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

राष्ट्रीय अस्पताल और स्वास्थ्यचर्या-प्रदाता प्रत्यायन बोर्ड
National Accreditation Board for Hospitals and Healthcare Providers

Quality Connect

NABH Newsletter

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Swasth Bharat, Viksit Bharat

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Empowering the Future: Embracing Digital Transformation for a Healthier India

Shri. Jaxay Shah

Chairperson, QCI

> "The digital transformation of healthcare stands as a cornerstone of our nation's progress"

Dear All,

As we embark on our journey towards building a 'Swastha Bharat', the digital transformation of healthcare stands as a cornerstone of our nation's progress. This transformation is not just a technological shift but a profound evolution in how we envision and deliver healthcare across India.

The adoption of digital technologies is reshaping the landscape of healthcare delivery, making it more efficient, accessible, and patient-centric. This digital journey is crucial for achieving our vision of a developed India by 2047 and aligns with the United Nations Sustainable Development Goal 3 (SDG 3) of ensuring healthy lives and promoting well-being for all at all ages.

The comprehensive digital health standards developed by NABH are truly commendable and will serve as benchmarks for healthcare providers nationwide. These standards are the pillars upon which we are building a robust, quality-driven healthcare ecosystem. By improving care quality, consistency, and reliability, NABH is setting new paradigms in healthcare delivery, showcasing its unwavering commitment to excellence.

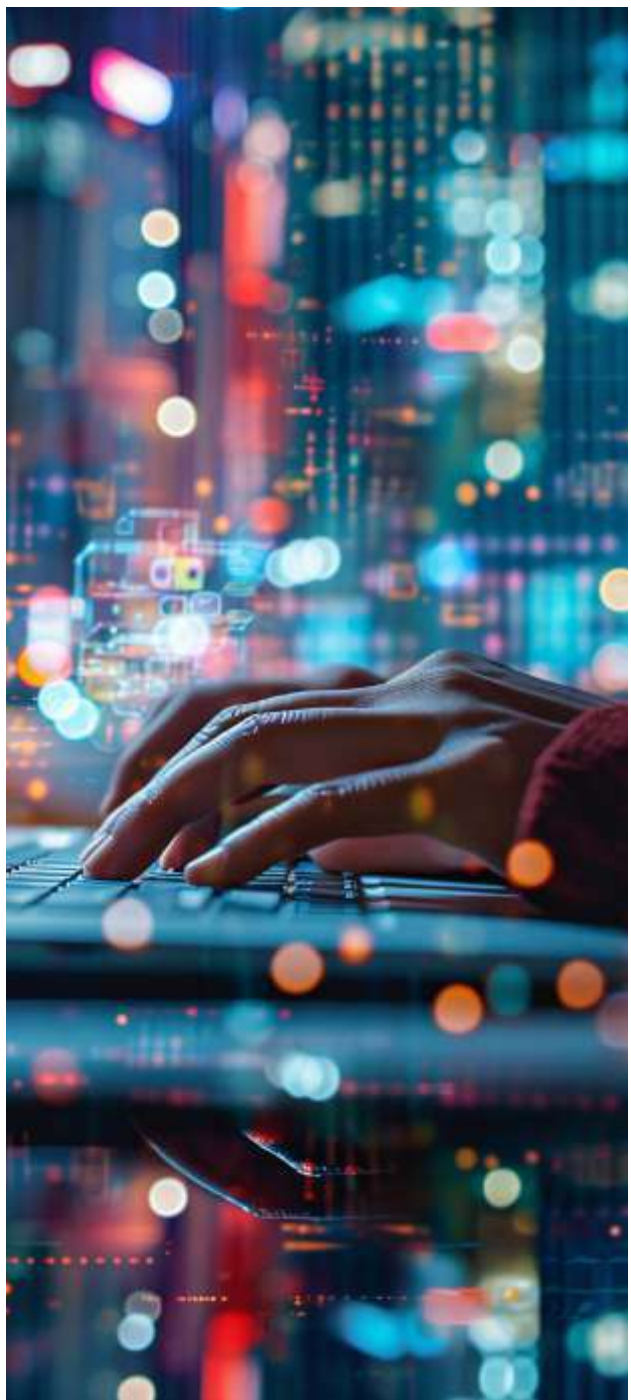
Our efforts in digital health accreditation refflect a broader vision of positioning India as a premier destination for medical tourism. By ensuring the highest standards of quality and safety through digital means, NABH is enhancing India's reputation as a trusted hub for international patients seeking world-class healthcare services. This dedication to upholding superior standards is a testament to NABH's pivotal role in transforming healthcare in India.

Recognizing the growing importance of telemedicine, we've established rigorous standards to ensure the quality and safety of these services. Our new Digital Health Accreditation Standards evaluate the safety and quality of all digital healthcare services, with a strong emphasis on patient privacy and data security.

As we continue on this transformative journey, I urge each one of you to embrace the digital revolution in healthcare. Let's work together to make quality healthcare accessible to every Indian citizen. Our youth, with their innovative spirit and technological prowess, are our greatest asset in this endeavour.

To our stakeholders, I say: be the guardians and champions of this digital transformation. Your support and guidance are invaluable as we navigate the complexities of this evolving landscape.

I extend my heartfelt gratitude to everyone involved in this monumental task. Your dedication, expertise, and passion are the driving forces behind our success. As we move forward, let's continue to innovate, collaborate, and strive for excellence. Together, we can build a digitally empowered, quality-conscious healthcare system that will be the pride of Viksit Bharat 2047. Let us march forward with renewed vigour, for the future of healthcare in India is digital, and it is bright!



Redefining Excellence: NABH's Pioneering Efforts and Emerging Trends

Mr. Rizwan Koita

Chairperson, NABH

> "The journey towards achieving and maintaining high standards of patient safety and quality is ongoing"

It is with great pleasure and immense pride that I welcome you to the 09 issue of the NABH (National Accreditation Board for Hospitals & Healthcare Providers) Newsletter. This edition marks a significant milestone in our journey as we reflect on the progressive changes and advancements that have shaped our programs and initiatives over the past year.

At NABH, our mission has always been to set and elevate standards in healthcare, ensuring the highest levels of quality, safety, and patient-centered care. As we continue to adapt to the evolving healthcare landscape, our commitment to excellence remains steadfast, driving us to innovate and improve our accreditation programs to meet the needs of healthcare providers and patients alike.

Progressive Changes in NABH Programs

In this issue, we are thrilled to highlight the considerable progress we have made in refining and expanding our accreditation programs. Our dedication to continuous improvement has led to the development and launch of various editions of our programs, each designed to address emerging challenges and opportunities within the healthcare sector.

One of the most notable advancements is the introduction of new editions and updates to our existing programs. These revisions reflect our commitment to incorporating the latest best practices, technological advancements and international standards into our accreditation processes. The introduction of these new editions is a testament to our ongoing efforts to enhance the quality and effectiveness of healthcare delivery across India. By aligning our programs with current trends and evidence-based practices, we aim to provide healthcare facilities with the tools and guidelines needed to excel in a rapidly changing environment.

Expanding Horizons: New Programs and Initiatives

In addition to updating existing programs, NABH has been proactive in launching several new initiatives. Our Accreditation Program, for instance, has been designed to elevate the standards by ensuring rigorous adherence to ethical practices and quality protocols.

Furthermore, the Certification Program is another key initiative that underscores our commitment to enhancing the quality.

Digital Transformation: Embracing the Future

In today's rapidly evolving healthcare landscape, digital transformation plays a pivotal role in enhancing the efficiency and effectiveness of healthcare delivery. NABH recognizes the critical importance of integrating digital technologies into our accreditation processes and overall operations. As we navigate through this digital age, we are committed to leveraging technology to improve our programs and services.

Our digital transformation efforts include the development of advanced tools and platforms to streamline the accreditation process, enhance data management, and facilitate more efficient communication with healthcare providers. We have introduced digital solutions that allow for real-time tracking of accreditation status, automated reporting, and enhanced data analytics to provide more insightful feedback to healthcare facilities.

Moreover, our focus on digital health extends to supporting healthcare providers in adopting and implementing electronic health records (EHRs), healthcare information systems (HIS), telemedicine solutions, and other technological innovations. By promoting the integration of these digital tools, we aim to improve the overall quality of care, patient safety, and operational efficiency within healthcare organizations.

The digital transformation journey is ongoing, and we are continually exploring new technologies and approaches to enhance our accreditation processes and support healthcare providers. Our goal is to create a more connected and responsive healthcare ecosystem that benefits both providers and patients.

Patient Safety: A Core Focus

At the heart of all our programs is an unwavering focus on patient safety. In this issue, we want to emphasize that patient safety remains a core priority for NABH. Our accreditation standards and guidelines are meticulously crafted to ensure that patient safety is not only a goal but a fundamental practice embedded in every aspect of healthcare delivery.

NABH is committed to support healthcare facilities in creating and maintaining a culture of safety. This involves implementing robust safety protocols, conducting regular audits, and providing training to healthcare professionals to ensure that they are equipped with the knowledge and skills needed to prevent and manage potential risks. Our standards are continuously reviewed and updated to reflect the latest research, technological advancements, and best practices in patient safety.

The journey towards achieving and maintaining high standards of patient safety is ongoing. We recognize that there are always new challenges to address and areas for improvement. That is why NABH places a strong emphasis on continuous learning and adaptation. We encourage healthcare facilities to actively engage with our programs, participate in safety training, and contribute to the development of new safety initiatives.

Looking Ahead

As we move forward, NABH remains dedicated to fostering excellence in healthcare through our accreditation programs. We are excited about the future and the opportunities that lie ahead for further advancing the quality of care and patient safety. Our commitment to innovation and improvement will continue to drive us as we work towards a healthcare system that consistently meets the highest standards.

In closing, I would like to extend my heartfelt thanks to all our stakeholders—healthcare providers, patients and our dedicated team of professionals. Your support and collaboration are instrumental in our efforts to enhance healthcare quality and safety. Together, we are making a meaningful difference in the lives of patients and contributing to the advancement of healthcare in India.

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

Forging a Quality-Driven Future: NABH's Role in India's Healthcare Transformation

Mr. Chakravarthy T. Kannan

Secretary General, QCI

> "Catalyzing this transformative journey towards building a Quality health ecosystem in India"

Building a robust healthcare system that meets global standards is central to India's vision of becoming a "Viksit Bharat" by 2047, as envisioned by the Hon'ble Prime Minister. Ensuring high standards in healthcare is essential for fostering trust, guaranteeing the safety and well-being of our citizens.

To this end, NABH has emerged as a beacon of innovation, revolutionizing India's healthcare landscape through cutting-edge digital solutions. By revamping its digital platform, NABH has streamlined the accreditation process, enhancing accessibility and transparency for all stakeholders. This dedication to setting new digital health standards ensures that patient care remains safe, efficient, and centered around those we serve.

NABH's commitment to advancing quality and patient safety is exemplified by pioneering initiatives like the Entry Level Certification Standards for Dental Clinics and Care Home Accreditation Standards. Additionally, "NABH Quality Connect Grants" empower healthcare providers to drive innovation and deliver unparalleled patient care.

As we lead India's "Gunvatta Revolution," we are dedicated to empowering institutions and individuals to embrace quality as a cornerstone of progress across states. The recent "Gujarat Gunvatta Sankalp" in Ahmedabad under the guidance of Hon'ble Gujarat CM Shri Bhupendrabhai Patel marked another milestone in our journey to create state-specific quality roadmaps. Gujarat is of crucial importance from NABH's perspective as it played a pioneering role in implementing NABH standards in Government hospitals. As a consequence, NABH will surely be central in QCIs goal of capturing unique quality pulse of the state, enabling tailored strategies for maximum impact and growth.

Hon'ble PM vision to "create a robust health ecosystem that ensures accessible, affordable, and high-quality healthcare for all" guides us in catalyzing this transformative journey towards building a Quality health ecosystem in India. Let us continue to inspire, innovate, and implement quality in every facet of our nation-building efforts.

Digital Transformation for taking Quality Healthcare to last in the line

Dr. Atul Mohan Kochhar
CEO, NABH

> "The integration of technology into healthcare delivery systems not only enhances efficiency but also empowers patients & healthcare professionals alike"

It gives me immense pleasure to welcome you to the 09 issue of the NABH Newsletter, focusing on the theme "Swastha Bharat, Viksit Bharat" with a spotlight on digital transformation. As we navigate through unprecedented times and evolving healthcare landscapes, the role of digitalization has become more pronounced than ever in our pursuit of a healthier and more developed nation.

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) has been steadfast in its commitment to ensuring quality healthcare services across the country. Our journey has been marked by significant milestones and achievements, driven by a vision to transform India into a healthier and more prosperous nation.

In the past year, NABH has achieved remarkable strides in advancing healthcare standards and

practices. NABH is launching 6th edition of the Hospital Standards, designed to raise the bar for healthcare delivery in accredited facilities. This edition reflects our continuous effort to adapt to changing healthcare needs and incorporate best practices from around the globe. 2nd edition for Eye Care Organizations (ECO). This edition is tailored specifically for eye care facilities, emphasizing specialized requirements and protocols that enhance the quality of vision care services across the country. By expanding our standards to include specialized sectors like eye care, NABH reinforces its commitment to catering to diverse healthcare needs with tailored excellence benchmarks.

Additionally, we have introduced the 2nd edition for Allopathic clinics Accreditation program, underscoring our commitment within healthcare settings.

Furthermore, NABH has expanded its standards portfolio to include Healthcare Management Information System (HMIS) and Electronic Medical Record (EMR) Standards. These standards are pivotal in harnessing the power of technology to streamline healthcare delivery, enhance patient safety and improve clinical outcomes. By setting benchmarks in digital healthcare infrastructure, NABH aims to catalyse the adoption of advanced information management systems across healthcare facilities nationwide.

The theme of this newsletter, "Swastha Bharat, Viksit Bharat," encapsulates our collective vision of a healthy and developed India. It emphasizes not only the importance of physical health but also the integral role of development across all sectors of society. Through rigorous accreditation standards and strategic initiatives, NABH contributes significantly to this vision by ensuring that healthcare institutions uphold the highest standards of quality and patient care.

Amidst the challenges posed by the global pandemic, NABH has demonstrated resilience and agility in supporting healthcare providers across the country. We have adapted our processes to accommodate new norms and guidelines, ensuring that accredited facilities continue to provide safe and effective care to their patients.

Looking ahead, digital transformation remains a cornerstone of our strategy. The integration of technology into healthcare delivery systems not only enhances efficiency but also empowers patients and healthcare professionals alike. NABH will continue to collaborate with stakeholders to harness the full potential of digital innovations and drive positive change in the healthcare ecosystem.

I extend my gratitude to all healthcare providers, accreditation bodies and stakeholders who have supported NABH in its mission. Your dedication and commitment have been instrumental in achieving our shared goals of quality healthcare for all.

In conclusion, I invite you to explore this issue of the NABH Newsletter and delve into the articles and insights that highlight our journey towards a "Swastha Bharat, Viksit Bharat." Together, let us envision a future where every individual has access to safe, effective and compassionate healthcare.

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.

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

Reimagining Healthcare: How India's Ideal EMR Could Transform Global Medical Systems

Dr. Devi Prasad Shetty,
Chairman and Founder,
Narayana Health

Software will eat the world

"Software will eat the world" is the famous statement made by Mark Andreessen founder of Netscape which transformed Internet experience. Satya Nadella, CEO of Microsoft mentioned that "Every company is a software company. You have to start thinking and operating like a digital company". Yes, if we want healthcare to be safer for patients, also affordable and accessible to patients we must embrace digital platform for delivering healthcare.

Is healthcare safer for the patients?

Healthcare is not safe for the patients. Hospitals are not the safest places for the patients. If 200 patients get admitted to an American Hospital and spend just one night someone among the 200 dies due to medical error. Not medical negligence. Getting admitted to an American Hospital which are considered perhaps the safest hospital on the planet is 10 times riskier than sky diving. According to Joint Commission of USA 65% of the sentinel events happening in the hospital which can lead to the death of the patient is due to "communication failure".

Communication failure in healthcare

Five O'clock in the evening when nurses and doctors are about to finish their shift a blood report will arrive in the nursing counter showing pseudomonas in the blood of a particular patient. Second shift nurses are busy taking over and the slip of the paper with the deadly report does not attract anyone's attention until next day morning during the rounds when consultants ask for the blood test reports. Eventually they find the slip of the paper showing pseudomonas in the blood. Unfortunately, in the last 12 hours patients condition deteriorated dramatically with multiple organ failure and one more precious life is lost.

If the hospital was paperless where the patients, medical equipment, doctors and nurses are seamlessly connected with their digital platform a deadly blood report will appear in the medical and nursing teams mobile phone drawing everyone's attention with the loud notification. This is the power of technology which addresses the major problem of communication failure happening in healthcare.

In spite of spending billions of dollars on EMR Why communication failure happens in U.S. hospitals.

Yes, it is true that Epic and Cerner which are the leaders in the US electronic medical records cost billions of dollars. Unfortunately, these are developed as billing software for insurance companies which was converted to an electronic medical record as a afterthought. Before designing an ideal electronic medical record, we have to be cognizant of the way doctors nurses and the healthcare system works.

Fundamental flaw in the American electronic medical record is that it is developed for laptops and desktops. Doctors across the world look at the laptop and desktop 5 to 6 times in a day while they look at their mobile phone 200 times in a day. If you want doctor's immediate attention for patient care, develop applications for doctor's mobile phone. Since the patient consumes health care sitting at home, visiting a clinic or hospital's online pharmacy it is important that he or she has access to their medical records real time wherever they are. This can only happen seamlessly if the patient data is hosted in the cloud. No profession in the world requires as much documentation by any professional as it is in healthcare.

In the court of law doctors are not defended by the way they have treated the patient but by the way they have documented. It is very important for software developers to know that doctors are not designed by God to type. The best EMR should work as a speech to text or by tap, certainly not by typing. EMR must be very intuitive like an iPhone which does not come with an instruction manual. If the doctors must attend 72 hours of training program to use any of the American electronic medical records believe me Indian doctors will throw the instruction manual and declare that the EMR is useless and it does not work. Traditional EMRs available have converted paper into digital format without adding much of intelligence.

Doctors treat the patients in a hospital by discussing or chatting with each other. For this to

happen, to plan the treatment of a critically ill heart patient in the ICU, cardiac surgeons, cardiologist, intensivist, nephrologist and other specialists should come together near the bed side and chat with each other to plan the treatment. Unfortunately, this cannot be done in a busy hospital with every patient. So if the electronic medical records is designed on a chat platform like WhatsApp all the specialist doctors can come together on a virtual platform and discuss about the patient and take a collective decision. This is the power of technology.

Added to this feature, if there is a risk score about developing a major cardiac event, updated constantly, real time using artificial intelligence tools then most of the so called sudden cardiac arrest can be predicted at least 6 hours earlier and the sick patient can be segregated, and "sudden cardiac arrest" can be virtually eliminated. When the doctors anticipate a cardiac arrest in advance most of the time they are successful in resuscitating the patient. And this can be easily accomplished with the risk scoring applications developed utilizing artificial intelligence.

Which country in the world will develop the ideal EMR?

The ideal EMR, one that doctors will love, can only be developed in India. This is because we are blessed with the best software minds in the world, who can create an amazing product that will dazzle our doctors.

This elusive EMR will not be developed by a typical software company. Money raised by private equity investors, who have a definite exit plan, cannot build a magical EMR, as it may take nearly 20 years to develop through trial and error. It can only be built by a large hospital group that is willing to invest millions of dollars and work for decades, fully aware that it may not yield immediate profits.

Passionate software engineers involved in developing this EMR must spend their breakfast, lunch, and dinner time with doctors and in hospitals. Only then will they understand how healthcare works and what the pain points are for doctors, nurses, and technicians who work tirelessly round the clock to save lives.

Unless doctors, nurses, and technicians in the hospital claim ownership of the software and feel that they have developed it in collaboration with the engineers, massive adoption of the digital platform will not happen. Fortunately, many large hospital groups are already spending millions of dollars to develop this magical electronic medical record.

How the Indian digital platform for healthcare will become the default EMR for the world

When you convert atoms into bytes, magic happens. If I have one kilo of rice and I give you half a kilo, I lose half of my rice. But if I develop the world's most advanced electronic medical records by spending millions of dollars and give you a copy, I still have my EMR, and now you also have a copy of it with all its features. This is the beauty of converting atoms into bytes.

Hospitals that develop this magical EMR should make it available to any hospital in the world at a price they can afford, and if necessary, on a "pay when able" basis or even for free. Unfortunately, today, over 80% of hospitals worldwide do not have an EMR or digital tools to manage the non-medical aspects of healthcare. An affordable digital health platform will eventually become the default platform for global healthcare, dramatically improving the quality of care by preventing medical errors and enhancing the overall customer experience.

This is exactly what is needed for global healthcare delivery—a platform that becomes the default, just like Android and iOS have become for consumer life. Such a platform would be another feather in India's cap, akin to what we achieved with the UPI system for online payments.

Swastha Bharat Vikshit Bharat

Dr. Upasana Arora,
Managing Director,
Yashoda Super Specialty Hospital,
Kaushambi

Swastha Bharat Vikshit Bharat is the slogan of India towards achieving self-sustenance in healthcare. Digitalization in healthcare has the potential to significantly contribute to the development of a "Vikshit Bharat" considering the broad diversity and the length and breadth of the country. The use of Digital UPI in India has already showcased how the digital revolution has contributed to the growth of the country. The various modes of digitalization is 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.

Digitalization has enhanced Operational Efficiency in a big way by automating administrative tasks such as billing, appointment scheduling, and inventory management, reducing overhead costs. It has led to seamless integration of various healthcare systems, improving coordination among different departments and healthcare providers. Another effective tool of Digitalization has been Electronic Health Records (EHRs) which has streamlined patient data management, reducing errors and ensuring that healthcare providers have accurate, up-to-date information

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. The ambitious project of ABDM by National Health Authority is one such big step to improvise digitalization in healthcare across the country and to ensure that the last person in the line also gets quality care.

Ayushman Bharat Digital Mission (ABDM) aims to develop the backbone necessary to support the integrated digital health infrastructure of the country. It will bridge the existing gap amongst different stakeholders of Healthcare ecosystem through digital highways. It has three arms namely the Healthcare Professionals Registry (HPR), Health Facility Registry (HFR) and Unified Health Interface (UHI) which will enable all stakeholders to get connected to India's digital health ecosystem and avail the digital health services across the country. An Ayushman Bharat Health Account Number (ABHA) number will be created for all citizens which will be used for the purposes of uniquely identifying persons, authenticating them, and threading their health records (only with the informed consent of the patient) across multiple systems and stakeholders along with updating the information as and when required.

The apex body of Quality in India, Quality Council of India and all its boards including NABH are introducing an innovative digital solution for addressing stakeholders' queries & concerns promptly and transparently through "Quality Setu", an integrated QCI portal designed to streamline the NABH helpdesk/complaints redressal process. The "Quality Setu" is live now, and from January 1, 2024, onwards, all queries and concerns pertaining to NABH will be exclusively addressed through the "Quality Setu" portal. This transition is aimed at enhancing efficiency, speedy resolution and ensuring a seamless experience for the stakeholders.

The apex National Accreditating body for Healthcare, NABH has launched the first of it's kind Digital Health Standards for the Hospitals on 17th September, 2023 to enable the adoption of digital health processes and ensure safe & secure use of digital health solutions. NABH is also in the process of developing Certification Standards for HIS and EMR Systems. The first draft of the standards is ready and is being placed for the comments, suggestions, and objections by the stakeholders in the public domain.

NABH Accreditation standards have played a big role in enhancing patient-centred quality care by involving stakeholders which has led to augmentation of patient safety in accredited hospitals, however a gap persists between the accredited and the non-accredited hospitals. NABH had henceforth announced a graded accreditation process based on the maturity levels of the hospitals so as to take the whole country on a safe patient journey. The NABH digital standards aims to further connect them digitally to ensure sharing of best practices and raise the bar of patient safety.

India has already joined the digital movement and it needs to keep on investing in digital infrastructure, ensuring data security, and address challenges such as digital literacy and access disparities to progress further. Government initiatives, public-private partnerships, and community engagement will be crucial in achieving a digitally advanced and health-centric vision for a "Vikshit and Swasth Bharat."

Together we can make a difference and achieve a digital world.

VIKSIT BHARAT IN RELATION TO HEALTH

Dr. Shakti Datt Sharma
CEO, Life Savers Association

77 years ago, Bharat attained its independence from the British Raj and despite being a free nation for 77 years, being the most advanced of ancient civilizations, and being the largest democracy governed by leaders of our choice, we are still classified as a Developing Nation.

Given this, our Hon'ble PM has envisioned a goal of Viksit Bharat @ 2047, whence the Nation shall shed the dubious tag of being a Developing Nation and transform into Viksit Bharat, in the centennial year of our Independence.

Only a healthy population can work towards achieving this goal and therefore this vision of Viksit Bharat @2047 brings forth a comprehensive approach to health care by leveraging technology and innovation to enhance health care delivery even to the remotest pockets of our country; thereby ensuring an equitable access to health services for all citizens irrespective of caste, creed, and social status.

This vision places a strong emphasis on Preventive Health care therefore, it reduces the burden of disease and improves the quality of life. Our commitment to health care as a cornerstone of development reflects the country's dedication to a future in which every citizen can live a healthy and fulfilling life. The pursuit of this vision will require a collaboration across sectors with 'Sabka Saath, Sabkha Vikas, Sabka Vishwas and Sabka Prayas' as envisioned by the Hon'ble PM

Viksit Bharat requires a collective and collaborative approach to achieve these milestones:

1. **Health Care and Infrastructure improvement to become Self-Reliant in Health:** To ensure that health care is accessible by all citizens across the nation, world class facilities should be established in both rural and urban areas by 2047. By enhancing indigenous industry and innovation in Health care technology, the dream of Viksit Bharat can be fulfilled.

2. **Digital Health Initiatives** have an invaluable role in mapping, tracking & reviewing the health care initiatives for e.g. U Win for immunization and Indradhanush to streamline the Universal

immunization Program by regular and proper follow-up and to minimise dropouts. India had shown massive scale digitalization during Covid period when covid vaccination was done through digital platform, Cowin. Each & every vaccination was tracked through this digital platform and dropouts were identified.

QCI & NABH have also done their part in this initiative when many assessments were done virtually to maintain continuity so that work never stopped in-spite of very adverse situations. Taking this further NABH has brought out Digital Health Standards for Hospitals, so that the Hospitals quality on digital health can be measured. The fusion of technology of digital world and art of Medicine has power to unlock the dream of Viksit Bharat of Hon'ble Prime Minister. Embracing this digital transformation will go a long way in achieving the goal of Viksit Bharat.

3. **Nutrition & Child Care:** Programmes like Saksham Anganwadi & Poshan 2 are being fast tracked to deliver improved nutritious, early childhood care and development for a healthy future generation.

4. **Cancer Prevention:** Cervical cancer is one of the most prevalent cancers in India. Young adolescent girls 9-14 years of age are being encouraged to take Cervical cancer vaccine to lower the burden of cancer in the country. People are being discouraged to chew tobacco & Pan masala, which will prevent oral & lung Cancers.

5. **Empowering Citizens with essential Lifesaving Skills by Teaching Training on CPR & first-aid:** The emphasis on training the general population in CPR & first-aid is the cornerstone to the proactive approach towards creating a health-conscious society. Training in these clinical skills is not only a measure to improve individual wellbeing, but also a step towards building community resilience. Growing emphasis on people's Health & safety, CPR & First-aid training is becoming increasingly important in India. Training procedures cover emergency procedures chest compression with Artificial respiration & use of AED. Encouraging the inclusion of CPR & First-Aid in educational curriculum will empower more individuals with skills to manage health emergencies effectively. Sudden cardiac arrest is increasingly affecting Indians, especially the young population. Though, sadly only 2% of the general population is aware of this clear and present danger of SCD and the usefulness of CPR (Cardiopulmonary Resuscitation). This is far lower than the international average of approx. 41% in developed countries. Learning this essential skill can help save lives in the event of a cardiac arrest. Almost 40% of lives can be saved if CPR is administered in time. It is recommended that at least the caregivers and the family members of people with heart disease be trained in CPR. Out of the hospital, Cardiac arrest is a major cardiovascular event which requires public awareness about cardiac arrest and CPR skills in the general community. People must be made aware of Sudden Cardiac arrest and Learn CPR to save a life.

In alignment with this vision, there is a pressing need to bolster our emergency response

capabilities. The training in CPR (Cardiopulmonary Resuscitation) and first aid is not just a skill but a civic responsibility that each one of us can undertake to ensure the safety and well-being of our community.

In light of this, the integration of comprehensive CPR and first aid training programs within our educational and professional institutions must be made. Such programs are vital in creating a resilient society capable of responding effectively to health emergencies. The training equips individuals with the knowledge and confidence to perform life-saving procedures, thereby bridging the critical gap until professional medical help arrives. It is heartening to note that several reputable organizations across India offer certified courses in these disciplines, making it convenient for individuals and institutions to acquire these essential skills.

6. **Water & Health:** Providing safe and potable water to all, drastically prevents a host of communicable disease like enteric fever, hepatitis etc., the epidemics of which can inflict considerable mortality & morbidity. This will reduce the burden of illness. Initiatives like micro irrigation, ensuring piped water supply & water resource and health mapping, are being taken up by the present government on a war footing to ensure clean and safe water access for all citizens.

7. **Inclusive Health Care:** Expansion of social security, health care & education to empower marginalised communities will ensure that everyone benefits from economic progress. In this direction generating ABHA 14-digit unique identifier numbers for every citizen will go a long way in including every citizen of the country and will also help marginalized communities to get health care under Ayushman Bharat Yojna. Empowering youth with Health Education & awareness will help them make more informed health choices & opportunities.

8. **Green Growth and Health:** Encouraging green growth & climate action by reducing carbon footprint & increasing renewable energy will create a clean environment which will have long term health benefits.

These initiatives as part of a broader vision of Viksit Bharat @2047 will aim to catapult India into a Developed Nation with a strong emphasis on Health as a pillar of development. Let us all join hands and do our bit, to realise the vision of our Hon'ble Prime Minister for a Viksit Bharat in the year 2047.

Nightingale: AI Powered Digital Platform for Nursing Excellence

Ms. Gracy Mathai
CEO, Baby Memorial Hospital

About Baby Memorial Hospital

Baby Memorial Hospital (BMH), founded in 1987 by visionary Dr. K G Alexander, stands as a beacon of affordable, accessible, and quality healthcare in Kerala. Originally established with just 52 beds, BMH has grown into a state-of-the-art medical institution with 500 beds, over 40 specialized departments, and a dedicated team of 300 doctors and more than 2,000 nursing, paramedical, and administrative staff. Driven by our mission to provide patient-centred care using the latest medical practices and technologies, BMH continues to set benchmarks in healthcare, offering a unique healing experience that embodies our philosophy of being "more than care."

Background

Nurses play a pivotal role in delivering comprehensive and quality patient care in hospitals. As the linchpin connecting medical expertise with compassionate caregiving, nurses play an indispensable role in ensuring the holistic well-being of patients.

"The excessive involvement of nurses in non-nursing activities, coupled with the extensive time spent on documentation, hinders their ability to deliver comprehensive care. The need for frequent communication with doctors, particularly for cross consultation requests, can be challenging when physicians are unavailable due to surgeries or other commitments. This situation adds to staff burnout and heightens their stress levels."

Prof Mrs. Elizabeth Varkey, Chief Nursing Officer

The results of a time-motion study conducted within our healthcare institution revealed that nurses spend only 31.9% of their working hours engaged in direct patient care. This alarming statistic underscores the urgency to address the root causes behind this to ensure that nurses can dedicate a greater proportion of their time on patient care activities.

"The high turnover rate of our nursing staff presents significant challenges in maintaining a consistently high skill level among our team. Each departure not only disrupts the continuity of care but also necessitates continuous training and on-boarding activities, which can strain our resources and impact the overall quality of patient care."

Mr. Saji Mathew, Chief Operating Officer

The digital team at BMH, in collaboration with key stakeholders, recognized the critical need to address these challenges through a strategic use of technology. The brainstorming process involved exploring the latest advancements in digital technology, focusing on solutions that could effectively alleviate the administrative burden on nurses while enhancing patient care. This effort was spearheaded by the IT team, led by Mr. Saji Mathew, which was instrumental in identifying the appropriate tools and systems to meet these goals. Under the guidance of Dr. Bijoy Johnson, the team utilized generative AI and other digital technologies to develop a robust platform.

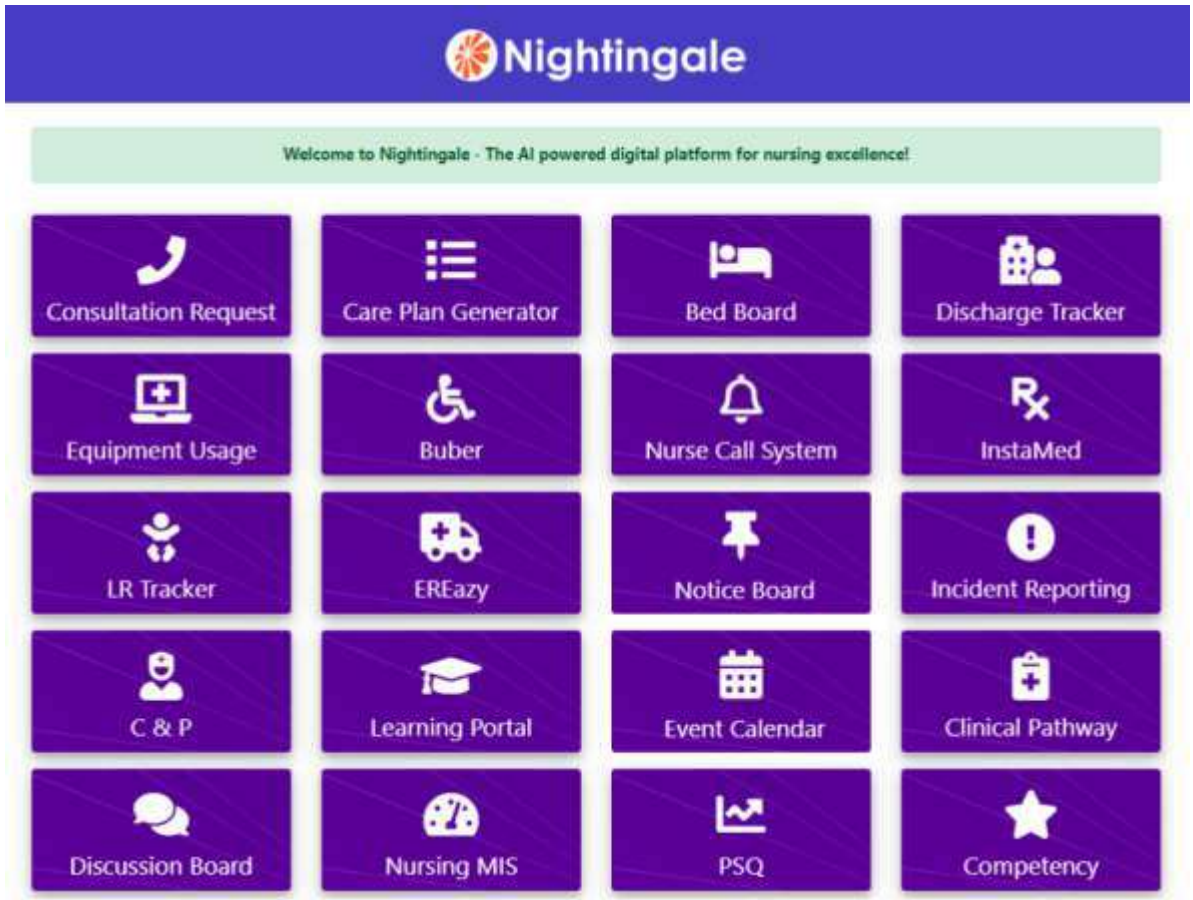
"Our goal was to harness the power of generative AI and automation to transform nursing workflows. By streamlining processes and minimizing redundancies, we aimed to create a more efficient environment where nurses can devote more time to patient-centred care."

Dr. Bijoy Johnson, Consultant in Healthcare Data Analytics

This comprehensive approach ensured that the application was not only innovative but also practical and cost-effective, aligning with the hospital's commitment to delivering high-quality care.

Highlights of the Innovation

Nightingale, our AI-powered digital platform for nursing excellence, is the result of our dedicated efforts to tackle these challenges head-on. Through the development of this innovative platform, we aim to empower nursing professionals, enhance patient outcomes, and pioneer advancements in healthcare delivery.



Nursing Care Plan Generation:

Nightingale generates detailed and individualized care plans for each patient. These AI-generated plans are then validated by nursing staff to ensure accuracy and relevance. This feature enables even new nurses to produce high-quality, personalized care plans with confidence. It also significantly reduces the time nurses spend on documentation, allowing them to focus more on direct patient care.

Nursing Knowledge Base:

The platform provides an AI-generated and staff-validated database of medical procedures, investigations, and medications. This knowledge base serves as an essential tool for nurses, offering quick access to up-to-date information. Nurses can refer to this database for guidance on various clinical procedures, preparation for patient treatments, and understanding medication protocols, thereby reducing errors and enhancing care delivery.

Automatic Consultation Notification for Doctors:

Nightingale streamlines the process of consultation requests by automatically notifying physicians through WhatsApp and voice calls, facilitated by text-to-speech technology. Nurses can create a consultation request and provide the reason for it, and the system takes care of notifying the physician. This automation ensures timely consultations and reduces the burden on nurses to manually follow up on requests.

Incident Resolution:

The platform provides nurse managers with immediate notifications of raised incidents, along with an AI-generated resolution checklist. This feature ensures that incidents are managed efficiently and effectively, improving overall patient safety and care quality. Nurse managers can quickly address issues, guided by the checklist to ensure all necessary steps are followed.

Patient Counselling Companion:

Nightingale assists nurses in delivering personalized counselling to patients by providing comprehensive information about disease management and hospital stay. Based on symptoms and diagnoses inputted into the system, the AI offers tailored advice and information for patients. This feature enhances patient engagement and adherence to treatment regimens, contributing to better health outcomes.

Patient Interaction Simulator:

Designed for newly graduated nurses, this unique tool allows them to practice and improve their communication skills through simulated interactions with AI-driven patient personas. The simulator presents various patient scenarios, helping novice nurses develop their communication skills in a safe and controlled environment. This preparation is crucial for building confidence and competence in real-world patient interactions.

Implementation and Impact

The development and implementation of Nightingale was carried out with a clear focus on minimizing costs and maximizing efficiency. Leveraging existing infrastructure and the expertise of our in-house IT team, the platform was developed without incurring additional expenses. A phased deployment strategy, coupled with comprehensive training programs, ensured a smooth transition to the new system, with minimal disruption to existing workflows. Hosted in a secure cloud environment, Nightingale provides anytime, anywhere, any-device access, enhancing flexibility and efficiency.

"*Nightingale has revolutionized patient care by enabling rapid creation of personalized nursing care plans, reducing wait times for cross-consultations, enhancing patient engagement, and providing nurses with an invaluable knowledge base for quick reference.*"

Mrs. Prajula MP, Senior nurse manager

"*As a nursing officer, I feel that Nightingale has significantly saved our time, especially in creating nursing care plans, which used to be a tedious task of memorizing diagnoses and interventions, then documenting them without fully considering individual needs. Now, these plans are generated in seconds and are tailored to each patient. Another great feature of Nightingale is that consultation requests are automatically sent to doctors, providing proof of the request and eliminating the need to call doctors by phone.*"

Ms. Anusha T, Nursing officer

Implementation of nightingale has enabled nurses to save time spent on administrative tasks and documentation, thus saving an estimated 12000 nursing hours every year. This can in turn be used for increased focus on patient care activities, contributing to the hospital's operational cost savings.

Furthermore, the hospital has integrated remote monitoring and nurse call systems from third-party vendors, which further support the nursing staff by allowing them to efficiently monitor patient needs and respond more promptly to emergencies. These technologies work in tandem with Nightingale, creating a seamless and efficient environment that not only alleviates the workload on nurses but also elevates patient satisfaction and safety.

Nightingale has been implemented across all 40+ nursing stations within the hospital, positively impacting over 700 nurses, 300 doctors, and nearly 40,000 inpatients annually. The platform's intuitive design and comprehensive training programs facilitated its adoption, integrating seamlessly into existing workflows and minimizing disruptions. The platform's functionalities are now integral to daily nursing operations.

Conclusion

The Nightingale platform revolutionizes nursing care and patient interaction through its unique application of generative AI technology. This innovation transforms traditional nursing practices by automating routine tasks that consume valuable time. Nightingale dynamically creates personalized care plans, generates knowledge base articles, and provides incident resolution checklists. Such a high level of customization and precision in care delivery was previously unattainable with traditional methods.

Nightingale not only sets a new standard in healthcare innovation but also underscores the immense potential of AI to transform nursing practices and improve patient outcomes. Nightingale's unique blend of advanced AI, practical functionality, and cost-effective development marks it as a ground-breaking initiative in the healthcare sector.

Leveraging Digital Technology to Improve Health Care Delivery in India: Focus on Diabetes, Obesity, and Metabolic Diseases

Dr. Rucha J Mehta
MD FACP, Consultant Endocrinologist at EDMO Clinic & Apollo CVHF Hospital,
Founder of EDMO Health Solutions

Background

India could be facing an obesity epidemic with alarm bells ringing; as a new global analysis, published by the Lancet (Phelps et al.), found that 12.5 million children (7.3 million boys and 5.2 million girls) in the country, aged between five and 19, were grossly overweight in 2022, up from 0.4 million in 1990. The study also reveals that 44 million women and 26 million men aged above 20 in India were found to be obese. Since obesity is the main driver of type 2 diabetes, cardiovascular disease and other metabolic disorders, there is a corresponding increase in the same, both in the urban and rural population.

This pandemic seems to be linked urbanization, changing lifestyles, and dietary patterns. We are also in the midst of a wave of "digitization" with most of the country using smart phones and this provides an avenue to leverage technology to educate, advocate, remediate, enhance health care delivery, improve patient outcomes, and manage these chronic conditions more effectively for urban and rural populations.

How can we leverage technology?

1. **Digital Health Records and Data Management**

   One of the foundational elements in improving health care delivery is the implementation of digital health records (EHRs). EHRs facilitate comprehensive patient data management, making it easier for healthcare providers to access and share patient information across different levels of care. In India, where a significant portion of the population still relies on paper-based records, transitioning to digital systems can streamline processes and reduce errors. Digital health records can lead to more accurate diagnoses, streamlining of care and treatment plans by providing a holistic view of patient history and reducing data duplication (Buntin et al., 2011).

2. **Mobile Health (mHealth) Applications**

   Mobile health applications, or mHealth apps, are becoming increasingly popular in India for

managing chronic diseases such as diabetes and obesity. These apps offer features like glucose monitoring, calorie tracking, dietitian consults, exercise routines, and medication reminders.

For instance, apps like Healthify Me and 1mg provide users with tools to track their diet, monitor their blood glucose levels, and receive personalized health recommendations. These apps also feature integration with wearable devices, allowing real-time data collection and analysis. Mobile health interventions can significantly improve glycemic control in diabetes patients through consistent monitoring and real-time feedback (Doyle-Delgado K, et al)

3. Telemedicine and Remote Consultations

Telemedicine is revolutionizing access to healthcare services in India, especially in remote and underserved areas. With the ability to conduct consultations via video calls or online platforms, patients with diabetes, obesity, and metabolic disorders can receive expert advice without the need for travel. Telemedicine can effectively manage chronic diseases by providing continuous monitoring and personalized care, which is particularly beneficial in a country with a vast and diverse population (Kumar et al., 2020).

4. Wearable Technology and Remote Monitoring

Wearable technology, such as fitness trackers and smartwatches, has become an essential tool for monitoring health metrics. Devices like Fitbit, Apple Watch, and Garmin can track physical activity, heart rate, and even blood glucose levels in some models.

In India, the adoption of wearables is helping individuals with diabetes and obesity to monitor their health more closely. For instance, continuous glucose monitors (CGMs) provide real-time glucose level readings, allowing users to make timely adjustments to their diet and medication.

Thus, wearable devices and CGMs are effective in improving glycemic control and patient engagement in diabetes management and must be harnessed as an effective tool to help the myriad of patients in our country; esp. residing in remote areas with poor access to care. (Hernández et al., 2022).

5. Artificial Intelligence (AI) and Machine Learning

Artificial Intelligence (AI) and machine learning are increasingly being integrated into health care systems to predict, diagnose, and manage chronic diseases. AI algorithms can analyze large datasets to identify patterns and risk factors associated with diabetes and obesity, enabling early intervention and personalized treatment plans.

For instance, AI-driven platforms like Lumiata and IBM Watson Health utilize machine learning to analyze patient data and provide actionable insights for managing chronic conditions.

AI can enhance predictive analytics, decision-making and real time support and thus help doctors and patients; in chronic disease management, leading to improved patient outcomes (Rajkomar et al., 2019).

6. Health Information Portals and Education

Educational interventions delivered through digital platforms can significantly improve disease management and health outcomes. Health information portals and educational platforms play a crucial role in increasing public awareness and self-management of chronic diseases. They can be used for patient education, education of doctors and other health care professionals on an ongoing basis to improve level of care. Additionally, these resources help patients make informed decisions about their health and adhere to treatment regimens.

For e.g. in India, platforms like Medlife and NetMeds provide comprehensive health information and connect users with health professionals.

Challenges, Considerations and Conclusions:

Despite the potential benefits, there are several challenges to the widespread adoption of digital technology in India. Limited access to technology and internet connectivity in rural areas can impede the effectiveness of digital health solutions. Ensuring the security and confidentiality of patient data is crucial as digital health records become more prevalent. Effective use of digital tools requires a certain level of health literacy, which may be lacking in some segments of the population.

The initial cost of setting up a system may be huge but will be offset in the long run by prevention of disease and thus reducing the health costs and economic burden. Covid-19 provided my practice with a unique opportunity to enable care for our patients on line and gave birth to our online model and the results have been highly encouraging with 100% weight loss, compliance, ease of use and improvement in diabetes and other metabolic conditions. In order to address these challenges to ensure equitable access to digital health technologies and protect patient privacy (WHO, 2021).

Leveraging digital technology presents a significant opportunity to enhance health care delivery for diabetes, obesity, and metabolic diseases in India. From digital health records and mHealth apps to telemedicine and AI, these technologies can improve patient care, streamline processes, and offer personalized treatment solutions. As India continues to embrace digital health solutions, it is crucial to foster collaboration between government agencies, technology providers, and healthcare professionals to build an integrated and effective digital health ecosystem.

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ARTICLES FROM NABH SECRETARIAT

Enhancing Healthcare through NABH: The Journey of Ayush Entry Level Standards under NAM

Dr. Kashipa Harit
Deputy Director, NABH

Fig 1: Ayush health and wellness centre in Jammu, India

Fig 1: Ayush health and wellness centre in Jammu, India

Fig 2: Ayush health and wellness centre in Arunachal Pradesh, India

Since its establishment in 2005, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) has been pivotal in transforming healthcare standards in India. A significant milestone in this journey is the development of the Ayush Entry Level Standards (AELC) under National Ayush Mission (NAM) for the Ayushman Arogya Mandir/Ayush Health and Wellness Centre. This initiative, launched with the support of the Ministry of AYUSH, seeks not only to bring quality care and patient safety to grassroots levels across

India but also to integrate the practice of traditional medicine and alternate medicine in our existing system of healthcare.

On September 26, 2022, a Memorandum of Understanding (MOU) was signed between the Ministry of AYUSH, Government of India, and the Quality Council of India through NABH. This MOU marks a significant step forward in the certification process for 12,500 government Ayushman Arogya Mandir/ AYUSH Health and Wellness Centres and 104 integrated hospitals across India.

Challenges, Considerations and Conclusions:

The core objective of the Ayush Entry Level Standards is to establish a holistic wellness model based on traditional AYUSH principles. The introduction of these standards aims to empower communities by enhancing self-care practices, thus addressing several critical issues:

Fig 4: Routine ante-natal check-up in AHWC, Nagaland

Fig 5: Yoga service being provided in AAM, Rajasthan

1. **Reduction of Disease Burden:** These practices focus on prevention and management of diseases through natural and holistic methods, potentially reducing the prevalence of chronic illnesses, hence alleviates the overall disease burden

2. **Reduction in Out-of-Pocket Expenditure:** Traditional AYUSH treatments often cost less than conventional medical treatments. By integrating these practices into the public health system, the initiative aims to lower the financial strain on individuals seeking healthcare services.

3. **Informed Choice:** Providing access to AYUSH-based treatments offers the public a broader range of healthcare options. This enables individuals to make informed decisions about their health based on a variety of treatment modalities.

Challenges and Achievements:

The journey to implement and uphold these standards has not been without challenges

1. **Cultural and Operational Hurdles:** Adapting traditional practices to meet contemporary healthcare standards while respecting cultural nuances presents a complex challenge.
2. **Resource Allocation:** Ensuring that adequate resources are available for the implementation of these standards across diverse and often under-resourced regions.
3. **Training and Capacity Building:** Developing and delivering training programs for a large number of healthcare providers requires significant effort and coordination.Fig: CHO of an AHWC in Nagaland Fig : Health camp conducted by AAM , AssamDespite these challenges, the perseverance and dedication of the teams involved have enabled substantial progress. The successful certification reflects the effectiveness of the collaborative effort and the commitment to enhancing healthcare delivery.

Below are the milestones achieved till date:

Currently:

- 3500+ DAOs/CHOs are trained across India
- 1473 centres are assessed across 22 States/UTs
- 865 centres are certifies across 18 States/ UTs

Conclusion

The NABH's initiative to establish Ayush Entry Level Standards under the Ayushman Arogya Mandir/Ayush Health and Wellness Centre program represents a significant advancement in integrating traditional AYUSH practices with modern healthcare standards. By focusing on holistic wellness, this initiative has the potential to transform public health in India. The challenges faced along the way underscore the dedication required to achieve such ambitious goals, but the progress made highlights the effectiveness of the collaborative approach and the promise of a more inclusive and accessible healthcare system.

Fig 6: Health camp conducted by AAM , Assam

Fig 7: CHO of an AHWC in Nagaland

The Role of Standards & Standardization in Healthcare IT in India

Dr. Priyanka Chauhan
Sr. Product Manager, Digital Lead

Introduction

The integration of information technology in healthcare is transforming the delivery of medical services in India. Standards and standardization play a critical role in ensuring interoperability, data security, quality, and regulatory compliance, driving efficiency and better patient outcomes.

Interoperability

Standards ensure seamless data exchange between healthcare systems, improving coordination and care quality. For example: HL7 standards facilitate effective communication between disparate healthcare applications.

Data Security and Privacy

Robust standards safeguard patient data against breaches and cyber threats. For example: ISO 27001 compliance ensures stringent data security practices.

Quality and Consistency

Standardization maintains uniform, high-quality care across providers. For example: Standardized clinical pathways reduce care variability and enhance patient outcomes.

Regulatory Compliance

Standards help organizations meet national and international regulations. For example: NABH accreditation requires adherence to high-quality care and safety standards.

Enhancing Innovation

A common framework enables the development of compatible, cutting-edge solutions. For example: FHIR standards promote the creation of innovative health applications that integrate seamlessly with existing systems.

Reducing Costs

Standardized systems streamline operations and reduce inefficiencies. For example: Standardized EHR systems minimize test duplication, lowering healthcare costs.

Facilitating Research and Public Health

Standardized data enhances research and public health monitoring. For example: Standardized data collection supports large-scale studies and evidence-based health policies.

Conclusion

Standards and standardization are pivotal in creating an efficient, high-quality healthcare ecosystem in India. They ensure interoperability, enhance data security, drive innovation, and reduce costs, ultimately leading to better health outcomes for the population. As India advances its healthcare IT infrastructure, the importance of robust standards cannot be overstated.

Reaching the Unreached: Harnessing Power of Communication in Building Swasth Bharat, Viksit Bharat

Ms. Neeti Srivastava
Senior Project Manager, NABH

India's journey towards becoming a Viksit Bharat is deeply connected to the health of its population. While the adage 'a healthy mind resides in a healthy body' highlights the importance of wellbeing of individual, the nation too can be declared 'Viksit' when every citizen even in the remotest of location has access to basic healthcare. In a vast and diverse nation like India, where healthcare infrastructure varies with respect to incomes and tier of city one resides, **communication is one aspect that plays a crucial role in bridging information gap.**

It has been an accepted fact that lack of information about one's wellbeing is the principal reason that pockets of population are deprived from quality healthcare. It is therefore topical to highlight the role of communication that helps to strengthen issue of health and wellbeing in the remotest corner of the nation. We are aware that while a healthy mind resides in a healthy body, prosperity is directly co-related with wellbeing.

Hon'ble Prime Minister Narendra Modi has highlighted this connection, stating, 'स्वस्थ भारत, समृद्ध भारत। स्वास्थ्य और समृद्धि का सम्बन्ध गहरा है।' This statement draws an important correlation, emphasizing that health is a key precursor to achieving broader developmental goals. The only way to achieve 'सबका विकास, सबका साथ और सबका प्रयास' is through the direction given by the Hon'ble PM when he emphasizes the government's priority: 'हमारी सरकार की प्राथमिकता है कि हम हर गरीब और पिछड़े क्षेत्र तक स्वास्थ्य सुविधाएं पहुंचाएं।'

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) has been playing a crucial role in ensuring that healthcare providers across India meet high standards of quality and patient safety. This is achieved through a multi-pronged approach, starting with the establishment of standards via a multi-stakeholder process, followed by their implementation through a process-oriented framework. This comprehensive approach encourages all categories of healthcare institutions to adopt and adapt quality processes for service delivery, with patient safety at the forefront. It is applied uniformly, whether to major urban hospital chains or smaller establishments in Tier 2 and Tier 3 cities.

While the NABH has been able to come out with requirements that cover the whole gamut of activities dealt by the healthcare institutions, the current focus is dissemination of the requirements to both the healthcare institutions and to the citizens. This approach will help the healthcare institutions to deliver to the expectations of the citizen. Recently in an address Shri J.P. Nadda, Health Minister emphasized the focus of the Government by declaring "हमारा संकल्प है कि देश के प्रत्येक नागरिक को उत्तम स्वास्थ्य सेवाएं मिलें।" The declaration aligns to the NABH's commitment to ensure that its standards are understood and implemented effectively throughout India.

To address the 'how' aspect of understanding, implementing and assessing standards, communication comes as a potent tool which would help to effectively resolve the knowledge dissemination to its various stakeholders. This becomes effective in today's digital era, which leverages technology for engaging effectively with its stakeholders. NABH's launch of its first digital health standard last year marked a significant step in this direction, providing a comprehensive and accessible resource for healthcare providers.

This initiative reflects NABH's commitment to enhancing the reach and impact of its standards through digital means, **with a user-friendly website, chatbot, and call center being revamped to improve accessibility and support.** These initiatives are designed to facilitate greater engagement with healthcare providers and citizens, focusing on service delivery to enhance patient care.

It is also important to highlight NABH's approach to the country's linguistic diversity that presents a significant opportunity in communicating solutions related to healthcare. **This is addressed effectively by NABH by releasing its upcoming editions of hospital standards in 12 regionals languages.** This effort ensures that diversity of languages do not impede the adoption and implementation of quality standards of care and safety.

On the outreach front technology is firmly in place and leveraged by NABH through automated notifications to its stakeholder, effective use of social media handles such as LinkedIn, Twitter and Facebook to connect with them during events, cascading information and regularly engaging with the audience by actively responding to comments and messages. The overall approach is to improve not only the speed and scale but also to focus on the efficiency and convenience amongst its stakeholders, which is a step towards being more approachable and customer centric. Communication has become the latest tool for NABH, not only to improve customer experience and boost operational efficiency within healthcare but also to build 'Brand India'—**one that is capable of serving metropolitan populations as well as reaching the unreachable in distant tribal and rural landscapes.**

Digital Transformation- Paving the road to Viksit Bharat 2047

Dr. Navin
Assistant Director, NABH

India already stands outs as digital India with the world's largest digital identity program that includes biometrics and demographic data for one billion people, as well as an internet-connected population of 900 million. It is worth mentioning that AIRAWAT – India's top and fastest AI supercomputer has also been included in the list of 100 most powerful computers installations in the world. Digitalisation can fundamentally change Indian healthcare paving the way for a Viksit Bharat in 2047 with improved medical services regarding quality, accessibility, and efficiency.

There are several ways in which India can achieve Digital Transformation leading to Viksit Bharat 2047 in healthcare.

a. Telemedicine can play a vital role in remote consultations especially in rural areas, allowing basic care to be accessed by population of rural areas where people may not have even access to basic healthcare.

b. Digitized patient records enable sharing of medical histories between health providers, enabling quick access to patient records for more coordinated, efficient care and providing accurate, up-to-date, and complete information about patients at the point of care.

c. AI-driven diagnostics along with predictive analysis may guarantee extremely precise disease detection, personalized treatment plans and understanding of health trends.

d. Health monitoring apps can empower patients to track their health metrics, and access medical information thus promoting preventive care.

e. Devices that monitor example smart watches. These will help in monitoring the vital signs in real-time and can provide continuous health data, enabling early intervention and better management of conditions.

f. Healthcare professionals' training is being advanced through digital platforms such as online courses, virtual simulations, access to latest research among others will further add as an advantage in learning and sharing information across globe.

g. Online pharmacies can make medications more accessible and timely supply across the country.

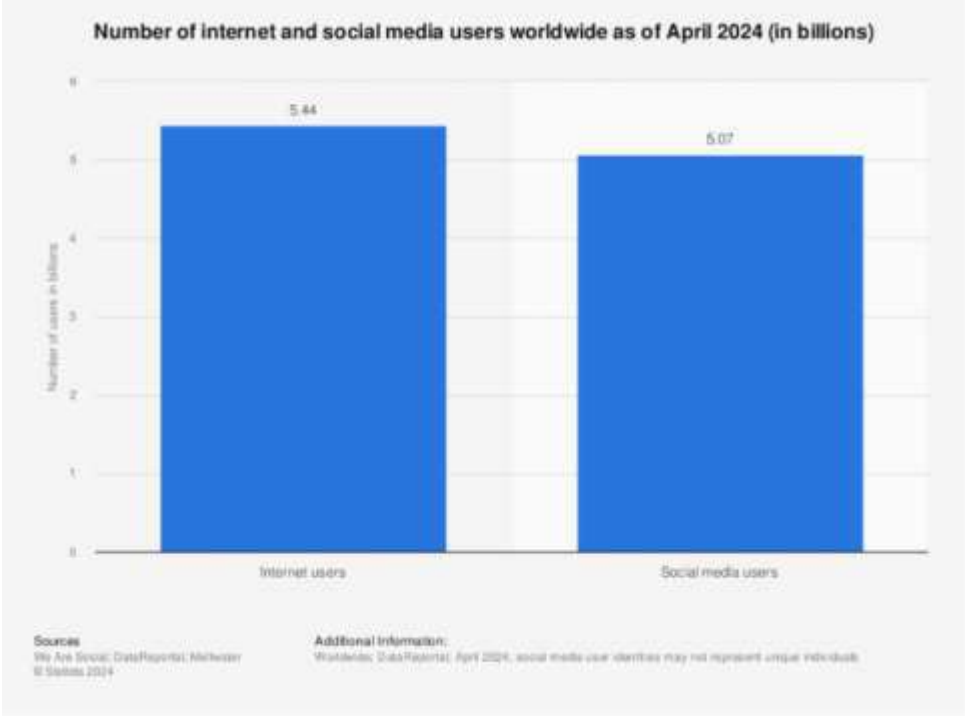
h. Through advanced robotics and AI the surgical procedures can become more precise, less invasive, and safer, reducing recovery times and improving patient outcomes. This technological advancement will enhance the capabilities of healthcare professionals, ensuring higher standards of care, and make complex surgeries more accessible across India.

By integrating these digital solutions, India can build a robust, efficient, and inclusive healthcare system that aligns with the vision of Viksit Bharat 2047.

A Step forward to Digital India

Dr. Mamoni Maity
Accreditation Officer, NABH

Digital transformation is essential not only to adapt to the latest global developments, but also to meet the growing health needs of India's large population. With 5.4 billion Internet users worldwide (Statista, 2023), a significant portion of which are millennials and Generation Z, the transition of healthcare to digital platforms is imperative. In 2023, India reached 1 billion mobile phone users and this number is expected to reach 1.33 billion by 2024.



BENEFITS OF DIGITAL TRANSFORMATION IN HEALTHCARE:

1. Personalized Patient Care:

- Advanced systems can identify early signs of complications. Technologies such as the SEM scanner for pressure ulcers, the Sepsis ImmunoScore for sepsis, and wearable sensor systems to detect patient fall hazards are useful in identifying and mitigating risks at earlier stages, thereby reducing the risk of these conditions and the cost of hospitalization.
- The implementation of the Ayushman Bharat Health Account (ABHA) will improve continuity and personalization of care by providing a unique health index for each individual. The goal of this system will be to integrate patient records from multiple providers, providing a complete and accessible medical history. This will allow healthcare professionals to make informed decisions, provide appropriate treatment and avoid unnecessary procedures.

2. Enhanced Access to Patient Health Records:

- The proliferation of wearables, IoT, e-prescriptions and online diagnostic test bookings has significantly digitized healthcare.
- New technologies, such as ambient listening for medical data transcription, remote intensive care unit monitoring systems, and AI-assisted documentation tools, are advancing rapidly. Although some technologies are yet to be widely adopted in India, their integration is inevitable.

3. Increased Productivity of Healthcare Professionals:

- With a doctor-patient ratio of 1:834 in India (Mandaviya, 2023), it is essential to reduce the burden on health professionals through optimal use of technology.
- Physician burnout continues to be an important problem in health care. Doctors are said to spend at least two hours of their working day in administrative work (Landi, 2019). Digital transformation can ease part of the workload, ensuring better quality of care and quick access to healthcare.

4. Improved Access to Healthcare:

- Access to quality healthcare in tier 2 and tier 3 cities has always been a challenge. Unbalanced doctor-patient ratio favours tier 1 cities
- The advent of telemedicine and online consultations, especially important during COVID-19, has been a big benefit. The rise of these platforms in the wake of COVID-19 has increased awareness, making access to quality healthcare even easier in underserved areas.

Although digital transformation comes with its share of challenges such as data security, information privacy and accessibility in rural India, these challenges can be addressed with appropriate mitigation strategies. Digital transformation is not just a trend, but a necessary evolution to meet the healthcare demands of a growing and diverse population, thereby contributing to the vision of a Viksit Bharat.

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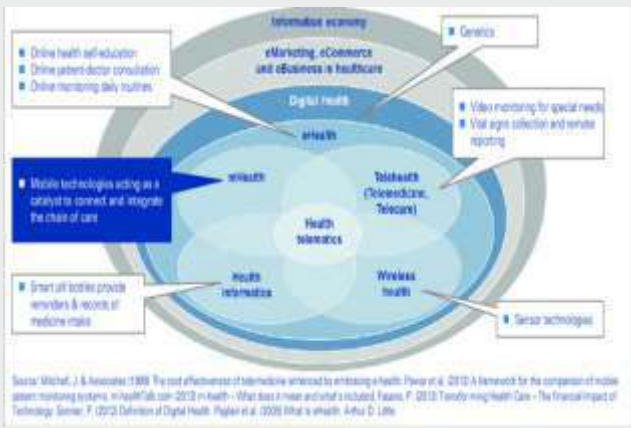
Digital Transformation: Revolutionizing Healthcare

Dr. Lubna Rana Pal
Analyst, NABH

In order to improve the provision of healthcare services, digital transformation in the industry refers to the thorough integration of digital technologies, data analytics, and creative procedures. The process of actively employing technology to provide value to patients and healthcare organizations in a way that maximizes benefits for both is known as digital transformation in healthcare. It is a methodical, deliberate use of technology to address issues in healthcare.

One cannot consider the use of Google to misdiagnose oneself before seeing a doctor as an example of a digital healthcare transformation!



Key Drivers"

Never has a world seamlessly connected by the internet looked so closely. Artificial intelligence (AI), big data and the Internet of Things (IOT) are examples of digital transformation services in healthcare.

The following are the drivers of digital transformation in healthcare in the near future:

AI: The most evident application of AI in digital healthcare services is the automation of record-keeping duties, which obviates the need for human mistake. However, AI can also be utilized to create individualized treatment regimens for patients and perform predictive diagnostics. The extensive usage of AI healthcare chatbots is another way AI will revolutionize digital healthcare.

Internet of Things (IoT): There are a lot of potential uses for IoT devices in the medical field. First off, the foundation for precise, real-time patient profiles will be provided by health wearables that gather vital biometric data. Hospital operations can also be greatly enhanced by the presence of Internet of Things (IoT)-connected devices, which provide a constant flow of real-time data and insights.

Evolving Patient Expectations and Demographics: The goal of healthcare is to treat patients regardless of where they are. It's also the perfect moment for healthcare to go digital, as the vast majority of patients use the internet

The internet is already widely used by consumers of healthcare to schedule appointments or investigate medical facilities and physicians. Even after the pandemic subsided, there has been a steady increase in the need for telemedicine services. This trend started during the outbreak.

The healthcare industry will see a boost in demand for digital transformation as younger populations, such as Millennials and Gen-Z, are more inclined to adopt digital healthcare solutions as they become older.

These technologies are just a handful of examples. Others are blockchain (verified electronic health records), cloud computing (remote healthcare services), and big data (assistants in developing patient profiles and offering treatment alternatives). Fresh and fascinating opportunities for the transformation of digital healthcare are coming to light as innovation keeps going strong.

APPLICATIONS OF DIGITAL HEALTH

The realm of digital health is a really big deal. The following are the most significant categories of digital health apps among all of them:

(M-health):

mHealth (also written as m-health or mhealth) is an abbreviation for mobile health, a term used for the practice of medicine and public health supported by mobile devices. Some uses of Mhealth in the current scenario are- Patient Wellness apps that encourage users to maintain healthy lifestyles. Remote Health Monitoring helps user to manage chronic conditions, such as diabetes.AI and chatbots in health apps can resolve several issues. AI can process a large amount of data rapidly and extract meaningful insights that can help in clinical decision-making whereas medical chatbots, can remind patients to take medicines on time.

Telehealth:

Telehealth refers to managing your healthcare remotely and gaining access to medical services via digital information and communication technologies. Telemedicine systems bridge the gap between urban facilities and paucities of rural healthcare infrastructure. India's telemedicine market was valued at $1.10 Bn in 2022 and is estimated to expand at a compound annual growth rate (CAGR) of 21.2% from 2022-30 and will reach $5.15 Bn in 2030. This growth is driven by advanced technologies and the increasing number of chronic and lifestyle-related diseases.

Example-eSanjeevani : National Telemedicine Service of India is a step towards digital health equity to achieve Universal Health Coverage (UHC) by MoHFW

Remote Patient Monitoring:

Remote physiologic monitoring significantly increases access to care and enables prompt management of changing health conditions to prevent emergencies. Due to a decrease in ER visits, hospital admissions, and readmissions, this could result in significant yearly savings.

1. Smart Ear phones
2. Smart Glasses
3. Smart T-shirt
4. Smart Watch
5. Smart Ring
6. Smart Socks
7. Smart Belt
8. Smart Hand Band

Telehealth:

wearables, is a category of electronic devices that can be worn as accessories, embedded in clothing, implanted in the user's body, or even tattooed on the skin. Example- Google glasses, continuous glucose monitors, wearable ECG, etc

Digital therapeutics:

Digital therapeutics, a subset of digital health, are evidence-based therapeutic interventions driven by high quality software programs to prevent, manage, or treat a medical disorder or disease. The therapy is based on modifications to behaviour and lifestyle that are typically sparked by a variety of digital stimuli. Digital therapeutics often employ strategies rooted in cognitive behavioural therapy.

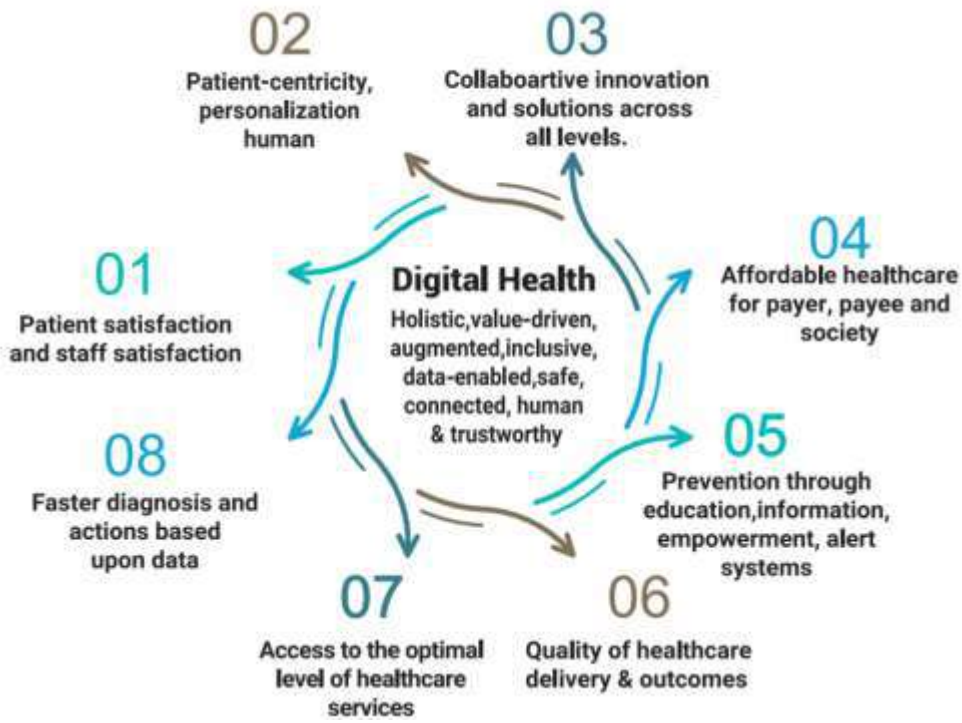
Interoperability :

The capacity of various healthcare information systems to safely exchange and access data in a coordinated manner is known as interoperability. Systems like lab equipment, imaging software, and Electronic Health Records (EHRs) fall under this category. Information exchanged between various healthcare levels is related to the effectiveness, safety, and quality of care given to a patient. Interoperability is the capacity of systems to connect and exchange information with one another without restriction, whether in implementation or access. Example- FHIR

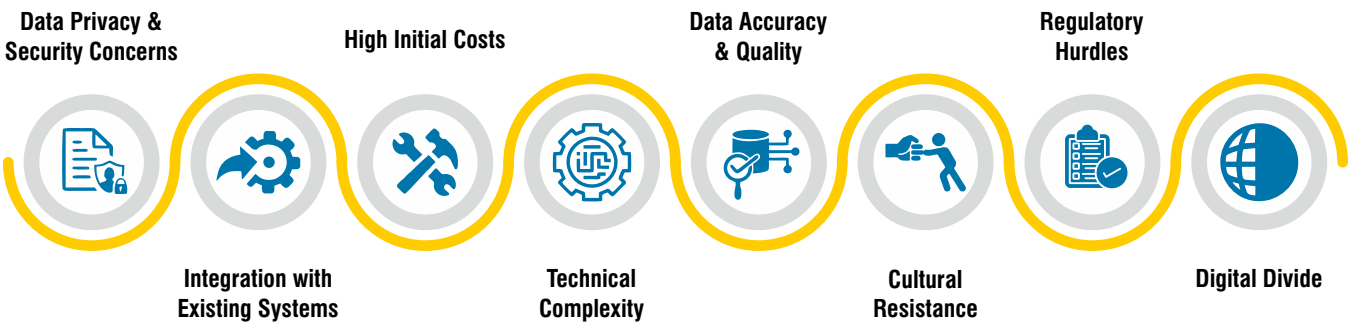
Health IT :

Health information technology (HIT) is health technology, particularly information technology, applied to health and health care. It supports health information management across computerized systems and the secure exchange of health information between consumers, providers, payers, and quality monitors.

BENEFITS OF DIGITAL HEALTH



CHALLENGES OF DIGITAL HEALTH



Conclusion :

Digital health is revolutionizing the way healthcare is delivered, offering unprecedented opportunities to enhance patient care, increase efficiency, and reduce costs. By leveraging advanced technologies such as telemedicine, remote monitoring, and data analytics, digital health is making healthcare more accessible and personalized.

In conclusion, digital health is not just a trend but a transformative force that is reshaping the future of healthcare. By overcoming the challenges and fully embracing the potential of digital technologies, we can unlock a new era of healthcare that is more efficient, effective, and equitable for all.

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Viksit Bharat 2047 - Roadmap for Healthcare

Mr. Uzair Rehmani
Coordinator, NABH

> We think of justice but we don't do right,
> we are educated yet we fight,
> we maximize profit as per our need,
> we call ourselves the asset but actually
> we are national liabilities

As India gained independence on August 15, 1947, it is especially significant that 2047 marks the **100th anniversary** of India's independence from British colonial rule. Thus, "Viksit Bharat 2047" will represent India realising its goal of reaching a high degree of growth, prosperity and social advancement.

Viksit Bharat is not a term but a **vision to have a healthy, wealthy Bharat.** The vision requires the sustainable resources coupled with proper utilisation, cooperation and coordination from the citizens. From developing nation to completely developed nation the journey may include numerous challenges. A nation with a population as enormous, needs to prioritize sustainable use of assets and resources to ensure availability of them for the future generations as well.

Healthcare Roadmap for Viksit Bharat comprise the aspects which leads to healthy nation. Healthcare systems require to be accessible, affordable, efficient and effective for citizens from all walks of life, every citizen of India should have access to adequate, quality healthcare facilities.

The Viksit Bharat is based on the concept of **Universal Healthcare Access and Coverage** ensuring that every citizen has access to essential healthcare services without facing catastrophic expenditure. Universal health coverage implies that all people and communities can use the promotive, preventive, curative, rehabilitative and palliative health services they need, of satisfactory quality to be effective, while also ensuring that the use of

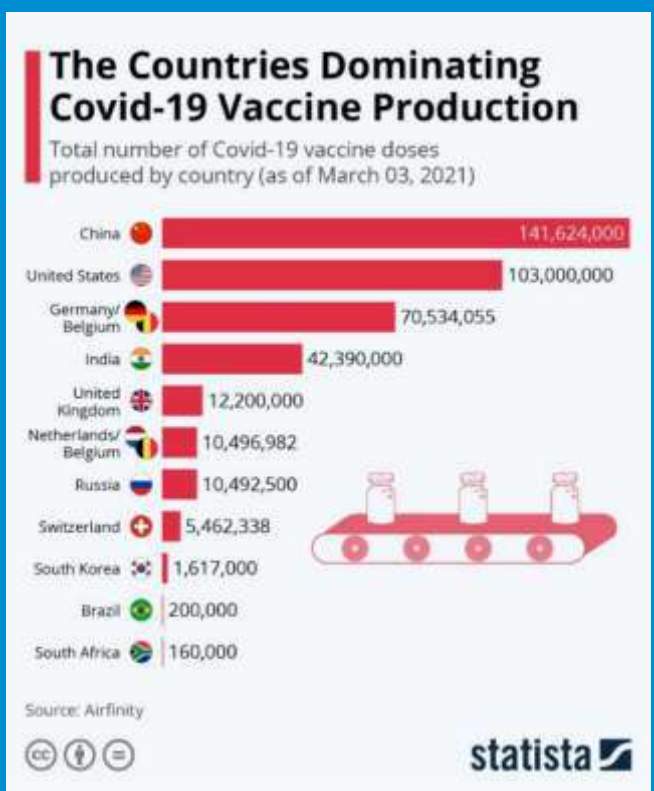
these services does not expose the user to financial hardship.

Building green hospitals and upgrading healthcare facilities including hospitals, clinics, polyclinics and diagnostic centres such as Imaging centres and Laboratory especially in rural and underserved areas. Awareness campaign, rallies and health camps in underprivileged societies or areas in order to provide and create awareness among the people regarding various health facilities available.

Embracing digital health solutions such **as telemedicine, electronic health records, health monitoring apps and health wearable devices** to improve access and efficiency of healthcare delivery. During COVID-19, drastic changes were observed in the healthcare facilities owing to massive inclination in the shift of people towards tele-consultation. Various application providing the medicine at the door step gave rise to e-pharmacy due to the lockdown situation.

Implementing programs to promote **healthy lifestyles, preventive screenings, vaccinations and early disease detection** to reduce the burden of illness. Healthy lifestyles increase the life expectancy as well preventive screening protect individual from severe illness as early diagnosis may help in recovering from initial stage may prevent from severe/ fatal illness.

In order to meet the requirement of the increasing population of the country, **strengthening of medical education and medical training programs** such as Basic Life Skill (BLS), to produce skilled healthcare professionals who can meet the needs of the population at required time.



Investing in medical research and fostering innovation to develop new treatments, drugs and technologies to address emerging health challenges. The advancement of medical facilities is one of the biggest boons for the nation. We should always keep on bringing the new advancement/improvement in order to bring out the best possible outcome. Bharat was one of the biggest contributors in producing the COVID-19 Vaccine. There are still few diseases for which we don't have prominent Drug to cure that disease. Example- Cancer, dementia, Alzheimer's and neurological diseases. Early-stage detection of cancer can be cured.

Developing sustainable financing mechanisms for healthcare, including public and private sector partnerships, health insurance schemes, and innovative financing models. Health financing systems are critical for reaching universal health coverage (Sustainable Development Goal 3)

- Raising funds for health
- Reducing financial barriers to access through prepayment and subsequent pooling of funds in preference to direct out-of-pocket payments
- Allocating or using funds in a way that promotes efficiency and equity.

Engaging communities in healthcare decision-making, promoting health literacy and empowering individuals' citizen must be aware about the preventive measures in order to reduce the chance of getting ill.

Establishing robust quality assurance mechanisms and regulatory frameworks to ensure the safety, efficacy and quality of healthcare services, facilities and products. In order to provide top notch services quality and patient safety should be the top most priority as patient satisfaction should be the matter of concern which will help the organisation to lead and to grow, regular audits in order to check compliance rate whether the services provided by the healthcare organisation are up to the set benchmark.

Fostering collaboration among government agencies and healthcare providers in order to provide patient centric approach which may gain patient trust. Low cost of treatment so that every individual of the nation can afford it and can take maximum advantages of it. There is a need to revise the government policy as they are available but only few sections of the society are benefited by them this may due to lack of awareness.

Viksit Bharat cannot be achieved by the efforts/initiative of few people it requires the efforts and dedication from all the citizens of the nation, because it is not a small step that can be accomplished by selective set of people. it is a vision to put forward the dreams into reality and for nation with such huge population and limited assets it might be a difficult task but not an impossible one.

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India's Digital Transformation in Healthcare: The Journey & Impact of eSanjeevani

Ms. Dipika Dhoke
Analyst

India is on a transformative journey toward becoming a developed nation by 2047, coinciding with the centenary of its independence. A crucial aspect of this vision is the modernization of its healthcare system, an objective that has become even more pressing in light of recent global health challenges. India has reported an urgent need to innovate in response to the COVID-19 pandemic. This urgent need for change has led to a massive overhaul of the industry and its workforce, driven by digital disruptions and innovations.

The Role of NABH and Digital Transformation

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) plays a pivotal role in this transformation, ensuring that healthcare facilities across India adhere to high standards of quality and patient safety. A significant driver of progress in this sector is digital transformation. NABH Digital Health Accreditation Standards aim to provide a structured roadmap for hospitals, healthcare technology companies, and insurance providers to create a consistent digital framework across India. They cover various aspects of digital health, including IT asset management, telemedicine, electronic medical records (EMRs), and data security.

Factors Accelerating Digital Transformation

Several factors have accelerated the digital transformation in healthcare, primarily consumer demand. The COVID-19 pandemic highlighted the need for convenient and accessible healthcare solutions, prompting a shift towards virtual care and telemedicine. One of the most notable developments in this field is eSanjeevani, India's national telemedicine service.

eSanjeevani: A National Telemedicine Service

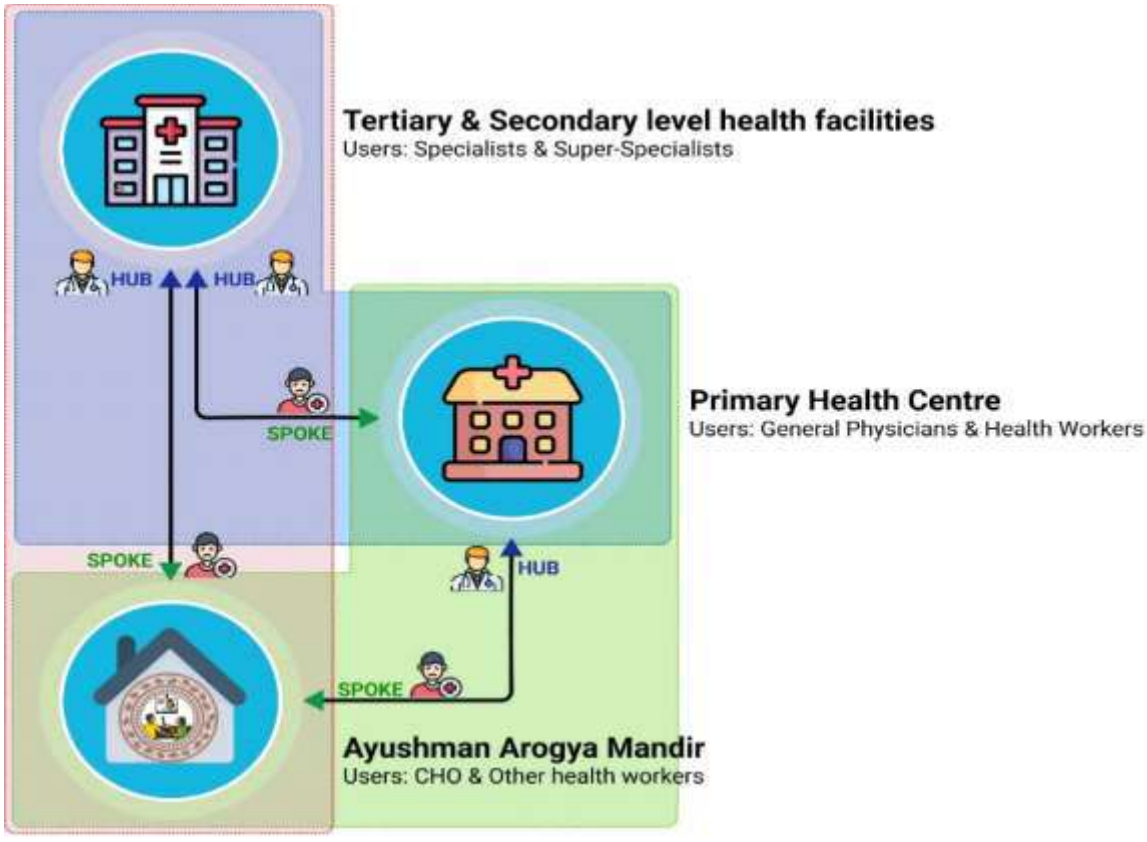
eSanjeevani, developed under the Ministry of Health and Family Welfare, aims to enhance healthcare accessibility through digital consultations, especially for rural and underserved populations. Recently, eSanjeevani achieved a significant milestone, surpassing 8 crore teleconsultations, with 1 crore consultations recorded in just five weeks. This service provides an alternative to conventional physical consultations through a digital platform.

Overview and Key Features of eSanjeevani

Launch and Purpose: eSanjeevani was launched to offer an alternative to in-person consultations, significantly improving healthcare delivery across India. It is a critical component of the Ayushman Bharat Digital Health Mission (ABDM), enabling users to create Ayushman Bharat Health Accounts (ABHA) for better management and sharing of health records.

TWO SERVICE VARIANTS:

1. **eSanjeevani AB-HWC:** A doctor-to-doctor telemedicine service that connects healthcare workers in rural areas with specialists in urban centers, ensuring comprehensive healthcare access.



2. **eSanjeevani OPD:** Directly connects patients with doctors from their homes, making healthcare services more accessible to the general public.

User Engagement and Technological Integration:

It has onboarded over 234,000 healthcare providers at present, increasing its scope and efficiency. The technology at the core of the platform is cloud-based, which adds scalability and reliability in handling large volumes of consultations. Additionally, it supports automated prescriptions with real-time updates on medicine availability at centers that makes the cycle from consultation to treatment absolutely seamless.

Quality Assurance Mechanisms

eSanjeevani leverages standardized protocols and guidelines developed by the Ministry of Health and Family Welfare (MoHFW). These include adherence to Electronic Health Record (EHR) guidelines and compliance with international standards such as SNOMED CT and DICOM, ensuring high-quality care across the platform.

Hub-and-Spoke Model: The service operates on a hub-and-spoke model, connecting primary health centers (spokes) to specialized hospitals (hubs). This structure enables general practitioners in rural areas to consult with specialists, ensuring patients receive appropriate and timely care.

Continuous Training and Support: eSanjeevani has onboarded over 100,000 healthcare providers, including specialists and health workers, who receive continuous training to improve their telemedicine skills. This training ensures providers are well-equipped to deliver quality consultations and handle various medical scenarios effectively.

Real-Time Feedback Mechanisms and Technical Support: The platform includes feedback and grievance redressal systems for patients and

healthcare providers, facilitating a recurrent process for refining the service and addressing quality concerns. With an operational uptime exceeding 99.5%, eSanjeevani ensures consistent service availability. Technical support from the Centre for Development of Advanced Computing (C-DAC) further enhances the system's reliability, allowing for seamless consultations with minimal disruptions.

Integration of Advanced Technologies

eSanjeevani is exploring AI-led interventions to enhance service delivery, which can improve diagnostic accuracy and patient management. These technological advancements aim to make the teleconsultation process more efficient and user-friendly.

Accessibility and Inclusivity: By enabling e-prescriptions and facilitating lab investigations through telemedicine, eSanjeevani ensures that patients receive comprehensive care without needing to visit healthcare facilities physically. This approach is particularly beneficial for rural populations with limited access to medical specialists.

Impact and Significance

Bridging the Healthcare Divide: eSanjeevani plays a pivotal role in bridging the rural-urban healthcare gap, providing essential services to populations that previously faced barriers to accessing medical care.

Recognition and Awards: The initiative has been recognized with several awards, including the Digital India Award for its innovative contributions to healthcare during the pandemic.

Future Prospects: eSanjeevani is expected to expand its capabilities, potentially serving up to 1 million consultations per day, further solidifying its role as a cornerstone of India's digital health landscape.

Conclusion :

eSanjeevani represents a significant advancement in India's healthcare system, leveraging technology to improve access, efficiency, and quality of care for millions of citizens. As the nation continues its journey towards becoming a developed nation by 2047, the modernization of healthcare through digital platforms like eSanjeevani will be instrumental in achieving this goal. The future of healthcare in India is digital, inclusive, and poised to bridge the gaps in accessibility and quality, ensuring that all citizens have access to the healthcare they deserve. Telemedicine not only enhances access to quality healthcare but also aligns with the principles of patient-centric care that are at the core of NABH accreditation.

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India's Public Health Landscape & Emergence of 4th Industrial Revolution

Ms. Neha Jaswal
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Can you recall the relief of booking a vaccination slot online through the Cowin portal or Aarogya Setu app from the comfort of your own home? Or do you remember how the convenience of accessing medical help through telemedicine platforms during the pandemic enabled you to prioritize your health while staying safe at home?

Certainly, we all remember that difficult phase of the pandemic, when fear and uncertainty gripped the world. But we also remember how we were able to tackle and overcome that phase by leveraging technological advancements. Telemedicine platforms, digital vaccination registration, and online consultation services became lifelines, enabling us to access medical help from the safety of our homes. Those were challenging times, but technology helped us navigate them with greater ease, and that's where the emergence of the 4th Industrial Revolution in the public health landscape comes into play.

The 4th Industrial Revolution refers to the current era of technological advancements, including AI, blockchain, and the Internet of Things (IoT), which are transforming various industries, including healthcare.

Industry 4.0 and India: Current Scenario

With a staggering 800+ million internet users, India has solidified its position as the globe's most populous digitally connected democracy. The widespread adoption of smartphones and affordable data plans has been the driving force behind this transformation.

Digitalisation of various industries is taking place in India. Government has taken various initiatives to create a digitally empowered society and knowledge-based economy by enhancing digital infrastructure and services. Indian manufacturers are increasingly recognizing the potential of data-driven insights to transform their operations and many are turning to AI-based solutions, adopting autonomous operations to self-regulate processes and optimize performance, and cloud infrastructure to manage data in a scalable, secure, and real-time manner. As a result, India's digital economy has experienced unprecedented growth, spanning various sectors such as healthcare services, digital payments, mobile banking, tourism etc. However, the penetration level varies according to the sector requirements.

Industry 4.0 and Reshaping of Indian Health Sector

With its vast and diverse population, India's public health landscape is characterized by a complex interplay of traditional and modern health issues, demanding a multifaceted approach to healthcare.

Current challenges in health landscape comprises of geographical diversity, poverty, inadequate access to health services, growing disease burden of non-communicable diseases, infectious diseases, mental health disorders, malnutrition and obesity, climate change, aging population, high out-of-pocket healthcare expenditures etc. Health traditional business models have found it hard to show attractive returns on investment, except for a few. However, digital technology has revolutionized healthcare delivery through the initiatives led by government and various industry stakeholders.

The confluence of technology and healthcare is redefining the Indian public's experience, offering unprecedented opportunities for enhanced healthcare delivery. The patient journey has undergone a significant transformation, improving the efficiency and effectiveness of every step, from initial registration to appointment booking, consultation, and subsequent follow-up care. Figure. 1 highlights the key technologies in healthcare.

Patient Registration Systems (PRS)

- Allows patients to schedule appointments online, reducing wait times.
- Sends reminders and notifications to patients and providers
- Optimizes provider schedules and streamlines patient flow

Hospital Management Information System (HMIS)

- Manages hospital operations, including patient data, staff, and resources
- Streamlines administrative tasks, billing, and insurance claims

Telemedicine

- Enables remote consultations between patients and healthcare providers
- Expands access to healthcare, especially for rural or underserved areas

Clinical Decision Support Systems (CDSS)

- Provides healthcare providers with real-time, evidence-based clinical guidance
- Supports diagnosis, treatment planning, and medication management

Electronic Health Record (EHR)

- Stores and manages patient health information, medical history, and treatment plans
- Enables secure sharing of patient data among healthcare providers

Pharmacy Management Systems

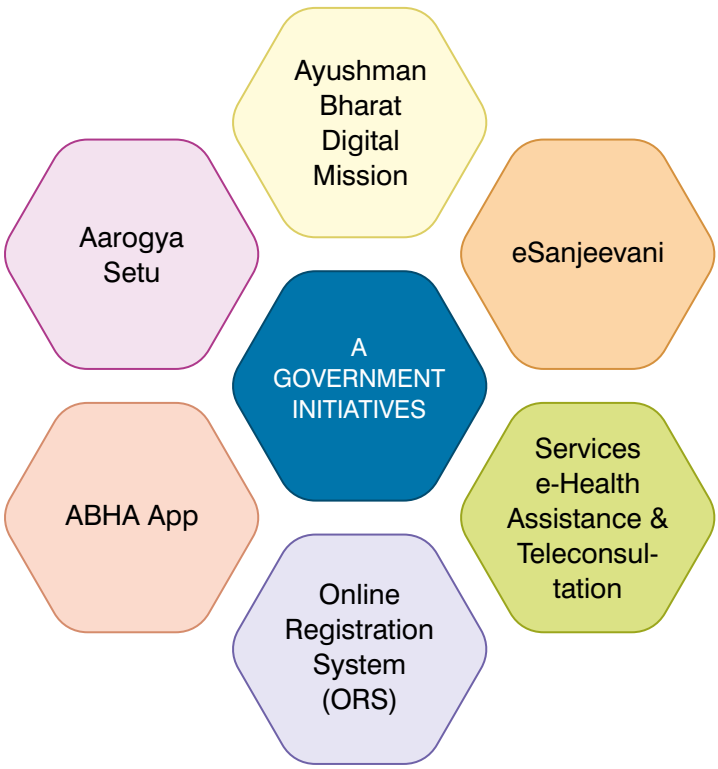
- Manages pharmacy operations, including medication inventory and dispensing
- Supports prescription management, billing, and insurance claims

(Figure. 1 - Technologies in Healthcare)

Furthermore, technology has expanded healthcare access in both rural and urban areas in India and is making medical expertise reach underserved rural markets through telemedicine and tele-consulting programs, delivered over mobile phones. Also, analytics and AI-powered tools have enabled better disease surveillance, tracking, and prevention. The adoption of innovative technologies, such as drones and robotics, is transforming healthcare delivery.

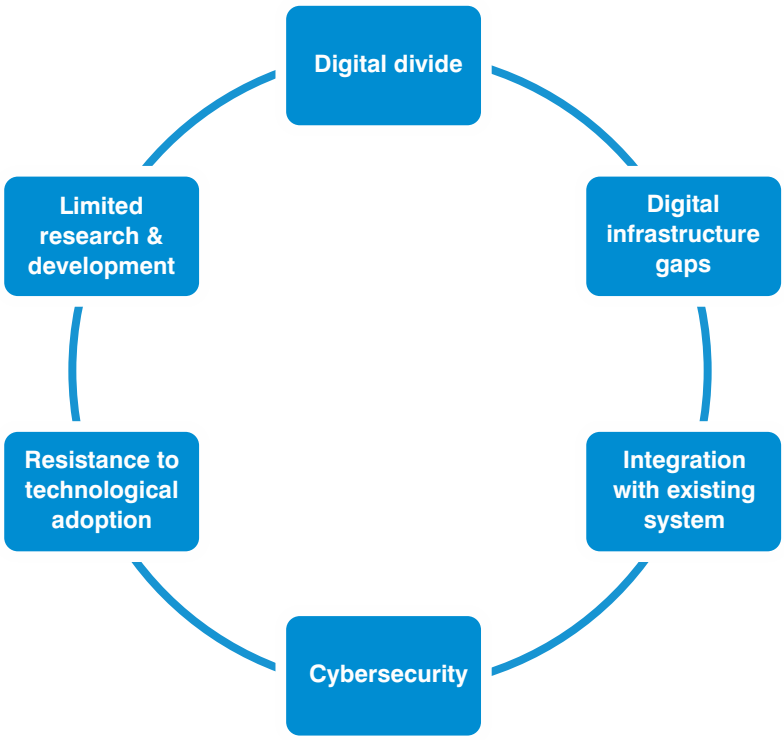
A notable example is the Indian Council of Medical Research (ICMR) successfully transporting more than 100 units of essential medications for 20 kilometres in Himachal Pradesh's Lahaul and Spiti district using drone and reducing travel time from 120 minutes to 26 minutes. That's a prime example of technology's potential to enhance healthcare outcomes.

Aditionally, the government's digital health endeavors are reimagining public health, leveraging technology, and innovation to address long-standing healthcare challenges, and create a healthier future for the nation. Figure. 2 presents the key government's digital health initiatives.



Challenges:

In the wake of India's digital revolution, the healthcare landscape is undergoing a transformative shift, harnessing the power of technology to improve health outcomes and access for its vast population. However, despite progress, several challenges continue hindering the smooth adoption of digital technologies such as digital infrastructure gaps, digital divide, cybersecurity concerns, resistance to technological adoption, language barriers, integration with existing systems, funding and investment and limited research and development.



Way Forward :

India's public health landscape is on the threshold of a revolution, driven by the emergence of the 4th Industrial Revolution. While challenges persist, the potential for digital technologies to transform healthcare delivery, expand access, and improve health outcomes is vast. The successful COVID-19 vaccination drive, which leveraged digital platforms to inoculate over 1.8 billion people, is a testament to India's ability to harness technology to address complex healthcare challenges. By addressing the existing challenges and leveraging the power of technology, India can create a more inclusive, equitable, and effective healthcare system. As we move forward, it is essential to prioritize collaborative efforts, invest in digital infrastructure, and foster a culture of innovation. With the right approach, India can become a global leader in digital healthcare, improving the lives of its citizens and setting a precedent for other countries to follow. The future of healthcare in India is bright, and it is digital.

Clinical Trial Accreditation - A Road to Viksit Bharat

Ms. Kanchan Yadav
Coordinator, NABH

Clinical Trials: Clinical trials are a type of research that studies new tests and treatments and evaluates their effects on human health outcomes. Clinical trial is an organized research, conducted on human beings to investigate the safety and efficacy of a drug. Clinical trial must conform to the moral and scientific principles that justify medical research and should be based on laboratory and animal experiments or other scientifically established facts.

Every clinical study is led by a Principal Investigator (PI) with prior approval from the ethics committee, who is often a medical doctor. Clinical studies also have a research team that may include doctors, nurses, social workers, and other health care professionals.

It is the only way of establishing the safety and efficacy of any drug before its introduction in the market for human use. It is important for anyone preparing a trial of a new therapy in humans that the specific aims, problems and risks or benefits of a particular therapy be thoroughly considered and that the chosen options be scientifically sound and ethically justified.

The importance of drug trials in promoting health services cannot be overemphasized. New drugs and therapies can improve the quality and lifespan of patients. While it is imperative that the number of clinical trials increase, the Government is also trying to ensure that the rights and safety of the subjects are protected and the quality of the trials performed in India improve to international standards. The regulatory guidelines in terms of serious adverse events (SAEs) reporting, informed consent, medical management, compensation in case of injury or death in clinical trials play an important role.

The new regulations are aimed at promoting clinical research in the country by implementing time-bound review of applications, allowing increased predictability and transparency of regulatory pathway and providing clarity on many complex subjects, including post-trial access.

There is a huge potential for clinical trials in India but it is essential that the existing International and National rules and regulations regarding clinical research should be known by potential investigators in ensuring high quality studies.

Clinical trials need to be conducted keeping in mind 'Good Clinical Trial Practices' for clinical trials in India, including the principles of bioethics and other regulatory requirements to safeguard the rights, safety and well-being of the trial subjects.

Institutional ethics committee needs to prepare a constitution and standard operating procedures (SOP) for its operation, which should include the members, conditions of appointment, the offices and the quorum requirements. Ethics committee reviews protocols, informed consent forms (ICF) and other documents related to the proposals. It is supposed to provide approvals after reviewing all the ethical aspects of the project proposals and execute the review free from any bias and influence.

Ethics Committee Accreditation is a public recognition by a National Healthcare Accreditation body, of the achievement of accreditation standards demonstrated by an Independent external peer assessment of ethics committee's level of performance in relation to the confirmed standards which started in the year 2016.

Accreditation is an incentive to improve quality as well as capacity of registered Ethics Committee to confirm an ethical research on new drugs/ Investigational product.

Benefits of Accreditation

Accreditation for clinical trial programs offers numerous benefits for both the trial sites and the participants involved. Here are some key advantages:

1. **Enhanced Credibility:** Accreditation provides formal recognition that a clinical trial program meets high standards of quality and integrity. This can improve the program's reputation and make it more attractive to sponsors, researchers, and participants.
2. **Improved Quality and Safety:** Accreditation ensures that clinical trials are conducted according to rigorous standards, which can enhance the quality of the data collected and ensure the safety and well-being of participants.
3. **Increased Funding Opportunities:** Accredited programs may have better access to funding and support from sponsors, as accreditation often serves as a mark of trustworthiness and competence.
4. **Participant Confidence:** Accreditation can increase participant confidence in the trial process, knowing that the study is conducted under stringent guidelines designed to protect their health and rights.

The key benefits of this accreditation include building confidence to the subjects that they will not be subjected to any unjustified or hazardous trial. This accreditation will be a wake-up call for the regulatory authority to device more robust and patient friendly transparent mechanism so that the safety of trial participants is ensured to the maximum possible extent. The public and civil society gain confidence that the clinical trials been carried out are justifiable both on ethical and scientific grounds.

Overall, accreditation will help to ensure that clinical trials are conducted at the highest possible standard, benefiting everyone involved from the researchers and sponsors to the participants themselves.

The target customers for this accreditation include Institutional and Independent Ethics Committees registered by Drugs Controller General of India who are involved in reviewing and approval of drug trials.

Innovating for Tomorrow: Digital Transformation & India's Future "Viksit Bharat 2047"

Ms. Jasmine Kaur
Coordinator, NABH

Digital transformation is the driving force behind India's journey towards Viksit Bharat 2047. Among the various sectors set to benefit from this technological revolution, healthcare emerges as a key area poised for profound change. By harnessing the power of digital technologies, India has the potential to address long-standing challenges, bridge gaps in access, and deliver quality healthcare services to its vast and diverse population.

The healthcare sector in India has historically grappled with numerous issues, including inadequate infrastructure, a shortage of skilled professionals, and significant disparities in healthcare access between urban and rural areas. Digital transformation offers a pathway to overcome these challenges, creating a more efficient, equitable, and patient-centric healthcare system. One of the most significant advancements in this regard is the implementation of telemedicine. With a considerable portion of India's population residing in rural areas where medical facilities are scarce, telemedicine provides a viable solution by enabling remote consultations, diagnostics, and treatment. This not only reduces the burden on urban healthcare centers but also ensures that people in remote locations receive timely medical attention.

Furthermore, the integration of artificial intelligence (AI) and machine learning (ML) in healthcare holds immense promise. AI-powered diagnostic tools can analyze medical data with remarkable speed and accuracy, assisting doctors in identifying diseases at an early stage and formulating personalized treatment plans. For instance, AI algorithms can detect patterns in medical imaging, such as X-rays and MRIs, which might be overlooked by the human eye. This can lead to earlier detection of conditions like cancer, significantly improving patient outcomes. Electronic Health Records (EHR) are another cornerstone of digital transformation in healthcare. By digitizing patient records, EHR systems ensure that medical histories are easily accessible to healthcare providers across the country.

The government's flagship initiative, Ayushman Bharat Digital Mission (ABDM), aims to create a digital health ecosystem that supports universal

health coverage. ABDM envisions a unified digital health ID for every citizen, integrating health records, insurance information, and service delivery on a single platform. This ambitious project is set to streamline healthcare services, reduce administrative bottlenecks, and enhance transparency. It also opens avenues for private sector participation, fostering innovation and collaboration in the healthcare space.

Mobile health applications and wearable technology are transforming the way individuals engage with their health. With smartphones becoming ubiquitous, health apps provide users with tools to monitor their vital signs, manage chronic conditions, and access health information. Wearable devices, such as fitness trackers and smartwatches, continuously collect data on physical activity, heart rate, and sleep patterns, offering valuable insights into an individual's health. This data can be shared with healthcare providers, enabling them to offer personalized advice and interventions. Such proactive health management can lead to early detection of potential issues and promote a healthier lifestyle among the population.

Digital transformation is also revolutionizing the pharmaceutical sector in India. E-pharmacies and online drug delivery services are making medications more accessible, especially in rural and remote areas. This not only ensures the timely availability of essential drugs but also helps in maintaining the integrity of the supply chain. Blockchain technology is being explored to enhance the security and traceability of pharmaceutical products, mitigating the risks of counterfeit drugs entering the market.

As India marches towards 2047, the role of digital transformation in healthcare cannot be overstated. By leveraging technology, the country can overcome historical barriers, enhance the quality of care, and ensure that every citizen has access to the healthcare services they need. This digital revolution, coupled with visionary policies and collaborative efforts, will pave the way for a Viksit Bharat where health and well-being are at the forefront of national development.

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NABH Annual Strategic Meet 2024

The Annual Strategic Meet 2024- समVAYANA, was organized by the National Accreditation Board for Hospitals & Healthcare Providers (NABH), unfolded as an enriching three-day event. This gathering was a pivotal platform for fostering team building, strategic creativity, and extensive planning, setting the stage for collaborative endeavours to advance the healthcare landscape.

Shri Jaxay Shah, Chairperson of QCI, a visionary leader who shared expertise on healthcare innovation and transformation, paving the way for industry-wide progress. Prof Dr Mahesh Verma, Former Chairperson of NABH, engaged the audience with discussions on AI's role in healthcare delivery. Mr Rizwan Koita, Founder of Koita Foundation & CitiusTech and Chairperson of NABH presented strategies for navigating NABH's digital transformation.

Dr. Atul Mohan Kochhar welcomed the QCI and NABH Chairmen for a strategic three-day meeting. He presented NABH's progress, noting that nearly 20,000 hospitals are accredited, with plans to expand nationwide. Dr. Kochhar highlighted the expected growth in the number of hospitals from 35,000 to 1,00,500 by 2035 and emphasized the increasing importance of preventive healthcare. He announced NABH's ambitious goal to target 100,000 healthcare organizations (HCOs), recognizing the need for substantial IT support and additional staff to achieve this. NABH plans to recruit around 20 new employees to handle future workloads. Dr. Kochhar also mentioned efforts to unify AYUSH standards, which will be ISQua accredited. He updated on a successful pilot program in Bhuj, Gujarat, with further pilots planned in Punjab, Haryana, and Uttar Pradesh. Dr. Kochhar concluded by emphasizing the need for NABH to adopt a more client-centric approach.

Shri. Jaxay Shah, Chairman of QCI, commenced by welcoming the Chairman and CEO of NABH, alongside the NABH team, and praised the strategic meet's theme, "Samavayana," symbolizing unity in purpose and action. He emphasized the necessity of expanding the coverage of accredited healthcare organizations, particularly in Tier II and III cities, to ensure high-quality healthcare is accessible to all citizens. Highlighting India's significant impact on global healthcare post-COVID-19, he urged NABH to consider international expansion and foster pride in NABH accreditation. He also stressed the importance of collaboration among the five boards of QCI, leveraging each board's expertise to enhance overall coverage, particularly between NABH and NABL.

Shri. Jaxay Shah underscored the need to expand the pool of assessors, noting the age disparity within the current group and advocating for new qualification requirements and mentorship programs. Enhancing transparency by making accreditation data accessible to all QCI employees and improving the efficiency of data presentation through technology was another focal point. He advocated for a streamlined, online grievance redressal system with a proper ticketing mechanism for timely resolution. Furthermore, he praised NABH's collaboration with the National Health Authority under AB PMJAY and encouraged increased collaboration with various ministries to extend reach to rural areas. He concluded by calling for a roadmap for NABH's future, ensuring quality healthcare for all, and reiterated his role as a facilitator beyond being a chairperson. Shri. Shah emphasized that through collaborative efforts, NABH will achieve "Samavayana," significantly impacting millions of lives and building trust with citizens.

Mr. Rizwan Koita, Chairman NABH highlighted the crucial role of NABH in advancing digital healthcare through the adoption of HMIS and EMR. He projected that NABH will be central in this transformation by driving standardization and quality improvement in digital health solutions via the Digital Health Standards (DHS) initiative. By empowering vendors to create standardized products and leveraging a vast network of over 140,000 hospitals, NABH aims to enhance transparency and informed decision-making in healthcare. NABH's efforts to promote digital health practices, including Digital Health Master Classes for smaller hospitals, and initiatives to harness hospital data for KPI benchmarking and research, underscore its commitment to data-driven advancements in healthcare. Potential collaborations with the National Health Authority (NHA) could further align NABH with national healthcare digitization goals.

Mr. Koita also updated on the DHS initiative launched in September 2023, noting significant milestones such as campaigns targeting early adopters, webinars, and certification of over 80 assessors. With 140 healthcare organizations applying for accreditation and the development of the NABH DHS Portal, NABH aims to certify the first 100 DHS Accredited Hospitals by June 2024. Additional plans include a DHS Starter Resource Kit and Digital Health Foundation Courses to support hospitals' digital transformation. In conclusion, NABH's proactive stance, strategic initiatives, and collaborative efforts position it as a key player in shaping the future of healthcare digitization in India, promoting standardization, clarity, and improved healthcare outcomes nationwide.

Dr. Mahesh Verma, Former Chairperson of NABH, led a session on the impact of Artificial Intelligence (AI) on healthcare quality and patient safety. He began by questioning the potential of AI and digitization to revolutionize healthcare. Dr. Verma outlined AI's contributions to cancer prevention, scaling healthcare services, and understanding human genetics. He highlighted the importance of smart devices in health monitoring and traced the evolution of AI from 1950 to advanced applications in 2024.

Key aspects of AI, such as machine learning, neural networks, augmented and virtual reality, and robotics, were discussed. The session emphasized AI's role in disease diagnosis, medical imaging, drug discovery, and clinical trials. Dr. Verma acknowledged the challenges of AI, including system complexity, high costs, the need for training, and potential failures. Despite these limitations, he stressed that AI cannot replace the empathy, trust, and compassion inherent in human doctors.

Dr. Verma also explored the synergy between AI and IoT, likening IoT to a nervous system and AI to a brain and discussed blockchain's role in enhancing healthcare security and efficiency. He emphasized AI's potential to improve various healthcare aspects, including diagnosis, medical imaging, prescription writing, and preventive care.

Ethical and legal concerns about AI, such as data privacy and fairness, were addressed, and Dr. Verma introduced the 'FAST' principles (Fairness, Accountability, Sustainability, Transparency) for AI applications. He outlined India's priorities for AI in healthcare, agriculture, education, smart cities, and transportation, emphasizing the vision of 'Viksit Bharat 2047.'

Dr. Verma concluded by highlighting AI's ability to enhance healthcare efficiency and the doctor-patient relationship, while maintaining the essential human touch of empathy and compassion. He urged healthcare professionals to embrace AI as a complement to, rather than a replacement for, human expertise.

QUALITY PLEDGE

The session began with a focus on "Understanding Viksit Bharat 2047," presented by Ms. Neeti Srivastava. Viksit Bharat@2047 is the Indian government's vision to transform India into a developed nation by 2047, marking its 100th year of independence. This vision covers economic growth, social progress, environmental sustainability, and good governance. Ms. Neeti highlighted the crucial role of the health sector in achieving this vision, focusing on key pillars that will shape the future of healthcare.

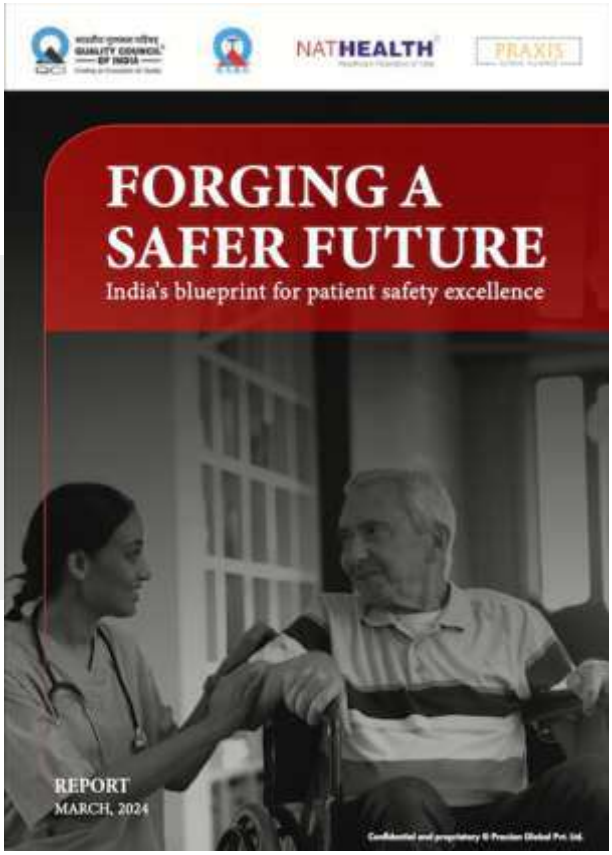
Key pillars include Genomics and Precision Medicine, which offers targeted healthcare solutions based on individual genetic profiles for better patient outcomes. Interoperable Health Systems ensure comprehensive access to patient health records, facilitating better care coordination and reducing duplication and errors. Telehealth and Remote Monitoring, significantly utilized during the COVID-19 pandemic, remove geographical barriers and increase healthcare accessibility and convenience. AI and ML are pivotal for predictive analytics and early disease detection. Lastly, Patient Engagement and Empowerment are essential for better health outcomes, as engaged patients are more likely to adhere to treatment plans and participate actively in their care decisions.

Open discussion with the young professional of NABH highlighting utilization of young professionals in various verticals.

NABH Global presence & Participations

NABH AND NATHEALTH

A whitepaper has been released jointly with NATHEALTH on “Forging a Safer Future India’s blueprint for Patient Safety Excellence” during the NATHEALTH Annual Arogya Bharat Summit on 21st & 22nd March, 2024



SESSION AT CAHOCON

NABH team coordinated a powered session at CAHOCON on the impact of accreditation on healthcare quality on 5th – 7th April 2024

NABH AT WORLD HOMEOPATHY DAY

NABH team participated in World Homeopathy Day 2024 hosted by Ministry of Ayush, Government of India in New Delhi on 10th & 11th April 2024.

NABH AT NRCeS USERS MEET

NABH team Participated in NRCeS Users' Summer Meet held at Pune on 3rd May 2024, was an opportunity to share about adoption of EHR standards, practical challenges, solutions, best practices and future approaches.Dr. Kumudita Talwar and Dr Priyanka Chauhan presented on NABH initative in Digital Health Standards, fostering collaboration towards estaishment of Interoperable healthcae system across the nation.

NABH-SMILE TRAIN INDIA

NABH-Smile Train India Project meeting was held on April 29th, 2024, in New Delhi. Dr. Elizabeth Igaga, Smile Train Director, addressed the members regarding the Smile Train Project and Patient Safety aspects. CEO, NABH, provided insights into NABH activities and initiatives, followed by the NABH team presenting the Smile Train Project status report.

NABH AT CHITKARA UNIVERSITY

NABH team conducted workshop for the Students of 2 batches of **Chitkara University** on 24th – 26th May 2024.

Trailblazing Assessor Training Empowers CHIME Members & Hospital Assessors on Digital Health Standards

A pivotal three-day **Assessor Training Program** was successfully held, inclusive of India's top healthcare CIOs and CTOs, represented by **CHIME members**, along with Hospital Accreditation Program Assessors. This was **3rd Assessor Training on 1st Edition of NABH's Digital Health Standards for Hospitals**, a transformative initiative aligning healthcare institutions with cutting-edge digital practices.

The dynamic session, graced by **Dr. S. Murali** (Senior Faculty and Principal Assessor, NABH), was enriched by his invaluable experiences and insights, adding depth to the training. The program was expertly led by PwC trainers **Dr. Aswani Aggarwal** and **Mr. Sanchit Nigam,** along with **Ms. Varsha Srivastava** (Deputy Director, NABH) and **Dr. Priyanka Chauhan** (Sr. Product Manager; Digital Health Standards Lead, NABH), ensuring a high level of engagement through interactive discussions and thought-provoking inputs from participants.

38 active participants were successfully trained and certified, emerging as digital health champions poised to lead the transformation of India's healthcare landscape. This milestone event is a testament to NABH's unwavering commitment to standardizing healthcare through digitalization.

NABH Conducted Awareness and training Programme in jodhpur Rajasthan

NABH Conducted Awareness and training Programme for faculty of Dr. S.R. Rajasthan Ayurvedic University, University College of Jodhpur on 27th May 2024 at Jodhpur Rajasthan.

More than 300 Faculty /Students attended the session about AELC Awareness.

NABH Conducted Awareness and training Programme In Jamnagar, Gujarat

NABH ASSESSOR COURSE

NABH Assessors Training Program on 5th Edition Standards for Hospitals and NABH Entry level Hospital Assessor Training Program have been conducted on 24th – 26th April and 29th – 3rd May 2024 respectively.

SARPANCH SAMVAAD

The pilot survey of sarpanch samvaad project for the rating of the healthcare system of the villages is being conducted by NABH team in the villages of Agra and Saharanpur, Uttar Pradesh on 3rd May 2024.

NABH TURNS 19

NABH proudly marks its 19th anniversary, commemorating nearly two decades of unwavering commitment to healthcare excellence. Since its inception, the National Accreditation Board for Hospitals & Healthcare Providers (NABH) has set the standards in healthcare accreditation, fostering a culture of quality, safety, and continuous improvement.

Our journey has been one of relentless dedication, innovation, and collaboration with healthcare professionals and institutions across the nation. As we celebrate this milestone, we reflect on the transformative impact of our standards and the trust placed in us by countless healthcare organizations.

We remain steadfast in our mission to enhance patient care and safety, ensuring that every individual receives the highest quality of healthcare. Here's to 19 years of pioneering advancements and to many more years of raising the bar in healthcare excellence. Thank you for being a part of our journey. Together, we will continue to shape the future of healthcare.

Gujarat Gunvatta Sankalp

QCI begins a new partnership with the government of Gujarat aimed at contributing to Gujarat's journey towards becoming the First Viksit Rajya of a Viksit Bharat!

This event marks the start of a new chapter for commitment to quality and excellence. The event was graced by the presence of Hon'ble Chief Minister of Gujarat, Shri Bhupendrabhai Patel ji, Shri S. S. Rathore, Advisor to the Hon'ble Chief Minister, Government of Gujarat; Shri S. J. Haider (IAS), Additional Chief Secretary, Industries & Mines Department, Government of Gujarat; Shri Ajaybhai Patel, President, Gujarat Chamber of Commerce and Industry (GCCI); Shri Shekhar Patel, National President Elect, CREDAI; Shri Sandeep Engineer, Founder, Chairman & Managing Director, Astral Limited; Shri Chintan Thaker, Council Chair ASSOCHAM, Gujarat and Shri Rajiv Gandhi, Chairman FICCI Gujarat

"Healthy Gujarat: Affordable and Quality Healthcare," moderated by Dr. Atul Kochhar, CEO, NABH, the panellists—Shri Rushikesh Patel, Hon'ble Minister of Health and Family Welfare and Medical Education, Higher and Technical Education; Shri Harshadkumar Patel (IAS), Commissioner of Health, Medical Services & Medical Education; and Dr. Malay Mahadevia, Director, Adani Port and SEZ Limited—shared insights on Gujarat's shift towards quality wellness with accessible, affordable healthcare, highlighting the state's strengths in the pharmaceutical industry, medical devices sector, medical education and AYUSH initiatives.


1,00,000+
35,000+
290+
22,000+
8,100+


22,000+


22,000+


22,000+

NABH BLS TRAINING

NABH organised the Basic life skills training session for QCI Staff on 22nd July 2024 at NABH Office.

TRAINING FOR DISTRICT AYUSH OFFICERS

NABH has successfully trained over 85 District Ayush Officers (DAOs) from Uttar Pradesh under the NABH Ayush Entry Level Certification program, as part of the National Ayush Mission (NAM) for Ayushman Arogya Mandir (AAM). This significant achievement reflects NABH's unwavering commitment to enhancing the healthcare system at the grassroots level. By equipping these key officials with the necessary skills and knowledge, we are strengthening the foundation of Ayush healthcare across the region.

NABH's dedication to improving healthcare quality and accessibility in India continues to drive us forward. We look forward to seeing the positive impact of this training on the delivery of Ayush services and the overall health outcomes in Uttar Pradesh.

The session was attended by the following members of the Uttar Pradesh State Ayush Society:

Smt. Leena Johri IAS: Principal Secretary/ Chairperson

Shri Mahendra Verma IAS: Mission Director

Shri Manvendra Singh: Director General

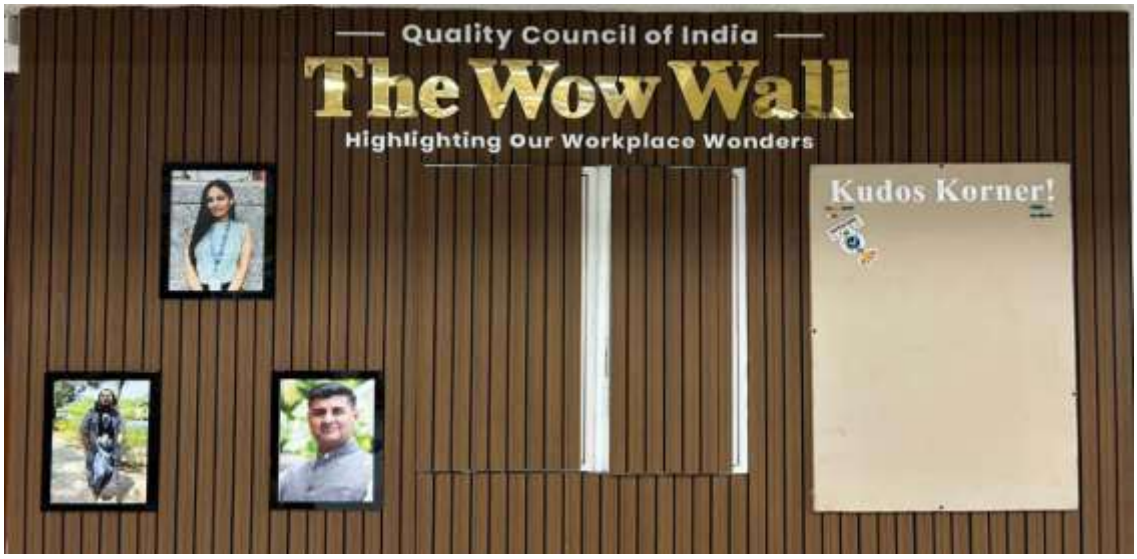
WOW WALL INITIATIVE

Appreciation for the month of MAY 2024

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 Mr. Vikash Chaudhary, Dr Mridula Rabha and Ms. Harsheen Kaur Arora for being the pioneers of excellence, 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.



Appreciation for the Month of JUNE 2024

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. Kashipa Harit, Mr. Suraj Tikko, Ms. Poonam Mishra, Ms. Neha jaiswal and Ms. Dipika Dhoke 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.

Appreciation for the Month of JULY 2024

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. Mukta Nagpal, Mr. Uzair Rehmani, Dr. Garima Rahi, Dr. Bhawna and Ms. Shivali 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.

For the month of August 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. Lubna Pal, Mr. Arjun, Dr. Mamoni Maity, Ms. Vibha Grover** and **Mr. Aryan Pandey** 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.

BIRTHDAY CELBRATIONS

भारतीय गुणवत्ता परिषद्
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राष्ट्रीय अस्पताल और स्वास्थ्यचर्या-प्रदाता प्रत्यायन बोर्ड
National Accreditation Board for Hospitals and Healthcare Providers

6th EDITION
EFFECTIVE 1ST JAN, 2025

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