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**TOWARDS
VIKSIT BHARAT
2047**

**QUALITY CONNECT
NABH**

NEWSLETTER



"Swastha Bharat, Viksit Bharat"

SHRI JAXAY SHAH

Chairman, QCI

NABH, with its dynamic, progressive, receptive, and resilient approach, continually sets new benchmarks and dedicates unwavering efforts toward their achievement. Simplifying the accreditation process has resulted in a surge of healthcare bodies opting for assessment, showcasing NABH's commitment to accessibility and quality improvement.

This journey has been a remarkable learning experience for each of us. Immersed in understanding various facets of Quality Council of India (QCI), from project teams to constituent boards, and stakeholders, we've witnessed the profound impact our work has on the nation. Initiatives like toy market surveillance, grievance redress, Swachh Survekshan, Sarpanch Samvaad, and NABH's endeavors have significantly uplifted citizens' lives, reinforcing our dedication to our cause.

I've urged everyone to push beyond comfort zones, ensuring quality and excellence permeate to grassroots levels. Recent projects like Sarpanch Samvaad aim to reach multiple levels, bridging the last mile gap. Exciting ventures such as NABH's digital health initiatives and upcoming programs in healthcare sectors promise innovation and progress.

Moving forward, expansion, creativity, and unwavering commitment remain our goals for QCI and NABH.

Our youthful professionals embody our organization's greatest strength, their zeal and dedication fuelling our endeavours. We'll persist in exploring novel avenues and launching groundbreaking projects to uplift our nation's standards of living.

I urge each of you to champion NABH and QCI's growth. Stakeholders must serve as both inspiration and guardians of our mission's integrity.

Upholding market practice, accountability, and empowerment, we align with our common objectives and strive toward *Viksit Bharat*'s vision.

As we navigate obstacles, let's become agents of change, preserving and enhancing QCI and NABH's legacy. Let's foster a culture of quality at grassroots levels, instilling it in every Indian citizen's fabric.

In closing, I extend sincere gratitude for your unwavering efforts, commitment, enthusiasm, and fortitude. Let's sustain this momentum, continually innovate, and propel toward a future imbued with quality consciousness. Together, let's forge a path toward a better, more quality-conscious future with renewed vigor.

**Jai Hind!
Jai Bharat!**





"Digital Transformation: Paving the Road to Viksit Bharat"

SHRI RIZWAN KOITA

Chairman, NABH

With collective efforts NABH aim to expand its impact, reaching more healthcare facilities and setting new standards of excellence

It is with great enthusiasm and a profound sense of responsibility that I step into the role of Chairperson of NABH. I extend my heartfelt gratitude to the Quality Council of India, Mr. Jaxay Shah (Chairperson, QCI), and Mr. Kannan Chakravarthy (Secretary General, QCI) for giving me the opportunity to serve in this capacity. I would also like to thank Dr. Mahesh Verma, our outgoing Chairperson, for his exceptional contributions to NABH and the invaluable support he has extended to me.

I am honoured to guide this esteemed organization as

India enters an era of innovation and growth in healthcare sector. Reflecting on NABH's journey, I am inspired by its achievements and eager to advance our mission of promoting quality healthcare and patient safety, for all. NABH has established an exceptional position within the Indian healthcare ecosystem and plays a critical role in driving healthcare standards, quality, access, and patient safety.

Looking forward, NABH aims to expand its reach both nationally and internationally.

In India, NABH can play a pivotal role in enhancing healthcare in small and mid-sized healthcare facilities, which constitute a significant portion of the sector. We aim to make healthcare more accessible, measurable, and cost-effective for patients across India.

Patient-centred care remains at the heart of NABH. We are dedicated to cultivating a robust quality culture among our accredited healthcare institutions. Our commitment to patient safety and quality care will continue to guide our initiatives and standards. NABH will continue to promote a culture of research and innovation in healthcare delivery.

A significant focus for us will be on capacity building. Through comprehensive training programs, workshops, and educational initiatives, we will enable our stakeholders to strengthen human resources within their organizations. These efforts are crucial in maintaining the highest standards of quality and patient safety.

Digital transformation is another critical area where we see immense potential. The introduction of the Digital Health Standards (DHS) for Hospitals marks a significant milestone. Hospitals adopting these standards are setting new benchmarks in healthcare delivery. This program ensures the optimal use of HIS, EMR, and other digital solutions to enhance efficiency, transparency, and patient safety. It aligns

with India's focus on Digital Health adoption and supports the nationwide implementation of the Ayushman Bharat Digital Mission (ABDM).

Our commitment to digital transformation in healthcare will pave the way for innovative solutions, practices, and improved patient outcomes.

NABH will continue to scale up its accreditation & certification programs and quality improvement initiatives. Our goal is to expand our impact, reaching more healthcare facilities and setting new standards of excellence. To achieve our goals, we are committed to building strong partnerships with government agencies, healthcare providers, insurance companies, technology firms, and patients to enhance healthcare quality through collaboration. By fostering these relationships, we strive to ensure NABH standards are widely adopted and effectively implemented.

I want to express my sincere appreciation to Dr. Atul Mohan Kochhar, CEO, NABH, for his unwavering dedication and leadership. The efforts of the stellar NABH team have been instrumental in driving NABH forward, and I am confident that together, we will achieve even greater milestones.

"Quality is not an act; it is a habit" - Aristotle

Thank you to everyone associated with NABH for your support and commitment towards quality. Let us move forward with renewed energy and a collective vision for a healthier and more prosperous India!





"Prioritizing Quality Management in Healthcare"

PROF. (DR.) MAHESH VERMA

Former Chairman, NABH

I am thrilled and overwhelmed with joy to announce that India has secured the 5th position in the accreditation scheme, a testament to the collective efforts and dedication of all involved. NABH stands as the largest contributor in the health sector, accrediting over 20,000 healthcare organizations. With an optimistic approach and a visionary outlook, NABH has achieved remarkable milestones, both domestically and globally. Despite facing numerous challenges, the unwavering efforts of our dedicated team have enabled us to overcome adversities and emerge stronger.

Our driven team has led numerous initiatives, activities, campaigns, and schemes, garnering recognition and acceptance on national and international levels. I express my heartfelt gratitude to everyone connected with us for their unwavering support and positive outlook throughout our journey. A special appreciation goes to Dr. Atul Mohan Kochhar, CEO of NABH, for his exceptional leadership and tireless efforts in establishing NABH as a cornerstone organization in the pursuit of a healthy Bharat. His remarkable methods, positive outlook,

and driven approach towards achieving goals are truly commendable.

While NABH accreditation remains entirely voluntary, it is increasingly crucial for hospitals and healthcare facilities to establish their reputation as providers of high-quality healthcare. To keep pace with changes in healthcare practices, NABH regularly updates its accreditation standards. These upgrades ensure that accredited healthcare facilities adhere to the latest standards for safety and quality.

Recent standards include the First iterations of the Digital Health Accreditation Standards for Hospitals, aimed at evaluating the safety and quality of healthcare services provided via digital platforms while ensuring patient privacy and secure telemedicine practices. Additionally, the Entry Level Certification Standards for Dental Clinics, Certification Standards for Stroke Care Centres, and Care Home Accreditation Standards have been introduced to enhance the quality of services provided in respective sectors.

As a national accrediting organization, NABH has earned a reputation for providing high-quality healthcare services. Our primary goal is to ignite the spark of excellence in patient safety promotion within the national quality healthcare ecosystem. Every program and standard we introduce aims to provide patient-centric care and an organizational-centric approach. Our mission is to propagate the idea of quality as a set of values embraced by organizations to demonstrate their dedication to providing top-notch services.

Our revolutionary shift in prioritizing quality management in the healthcare sector necessitates a change in methods, procedures, and mentality to foster a culture of excellence and continuous improvement. Given the evolving landscape of healthcare needs, emerging diseases, and rapid advancements in digital technology, our framework for quality and patient safety continues to evolve. The requirement of the quality journey is to always look back, improve, expand, and move forward.

Now is the opportune moment to review, adjust the plan, assess, and operationalize tasks across the board for the healthcare sector.

In our commitment to meeting the country's healthcare needs, NABH will continue to work diligently, provide the best possible care, and explore new avenues to broaden its scope of work. Together, let us forge ahead in our mission to elevate the standards of healthcare quality and patient safety across the nation.





"Shaping a Healthier Viksit Bharat"

SHRI CHAKRAVARTHY T. KANNAN

Secretary General, QCI

**Charting the Viksit Bharat Roadmap
NABH's Pivotal Role in Shaping "Healthy India"**

Our honourable Prime Minister Shri Narendra Modi has unveiled **"Viksit Bharat by 2047"**.

To achieve 'Viksit Bharat', India has to be 'Self-reliant (Atmanirbhar Bharat)' in all sectors and attain 'Global leadership' in key sectors. India has to grow at a 16X rate to achieve this aspiration.

As the healthcare sector, our role is very critical. I envision our goal as 'Making every Indian lead a healthy Life'.

Our responsibility includes teaching each Indian healthy practices of living and how with quality hospitals, they can recover quickly at a high success rate.

The healthcare sector is undergoing a major transformation driven by scale, market structure and technology:

Market Structure: Both public and private investment in healthcare is growing, not just in traditional areas but also in emerging sectors such as telemedicine and digital health services, which have seen accelerated growth, especially

in enhancing access in underserved areas. India has also emerged as a premier destination for medical tourism, expected to grow from \$2.89 billion in 2020 to an estimated \$13.42 billion by 2026. This growth, positions India among the top 10 global destinations for medical tourism, as ranked by the Medical Tourism Index (MTI).

Scale: The significance of the healthcare sector is underscored by its rapid growth and its vital role in our nation's economic framework. Over the past decade, the healthcare sector has witnessed a CAGR of nearly 22%, growing to a market size of \$372 billion in 2022. The government's financial commitment is evident from the increased allocation in its annual budget. In fact, the government's investment in healthcare has more than tripled in the past decade, signalling a strong push towards enhancing healthcare infrastructure.

Technology: With the advent of digital health services, AI in health, and renewed interest in holistic wellness and alternate medicine practices, there is a plethora of opportunities in the sector. With the rapid usage of social media by citizens, the information asymmetry has been drastically reduced.

With these changing scenarios, how can all stakeholders in the sector play an active role? I would urge everyone to ruminate on the following areas:

Role - Focus on Prevention best practices: The country needs us to be the custodian of healthcare quality. As the population expands, there will be

always a shortage of hospitals. Can we educate the citizens on best practices related to disease prevention? Citizens are confused about the lack of authentic data on social media. Can we play a role in being pioneers to provide authentic insights and best practices in the journey to make 'Healthy Indians'?

Scope - Promote awareness of quality: Today, the awareness and importance of certification/accreditation is limited to the top percentile. If the low-income, vulnerable, underserved population in urban and rural India has to improve on health indicators, access and quality of healthcare have to drastically improve. This calls for aggressive goal-setting in terms of an outreach plan where we cover all sizes of entities, all forms of practice and all strata of society, effectively touching all pin codes of India. Additionally, as healthcare first and foremost is a practice in the service of society, can we assume the responsibility of educating every citizen about the importance of quality and the critical role of certifications and standards for the same?

I aspire to see our healthcare organisations, professionals and the whole ecosystem setting global standards.

I urge all of you to join the honourable Prime Minister's aspiration – Viksit Bharat.

Let us expand our role, and scope to enable every Indian to be healthy.





"Shaping healthcare's quality ecosystem with NABH"

DR. ATUL MOHAN KOCHHAR CEO-NABH

As the CEO of NABH, it is my privilege to present the latest edition of our newsletter, where we share updates, insights, and advancements in healthcare accreditation and quality improvement.

At NABH, our mission is to promote continuous improvement in the quality and safety of healthcare services provided by our accredited facilities. We are committed to setting standards of excellence that inspire confidence among patients, healthcare providers, and stakeholders. In today's rapidly evolving healthcare landscape, accreditation serves as a cornerstone for achieving these goals. Our commitment to technological integration, patient-centric care, expanded accreditation scope, focus on infection control, and dedication to continuous quality

improvement positions NABH as a driving force in advancing healthcare quality and patient safety nationwide.

Reflecting on NABH's journey over the past 18 years, we acknowledge the challenges faced and the victories celebrated. Our esteemed board members and stakeholders have played a pivotal role in guiding NABH through turbulent times and ensuring sustained prosperity. As we look to the future, we recognize the importance of flexibility and creativity in a constantly changing world.

Despite obstacles, the NABH Secretariat and its partners have persevered, excelling in their responsibilities and surpassing expectations.

Today, NABH stands as a beacon of quality and patient safety in the healthcare industry.

The healthcare sector is experiencing a positive transformation, with NABH playing a significant role in setting high-quality standards for thousands of hospitals and healthcare providers. We are proud of our initiatives contributing to the creation of a quality ecosystem in healthcare. Our vision of a self-reliant quality health system is achievable through high-quality, affordable, and accessible healthcare services provided equitably to all. As patient expectations rise and the healthcare system evolves, accreditation becomes increasingly important for patient safety, driving more healthcare facilities to seek accreditation in the coming years.

In this volume of our newsletter, you will find a wealth of information on various topics, including updates on accreditation standards and processes, success stories from accredited facilities, and insights on how NABH is contributing to a better healthcare future. We have revised and refined our accreditation standards to align with the latest advancements and best practices in healthcare delivery, ensuring that accredited healthcare facilities adhere to the highest standards of patient safety, quality of care, and service excellence.

Additionally, we have enhanced our accreditation processes to make them more streamlined, transparent, and user-friendly, leveraging technology and innovation to achieve this goal.

Collaboration and knowledge-sharing are crucial as we navigate the dynamic healthcare environment. I encourage active engagement with the content presented in this newsletter, participation in discussions, and sharing of experiences and insights with fellow healthcare professionals. We value the input of our stakeholders, including healthcare providers, policymakers, and industry experts, in shaping the future of healthcare quality and accreditation in India. Together, we can drive positive change and create a healthcare system that prioritizes excellence, integrity, and patient-centered care.

I am confident that the updates and enhancements outlined in this newsletter will further strengthen NABH's position as the leading accreditation body in India and reinforce our shared commitment to advancing quality and safety in healthcare. I extend my sincere appreciation to our dedicated team at NABH, accredited facilities, partners, and stakeholders for their unwavering commitment to excellence in healthcare delivery.

Together, we are driving positive change and raising the bar for quality and safety across the healthcare continuum.



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



Innovation:

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



Transparency:

Openness in communication and freedom of information to its stakeholders





Articles From **NABH** **SECRETARIAT**



विकसित भारत @2047

विकाश चौधरी

सहायक निदेशक



विकसित भारत 2047, स्वतंत्रता के 100वें वर्ष, 2047 तक भारत को एक विकसित राष्ट्र में बदलने की कार्य-नीति है। इस कार्य-नीति के अंतर्गत 2047 तक भारत को एक विकसित राष्ट्र बनाने के लिए विकास के विभिन्न आयामों जैसे आर्थिक विकास, पर्यावरणीय स्थिरता, सामाजिक प्रगति और सुशासन को शामिल किया गया है।

वर्ष 2047 में, भारत उस उल्लेखनीय परिवर्तन के प्रमाण के रूप में विश्व के समक्ष खड़ा होगा जिसे प्रौद्योगिकी, नवाचार, शिक्षा और शासन के क्षेत्र में किए गए ठोस प्रयासों के माध्यम से प्राप्त किया गया होगा। एक राष्ट्र के रूप में, भारत नई ऊंचाइयों पर पहुंच जाएगा, जीवन के विभिन्न क्षेत्रों में यह देश, विश्व के अग्रणी देश के रूप में उभरेगा।

विकसित भारत के विभिन्न आयाम

स्वास्थ्य सेवा परिवर्तन में, अस्पतालों और स्वास्थ्य सेवा प्रदाताओं की मान्यता गुणवत्ता, सुरक्षा और दक्षता सुनिश्चित करने के लिए आधारशिला के रूप में उभरती है।

प्रत्यायन स्व-मूल्यांकन और बाहरी समीक्षा प्रक्रिया है जिसका उपयोग हेल्पर्स के संगठन द्वारा स्थापित मानकों के संबंध में अपने प्रदर्शन के रूप

का सटीक आकलन करने और स्वास्थ्य देखभाल प्रणाली में लगातार सुधार के तरीकों को लागू करने के लिए किया जाता है।

- विकसित भारत के लिए अस्पतालों और स्वास्थ्य सेवा प्रदाताओं की मान्यता की मुख्य भूमिकाएँ और लाभ: विकसित भारत के लिए स्वास्थ्य देखभाल मानकों को सुनिश्चित करने और

बनाए रखने में अस्पतालों और स्वास्थ्य सेवा प्रदाताओं की मान्यता महत्वपूर्ण भूमिका निभाती है। यह यह सत्यापित करने में मदद करता है कि स्वास्थ्य सुविधाएं विशिष्ट गुणवत्ता और सुरक्षा मानकों को पूरा करती हैं, जिससे मरीजों के बीच विश्वास बढ़ता है। प्रत्यायन निरंतर सुधार को प्रोत्साहित करता है, स्वास्थ्य सेवा वितरण को बढ़ाता है, और विकसित भारत के उष्टिकोण को प्राप्त करने के लिए एक अच्छी तरह से काम करने वाली स्वास्थ्य देखभाल प्रणाली के समग्र विकास में योगदान देता है।

• संरचनात्मक परिवर्तन:

संरचनात्मक परिवर्तनों का आशय, कम उत्पादकता वाले क्षेत्रों (जैसे कृषि) से उच्च उत्पादकता वाले क्षेत्रों (जैसे विनिर्माण और सेवाओं) में संसाधनों के दिशा-परिवर्तन से है। इससे आर्थिक विकास को बढ़ावा मिल सकता है, नई नौकरियाँ पैदा हो सकती हैं और गरीबी कम हो सकती है।

• श्रम बाजारों को व्यवस्थित करना:

इसमें श्रम आपूर्ति की गुणवत्ता और मात्रा में सुधार करना, श्रमिकों के कौशल और रोजगार क्षमता को बढ़ाना और निष्पक्ष तथा कुशल श्रम नियमों के व्यवहार को सुनिश्चित करना शामिल है। इससे श्रम उत्पादकता बढ़ सकती है, अनौपचारिकता कम हो सकती है और सामाजिक सुरक्षा को बढ़ावा मिल सकता है।

• प्रतिस्पर्धात्मकता बढ़ाना:

इसमें कंपनियों की कार्य-दक्षता और नवाचार को बढ़ावा देना, उत्पादों और सेवाओं की गुणवत्ता तथा

विविधता में सुधार करना और घरेलू तथा अंतर्राष्ट्रीय बाजारों का विस्तार करना शामिल है। इससे आर्थिक गतिशीलता को बढ़ावा मिल सकता है, नियत बढ़ सकता है और नया निवेश आकर्षित किया जा सकता है।

• वित्तीय और सामाजिक समावेशन में सुधार :

इसका आशय गरीबों और हाथिए पर गुजर-बसर करने वाले समूहों के हक में वित्तीय सेवाओं और सामाजिक कल्याण योजनाओं की पहुंच और सामर्थ्य का विस्तार करने से है। इससे उनकी आय एवं बचत और उपभोग में बढ़ोतारी होगी; साथ ही साथ इन समूहों के स्वास्थ्य, शिक्षा और सशक्तिकरण की स्थिति में सुधार हो सकता है।

• हारित क्रांति के क्षेत्र में अवसरों का लाभउठाना:

इसका तात्पर्य नवीकरणीय ऊर्जा, ऊर्जादक्षता और क्लाइमेट रेजिलिएंट ग्रीन टैक्नोलॉजी तथा पद्धतियों को अपनाना और उन्हें बढ़ावा देना है। इससे ग्रीनहाउस गैस उत्सर्जन को कम किया जा सकता है, पर्यावरणीय गिरावट को कम किया जा सकता है और प्रगति एवं विकास के नए अवसर पैदा किए जा सकते हैं।

• आर्थिक समृद्धि:

“विकसित भारत” का मुख्य उद्देश्य है - आर्थिक समृद्धि, जो उच्च और सामरिक उष्टि से महत्वपूर्ण निवेश नीतियों के माध्यम से प्राप्त की जा सकती है। सरकार ने विभिन्न क्षेत्रों में अनुसंधान, नई तकनीकों के उपयोग, और विकास के लिए समर्पित परियोजनाओं की थ्रु़आत की है। इनका एक प्रमुख उद्देश्य उद्यमिता को बढ़ावा देने और नए व्यापारों के सृजन के माध्यम से, भारतीय अर्थव्यवस्था को मजबूती देना है।

- स्वच्छता अभियान:**

"विकसित भारत" में स्वच्छता का भी विशेष महत्व रहेगा। स्वच्छ भारत अभियान के माध्यम से जनता को स्वच्छता के महत्व के बारे में जागरूक किया जा रहा है। स्वच्छता अभियान के अंतर्गत अधिसूचित क्षेत्रों, नगरों, और गाँवों में स्वच्छता की स्थिति में सुधार को बढ़ावा देने के लिए सामूहिक प्रयासों को प्रोत्साहित किया जाता है।

- शिक्षाकामहत्व:**

उच्च गुणवत्ता वाली और कौशल को बढ़ावा देने वाली शिक्षा का महत्व हर विकसित देश द्वारा स्वीकार किया गया है। भारत सरकार ने शिक्षा के

क्षेत्र में नई नीति, नई योजनाएं और सुधार लागू करना आरंभ किया है ताकि हर एक नागरिक को अच्छी शिक्षा प्राप्त हो सके।

- पर्यावरण संरक्षण:**

"विकसित भारत का अर्थ केवल आर्थिक रूप से ही नहीं बल्कि पर्यावरण के संरक्षण में भी समर्थ भारत से है। इस लक्ष्य को प्राप्त करने के लिए विभिन्न पर्यावरण संरक्षण योजनाएं संचालित की जा रही हैं और उपाय किए जा रहे हैं ताकि हम आने वाली पीढ़ियों को स्वस्थ और हरी-भरी धरती का उपहार दे सकें।

Revitalizing Healthcare for Viksit Bharat 2047: NABH's Role in Driving Quality and Accessibility

DR. MAMONI MAITY

Accreditation Officer, NABH



The role of the National Accreditation Board for Hospitals & Healthcare Providers (NABH) in shaping India's healthcare landscape is indispensable, as it serves as a beacon of quality and excellence across various dimensions of healthcare delivery. With a keen focus on bolstering medical tourism, strengthening healthcare systems, including alternative medicine, and improving the overall quality of healthcare services, NABH plays a pivotal role in advancing India's healthcare objectives. In this article, we delve into the multifaceted contributions of NABH, examining its impact on medical tourism, healthcare system strengthening, integration of alternative medicine, and the pursuit of quality healthcare delivery in alignment with the overarching goals of the Viksit Bharat vision. Through accreditation standards tailored to diverse healthcare settings and innovative initiatives, NABH emerges as a cornerstone in India's journey towards achieving holistic healthcare development and inclusive growth.

Role of NABH in Medical Tourism

NABH accreditation serves as a hallmark of excellence, boosting India's reputation as a global healthcare destination. Accredited hospitals attract international patients seeking high-quality, affordable medical treatment, thus contributing significantly to India's medical tourism industry. This influx of patients not only bolsters the economy but also enhances India's global standing in healthcare.

Accreditation by globally recognized bodies such as the NABH plays a vital role in driving medical tourism in India. With India ranking tenth globally in attracting medical tourists, accredited hospitals are key contributors to this growth. According to a report released by the Ministry of Tourism, India witnessed a significant increase of Bengaluru, with its 131

65.91 percent
in medical tourism in 2021,
with over 3,00,000 foreign tourist
arrivals seeking medical treatment.

NABH-accredited hospitals & 4 Internationally accredited hospitals, is emerging as a top destination for medical tourism in India, thus highlighting the importance of accreditation and how it is perceived by patients globally. Accreditation ensures quality control and patient safety, making it a vital factor in attracting international patients. As India's medical tourism sector continues to grow, accredited hospitals not only contribute to the economy but also play a crucial role in realizing the goals of Viksit Bharat by providing world-class healthcare services to patients from around the globe." (Source: TheSoftcopy.in, "Accredited hospitals: A source of increasing medical tourism," January 31, 2023)

Strengthening Healthcare System Across India

NABH significantly strengthens India's healthcare system by imposing rigorous quality standards, ensuring uniform and dependable healthcare services nationwide. Accredited facilities not only diminish the rural-urban healthcare divide but also extend their reach to remote regions, promoting equitable access to high-quality healthcare. The collaboration between the National Health Authority (NHA) and NABH, as highlighted in Economic Times Government (2024), amplifies the importance of NABH accreditation in elevating healthcare standards across diverse Indian regions. Dr. Mahesh Verma's insights emphasize the pivotal role of NABH in achieving the Viksit Bharat vision by extending quality healthcare services to tier 2 and tier 3 cities. The collaboration focuses on building the capacity of healthcare providers in these cities, aligning with Viksit Bharat's goal of ensuring high-quality healthcare access nationwide. Dr. Verma's comments underscore the transformative impact of NABH accreditation in democratizing healthcare access, bridging the development gap between urban and rural areas. Additionally, the partnership facilitates information dissemination on accreditation standards, empowering healthcare providers to enhance their infrastructure and service delivery mechanisms, aligning with the broader objectives of the Viksit Bharat mission. (Source: Economic Times Government. (2024, January 30). National Health Authority collaborates with NABH for mutual capacity building, information dissemination)

Role of NABH in Strengthening Alternative Systems of Medicine

Beyond allopathic medicine, NABH accreditation extends its scope to alternative systems of medicine, such as Ayurveda, Yoga & Naturopathy, Unani, Siddha, and Homoeopathy (AYUSH). By ensuring quality standards in these systems, NABH contributes to their integration into the mainstream healthcare framework, providing patients with diverse and holistic treatment options. The adoption of NABH standards in AYUSH hospitals ensures the standardization of management systems, infrastructure, staff training, and quality improvement efforts, thus bolstering patient safety

and care. As per the historical roots of Ayurveda emphasizing quality healthcare delivery, NABH accreditation reinforces these principles by setting standards for physician competence, medication quality, patient rights, and hospital infrastructure. Moreover, NABH accreditation provides AYUSH hospitals with a competitive advantage in the healthcare market, potentially attracting more patients and contributing to India's medical tourism sector. The NABH accreditation process for AYUSH healthcare services, including entry-level standards for smaller facilities, not only ensures patient safety and quality care but also fosters continuous improvement and community confidence. As India progresses towards becoming a global leader in healthcare, the integration of NABH accreditation with alternative systems of medicine like Ayurveda aligns with the goals of Viksit Bharat by elevating healthcare standards and ensuring quality care delivery to all citizens.

Source

Acharya, S.

"NABH accreditation: Prerequisite for streamlining the Ayush hospitals,"

Journal of Research in Ayurvedic Sciences,

Volume 7

Issue 3

July-September 2023.

Pioneering Quality Healthcare in Emerging Domains

Looking ahead, as India's healthcare landscape evolves in response to technological advancements and changing demographics, there arises a compelling opportunity for the NABH to expand its purview into emerging domains such as home care and telemedicine. The healthcare sector, as highlighted in the report "Investment Opportunities in Healthcare Sector" by NITI Aayog (2023), is witnessing a

transformative shift towards decentralized and technology-enabled healthcare delivery models. In this context, NABH, with its established expertise in setting accreditation standards for traditional healthcare facilities, can extend its mandate to develop comprehensive standards tailored to the unique requirements of home care services and telemedicine platforms. By proactively engaging with stakeholders and leveraging its accreditation frameworks, NABH can pave the way for the establishment of quality benchmarks that ensure the delivery of safe, effective, and patient-centric healthcare services in these innovative modalities. This strategic initiative by NABH aligns with the broader objectives of the Viksit Bharat mission, driving the development of a resilient and inclusive healthcare ecosystem that meets the evolving needs of India's diverse population, thereby contributing to the nation's journey towards comprehensive development and prosperity. (Source: NITI Aayog. (2023). Investment Opportunities in Healthcare Sector).

In conclusion, NABH stands as a pivotal force driving the transformation of India's healthcare landscape. From fostering medical tourism by ensuring world-class standards in accredited hospitals to strengthening healthcare systems across tier 2 and tier 3 cities, and extending its purview to alternative systems of medicine, NABH's contributions are instrumental in realizing the vision of a Viksit Bharat. As India navigates the dynamic healthcare landscape with emerging trends such as home care and telemedicine, NABH's proactive approach to developing comprehensive accreditation standards underscores its commitment to advancing quality healthcare delivery. By adhering to rigorous standards and fostering a culture of continuous improvement, NABH not only elevates India's global reputation in healthcare but also empowers diverse stakeholders to deliver safe, effective, and patient-centric healthcare services.



Pivotal Role of Accreditation (Hospitals & Healthcare Providers) in Viksit Bharat's Healthcare Landscape

MS. ALIYA JAMAL HASHMI

Accreditation Officer, NABH



The Resolution of 140 crore countrymen needs to be accomplished and when the tricolour will be hoisted in 2047, then the world will be praising a DEVELOPED INDIA

INTRODUCTION:

Viksit Bharat @2047 is the vision of the government of India to make India a developed nation by 2047, the 100th year of its independence.

The vision encompasses various aspects of development, including economic growth, social progress, environmental sustainability, and good governance.

Vision of Viksit Bharat underscores the importance of the Health sector in propelling the country towards that vision.



The Healthcare system has a mirror image on the socio-economic development of society. Quality of healthcare has been a widely discussed domain, and many institutions and organizations perceive accreditation as a useful tool for quality transformation. Accreditation had its early beginnings in the USA, where Ernest Codman introduced the 'end result system' in 1910, insisting hospitals to track each patient to test the effectiveness of healthcare delivery. Globally, since the 1970s, healthcare quality improvement activities are progressing through healthcare accreditation programs and accrediting organizations.

In the dynamic and evolving healthcare landscape of Viksit Bharat, accreditation of hospitals & Healthcare providers emerges as a cornerstone for ensuring quality, safety, and efficiency.

Accreditation is self-assessment and external review process used by Healthcare organization to accurately assess their level of performance in relation to established standards and to implement ways to improve the healthcare system continuously.

KEY ROLES AND BENEFITS OF ACCREDITATION OF HOSPITALS & HEALTHCARE PROVIDERS FOR VIKSIT BHARAT:



Accreditation of hospitals and healthcare providers plays a crucial role in ensuring and maintaining healthcare standards for Viksит Bharat. It helps in verifying that healthcare facilities meet specific quality and safety benchmarks, fostering trust among patients. Accreditation also encourages continuous improvement, enhances healthcare delivery, and contributes to the overall development of a well-functioning healthcare system for achieving the vision of Viksит Bharat.

Ensuring Quality Healthcare:

Accreditation serves as a powerful tool to uphold and elevate the standards of healthcare services. By adhering to stringent criteria, hospitals & healthcare providers in Viksит Bharat are compelled to implement best practices in patient care, clinical procedures, and facility management. This, in turn, cultivates an environment where quality becomes non-negotiable, ensuring that citizens receive healthcare services of the highest standard.

Continuous Improvement and Innovation:

Accreditation is not a one-time achievement; it is

an ongoing process that encourages hospitals & healthcare providers to continuously evaluate and enhance their practices. This drive for improvement fosters a culture of innovation, as hospitals & healthcare providers in Viksит Bharat strive to adopt new technologies, implement evidence-based practices, and stay abreast of the latest developments in healthcare. The result is a healthcare system that evolves with the changing needs of the population it serves.

Catalyzing Systematic Growth:

The role of hospitals & healthcare providers accreditation becomes even more pivotal as Viksит Bharat progress. Accredited hospitals & healthcare providers set benchmarks for others to follow, catalyzing systematic growth across the healthcare sector.

Building Patient Trust:

In a nation striving for development, fostering trust in healthcare is paramount. Accreditation provides a visible endorsement of a Healthcare providers or hospital's commitment to quality and safety. Patients and their families gain confidence in seeking medical care from accredited institutions, knowing that these facilities have undergone rigorous evaluations and adhere to established standards. This trust forms the foundation for a positive doctor-patient relationship and encourages individuals to actively engage in their healthcare journey.

Enhancing Public Health Outcomes:

Accreditation is not solely about individual hospitals or healthcare providers; it contributes significantly to public health outcomes. By ensuring that healthcare facilities operate at a high standard, accreditation indirectly aids in disease prevention, early detection, and effective management. This collective effort translates into improved health indicators for the citizens of Viksит Bharat, thereby contributing to the overall well-being and prosperity of the nation.

NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS(NABH) MULTIFACETED ROLE IN VIKSIT BHARAT:

Over the years, NABH has played a significant role in improving the quality of healthcare services in India. The accreditation process of NABH is a voluntary process where healthcare providers undergo a rigorous evaluation process based on certain predefined quality parameters.

NABH accreditation is a seal of quality assurance for hospitals & healthcare providers, indicating that they are compliant with the highest standards of patient safety, clinical excellence, and ethical practices. This accreditation is a reflection of the commitment of the healthcare provider towards providing high-quality care to patients.

The impact of NABH accreditation can be seen in the improvement of healthcare quality in India.

One of the major contributions of NABH is the development of standards for accreditation. These standards are based on international best practices and are continuously reviewed and updated to ensure that they remain relevant and effective.

The increasing number of hospitals & healthcare providers seeking NABH accreditation is a testament to the importance that healthcare providers attach to quality healthcare delivery. It also indicates the growing awareness among healthcare providers of the benefits of accreditation, including improved patient outcomes, patient safety, and patient satisfaction.

The impact of NABH accreditation can be seen in the improvement of healthcare quality in India

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation plays a significant role in enhancing the healthcare system in several ways:

Quality Assurance:

NABH accreditation ensures that healthcare facilities adhere to predefined standards and protocols, thereby ensuring quality healthcare delivery to patients. It focuses on patient safety, infection control, and clinical outcomes, which are essential for maintaining high standards of care.

Standardization:

By setting uniform benchmarks and guidelines for healthcare facilities, NABH promotes standardization across the industry. This consistency helps in improving the overall quality of healthcare services and reduces variations in care delivery.

Continuous Improvement:

NABH accreditation involves periodic assessments and evaluations, encouraging healthcare providers to continuously improve their processes, infrastructure, and patient care practices. This culture of continuous improvement fosters innovation and efficiency within healthcare organizations.

Enhanced Patient Confidence:

Accreditation from a recognized body like NABH instills confidence in patients regarding the quality and safety of the healthcare services provided by a facility. Patients are more likely to trust and choose accredited hospitals or healthcare providers, leading to better patient satisfaction and loyalty.

Risk Management:

Accreditation standards encompass various aspects of risk management, including patient safety protocols, emergency preparedness, and infection control measures. Compliance with these standards helps in mitigating risks associated with medical errors, adverse events, and healthcare-associated infections.

Professional Development:

NABH accreditation encourages healthcare professionals to undergo training and skill

development programs to meet the accreditation standards. This focus on professional development enhances the competency and proficiency of healthcare staff, ultimately benefiting patient care.

International Recognition:

NABH accreditation is recognized internationally, facilitating collaboration and exchange of best practices with healthcare organizations globally.

CONCLUSION:

The accreditation of hospitals and healthcare providers in Viksit Bharat is not merely a regulatory process; it is a catalyst for positive change. It plays a pivotal role in shaping a healthcare system that prioritizes quality, safety, and continuous improvement. As the nation advances, the commitment to accreditation will be instrumental in realizing the vision of a healthier and more prosperous Viksit Bharat.

National Accreditation Board for Hospitals & Healthcare Providers (NABH) has played a significant and impactful role in improving the quality of healthcare services in India. The accreditation process of NABH has encouraged healthcare providers to adopt best practices and provide high-quality care to patients. The impact of NABH accreditation can be seen in the improvement of patient satisfaction, employee satisfaction, and financial performance of healthcare providers. With the increasing number of healthcare providers seeking NABH accreditation, the future of healthcare quality in India looks promising.

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https://www.researchgate.net/publication/341886339_Impact_assessment_of_accreditation_in_primary_and_secondary_public_Healthcare_Institutions_in_the_State_of_Kerala_India

A protocol to study the impact of implementation of National Accreditation Board for Hospitals & Healthcare Providers (NABH) standards among health care workers in a tertiary care hospital in India

Navigating the Indian Healthcare Landscape: The Importance of Accreditation

Guidebook to NABH Accreditation Standards for Hospitals

Contribution of NABH for the formation of Viksit Bharat 2047

MR. PRATEEK GAUTAM

Coordinator, NABH



'Viksit Bharat 2047', Developed India, an initiative by Government of India to reach achieve saturation of government schemes and ensure benefits reach citizens across the country by the year 2047, commemorating 100 years of our Independence. This initiative aims to improve the quality of services from all domains, from schools to roads and, of course, healthcare. Playing a role in achieving this goal, we, NABH, envision all levels of healthcare services to adhere to high standards of quality to ensure the citizens receive the care they require.

Some of the components inculcated by NABH to contribute towards the quest of Viksit Bharat, towards a healthier and happier India by 2047.

Your Care:

NABH is all about the citizens. When a patient first steps into a hospital or healthcare institute, their comfort and well-being are our top focus. NABH primarily focuses on patient safety and enhanced quality in the healthcare sector. The standard developed by NABH for various programs are prepared using a patient- as well as organisation-centric approach, focusing on faster and timely detection, evaluation, and treatment for any disease.

Quality Improvement:

The accreditation process encourages healthcare providers to continuously improve their services. In the context of Viksit Bharat 2047, NABH will likely emphasize ongoing quality enhancement initiatives to ensure that healthcare facilities are at par with global standards.

Facilities:

Re-imagining hospitals as like 5-star hotels, but for health. NABH is making sure healthcare organizations have top-notch facilities, so the patients get the best care and services which may include imaging, diagnostic facilities, pathological test, medical laboratories, all the in-house facilities which are required for the immediate care of patients instead of sending them to outsourced unit for procedure required for the care of patient.

Smart Management:

NABH is advocating for smart and efficient ways to run healthcare facilities, ensuring smooth and organized processes, and accountability at all levels. Working towards

the digital transformation and switching to newer technology in HIMS will improve the management.

Inclusive Healthcare:

The vision of Viksit Bharat 2047 extends to providing healthcare services to every corner of the nation and with programs like sarpanch samwaad, NABH is contributing by accrediting or certifying healthcare providers in remote areas, ensuring that quality healthcare is accessible to all, aligning with the principles of inclusivity.

Always Getting Better:

NABH encourages healthcare spots to keep improving.

International Collaboration:

With the goal of becoming a global leader in healthcare, Viksit Bharat 2047 encourages

international collaboration. NABH, by aligning its standards with global best practices, can facilitate the exchange of knowledge and expertise, contributing to India's position on the global healthcare stage.

Why it matters for 'Viksit Bharat 2047'?

Well, a healthy India means a happy and strong India. When you and everyone around you are healthy, it is like having a superpower that helps our country grow and progress.

We together should join the Healthy Revolution and we want you on our team! Whether you are a patient, a doctor, or just someone who is passionate about good health. Let us make 'Viksit Bharat 2047' a reality by making sure everyone gets excellent and an affordable healthcare.



सरपंच संवाद का साथ, स्वास्थ्य सेवाओं का विकास: विकसित भारत 2047

MS. SAMIT

Coordinator, NABH



The vision of "Viksit Bharat 2047," a developed and prosperous India, hinges on the health and well-being of its rural population. Healthcare in villages plays a pivotal role in achieving this vision, serving as a cornerstone for sustainable development and inclusive growth. By focusing on healthcare in villages, we can address key challenges and pave the way for a healthier, more prosperous nation.

Access to healthcare services in villages can lead to a myriad of positive outcomes. Healthcare in villages plays a crucial role in improving health indicators, such as maternal and child health, reducing the burden of communicable and non-communicable diseases, and increasing life expectancy. Additionally, it promotes social development by addressing issues such as sanitation and nutrition. This holistic approach to healthcare not only improves the health and well-being of individuals but also contributes significantly to the overall economic and social fabric of the nation.

**Primary Health Centers
(PHCs) are the backbone of
healthcare in villages.**

PHCs serve as the first point of contact for healthcare for rural communities and play a crucial role in promoting preventive healthcare, early diagnosis, and treatment of diseases. By strengthening PHCs and ensuring that they meet NABH standards, we can enhance the quality of healthcare services in villages.

The Sarpanch Samvad initiative, launched by the Quality Council of India, is instrumental in this endeavor. By empowering sarpanches with the knowledge and skills necessary to address health challenges in their communities, Sarpanch Samvad acts as a catalyst for change. Through dialogue, capacity building, and collaboration, sarpanches can implement innovative healthcare solutions, improve healthcare access, and foster a culture of health and well-being in their villages. Through Sarpanch Samvad, sarpanches are equipped to drive improvements in their communities.

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) can play a crucial role in advancing the vision of "Viksit Bharat 2047" by ensuring high-quality healthcare services in villages. NABH accreditation signifies that a healthcare facility meets stringent quality standards, which can lead to a culture of continuous improvement, and ensure that rural

communities have access to safe and effective healthcare. NABH has established national standards, known as 'Desh ka Standard,' which align with the vision of 'Atma Nirbhar Bharat.' These standards promote a culture of quality and patient safety across all levels and functions of healthcare organizations, adapting to the evolving healthcare landscape.

NABH's involvement in the Sarpanch Samvad initiative focuses on enhancing healthcare facilities in villages. This collaboration aims to improve the quality of healthcare practices and facilities in rural areas. NABH plans to work closely with Sarpanchs to identify key areas for improvement and implement initiatives that enhance healthcare quality and patient safety. As part of this collaboration, NABH has proposed a preliminary plan, based on this input - NABH will develop a final proposal and checklist to guide the implementation of healthcare quality improvement initiatives in villages.

NABH is committed to creating a culture and ecosystem of quality in healthcare, aligning with

the Sustainable Development Goal of ensuring healthy lives and promoting well-being for all. Through its collaboration with Sarpanch Samvad, NABH aims to make a significant impact on the overall quality of healthcare facilities and practices in villages across India.

In conclusion, the vision of "Viksit Bharat 2047" hinges on the health and well-being of its rural population, with healthcare in villages serving as a cornerstone for sustainable development and inclusive growth. By focusing on healthcare at the grassroots level, addressing key challenges, and leveraging initiatives like Sarpanch Samvad and NABH accreditation for PHCs, India can pave the way for a healthier, more prosperous nation. Through collaborative efforts and a holistic approach to healthcare, we can build a resilient India that ensures access to safe, effective, and high-quality healthcare services for all its citizens, thereby achieving the vision of "Viksit Bharat 2047."



MS. ATIYA FAROOQUI

Coordinator, NABH



NABH's commitment to stringent accreditation standards ensures top-tier healthcare services, fostering trust, innovation, and inclusivity, pivotal for propelling Bharat towards development and prosperity by 2047.



NABH Global presence and Participations

NABH at IIM Bangalore.



NABH Participated in The Global Women in Data Science (WiDS) Conference held at Indian Institute of Management (IIM), Bangalore on 13th April 2024, which aims to inspire and educate data scientists worldwide regardless of gender and support women in the field. This annual one-day technical conference provides an opportunity to hear about the latest data science-related research and applications in a broad set of domains. The conference features outstanding women doing outstanding work. In which, Dr Priyanka Chauhan delved on 'Relevance of AI in Healthcare IT Products'. Shared insights on Enterprise Master Patient Index (EMPI) which enhance patient data integration and AI's role in disease diagnostics, remote monitoring and more. Explored AI's transformative potential of AI in revolutionizing patient care, operational efficiency, and the overall healthcare landscape.



NABH participated in panel discussion on Making India a digital health nation: Enable digital health. Ms. Varsha focused on "NABH creating an ecosystem of quality in healthcare" hosted by Ministry of Health and family welfare at Lucknow on 21st February 2024



NABH was an associate partner in the special scientific sessions on "Innovations in Mental Health" organized by Yashoda Hospitals Kaushambi on 23rd January, 2024. Dr. Atul Mohan Kochhar, CEO-NABH was invited as the chief guest of honour and he highlighted the importance of mental health and Quality during his special keynote address.



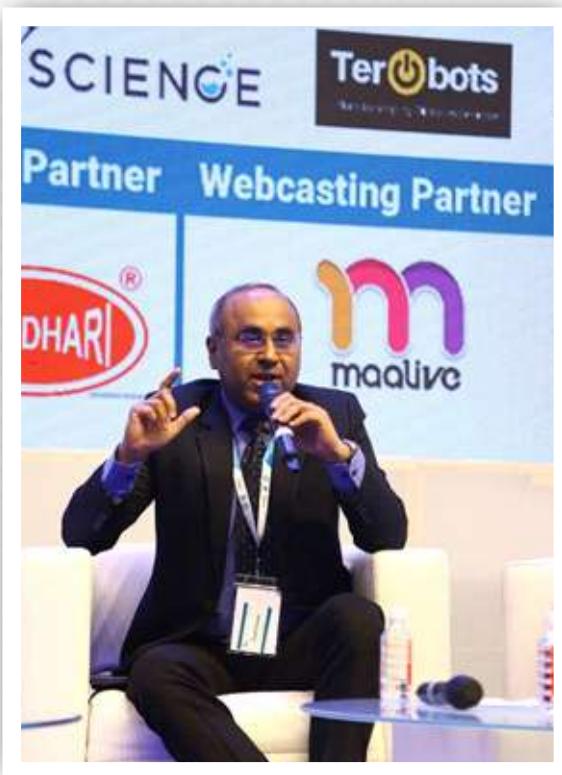
NABH Participated in AHPI Global Conclave 2024 at Gandhinagar, Gujarat on 2nd and 3rd February 2024.



NABH Participated in the Regional Review Meeting of NATIONAL AYUSH MISSION organized by MINISTRY OF AYUSH in PATNA on 15th February 2024.



NABH participated in EcoMed Summit by CII held in New Delhi in which CEO, NABH emphasized that NABH today is partnering with more than 20,000 hospitals and expanding its programmes in 8 countries. With the 6th Edition accreditation standards, it will be nudging the hospitals to adopt and implement sustainable practices and do their bit for climate change



NABH Participated in 11th Edition of International Patient Safety Conference 2024 organised by Apollo hospitals on 23rd & 24th February in Bangalore.



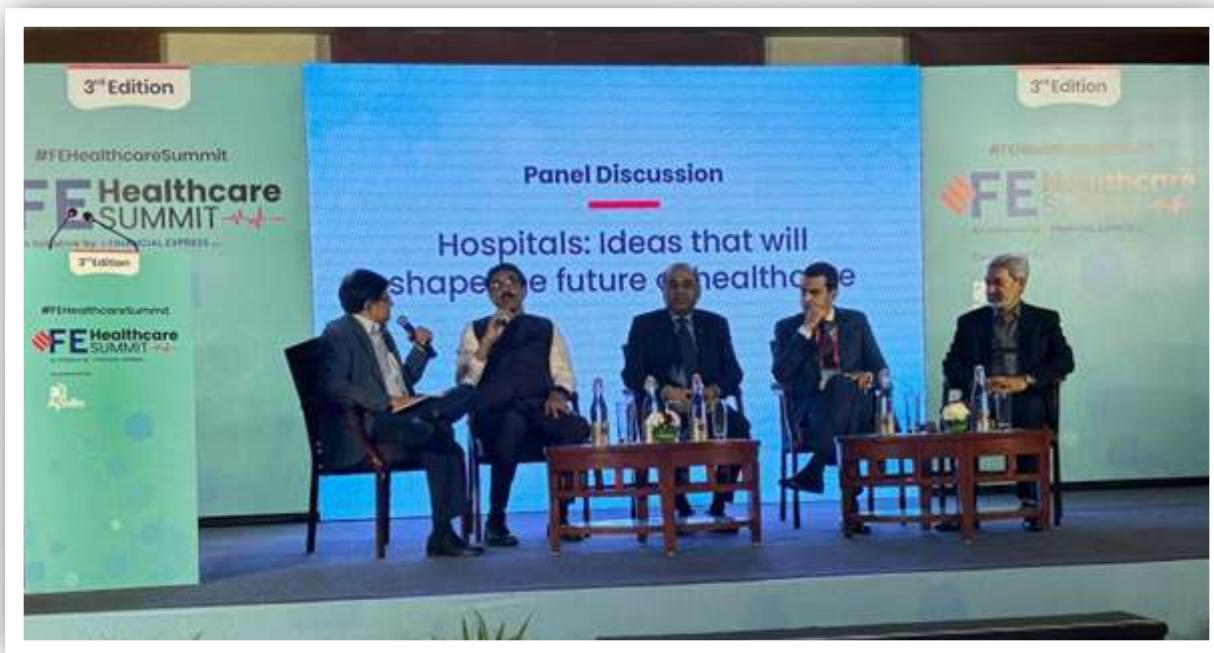
The NABH team took part in the AROGYA 2024 3rd International Exhibition & Conference on Ayush & Wellness in Lucknow from 22nd to 25th February 2024.



NABH organized 2nd Assessor Course for Digital Health Accreditation Program on 14th to 16th February at New Delhi.



NABH Participated in the Inaugural session of QCI budding initiative Gunvatta Gurukul



NABH Participated in the panel discussion of the FE Healthcare Summit is underway, focusing on "Hospitals: Ideas that will Shape the Future of Healthcare"



CEO, NABH attended the ISQua Accreditation Council Meeting held on 07th and 08th March, 2024 at Dublin, Ireland.



NABH participated in the 27th Convocation and 29th National Seminar on Ayurveda Amritanam. CEO, NABH took a session on "NABH Ayush Accreditation and certification adding value to the traditional wisdom" organized by the Ministry of Health and Family Welfare & Rashtriya Ayurveda Vidyapeeth on 4th - 5th March 2024 in New Delhi



NABH conducted a Field Visit at Yashoda Super speciality Hospital, Kaushambi for the students of Gunvatta Gurukul.



NABH Secretariat took Pledge on Viksit Bharat



The pilot project for the rating of the healthcare system of the villages is being conducted by NABH team in 20 villages of Kachchh, Gujarat from 12th to 15th March, 2024



A team of young professionals participated and won the first prize in Rangoli Competition organised by QCI



NABH Team participated in QCI Premier League 2024

BIRTHDAY Celebrations



International Women's Day Celebration

PATRON:

Shri. Jaxay Shah, Chairman, QCI

Shri Rizwan Koita, Chairman, NABH

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

Shri Chakravarthy T. Kannan, Secretary General, QCI

CHIEF EDITOR:

Dr. Atul Mohan Kochhar, CEO, NABH

EDITORIAL TEAM:

Dr. Punam Bajaj, Director, NABH

Ms. Neeta Anand, Assistant Director, NABH

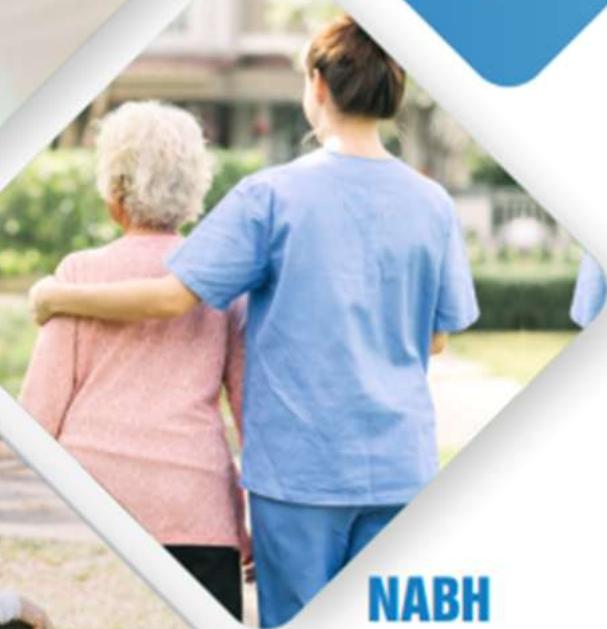
Ms. Neeti Srivastava, Senior Project Manager, NABH

Dr. Ebinesh Antony, Associate Manager, NABH

Mr. Uzair Rehmani, Coordinator, NABH



National Accreditation Board for Hospitals and Healthcare Providers



NABH Accreditation Standards for Care Homes





भारतीय गुणवत्ता परिषद्
QUALITY COUNCIL[®]
OF INDIA

Creating an Ecosystem for Quality

National Accreditation Board for Hospitals & Healthcare Providers (NABH)

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