



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



राष्ट्रीय अधिकारी और
स्वास्थ्यवर्धन-प्रदाता प्रत्यायन बोर्ड
National Accreditation
Board For Hospitals and
Healthcare Providers



Navodaya- Transforming the future of Healthcare QUALITY

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Shri. Jaxay Shah
Chairperson, QCI

Navodaya- Pioneering the Future of Healthcare Quality - Advancing Patient-Centered Care and Excellence

As we embark on the journey of our latest NABH Newsletter, I am filled with a sense of pride and anticipation for the progress we continue to make in advancing healthcare quality to the last mile. The theme of this edition, "**Navodaya: Transforming the Future of Healthcare Quality**," reflects our ongoing commitment to fostering a healthcare environment that prioritizes patient safety and excellence. The role of NABH is not merely to set standards; it is to inspire a culture of quality that permeates every aspect of healthcare delivery. Our vision is clear: we aspire to create a healthcare system that is not only efficient but also compassionate and accessible to all citizens.

At the heart of our mission is a patient-centric approach, ensuring that the needs and preferences of patients guide our efforts. We are committed to operational excellence and patient safety, as demonstrated by the introduction of new NABH Accreditation Standards for Hospitals, which serve as benchmarks for healthcare providers striving to deliver uncompromised care.

In our pursuit of holistic care, we are integrating traditional practices by developing NABH

Accreditation Standards for Ayush Hospitals. This initiative bridges modern healthcare with time-honored systems like Ayurveda and Yoga, fostering an inclusive environment where diverse healing practices are recognized and valued.

Furthermore, our NABH Digital Health Standards are paving the way for hospitals to adopt advanced technologies, enhancing data management and patient care through secure Health Information Systems. We are particularly attentive to vulnerable populations; our checklists for Dementia-Friendly Hospitals exemplify our resolve to create supportive environments tailored to the needs of all patients.

As we look ahead, I encourage all stakeholders to engage actively with our initiatives. Your insights and experiences are vital in shaping our strategies and ensuring that they remain relevant and effective. Together, we can create an ecosystem where quality healthcare flourishes, benefiting Samanya Maanvi of Bharat. Let us continue working together towards a future where accessible, high-quality healthcare is a reality for all.



Shri. Rizwan Koita
Chairperson, NABH

Revolutionizing Healthcare: Embracing Technology for a Smarter, Safer, and More Accessible Future

Dear Colleagues,

It is my pleasure to welcome you to the 10th edition of the NABH (National Accreditation Board for Hospitals & Healthcare Providers) Newsletter. This edition's theme, "Navodaya: Transforming the Future of Healthcare Quality," reflects the significant advancements and innovations driving progress in healthcare today. The term Navodaya, meaning "new awakening," captures the essence of this transformative period in healthcare, where technology, policy updates, and a renewed commitment to patient-centered care are reshaping healthcare standards nationwide.

Progressive Advances in NABH Programs

At NABH, we remain steadfast in our commitment to advancing healthcare quality and patient safety. Over the past year, we have introduced several updates to our programs, reflecting the emerging needs of the healthcare sector. These updates include new quality protocols, digital standards, and expanded accreditation options that cater to a

broader range of healthcare settings. These program enhancements are designed to help healthcare providers maintain the highest standards of care, even as the healthcare landscape continues to evolve rapidly.

National Patient Safety Conference: A Collective Commitment

This year, we successfully concluded the National Patient Safety Conference (NPSC) in Delhi, where we brought together leaders from hospitals, technology companies, insurance firms, and healthcare experts to collaborate on advancing patient safety. At this event, we launched several key initiatives, including the 1st Edition of the NABH Digital Health Standards for Hospital Information Systems (HIS) and Electronic Medical Records (EMR). These standards are aimed at guiding software and technology companies in the development of tools that support safer and more efficient healthcare practices. These efforts align closely with the Ayushman Bharat Digital Mission (ABDM) and India's broader digital health objectives.



Patient Safety: Our Core Commitment

Patient safety continues to be a fundamental pillar of NABH's work and is embedded in all our programs and standards. Our accreditation guidelines are carefully crafted to ensure that safety is a core practice in healthcare delivery. We are committed to supporting healthcare facilities as they foster a culture of safety, with robust protocols, continuous training, and proactive risk management. Our recent efforts reflect our unwavering dedication to keeping patient safety central, even as we embrace new technologies and practices.

Focus on Expanding Quality Culture and Capacity Building

NABH's commitment to patient-centered care and quality improvement extends beyond technology. We continue to focus on building a strong quality culture within healthcare facilities. By maintaining rigorous accreditation standards and guidelines, we support organizations in creating environments where patient safety is prioritized at every level of care. We are equally focused on capacity building—equipping healthcare providers through training, workshops, and educational initiatives to strengthen their human resources and quality systems. These ongoing investments in capacity building help ensure that healthcare institutions are well-prepared to meet the highest standards in patient care.

Looking to the Future

As we look to the future, NABH remains dedicated to evolving healthcare standards and reaching new levels of excellence. We are focused on expanding our reach, both nationally and internationally, and continuing to support healthcare facilities of all sizes across India. In particular, we are working to improve the quality of care in smaller and mid-sized healthcare facilities that are crucial to the healthcare system. Our goal is to make quality care accessible, efficient, and reliable for all, driven by partnerships with healthcare providers, technology innovators, government agencies, and patient communities.

In closing, I would like to extend my heartfelt thanks to all our stakeholders—healthcare providers, patients, and our dedicated team at NABH. Your unwavering support and collaboration have been instrumental in our efforts to enhance healthcare quality and safety. Together, we are making a meaningful impact on the lives of patients and advancing healthcare in India.

Thank you for being a part of this journey. I look forward to sharing more updates and accomplishments with you in future editions of our newsletter.

Warm Regards

Chairperson, NABH



Shri. Chakravarthy T. Kannan

Secretary General, QCI

Navodaya: A New Dawn in Healthcare Quality – Milestones and Innovations Shaping the Future of Care

As we introduce the 10th issue of the NABH Newsletter themed “Navodaya: Transforming the Future of Healthcare Quality,” I am truly heartened by the achievements we have reached together this past year. The theme of “Navodaya,” meaning a new awakening, perfectly resonates with our journey at NABH—one marked by a profound dedication to enhancing patient care and quality standards across our healthcare landscape.

Since I joined QCI in April 2024, NABH has been at the heart of our focus, a testament to our vision of a healthcare system that meets the highest standards while remaining deeply responsive to patient needs. In this transformative year, we’ve taken significant steps toward making NABH more patient-centric, enhancing our systems, and broadening our reach to ensure that quality healthcare touches every corner of India. Several of these initiatives will take shape in 2025, marking the beginning of new standards in patient care and accessibility.

This year, we have laid the groundwork for several impactful initiatives, including:

- **6th Edition of NABH Accreditation Standards for Hospitals:** These new standards set a heightened benchmark for patient safety and operational efficiency, supporting hospitals in delivering uncompromised care.
- **NABH Accreditation Standards for Ayush Hospitals and Ayush Treatment & Wellness Centers:** In our dedication to integrate quality care within traditional systems like Ayurveda, Yoga, Unani, and Siddha, bridging the best of these practices with rigorous, accredited care.
- **NABH Digital Health Standards for HIS/EMR Systems:** Embracing the digital age, these standards guide hospitals in implementing robust Health Information Systems, ensuring seamless and secure patient data management.



We hosted the
NABH Patient Safety
Conference 2024
under the theme

“एक स्वस्थ देश,
विकसित भारत के
लिए,”

bringing together over
1,000 healthcare leaders
and practitioners.

- **NABH for Climate Action & Sustainability in Healthcare:** With environmental responsibility in mind, this initiative guides healthcare providers in adopting sustainable practices, reflecting our commitment to a healthier future for patients and the planet.
- **Checklist for Dementia-Friendly Hospitals:** This checklist addresses the needs of dementia patients, providing guidance for creating supportive, safe environments in hospitals that cater to this vulnerable group.

The conference offered a unique platform to explore progressive approaches to patient safety, emphasizing proactive, patient-centered care. Events like these are more than gatherings; they're catalysts for the safer, stronger healthcare ecosystem we envision for our nation.

I am grateful for the collective dedication of our partners, stakeholders, and the NABH team. Together, we're not only raising standards but also ensuring that quality healthcare becomes a reality for every citizen. As we look ahead to the future, I am deeply inspired by the journey we're on and the milestones still to come in our endeavor for Quality healthcare in Viksit Bharat.



Dr. Atul Mohan Kochhar

CEO, NABH

Empowering Healthcare Excellence: NABH's Vision for a Transformed Future

As we usher in the year 2025, I am delighted to present the 10th edition of the NABH Newsletter, where we reflect on a truly transformative year for healthcare in India and look ahead to the future with hope and renewed commitment. This year marks a pivotal point in the evolution of healthcare quality, a journey that is continuously reshaped by the innovation, resilience, and collaboration that define the National Accreditation Board for Hospitals & Healthcare Providers (NABH). As the theme of this edition, **"Navodaya – Transforming the Future of Healthcare Quality"** suggests, 2024 has been a year of immense progress and NABH has been at the forefront of this transformation.

Advancing Healthcare Quality in India

At NABH, our mission has always been clear – to elevate healthcare quality and ensure patient safety by setting standards and accreditation frameworks that are both comprehensive and progressive. We firmly believe that the future of healthcare lies in continuous improvement, innovation, and a collaborative approach to patient care. Through our accreditation standards, quality initiatives, and capacity-building programs, we have been successful in

bringing about a significant shift in the Indian healthcare system. Our efforts over the last year have been marked by key advancements and exciting new initiatives that continue to impact the healthcare ecosystem positively.

In 2024, NABH reached new milestones, demonstrating our commitment to making healthcare safer, more accessible, and of higher quality for all. One of the key highlights was the successful organization of the NABH Patient Safety Conference 2024. This conference, which brought together thought leaders, healthcare professionals and experts from across the country, focused on enhancing patient safety standards, sharing best practices, and fostering a culture of safety within healthcare organizations. It is through events like this that we aim to drive awareness and inspire action toward making patient safety a priority at every level of care.

The Launch of New Standards: Empowering Healthcare Providers

2024 also witnessed the launch of several new and revised NABH standards that address emerging needs in the healthcare sector, ensuring that our accreditation programs remain relevant and responsive to changing



trends in patient care, technology, and environmental sustainability.

The introduction of the NABH Accreditation Standards for Hospitals 6th Edition, available in 12 Indian languages, is a landmark achievement aimed at making healthcare accreditation more accessible across India. These updated standards incorporate the latest advancements in clinical practices, patient-centered care, and healthcare safety, ensuring that hospitals nationwide meet rigorous quality benchmarks. The translation into multiple languages promotes the uniformity of healthcare standards, making them inclusive of diverse linguistic and cultural contexts. In parallel, NABH has launched several other initiatives to enhance healthcare quality, including the Guidebook for Climate Action & Sustainability in Healthcare, which provides healthcare institutions with strategies to reduce their environmental impact through energy-efficient practices and sustainable infrastructure. Additionally, the Checklist for Dementia-Friendly Hospitals helps create environments sensitive to the needs of dementia patients, while the Accreditation Standards for AYUSH Hospitals and AYUSH Treatment & Wellness Centers set high standards for traditional medicine and wellness centers. To support the growing medical tourism sector, NABH introduced the Empanelment Standards for Medical Value Travel Facilitators - 2nd Edition, ensuring that medical facilitators meet the highest safety and ethical standards. Lastly, the Digital Health Standards for HIS/EMR Systems guide healthcare providers in adopting secure, efficient digital health tools to improve

patient care in the digital age. Each of these advancements represents NABH's commitment to transforming healthcare quality and safety, making it more inclusive, sustainable, and technologically advanced.

Looking Forward to 2025 and Beyond

The developments and initiatives that we have witnessed in 2024 are only the beginning of what promises to be a bright future for healthcare quality in India. As we move forward into 2025 and beyond, NABH will continue to drive innovation, research, and capacity-building in healthcare, ensuring that our standards remain at the cutting edge of medical practices and patient safety.

With several more exciting projects lined up for the coming year, including new accreditation standards, educational programs, and collaborations, NABH is poised to take the next steps in transforming healthcare quality across India. Together with healthcare providers, policymakers, and stakeholders, we will continue to work tirelessly to build a healthcare system that is safe, sustainable, and patient-centered.

The dawn of 2025 signifies not just a new year, but a new era in healthcare quality. Through our continuous efforts, collaborations, and innovations, NABH is committed to ensuring that the healthcare system of tomorrow is built on the solid foundation of excellence, safety, and compassion. I extend my heartfelt thanks to all those who have contributed to our success and invite you to continue this journey with us as we strive to create a healthier and safer India for all.

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

Articles from Healthcare Leaders





Dr. Upasana Arora

Managing Director,
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Navodaya- Transforming the future of Healthcare Quality

Healthcare in India is seeing a rapid transformation which is in the focused-on use of technology be it on the policy front or the use of technology for improved patient outcomes or operational efficiency. We have seen a steady transition in all aspects of patient care which has moved towards more of technology interfacing healthcare, be it in terms of advanced remote patient monitoring with AI driven early warning systems for monitoring of patients or the use of Robotic Surgery in various surgical specialties leading to improved patient surgical outcomes. Moreover, there is an acceptance from the patient community to these technological advancements also which has made this transformation more forthcoming.

There have been policy reforms also promoting technology updation in the form of Digitalization in healthcare. The National Health Authority (NHA) is implementing Ayushman Bharat Digital Mission (ABDM) to create a digital health ecosystem for the country. ABDM intends to support different healthcare facilities like clinics, diagnostic centers, hospitals, laboratories and

pharmacies in adopting the ABDM ecosystem to make available the benefits of digital health for all the citizens of India.

Although there has been unprecedented growth in digital health records over the past few months, there is still, a huge potential for further growth as healthcare continues to be offered non-digitally on a significant scale. To give further boost to digital health transactions in the country, NHA is incentivizing the stakeholders of the digital health ecosystem. This initiative would also provide the right encouragement to majority of healthcare providers for adopting digital health and also to the providers of digital health solutions such as Hospital/Health Management Information System (HMIS) and Laboratory Management Information System (LMIS) to make available the right software at an affordable cost to the healthcare providers.

The various modes of digitalization are improving the quality of healthcare services, enhancing accessibility, and optimizing

operational efficiency. Digital platforms enable remote consultations, making healthcare more accessible in rural, remote and underserved areas and hence enhancing accessibility. The advent of Mobile Health Apps has enabled users to be more aware of their health conditions besides making provisions for appointment scheduling, and offering reminders for medications, tests etc.

Patient Empowerment has been one of the most remarkable achievements of digitalization. Digital platforms offer educational resources that empower patients to make informed decisions about their health. Patients can manage their health proactively through digital tools, including tracking symptoms and managing medications. Wearable devices that monitor vital signs and other health metrics can provide real-time data to both patients and healthcare providers leading to better monitoring of patients in acute settings or suffering from chronic conditions. Advanced data analytics now can identify trends and patterns based on this data, leading to more personalized and effective treatment plans which lead to better outcomes of care. This is further supporting evidence-based policy making, improving healthcare systems and outcomes.

Hence, we see that there is a movement to a new rising or a new awakening, reflecting a transformative era in healthcare, which is more transparent, more participating for all stakeholders of the healthcare which is leading us to a new level in healthcare which is more efficient, more transparent and safer for all.



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Senior Vice President
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Compliance to Culture: Transforming Hospital Accreditation in India

Quality accreditation is essential for safe and effective patient care, while guiding healthcare providers toward continuous improvement. In India, the National Accreditation Board for Hospitals & Healthcare Providers (NABH) has been at the forefront of this movement since its inception in 2005. We have come a long way over the last couple of decades, with more than 10,000 hospitals with active accreditation. However, with more than 70,000 hospitals in India, we still have a long way to go.

To identify ways to improve the overall penetration and relevance of quality accreditation in India, we need to look at the primary stakeholders—the 3Ps: Patients, Payors, and Providers. We need to understand what each of them wants and get insights from things that have worked and the ones that haven't.

Patients look for reliability. Information asymmetry is a major determinant in healthcare. Any initiative that can provide reliable information to patients and help them make informed choices while choosing their providers, can be a game-changer. If patients start relating Quality accreditation with reliability and good clinical outcomes, the providers will automatically want to get accredited. Currently, this is not the case and we are yet to tap into this aspect.

Payors, including insurance companies and government health schemes, want their beneficiaries to receive high-quality care leading to favorable outcomes and reduced overall costs. The payors' preference for empanelment of hospitals with quality accreditation along with higher reimbursement rates for accredited hospitals has worked well for India so far. It has been one of the major drivers for increasing adoption of quality accreditations among hospitals.

One thing that will certainly appeal to most Providers, especially the private ones, is a good reputation that can bring in more patient footfall. We are yet to leverage this aspect. Quality accreditation is largely seen as a cross-sectional activity that is time consuming and a "must-do" activity by most providers. Such perceptions can be a deterrent for many mid-size and small providers, who make up for majority of the providers in India.

We can consider three strategies that leverage the needs of each of the stakeholders in improving adoption of quality accreditation. First, aggressive domestic awareness campaigns are crucial. Awareness campaigns need to be done in colloquial languages and dialects with clear and impactful messaging. If patients start identifying NABH or other quality

accreditations, with reliability, adoption among providers is bound to increase. The Ayushman Bharat Digital Mission (ABDM) patient portal can be leveraged for the same, wherein NABH-accredited hospitals/facilities are prominently featured, enhancing their visibility and accessibility.

Second, NABH may consider building its international brand. This will help to strengthen trust in India's Medical Value Travel (MVT) market and unlock new opportunities. Partnering with Indian embassies and other MVT stakeholders to create a unified portal can enhance visibility and simplify the patient journey. Once hospitals in India see the potential of getting international patients, more hospitals would want to get accredited. This will help Indian hospitals tap into global markets while improving the overall quality of care for all patients.

Third, transitioning from traditional inspection-based accreditation to a technology-first approach

can simplify the processes, reduce administrative burdens and make it easier for hospitals to go for accreditation. We need a shift in the very perception and psyche. Accreditation should not be seen as an "inspector-driven compliance". It should rather be a "provider-driven commitment" to improvement using real-time insights into hospital performance, which will ultimately translate to higher revenue.

The journey towards mainstreaming accreditation should start with public awareness and brand-building, augmented by a technology-first approach which not only makes it easier for the providers to come on-board but also demonstrates clear, tangible benefits for all stakeholders.





Dr. Santosh Shetty

CEO and Executive Director, Kokilaben Dhirubhai Ambani Hospital, Mumbai

Navodaya: A New Awakening in Healthcare Quality

As we reflect on the theme of Navodaya: Transforming the Future of Healthcare Quality, we are reminded of the remarkable journey that Indian healthcare has embarked upon.

Navodaya, meaning "new awakening," speaks directly to the transformative shift we're experiencing in healthcare today—a shift marked by relentless innovation, patient-centred care, and a steadfast commitment to excellence. This theme perfectly encapsulates the transformative era in which we find ourselves, one that challenges us to think beyond the conventional and redefine what it means to deliver quality care.

Embracing a Future-Ready Healthcare System

In today's world, healthcare is no longer just about treating illness; it's about creating holistic well-being for every patient. This new era—this Navodaya—pushes us to leverage the best in technology, policy, and clinical expertise to create a system that doesn't just heal but sustains health. By implementing advancements like precision medicine,

integrated health data systems, and outcome-focused care models, we are moving closer to a healthcare system that is proactive, preventive, and truly patient-centred. I believe our commitment to these principles will drive us to achieve outcomes that make a profound difference for each patient we serve.

Technology-Driven Quality: A Path to Precision and Reliability

Technology is redefining healthcare quality, creating new benchmarks for accuracy, speed, and reliability. Innovations like automated labs, AI-driven diagnostics, and real-time data analytics allow us to significantly reduce errors, streamline processes, and ultimately improve patient outcomes. These tools are integral to a transformative quality journey that empowers clinicians to make informed, data-backed decisions. Navodaya, in this sense, is our commitment to using technology not just for operational improvements but as a catalyst for delivering highly personalized and precise care. I am confident that by embracing these tools, we are setting the foundation for a future where

zero diagnostic error and optimal treatment outcomes are not just aspirations but standards.

The Prime Minister's Digital Health Mission will play a pivotal role in this journey as every citizen will have digital health ID with ease of access to information across healthcare providers.

Cultivating a Patient-Centered and Inclusive Culture

At the heart of Navodaya is the patient—our ultimate focus. This new awakening is about more than clinical advancements; it's about creating a culture of compassion, openness, and respect that permeates every level of our organization. Initiatives like our open-door policy, PROMs, and clinical audits enable us to listen, learn, and continually improve based on patient feedback. By cultivating a workplace culture that celebrates transparency and supports every team member, we are building a healthcare environment that enhances the quality of care and enriches the patient experience.

Setting New Standards through Accreditation and Continuous Improvement

Our national and international accreditations reflect our deep commitment to upholding the highest standards in healthcare. These certifications are not mere milestones but stepping stones toward our mission of continuous improvement. Navodaya calls us to go beyond compliance, embracing a mindset of relentless quality enhancement. Through clinical audits, data analysis, and cross-functional collaboration, we ensure that quality is not an occasional pursuit but a constant process of refinement, aligned with best practices worldwide. This journey of transformation is ongoing, and every improvement we make brings us closer to achieving the excellence our patients deserve.

Inspiring the Healthcare Community to Lead the Future

As healthcare leaders, we are at the forefront of a new era of care that calls for dedication, innovation, and empathy. Navodaya challenges us to think critically about the future of

healthcare and our role in shaping it. Together, as a healthcare community, let us embrace this new awakening with the passion and responsibility it demands. Through collaboration, forward-thinking policies, and patient-centered initiatives, we can set new standards for healthcare quality that inspire trust and bring hope to our patients and their families.

Conclusion

Navodaya is more than a theme—it is a vision that requires bold thinking, continuous improvement, and a genuine commitment to each patient's well-being. As we step into this new chapter in Indian Healthcare, let us each be champions of quality and advocates for a future where healthcare is defined by precision, compassion, and resilience. Together, we can ensure that these new awakenings transforms healthcare for generations to come.

**Mr. Gaurav Loria**

Sr. VP – Operations &
Chief Quality Officer
Apollo Hospitals Group

Embracing the New Era of Healthcare Quality

Healthcare quality is undergoing a profound shift, echoing the essence of "Navodaya"—a new dawn of transformation. This period is defined by a powerful blend of technological innovation, policy evolution, and an unwavering commitment to patient-centric care, which are collectively redefining standards and practices within the healthcare sector.

At the forefront of this transformation is technology. The integration of artificial intelligence (AI), machine learning, and data analytics has redefined the possibilities in diagnostics, treatment plans, and patient management. Predictive analytics now equip healthcare providers with the ability to anticipate complications and implement preventive measures. Telemedicine, too, has expanded the reach of quality healthcare services, making them accessible to remote and underserved populations.

The past decade has witnessed remarkable changes in healthcare, driven by the integration of technology, increased health awareness, and the emergence of a new class of patients who prioritize their overall experience. Accreditation standards, such as those outlined by NABH, have

emphasized adherence to evidence-based practices, stringent safety measures, and a culture of continuous learning.

The decade has also seen a surge in enthusiasm for training and development initiatives, ensuring that healthcare professionals are equipped with the necessary skills to thrive in a rapidly evolving environment. These training programs have evolved to include not just traditional clinical education but also courses on advanced technological competencies, patient communication, and empathetic care practices. Interactive simulations, workshops, and e-learning platforms are increasingly being used to offer hands-on experience and continuous professional development.

Amid these advancements, patient-centric care continues to be the focus of quality transformation. By viewing patients as active partners in their care, healthcare providers are building trust and boosting engagement. Models emphasizing shared decision-making and patient feedback are enhancing satisfaction and compliance with treatment plans, leading to better health outcomes.

Quality is no longer confined to clinical effectiveness alone; it now encompasses the entire patient journey—from initial contact to post-treatment follow-ups. This comprehensive approach ensures that every interaction contributes to a positive patient experience and aligns with the overarching goal of holistic care.

The Path Forward

Looking ahead, the future of healthcare quality will rely heavily on collaboration. The rapid pace of technological progress, while promising, poses the risk of creating disparities in adoption rates and widening the quality gap among healthcare providers. Bridging these gaps will require a unified approach where policymakers, healthcare providers, technology innovators,

and patients work hand in hand. Collaborative frameworks can drive the sharing of best practices, promote the equitable adoption of advancements, and ensure that innovations are implemented in a way that benefits all stakeholders.

Sustained investments in technology, workforce training, and shared ethical practices will be essential to maintaining the momentum of this transformative period. Through strategic collaborations, adoption of cutting-edge technologies, and a steadfast commitment to patient-centric approaches, the sector can set new benchmarks for excellence, ensuring improved outcomes and a higher standard of care for years to come.





Mr. Aditya Patkar

Entrepreneur / Digital Health Expert - Co-Founder, Plus91

Reducing Errors: The first strike in improving quality in Healthcare

Falling sick is painful for the family. Getting sicker while in hospital is the worst feeling in the world and an additional burden on the family. Quality in Healthcare is paramount, hence reducing any errors or negligence that can lead to further complications in the patient's journey.

Quality of care is seen in India more from a hospitality standpoint than the actual accuracy of service provided. A mindset change is needed from all stakeholders so that enough investment is made to control mismanagement through reduced hospital infections and an increase in faster outcomes through timely availability of information.

India currently has:

- 5 million incidents of medication errors annually - reported, with almost 7,000 mortalities seen on average.
- Over 5.2 million medical malpractice cases are filed annually (per the latest average). Of which,
- 80% of the mortalities are due to surgical mistakes.

- 70% of emergency fatalities are caused by mismanagement.
- Approximately 9.06 infections per 1,000 intensive care unit (ICU) patient days (per the reports of the International Nosocomial Infection Control Consortium for 2022).

So, the problem is severe.

As technology advances, it can become more accessible to assess the quality of service delivery and the trackability of outcomes. Preventing most of these errors should become a critical goal for Hospitals in India, which NABH has been championing for years. As EMRs become more prevalent in hospitals, thanks to ABDM and other digitisation incentives by the Government, piggybacking information availability on the EMR to provide better tracking, alerting and checklists to reduce errors is an obvious step. NABH, with its EMR standards, has taken the right step in this direction. Empowering hospitals and their users to use data captured to reduce errors also tips the scales further in promoting and pushing the use of EMRs in

hospitals. It creates a cycle of reliability where entering the data in an EMR becomes more meaningful to more stakeholders now that they can help avoid errors and malpractice concerns and improve service delivery. In turn, the reduced errors provide an impetus and time to use the EMR more effectively.

A hospital is a vast space with many places for slippages and errors. Automation coupled with IOT can help detect lapses faster and correct mistakes before they occur. Reporting on common patterns can also stem the tide of repeat errors within the hospital premises.



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Mrs. Gracy Mathai

CEO, Baby Memorial
Hospital, Calicut

Transforming Future of Health Care Quality

Transforming healthcare quality involves a shift in focus towards improving patient outcomes, enhancing care delivery processes, and utilizing data-driven insights to create more efficient, equitable, and accessible healthcare systems. Transforming healthcare quality requires a multifaceted strategy, involving stakeholders across the continuum of care.

Few major transformational features in healthcare quality:

Patient-Centered Care

Patient-centered care prioritizes the needs, preferences, and values of patients, integrating them into every aspect of care delivery. This approach is supported by policies and practices that empower patients to be active participants in their health decisions. By emphasizing empathy, communication, and respect, patient-centered care improves patient satisfaction and outcomes.

- Digital Health Platforms and Mobile Apps:**– Mobile apps and digital platforms offer patients easy access to health records, appointment scheduling, and direct communication with healthcare providers.

They enable patients to track their health metrics and manage chronic conditions from home, enhancing both engagement and autonomy.

- Telemedicine and Remote Monitoring:** – Telemedicine has transformed access to care and participation in treatment decisions.
- Emphasis on Patient Education and Health Literacy:** – Educating patients about their conditions and treatment options empowers them to make informed decisions. This can be done through multimedia educational content, support groups, and personalized counseling, all of which contribute to improved adherence and satisfaction.
- Improved Patient Feedback and Experience Measures:** – Actively collecting and analyzing patient feedback allows providers to make continuous improvements based on patients' experiences and needs. Systems that track patient satisfaction and outcomes drive healthcare providers to be more responsive and adapt to evolving expectations.

Data and Analytics

Data analytics has become crucial in identifying trends, understanding disease patterns, and improving operational efficiency. Predictive

analytics helps healthcare providers foresee patient health issues, allowing for preventive care measures. Additionally, real-time monitoring and big data analytics enable more responsive care, facilitating early intervention and reducing the burden of chronic diseases.

1. Predictive Analytics and Risk Stratification:

Stratification: -Predictive analytics use historical and real-time data to identify patients at high risk for complications, hospital readmissions, or other adverse events. By analyzing patterns in patient data, providers can intervene early to reduce risks, optimize care plans, and personalize treatment.

2. Artificial Intelligence (AI) and Machine Learning (ML):

ML: - AI and ML algorithms enable more accurate diagnostics and faster decision-making. For instance, AI in imaging can help radiologists detect anomalies like tumors with greater precision, while ML in EHR data can predict potential disease progression, aiding in preventive care and improving treatment outcomes.

3. Patient Flow and Resource Optimization

Analytics: -Analytics tools monitor patient flow and optimize resource allocation within healthcare facilities. By analyzing data on patient admissions, discharge rates, and staff availability, healthcare organizations can improve patient throughput, reduce wait times, and ensure resources are efficiently utilized.

Interdisciplinary Collaboration and Team-Based Care

Interdisciplinary collaboration and team-based care have become key transforming features in enhancing healthcare quality by bringing together diverse expertise to address patients' complex needs comprehensively. This

approach enables more holistic, coordinated, and efficient care that leads to better patient outcomes, increased satisfaction, and reduced healthcare costs. Some of the most impactful transforming features of interdisciplinary collaboration and team-based care are:-

- **Comprehensive Care Teams with integrated care plans:** -Interdisciplinary teams include a variety of healthcare professionals such as physicians, nurses, pharmacists, social workers, therapists, and dietitians who bring specialized knowledge to a shared patient care plan. This diversity ensures that all aspects of a patient's health are addressed, reducing oversights and improving the overall quality of care.
- Care teams work collaboratively to develop integrated, individualized care plans that address both medical and non-medical needs. This collaborative approach ensures continuity and consistency in patient care, reduces treatment duplication, and aligns team members' efforts toward shared goals. Teams benefit from diverse perspectives, enabling them to make more informed decisions and develop comprehensive care solutions. For instance, input from a pharmacist may optimize medication management, while a physical therapist's perspective can contribute to mobility and recovery goals.
- Coordinated care helps prevent gaps in follow-up, medication errors, and unnecessary hospitalizations, particularly for high-risk patients. Transitional care planning and shared accountability among team members reduce hospital readmissions and improve patient outcomes, especially for those with chronic or complex conditions.

Advanced Robotics and Minimally Invasive Surgery

Surgical robotics and minimally invasive techniques enable surgeons to perform complex procedures with greater precision, smaller incisions, and reduced risk to patients.

These innovations result in shorter recovery times, decreased complications, and improved patient satisfaction, contributing to overall quality improvement in surgical care.

Standardized Protocols and Evidence-Based Practice

Implementing standardized protocols and evidence-based practices ensures that care quality is consistent and reliable across different providers and facilities. Clinical guidelines based on rigorous research help reduce variability in care, ensuring that patients receive the best possible treatment. Standardization also helps streamline operations and minimize errors.

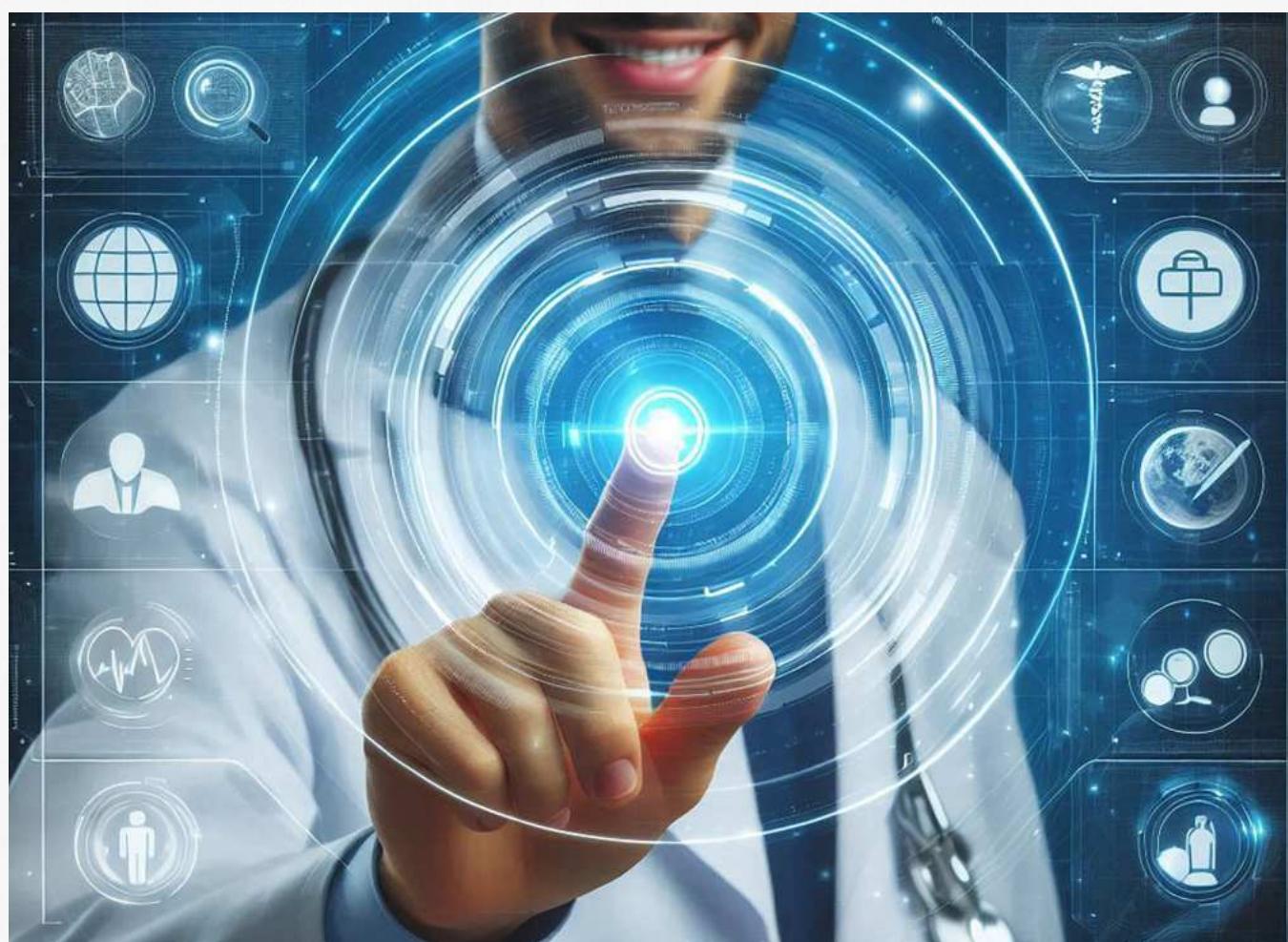
Patient Safety and Error Reduction

Efforts to minimize medical errors and enhance patient safety are foundational to healthcare

quality. Protocols like hand hygiene, medication reconciliation, and error reporting systems are examples of measures that prevent adverse events. Technologies such as electronic health records (EHRs) and automated alert systems also play a key role in reducing human error by ensuring accurate and timely information is available to healthcare providers.

Conclusion

The transformation of healthcare quality involves a multifaceted approach, combining technological advancements, value-driven care models, and a renewed focus on patient-centered practices. By focusing on these transformational features, healthcare systems can create a high-quality, equitable, and efficient healthcare experience that ultimately leads to better health outcomes for all patients.



Articles from NABH Secretariat





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Healthcare Workforce Well-being and Burnout in India: Tackling Pre- and Post-COVID Challenges through NABH Standards

Introduction

India's healthcare workforce has long been the backbone of its medical system, consistently meeting the needs of a vast and diverse population. Yet, the demands placed on these professionals have grown significantly, especially after the COVID-19 pandemic. Challenges such as physical fatigue, emotional exhaustion, and mounting burnout are now compounded by external pressures, including increasing violence against medical personnel, rising healthcare expenses, and safety concerns for female professionals during late-night shifts. Socio-economic issues such as inadequate staffing and low remuneration further exacerbate these stresses.

In this context, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) stands as a beacon, driving healthcare institutions toward standards that not only enhance patient care but also improve the well-being of their workforce. NABH guidelines aim to address these systemic challenges, fostering a safer and more supportive environment for healthcare professionals.

The Shifting Strain: Challenges Before and After COVID-19

Pre-Pandemic Struggles

Healthcare professionals in India faced significant hurdles even before the pandemic. Common stressors included:

- **Understaffing:** Overwhelming patient loads led to overworked staff.
- **Long Hours and Inadequate Pay:** Extended shifts paired with insufficient compensation added financial and physical strain.
- **Emotional Toll:** Unrelenting societal expectations created constant psychological pressure.

Pandemic-Induced Intensification

COVID-19 brought new challenges that magnified existing pressures:

- **Risk of Infection:** Professionals faced the dual fears of personal exposure and endangering loved ones.
- **Emotional Trauma:** High patient mortality

and uncertainty over outcomes led to chronic stress.

- Physical Overload: Limited resources meant longer hours, often without adequate protective equipment.
- Mental Health Decline: Anxiety, depression, and PTSD became widespread among frontline workers.

Even as the pandemic subsides, its impact on the healthcare workforce lingers. Burnout and emotional distress are now key contributors to increased turnover and absenteeism rates.

Violence in Healthcare: A Rising Threat

Incidents of violence against medical professionals have seen a worrying rise, particularly in high-stakes areas like emergency wards and COVID-19 treatment centers. This often stems from patient families' frustration over delays, perceived negligence, or the inevitability of unfavourable outcomes.

A report by the Indian Medical Association (IMA) revealed that nearly three-fourths of doctors have experienced some form of violence. Verbal abuse is common, while physical assaults remain a grave concern. These experiences leave lasting impacts on healthcare workers, contributing to workplace dissatisfaction and further fuelling burnout.

Economic and Gender-Specific Stressors

Financial Pressures

Rising healthcare costs place immense strain on both patients and providers. While patients struggle to afford care, healthcare professionals grapple with limited resources and the stress of low compensation, particularly in rural areas or smaller institutions.

Safety of Female Professionals

Female healthcare workers, especially those on night shifts, face unique challenges:

Safety Concerns: Late-night commuting can expose women to risks, particularly in urban centers.

Work-Life Balance: The expectation to manage both professional duties and domestic responsibilities can be overwhelming.

These factors contribute to heightened stress and gender-specific burnout, making retention of female workers a significant challenge.

Addressing Burnout: How NABH Standards Offer Solutions

NABH plays a pivotal role in alleviating workforce stress through a structured framework of policies and standards. These include:

1. Comprehensive Mental Health Support
2. NABH encourages institutions to provide counselling, stress management workshops, and peer support groups.
3. Ensuring Workplace Safety
4. Establishing protocols to handle conflict and violence ensures a secure environment.
5. Fair Compensation and Staffing Policies
6. NABH mandates equitable pay practices and improved staffing to balance workloads.
7. Resource optimization enhances the work environment, reducing stress.
8. Promoting Gender-Sensitive Practices
9. By fostering inclusive workplace cultures and offering flexible scheduling, NABH standards address the unique needs of female staff.
10. Gender sensitivity training ensures greater awareness among teams.
11. Encouraging Work-Life Balance

10. Adequate rest periods, shift rotations, and designated recovery time are integral to NABH guidelines.

These policies improve morale, reduce turnover, and support long-term workforce retention.

11. Strengthening Rural Healthcare Support
12. NABH emphasizes improved infrastructure, resource availability, and incentives for rural healthcare workers.

This alleviates pressure on staff in underserved regions, ensuring more equitable healthcare delivery.

Conclusion

The sustainability of India's healthcare system hinges on the well-being of its workforce. By addressing challenges such as burnout, violence, financial stress and gender-specific concerns, India can build a more resilient and supportive medical infrastructure.

NABH standards provide a structured approach to tackling these issues, offering solutions that prioritize mental health, workplace safety, and equitable practices. By fostering better work environments and supporting healthcare professionals, NABH paves the way for a healthier, more robust healthcare system capable of meeting the needs of both its workers and the patients they serve.





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Navodaya: Paving the Path to Healthcare Excellence - A Journey Through the Past, Present and Future of Accreditation

In recent years, the Indian healthcare sector has made significant strides, thanks to the introduction of new technologies, medical innovations and a renewed focus on patient care. However, despite progress, challenges persist, particularly in terms of quality, access, and consistency across healthcare institutions. To address these issues and lay the groundwork for a more robust and patient-centric healthcare system, the Navodaya has emerged as a ground-breaking effort. Navodaya, which means "new dawn," uplift healthcare standards, especially in underserved regions, through systematic improvements, infrastructural upgrades and the promotion of best practices.

Healthcare quality has been a topic of increasing importance for both healthcare providers and patients. From its early roots in ensuring basic standards of care to today's emphasis on patient-centered, technology-driven approaches, the concept of healthcare quality has evolved significantly over the years. Accreditation bodies, like the Joint Commission International (JCI), National Accreditation Board for Hospitals and Healthcare Providers (NABH), and others, have played a crucial role in shaping the standards that define healthcare quality

worldwide. By looking at the past, present, and future of healthcare quality from an accreditation body's perspective, we gain valuable insights into the ongoing transformation in healthcare.

The Need for Quality Healthcare in India

India, with its vast population and growing healthcare demands, faces numerous challenges in the healthcare sector. The diversity of the country – in terms of geography, population density and socioeconomic status – creates disparities in access to healthcare. Rural and remote areas, in particular, struggle with inadequate healthcare facilities, outdated infrastructure, and insufficient numbers of skilled medical professionals. The COVID-19 pandemic further exposed these gaps, underscoring the need for urgent reforms and improvements in the healthcare system.

However, access alone does not guarantee quality. Many hospitals and healthcare providers lack standardized protocols, evidence-based practices, and patient-centered care approaches. The need for improving healthcare quality, not just in urban areas but also in rural and underserved regions,

is pressing. This is where Navodaya steps in, aiming to overhaul healthcare delivery by focusing on quality assurance, infrastructure development, and the training of healthcare professionals to deliver safe, effective, and patient-centric care.

The Past: Establishing the Foundation of Healthcare Quality

Historically, healthcare quality was a relatively unstructured concept. Before accreditation systems were developed, healthcare providers were largely guided by personal expertise, informal practices, and local regulations. The focus was primarily on treating illnesses and curing diseases rather than ensuring a systematic approach to care. However, as healthcare became more complex, it became evident that a more structured approach was necessary to ensure patient safety, consistency, and continuous improvement.

In the mid-20th century, there was growing recognition of the need to establish standardized practices to improve healthcare outcomes. Accreditation began to emerge as a way to formalize these standards. The Joint Commission, founded in 1951 in the United States, was one of the first organizations to develop a formal accreditation process for hospitals. This was a pivotal moment in the history of healthcare quality, as it provided a mechanism to evaluate hospitals based on established criteria and hold them accountable for meeting those standards.

In India, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) was established in 2006 to introduce a similar system of hospital accreditation. Its purpose was to promote and guide healthcare organizations to deliver quality services by adhering to a set of rigorous guidelines. The early days of accreditation were focused primarily on basic structural and procedural elements such as infrastructure, staffing levels, hygiene, and safety protocols. Accreditation was seen as a tool for ensuring that healthcare providers met minimum standards of quality and safety.

The Present: A Shift Towards Patient-Centered and Comprehensive Quality Care

As healthcare systems worldwide advanced, so did the expectations around quality. In the present day, the focus has shifted from merely meeting minimum standards to delivering comprehensive, patient-centered care that encompasses clinical effectiveness, patient safety, and patient satisfaction. Accreditation bodies now assess healthcare organizations on a wide range of criteria, including the experience of care, the safety of care, and the efficiency of care.

A key development in the modern era of healthcare accreditation is the emphasis on patient-centered care. Accreditation bodies like NABH and JCI have placed patient experience at the forefront, emphasizing the need for healthcare providers to engage patients as active participants in their care. This shift recognizes that the quality of care cannot be measured solely by clinical outcomes but must also consider factors like communication, emotional support, and respect for patients' values and preferences.

The current standards established by accreditation bodies are more comprehensive, including a wider variety of aspects like management systems, ethical practices, and the use of data for improving healthcare quality. Today, hospitals and healthcare providers are assessed not only on their physical infrastructure but also on how well they integrate new technologies and handle patient feedback. Accreditation bodies now require institutions to demonstrate ongoing performance improvement, emphasizing continuous learning and adaptation in response to emerging challenges and evolving patient needs.

Additionally, patient safety has become a critical pillar in the present-day accreditation process. With the rise of medical errors and healthcare-associated infections, accreditation standards now focus heavily on reducing avoidable risks. Hospitals and healthcare providers are assessed on their adherence to best practices in infection control, medication safety, and the management of clinical procedures.

The role of data and technology has also grown significantly in healthcare quality. Accreditation bodies have increasingly adopted standards related to the use of digital health tools, including electronic health records (EHR), telemedicine, and data analytics. These innovations allow for better tracking of patient outcomes, more accurate diagnoses, and more efficient management of healthcare resources.

The Future: A Vision for More Sustainable Healthcare

Looking toward the future, accreditation bodies are increasingly focusing on quality improvement through innovation and the integration of advanced technologies. As healthcare becomes more digital and interconnected, accreditation will evolve to assess how well organizations embrace these technological advances while maintaining high-quality care.

Artificial intelligence (AI), machine learning, and predictive analytics will play an essential role in the future of healthcare quality. These technologies have the potential to enhance diagnostic accuracy, predict patient outcomes, and improve personalized care plans. Accreditation bodies will likely adapt their standards to encourage healthcare providers to adopt these technologies responsibly, ensuring that they are integrated into clinical practice in ways that improve patient outcomes and safety.

Telemedicine is another area where accreditation will play an increasing role. The COVID-19 pandemic has accelerated the adoption of telemedicine and the future will likely see even broader use of remote consultations, virtual care teams and remote monitoring technologies. Accreditation bodies will need to develop new standards for evaluating telemedicine services to ensure that they meet the same high-quality care

standards as in-person visits.

In addition to technological advancements, sustainability will become a major focus in the future of healthcare quality. Hospitals and healthcare providers will increasingly be required to adopt environmentally sustainable practices. This includes reducing waste, minimizing energy consumption, and using eco-friendly materials. Accreditation bodies will play a key role in promoting these practices by incorporating sustainability criteria into their accreditation processes.

Furthermore, patient empowerment will continue to gain importance. As patients become more informed and involved in their healthcare decisions, accreditation bodies will increasingly emphasize the need for healthcare providers to facilitate this engagement. Empowered patients who understand their care options and actively participate in decision-making are likely to experience better outcomes, and accreditation bodies will be crucial in fostering this shift toward patient autonomy.

Conclusion

The evolution of healthcare quality from the past to the present reflects significant improvements in care delivery, patient safety, and overall system effectiveness. Accreditation bodies have been instrumental in this journey, setting standards that ensure healthcare providers meet the highest levels of care. As the healthcare landscape continues to change, accreditation will remain a key driver in ensuring that new technologies, patient needs, and sustainability practices are integrated into a future that is safer, smarter, and more inclusive. The future of healthcare quality will be defined by a more personalized, data-driven approach, supported by innovation and a continued commitment to excellence.

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New Dawn in Healthcare: NABH's Vision for a Safer, Smarter and Sustainable Future

The healthcare sector is undergoing a profound transformation in response to changing patient needs, evolving technologies, and the continuous pursuit of excellence in care delivery. At the forefront of this transformation is the National Accreditation Board for Hospitals and Healthcare Providers (NABH), which has played a pivotal role in enhancing the quality and safety standards of healthcare institutions in India. With its strong commitment to improving healthcare outcomes, NABH has set a new course for the future of healthcare, marked by a focus on quality, patient safety, and sustainable practices.

The Role of NABH in Healthcare Quality

NABH, an autonomous body under the Quality Council of India (QCI), was established in 2006 with the goal of accrediting healthcare organizations that meet high standards of patient care and safety. Its accreditation process is recognized as a hallmark of excellence, ensuring that healthcare providers meet stringent criteria designed to improve healthcare quality across various domains. These domains include infrastructure, clinical care, management practices, patient rights,

and safety standards, all of which contribute to an integrated approach to health service delivery.

The accreditation system that NABH employs is a comprehensive framework that includes rigorous assessments and continual monitoring. Hospitals and healthcare providers are evaluated on a range of factors, from medical ethics and patient safety to staff competence and technological integration. For healthcare organizations, obtaining NABH accreditation is not just a mark of distinction but a commitment to delivering exceptional care to patients while continuously improving healthcare practices.

A New Dawn in Healthcare Quality

The phrase "New Dawn" represents a fresh start, a time of renewal, and a shift towards a brighter, more progressive future. In the context of healthcare, it signifies the evolving standards of care, moving beyond conventional practices to embrace a future of innovation, patient-centricity, and inclusivity. NABH is spearheading this transformation through its accreditation standards, which align with global benchmarks for healthcare quality. By emphasizing patient safety, clinical effectiveness, and service

excellence, NABH is shaping a future where healthcare is not just accessible but also equitable and patient-centered.

A key feature of NABH's approach is its emphasis on patient-centered care. This model is built around the understanding that patients are not just recipients of healthcare services; they are active participants in their healing journey. Ensuring that patients are treated with dignity, respect, and compassion is a fundamental principle of NABH standards. This focus on patient experience ensures that every aspect of healthcare, from the doctor's interaction to hospital infrastructure, is designed with the patient in mind.

Transforming Patient Safety and Quality of Care

In the New Dawn of healthcare quality, patient safety is paramount. One of the most significant contributions of NABH is its work in promoting a culture of safety within healthcare organizations. Patient safety involves the prevention of errors and adverse effects related to healthcare delivery, and NABH standards incorporate internationally recognized practices to minimize risks to patients. These practices cover infection control, medication safety, and the reduction of procedural errors, among others.

Through its comprehensive accreditation process, NABH pushes healthcare providers to continuously review and improve their practices. This proactive approach fosters a culture of accountability, where healthcare professionals are not only trained to follow established procedures but are also encouraged to innovate and address emerging challenges. This focus on patient safety is critical to the overall quality of healthcare delivery, ensuring that patients receive the highest standard of care with minimized risks.

Integrating Technology and Innovation in Healthcare

Another critical aspect of NABH's accreditation process is the integration of technology and innovation in healthcare. As the world advances

digitally, healthcare systems must adapt to incorporate new technologies that improve patient care, streamline operations, and enhance efficiency. NABH recognizes this need and has set standards for the use of technology in healthcare delivery. This includes the adoption of electronic health records (EHR), telemedicine, digital diagnostics, and other digital tools that facilitate real-time monitoring, reduce human error, and offer more personalized care options for patients.

Furthermore, the integration of AI and machine learning in diagnostics, treatment planning, and administrative tasks is another avenue where NABH is helping healthcare organizations harness the power of technology. By encouraging healthcare providers to adopt innovative solutions, NABH is not just improving current practices but also setting the stage for the next generation of healthcare delivery.

Fostering Sustainable Practices in Healthcare

As healthcare continues to evolve, sustainability has become an essential consideration for healthcare providers. The environmental impact of healthcare services, including waste management, energy consumption and resource utilization, is increasingly under scrutiny. NABH's accreditation process includes guidelines for sustainable practices, ensuring that healthcare providers minimize their ecological footprint while maintaining high-quality care.

From promoting the use of green building materials to encouraging energy-efficient technologies and waste reduction strategies, NABH is paving the way for a more sustainable healthcare system. This focus on sustainability not only benefits the environment but also contributes to the long-term viability of healthcare systems, ensuring that they can meet future challenges without compromising on care quality.

The Future of Healthcare Quality: A Collaborative Effort

The future of healthcare quality is a collective effort, requiring collaboration between

healthcare providers, patients, policymakers, and regulatory bodies. NABH plays an integral role in this collaborative ecosystem by setting high standards, offering guidance, and fostering a culture of continuous improvement. As the healthcare sector embraces new technologies, patient-centered care, and sustainable practices, NABH remains at the forefront, ensuring that these advancements align with the core values of quality, safety, and ethical care.

The "New Dawn" in healthcare quality, as envisioned by NABH, is one that reflects a

progressive and patient-centric approach to healthcare delivery. Through its rigorous accreditation process, NABH is transforming the healthcare landscape in India and beyond, setting a global benchmark for the future of healthcare that is innovative, sustainable, and focused on the well-being of patients. The journey towards healthcare excellence is ongoing, but with NABH leading the way, the future of healthcare quality looks brighter than ever.



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Unlocking Healthcare Quality Through Data and Innovation

Have you ever imagined how much data is generated in the healthcare industry every single second? From vital signs recorded in ICU monitors to test results uploaded in clinics, each heartbeat, scan, and prescription etc, is a piece of a vast puzzle that, when put together, has the potential to change lives. This constant flow of information is more than just numbers—it holds the key to understanding health better, making treatment more precise, and improving the way care is delivered around the world. The real magic lies in using this data to make healthcare smarter, more personalized, and ultimately, more human. It's estimated that the

healthcare industry alone generates nearly a third of all global data, and this volume is rapidly growing. Data is shaping every aspect of healthcare quality, efficiency, and safety. By 2025, the expected compound annual growth rate for healthcare data will be 36% (Frost and Sullivan), and healthcare will become the fastest-growing source of data worldwide (IDC). The Indian healthcare market, which was valued at US\$ 110 billion in 2016 is now projected to reach US\$ 638 billion by 2025. The healthcare sector is one of India's largest employers, employing a total of 7.5 million people.



The Power of Data in Improving Healthcare Quality

With access to unprecedented levels of information, healthcare providers now have tools to make more informed decisions, optimize treatment plans, and reduce errors. According to the Healthcare Information and Management Systems Society (HIMSS), hospitals using electronic health records (EHRs) have cut administrative errors by 30% on average and improved care quality by around 15%. This kind of progress highlights how digital records are more than just files—they're powerful tools for driving change and achieving quality outcomes in patient care.

Predictive Analytics: Anticipating Needs for Better Outcomes

Predictive analytics takes data one step further, allowing healthcare providers to foresee and manage potential health issues before they escalate. For instance, these models have shown the potential to reduce hospital readmissions. Emergency departments, too, benefit from predictive analytics by forecasting patient volume, reducing wait times, and improving overall patient satisfaction. According to research published by McKinsey in 2022, hospitals using predictive analytics for staffing and demand forecasting have seen up to 25% improvement in resource allocation, which translates to better care and reduced operational costs.

Personalizing Patient Care with AI and Machine Learning

Artificial Intelligence (AI) is paving the way for highly personalized care by analysing data from millions of patient records to predict treatment outcomes with up to 95% accuracy for certain conditions. The AI in healthcare industry worldwide is expected to reach a projected revenue of US\$ 208,225.9 million by 2030. A compound annual growth rate of 37.5% is expected of the worldwide AI in healthcare industry from 2024 to 2030. (<https://www.grandviewresearch.com/horizon/outlook/ai-in-healthcare-market-size/global>)

Real-Time Monitoring and Remote Care

Technology has made it possible to keep an eye on patients even outside the hospital walls. Remote monitoring, often through wearable devices—allows healthcare teams to track patient health around the clock. According to a recent survey by Deloitte 88% of healthcare executives see remote monitoring as a way to improve patient engagement, while 79% believe it can reduce costs. This kind of real-time tracking not only enhances patient care but also provides peace of mind to patients and families.

Data-Driven Decision-Making in Hospital Management

Hospitals are using data analytics not just in-patient care but also to streamline operations. Use of advanced analytics for resource planning, reduced patient wait times through better bed management and data-driven inventory management has cut supply, underscoring how analytics help hospitals save money while enhancing patient services.

Challenges and Ethical Considerations

As with any major shift, data-driven healthcare comes with its own set of challenges. Protecting patient privacy is a top concern. Healthcare organizations must ensure that data is used responsibly and that patient confidentiality is respected. Currently, about 70% of countries are implementing data governance policies, but more unified standards are necessary to handle data sharing across borders and ensure the ethical use of AI in healthcare.

The Future of Data-Driven Healthcare Quality

Data-driven excellence is setting a new bar for healthcare quality, bringing predictive insights, personalized treatments, and real-time monitoring to the forefront. As healthcare systems continue to integrate data, AI, and remote monitoring into daily practice, we're moving closer to a future where high-quality care is accessible, efficient, and centred around the needs of each patient. This transformation isn't just about technology; it's about a commitment to better healthcare for all.



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Navodaya – Transforming the Future of Healthcare Quality

Quality healthcare services are characterized by their commitment to delivering accessible, affordable, and efficient care to the patients. Managing a country's healthcare system as vast as India has always been a challenge for policymakers. India's healthcare system has been transformed in recent decades, with initiatives like the National Health Policy and Ayushman Bharat Digital Mission taking significant steps towards providing affordable healthcare to the country's population. These schemes have led to a reduction in out-of-pocket expenditure from 64% in 2013-14 to 47% in 2019-20. However, the doctor-to-patient ratio in the country stands at 1:834, and there are still obstacles that pose challenges in the last mile delivery of efficient healthcare to all.

Stakeholder Disconnection and Its Impact

The stakeholders in the healthcare system often face disconnection, and lack of communication imposes many hardships on patients. Hospitals provide healthcare facilities, patients consume those resources, and insurance companies finance these facilities. However, due to a lack of collaboration and coordination, patients often

do not receive financial support and suffer the most. This lack of transparency and accountability negatively impacts the healthcare system of the country.

Vision for Improved Healthcare

Navodaya envisions a new dawn for healthcare in India, aiming to make medical facilities more accessible and efficient for the citizens. It entails the integration of medical care with advanced technology such as telemedicine and focuses on the efficient training of healthcare staff to ensure safe delivery of services. Skilled professionals not only treat patients but also support them emotionally and empathetically. One of the major pillars of Navodaya is the expansion of medical and nursing colleges, especially crucial since about 65% of the population lives in rural areas.

Strengthening Rural Healthcare and Preventive Measures

It becomes essential to strengthen Primary Health Care (PHC) centers in rural areas. Incentivizing healthcare professionals to serve the rural population is also a part of Navodaya's

strategy. The initiative also focuses on preventive care, which helps reduce treatment costs, enables early diagnosis of diseases, and promotes regular vaccinations and screenings that can delay or prevent diseases throughout a lifetime.

Educational Outreach and Patient Rights

Navodaya involves educating communities and encouraging them to adopt healthy habits, from eating healthy food to keeping neighborhoods clean. Informing people about the Charter of Patients' Rights is also integral to the initiative. An informed citizen is more capable of accessing quality healthcare than an uninformed one.

Conclusion

There are many opportunities in the Indian healthcare landscape that can be tapped through efficient care coordination. Quality healthcare focuses on efficiency and affordability, goals that can be achieved by establishing a connected system among all stakeholders. Navodaya prioritizes patient safety, involving best practices and the latest technology delivered by highly skilled medical professionals. This initiative will empower individuals to access quality healthcare services and help build a healthier and more resilient community.



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Navodaya – Transforming the Future of Healthcare Quality

**A new dawn rises, soft and strong, A call to heal, where all belong.
With vision clear and purpose true, A path of care for old and new.**

**In city streets, in rural lands, Quality Healthcare reaches, healing hands.
From distant hills to crowded halls, A future bright, for one and all.**

**Where patients find both hope and grace, And every need has found its place.
Through tech and touch, through heart and will, Navodaya lights the world to heal.**

**A journey shared, in trust we tread, For lives renewed, and health widespread.
A brighter path, a steadfast way, Transforming care, day by day.**

In an era marked by rapid technological evolution and shifting population demographics, healthcare systems globally are challenged to evolve and elevate the quality of care they provide. "Navodaya," translating to "a new dawn," encapsulates the promise and hope of transforming healthcare quality by focusing on innovation, patient-centered care, and sustainable practices. This movement seeks to address key issues in healthcare quality, spanning patient safety, accessibility, and the integration of cutting-edge technology to ensure a future where healthcare is not only high-quality but also equitable and sustainable.

One of the primary drivers behind Navodaya is the increasing emphasis on patient safety. Around the world, preventable medical errors remain a significant concern, leading to unnecessary suffering, loss of life, and financial strain on healthcare systems. Navodaya aims to shift this paradigm by advocating for rigorous patient safety standards, extensive training, and the adoption of technology to minimize human error. This includes the use of artificial intelligence and machine learning algorithms, which can predict potential health risks, flag critical conditions, and aid healthcare providers in making timely and accurate diagnoses. For

instance, algorithms that analyze patient data can help identify early warning signs of sepsis, a potentially fatal response to infection, allowing for early intervention and reducing mortality rates. By embedding safety protocols at every level, Navodaya seeks to create a healthcare environment where preventable medical errors are rare rather than routine.

Improving healthcare quality is also deeply tied to making healthcare more accessible. Access to quality healthcare remains a significant barrier for many, especially in rural or underserved areas. Navodaya envisions a future where healthcare is both high-quality and universally accessible. This requires a multi-faceted approach, from investing in infrastructure to implementing telemedicine and mobile healthcare units. Telemedicine, for instance, allows patients in remote areas to access healthcare professionals and services that would otherwise be unavailable. In rural and under-resourced areas, this approach can be life-saving, as timely access to care can make a critical difference in health outcomes. Navodaya's commitment to accessibility also involves reducing the costs associated with healthcare. This can be achieved by utilizing digital health solutions and preventive care programs that reduce the burden on healthcare facilities and empower patients to manage their own health proactively.

Another cornerstone of the Navodaya approach to transforming healthcare quality is the promotion of patient-centered care. Traditionally, healthcare systems have been structured in ways that can be impersonal, often focusing more on treating conditions than caring for people. Navodaya seeks to shift this focus by placing the patient at the heart of all healthcare initiatives. This means understanding the patient's individual needs, preferences, and experiences and incorporating them into the care plan. Shared decision-making, where healthcare providers and patients work together to make informed choices about treatment, is a key component of patient-centered care. By listening to patients and involving them in their care decisions, Navodaya aims to foster trust and ensure that treatments align with patients' values and

lifestyles, ultimately improving patient satisfaction and adherence to treatment plans.

Technological advancement is indispensable in realizing the vision of Navodaya. The healthcare landscape is transforming with innovations such as electronic health records (EHRs), wearable devices, and personalized medicine, all of which contribute to higher-quality care. EHRs ensure that a patient's medical history is accessible to any healthcare provider they encounter, reducing the risk of medical errors and enhancing continuity of care. Wearable devices, from fitness trackers to continuous glucose monitors, empower patients to take charge of their health, offering insights into their lifestyle and encouraging preventive care. Meanwhile, personalized medicine, which tailors treatment plans based on genetic information, holds the promise of treatments that are more effective and have fewer side effects. By embracing these innovations, Navodaya ensures that healthcare quality does not merely keep pace with current standards but sets new ones, integrating technology as a partner in every patient's healthcare journey.

Sustainability is also a fundamental aspect of the Navodaya vision, especially in an era where healthcare systems are grappling with increased demand and limited resources. Sustainable healthcare is not only environmentally conscious but also economically prudent, ensuring that resources are used efficiently and that high-quality care can be maintained in the long term. Navodaya promotes practices such as reducing waste, optimizing supply chains, and adopting energy-efficient practices in healthcare facilities. This also involves the integration of value-based care models, where healthcare providers are rewarded for the quality of care they provide rather than the volume, leading to better outcomes and reducing the strain on healthcare systems. By promoting sustainability, Navodaya aims to ensure that healthcare systems can continue to deliver quality care without compromising the health of future generations.

As Navodaya looks to the future, it envisions a healthcare landscape that is both proactive and

resilient. By focusing on patient safety, accessibility, patient-centered care, technological innovation, and sustainability, it aims to create a healthcare ecosystem that not only meets the demands of today but is prepared for the challenges of tomorrow. The journey to transform healthcare quality is

complex and demands the commitment of governments, healthcare providers, and communities. However, Navodaya's vision reminds us that with the right strategies and unwavering dedication, a new dawn in healthcare is not only possible but within reach.





Ms. Kanchan Yadav

Coordinator,
NABH

Navodaya: A Vision for Transforming the Future of Healthcare Quality

In an era where healthcare quality and access are more important than ever, India is witnessing a paradigm shift in its healthcare delivery systems. One of the leading forces driving this transformation is Navodaya, an innovative healthcare initiative aimed at improving the quality of healthcare across the country. With a focus on sustainable healthcare models, community-centric approaches, and cutting-edge technology, it is poised to revolutionize the healthcare landscape, ensuring better outcomes for millions.

Navodaya is more than just a healthcare service provider; it represents a broader vision for the future of Indian healthcare. The term "Navodaya" itself signifies a new dawn or new beginning, encapsulating the initiative's core mission: to provide high-quality, affordable, and accessible healthcare to underserved populations across the country.

Its primary goal is to bridge the significant gaps in India's healthcare system, where inequality in access to medical resources, quality care, and skilled professionals is a persistent issue. It aims to address these challenges through a

combination of innovative practices, technology integration, and a focus on patient-centric care.

Key Pillars of Navodaya's Healthcare Transformation

- **Quality of Care:** At the heart of Navodaya's mission is the unwavering commitment to providing high-quality healthcare. By adhering to international standards and protocols, Navodaya ensures that patients receive care that meets global benchmarks. The organization focuses on quality improvement initiatives in both public and private healthcare facilities, bringing about measurable changes in patient outcomes.
- This commitment to excellence is backed by continuous training for healthcare professionals, standardized treatment protocols, and rigorous monitoring systems to ensure that best practices are followed. Furthermore, patient safety is given top priority, with a focus on reducing medical errors and improving overall healthcare efficiency.

- **Technological Integration:** Technology is a cornerstone of Navodaya's approach to healthcare. By leveraging cutting-edge advancements in medical technology, data analytics, and telemedicine, Navodaya is able to expand access to quality care, especially in rural and remote areas where healthcare infrastructure is often lacking.
- The use of Artificial Intelligence (AI) and machine learning (ML) has enhanced diagnostic accuracy, while telemedicine platforms allow patients to consult doctors remotely, overcoming geographical barriers. Navodaya's health management systems ensure that patient records are digitized and easily accessible, which streamlines treatment processes, improves coordination between specialists, and reduces delays.
- **Affordable Healthcare:** One of the critical issues facing the Indian healthcare system is the high cost of treatment, particularly for low-income communities. Navodaya has taken a unique approach to ensure healthcare is affordable without compromising on quality. By streamlining administrative processes, optimizing resource utilization, and establishing a network of cost-effective medical centers, Navodaya is making healthcare more affordable and accessible to the masses.
- **Community-Centric Approach:** Healthcare is not just about treating illness; it's about building healthier communities. Navodaya's community-centric model emphasizes the importance of outreach and education in promoting health at the grassroots level. The initiative works closely with local communities to understand their specific needs and challenges, creating tailor-made solutions that resonate with their unique cultural and socio-economic contexts.
- Through partnerships with local governments, non-profit organizations, and healthcare professionals, Navodaya aims to foster a collaborative approach that empowers communities to take charge of their health.
- **Sustainability and Health Equity:** Sustainability is a key factor in ensuring that the gains made by Navodaya are long-lasting. The initiative is focused on building healthcare infrastructure that is not only scalable but also environmentally and economically sustainable. This includes adopting green building technologies, renewable energy sources, and waste-reduction practices in healthcare facilities.

Navodaya's commitment to health equity ensures that no one is left behind, regardless of their social or economic status. It recognizes that the most vulnerable populations, including women, children, the elderly, and marginalized communities, require targeted interventions. Through various welfare programs and subsidized healthcare services, Navodaya strives to ensure equitable access to healthcare for all.

Impact on the Healthcare Ecosystem

Navodaya's approach has already begun to show positive results in the healthcare ecosystem. In regions where it has implemented its services, there has been a noticeable improvement in patient satisfaction, faster recovery times, and reduced healthcare costs. Moreover, the initiative has empowered healthcare professionals through training and skill development, improving overall workforce competency and morale.

The integration of AI, data analytics, and telemedicine is not only improving healthcare outcomes but also making healthcare delivery more efficient. With real-time data tracking and monitoring, healthcare providers can identify trends, predict potential health crises, and respond proactively.

Additionally, by emphasizing preventive care and public health education, Navodaya is helping to reduce the incidence of chronic diseases, which has been a significant burden on India's healthcare system. By focusing on both curative and preventive measures, Navodaya is contributing to the reduction of healthcare inequalities, improving the quality of life for millions.

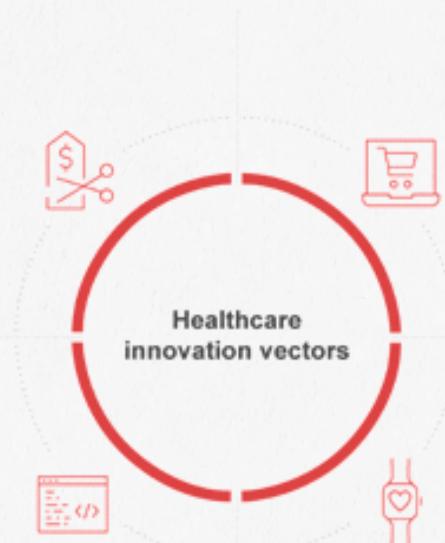
As India continues to face challenges in delivering quality healthcare to its growing population, initiatives like Navodaya offer hope for a more equitable and sustainable system. By expanding its network of healthcare facilities, improving digital health infrastructure, and forging more public-private partnerships, Navodaya can play a critical role in shaping the future of Indian

The Indian Healthcare Ecosystem is Witnessing Innovation across four vectors

For decades, the Indian healthcare industry has been a trailblazer in innovating low-cost services and products for both Indian and global markets. In the last few years, we have seen the opening of new frontiers of innovation as companies increasingly leverage emerging technologies to add new innovation vectors—including new business models, software-led solutions, and products—that extend beyond more longstanding value engineering considerations.

Value engineering-led innovation

- Innovations to lower the cost of an existing product or service keeping quality intact
- Examples include companies producing lower-cost patient wearables, electronic equipment, and consumables
- Has historically been the primary vector of Indian innovation



Business model-led innovation

- Innovations in the method of delivering a product/service that causes a material change in unit economics
- Also includes federated models catering only to select parts of the services value chain
- Examples include telemedicine, e-pharmacy, e-diagnostics, and digital health insurance players

Software-led innovation

- Development of new software solutions to address the needs of consumers or other healthcare players (e.g., providers, pharma, medtech)
- Examples include companies offering SaaS-based HMS, AI-based diagnostics, and pharma IT solutions

Physical product-led innovation

- Development of "new to the world" products, including both hardware (in medtech) and biologics (in biotech)
- Examples include companies manufacturing remote patient monitoring devices and developing new cell and gene therapy-based therapeutics

Navodaya is setting a new standard for the healthcare sector and paving the way for a healthier future. As the organization continues to expand its reach, its efforts will have a lasting impact on the quality of healthcare in India and potentially across the globe.

NABH Patient Safety Conference 2024



World Patient Safety Day 2024 – Initiatives by NABH

It gives us immense pleasure to update about various initiatives undertaken and activities conducted by National Accreditation Board for Hospitals and Healthcare providers on world Patient Safety Day 2024.

As the theme for World Patient Safety Day 2024 **“Improving diagnosis 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 2024 and spread awareness on this theme, we at NABH had conducted series of activities.

1. NABH Patient Safety Conference 2024 (NPSC2024)

Adopting the message and this year's theme, NABH organized a one-day conference “NABH Patient Safety Conference 2024” on 17th September, 2024 keeping the theme **“एक स्वस्थ देश, विकसित भारत के लिए”** 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 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 7 interactive panel discussions. More than 1000 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. Quality Pledge

Quality Bharat pledge was taken by more than 1000 Patient Safety Champions. The Quality Bharat Pledge, initiated by the Quality Council of India, is a commitment to fostering a culture of quality across various

sectors in India. By encouraging individuals and organizations to embrace quality practices, the pledge aims to enhance productivity, promote sustainable development and improve overall standards of living. Participants in the pledge commit to continuous improvement,

innovation, and collaboration, recognizing that quality is a collective responsibility that transcends industries. This initiative not only seeks to elevate the performance of Indian

enterprises but also positions India as a global leader in quality excellence, contributing to national growth and global competitiveness.



3. Shri J P Nadda (Union Health Minister) virtually addressed the participants in NABH patient safety conference on World Patient Safety Day.

The Health Minister urges the hospitals to adopt Digital Technology to manage healthcare data which will help to ensure the security and accessibility of patient data.

The Health Minister emphasized the utilization of telemedicine e-health services in remote areas where access to specialized medical experts is limited. He mentioned that when patient data is transferred from one hospital to another, several challenges

occur which include data security, interoperability and accuracy of information. He added that government is continuously making efforts to promote innovations and expand digital healthcare. He informed that QCI-NABH's accreditation system has played a vital role in raising the standards of healthcare services in the country. We must also ensure that NABH standards reach even smallest hospitals in the country so that every citizen has access to high quality healthcare services.

Shri J P Nadda Ji-<https://www.linkedin.com/feed/update/urn:li:activity:7241758170128285696>





4. NABH Quality Connect Grants 2024

NABH Quality Connect Grants 2024 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. 50,000/- 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 15th July 2024 to 15th August 2024. 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 a committee of 3 renowned experts and leaders in the field of healthcare quality and patient safety was formed to judge, these proposals and give their verdict for recommendation and the amount of grants to be provided and winners were awarded by trophies, certificates and cheques on 17th September, 2024 during the Inaugural session of NABH Patient Safety Conference 2024. 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 up to 5 candidates and these selected

proposals were awarded on 17th September every year (World Patient Safety Day) through the same process.



5. 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 25 standards designed to

facilitate ease of understanding and implementation of various programs in healthcare organizations. On the occasion of World Patient Safety Day 2024, NABH released the following 10 new and revised standards which will help the healthcare industry to promote quality in various aspects of healthcare.



NABH Accreditation Standards for Hospitals – 6th Edition (Including Vernacular Languages)



NABH Guidebook for Climate Action and Sustainability in Healthcare – 1st Edition



NABH Checklist for Dementia Friendly Hospitals – 1st Edition



NABH Accreditation Standards for Ayush Hospitals – 1st Edition



NABH Accreditation Standards for Ayush Treatment & Wellness Centers – 1st Edition



NABH Empanelment Standards for Medical Value Travel Facilitator – 2nd Edition



NABH Accreditation Standards for Hospitals – 6th Edition (Including Vernacular Languages)



NABH Guidebook for Climate Action and Sustainability in Healthcare – 1st Edition



NABH Newsletter- Issue 09



Strengthening Maternal & Child Health Service through NABH FOGSI Collaboration



NABH Digital Health Standards for HIS/EMR Systems- 1st Edition

6. NABH Patient Safety Conference 2024 Sessions

Session 1- Patients for Patient Safety: Complementing Treatment for Better Outcomes

Link-<https://youtu.be/ID5EObRLH6g?si=QQwsmu5plhesTKJN>

Session Moderator: **Dr. Lallu Joseph**: Quality Manager & Associate General Superintendent, CMCH

1. **Prof. Bejon Misra**: Founder Director at Patient Safety and Access Initiative of India

Foundation

2. **Dr. Arati Verma**: Senior VP-Medical Quality, Max Healthcare
3. **Mr. Prashant Tandon**: Co-Founder & CEO - 1mg
4. **Col. (Retd) Dr. Sunil K Rao**: Group COO, Sahyadri Group of Hospitals Pvt.Ltd.
5. **Mr. Rajiv Vasudevan**: Founder & CEO, Apollo AyurVAID Hospitals
6. **Ms. Ramani Sundaram**: Nightingales Medical Trust, Dementia India Alliance



This session explored how patient involvement can enhance safety and treatment outcomes. Attendees learned strategies to engage patients in their own care and how to use patient

feedback to improve safety protocols. Emphasis was placed on collaborative approaches that complement traditional treatment methods.

Session 2- Hospital of Tomorrow: A Unified Vision for Hospitals

Link- <https://youtu.be/lAYCsPBzr7s>

Session Moderator: **Mr. Abhishek Gopalka:** Managing Director & Partner- BCG.

1. **Dr. Kousthubha Upadhyaya**, Advisor, Ministry of Ayush
2. **Ms. Gracy Mathai**: CEO, Baby Memorial Hospital, Calicut.

3. **Dr. Anurag Agarwal**: Dean, Biosciences and Health Research, Ashoka University
4. **Dr. Santosh Shetty**: CEO and Executive Director, Kokilaben Dhirubhai Ambani Hospital
5. **Ms. Meenakshi Nevatia**: Country President at Pfizer India
- 6: **Dr. Deepak Singla**, MD Maharaja Agrasen Group of hospitals, Delhi



This session discussed the future of hospital design and management, focusing on integrating advanced technologies and patient-centered care. Key speakers presented

innovative models and strategies for creating more efficient and responsive healthcare environments. The goal is to build a unified vision for evolving hospital systems.

Session 3- Quality and Accreditation: Laying a Strong Foundation for a Viksit Bharat

Link- <https://youtu.be/PJSK9UgBqAI>

Session Moderator: **Dr Narottam Puri** - Principal Advisor, QCI

1. **Dr. Giridhar Gyani:** Director General, Association of Healthcare Providers (India)
2. **Air Marshall (Retd.) Dr. Pawan Kapoor:** Vice Chairman, Rus Education

3. **Dr. Upasana Arora:** Managing Director, Yashoda Super Specialty Hospitals
4. **Dr. Sonia Trikha Khullar:** State Public Service Commission, Haryana, Government of Haryana
5. **Dr. Anupam Sibal:** Group Medical Director, Apollo Hospitals



This session covered the importance of quality standards and accreditation in achieving a developed healthcare system. Experts discussed the role of rigorous quality measures in advancing healthcare services and

contributing to the vision of a Viksit Bharat. Patient Safety Champions gained the insights into establishing a strong foundation for national healthcare improvement

Session 4- Diagnostic Safety: Towards Safe, Speedy, Precise Diagnosis Everytime.

Link- https://youtu.be/o8E07k_-PNQ

Session Moderator: **Dr. Parag Rindani** - CEO Wokhardt Hospitals

1. **Padma Bhushan Dr. BK Rao:** Past Chairman - NABH, Advisor - Institute of Critical Care Medicine*

2. **Dr. Om Manchanda:** Managing Director, Dr. Lal PathLabs Ltd.
3. **Dr. Sandip Shah:** Founder, CEO and Director, Neuberg Supratech Labs.
4. **Dr. Sanjay Agarwal:** SG - RSSDI, Head, Dept.of Medicine & Diabetes, Ruby Hall Clinic
5. **Mr. Mudit Dandwate:** CEO, Co-Founder, Turtle Shell Technologies Private Limited



This session focused on enhancing diagnostic safety and accuracy. Patient Safety Champions explored best practices and technological advancements aimed at ensuring timely and

precise diagnoses. The discussion includes strategies to minimize errors and improve diagnostic processes.

Session 5- Get it Right, make it Safe: Building Safe hospitals

Link- <https://youtu.be/ZoF7pvHQxVI>

Session Moderator. **Mr. Gaurav Loria** - Group Chief Quality Officer & Group Head Operations (SVP) Apollo Hospitals

1 **Dr Y P Bhatia:** Chairman & MD, Chairman - Advisory council, Venkateshwar hospital, Dwarka

2. **Ms. Pompy Sridhar:** Director, India, MSD for Mothers
3. **Mr Atul Garg:** Director, Delhi Fire Services
4. **Mr. Sarang Deo:** Professor, ISB Hyderabad
5. **Dr Prakash Lalchandani:** State Secretary, Delhi Medical Association & JS, National IMA



This session addressed key strategies for developing and maintaining safe hospital environments. Discussion includes risk management, safety protocols and the

implementation of safety culture practices. Patient Safety Champions learned how to create and sustain safe, effective healthcare facilities.

Session 6- Emerging ABDM and NHCX Opportunity for private hospital

Link- <https://youtu.be/WVMfah9jSFO>

Session Moderator: **Mr Kiran Anandampillai** - Advisor NHA

1. **Mr. Kiran Gopal Vaska:** Mission Director ABDM, Joint Secretary, NHA
2. **Mr. Mahesh Nagaraj:** Co-Founder, Chief Executive Officer & Managing Director at IHX

3. **Dr. Hrishikesh Pai:** President - FOCSI
4. **Dr. Raajiv Singhal:** Founding Member, MD & CEO, Marengo Asia
5. **Mr. Shuchin Bajaj:** Founder Director, Ujala Cygnus Hospitals
6. **Mr. Sreeram Ananthasayanam:** Partner, Deloitte India



This session highlighted the opportunities presented by the ABDM and NHCX frameworks for private hospitals. Discussions covers how these emerging initiatives can be leveraged to

enhance hospital operations and patient care. Patient Safety Champions gained insights into integrating these opportunities into their healthcare practices

Session 7- NAVODAYA - NABH Leading the Way in Healthcare Innovation

Link- <https://youtu.be/nEm3-mVvRZU>

Session Moderator: **Mr. Rizwan Koita**, Chairperson, NABH

1. **Dr. B. Bhaskar Rao**: Chairman & Managing Director, KIMS Group of Hospitals
2. **Dr Bakthavatsala Rao Canakapalli**: Founder, LeaderCrest Academy

3. **Mrs. Hemgauri Bhandari**, Chief Advisor-QCI
4. **Dr. Vaibhav Kapoor**: Co-Founder, Pristyn Care
5. **Mr. Ravindra Singh**: SVP Consulting, CitiusTech
6. **Mr. Aditya Patkar**: Entrepreneur / Digital Health Expert - Co-Founder, Plus91
7. **Mr. Raghu Dharmaraju**: CEO - ARTPARK @ISC



This session showcased NABH's role in driving healthcare innovation through the NAVODAYA initiative. Presentations will focus on ground breaking advancements and initiatives that are

setting new standards in healthcare. Champions explored how NABH is leading the way in fostering innovation and improving healthcare quality.

7 NABH-Digital Foundation Course

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 launched Digital Health Foundation Course and granted special access to all the patient safety Champions.

Link for the course- <https://qc.nabh.co>



8 NABH Patient safety video tribute

On the occasion of World Patient Safety Day 2024, NABH recorded and released video message clips and bites, spreading the message of quality healthcare and the importance of engaging patients for a healthier India.

9. NABH Patient Safety campaign with theme of orange colour

Adapting to the theme, NABH honoured more than 100 Patient Safety Champions with Orange Stoles, NABH memento, Wisdom tree memento and Certificates of Honour.

Link for the course- <https://qc.nabh.co>







10. Felicitation- Leaders of NABH Digital Health Standards Welcoming the Guest by Dr. Atul Mohan Kochhar:

Dr. Atul Mohan Kochhar, CEO

NABH welcomed all the dignitaries and guests. Going forward Dr. Atul mentioned that on the very same day last year NABH launched Digital Health Standards for the Healthcare Organizations. These standards were developed under continuous guidance of Mr. Rizwan Koita. CEO NABH welcomed the first 100 early adopters of the standards who were present in the event with great round of applause. Further addressing the early adopter's CEO NABH mentioned that it is your day and it is all your hard work that let you achieve this accreditation. To set the context a special session on digital health is organized, moderated by esteemed Chairman, NABH Mr. Rizwan Koita. It was emphasized that to enhance digital health standards in the country HIS/EMR standards were launched in the morning. The standards are developed under the guidance of Mr. Rizwan Koita and are huge learning for all of us. The standards are

developed to set pathway for improvised EMR and data development. All were requested to adopt these standards and any improvisation needed in the standards



should be shared as feedback to NABH secretariat. Similar to the Platinum, Gold and Silver level in the digital health standards, 2 levels of maturity are introduced in HIS/EMR standards. CEO NABH concluded by encouraging all to optimally utilise and adopt these standards in their organizations so that more validity can be brought in the data captured, he thanked all for their contribution and presence for the event.



Lamp Lighting:

Light always shows us path forward and as a tradition, lamp lighting was done by **Mr. Jaxay Shah**, Chairman QCI, **Mr. Chakravarthy T. Kannan**, Secretary-General, QCI, **Mr. Rizwan Koita**, Chairman NABH, **Dr. Atul Mohan Kochhar**, CEO NABH, **Mrs. Hemagauri Bhandari**, Chief Advisor, QCI.

Mr. Chakravarthy T. Kannan, Secretary-General, QCI

SG QCI welcomed all and briefed regarding the morning sessions. He mentioned that morning sessions were focused on basically about NABH 3.0, what transformation we are about to do. First of which includes How can NABH become a moral responsibility, how to reach last mile, how

opportunity lies in front of us on how to utilize the available data and how to partner with all of you on the data available. Further SG QCI mentioned that DPIIT has directed to understand how to partner with start-ups. There is tremendous opportunity in streamlining of data, at NABH we have Accreditation Committee, Technical Committee and various other but Data management committee is still lacking. There is



NABH can reach to every nursing home in the country and how can we be future prepared

Digitalization was mentioned as one of the key enablers and under Chairman NABH's leadership NABH started era one by launching digital health standards. Tremendous

great opportunity through launch of digital health standards and further use of AI to streamline data. Today is just start, there are immense opportunity to collaborate with each one of you and develop data further. He lastly thanked each one for joining today.

Mr. Rizwan Koita, Chairman NABH

Chairman NABH welcomed and congratulated all. Moving ahead he detailed the attendees regarding NABH Digital Health Strategy. He mentioned that since mid-2022, NABH has embarked on an important mission of driving Digital Health adoption in the healthcare ecosystem. Strong progress has been on the multiple fronts, one with the release of Digital Health Standards last year. NABH will focus on 3 key areas to drive massive digital transformation across the country:

1. Drive digital health adoption across the hospitals
2. Drive across the HIS EMR solutions (Launch of HIS EMR Standards)
3. Drive digital adoption across all the NABH partners

NABH Digital Health drive is a 100% integrated approach, Mr. Rizwan mentioned NABH has started with its core standards for the hospitals and then launched NABH Digital Health Standards for hospitals. Moving ahead NABH has also launched HIS-EMR standards on the occasion of world patient safety day. NABH digital health standards for hospitals and HIS-EMR Standards are developed considering compliance to ABDM. Through all these standards an integrated approach is aimed upon. If NABH digital health standards for hospitals and HIS-EMR Standards are fully integrated which can ensure HIS-EMR software are built to comply with digital health standards and further these enable the hospitals to comply with NABH core standards it will be a great revolution. NABH then will be the first organization globally to have an integrated approach towards Digital Health



Standards.

NABH Digital Health Standards has done a strong start with launch in September 2023, a total of 275 applications have been received till date and 100 hospitals are accredited under the programme. NABH has done capacity building of 122 assessors through 3 rounds of assessor training for digital health standards. Also, Digital Health Awareness workshops for hospital leadership and technology teams are conducted thereby training 550 professionals. NABH plans to significantly ramp up Digital Health Standards for Hospitals.

The standards are aligned with NABH Accreditation Standards for Hospitals. Also, the standards are consistent with NHA's ABDM requirements. Global best practices & standards have been incorporated to create highly modular and extendable framework.

NABH has launched the HIS-EMR standards for hospitals and further aims to build specialized EMR modules in partnership with national health bodies. NABH also visions to launch NABH clinic EMR standards. He concluded that we are just embarking on this exciting journey, we request for active support from hospitals, doctors, healthcare technology companies and our partners to make this a success.

Mr. Jaxay Shah, Chairman QCI

Chairman QCI welcomed all the dignitaries and early adopter of NABH Digital Health standards for hospitals. He mentioned that it is privilege to be before all of you, NABH has achieved a significant milestone with launch of digital health standards, these have not only increased the quality of healthcare but has embarked the

deserves safe healthcare services. Chairman NABH congratulated the first 100 early adopters with a big round of applause. He mentioned that your adoption of these standards is not only commendable but is revolutionary. He emphasized that all the adopters of the standards are not only easing the burden of healthcare professional but are also streamlining the journey for the patients. Early



new era in healthcare ecosystem. He congratulated Mr. Rizwan Koita for his great contribution in development of standards. He mentioned that these standards exemplify commitment towards quality, safety and patient centric approach. This digital health submits today showcase that we are not just reach new geographical ranges but are also focusing on increasing high quality care. Safe health is very much a right of all, all the individuals irrespective for where they live,

adopter healthcare providers will serve an inspiration for others to create an equitable and efficient healthcare system in the country. He mentioned that NABH digital health initiatives under the leadership of Chairman NABH & CEO NABH will be a catalyst for change and will play a pivotal role in healthcare system, a system which is not just best in the country but is a model for other in the world. He concluded by thanking of all for joining the journey towards creating healthier and safer healthcare system.

Felicitation – Leaders of NABH Digital Health Standards

The 100 early adopters of NABH Digital Health Standards for each maturity level were felicitated by leadership of QCI and NABH with mementos and certificate of accreditation.





NABH is not going to stop with initiatives here and we 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.

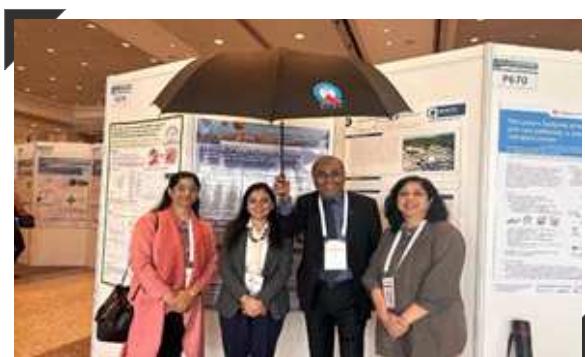
JAIHIND.

NABH Global presence and Participations



NABH at ISQua

We are proud to announce that NABH has been awarded ISQua Accreditation for the 6th Edition NABH Standards for Hospitals. The NABH team actively participated in crucial discussions on sustainable care, digital health innovations, and patient safety at the ISQua 2024 conference, held from **23rd to 27th September 2024 in Istanbul, Turkey**. Through various sessions and collaborative exchanges, NABH demonstrated its unwavering commitment to enhancing healthcare quality and safety, not only in India but on a global scale.





Team NABH with Australian Healthcare Accreditation standards



Team NABH with CEO of Accreditation council Canada



Team NABH With Healthcare Accreditation council Jordan

AYUSH Medical Value Travel Summit 2024

The first **Ayush MVT Summit** was held on **30th September 2024 at Hotel Sofitel, BKC, Mumbai**. The event was organized by **Ministry of Ayush, Government of India**, in collaboration with the **Federation of Indian Chambers of Commerce & Industry (FICCI)**.

Dr Indu Bala, represented NABH as a panellist for one of session which was **Building Bridges: Interactive session with Medical value travel facilitators and Players in Enhancing Ayush Services**. She emphasised on need of the standardization of process and practices in Ayush HCOs by adopting NABH accreditation and certification standards.



NABH at SIDH Workshop

NABH actively participated in the **System Integrators in Digital Health (SIDH)** workshops held in Jaipur, Cochin, Bhubaneswar, and Bhopal. Supported by the National Health Authority (NHA), these workshops brought together experts from NHA, NABH, State Health Authorities, and industry leaders to address key challenges in digital health adoption and foster collaboration.

Representing NABH, **Dr. Priyanka Chauhan (Digital Health Standards Lead), Dr. Mamoni Maity (Accreditation Officer), and Mr. Uzair Rehmani (Young Professional - PPID)** showcased NABH's ground-breaking initiatives, including the launch of the 1st Edition of Digital Health Standards for HIS/EMR. These standards align seamlessly with the 1st Edition of Digital Health Standards for Hospitals and the 6th Edition NABH Standards for Hospitals, driving digital transformation and promoting best practices across the healthcare sector.

The workshops served as a platform for system integrators, EMR vendors, and hospitals to explore strategies for adopting ABDM-compliant Hospital Information Systems (HIS) and Electronic Medical Records (EMR), empowering small and mid-sized hospitals to embrace efficient, patient-focused solutions.



TRANSCON 2024

Under the leadership of Shri Jaxay Shah, Chairperson of Quality Council of India (QCI), we are committed to improving blood transfusion services across India. With only 160 out of 3,000 blood centres NABH-accredited, we aim to expand these standards to tier-2 and tier-3 cities, ensuring equitable access to safe blood nationwide.

The 4th Edition of NABH Standards streamlines processes and extends the accreditation cycle to four years, providing actionable guidelines to enhance safety, quality, and efficiency in blood centres, no matter their location.

Aligned with Vision INDIA@2047, the 49th Annual TRANSCON Conference, hosted by Indian Society of Blood Transfusion and Immunohematology (ISBTI), is crucial in promoting these standards. Together, we are working towards a safer, more efficient blood banking network, ensuring that all blood centres in India meet the highest standards of care.



NABH at National Council for Clinical Establishments

NABH participation – 15th meeting of National Council for Clinical Establishments held on 30th October 2024 at Nirman Bhawan, New Delhi



RSSDI- Research Society for the Study of Diabetes in India

National Accreditation Board for Hospitals & Healthcare (NABH), has signed an MoU with RSSDI - Research Society for the Study of Diabetes in India, India's largest #Diabetes Association, comprising over 12,000 members. The MoU was signed by Shri Rizwan Koita (Chairperson, NABH) and Dr Atul Mohan Kochhar (CEO, NABH).

Under this partnership, RSSDI and NABH-QCI, will collaborate on three key areas:

- Development of diabetes-specific standards by NABH, aligned with RSSDI care guidelines
- Development of diabetes-specific standards by NABH for Electronic Medical Records (#EMR) and Clinic Management Systems (#CMS)
- Roll-out of NABH Allopathic Clinic standards across the RSSDI member network



NABH & NATHEALTH

The Digital Health Master Class, an innovative initiative by the Koita Foundation, aims to revolutionize healthcare in India by promoting the adoption of Hospital Management Information Systems (HMIS) and Electronic Medical Records (EMR) to owners and CEOs of small and mid-sized hospitals across India. This critical step enhances access to affordable healthcare and elevates care quality.

In 2023, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) entered the digital health sector, bolstering this initiative in collaboration with NATHEALTH.



FICCI HEAL CONFERENCE 2024

At the FICCIHEAL2024 Conference, a key session was held, focusing on expanding hospital and laboratory accreditation in India, with a special emphasis on NABH's pivotal role. Moderated by Dr Atul Mohan Kochhar, CEO of NABH. The discussion delved into NABH's efforts to make the accreditation process more accessible, especially for smaller and regional healthcare institutions. Speakers highlighted how accreditation builds trust, enhances transparency, and ensures high-quality care for patients.

The session also explored the challenges of extending accreditation to remote areas, with NABH's initiatives like Mitra Physical Centres and digital tools supporting this effort. Emphasizing the importance of continuous improvement, the panel encouraged healthcare facilities to view accreditation as a valuable tool for enhancing safety and quality assurance. In conclusion, the session underscored the growing importance of accreditation in India's healthcare landscape and reaffirmed NABH's commitment to fostering a culture of quality and safety, contributing to the nation's healthcare transformation.



IMA Gujarat and NABH, QCI

Indian Medical Association (IMA) Gujarat Partners with QCI, NABH, NABL to upgrade quality of Healthcare services across the state.

Quality Council of India (QCI) team visited IMA Gujarat for launching a long-term project aimed at upgrading quality of healthcare services across Gujarat state.

This initiative will focus on enrolling and supporting small & medium hospitals in the state to achieve accreditation ensuring excellence in patient care and hospital services. This will ensure quality is taken at grassroot level of the state.



NABH at 9th Ayurveda Day

NABH was honored to participate in the landmark celebrations of Dhanvantari Jayanti and the 9th Ayurveda Day, where Hon'ble Prime Minister Shri Narendra Modi inaugurated transformative projects aimed at advancing healthcare in India.

The Prime Minister highlighted the integration of Ayurveda with modern medicine, opening doors for Ayush practitioners to lead in preventive healthcare and wellness tourism.

At NABH, we remain committed to driving healthcare excellence, innovation, and patient safety, championing the vital role of traditional systems like Ayurveda in shaping a healthier and more prosperous India.



NABH at 4th National Pharmacovigilance Week

Ms. Varsha Srivastava (Deputy Director - NABH) attended the Stakeholders' Meet cum Valedictory Ceremony of the 4th National Pharmacovigilance Week, organized by the National Coordination Centre (NCC) for Pharmacovigilance Programme of India (PvPI) on 23rd September 2024 at Indian Pharmacopoeia Commission, Ghaziabad. The theme of the program was Building ADR Reporting Culture for Patient Safety. Ms. Varsha addressed the participants on the importance of ADR reporting and the efforts taken by NABH on the same.

The ceremony marked the conclusion of the year's National Pharmacovigilance Week, and reflected on the achievements and discussions that have shaped the shared goals in enhancing drug safety and public health.



BLOOD DONATION CAMP

The NABH team proudly participated in a Blood Donation Camp organized by the Quality Council of India. With enthusiasm and a sense of responsibility, we came together to contribute to saving lives and supporting healthcare excellence. Every donation makes a difference, and we are honoured to be part of this important cause.



NABH 6th Edition Hospital Accreditation Standards Assessors' Conclave & Refresher Course

NABH, in collaboration with the Quality Council of India (QCI), recently hosted a transformative Assessor's Conclave & Refresher Course on the 6th Edition of the Hospital Accreditation Standards. This edition introduces enhanced guidelines and updates, designed to further elevate the standards of healthcare quality and patient safety across the nation. The course provided healthcare professionals and assessors with the latest tools, knowledge, and insights to effectively implement these updated standards.

Assessors play a critical role in ensuring hospitals meet these rigorous standards. Their expertise and dedication are crucial in maintaining the highest levels of quality and safety within healthcare institutions. A heartfelt thank you to all the assessors and participants for their passion, engagement and invaluable contributions, which made this event a remarkable success.



At the NABH Assessor Conclave & Refresher Course for the 6th Edition Standards, our Assessors reaffirmed their commitment to upholding the highest standards of integrity, fairness, and professionalism by taking the Integrity Pledge.

This pledge underscores our shared mission to foster transparency, impartiality, and trust while driving quality improvement in healthcare. Together, we strive to advance patient safety and excellence in care, reflecting the core values of NABH and Quality Council of India (QCI).



Assessors' Conclave & Refresher Course for the 6th Edition NABH Hospital Accreditation Standards

The second Assessors' Conclave & Refresher Course for the 6th Edition NABH Hospital Accreditation Standards was successfully conducted in Bengaluru on 21st December 2024, following the first session held in New Delhi on 30th November 2024.

These sessions focused on familiarizing our esteemed assessors with the key features and changes introduced in the 6th Edition standards, encouraging valuable discussions and exchange of insights to strengthen the implementation of these updates.

We extend our heartfelt gratitude to all the assessors who participated and contributed to these sessions, reinforcing NABH's mission to advance healthcare quality and patient safety.



WOW Wall Initiative

Appreciation for the month of October 2024

WOW Wall Initiative: NABH introduced Employee Recognition Wall, a platform designed to celebrate the hard work, dedication, and exceptional achievements of our remarkable team members!

We extend our heartfelt congratulations to **Dr. Rohit Mehta, Ms. Neeti Srivastava, Dr. Navin Chaudhary, Ms. Isha Sharma and Ms. Kanchan Yadav** for their innovation and dedication.

A big thank you goes out to our SG – Kannan Chakravarthy, for being the driving force behind this initiative, inspiring and motivating us all to reach new heights of success.



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A big thank you goes out to our SG - Kannan Chakravarthy, for being the driving force behind this initiative, inspiring and motivating us all to reach new heights of success.



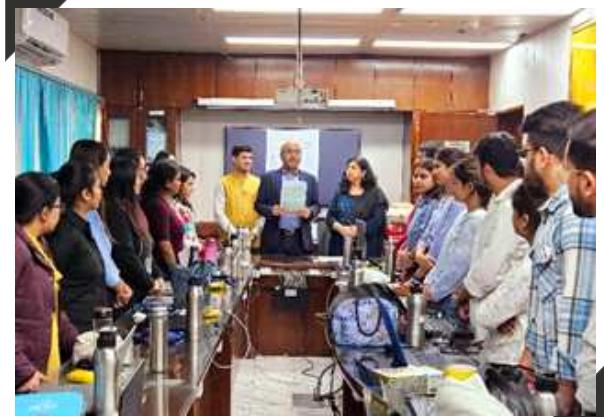
Integrity Pledge for Citizens



Swachhata Pledge



Constitutional Pledge



Diwali Celebrations



Birthday Celebrations



Christmas Celebrations



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