sanjay Kapadia entire revamping refurbishing of the infrastructure was done, making it

compliant to the NABH structural requirements. Then on the documentation of policies, procedures and manual done. Training of all cadre of staff and its implementation was achieved.

In December 2014 final assessment conducted and in 2015, 1st NABH Accredited Public Sector Superspeciality Hospital in Gujarat, continuing the accreditation. We initiated the process of Nursing excellence in year 2019 and 1st Nursing Excellence Public Hospital in Gujarat in Nov 2019 and strived to continue it for 2nd cycle also.



## DR. P.K. BHARDWAJ

Chief Executive Director, Saroj Group of Hospitals, Rohini, Delhi

**Accredited with NABH since 2013**

Saroj Group of hospitals, being ever-concerned about Patient Safety, gets settled on this front, only after accreditation with NABH.

Having Saroj Super Speciality Hospital accredited with NABH, in the year 2013, there has been no looking back, thereafter. Patient Satisfaction levels, Hospital's Repute, Patients' Turnover & Overall Growth – all, registered a considerable upwards-sweep!

Similarly, goes with our newer hospital – Saroj Medical Institute. The hospital attained entry-level accreditation in the year 2020 and subsequently Full NABH in the year 2023.

The time-tested Audit System and guidelines, have greatly proven on the dimensions of Patients' well-

being and safety. Whereas, our hospitals have improvised and leveraged immensely, in following fronts:

Mortality Rates; Infection Control; Adverse Drug Reactions Monitoring & Control; Medical and non-Medical Error Liabilities, Time-lines & Time Management, Patient and attendant convenience; Medical Records and Documentations, Departmental performance checks and controls; Vendor performance checks & Controls; Employee - Safety, Satisfaction and Retention.

Also, we wish to, hereby, acknowledge and appreciate the consistent & par-excellence professionalism exhibited by the NABH Organization and its Teams – in its/their Approach, Audits and Dealings.



## DR. UMANG MATHUR, CEO AND DR. SUNEETA DUBEY, MEDICAL DIRECTOR

Dr. Shroff's Charity Eye Hospital,  
New Delhi

**Accredited with NABH since 2012**

Our collaboration with the National Accreditation Board for Hospitals & Healthcare Providers (NABH) has been a transformative journey, significantly elevating our healthcare standards and practices. Emphasizing continuous improvement through Corrective and Preventive Actions (CAPA) and Root Cause Analysis (RCA), NABH has instilled a structured approach that strengthens processes and fosters a culture of constant enhancement within our organization. This has proven instrumental in proactively addressing challenges and ensuring consistent delivery of high-quality healthcare services.

The focus on safety and swift response to codes has played a pivotal role in enhancing patient care. Efficient response mechanisms have substantially reduced critical situation response times, not only saving lives but also bolstering patient and family confidence in our healthcare delivery system.

NABH's legal tracking mechanism has been invaluable in keeping us compliant with regulatory requirements. The clear

hierarchy and team involvement strategies have fostered a collaborative environment, leading to reduced errors and increased operational efficiency. Recognition from NABH has motivated our staff, positioning us as a trusted healthcare provider in our community.

Our association with NABH has increased awareness among our team regarding licenses and reporting requirements, contributing to a culture of transparency and accountability. The uniformity in the system brought about by NABH standards has streamlined our processes, resulting in a more cohesive and synchronized healthcare delivery model.

In conclusion, our journey with NABH has propelled us to new heights of excellence in healthcare delivery. The lessons learned in process improvement, safety measures, legal compliance, and team involvement have positioned us as a beacon of quality healthcare in our region. We express immense gratitude for the guidance and standards set by NABH, and we eagerly anticipate continuing this journey of excellence in patient care.



## Articles From **NABH Secretariat**

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# **SIGNIFICANCE OF ADR REPORTING FOR NABH ACCREDITED HOSPITALS IN INDIA**

**Ms. Varsha Srivastava**

Assistant Director, NABH



**Introduction** - An adverse drug reaction (ADR) is an unwanted or harmful reaction experienced following the use of a drug/biologic/medical device/therapy or their combination under normal conditions of use and is suspected to be directly or indirectly related. The consequences of ADRs burden the healthcare system with the increased cost of therapy and prolongation of hospitalization. Adverse drug reactions (ADRs) have been reported to be among the leading causes of morbidity and mortality worldwide.

Due to its varied geographical expanse, disease patterns, and different practicing systems of medicine, the Indian population encounters Adverse Drug Reactions which could be entirely different from other countries. It is, therefore, imperative to evaluate the safety of medicines in a scientific manner through a highly specialized system i.e. Pharmacovigilance.

## **What is Pharmacovigilance?**

- Pharmacovigilance is the science and activities relating to the detection, assessment, understanding, and prevention of adverse effects or any other medicine/vaccine-related problem.
- All medicines and vaccines undergo rigorous testing for safety and efficacy through clinical trials before they are authorized for use. However, the clinical trial process involves studying these products in a relatively small number of selected individuals for a short period of time. Certain side effects may only emerge once these products have been used by a heterogeneous population, including people with other concurrent diseases, and over a long period of time.
- PvPI is a flagship program under the MoHFW; GoI is working with the sole conviction to identify,

monitor, prevent adverse drug reactions (ADR) associated with medications prescribed in India, and to promote patient safety.

- The Adverse Drug Reaction (ADR) reporting culture among healthcare professionals needs to be scaled up by enrolling all the NABH accredited Hospitals as ADR Monitoring Centers (AMC) under PvPI.
- Effective implementation of Pharmacovigilance in healthcare facilities will provide a dynamic and stable system to monitor the ADR reporting mechanism about safety of the drugs used in the country.

## **Methodology - All adverse events should be reported**

Report non-serious, known or unknown, frequent or rare adverse drug reactions due to Medicines, Vaccines & Herbal Products.

Report every serious adverse drug reaction. A reaction is serious when the patient outcome is:

- Death
- Life-threatening
- Hospitalization (initial or prolonged)
- Disability (significant, persistent or permanent)
- Congenital anomaly
- Report intervention to prevent permanent impairment or damage

## **Who can report?**

- All healthcare professionals (Clinicians, Pharmacists and Nurse etc.)

- Patients
- Anyone

#### Where to report?

Duly filled in Suspected Adverse Drug Reaction Reporting Form can be sent to the nearest Adverse Drug Reaction Monitoring Centre (AMC) or directly to the National Coordination Centre (NCC) for PvPI.

#### What Does NABH Ethics Committee Accreditation Standards Say?

- Periodic review of the trial shall be done for continuation, risk evaluation, and adverse event monitoring.
- Deliberations and decisions made during the meetings shall be documented, approved, signed and maintained as minutes of meeting.
- Serious adverse events shall be analysed and compensation amount assessed and reported to regulatory authority as per rules and regulations.

#### Outcome:

- Ethics committee assures the continual safety of participants.
- Ethics committee follows rules and regulations and address subject's safety.
- Risk assessment and safety of subjects is a continual process.

#### References:

1. Pharmacovigilance Program of India ([https://www.ipc.gov.in/PvPI/pv\\_home.html](https://www.ipc.gov.in/PvPI/pv_home.html))
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Workshop-cum-training program organized by Pharmacovigilance Programme of India (PvPI) conducted at Sri Aurobindo Institute of Medical Sciences (SAIMS), Indore, Madhya Pradesh to train the NABH-accredited hospitals staff on Pharmacovigilance.

The session by Ms. Varsha Srivastava, Assistant Director, NABH-QCI on the Significance of ADR reporting by Accredited Hospitals was appreciated.





## QUALITY CONNECT LEARNING WITH NABH

**Mr. Vikash Chaudhary**

Assistant Director, NABH

Training and capacity building in the realms of patient safety, healthcare quality and accreditation is one of the core activities of NABH. The purpose of these trainings & workshops is to upgrade the knowledge and skills of healthcare personnel, so that they can implement quality principles at their work place.

Keeping the above in view, NABH has designed to provide knowledge to healthcare professionals a suitable backdrop to learn through trainings.

The objective of these courses is to provide guidance to healthcare providers on implementation of NABH standards. These programs are useful to develop internal capability for working towards implementation of quality and patient safety standards, achieving accreditation and maintaining the same.

The sessions during these programs are taken by Master Trainers, subject experts and Senior Assessors of NABH. Participants get an opportunity to clarify their doubts through interaction with experienced faculty.

Currently, NABH is operating following programs. Details of programs and the training calendar is available at NABH website [www.nabh.co](http://www.nabh.co)

For more information about trainings and registration please click on link <https://portal.nabh.co/EducationTraining.aspx#gsc.tab=0> or contact Mr. Vikash Chaudhary, E-mail: [vikash@nabh.co](mailto:vikash@nabh.co), Phone: 011-42600622, 09873380280

### EDUCATION/INTERACTIVE WORKSHOPS

**NABH Interactive Workshop on Clinical Audit:** This course is designed to help to develop competence and confidence to carry out Clinical Audits. At the

end of course, participants should be able to achieve following course objectives:

- To understand clinical audit process. To help clinicians decide exactly why they are doing a particular audit and what they want to achieve through carrying out the audit.
- To determine, how clinical audit relates to other activities related to accountability for the quality and safety of patient care.
- To select the right subject for audit.
- To use evidence of good practice in designing clinical audits.
- To help clinicians formulate measures of quality based on evidence of good practice, as the basis for data collection and also to develop data collection protocols and tools and advise on data collection for clinical audits.
- To help in understanding how to handle data protection issues related to clinical audit.
- To understand use of statistics for analyzing and presenting findings of data collection and thus help clinicians to analyze causes of problems that are affecting the quality of care. This helps in applying principles and strategies for taking action to achieve changes in clinical practice.
- To help clinicians manage review of clinical audit findings with their colleagues.
- To be able to prepare clinical audit reports.
- To recognize and handle ethics issues related to clinical audit.

### Who should attend?

The course prepares faculty, quality managers & hospital staff to support clinical audit activities in their organizations.

The course is aimed at healthcare providers who want to achieve and gain evidence of improvements in patient care and safety measures through clinical audit

### Course material and certificate for participants:

Each course participant receives a hand out (NICE guidelines) and other learning and reference materials.

The course covers both theory and practice. Case Studies in ICUs, ORs and wards will be discussed. Present benchmark quality initiatives will be discussed. The course participants spend at least half the course time practicing the how to's.

At the successful completion of workshop candidates will be provided certificate of participation

**NABH Interactive Workshop on Continual Quality Improvement: Tools & Techniques (CQI):** This workshop introduces participants to key elements of quality improvement (QI). The session explores current approaches such as the plan, do, study, act (PDCA) model, FMEA, conducting RCA, Lean Six Sigma in healthcare to assess improvements (using performance indicators for measuring and monitoring) and tools and techniques of organizational quality plan development. The session examines the link between an organization's quality plan and team-based quality improvement plans. Participants will learn about performance indicators and how to use this powerful measurement tool to better focus quality improvement activities. Participants will gain knowledge and experience to enable them to use strategies and structured processes to develop meaningful indicators. Participants will also be introduced to a very exhaustive and innovative tool; WHO Patient safety assessment tool kit. At the end of course, participants should be able to achieve following course objectives:

- Identify the relationship between accreditation and current approaches to quality improvement.
- Use performance measures to monitor the success of quality improvement initiatives.

- Use a structured approach to implement quality improvement initiatives.
- Initiate an organization-wide quality plan.
- Use quality improvement plans at the team level.
- Identify key components of an indicator (using QI tools) and its main attributes.
- Explain the link between indicators and quality improvement initiatives.
- Identify and apply the steps to develop and assess indicators.
- Identify tools to assist in interpreting and presenting data.

### Who should attend?

- Hospital Managers and Administrators who are using performance indicators to develop quality improvement plans.
- Quality and risk managers analyzing quality tools and quality indicators.
- Front-line staff who collecting and reporting performance indicators.

Course material and certificate for participants: **Each workshop participant receives course contents including learning and reference material. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.**

At the successful completion of workshop candidates will be provided certificate of participation.

**NABH Interactive Workshop on Documentation Requirement for Patient Safety and Quality Improvement:** Like all quality management systems documentation is an essential component of NABH accreditation. NABH standard requires various documentation. Documentation which provides correct, complete, current, and consistent information and also effectively meet customer and stakeholder' requirements should exist in an organisation who is aspiring to implement quality standards. At the end of course, participants should be able to achieve following course objectives:

### Why one should attend?

- This training will provide knowledge with which one can create required documents for his / her organisation. This workshop is also going to equip the participant with knowledge about system documentation and how to create hierarchy of policy then procedure and then Work instructions or Standard Operating Procedures (SOP). All documentation moves from one level to the next. The first tier of documentation is the policy. This is the document that defines what will be done and why. Policy needs to be clear, precise and practical, and easy to understand. The second tier of documentation is procedures. Procedures describe the methods that will be used to implement and perform the stated policies. **Work instructions or Standard Operating Procedures (SOP)** are usually department, machine, service, or task oriented and describe how a job will be done. The instructions are the most detailed of the documentation hierarchy.

### What constitutes Good Documentation?

- How to Approve, review and update documents.
- Changes & current revision status of documents identified
- Keep relevant versions of applicable documents available at points of use
- Ensure that documents remain legible and readily identifiable
- Ensure that documents of external origin identified and their distribution controlled
- Prevent unintended use of obsolete documents, and archiving.

This training will strengthen the understanding of quality principles hence enabling well trained professional to become “Champions” in quality and to apply them to improve quality & work flow.

Trained Professionals will learn how quality can reduce errors and hence increase patient safety.

### Who should attend?

1. Medical and Nursing professionals
2. AYUSH professionals

### 3. Administrators

### 4. Healthcare Management Students

### 5. Quality Managers

**Course material and certificate for participants:**  
Each workshop participant receives course contents including learning and reference material. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

**NABH Interactive Workshop on Good Clinical Practice (GCP):** Good Clinical Practice (GCP) is an international ethical and scientific quality standard for designing, conducting, recording and reporting trials that involve the participation of human subjects. Compliance with this standard provides public assurance that the rights, safety and well-being of trial subjects are protected, consistent with the principles that have their origin in the Declaration of Helsinki, and that the clinical trial data are credible. At the end of course, participants should be able to achieve following course objectives

The objective of this programme is to provide guidance to Ethics Committee members/ Investigators/research staffs on implementation of Good Clinical Practice (GCP) in order to improve the overall clinical trial practices in India.

### Who should attend?

Clinical research professionals, Investigators, Contract Research Organizations (CROs), nursing professional, Ethics committee members, Clinical research staff, etc. NABH encourages keeping the group of a mix of professionals from diverse healthcare background.

**Course material and certificate for participants:**  
Each workshop participant receives course contents including learning and reference material. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

**NABH Interactive Workshop on New Drugs & Clinical Trials (NDCT):** The New drugs and Clinical

trials rules 2019 (New rules) was introduced on 19th March 2019 by Government of India. New rules have set specific requirements for ethics committee (EC). The EC is required to follow requirements set as per New rules and to forward their report to Central Licensing Authority (CLA). It is now mandatory for all the research staffs to know the Schedules and chapters included in NDCT Rule for conducting Clinical Trial in India. At the end of course, participants should be able to achieve following course objectives

The objective of this programme is to provide guidance the new rules aim to promote clinical research in India by providing for a predictable, transparent and effective regulation for clinical trials and by ensuring faster accessibility of new drugs to the Indian population

#### **Who should attend?**

Clinical research professionals, Investigators, Contract Research Organizations (CROs), nursing professional, Ethics committee members, Clinical research staff, etc. NABH encourages keeping the group of a mix of professionals from diverse healthcare background.

**Course material and certificate for participants:**  
Each workshop participant receives course contents including learning and reference material. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

#### **PROGRAM ON IMPLEMENTATION (POI)**

**Programme on Implementation of NABH 5th Edition Standards for Hospitals:** The objective of this programme is to provide guidance to healthcare provider on implementation of NABH standards. The aim of the programme is to develop Internal Counsellors within the hospitals for helping them to work towards implementation of quality and patient safety standards, achieving accreditation and maintaining the same. At the end of course, participants should be able to achieve following course objectives

- Interpretation of the standards
- Implementation of the standards

- Guidance for documentation: understanding about policies, protocols, SOPs
- Infection control practices
- Medication safety
- Continuous Quality Improvement
- Communication Skills.
- Templates/prototypes of the most common SOPs.

#### **Who Should attend:**

Owners of healthcare organisation, medical professional, nursing professional, medical administrators, para medical staff, etc. NABH encourage to keep the group a mix of professionals from diverse healthcare background.

**Course material and certificate for participants:**  
Each workshop participant receives course contents including learning and reference material along with Guidebook of NABH 5th Edition Standard. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

**Programme on Implementation of NABH 2nd Edition Standards for Ayurveda Hospitals and 1st Edition Standards for Panchakarma Clinics:** The objective of this programme is to provide guidance to healthcare providers on implementation of NABH standards. The programme will be instrumental in developing quality champions within the hospitals who will be able to work towards implementation of quality and patient safety standards, achieving accreditation and maintaining the same. At the end of course, participants should be able to achieve following course objectives

- Guidelines on implementing NABH Accreditation standards for AYUSH Hospitals to stakeholders, AYUSH professionals/clinicians, AYUSH hospital management and staff with the aim of developing internal counsellors within the AYUSH set ups for helping them to work towards achieving accreditation and maintaining the same.
- Understanding of quality principles hence enabling well trained professional to become

“Champions” in quality and to apply them to improve quality & work flow.

- The training will enable you to understand the importance of indicators and hence help improve outcomes.
- Trained & well-informed AYUSH Professionals will learn how quality can reduce errors and waste and hence increase patient safety.

#### **Who should attend?**

1. Ayurveda Professionals / Practitioners/ Students
2. Owners/ Administrators of Ayurvedic Hospitals and Panchakarma Clinics.
3. Nurses/Paramedic staff working in Ayurvedic Hospitals and Panchakarma Clinics
4. Quality Managers

#### **Course material and certificate for participants:**

Each workshop participant receives course contents including learning and reference material along with NABH Accreditation Standards and Guidebook for Ayurveda Hospital, 2nd Edition and NABH Accreditation Standards for Panchakarma Centres, 1st Edition. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

**Programme on Implementation of NABH Empanelment for Medical Value Travel Facilitator (MVTF):** The objective of this programme is to provide guidance to Medical Value Travel Facilitators (MVTF) for implementation of Empanelment Standards. The aim is to initiate programs focusing on patient safety through process of self and external evaluation in order to test the accountability and reliability of the facilitators. This program has been organized by NABH due to the overwhelming response received for the previous medical value travel facilitators trainings.

#### **Who should attend?**

Professional engaged in international affairs (healthcare), medical tourism professional, professional from private agency involved in medical tourism, etc. NABH encourages keeping the group

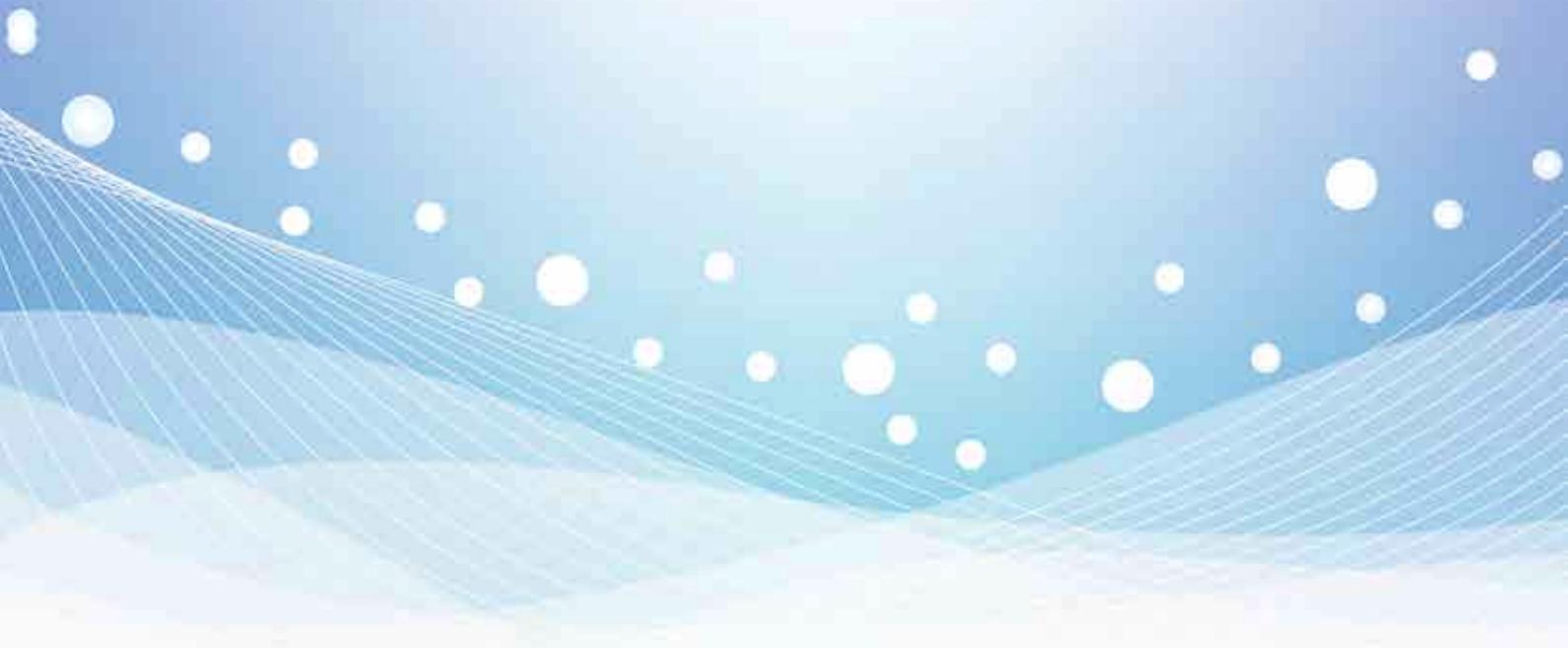
of a mix of professionals from diverse healthcare background.

#### **Course material and certificate for participants:**

Each workshop participant receives course contents including learning and reference material. The workshop will be a combination of theory, demos and panel discussions and will involve active participation.

At the successful completion of workshop candidates will be provided certificate of participation.

# THOUGHTS ON NABH QUALITY CONNECT



At a time when everyone was flummoxed as to how things at NABH could move ahead with the pandemic choking every activity, the efforts of the CEO, Dr Atul Mohan Kochhar through unique initiatives such as virtual assessments and Quality Connect have shown the light of the day and have reaped huge dividends. My experience with virtual training sessions has been excellent. The MS Teams platforms is user friendly and seamless, and the coordination and support by NABH secretariat members has been phenomenal. We have consistently been able to educate the attendees on various topics, at their ease and ensuring their safety. In fact, the virtual sessions have been so successful, that it makes one ponder whether we can continue this new norm even after the pandemic is over. The only thing that is missed is the non-verbal communication between speaker and audience, the face to face interactive sessions and the "May I ask you a doubt?" interactions during the tea break...but as they say, "you can't have the cake and eat it too"; NABH virtual trainings started at a time when other organizations were struggling to find a way. The virtual trainings have been extremely useful to maintain the continuity of trainings...something which NABH would always want, that the torch of knowledge continues to burn without a break.

**Dr Prashant Kelkar**

By CMO (Pediatrics),  
JNPT Hospital, Navi Mumbai  
Principal Assessor & faculty, NABH

Virtual and traditional learning both have their advantages and disadvantages. However, one thing is for sure: COVID 19 taught us that virtual education is here to stay, and its demand is on the rise. I believe the Virtual POI program emphasizes learner-centered activity and system interactivity therefore an adult responsible remote learner can outperform traditional classroom participants.

It also provides an opportunity for the faculty to learn and redesign and to improve the delivery of their classes by each program delivered. There are endless possibilities for leveraging core competency through enhancing knowledge and learning resources. Virtual POI helps in flexibility, cost, methods of learning, timelines, and re-usability of e-contents content to train their employees. It also helps to reach many participants who used to miss their opportunities because of leave and travel. However virtual POI demands self-motivation among students to participate and learn.

**Dr. Christopher Sudhakar**

Professor and Director Quality  
Manipal University

**Quality Connect is a great initiative and helps in improving the perception of NABH to the public.**

1. The biggest strength is that it is a programme from NABH itself and therefore, considered authentic and reliable and is reputed.
2. The faculty has tremendous experience, knowledge of the standards and also the expectations not just in assessment but also implementation.
3. The duration, timing, and scheduling over the weekend enables wide spread participation from different categories of individuals.
4. The on-line platform is extremely cost-effective and convenient for participants and NABH.
5. It is extremely useful to those who are into the system of implementation and wish to revisit the standards for refreshing knowledge.

**Dr. Monica Gupta**

Chairman of Quality Improvement  
Head of Laboratory Services & Blood Bank, Professor in Pathology  
Pramukhswami Medical College & Shree Krishna Hospital, HM Patel  
Centre for Medical Care & Education

I have had the good fortune of being a part of the Quality Connect programme.

Through this initiative of NABH, I have been a faculty for various NABH educational programmes like Workshop on Clinical Audit, Workshop on CQI-Tools & Techniques as well as POIs for the 5th edition. We have been conducting these programmes since over a year now and I think, both, the trainers as well as the trainees, have acclimatized well to this “new normal”.

There are a few pros & cons associated with this new modality of trainings.

First and foremost, the vital “personal touch” has been dispensed with. The “visual feedback” that a trainer looks for; and is a very vital ingredient; is per force missing in these virtual sessions. It helps a trainer comprehend if he has been successful in getting his point across.

An advantage has been the relative ease with which we are able to reach out to all corners of the country and the vastly increased base across which newer knowledge can be propagated. This is a definite boon. Of course, this also has a few negative connotations. Mainly, A few of the candidates attending these sessions are either not really interested in the subject; or they have more important things to attend to; and hence, are unable to pay undivided attention to and comprehend the matter under discussion. Only genuinely interested persons would attend the in-person sessions.

Last, but not the least, there is a definite loss of interactivity due to limited bandwidth as well as limited time at our disposal.

I hope and pray that we are soon able to resume the hugely enjoyable, interactive and informative sessions in-person.

**Dr. Sudhir Sharma**

Director & HOD, Department of  
MAS, General & Bariatric Surgery



**QUALITY CONNECT**  
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**ONLINE WORKSHOP ON DOCUMENTATION REQUIREMENT FOR PATIENT SAFETY AND QUALITY IMPROVEMENT**

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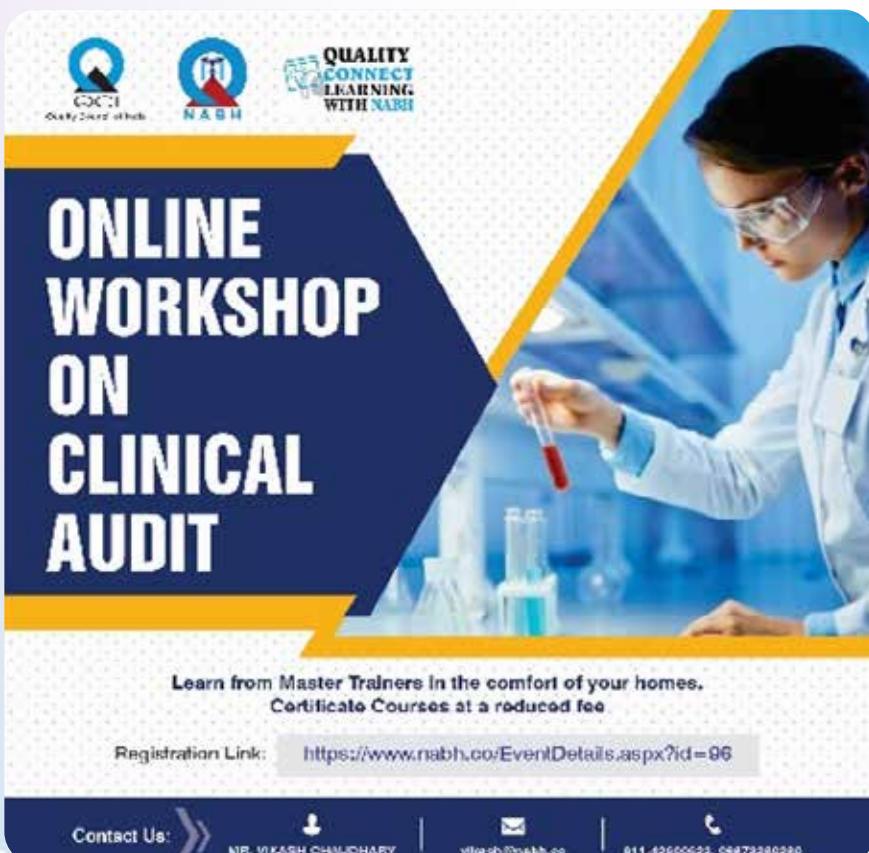


**ONLINE WORKSHOP ON CONTINUAL QUALITY IMPROVEMENT TOOLS AND TECHNIQUES (CQI)**

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Certificate Courses at a reduced fee.

Registration Link: <https://www.nabh.co/EventDetails.aspx?id=97>

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**ONLINE WORKSHOP ON CLINICAL AUDIT**

Learn from Master Trainers in the comfort of your homes.  
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Registration Link: <https://www.nabh.co/EventDetails.aspx?id=96>

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**PROGRAMME ON IMPLEMENTATION OF NABH 5<sup>TH</sup> EDITION STANDARDS FOR HOSPITALS**

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Certificate Courses at a reduced fee.

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**CLINICAL TRIAL**

**Interactive Workshop on New Drugs & Clinical Trials**

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**Good Clinical Trial Practices (GCP) through virtual platform**

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**QUALITY CONNECT LEARNING WITH NABH**

**ONLINE WORKSHOP ON DOCUMENTATION REQUIREMENT FOR PATIENT SAFETY AND QUALITY IMPROVEMENT**

**PROGRAMME ON IMPLEMENTATION OF NABH 5<sup>TH</sup> EDITION STANDARDS FOR HOSPITALS**

**ONLINE WORKSHOP ON CLINICAL AUDIT**

**ONLINE WORKSHOP ON CONTINUAL QUALITY IMPROVEMENT TOOLS AND TECHNIQUES (CQI)**

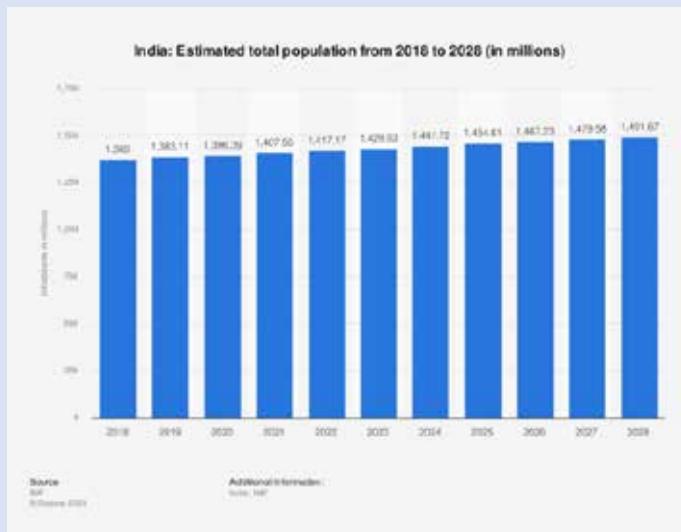




# BRICK BY BRICK TRANSFORMATION OF HEALTHCARE SYSTEM IN INDIA – THE VISION OF A HEALTHY BHARAT

**Mr. Uzair Rehmani**

Coordinator, NABH



The 1.42 billion people who live in India are served by a broad range of medical services through the intricate and varied network of public and private sectors that make up the country's healthcare system. The system still faces several difficulties even after going through major modifications over time. Among these difficulties are a lack of healthcare experts, insufficient money for public healthcare, discrepancies between urban and rural areas, poor infrastructure, and a fragmented healthcare system. The number of non-communicable diseases in India is rising, which presents a serious obstacle to the country's healthcare system.

To enhance the healthcare system, the Indian government has launched a number of initiatives. The availability of medical supplies and equipment is enhanced by the National Health Mission. Along with encouraging community involvement, this also advances healthcare decision-making and service delivery. Under the Ayushman Bharat initiative launched on 2018 the National Health protection scheme benefits the citizens of India for bearing secondary and tertiary care hospitalisation charges covered up to 5 lakhs per family annually through health insurance.

After the sudden outbreak of Pandemic there was a major footfall in Indian healthcare system gave rise to Ayushman Bharat Digital Mission launched in 2021 under Ayushman Bharat Initiative. It promotes digital health records and aims to provide comprehensive digital health infrastructure keeping the view of enhancing quality of life. It facilitates tele consultation,



online/tele pharmacy, electronic medical records, exchange of medical reports and other relevant information/documents.

Ayushman Bharat Digital Mission highlighted the concept of healthy Bharat and making healthcare system more flexible, accessible, efficient, affordable, available, facilitating privacy and confidentiality.

Innovative healthcare delivery models, low-cost medical gadgets, wearable devices and personalized medicine are only four of the advancements in healthcare that the Indian healthcare sector is currently experiencing. The nation's healthcare regulations are being updated to guarantee patient security, patient safety, encourage superior care and management of expenses.

Additionally, the comparatively low cost of medical operations, the availability of qualified physicians, and the use of cutting-edge technology have made India a popular destination for medical tourists and uplifted medical tourism. The rising medical

tourism sector in India is a result of several factors, including easy access, efficient, quality driven, affordable treatment, cutting-edge technology, a large range of specialisations, alternative medicine and financial risk protection. The continuous growth in the medical tourism sector (travelling internationally for medical care) exerts a lot of pressure and creates opportunities for us for regular service advancement.

In recent years, the Indian healthcare system has advanced significantly. There are several initiatives and changes that are part of the positive transformation of the Indian healthcare system. There are reasons to be optimistic about the future of healthcare in India despite obstacles, including the ongoing investment in innovation and healthcare.

The vision of a healthy Bharat is a multifaceted endeavour that requires commitment from all the stakeholders that includes Health professionals, the Government and the population at large.

Bharat can gain multidimensional health for all. When all the population has access to healthcare whether it is primary secondary or tertiary. Ensuring universal access to healthcare services is crucial for establishing a healthy Bharat. This covers underprivileged communities and isolated villages in addition to metropolitan areas. The plan calls for the construction of well-equipped health facilities, the deployment of mobile clinics, and the use of telemedicine technology to close the distance between patients and healthcare professionals.

Healthcare Proactively such as Preventive measures and palliative care are given precedence over curative interventions in a proactive approach to healthcare. Essential elements of this vision include launching nutrition and hygiene awareness programmes, advocating vaccination campaigns, and fostering a culture of routine health check-ups. By emphasizing prevention, the country can improve the general health of its population while lessening the strain on its healthcare system.

Integration of Mental Health and physical wellbeing of the individual, A healthy Bharat is envisioned in which the



importance of mental health is acknowledged. Efforts that de-stigmatize mental health conditions, offer easily accessible mental health services, and incorporate mental health

education into educational institutions and professional settings are imperative. In addition to promoting personal wellbeing, a mentally resilient populace also fosters compassion and productivity in society.

Encouragement of a Healthful Lifestyle which includes intake of proper balanced diet full with nutrients and vitamins. A nation that is healthy fosters and supports a way of life that prioritizes physical health, balanced diet, and general well-being. Incentives for physical activity, public areas for leisure activities, and educational initiatives about the value of a balanced diet all help to foster a culture in which leading a healthy lifestyle is expected.

For the country to grow and prosper, a healthy Bharat is not only an ideal but also a basic requirement. India can lead the way towards a future where all citizens flourish by emphasising community collaboration, mental health, preventive measures, accessible healthcare, sustainable environmental practices, and healthy lifestyles. When achieved, the goal of a healthy Bharat is a shared responsibility that will surely improve the country's prosperity and general well-being. It's a complex project that needs the support of the government, the community, and the individual. Bharat can become a prosperous and healthy country by emphasising healthcare accessibility, encouraging healthy lifestyles, helping with mental health issues, maintaining a clean environment, putting inclusive policies into place, utilising technology, and encouraging community involvement.

As we wish to see the change so we should begin bringing the changes Because change starts from within.

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**“खुद को और अपनी आदतों  
को बदलो देश अपने आप  
बदल जाएगा”।**

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# A VISION OF HEALTHY BHARAT: NURTURING WELL-BEING FOR A PROSPEROUS NATION

**Ms. Jasmine Kaur**

Coordinator, NABH (QCI)

In the pursuit of progress, the true wealth of a nation lies not just in economic prosperity but in the health and well-being of its citizens. A healthy population is the cornerstone of a thriving society, and envisioning a “Healthy Bharat” is not merely a utopian dream but a pragmatic necessity for sustainable growth.

The vision of a Healthy Bharat begins with the recognition that health is not merely the absence of disease but the state of complete physical, mental, and social well-being. A comprehensive healthcare system that caters to preventive, curative, and rehabilitative aspects is crucial. Initiatives promoting healthy lifestyles, nutrition education, and mental health awareness should be woven into the fabric of our society. One of the key pillars of a Healthy Bharat is ensuring universal access to healthcare. This involves not only the availability of medical facilities but also affordable and equitable healthcare services. Rural and remote areas should be prioritized to bridge the urban-rural healthcare divide. Telemedicine and digital health platforms can play a pivotal role in reaching the unreach.

Quality healthcare is not just about the availability of medical facilities; it's about ensuring that these services meet international standards. In our pursuit of a Healthy Bharat, emphasis should be placed on quality promotion in healthcare. This involves regular training and upskilling of healthcare professionals, adherence to evidence-based practices, and robust monitoring mechanisms to ensure accountability.

The vision of a Healthy Bharat cannot be realized without active participation from the community. Health education programs, community health workers, and local health initiatives should empower individuals to take charge of their well-being. A sense of collective responsibility fosters a

culture where health is a shared goal, not just an individual pursuit.

In the 21st century, technology can be a game-changer in healthcare. Embracing innovations like artificial intelligence, data analytics, and wearable health tech can enhance disease surveillance, streamline healthcare delivery, and empower individuals to monitor and manage their health effectively. A digitally enabled healthcare system ensures efficiency and effectiveness.

The vision of a Healthy Bharat requires a collaborative effort between the government and the corporate sector. Corporate social responsibility can extend beyond philanthropy to actively contribute to healthcare initiatives. Public-private partnerships can create synergies that amplify the impact of healthcare interventions, making them more sustainable and scalable.

A Healthy Bharat is not an unattainable ideal but a collective vision that demands concerted efforts from every segment of society. As we compete and collaborate in our workplaces, let us also compete in fostering a culture of health and well-being. After all, a healthy workforce is a more productive one. Through a shared commitment to a Healthy Bharat, we pave the way for a future where the nation's prosperity is measured not just in economic terms but in the vibrancy and vitality of its people.

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## NURTURING WELLNESS: PAVING THE PATH TO A VIBRANT INDIA

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**Ms. Preet Guliani**

Coordinator, NABH

The goal of a healthy India includes a comprehensive strategy for ensuring the welfare of its people. It includes fostering social, mental, and physical well-being in addition to the absence of disease. A society where everyone has access to high-quality healthcare, wholesome food, clean water, and a secure environment is what is envisioned as a healthy India. In other words, we can say that the goal of a healthy India is to establish a country where the health of its people comes first. It includes an all-encompassing strategy that attends to mental, emotional, and social facets of health in addition to physical health.

Regardless of socioeconomic status, everyone has access to high-quality, reasonably priced healthcare under this vision. Preventive healthcare, early disease detection, and prompt treatment are the main priorities. To identify and prevent diseases at an early stage, routine health examinations and screenings are advised. Therefore, there is an attempt to inform and empower people to choose nutritious diets, lead regular physical activities, and adopt healthy lives. Programmes for health education and awareness are put in place to provide people the tools they need to take control of their own health and make wise decisions.

In addition, a healthy India values mental health and acknowledges and gives equal importance its importance to general wellbeing. Sufficient systems and resources are provided to tackle mental health concerns. The stigma surrounding mental health is actively addressed, and support systems are put in place to provide accessible and affordable mental healthcare services. Schools, colleges, workplaces, and businesses are incorporating mental health education by implementing stress management programs, counselling services, and to raise awareness and create a supportive atmosphere.

A balanced diet and proper nutrition are also important for a healthy India. A lot of work goes into making ensuring that everyone in society has access to and can afford wholesome food. This entails boosting organic and locally grown food consumption, decreasing food waste, and advancing sustainable agricultural methods.

The vision of a healthy India extends beyond individual well-being to encompass the health of society and the environment. Efforts are made to create clean and sustainable living environments, with a focus on reducing pollution, promoting renewable energy sources, and conserving natural resources. Community engagement and participation are encouraged to foster a sense of collective responsibility towards health and well-being.

Collaboration between the groups of citizens, healthcare providers, and the government is crucial to realising this aim. Policies are developed to guarantee that everyone has access to healthcare services, particularly in underserved and rural areas. To improve the calibre and accessibility of healthcare facilities, investments are made in research and development as well as infrastructure.

The idea of a healthy India also heavily relies on technology. By bridging the gap between urban and rural locations, healthcare services can be provided remotely by telemedicine and digital health platforms. Data-driven methods are used to find patterns in health, make effective use of available resources, and create focused solutions.

Therefore, government agencies, medical experts, non-governmental organisations, and the public must work together to realise this objective. Policies are developed to alleviate healthcare disparities,

enhance the infrastructure supporting healthcare, and encourage innovation and research in the healthcare sector.

In conclusion, the goal of a healthy India is its people's total well-being, which includes their physical, mental, emotional, and social health. A healthy India should be a condition of wellbeing that permits people to lead happy and meaningful lives rather than merely the absence of disease. This vision advocates healthy lives, preventive care, equal access to healthcare, and the development of a sustainable environment. Together, we can realise this vision and make India a prosperous and healthy country for all its people.

In the end, it is a vision that acknowledges the value of health as a fundamental right and works to establish conditions that enable each citizen to flourish in all domains—mental, physical, and social.

In a country where dreams come true,  
where wholeness and health are so evident.

A vision of a healthy Bharat, we hold dear,  
a nation thriving, devoid of fear.

A vow taken with each breath,  
to take care of bodies and minds and help.

A holistic approach, we embrace,  
to create a healthier, vibrant space.

In this vision, we see a land,  
where nutritious food is close at hand,  
From farm to table, a seamless chain,  
ensuring nourishment, free from strain.

Exercise and movement, a way of life,  
from young to old, erasing strife,  
Parks and playgrounds, bustling with glee,  
promoting fitness, for all to see.

Mental well-being, a cherished goal,  
breaking the stigma, healing the soul,  
Support and empathy, we extend,  
A nation united, on which we depend.

Healthcare accessible, for one and all,  
no barriers, no boundaries, standing tall,  
From cities to villages, care shall flow,  
reaching the needy, wherever they go.

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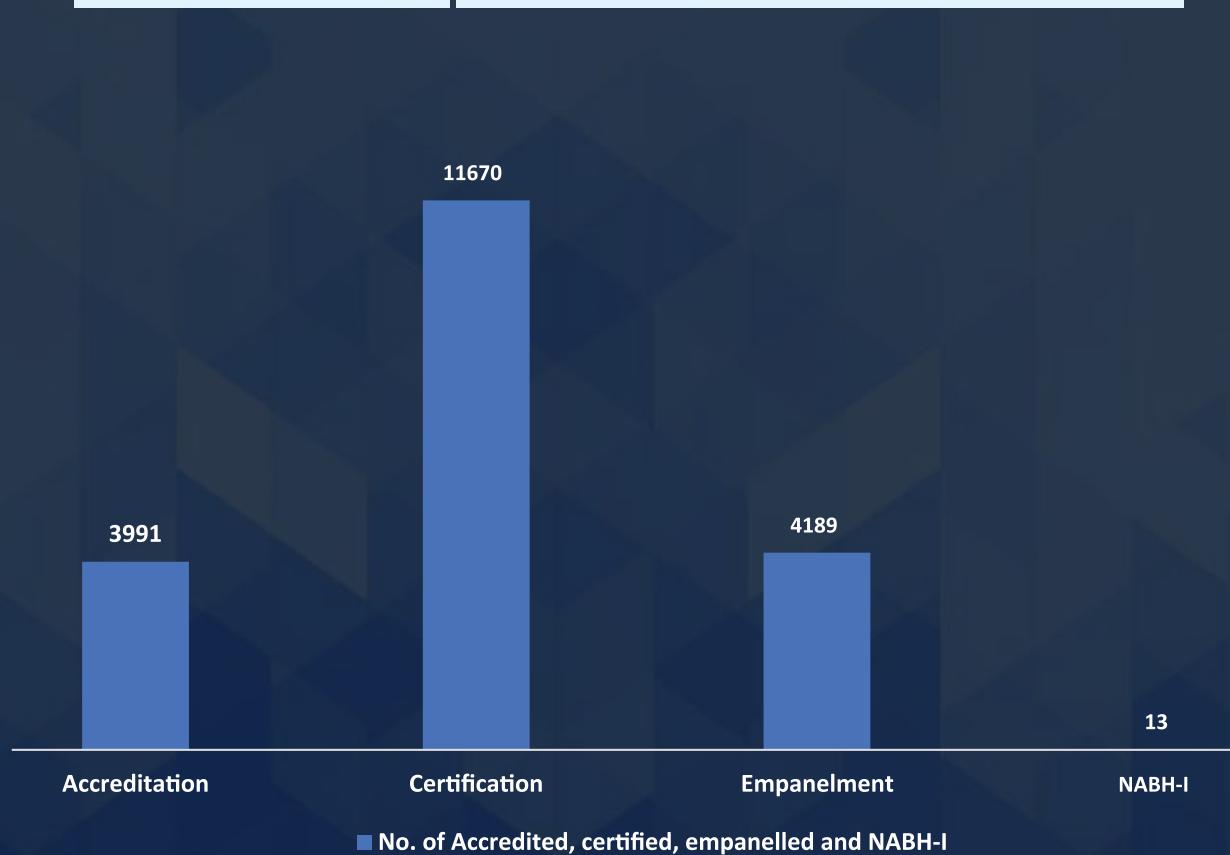
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# NABH UPDATES

Activities	Total number of Accredited, Certified, Empanelled and NABH-I
Accreditation	3991
Certification	11670
Empanelment	4189
NABH-I	13
Total	19863





NABH

# Global presence and Participations

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## 8<sup>th</sup> GLOBAL STROKE ALLIANCE

NABH Stroke Center certification standards was released on September 8th at the Global Stroke Alliance and WSO Ministerial meeting held in New Delhi. Honorable Dr Balbir Singh, Health Minister, Punjab and Honorable Shri Mahanta, Health Minister, Assam; Dr Sheila Martins, President, WSO; Dr Jeyaraj D Pandian, President Elect, WSO, Dr Atul Kocchar, CEO, NABH; Dr Punam Bajaj, Executive Director, NABH and Dr Kashipa Harit, Deputy Director, NABH; Dr Meenakshi Sharma, ICMR; Core committee members graced the occasion and released the standards.



## SAFETYCON 2023



NABH participated in Rajiv Gandhi Patient Safety Conference held on 16 September 2023. The conference underscored the critical importance of patient safety in healthcare. It featured enlightening discussions, best practices, and innovative solutions to ensure the well-being of patients. Topics covered included patient engagement, antibiotic stewardship, medication safety, effective communication, fostering a safety culture, and surgical safety.

# SYMPOSIUM ON “HEALTH INDIA- STATUS, CHALLENGES AND OPPORTUNITY”

The Issac centre for public policy and good governance ICPPGG at Ashoka University organised a 1-day symposium on “Health India- status, challenges and opportunity held on 29 September 2023.



## QCI AHMEDABAD REGIONAL OFFICE INAUGURATION

NABH participated in QCI Regional office Ahmedabad Inauguration held on 16 October 2023.



## 4<sup>TH</sup> EDITION STROKE SUMMIT

NABH participated in 4th Edition stroke summit held on 28 October 2023. Dr. Atul Mohan Kochhar, CEO-NABH gave his insights about NABH and the collaboratively developed standards by NABH and WSO for certification of stroke care centers.



## GUNVATTA GURUKUL

Dr. Atul Mohan Kochhar, CEO-NABH introduced about QCI and NABH to the participants of QCI Gunvatta Gurukul.

Gunvatta Gurukul Program is poised to facilitate the comprehensive development of young professionals by seamlessly integrating academic knowledge with vital life skills.



# FIRST ASSESSOR COURSE ON NABH DIGITAL HEALTH STANDARDS FOR HOSPITALS

NABH takes pride in announcing the successful completion of 'First Assessor course on NABH Digital Health Standards for hospitals, at New Delhi. Fifty of our best assessors spent three days to re-train, discuss, deliberate and even take the exam. The 'NABH Digital Health Standards for hospitals', promise to demystify Digital Health, encourage adoption and offer a simple blueprint for hospitals of all sizes and scopes in India to upgrade their IT infrastructure and services.



# CII HOSPITAL TECH 2023 CONFERENCE, MUMBAI

NABH participate in CII Conference Mumbai held on 23 November 2023.



# 64TH DMA ANNUAL CONFERENCE - MEDICON

NABH participated in DMA Conference held on 26 November 2023 and gave the views on the significance of the Quality Council of India and NABH in the healthcare industry. Providing insight into the theme titled “Quality beyond Accreditation”.



## POI AT ADDU EQUATORIAL HOSPITAL, MALDIVES ON 11-13 SEP 2023



# NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH) AT AIIMS MANGLAGIRI, VIJAYWADA

With the inclusion of AIIMS Nashik, under the umbrella of NABH, it is encouraging and enlightening to view the remarkable infrastructure, facilities present at one of the epitome institutions in healthcare – AIIMS.

One of the top choices of NEET toppers, #AIIMSManglagiri, is a sterling example of “future of Indian Healthcare and our collective aspiration for #viksitbharat



## NABH-INTERNATIONAL PROGRAMME

Our low cost quality frameworks, have now found favour with and have been adopted in other countries across the globe. NABH is proud to partner with hospitals in Oman and has interests from many hospitals in Uzbekistan, Philippines.



Dr. Atul Mohan Kochhar, CEO-NABH and Air Marshal (Dr.) Pawan Kapoor visited, interacted with the teams of Apollo Hospital, Muscat, Sultanate of Oman during surveillance assessment for NABH-International Program from 27th November to 29th November, 2023.



Dr. Atul Mohan Kochhar, CEO-NABH met and interacted with Dr. Muhanna Al Musalhi, Director General, Pvt. Health Establishments, Sultanate of Oman.

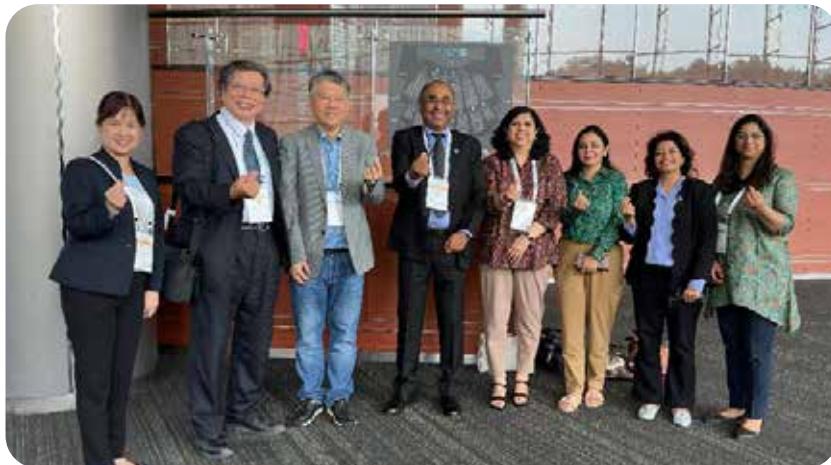


Dr. Atul Mohan Kochhar, CEO-NABH visited, interacted with the teams of LABAID Hospital, Dhaka, Bangladesh and conducted surveillance assessment for NABH-International Program from 3rd November to 6th November, 2023.



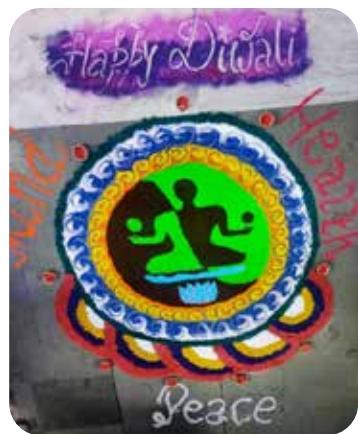
# NABH AT 39TH ANNUAL CONFERENCE OF ISQUA

NABH Participated in the 39th Annual Conference of ISQua held at Seoul, South Korea. It was a great opportunity to imbibe & share knowledge, participate in various committee meetings, showcase India's efforts towards patient safety and healthcare quality, network and seek collaborations from like minded people and gather ideas.



# IN HOUSE ACTIVITIES

## *Diwali Celebration at NABH*



**NABH received 1st prize in Rangoli and 2nd Prize in OFFICE DECORATION also 1st and 2nd prize in best dressed (QCI Interboard competitions)**



**Pledge in Vigilance Awareness Week - 30.10.23 - 05.11.2023 /  
Integrity Pledge on 30.10.2023**



### **SWATCHATA SANKALP**



## BIRTHDAY CELEBRATIONS



## CHRISTMAS CELEBRATIONS

### *Fun Activities*



### *Prize Distribution and Lucky draw for all the members*



## **CHRISTMAS & CLOSING OF CALENDER YEAR – 2023**

***NABH Programs and Teams***



## **PATRON:**

**Mr. Jaxay Shah**  
Chairman, QCI

**Prof. (Dr.) Mahesh Verma**  
Chairman, NABH

**Mr. Rajesh Maheshwari**  
Secretary General, I/C, QCI

## **CHIEF EDITOR:**

**Dr. Atul Mohan Kochhar**  
CEO, NABH

## **EDITORIAL TEAM:**

**Dr. Punam Bajaj**  
Director, NABH

**Ms. Neeta Anand**  
Assistant Director, NABH

**Dr. Ebinesh Antony**  
Analyst, NABH

**Mr. Uzair Rehmani**  
Coordinator, NABH



ISQuaEEA | Worldwide Society for Quality in Education and Accreditation  
Accredited Organisation 2022-2026



# NABH DIGITAL HEALTH STANDARDS FOR HOSPITALS

1<sup>st</sup>  
EDITION  
SEPTEMBER 2023