

# New Year. New Reforms.

Building future-ready systems for a Viksit Bharat



Issue

**12**

## QUALITY CONNECT

NABH NEWSLETTER – JANUARY 2026

# National Accreditation Board for Hospitals & Healthcare Providers

## VISION

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

## MISSION

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



## VALUES

### **Credibility:**

Provide credible and value addition services

### **Responsiveness:**

Willingness to listen and continuously improving service

### **Transparency:**

Openness in communication and freedom of information to its stakeholders

### **Innovation:**

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



## Shri Jaxay Shah

Chairperson, QCI

Healthcare excellence is never built by infrastructure alone. It is built when trust replaces friction, when safety is assured without complexity, and when quality becomes a lived experience across every level of care delivery. As we enter a new year, India's healthcare journey reflects a deeper resolve to move from systems of control to systems of trust, from process-heavy frameworks to outcome-driven care, and from compliance to confidence.

India stands at a defining moment. Rapid expansion, technological advancement, and rising patient expectations demand healthcare systems that are standardised, transparent, and deeply responsive to the last-mile citizen. At the Quality Council of India, quality and safety are not viewed as regulatory checkpoints, but as foundational principles embedded across governance, clinical practice, digital systems, and patient engagement. When quality is designed well, it should not wait in queues, require excessive paperwork, or create friction for those it is meant to serve.

The year ahead marks a phase of accelerated reform. NABH is strengthening its role through our recently announced next-gen reforms that simplify engagement, improve access, and place stakeholders at the centre of the accreditation ecosystem. The redesigned NABH website, operationalisation of a centralised call centre, expansion of the Mitra support



New reforms reflect India's continued resolve to build healthcare systems that are future-ready, resilient, and firmly centred on patient safety.



framework, strengthening of digital health standards, and continued simplification of accreditation processes together reflect a clear shift towards ease, clarity, and trust-based systems. In parallel, programmes such as Gunvatta Yatra, Gunvatta Pathshala, Q-Mitra, and focused capacity-building efforts are taking quality awareness and implementation beyond institutions and into communities.

NABH remains central to India's healthcare transformation by expanding the reach of accreditation across diverse healthcare segments and aligning Indian standards with global best practices. These are not incremental changes. They represent a reimagining of how quality is experienced by hospitals, healthcare professionals, and patients alike. The objective is clear. To make quality simpler, faster, and more meaningful, especially for small and medium healthcare institutions that form the backbone of India's healthcare system.

As India progresses on the path to Viksit Bharat 2047, quality-driven and patient-centric healthcare will remain essential to national development and public trust. Strong healthcare systems are built when institutions are empowered, professionals are supported, and patients feel assured rather than overwhelmed. NABH's continued evolution reflects this philosophy of enabling rather than over-regulating, and of building confidence rather than compliance alone.

I congratulate NABH on bringing out this edition of the newsletter and commend the dedication of healthcare professionals and institutions whose quiet commitment strengthens India's quality ecosystem every day. Together, let us move forward with purpose, simplifying systems, investing in people, and building future-ready healthcare that upholds safety, inspires trust, and delivers quality care for every citizen.

**Jai Hind!**





## Shri Rizwan Koita

Chairperson, NABH

As healthcare delivery continues to scale and diversify, quality and patient safety must be supported by systems that are simple, responsive, and technology-enabled. Over the past year, NABH has focused on digital and system-level reforms that make accreditation more accessible while maintaining the integrity and rigour of standards.

A key area of reform has been improving how healthcare organisations engage with NABH. The redesigned website, a centralised call centre, Quality Setu, and a structured digital grievance and ticketing mechanism together provide clearer access points, faster responses, and greater transparency. These initiatives are intended to reduce friction and ensure that support is available across every stage of the accreditation journey.

Technology is also being used to strengthen guidance and capacity building. Through the Mitra Empanelment Programme, trained and verified mentors support hospitals—particularly in smaller towns—using standardised and ethical processes. Gunvatta Pathshala complements this effort through role-based digital skilling for doctors, nurses, and technicians, strengthening patient safety practices at the point of care.

At the process level, accreditation is being simplified through paperless workflows, AI-enabled tools, certified health IT systems, and greater use of desk-based digital surveillance for consistently performing hospitals. Data-led reforms such as relaxed occupancy norms and a graded penalty framework further support early adoption, proportional regulation, and continuous improvement.

Together, these reforms reflect NABH's transition towards a technology-enabled, scalable quality ecosystem. As India progresses towards Viksit Bharat 2047, NABH will continue to leverage digital transformation to strengthen patient safety and enable consistent quality across every hospital and every pin code.



As healthcare delivery continues to scale and diversify, quality and patient safety must be supported by systems that are simple, responsive, and technology-enabled.





## Shri Chakravarthy T. Kannan

Secretary General, QCI

India's aspiration of becoming a Viksit Bharat rests on strong institutions and reliable public systems. Healthcare, as a critical pillar of national development, must therefore be safe, trusted, and consistently delivered across geographies and levels of care. In this national journey, NABH plays a central role in translating quality and patient safety into practice on the ground.

As the country progresses towards Viksit Bharat 2047, quality in healthcare can no longer be seen as an isolated or urban pursuit. Through NABH's accreditation and certification programmes, quality frameworks are being extended to hospitals and healthcare organisations of all sizes, enabling a more inclusive and equitable health system.

Recent reforms undertaken by NABH reflect this broader national objective. Simplified processes, improved access and support mechanisms, proportionate regulatory approaches, and early-entry pathways are enabling more healthcare organisations—particularly in smaller towns and underserved regions—to participate in India's quality movement. Structured guidance and capacity-building initiatives are helping translate standards into everyday clinical practice.

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As India advances on the path to Viksit Bharat 2047, NABH's continued focus on patient safety and quality will remain integral to the country's development agenda.  
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At the same time, NABH is strengthening systems that support scale and consistency. Digital platforms, data-led oversight, and technology-enabled assurance mechanisms are being leveraged to improve transparency, efficiency, and reliability, while preserving the credibility of accreditation.

Together, these efforts position NABH as a key institution in building a healthcare system that supports national growth, public trust, and

long-term resilience. As India advances on the path to Viksit Bharat 2047, NABH's continued focus on patient safety and quality will remain integral to the country's development agenda.

I acknowledge the commitment of healthcare institutions and professionals who partner with NABH in this mission. Their participation is essential in shaping a healthcare system that is inclusive, dependable, and aligned with India's aspirations.





## Dr. Atul Mohan Kochhar

CEO, NABH

At NABH, our responsibility is not only to set standards, but to ensure that they work in practice. Over the past year, the organisation has focused on making quality and patient safety easier to adopt, easier to assess, and easier to sustain across healthcare settings. This has required tightening our own systems as much as supporting hospitals. Processes have been simplified, access points strengthened, and assessment approaches refined to reflect ground realities. Changes such as earlier entry into accreditation, proportionate responses to non-conformities, and reduced disruption for consistently performing hospitals are aimed at encouraging improvement while maintaining accountability.

We have also invested in how hospitals seek support and guidance. Clearer information flows, structured help mechanisms, and trained mentors are helping organisations navigate requirements with greater confidence and consistency. At the same time, role-based skilling initiatives are strengthening patient safety practices where they matter most—at the point of care.

From an execution standpoint, the emphasis has been on discipline and predictability. Standardised workflows, better use of data, and clearer communication have helped align expectations across programmes and

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Quality is not an act; it is a habit – one that must be nurtured across all levels of healthcare delivery.”

stakeholders, while preserving the integrity of accreditation outcomes.

These changes reflect NABH's commitment to continuous improvement—refining what we do based on evidence, feedback, and performance. As India advances towards Viksit Bharat 2047, NABH will remain focused on

delivering quality systems that are credible, practical, and capable of scale.

I acknowledge the efforts of the NABH team and the healthcare organisations working with us. Their engagement is central to strengthening patient safety and quality across the country.



# Articles



**DR. ( Mrs.) S. N. BASU**

Principal Director & Head, Department of  
 Obstetrics & Gynaecology  
 Max Super Specialty Hospital, Shalimar Bagh, Delhi

## When Communication Works, Healthcare Works Better

Modern healthcare is often evaluated through technology, protocols, and measurable outcomes. Yet when dissatisfaction arises or safety is compromised, the cause is rarely a lack of medical expertise alone. More often, it is a moment when information was unclear, expectations were not aligned, or a patient or team member felt unheard.

**Communication in Healthcare: Principles, Skills and Practices** places communication at the centre of safe, ethical, and patient-centred care. It presents communication not as an optional interpersonal skill, but as a core clinical and organisational competency, essential for continuity of care, patient experience, and institutional credibility.

The book explores communication across the entire patient journey—from listening and history-taking to explaining diagnoses, discussing treatment options, and engaging in shared decision-making. These everyday conversations are shown to be pivotal in shaping patient understanding, dignity, and trust. Informed consent is presented as a process rather than an event, grounded in clarity and respect.

As care becomes more complex, the book addresses **challenging conversations** such as breaking bad news, managing uncertainty, and supporting families during serious illness or end-of-life care. Structured approaches help clinicians balance honesty with empathy, and consistency with compassion.

The scope extends beyond individual encounters to examine team **and organisational communication**. Handover practices, inter-departmental coordination, leadership communication, and responses to adverse events are discussed as critical safety processes. Communication failures are explored not to assign blame, but to identify system vulnerabilities and opportunities for learning.

A defining strength of the book is its **systems perspective**. Communication is framed as a shared responsibility shaped by culture, workload, hierarchy, and processes. By embedding communication into everyday workflows and institutional mechanisms, the book supports environments where patients feel respected, staff feel supported, and concerns are addressed proactively.



Throughout, communication is explicitly linked to patient rights, ethical practice, and continuous improvement. Practical frameworks, case examples, reflective exercises, and teaching tools make the book especially relevant for clinicians, educators, and healthcare organisations striving to strengthen safety culture and trust.

At its core, the book offers a simple yet powerful reminder: high-quality healthcare is defined not only by what we do, but by how we communicate—especially when it matters most.

### A Small Gap, A Big Impact

During a routine shift change in a tertiary hospital, a patient with multiple co-morbidities was transferred between teams. Clinically, the handover appeared complete. However, a crucial detail—what the patient and family had been told about the next steps—was not communicated. Confusion followed, anxiety escalated, and trust was shaken, despite appropriate clinical care. The episode did not arise from negligence or lack of expertise, but from a communication gap—between teams and with the patient. As this book demonstrates,

such moments are not exceptions; they reveal system vulnerabilities that structured communication can prevent.

### “Why This Book Matters to Healthcare Organisations”

Healthcare organisations operate within complex systems where safety, quality, ethics, and trust must coexist. **Communication in Healthcare: Principles, Skills and Practices** addresses this complexity by positioning communication as a strategic organisational asset rather than an individual trait.

This book helps organisations to:

- Strengthen **patient-centred care** by embedding respect, clarity, and transparency into everyday communication
- **Reduce risk** by identifying communication-related vulnerabilities in handovers, teamwork, and adverse events
- **Support patient rights** through consistent, ethical, and culturally sensitive communication practices

- **Build a culture of safety and learning** that encourages reflection, responsibility, and improvement
- **Integrate communication into training, feedback, and organisational review processes**
- **Reinforce public trust** by aligning clinical excellence with compassionate, accountable communication

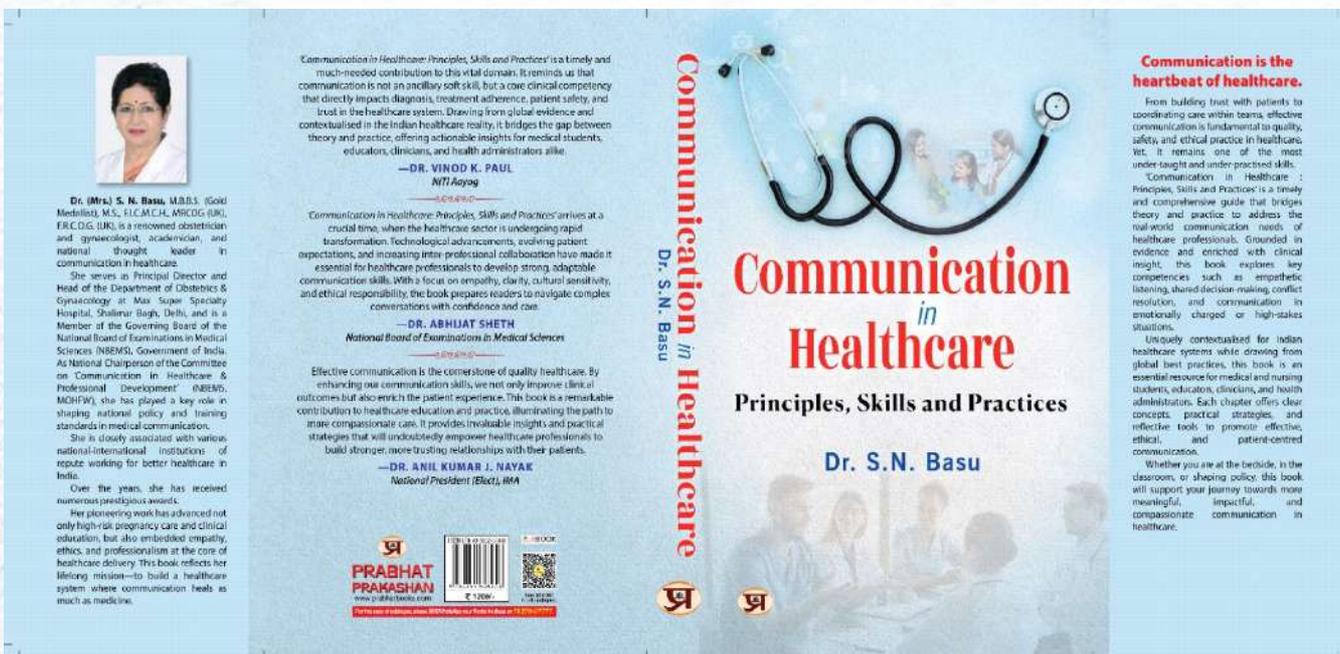
By treating communication as **learnable, teachable, and assessable**, the book supports healthcare institutions in translating standards into lived experience—where patients feel heard, teams work cohesively, and care is delivered with both competence and compassion.

This book published by Prabhat Prakashan, Delhi, was formally launched on 31st August 2025 by **Hon'ble Smt. Anupriya Patel, Union Minister of State, Ministry for Health and Family Welfare and Ministry for Chemicals and fertilisers, Govt of India, Prof(Dr) V.K.Paul, Member ( Health) NITI Aayog, Govt of India, and Prof Abhijat Sheth, Chairman National Medical Commission and President, National Board of Examinations in Medical Sciences, Govt. of India.**

The book is also available online.

**Keytakeaway:**

**Accreditation measures systems. Communication sustains trust.**



**Dr. (Mrs.) S. N. Basu, M.B.B.S. (Gold Medalist), M.S., F.I.C.M.C.H., MRCDG (UK), FRCDG (UK),** is a renowned obstetrician and gynaecologist, academician, and national thought leader in communication in healthcare. She serves as Principal Director and Head of the Department of Obstetrics & Gynaecology at Max Super Specialty Hospital, Shalimar Bagh, Delhi, and is a Member of the Governing Board of the National Board of Examinations in Medical Sciences (NBEMS), Government of India. As National Chairperson of the Committee on 'Communication in Healthcare & Professional Development' (NBEMS, MCI/MPW), she has played a key role in shaping national policy and training standards in medical communication. She is closely associated with various national/international institutions of repute working for better healthcare in India. Over the years, she has received numerous prestigious awards. Her pioneering work has advanced not only high-risk pregnancy care and clinical education, but also embedded empathy, ethics, and professionalism at the core of healthcare delivery. This book reflects her lifelong mission—to build a healthcare system where communication heals as much as medicine.

'Communication in Healthcare: Principles, Skills and Practices' is a timely and much-needed contribution to this vital domain. It reminds us that communication is not an ancillary soft skill, but a core clinical competency that directly impacts diagnosis, treatment adherence, patient safety, and trust in the healthcare system. Drawing from global evidence and contextualised in the Indian healthcare reality, it bridges the gap between theory and practice, offering actionable insights for medical students, educators, clinicians, and health administrators alike.

—DR. VINOD K. PAUL  
NITI Aayog

'Communication in Healthcare: Principles, Skills and Practices' arrives at a crucial time, when the healthcare sector is undergoing rapid transformation. Technological advancements, evolving patient expectations, and increasing inter-professional collaboration have made it essential for healthcare professionals to develop strong, adaptable communication skills. With a focus on empathy, clarity, cultural sensitivity, and ethical responsibility, the book prepares readers to navigate complex conversations with confidence and care.

—DR. ABHIJAT SHETH  
National Board of Examinations in Medical Sciences

Effective communication is the cornerstone of quality healthcare. By enhancing our communication skills, we not only improve clinical outcomes but also enrich the patient experience. This book is a remarkable contribution to healthcare education and practice, illuminating the path to more compassionate care. It provides invaluable insights and practical strategies that will undoubtedly empower healthcare professionals to build stronger, more trusting relationships with their patients.

—DR. ANIL KUMAR J. NAYAK  
National President (Elect), IMA

**Communication is the heartbeat of healthcare.**

From building trust with patients to coordinating care within teams, effective communication is fundamental to quality, safety, and ethical practice in healthcare. Yet, it remains one of the most under-taught and under-practiced skills. 'Communication in Healthcare: Principles, Skills and Practices' is a timely and comprehensive guide that bridges theory and practice to address the real-world communication needs of healthcare professionals. Grounded in evidence and enriched with clinical insight, this book explores key competencies such as empathetic listening, shared decision-making, conflict resolution, and communication in emotionally charged or high-stakes situations. Uniquely contextualised for Indian healthcare systems while drawing from global best practices, this book is an essential resource for medical and nursing students, educators, clinicians, and health administrators. Each chapter offers clear concepts, practical strategies, and reflective tools to promote effective, ethical, and patient-centred communication. Whether you are at the bedside, in the classroom, or shaping policy, this book will support your journey towards more meaningful, impactful, and compassionate communication in healthcare.




**Dr. Rajiv Kumar**

 Chief of Medical Services,  
 Nirali Hospital, Navsari.

## Medical Quality is Not Only Data Capturing for Accreditation in Hospitals

In modern healthcare systems, hospitals increasingly rely on data collection and documentation to demonstrate compliance with accreditation standards. Whether it is NABH, JCI or national regulatory frameworks, structured data remains a vital element in evaluating the performance of healthcare organizations. However, equating data capturing with medical quality itself is a serious misconception. True medical quality goes far beyond forms, formats, checklists, audits, feedback analysis, scorecards, and dashboards. It lives in the culture, processes, behaviours, and values that shape safe, effective, and compassionate care. Accreditation may validate quality, but it does not create it. Hence, it is essential to recognize that medical quality is not merely the act of collecting data for accreditation; it is a comprehensive, continuous, patient-centered journey that permeates every aspect of hospital operations.

### Quality Begins at the Bedside, not in the Spreadsheet

The essence of medical quality lies in patient outcomes. While documentation is important, quality is primarily demonstrated by timely diagnosis, appropriate treatment, reduced

complications, effective communication, and overall patient satisfaction. A hospital may have immaculate records, but if patients experience delays in care, medication errors, poor hygiene practices, or inadequate communication, then no amount of data can compensate for the underlying quality gaps.

Bedside care, empathy, attentiveness, teamwork, and clinical competence cannot be measured merely through numbers. They manifest in small and large actions: a nurse double-checking a high-risk medication, a doctor taking time to explain a diagnosis and care plan, or a housekeeping staff maintaining strict infection-control practices. These human elements of care are at the heart of real-quality healthcare.

### Accreditation Is a Tool, Not the Goal

Accreditation frameworks aim to build systematic processes to ensure safety and standardization, but they should never become the sole driver of quality initiatives. When hospitals begin to see accreditation as the final goal rather than an assessment mechanism, they fall into the trap of document-centric

working. In such environments, teams may focus excessively on maintaining files, checklists, and registers – sometimes at the expense of actual clinical improvements.

A mature quality culture recognizes accreditation as a byproduct of good clinical and administrative practices, not the foundation of them. When systems work effectively – clinical protocols, medication safety protocols, infection prevention & control practices, clinical pathways, emergency preparedness, and continuous training – the documentation naturally aligns with accreditation standards.

### Quality Is a Continuous Learning Process

Quality in healthcare is not a one-time exercise before assessments; it is a continuous cycle of learning, improvement, and adaptation. Real quality emerges when staff openly discuss errors without fear, participate in root cause analyses, attend competency-based training programs, and suggest practical solutions for everyday challenges. Capturing this learning in data is helpful, but the willingness to learn and improve is what truly transforms care delivery.

For instance, if a hospital collects data on surgical site infections but does not conduct meaningful discussions, redesign workflows, or strengthen sterilization practices, then the data has no real impact. Improvement is born from interpretation, action, and monitoring, not from the mere act of recording numbers.

### People, Culture, and Leadership Drive Quality

A hospital's culture determines whether quality is a living reality or a paperwork exercise. Leadership plays a vital role in creating an environment where quality is prioritized consistently, not just during accreditation assessments. Leaders who engage with frontline staff, review patient outcomes, encourage feedback, and model ethical behaviour strengthen the hospital's commitment to patient safety.

An engaged workforce like clinicians, nurses, technicians, administrators who feel ownership of quality processes are more likely to sustain

improvements in the hospitals. Staff must view quality not as a department's responsibility but as everyone's responsibility. This requires transparent communication, recognition of good practices, training, and empowerment.

### Patient-Centered Care Is the Ultimate Quality Indicator

Medical quality cannot be defined by paperwork. It is defined by how the patient feels, recovers, understands their care plan, and experiences the hospital journey. Accreditation forms may measure compliance, but patients measure compassion, comfort, dignity, listening, and trust. True quality ensures:

- Patient safety: eliminating preventable harm
- Clinical effectiveness: evidence-based care
- Patient satisfaction: respectful communication
- Equity: same-quality care for all
- Efficiency: minimizing waiting times and wastage
- Continuity of care: seamless coordination across departments

Capturing these outcomes in data is valuable, but the heart of quality lies in the experience.

### Quality Improvement Requires Systems Thinking

Quality is strengthened when hospitals build robust systems that prevent errors rather than relying on assessment-based approaches. This includes:

- Clear clinical protocols
- Frontline ownership of quality processes rather than relying solely on quality department.
- Standardized handovers
- Effective multidisciplinary teamwork and communication
- Functional equipment and technology
- Clean and safe infrastructure

- Competent and trained staff
- Efficient workflows
- Proactive risk assessment

Data supports these systems, but systems must function independent of documentation demands. Sustainable quality happens when processes work reliably on ordinary days, not just audit days.

### From Compliance to Commitment

The evolution of hospitals must move from a compliance mindset to a commitment mindset. Compliance focuses on meeting minimum standards; commitment focuses on exceeding expectations for patient well-being. This shift transforms quality initiatives from checklists to real, meaningful actions.

Accreditation provides structure, expectations, and minimum standards. However, transformation occurs only when hospitals internalize these standards and embed them into daily practice.

When teams internalize the spirit of quality, data becomes a tool for improvement rather than a burden.

### Conclusion

Medical quality in hospitals is a multi-dimensional concept that cannot be reduced to data capturing for accreditation. While documentation, audits, and measurable key performance indicators are essential for standardization, they represent only a fraction of the quality journey. True excellence in healthcare arises from patient-centered care, competent professionals, effective teamwork, robust systems, and a culture of continuous improvement.

Accreditation validates quality, it does not define it. Ultimately, quality is reflected in safer care, better outcomes, and enhanced patient experiences. Hospitals must strive to cultivate quality as a way of working, thinking, and caring every day, not just as an exercise for the audit.





**Dr. Priyanka Chauhan**

Senior Product Manager, NABH

## चलो करें अस्पताल डिजिटल!

क्या मिल रहा है श्रम का उचित फल?  
क्या लग रहा है कल उज्ज्वल?  
तो चलो करें अस्पताल डिजिटल,  
और बनें खुद भी डिजिटल!

गलत दवा की पर्ची होगी कम,  
डॉक्टर का तनाव होगा कम,  
बिलिंग होगी फटाफट तैयार,  
ओपीडी में बढ़ेगा सबका प्यार।

मरीज को मिलेगी देखभाल सटीक,  
डेटा रहेगा सुरक्षित और ठीक,  
काम होगा तेज़, सेवा होगी बेमिसाल,  
डिजिटल बनेगा हर अस्पताल।

तो आओ मिलकर करें यह पहल,  
बदलें भारत का स्वास्थ्य कल,  
चलो करें अस्पताल डिजिटल,  
और बनें खुद भी डिजिटल!



**Mr. Abhishek Goyal**

Program Coordinator, NABH

## Together, We Heal Safely

In the heartbeat of a busy ward,  
Where hope and healing move forward,  
Hands unite in a noble aim,  
To keep each life safe, without blame.

A nurse's touch, a doctor's care,  
An admin's plan, the cleaner's prayer,  
Each role a thread, each act a stitch,  
We mend the gaps where risks may hitch.

No voice too small, no step too light,  
When safety's flame is kept in sight,  
Together strong, we guard each breath,  
And stand as shields 'twixt life and death.

Through chart and scan, through mask and glove,  
We serve with skill, but more — with love,  
For safety grows where trust is sown,  
And care is something deeply known.

**Md. Tanbir Molla**

Program Coordinator, NABH

## Busting Myths: Why Hospital Teams Push Back on Digital Health?

Oftentimes we get to hear that healthcare professionals resist technology because they're "afraid of change." That's a lazy explanation. In reality, most hesitation is entirely reasonable when we see the reality of healthcare life. Digital health tools have to work within the messiness of daily routines, professional standards, and the need to keep patients safe.

Below are a few common myths and the more grounded realities behind them that can help us approach implementation of Digital Health among health professionals more wisely.

### **Myth 1: "Clinicians just don't like change."**

**Reality:** The biggest obstacles usually come from clunky workflows, heavy workloads, and time pressure not from a dislike of innovation. If a new HIS/EMR slows down handovers, adds extra clicks to documentation, or complicates ordering, it's going to get pushback—no matter how high-tech it is.

### **Myth 2: "If the tech is good, adoption will follow automatically."**

**Reality:** It doesn't. Even brilliant tools will flop if they don't connect with existing systems, come

with proper reimbursement, or have support when things go wrong. Doctors and nurses care about whether it work with their workflow and whether they can get help fast when it doesn't.

### **Myth 3: "Digital health is always cheaper."**

**Reality:** Going digital has its own costs – licenses, devices, training, and setup all take time and money. Smaller hospitals and clinics feel this the most. And sometimes, the people footing the bill aren't the ones who get the biggest benefit.

### **Myth 4: "Patients prefer digital care."**

**Reality:** Many do but some don't. Some worry about privacy, struggle with technology or just want to see a real person. Access and comfort levels vary widely between communities and age groups, so one-size-fits-all doesn't work in the Healthcare scenario.

### **Myth 5: "Virtual care will replace hospitals."**

**Reality:** Whether tele-medicine changes hospital visits depend more on insurance rules and payment models than on doctors' preferences. If it's not covered or funded, it's not going to be widely used.

### Myth 6: “AI is here to take over jobs.”

**Reality:** Most healthcare staff aren't worried about being replaced. They're worried about whether AI is accurate, fair and most importantly whether AI is safe. They prefer technology that supports their decision-making, not something that takes it out of their hands.

### Myth 7: “Security is a one-and-done issue.”

**Reality:** Security isn't a box you tick and forget. Every new tool brings new privacy risks, and many staff remain nervous about confidentiality long after a system goes live.

### Ways to Making Digital Health Stick-

**Start with the workflow:** Optimize usefulness, usability, and reliability; clinicians' rate these as top improvement needs. If it's not making the job easier, it won't be used.

**Fund the plumbing:** Systems must talk to each other - interoperability and single sign-on save hours.

**Be fair about rewards:** Make sure those using the tech see a direct benefit.

**Build skills and confidence:** Offer ongoing, role-based training and super-users; familiarity strongly predicts adoption.

**Obtain Standardization:** Align digital health tools with NABH Digital Health Standards, ensuring interoperability, secure data management, standardized IT Policy and compliance with patient rights and confidentiality requirements.

**Lead visibly:** Establish governance for safety, data quality, and liability. Address ethical and equity concerns upfront.

**Keep patients in mind:** Offer low-bandwidth options, translations and clear privacy explanations so no one is left out of care.

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**Ms. Aparajita Saumyada Pathak**

Program Coordinator, NABH

## Safer Healthcare: A Shared Responsibility

**To err is human,"** and nowhere does this truth carry more weight than in healthcare. The landmark 1999 Institute of Medicine report *To Err is Human* revealed that between 44,000 and 98,000 Americans die annually from preventable medical errors. More shocking than these numbers was the report's central finding: most medical errors do not result from incompetent or reckless individuals, but from faulty systems, processes, and conditions that lead people to make mistakes.

The statistics paint an even more alarming picture in India, where the healthcare safety crisis has reached epidemic proportions. India records a staggering 5.2 million injuries annually due to medical errors and adverse events, with nearly 5 million deaths each year from preventable mistakes. Deaths due to adverse events of medical treatment in India accounted for 0.35% of total deaths in 2019—significantly higher than the global average of 0.21%. For every 100 hospitalizations in India, approximately 12.7 adverse events occur, while 9.5% of the population has reported medication-related mistakes. Prescription errors account for up to 40% of all medication mistakes in Indian hospitals, while assessments of injection

practices reveal that 62.9% of the 3–6 billion injections administered annually are unsafe. Globally, medical errors are considered the third leading cause of death, and the World Health Organization reports over 134 million adverse events annually worldwide.

Safe healthcare represents the fundamental right to receive care without preventable harm. Patients deserve the confidence that seeking medical treatment will heal rather than hurt. At the societal level, safer healthcare embodies the human right to equitable access to quality care, as recognized in the 1948 Universal Declaration of Human Rights and reinforced by the WHO Patient Safety Rights Charter.

Healthcare becomes unsafe through complex, interconnected problems. System failures account for approximately 85% of medical errors globally, but India faces additional challenges, including transcription errors constituting 44.1% of total medication errors, a 6.11% medication error rate in critical care units, and infrastructure deficits affecting patient safety implementation across public health facilities. Economically weaker sections face several barriers to accessing safe healthcare.

High out-of-pocket expenses push millions into poverty, as many cannot afford preventive care or timely treatment. Public health facilities often lack adequate infrastructure, trained staff, and essential medicines—especially in rural areas—making safe and quality healthcare out of reach for many vulnerable populations.

Prevention requires comprehensive interventions. In India, the National Patient Safety Implementation Framework (NPSIF 2018–2025) establishes six strategic objectives, 21 priorities, and 81 interventions focusing on improving structural systems, reporting adverse events, ensuring a competent workforce, preventing infections, implementing safety campaigns, and strengthening research. The National

Accreditation Board for Hospitals & Healthcare Providers (NABH) has accredited over 1,299 hospitals using more than 600 safety parameters, while the Quality Council of India oversees systematic quality improvement.

However, it is not solely the responsibility of healthcare professionals to make healthcare safe. Citizens contribute through advocacy campaigns, community health workers bridge gaps in the healthcare system, and even non-medical staff play crucial safety roles. This collective responsibility is critical for transforming healthcare into a system that consistently heals—helping us in **building safer healthcare together for EVERYONE.**





**Ms. Monika Kaushik**

Program Coordinator, NABH

## The Safety Chorus

In halls of healing, where lives entwine.  
A chorus rises, a purpose defined.  
To shield from error, to mend and to mend.  
A safer haven, for patients to blend.

No single voice, no solitary plea.  
But many voices, for safety to be.  
The doctor's wisdom, the nurse's gentle touch.  
The patient's stories, meaning so much.

From systems designed, with care and with grace.  
To eyes that watch, in every single space.  
Each hand that washes, each dose that is right.  
A vigilant effort, from morning to night.

With open hearts, and voices clear and strong.  
To speak of worries, where things could go wrong.  
For trust and respect, in every interaction.  
A shared foundation, for collaborative action.

No blame, but learning, from each path that's trod.  
For every lesson, a gift from our God.  
Together we stand, with unwavering might.  
To build a safer healthcare, with all our light.



# NABH PATIENT SAFETY CONFERENCE 2025

This year marked the **third edition** of the **NABH Patient Safety Conference (NPSC)**, a flagship initiative of the National Accreditation Board for Hospitals and Healthcare Providers (NABH), Quality Council of India that has steadily evolved into one of India's most significant platforms dedicated to advancing patient safety and healthcare quality. Building upon the success of its previous editions, NPSC 2025 continued its tradition of fostering dialogue, innovation and collaboration among key stakeholders across the healthcare ecosystem.

The annual conference of NABH, bringing together industry leaders, policymakers, practitioners, and global experts dedicated to advancing patient safety and healthcare quality. Organised on 17th September at The Ashok, New Delhi, in alignment with World Patient Safety Day, the conference provides a platform for high-level deliberations on innovations, best practices, and strategies for building safer, more reliable healthcare systems. With the theme **“Antyodaya in Healthcare: Protecting Every Life, Reaching Every Corner”**, NPSC 2025 reflects NABH's vision of ensuring that quality care reaches every citizen, strengthening the foundation for Atma Nirbhar Bharat.

The theme for NABH Patient Safety Conference 2025 is **“Antyodaya in Healthcare: Protecting Every Life, Reaching Every Corner”**. The word Antyodaya, first articulated by Pandit Deendayal

Upadhyaya, means the upliftment of the last person ensuring that development reaches those most in need. In the context of healthcare, Antyodaya reflects the vision of extending safe, reliable, and quality care to every citizen, particularly the most vulnerable and underserved. By embedding patient safety and equity at the core of healthcare delivery, India moves closer to building resilient systems that are both inclusive and self-reliant. This aligns with the national mission of Atma Nirbhar Bharat, where strong and sustainable healthcare infrastructure empowers the nation to protect every life and reach every corner with confidence and quality.

The fundamental aim of the conference was to discuss how proactive practices for patient care, streamlined systems for understanding and involving patients in the healthcare systems and decision making can improve patient safety. The conference was well-knit with 6 interactive panel discussions along with the scientific Paper presentations by healthcare professionals. More than 1000 delegates from all over the country actively participated in this conference which marked this event to be one of the biggest conferences in India.

The inaugural session of NPSC 2025 began with the auspicious lighting of the lamp, marking a symbolic start to the journey of quality and healthcare excellence.





## Session - 01

# Antyodaya in Healthcare: Advancing Quality for Atma Nirbhar Bharat

“Antyodaya in Healthcare: Advancing Quality for Atma Nirbhar Bharat,” brought together distinguished experts and thought leaders who discussed the critical role of quality and patient safety in building a self-reliant healthcare ecosystem.

Valuable insights were shared on how advancing healthcare quality is key to achieving **Atma Nirbhar Bharat**, focusing on strengthening systems, empowering healthcare professionals, and ensuring equitable access to safe, high-quality care across the entire country.

The session featured in-depth discussions on strategies, real-world experiences, and visionary approaches to foster a culture of continuous quality improvement and patient-centered care in India's healthcare landscape.

### Panellists-

- **Dr. S. Murali**, *Group Chief of Medical Services, Manipal Hospitals*
- **Dr. Upasana Arora**, *Managing Director, Yashoda Medicity*
- **Col. (Retd.) Dr. SKM Rao**, *Group COO, Sahyadri Group of Hospitals*
- **Dr. Arati Verma**, *Senior VP-Medical Quality, Max Healthcare*
- **Smt. Hemgauri Bhandari**, *Chief Advisor, Quality Council of India*



## Session - 02

### Voices of Change : Stories of Transformation from Tier 2 & 3 Cities

Voices of Change – Stories of Transformation from Tier 2 & 3 Cities,” brought the spotlight to inspiring stories of healthcare transformation from smaller cities across India.

Leaders and practitioners shared powerful experiences of improving patient safety, implementing quality initiatives, and overcoming local challenges to raise standards of care. These stories demonstrated how innovation, dedication, and collaboration can create meaningful impact, even in resource-constrained settings.

The session left everyone motivated, energized, and inspired by the incredible strides Tier 2 and 3 cities are making toward a safer, stronger, and more inclusive healthcare ecosystem.

#### Panellists-

- **Shri Joy Chakraborty**, Chief Operating Officer, P.D.Hinduja Hospital & Medical Research Centre
- **Dr. Kousthubha Upadhyaya**, Advisor, Ministry of Ayush
- **Dr. Kamal B. Kapur**, Co-Founder & MD, Sharp Sight Eye Hospitals
- **Dr. Shuchin Bajaj**, Founder & Director, Ujala Cygnus Hospitals
- **Dr. Aarathi Govindarajan**, Executive Director and Chief Radiologist, Aarathi Scans & Labs



## Session - 03

### Insurance for Atma Nirbhar Healthcare: Quality & Innovation Reaching the Last Mile

“Antyodaya in Healthcare: Advancing Quality for Atma Nirbhar Bharat,” brought together distinguished experts and thought leaders who discussed the critical role of quality and patient safety in building a self-reliant healthcare ecosystem.

Valuable insights were shared on how advancing healthcare quality is key to achieving **Atma Nirbhar Bharat**, focusing on strengthening systems, empowering healthcare professionals, and ensuring equitable access to safe, high-quality care across the entire country.

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## Session - 04

### Healthcare Partners Forum : Collaborating for Antyodaya and Atma Nirbhar Bharat

"Healthcare Partners Forum – Collaborating for Antyodaya and Atma Nirbhar Bharat" brought together key stakeholders from across the healthcare ecosystem including hospitals, industry experts, policymakers, and thought leaders to discuss powerful collaboration models driving systemic change.

The session focused on how partnerships are accelerating progress toward Antyodaya in Healthcare by combining efforts, sharing expertise, and aligning innovations to strengthen India's healthcare infrastructure. Meaningful dialogues were held on building sustainable, quality-driven solutions that reach every corner of the country.

Forum highlighting the power of collaboration in transforming healthcare for a self-reliant and equitable future.

#### Panellists-

- **Dr. Atul Mohan Kochhar**, Chief Executive Officer, NABH
- **Dr. Parvez Memon**, Associate Director, Jhpiego
- **Dr. Harit K. Chaturvedi**, Chairman, Max Institute of Cancer Care
- **Shri Jitendra M. Thakker**, Chairman, Thakkers Group Limited
- **Dr. Rakesh Parikh**, Secretary General Elect, RSSDI
- **Smt. Mamta Carroll**, Senior Vice President & Regional Director – Asia, Smile Train
- **Shri Rohit Singh**, Chief Executive Officer, NephroPlus



## Session - 05

### Skilling for Self-Reliance: NABH as a Catalyst for Quality & Patient Safety

“Skilling for Self-Reliance – NABH as a Catalyst for Quality & Patient Safety” focused on the critical role of capacity building in driving a self-reliant healthcare ecosystem.

Experts shared powerful perspectives on how continuous skilling, training programs, and competency frameworks are enabling healthcare professionals to deliver high-quality, safe care across India. The session emphasized NABH's pivotal role as a catalyst in empowering healthcare workers and institutions to adopt best practices, innovate, and drive sustainable quality improvements.

Discussion that reinforced the importance of equipping healthcare teams to advance patient safety and strengthen Atma Nirbhar Bharat.

#### Panellists-

- **Shri Gaurav Loria**, *Group Chief Operations, Safety & Patient Experience, Apollo Hospitals*
- **Dr. Yagna Unmesh Shukla**, *Chairperson, National Commission for Allied and Healthcare Profession (NCAHP)*
- **Prof. (Dr.) Mahesh Verma**, *Vice Chancellor, Guru Gobind Singh Indraprastha University, New Delhi*
- **Dr. Shubnum Singh**, *Principal Advisor - Health Policy, Confederation of Indian Industry (CII)*
- **Air Marshal Dr. Pawan Kapoor (Retd.)**, *Vice Chairman, Rus Education*
- **Dr. S. N. Basu**, *Principal Director & HOD, Max Healthcare*



## Session - 06

### Digitalising Health – Innovation for Safe, Accessible & Atma Nirbhar Care

“Digitalising Health – Innovation for Safe, Accessible & Atma Nirbhar Care” focused on how digital transformation is revolutionizing healthcare delivery across India.

Industry experts and thought leaders discussed innovative digital solutions that are enhancing patient safety, improving accessibility, and driving efficiency in healthcare systems all aligned with the vision of Atma Nirbhar Bharat. Real-world examples demonstrated how technology is bridging gaps in care, strengthening data-driven decision-making, and empowering healthcare providers at every level.

A Session that showcased digital innovation as a key enabler of safe, high-quality, and self-reliant healthcare for all.

#### Panellists-

- **Shri Avinash Pandey**, Group Lead - Digital Health, NABH
- **Dr. Mona Duggal**, Director, ICMR – NIRDH
- **Shri Surjeet Thakur**, Founder & CEO, TrioTree Technologies Pvt Ltd
- **Shri Achyut Patil**, Scientist E (Joint Director), NRCeS C-DAC
- **Shri Praveen K. Srivastava**, Senior Director & Scientist-G (Health Informatics), C-DAC
- **Shri Nitin Gupta**, Co-Founder, Oakland Systems Pvt Ltd
- **Shri Sandeep Gudibanda**, Chief Executive Officer, HealthPlix Technologies Pvt Ltd



Addressing the inaugural session, **Dr. Vinod Kumar Paul, Member, NITI Aayog**, underscored that women's health and quality healthcare are central to the vision of Viksit Bharat. He praised QCI for emerging as a prime catalyst in advancing the nation's healthcare system **Shri Rizwan Koita**,



**Chairperson, NABH**, in his address stressed that a focused approach on quality healthcare is vital for India's future. He shared insights on NABH's new home (IQCI) and reaffirmed that we are working to make NABH more accessible, empowering hospitals and healthcare providers to deliver excellence with greater ease.



**Shri Kannan Chakravarthy, Secretary General, QCI**, emphasized that quality is the cornerstone of healthcare excellence. Initiatives like Gunvatta Manthan, Gunvatta Pathshala, and Q-Mitra are not just spreading awareness but building a nationwide movement for quality. These efforts are the driving force on our journey towards Viksit Bharat where accessible, reliable, and quality healthcare reaches every corner.



**Dr Atul Mohan Kochhar, CEO, NABH**, underscored that true healthcare excellence is defined not just by progress in medicine but by our resolve to reach the last mile. He emphasized that the theme 'Antyodaya in Healthcare: Protecting Every Life, Reaching Every Corner' resonates deeply with the vision of Viksit Bharat—where quality care becomes every citizen's right.



# NABH Quality Connect Grants 2025

NABH Quality Connect Grants 2025 program is for the healthcare quality professionals who are keen to establish new initiatives with innovative thinking and changemaking in the field of healthcare quality and patient safety. This program is designed and created to support these professionals to take their strategic, operational, thought leadership and innovative skills to the next level. It was proposed to award grants ranging from Rs. 25,000/- to Rs. 50,000/- which are selected for the program. Based on this, an advertisement was placed through NABH social media platforms and NABH website calling for submissions from 15th July 2025 to 15th August 2025. NABH received overwhelming responses of submissions from various healthcare professionals all over India. While making recommendations of the proposals, feasibility, the quality of writeup, potential ability

of publication and reliance to quality/patient safety was considered. Five innovative proposals were selected by NABH for grants a committee of 3 renowned experts and leaders in the field of healthcare quality and patient safety was formed to judge, these proposals and give their verdict for recommendation and the amount of grants to be provided and winners were awarded by trophies, certificates and cheques on 17th September, 2025 during the Inaugural session of NABH Patient Safety Conference 2025. NABH, the national accreditation body of India established for focused approach of quality assurance in healthcare and patient safety shall support the researches through this program for up to 5 candidates and these selected proposals were awarded on 17th September every year (World Patient Safety Day) through the same process.



# Launch of NABH Standards

Established in the year 2005, NABH is currently offering 25+ accreditation, certification and empanelment programs for various types and maturity level of healthcare providers. NABH had published and released standards designed to facilitate ease of understanding and implementation of various programs in healthcare organizations. On the occasion of World Patient Safety Day 2025, NABH released the following new and revised standards which will help the healthcare industry to promote quality in various aspects of healthcare.

## Accreditation Standards for Assisted Reproductive Technology Clinics – 1st Edition



## NABH MITRA Empanelment Programme



## Digital Health Standards for Clinic Management Solutions (1st Edition) Digital Health CMS Standards – Diabetes Annexure (1st Edition) Diabetes Care Management Annexure under Allopathic Clinics Standards (2nd Edition)



## NABH Digital Health Standards for Hospitals – 2nd Edition



## NABH Accreditation Standards for Blood Centres and Transfusion Services – 4th Edition



## NABH Entry Level Certification Standards for Hospitals – 2nd Edition



### NABH Accreditation Standards for Eye Care Organisations – 2nd Edition



### NABH Emergency Department in Hospital Certification Standards – 2nd Edition



### Nursing Excellence Standards – 2nd Edition



### NABH Infection Control Checklist



### NABH Margdarshak



### NABH Gunvatta Mantra





# Quality Champion Arena

Every year, the NABH Patient Safety Conference continues to grow in scale, significance and impact, bringing together an ever-expanding community of healthcare professionals committed to advancing patient safety and quality. Building on this momentum, this year's conference marked a new milestone with the introduction of the **Quality Champion Arena**, a dedicated platform for healthcare practitioners and researchers to showcase innovative studies, share evidence-based practices, and contribute to the collective learning that drives safer and more effective healthcare delivery.

Among the many highlights, the Scientific Paper Presentation stood out as a dynamic and thought-provoking event. This session not only showcased innovative research but also reflected the collective determination of healthcare professionals to find practical, scalable solutions for patient safety. With nearly 50 presenters from reputed organisations across diverse states, the event transformed into a vibrant arena of knowledge exchange and innovation.

The presentations revolved around six carefully curated themes, encompassing the entire spectrum of patient safety from **Clinical Excellence and Outcome-Based Care, Digital Transformation, Infection Prevention and Control, Tier II/III City Hospital Initiatives, Quality Improvement Frameworks, and Safe Care for Newborns and Children**. Each theme highlighted unique challenges and solutions,

ranging from new clinical models that reduce errors, to technology-driven innovations, to grassroots initiatives ensuring equitable care delivery in smaller towns and rural areas.

To maintain depth and quality, each theme was anchored by a dedicated Master of Ceremony and guided by a panel of distinguished jury members, who offered expert evaluations, constructive feedback, and mentorship to the presenters. This ensured that the session was not just about competition, but also about capacity building, peer learning, and real-time knowledge exchange.

Adding a creative dimension to the otherwise academic paper presentations, street plays (Nukkad Natak) were staged between sessions. These performances humanised critical patient safety issues, sparking reflection and leaving a lasting impression on the audience. They demonstrated how complex healthcare messages can be made accessible, relatable, and impactful through cultural expression.

In essence, the Scientific Paper Presentation was more than an academic exercise—it was a celebration of collaboration and innovation in the pursuit of safer healthcare systems. By bridging rigorous science with creative storytelling, the event reaffirmed the conference's mission: that patient safety is not just a policy priority but a shared responsibility, touching every patient, every provider and every corner of the nation.

**Theme 1: Clinical Excellence & Outcome-Based Care**

This segment emphasized innovative approaches and research-based interventions to strengthen infection control mechanisms within healthcare facilities. Presentations showcased successful implementation of surveillance systems, antimicrobial stewardship, and hygiene compliance programs that effectively reduced healthcare-associated infections. The learnings underscored the importance of a proactive, data-backed approach to infection prevention as a cornerstone of patient safety.



**Theme 4: Tier 2/3 City Hospital Initiative & Patient Safety**

This theme recognized the impactful work being carried out in smaller and mid-level hospitals across Tier II and III cities, where resource optimization and innovative management practices are transforming healthcare delivery. The papers presented illustrated scalable models of quality improvement and patient safety initiatives that bridge urban-rural healthcare disparities, demonstrating NABH's inclusive vision of quality for all.



### Theme 3: Infection Prevention and Control

This theme focused on showcasing studies and initiatives that drive measurable improvements in patient outcomes through evidence-based clinical practices, adherence to care protocols, and data-driven performance evaluation. Presenters demonstrated how structured outcome monitoring and quality indicators can translate into tangible gains in patient recovery, safety, and satisfaction, reinforcing the value of outcome-oriented care delivery in accredited healthcare systems.



### Theme 2: Digital Transformation and Innovation

The session successfully highlighted how digital innovation is reshaping healthcare delivery through electronic medical records, AI-driven decision support, telemedicine, and real-time data analytics. Despite the scheduling adjustment for one presenter, the session effectively demonstrated practical applications of technology in enhancing patient safety, improving healthcare access, and driving measurable quality improvements aligned with NABH's mission for safer, more transparent healthcare systems.



### Theme 5: Patient Safety and Quality Improvement

Under this theme, presenters shared structured methodologies and practical frameworks adopted to enhance organizational performance, reduce errors, and promote a culture of safety. The session highlighted how continuous quality improvement tools such as PDCA cycles, Lean Six Sigma approaches, and data audits enable hospitals to institutionalize best practices, achieve accreditation goals, and sustain measurable progress in care delivery.



### Theme 6: Safe Care for Newborns and Children

This theme focused on pediatric and neonatal safety, emphasizing protocols, innovations, and process improvements aimed at protecting the most vulnerable patient groups. The studies presented demonstrated advancements in neonatal infection control, safe medication practices, and early intervention strategies that improve survival and developmental outcomes. The presentations reaffirmed NABH's commitment to fostering safe and compassionate care for children as a national priority.



## Cultural Events

### Nukkad Natak

**Sharda University, Greater Noida, Uttar Pradesh.**

Their powerful street play highlighted the importance of healthcare quality, patient safety, and innovative practices.



**Jawaharlal Nehru Homoeopathic Medical College & Hospital, Parul University, Vadodara, Gujarat.**

Their thought-provoking performance highlighted the importance of healthcare quality and patient safety, leaving the audience inspired through powerful storytelling.



**Sir Ganga Ram Hospital, New Delhi.**

Engaging performance emphasized the significance of healthcare quality and patient safety, delivering a strong message through impactful street theatre.



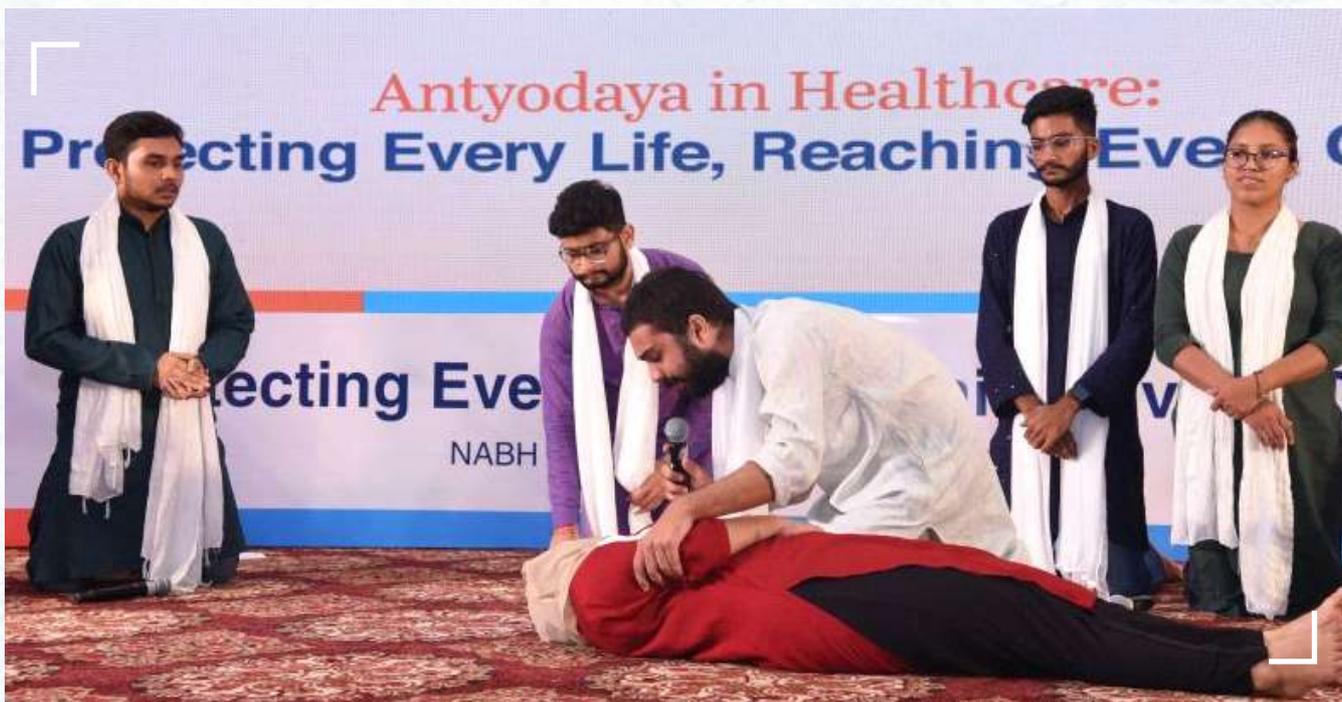
**Vasundhara Hospital, Jodhpur, Rajasthan.**

Performance highlighted the significance of healthcare quality and patient safety, conveying the crucial message “Prevention is better than cure” through impactful street theatre.



### Gunvatta Gurukul, Quality Council of India.

Impactful street play highlighted the importance of healthcare quality and patient safety, spreading awareness through meaningful storytelling.



# Felicitation Ceremony

## Special Recognition

A landmark achievement in public healthcare. **Dr. Ram Manohar Lohia Hospital (PGIMER)** and ABVIMS Medical College, New Delhi, became the first multi-speciality Central Government hospital to achieve **NABH Accreditation**.

This milestone, honoured with special recognition at **NPSC 2025**, set a new benchmark in quality and patient safety, advancing NABH's commitment to building a safer, more robust, and inclusive healthcare ecosystem.



## Special Recognition - National Ayush Mission (NAM)

NABH Adopters Felicitation – Ayush Entry Level Certification for Ayushman Arogya Mandir (AAM) under NAM

1. Department of Ayush, Haryana
2. Department of Ayush, Kerala
3. Department of Ayush, Uttarakhand
4. Department of Ayush, Jammu & Kashmir
5. Department of Ayush, Nagaland
6. Department of Ayush, Assam
7. Department of Ayush, Tripura
8. Department of Ayush, Mizoram



**Felicitation of Early Adopters - HIS/EMR Awards**

1. Eclinical India Pvt. Ltd.
2. Plus91Technologies Pvt. Ltd
3. Suvarna Technosoft Pvt. Ltd.
4. Softcure Technology Llp
5. Itdose Infosystems Private Limited.
6. Akhil Systems Pvt. Ltd.
7. Srit India Private Limited.
8. Triotree Technologies Private Limited.
9. Yro Systems Pvt. Ltd.
10. Oakland Systems Pvt. Ltd.





### NABH Digital Health Standards (DHS) Excellence Awards

1. Rajagiri Hospital, Kochi, Kerala
2. Max Super Speciality Hospital, Vaishali, New Delhi
3. Kamalnayan Bajaj Hospital, Chhatraptim, Smabhajinagar, Maharashtra
4. Indraprastha Apollo Hospitals, Jasola Vihar, New Delhi
5. Healthcare Global Enterprises Ltd, Bengaluru, Karnataka
6. PBMA's H V Desai Eye Hospital, Pune, Maharashtra
7. Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute, Mumbai, Maharashtra
8. Jaslok Hospital & Research Centre, Mumbai, Maharashtra
9. Baby Memorial Hospital, Kozhikode, Kerala
10. Dr. B.L. Kapur Memorial Hospital, Rajendra Place, New Delhi
11. HCL Avitas Pvt Ltd, Noida, Uttar Pradesh
12. Dr. B.L. Kapur Memorial Hospital, Rajendra Place, New Delhi
13. Medipulse Hospital, Jodhpur, Rajasthan
14. Neelam Hospital, Patiala, Punjab
15. Caritas Hospital, Kottayam, Kerala

### Rajagiri Hospital, Kochi

**Digital Tool / Solution Implemented**

- Robotic Process Automation (RPA)
- Deployment of RPA for repetitive tasks in HR, Finance, and Operations
- Multi-tenant SaaS ERP system

**Key Features**

- Automated invoice processing
- Streamlined HR processes
- Enhanced data accuracy

**Lessons Learned / Replicability**

- Clear communication and training
- Phased implementation

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Operational efficiency and cost reduction through automation.

**Key Challenges**

- Integration with existing systems
- Employee resistance

**Key Features**

- Cloud-based architecture
- Mobile accessibility

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Max Super Speciality Hospital, Vaishali

**Digital Tool / Solution Implemented**

- AI-based diagnostic tools
- Cloud-based patient management system

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through AI and cloud solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Kamalnayan Bajaj Hospital, Ch. Shambajinagar

**Digital Tool / Solution Implemented**

- Cloud-based ERP system
- AI-based diagnostic tools

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through cloud and AI solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Indraprastha Apollo Hospital, New Delhi

**Digital transformation of biomedical equipment contract management**

**Contract Management Software:**

- Automated contract renewal
- Real-time monitoring

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Streamlining biomedical equipment contract management through digital transformation.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### HCG Cancer Hospital, Bengaluru

**Digital Tool / Solution Implemented**

- Cloud-based ERP system
- AI-based diagnostic tools

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through cloud and AI solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### PBMA's H. V. Desai Eye Hospital, Pune

**Digital Tool / Solution Implemented**

- Cloud-based ERP system
- AI-based diagnostic tools

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through cloud and AI solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute, Mumbai

**Digital Tool / Solution Implemented**

- Cloud-based ERP system
- AI-based diagnostic tools

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through cloud and AI solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Jaslok Hospital & Research Centre, Mumbai

**Digital Tool / Solution Implemented**

- Cloud-based ERP system
- AI-based diagnostic tools

**Key Features**

- Real-time monitoring
- Enhanced patient engagement

**Lessons Learned / Replicability**

- Continuous monitoring and updates
- Regular training

**Key Enablers**

- Management support
- Skilled workforce

**Statement / Digital Challenge**

Improving patient care and operational efficiency through cloud and AI solutions.

**Key Challenges**

- Data security and privacy
- Integration with legacy systems

**Key Features**

- AI-powered analytics
- Cloud-based infrastructure

**Lessons Learned / Replicability**

- Regular updates and training
- Feedback loops

### Baby Memorial Hospital, Kozhikode

**The Organization**

**Problem Statement / Digital Challenge**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned**

**Digital Implementation Highlight**

### AutoResQ: Next-Gen Oversight for Ambulance & Crash Cart Readiness

HCL Avitas Pvt. Ltd., Noida

**The Organization**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned**

**Digital Implementation Highlight**

**Top Learnings**

### Digital Transformation through CPRS Implementation

BLK-Max Super Speciality Hospital, New Delhi

**The Organization**

**Problem Statement / Digital Challenge**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned**

**Digital Implementation Highlight**

### Digital Transformation through CMIS Implementation

Medipulse Hospital, Jodhpur

**The Organization**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned**

**Digital Implementation Highlight**

**Top Learnings**

### Digital Transformation For Cost Optimisation & Improved Care

Neelam Hospital, Raipura

**The Organization**

**Problem Statement / Digital Challenge**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned**

**Digital Implementation Highlight**

### Caritas Pulse

Caritas Hospital, Kottayam

**The Organization**

**Problem Statement / Digital Challenge**

**Digital Tool / Solution Implemented**

**Key Enablers**

**Challenges**

**Lessons Learned / Repeatability**

**Whether or not should cases be shared for best practices?**

### Felicitation of Early Adopters – NABH Care Homes Accreditation Programme

1. Antara Assisted Care Services Limited, Gurugram, Haryana
2. Athulya Assisted Living Private Limited, Tiruvallur, Tamil Nadu
3. Chaitanya Institute for Mental Health, Pune, Maharashtra
4. Swarg Golden Age Care Foundation, Vadodara, Gujarat
5. KITES Senior Care, (Unit of Lifebridge Senior Care Pvt. Ltd.) Bengaluru, Karnataka



### Felicitation of Early Adopters – NABH Stroke Centres Certification Programme

1. Integrated Stroke Unit- Parul Sevashram Hospital, Vadodara, Gujarat
2. Advance Stroke Centre-Christian Medical College, Ludhiana
3. Sahyadri Group of Hospitals, Pune, Maharashtra



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

**JAI HIND.**

# **NABH Global Presence and Participations**



# NABH-QCI Session on Digital Health Standards

NABH-QCI conducted a focused session at Hindi Bhawan, New Delhi, on Digital Health Standards aimed at accelerating digital transformation and strengthening healthcare quality and patient safety.

**Mr. Avinash Pandey** (Group Leader) and **Dr. Priyanka Chauhan** (Sr. Product Manager) at NABH opened the session with insights into the scope and significance of DHS, its long-term benefits, and the pivotal role of digital systems in strengthening healthcare quality. **Dr. Saurabh Raha**, President Quality at Yashoda Hospital, Kaushambi, joined as the session buddy and presented a detailed case study on the implementation of Digital Health Standards, sharing practical strategies for assessment preparedness.



# NABH–QCI Gunvatta Pathshala

NABH–QCI Gunvatta Pathshala initiative, NABH successfully launched the OT Technician Training Program in collaboration with Smile Train India

The training was aimed at enhancing surgical Patient Safety and delivering high-quality care in the operation theatres.

The three-day training, held at Maharaja Agrasen Hospital Punjabi Bagh, was led by NABH's expert team that designed to build capacity among OT technicians through structured and competency-based learning.

- 37 OT technicians trained in the pilot program from seven different states
- Basic life-saving skills facilitated by the Life Saver Association
- Hands-on simulation-based modules powered by MedLern

This initiative reflects NABH's continued commitment to strengthening healthcare systems through ongoing training and practical upskilling—laying the groundwork for a nationwide rollout and safer surgical outcomes across India.



# NABH-QCI Outreach Program

NABH, QCI initiated NABH Outreach Program with universities students.

During this interactive session, NABH team engaged with bright, aspiring healthcare professionals, creating awareness about:

- QCI-NABH's role in setting benchmarks for quality and safety in healthcare delivery.
- Various quality-related programmes and certifications.
- The importance of patient safety and its integration into daily healthcare practices.
- Opportunities for students to participate in the NABH Patient Safety Conference (NPSC) and contribute to India's quality healthcare movement.



# Gunvatta Yatra – Ayodhya, Uttar Pradesh

(NABH) Entry Level Certification for Healthcare Providers on August 19, 2025, at Hotel Panchsheel, Ayodhya.

Dr Atul Mohan Kochhar (CEO, NABH) graced the program, joined by Dr. Gautam Girotra (NABH Assessor) and Mr. Pankaj Kumar (Asst. Manager, NBQP).

The session covered NABH introduction, benefits, and certification overview, engaging 45 participants and concluding with the Quality Bharat Pledge



# NABH-QCI Gunvatta Manthan - Bengaluru

The NABH - QCI Gunvatta Manthan – A Strategic Forum for Quality Excellence, held in Bengaluru, convened distinguished healthcare leaders, quality champions, and institutional stakeholders for insightful deliberations on elevating healthcare delivery standards.

The forum spotlighted critical themes, including strengthening NABH accreditation processes, driving innovation through digital health solutions, and enabling operational excellence to enhance patient safety and build trust.

Through engaging discussions on empowering facilities, fortifying the assessor ecosystem, and nurturing a culture of quality, Manthan once again underscored NABH-QCI's vision of advancing a resilient, patient-centric healthcare ecosystem in alignment with the aspirations of a Viksit Bharat 2047.



# NABH-QCI Gunvatta Manthan - Jaipur

The NABH- QCI **Gunvatta Manthan** – A Strategic Forum for Quality Excellence, held on July 11th, 2025, in **Jaipur**, brought together visionary healthcare leaders, quality experts, and institutional stakeholders for an in-depth exchange on advancing healthcare standards. The event focused on key themes including streamlining NABH accreditation, fostering innovation, and leveraging digital solutions to enhance compliance and operational efficiency.





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