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NABH

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Safe, Smart and Sustainable Healthcare



Mr. Rizwan Koita
Chairman NABH

A Safer Today, A Smarter Tomorrow, A Sustainable Future

Healthcare is not merely about treating disease; it is about protecting lives, preserving dignity and creating an environment in which every individual can receive safe, equitable and high-quality care. As healthcare continues to evolve, the pursuit of quality must evolve with it. The theme "Safe, Smart & Sustainable Healthcare" therefore represents not just a contemporary priority, but a shared responsibility for the future of healthcare.

Safety must remain the foundation of every healthcare system. A truly patient-centric organisation is one where risks are anticipated, errors are addressed constructively, and every member of the healthcare team is empowered to speak up and contribute to improvement. Quality standards and accreditation provide an important framework for building such systems, but sustainable improvement ultimately comes from a culture of accountability, learning and continuous vigilance.

The healthcare landscape is also becoming increasingly smart. Digital health, data-driven decision-making, artificial intelligence, automation and innovative models of care are opening new possibilities for improving accessibility, efficiency and patient outcomes. Yet, technology must always be guided by ethics, clinical judgement and human compassion. Smart healthcare is not simply about adopting new technologies; it is about using them responsibly to deliver better care.

The third pillar, sustainability, reminds us that the health of people is intrinsically connected to the health of our planet. Healthcare institutions have an important role in reducing resource consumption, managing waste responsibly, improving energy efficiency and preparing for the challenges posed by climate change. Sustainability must increasingly become embedded within healthcare planning, infrastructure and quality improvement.

NABH remains committed to strengthening this integrated approach to healthcare excellence. Through accreditation, certification, standards development, capacity building and stakeholder engagement, we seek to support healthcare organisations in creating systems that place patients at the centre while promoting resilience, innovation and responsible growth.

This newsletter provides an opportunity to share experiences, recognise good practices and encourage meaningful dialogue across the healthcare ecosystem. I am confident that the collective wisdom and commitment of healthcare professionals will help transform these principles into everyday practice.

Let us work together to build healthcare systems that are safer for every patient, smarter through responsible



Mr. Chakravarthy T. Kannan
Secretary General, QCI

Reimagining Healthcare: Where Safety, Innovation and Sustainability Converge

The healthcare sector stands at an important inflection point. Rapid technological advancement, changing patient expectations, emerging health challenges and the growing impact of climate change are reshaping the way healthcare is designed and delivered. In this evolving landscape, safe, smart and sustainable healthcare is not an aspiration for tomorrow it is an imperative for today.

The journey begins with safety. Every interaction within a healthcare system has the potential to influence patient outcomes. Strengthening clinical processes, improving communication, managing risks, learning from adverse events and continuously measuring performance are essential to creating safer systems. Quality improvement must therefore become an ongoing organisational discipline rather than a one-time exercise.

At the same time, smart healthcare is creating unprecedented opportunities. Artificial intelligence, digital health technologies, interoperable systems, analytics and automation can enable more informed decisions, personalised care and efficient use of resources. However, innovation creates value only when it is implemented with appropriate governance, transparency, cybersecurity, ethical safeguards and human oversight. The objective is not technology for technology's sake, but technology that meaningfully improves the experience and outcomes of patients.

Sustainability adds another essential dimension to this vision. Healthcare organisations must increasingly recognise their responsibility towards environmental stewardship while continuing to deliver quality care. Energy-efficient infrastructure, sustainable procurement, responsible waste management, efficient utilisation of water and other resources, and climate-resilient healthcare facilities can contribute significantly to a healthier future.

At NABH, our endeavour is to enable this transformation by continuously evolving standards, strengthening healthcare quality systems and encouraging organisations to embrace innovation while keeping patient safety at the centre. Accreditation serves not merely as a benchmark of compliance, but as a catalyst for organisational learning, performance improvement and a culture of excellence.

The future of healthcare will be shaped by organisations that can successfully bring together people, processes, technology and sustainability. It will require collaboration among healthcare providers, policymakers, technology innovators, quality professionals and, most importantly, patients and communities.

I am pleased to present this edition of the NABH Newsletter as a platform for sharing ideas, innovations and experiences that can inspire this transformation. May it encourage us to think beyond conventional boundaries and pursue healthcare that is not only clinically excellent, but also resilient, responsible and future-ready.

Together, let us reimagine healthcare safer in its systems, smarter in its solutions and sustainable in its impact.

National Accreditation Board for Hospitals & Healthcare Providers

VISION

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

MISSION

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

VALUES

Credibility	:	Provide credible and value addition services
Responsiveness	:	Willingness to listen and continuously improving service
Transparency	:	Openness in communication and freedom of information to its stakeholders
Innovation	:	Incorporating change, creativity, continuous learning and new ideas to improve the services being provided

Articles from NABH Secretariat





Sustaining Healthcare Through Quality: Building Tomorrow's Healthcare, Today

Mr. Aman Jain
Assistant Director, NABH

Quality is not merely a benchmark to be achieved—it is the foundation upon which sustainable healthcare is built.

Healthcare has never stood still. Every generation has witnessed remarkable advances that have changed the way we care for patients, and today that pace of change is faster than ever. Artificial intelligence, digital health, precision medicine, and connected technologies are transforming clinical practice and creating new possibilities for safer, more personalized care. Yet, while innovation opens new doors, healthcare organizations must also navigate growing challenges—an ageing population, the rising burden of chronic diseases, workforce shortages, escalating costs, antimicrobial resistance, climate change, and ever-increasing patient expectations.

In this environment, success cannot be measured only by how much care we provide. It must also be measured by how well we preserve our ability to provide that care in the years ahead. This is the true meaning of sustainable healthcare.

Sustainability is often associated with green hospitals, renewable energy, or responsible biomedical waste management. These efforts are undoubtedly important, but sustainability in healthcare reaches much further. It is about creating systems that consistently deliver safe, effective, and compassionate care while making the best use of available resources. It is about ensuring that future generations inherit a healthcare system that is stronger than the one we have today—not one that has been stretched beyond its limits.

The strongest foundation for achieving this goal is quality.

Quality is not confined to policies, audits, or accreditation assessments. It comes alive in everyday clinical practice—in the medication error that is prevented because safety checks worked as intended, the hospital-acquired infection that never occurred because infection prevention practices were followed diligently, or the patient whose treatment was not delayed because different departments communicated effectively. These moments often go unnoticed, yet they represent quality in its most meaningful form. More importantly, they reduce waste, improve efficiency, strengthen patient trust, and make healthcare more sustainable.

The World Health Organization defines quality healthcare as care that is safe, effective, people-centred, timely, efficient, equitable, and integrated. These principles are not simply measures of performance; together, they create resilient healthcare systems that can respond to today's demands while remaining prepared for tomorrow's challenges.

Building such systems requires more than compliance—it requires a mindset of continuous improvement. Sustainable organizations are not those that never encounter problems; they are those that view every challenge as an opportunity to learn and improve. They encourage healthcare professionals to ask difficult questions: Can this process be safer? Can we simplify it? Can we improve the patient's experience? These conversations, repeated every day across departments, gradually shape organizations where improvement becomes a habit rather than a project.

This philosophy lies at the heart of accreditation. Accreditation is often viewed as a destination, but its real value lies in the journey it creates. It provides a structured framework for strengthening patient safety, clinical governance, risk management, and performance measurement while fostering accountability and teamwork. Rather than encouraging organizations to simply meet standards, accreditation inspires them to build systems that continue to improve long after the assessment is over.

The **NABH Accreditation** programme reflects this vision. By promoting evidence-based practices, standardized processes, patient safety initiatives, and continuous quality improvement, it helps healthcare organizations build a culture where excellence is sustained—not because it is required, but because it becomes the natural way of working.

Innovation is another important pillar of sustainable healthcare. Digital technologies, electronic health records, telemedicine, predictive analytics, and artificial intelligence are helping healthcare professionals make more informed decisions and improve access to care. However, technology is only an enabler. Its real value lies in supporting better clinical decisions, reducing avoidable errors, and allowing healthcare professionals to spend more time where it matters most—with their patients. Technology delivers its greatest impact when it strengthens quality rather than replacing the human element of care.

Ultimately, sustainable healthcare depends on people. Every improvement begins with healthcare professionals who are willing to learn, collaborate, and challenge existing practices. Investing in their knowledge, well-being, and leadership creates organizations that are resilient, innovative, and prepared for change. Patients also play an equally important role. When they are informed, involved in decisions, and empowered to participate in their own care, healthcare becomes safer, more effective, and more sustainable.

Looking ahead, the healthcare organizations that thrive will not necessarily be those with the largest buildings or the most advanced technology. They will be the ones that consistently deliver safe, compassionate, and high-quality care while using resources wisely and embracing a culture of continuous improvement. Every infection prevented, every medication error avoided, every process refined, and every lesson learned strengthens the healthcare system for the future.

As healthcare professionals, our responsibility extends beyond the patients who walk through our doors today. The decisions we make, the systems we improve, and the culture we nurture will influence the care delivered for years to come. Sustainability is not built through one transformational project; it is created through countless thoughtful actions that collectively shape stronger and more resilient healthcare organizations.

Quality is therefore far more than a standard to be achieved. It is the thread that connects patient safety, clinical excellence, innovation, operational efficiency, and responsible stewardship of resources. When quality becomes part of an organization's culture rather than an occasional initiative, sustainability naturally follows.

The future of healthcare will not be secured by technology alone. It will be secured by organizations that place quality at the heart of every decision, every process, and every patient interaction. Because when quality becomes a way of life, sustainable healthcare is no longer an aspiration—it becomes a reality.



Safe, Smart and Sustainable Healthcare: Building the Future of Indian Healthcare

Mr. Uzair Rehmani
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Healthcare is undergoing a profound transformation across the world. The expectations from hospitals and healthcare organizations have expanded far beyond clinical treatment alone. Patients today seek care that is safe, efficient, transparent, technologically enabled, environmentally responsible, and socially accountable. In this evolving landscape, the theme **"Safe, Smart and Sustainable Healthcare"** captures the direction in which modern healthcare must move.

These three pillars are not separate goals; they are deeply interconnected. A healthcare system cannot be considered truly excellent if it is technologically advanced but unsafe, or environmentally conscious but inefficient. The future belongs to healthcare organizations that can integrate patient safety, digital innovation, and sustainability into a single, coherent model of care.

Safety: The Foundation of Trust

Patient safety remains the cornerstone of quality healthcare. Every interaction within a hospital—whether clinical, administrative, or supportive has the potential to influence patient outcomes. Preventing medication errors, reducing healthcare-associated infections, ensuring correct patient identification, maintaining safe surgical practices, and strengthening communication during handovers are all essential elements of a safe healthcare system.

A culture of safety is not created through isolated policies; it is built through leadership commitment, teamwork, accountability, and continuous learning. Healthcare organizations must encourage reporting of near misses and adverse events without fear, analyze root causes, and implement corrective and preventive actions. When organizations learn from errors rather than hide them, they become safer and more resilient.

Patient safety is also closely linked to patient engagement. Informed patients who participate in decisions about their care can help prevent errors, improve adherence to treatment, and strengthen communication with healthcare providers. Safe healthcare is therefore not only about systems and protocols; it is also about partnership, compassion, and respect for the patient.

Smart Healthcare: Technology with Purpose

The second pillar of the future is smart healthcare. Digital technologies are rapidly reshaping healthcare delivery and creating opportunities for better outcomes and greater efficiency. Electronic health records, telemedicine, remote patient monitoring, clinical decision support systems, artificial intelligence, and data analytics are enabling healthcare organizations to make faster and more informed decisions.

A smart hospital is one where information flows seamlessly across departments, duplication is minimized, and clinicians have timely access to accurate patient data. Technology can support early detection of patient deterioration, reduce medication

errors through computerized prescribing, improve diagnostic accuracy, optimize scheduling, and enhance resource utilization.

Telemedicine has expanded access to care for patients in remote and underserved areas, while remote monitoring allows continuous observation of patients beyond the hospital walls. Artificial intelligence is increasingly assisting in radiology, pathology, risk prediction, and operational management. However, the true value of smart healthcare lies not in adopting technology for its own sake, but in using technology to improve safety, efficiency, accessibility, and patient experience.

Importantly, digital transformation must remain human-centered. Technology should support healthcare professionals, not overwhelm them. Training, usability, cybersecurity, data privacy, and ethical use of AI are critical considerations as healthcare becomes more digital.

Sustainability: Healing Without Harming

The third pillar sustainability has become one of the most important healthcare priorities of our time. Healthcare exists to protect human health, yet healthcare facilities themselves consume large amounts of energy and water, generate biomedical and plastic waste, use chemicals, and contribute to greenhouse gas emissions. Climate change, pollution, and resource depletion are increasingly affecting public health, making environmental responsibility a healthcare concern.

Sustainable healthcare seeks to deliver high-quality care while minimizing environmental impact and promoting long-term resilience. It focuses on efficient use of resources, reduction of waste, conservation of energy and water, responsible procurement, and creation of healthier healthcare environments.

Sustainability is not about reducing standards; it is about reducing inefficiency. An energy-efficient hospital lowers operational costs. Effective waste segregation improves safety and compliance. Water conservation strengthens resilience during shortages. Digital documentation reduces paper consumption and improves accessibility. Sustainable practices often generate both environmental and operational benefits.

NABH and the Journey Toward Sustainable Healthcare

In India, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) has been playing a transformative role in advancing safe, smart, and sustainable healthcare. Through its accreditation standards and quality initiatives, NABH encourages healthcare organizations to integrate patient safety, continuous improvement, digital readiness, and environmental responsibility into their everyday functioning.

NABH's framework promotes systematic approaches to infection control, facility management, waste management, safety monitoring, and performance improvement. These elements form a strong foundation for sustainable healthcare operations.

NABH has also been actively encouraging the development of green hospitals. Healthcare organizations are motivated to adopt environmentally responsible practices such as:

- Energy-efficient infrastructure and equipment
- LED lighting and efficient HVAC systems
- Water conservation and rainwater harvesting
- Scientific biomedical waste management
- Reduction of single-use materials where feasible
- Digital and paper-light workflows
- Environmentally responsible procurement
- Safe management of chemicals and hazardous substances
- Green landscaping and improved indoor environments

These initiatives demonstrate that sustainability can be integrated into healthcare delivery without compromising quality or patient safety.

Green Hospitals: From Vision to Action

Across the country, many NABH-accredited hospitals are already implementing innovative green practices.

Solar power installations are helping reduce dependence on conventional energy sources. Sewage treatment plants are enabling water reuse for landscaping and utilities. Smart building systems are optimizing energy consumption. Digital records and e-prescriptions are reducing paper use. Improved waste segregation is enhancing both environmental performance and occupational safety.

Green hospitals also contribute to healthier healing environments. Better ventilation, natural lighting, noise reduction, and cleaner surroundings can improve patient comfort, staff well-being, and overall healthcare experience. Sustainability therefore extends beyond environmental metrics; it influences the quality of care itself.

Integrating the Three Pillars

The real strength of the theme lies in integration. A hospital that invests in digital medication management becomes both smart and safe. A hospital that uses energy-efficient systems becomes sustainable and financially resilient. A hospital that analyzes safety data through digital dashboards becomes safe, smart, and continuously improving.

Future-ready healthcare organizations will increasingly use data to drive safety, technology to improve efficiency, and sustainability to ensure long-term resilience. Leadership commitment is essential to align these efforts across clinical, administrative, engineering, and support functions.

The Road Ahead

As India progresses toward the vision of Viksit Bharat 2047, healthcare institutions have an opportunity to become national leaders in innovation, safety, and sustainability. Accreditation, quality improvement, digital transformation, and environmental stewardship must work together to create resilient healthcare systems capable of meeting future challenges.

NABH's continued leadership in promoting quality and accreditation is helping healthcare organizations across the country move toward this integrated vision. The journey is continuous, requiring collaboration, innovation, and commitment from every stakeholder—clinicians, nurses, administrators, engineers, policymakers, and patients.

The hospitals of the future will not only treat illness; they will prevent harm, use technology wisely, conserve resources responsibly, and contribute to a healthier society and a healthier planet. Safe, smart, and sustainable healthcare is not merely a conference theme or a policy aspiration—it is the blueprint for the next generation of Indian healthcare.





Sustainability in Healthcare: Beyond Green Hospitals, Building Care That Lasts

Mr. Prateek Gautam
Coordinator, NABH-QCI

A truly sustainable healthcare system is not one that merely consumes fewer resources it is one that consistently delivers safe, equitable and compassionate care while preserving the ability to do so for generations to come.

The Hospital That Never Sleeps

Before the first rays of sunlight touch the hospital building, the institution is already alive.

The night shift nurses complete their handover while the morning team prepares for another demanding day. In the intensive care unit, monitors continue their rhythmic beeping, reminding everyone that illness does not follow a clock. The housekeeping staff quietly disinfect patient areas before visitors arrive. Engineers inspect oxygen systems, electrical panels, and water supplies to ensure uninterrupted services. The laboratory has already processed emergency samples collected during the night, while the pharmacy begins replenishing life-saving medicines that will soon be administered across different wards.

For the thousands of people who will walk through its doors today patients seeking relief, anxious families searching for hope, healthcare professionals carrying immense responsibility none of these behind-the-scenes activities are visible. Yet together they represent something remarkable: a healthcare system that never truly pauses.

This continuous rhythm of care is what makes healthcare unlike any other sector. Hospitals cannot simply switch off equipment to conserve electricity or postpone essential services to reduce operational costs. Every decision has a direct bearing on human life. This unique responsibility makes the conversation around sustainability far more complex than reducing waste or planting trees.

For many years, sustainability was largely associated with environmental conservation. It evoked images of green buildings, solar panels, recycling bins, and renewable energy. These remain important, but healthcare has gradually come to recognise that sustainability extends well beyond environmental stewardship. It is equally about building resilient organisations, protecting healthcare workers, ensuring responsible use of limited resources, strengthening governance, and delivering consistently safe, high-quality care that communities can rely upon today and in the future.

In healthcare, sustainability is not an additional initiative competing for attention; it is the foundation upon which quality, safety, and resilience are built.

Rethinking What Sustainability Really Means

The word "sustainability" is often misunderstood because it is frequently viewed through a single lens that of the environment. While reducing carbon emissions and managing waste responsibly are essential goals, limiting sustainability to environmental practices overlooks the broader challenges confronting modern healthcare.

Healthcare systems across the world are navigating an increasingly complex landscape. Populations are ageing. Chronic diseases continue to rise. New infectious threats emerge unexpectedly. Medical technology advances at an unprecedented pace. At the same time, healthcare organisations face mounting financial pressures, workforce shortages, changing patient expectations, and growing demands for accountability.

Against this backdrop, sustainability becomes the ability of a healthcare system to continue delivering safe, effective, and compassionate care despite changing circumstances.

It asks difficult but necessary questions.

Can hospitals maintain quality while treating increasing numbers of patients?

Can healthcare professionals continue providing compassionate care without experiencing burnout?

Can organisations remain financially viable while investing in innovation?

Can resources be utilised wisely without compromising patient outcomes?

Can today's healthcare decisions safeguard the needs of future generations?

The answers to these questions lie in recognising that sustainability rests upon three interconnected pillars.

The first is environmental sustainability, which focuses on reducing the ecological footprint of healthcare through efficient energy use, responsible waste management, water conservation, sustainable procurement, and environmentally conscious infrastructure.

The second is social sustainability, centred on people. It encompasses patient safety, equitable access to care, employee well-being, professional development, diversity, inclusion, and community engagement. A healthcare system cannot be considered sustainable if the people delivering care are physically exhausted, emotionally overwhelmed, or professionally unsupported.

The third is economic sustainability, which ensures that healthcare organisations remain financially resilient through efficient resource utilisation, sound governance, evidence-based decision-making, and long-term planning. Financial sustainability should never be mistaken for cost-cutting alone; rather, it is about creating greater value from every resource entrusted to the organisation.

When these three dimensions function together, healthcare organisations become more resilient, adaptable, and capable of meeting future challenges.

Quality: The Often-Overlooked Driver of Sustainability

Interestingly, some of the most effective sustainability initiatives in hospitals never carry the label of sustainability.

When a hospital successfully reduces healthcare-associated infections, fewer patients require prolonged hospitalisation. This not only improves patient outcomes but also decreases the consumption of medicines, laboratory investigations, disposable supplies, and energy.

When medication errors decline, unnecessary treatments, additional monitoring, and avoidable complications are prevented.

When surgical safety checklists are consistently followed, preventable adverse events reduce, preserving valuable human and material resources.

When clinical pathways become standardised, unnecessary investigations and variations in care diminish, leading to better outcomes and more efficient utilisation of healthcare resources.

These examples illustrate an important truth: quality improvement itself is one of healthcare's most powerful sustainability strategies.

Poor quality generates waste in many forms—not only biomedical waste but also wasted time, wasted effort, wasted finances, and, most importantly, lost opportunities to improve patient lives.

Every preventable infection consumes additional antibiotics.

Every avoidable readmission occupies beds that could have served another patient.

Every repeated diagnostic test uses manpower, equipment, electricity, and consumables that might otherwise have been preserved.

Every delayed diagnosis increases both clinical and economic costs.

Viewed through this perspective, patient safety and sustainability become inseparable. One strengthens the other.

Hospitals that cultivate strong quality systems are not merely improving compliance; they are building organisations capable of delivering better care with greater responsibility and resilience.

Sustainability Begins With People

Technology, infrastructure, and sophisticated medical equipment often dominate discussions on healthcare transformation. Yet the most valuable resource within any hospital remains its people.

Doctors, nurses, technicians, pharmacists, administrators, engineers, housekeeping staff, and countless others collectively sustain healthcare every single day.

The COVID-19 pandemic served as a powerful reminder of this reality. Healthcare workers continued caring for patients despite uncertainty, personal risk, emotional distress, and extraordinary workloads. While the pandemic highlighted remarkable resilience, it also exposed the vulnerabilities of a workforce operating under sustained pressure.

Burnout, compassion fatigue, staffing shortages, and mental exhaustion are no longer isolated concerns; they have become significant organisational challenges.

A sustainable healthcare system therefore cannot focus solely on preserving natural resources while overlooking human resources.

Supporting healthcare professionals through safe staffing, continuous learning, leadership development, psychological safety, recognition, and opportunities for growth is not merely an employee welfare initiative. It is an investment in patient safety and organisational sustainability.

Healthcare organisations flourish when their people flourish.

A motivated workforce communicates more effectively, collaborates more efficiently, embraces innovation more readily, and consistently delivers higher-quality care.



Ultimately, sustainable healthcare begins not with buildings or machines, but with people who remain empowered to care with competence, compassion, and confidence.





Green Hospitals in India: Sustainability in Healthcare

Dr. Sneha Pattnaik
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1. Introduction

Hospitals are heavily dependent on substantial energy, water, medical supplies, and infrastructure for their operation, making them major consumers of natural resources. While healthcare improves population health, it also contributes to environmental degradation through high carbon emissions, biomedical waste, and resource-intensive operations. Green hospitals seek to address these challenges by integrating sustainable practices into infrastructure, operations, procurement, and patient care without compromising clinical quality. In India, sustainability initiatives are increasing, but implementation varies considerably across healthcare organizations.

2. Methodology

A systematic literature review was conducted using peer-reviewed journal articles, institutional reports, and healthcare sustainability publications from 2010–2026. Sources focused on biomedical waste management, green infrastructure, renewable energy, water conservation, digital health, circular economy, and hospital sustainability. The evidence was analyzed thematically to identify implementation trends, barriers, and strategic opportunities.

3. Results and Analysis

Key Findings

- Biomedical waste management is the most mature sustainability practice due to strict regulatory requirements.
- Energy efficiency initiatives, including LED lighting, efficient HVAC systems, and solar installations, have reduced operational costs and emissions.
- Digital healthcare supports sustainability by reducing paper consumption and unnecessary travel through electronic records and tele-medicine.
- Green procurement and green building infrastructure remain the least developed areas because of higher capital requirements and limited policy incentives.
- Sustainability initiatives are predominantly concentrated in large private hospitals, whereas many public hospitals continue to face financial and infrastructural challenges.

Implementation Level of Green Hospital Practices

Relative adoption of sustainability initiatives identified across the reviewed literature (0–100 scale).

Practice	Score	Relative Level
Biomedical Waste	90	
Energy Efficiency	82	
Digital Health	68	
Water Conservation	58	
Renewable Energy	50	
Green Procurement	38	
Green Buildings	32	

Primary Barriers to Green Hospital Implementation

Relative contribution of key barriers identified in the literature (% share).

Barrier	Share (%)	Relative Level
Financial constraints	30	
Awareness & training	22	
Policy implementation	18	
Technology limitations	15	
Leadership & governance	15	

4. Challenges

The review indicates that high implementation costs, limited sustainability training, fragmented governance, and inconsistent policy enforcement remain the principal barriers to widespread adoption. Most hospitals continue to prioritize regulatory compliance over integrated environmental performance management.

5. Recommendations

1. Integrate sustainability indicators into hospital governance and accreditation systems.
2. Expand renewable energy adoption through financial incentives and green financing.
3. Strengthen workforce training on environmental sustainability.
4. Promote sustainable procurement and circular economy practices.
5. Utilize AI, IoT, and digital monitoring systems to track energy, water, and waste performance.
6. Publish annual sustainability reports aligned with the Sustainable Development Goals (SDGs).

6. Conclusion

Green hospitals provide a practical framework for achieving environmentally responsible and resource-efficient healthcare delivery. This review highlights that, while India has made notable advancements in areas such as biomedical waste management and energy efficiency, the widespread adoption of comprehensive sustainability practices remains inconsistent across healthcare facilities. Strengthening future initiatives will require embedding sustainability into hospital governance, infrastructure planning, digital innovation, workforce capacity building, and accreditation frameworks. A unified national strategy can support healthcare organizations in optimizing resource utilization, minimizing environmental impacts, enhancing system resilience, and advancing India's commitments to climate action and sustainable development.

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Sustainability in Healthcare: The Real Bottleneck in India's Journey to Universal Health Coverage

Mr. Chaman Singh
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Ask any hospital administrator in India what "sustainability" means, and the answer usually stops at energy bills, waste bins and less plastic at operation theatres - rarely at the deeper question of whether the system itself can keep standing. A truly sustainable health system is one that can absorb a growing population, retain its workforce, pay its own bills, and survive its own environmental footprint, all at the same time, without any one of those pressures that quietly breaking the others. By that measure, sustainability is not a checkbox sitting beside India's push for Universal Health Coverage (UHC) it is the load-bearing structure underneath it. Coverage numbers can rise for years while the system's capacity to sustain that coverage erodes beneath them, and India's current health story is a case study in exactly that gap.

The idea has travelled a long way to reach this point. In the decades after independence, sustainability meant little beyond survival, enough primary health centres, enough doctors, enough control of communicable disease, a mission the 1978 Alma-Ata Declaration formalised globally through its call of "Health for All," which India signed but never funded at scale. The 1980s and 90s saw fiscal constraint push public health spending down while private hospitals filled the vacuum in cities, and sustainability as a concept barely existed in policy language. The 2000s and 2010s brought a financing-first phase where the National Rural Health Mission in 2005, Ayushman Bharat in 2018 are treating insurance and infrastructure as the route to coverage, while environmental and workforce concerns stayed peripheral. Today, for the first time, every dimension is visible and measured at once: out-of-pocket expenditure has fallen from roughly 64 percent of health spending in 2013-14 to under 50 percent 2022-23 as per national health accounts 2022-23 report; government health spending has climbed toward 1.8 percent of GDP against a promised target of 2.5 percent; India has technically crossed the WHO's benchmark of one doctor per thousand people but rural distribution stays deeply unequal; and the Indian health system has been identified as the world's seventh-largest national healthcare emitter in absolute carbon terms, prompting 2023 national guidelines on climate-resilient facilities. The road ahead depends less on adding beds or enrolments, which India has proven it can do quickly, and more on holding three harder lines: sustained spending above 2.5 percent of GDP, voluntary green and workforce standards turning binding before 2030, and workforce distribution catching up with a population still growing and ageing this combination that pushes genuinely sustainable UHC closer to 2035 unless momentum accelerates.

Access and affordability diverge in practice: a household may now reach a PM-JAY hospital for major treatment while having no functioning primary centre nearby for everyday illness, routing care through the costliest entry point rather than preventing the need for it. Equity and equality diverge too: private hospitals hold most beds while clustering in cities, rural India

holds roughly 70 percent of the population but under half the beds, and better-off, better-connected, often male beneficiaries capture a disproportionate share of high-value claims - indicating that expanded coverage alone has not adequately addressed the underlying inequities in healthcare access and utilization.

Environmentally, healthcare generates 4-5 percent of global emissions, and India's system, despite unmet coverage needs, ranks seventh-largest globally in absolute terms, generating over 600 tonnes of biomedical waste daily with treatment lagging generation, especially among small clinics. The loop closes on itself: climate change drives more of the disease burden the system absorbs, even as the system's own footprint feeds that same change. None of this can be solved in isolation, financial strain on hospitals discourages environmental investment, workforce shortages undermine the primary care that would ease insurance strain, environmental neglect becomes tomorrow's disease burden, and state-level fragmentation multiplies every gap unevenly.

Accreditation is one instrument positioned to pull on several threads at once. NABH's 2024 Climate Action and Sustainability checklist and its 2025 sixth-edition standards folded environmental and workforce wellbeing into accreditation for the first time. The opportunity now is to make this mandatory rather than voluntary for large hospitals, link it to PM-JAY empanelment incentives so financing and accreditation reinforce each other, publish facility-level sustainability data, and extend standards to primary care facilities where India's fastest growth is happening. India can still reach sustainable universal coverage but only if sustainability becomes the foundation of that pursuit rather than the afterthought it has largely been.





Going Paperless Isn't Automatically Going Green

Rethinking the Carbon Cost of Going Paperless in Indian Healthcare

Ms. Shalini Verma
Coordinator, NABH

Introduction

Every conversation about healthcare's digital future carries an unspoken assumption: going paperless is automatically going green. Electronic health records replace filing cabinets, AI reads scans faster than a radiologist, telemedicine replaces a car journey to the clinic. It sounds like an unambiguous sustainability win, and often it is presented that way. It is also, on the evidence, only half true — and the half that gets left out is now large enough to make global headlines on its own.

The timing makes this worth a closer look. Indian hospitals are digitising faster than at any point in the past decade, and accreditation is finally catching up: NABH's 6th Edition standards, released in January 2025, named environmental sustainability as a governance commitment for the first time, building on a dedicated climate action guidebook it had released a few months earlier, in September 2024. That is a useful signal that the conversation has arrived but it is only a signal. The actual evidence for what digital health costs and saves, in carbon terms, comes from elsewhere: a landmark UN report published this June, a life-cycle study out of one of India's own hospitals, and a growing body of research on both sides of the ledger, positive and negative. That is the story this article tells.

A Warning the World Just Received

In June 2026, the United Nations University's Institute for Water, Environment and Health published the first comprehensive global accounting of AI's environmental cost, and the numbers reframed the debate. Global data centre electricity use, already at 448 terawatt-hours in 2025 more than all but ten countries on Earth is projected to more than double to 935 terawatt-hours by 2030, with AI's share of that demand rising from roughly a fifth to nearly half. The associated carbon output is expected to nearly double as well, from around 189 million tonnes of CO_2 in 2025 to almost 400 million tonnes by 2030 comparable to the annual emissions of a mid-sized industrialised country. The report's lead author, Professor Kaveh Madani, was blunt about why efficiency gains alone will not fix this: as AI becomes cheaper and faster, more of it gets used, and the total footprint grows even as the per-query footprint shrinks. Ireland has already frozen new data centre approvals near Dublin until 2028 because the national grid could not keep up a concrete preview of what happens when digital infrastructure outpaces energy planning.

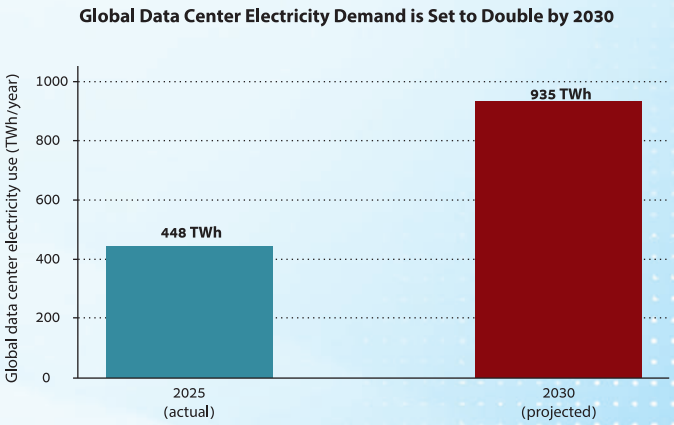


Figure 1: Global data centre electricity demand, 2025 vs. 2030 (projected). Source: UNU-INWEH, "Environmental Cost of AI's Energy Use," June 2026; Associated Press/PBS reporting.

This is Not a Hypothetical for Hospitals

It would be easy to treat this as a data centre problem happening somewhere else, unrelated to the ward. It isn't. A rigorous life-cycle assessment conducted at a large Indian eye care hospital one of the country's largest eye care providers compared its electronic medical record system directly against its former paper-based one. The result surprised the researchers themselves: the EMR system emitted roughly ten times more greenhouse gas per patient visit than paper records did 0.361 kilograms of CO2-equivalent versus 0.037 kilograms almost entirely because the computers and servers ran on India's coal-heavy electricity grid. This is not an argument against digitisation. The same study found that if the hospital's EMR infrastructure ran on solar power instead, emissions dropped to 0.046 kilograms per visit a level comparable to paper. The lesson is not "digital is worse than paper." It is that digital health's environmental impact is not fixed it is a direct function of decisions hospitals and vendors haven't yet been asked to make explicit.

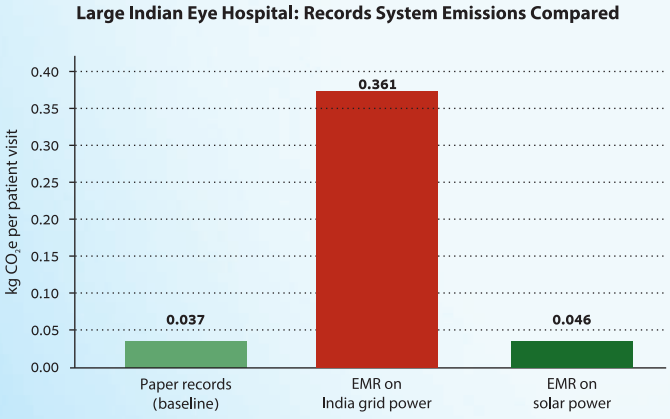


Figure 2: Greenhouse gas emissions per patient visit, paper vs. electronic medical records, a large eye hospital in India. Source: Thiel et al., Journal of Medical Internet Research, 2024.

"Digital health's footprint isn't fixed by the technology. It's fixed by decisions nobody has been asked to make explicit yet."

The Other Side of the Ledger: What Telemedicine Gets Right

The findings above should not be read as a verdict against digital health the same body of evidence shows that when the substitution is a video call for a road trip rather than a server for a filing cabinet, digital health's carbon math turns strongly positive. A 2023 systematic review and cumulative analysis pooling 48 studies and more than 68 million telemedicine consultations worldwide found combined savings of roughly 691,825 tonnes of CO2 and 3.3 billion kilometres of avoided patient travel. Individual health-system studies tell the same story at smaller scale: a 2025 cross-sectional analysis of over 50,000 remote consultations at a major tertiary hospital, and a Brazilian public-health telemedicine programme that avoided roughly 224,000 kilometres of travel and 35,000–40,000 kg of CO2-equivalent emissions in just six and a half months, both found that the emissions generated by the video call itself were a rounding error under 1% against the travel emissions avoided. Notably, telemedicine's climate contribution is significant enough that it now sits inside the Global Health Impact Standards section of the Joint Commission International's own accreditation framework, the international peer to NABH's Digital Health Standards. The pattern that emerges is consistent: digital health is not inherently green or inherently dirty it is green when it substitutes for carbon-intensive travel or paper-heavy logistics, and it is a hidden cost multiplier when it simply adds a coal-powered server behind an existing, already-efficient in-person process. The task for hospitals and regulators is to tell the two apart, use case by use case, rather than treat "digital" as a single sustainability verdict.

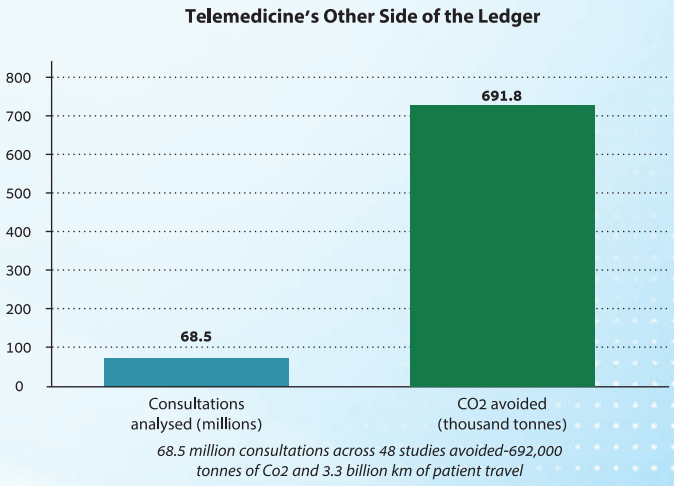


Figure 3: Aggregate CO2 avoided across 48 pooled studies of telemedicine adoption (68.5 million consultations). Source: Systematic Review and Cumulative Analysis of 68 Million Clinical Consultations, ScienceDirect, 2023; Frontiers in Digital Health, 2025.

When the Algorithm Itself Is the Footprint

The UNU-INWEH numbers in Section 2 describe data centres in aggregate; a 2025 review in Insights into Imaging makes the same point at the level of a single AI model the kind hospitals are actively being encouraged to deploy for radiology, triage, and documentation. Analysing the top 20 highest-emitting AI systems published between 2021 and 2024, the researchers found a single training run consumes on the order of 108 million kilowatt-hours and generates roughly 103,000 tonnes of CO2-equivalent comparable to the daily carbon footprint of 7.5 to 8 million people worldwide, and that is before accounting for inference, which the same review estimates can push cumulative lifetime emissions roughly a thousandfold higher than the training run alone. A separate scoping review of environmental sustainability in radiology AI reached a converging conclusion: energy consumption and carbon footprint are now measured outcomes in the literature, and the recommended mitigations lightweight model architectures, quantisation and pruning, efficient optimisers, early stopping, and carbon-aware cloud scheduling are exactly the kind of "right-sized AI" choices a hospital's procurement team, not its data scientists alone, is positioned to demand. For an Indian hospital evaluating an AI-diagnostic vendor, the practical takeaway is that the size and provenance of the model matters as much as its accuracy a small, purpose-built triage model hosted on renewable-powered cloud infrastructure can carry a small fraction of the footprint of a large general-purpose model performing the same task.

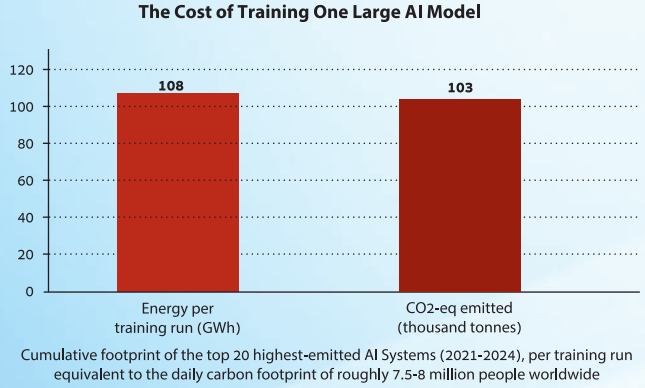


Figure 4: Estimated energy use and CO2-equivalent emissions from training a single large AI model, based on the top 20 highest-emitting systems published 2021–2024. Source: "Radiology AI and Sustainability Paradox," Insights into Imaging, Springer, 2025.

Why This Matters More for India Right Now

India's digital health infrastructure has scaled at a pace with few global parallels. The Ayushman Bharat Digital Mission has issued over 90 crore 900 million Ayushman Bharat Health Accounts as of mid-2026, with more than 82 crore health records already linked and over 16,000 hospitals and facilities registered on the platform. None of this is being built on renewable-first infrastructure by default. If a single mid-sized eye hospital's records system can generate ten times more emissions per visit simply by running on the standard grid, the aggregate footprint of a national digital health system operating at 900-million-account scale is not a rounding error it is a sustainability question that has not yet been asked at the scale it deserves.

It is also a question India's healthcare sector cannot claim is someone else's problem. Healthcare globally already contributes an estimated **4.4% to 5% of global net greenhouse gas emissions** more than the aviation industry according to Health Care Without Harm's landmark climate footprint analysis. Hospitals scaling their digital footprint at the pace India is scaling ABDM cannot assume that trajectory is automatically neutral or positive; the eye-hospital and AI-training numbers above suggest the opposite is just as plausible, depending entirely on the choices made along the way. NABH's recent move to write sustainability into its accreditation standards reflects the same recognition but a standard is only as useful as the questions it forces hospitals to actually ask their vendors and IT teams, and right now, the electricity source behind a hospital's servers is rarely one of them.

What a Realistic Response Looks Like

The honest position here is not "slow down digital health" the access, safety, and continuity-of-care benefits are real and well documented, including reduced duplicate testing and, through telemedicine, genuine reductions in patient travel emissions demonstrated across tens of millions of consultations globally. The realistic response is to build environmental accountability into digital health infrastructure with the same rigour already applied to clinical safety:

- Make the electricity source a stated requirement, not an afterthought, in HIS/EMR procurement and data-centre contracts.
- Extend equipment lifespans and favour energy-efficient hardware; the same study found efficient equipment cut EMR emissions by over half, simply by using computers and servers built to last and consume less.
- Apply "right-sized" AI in clinical settings a small, specialised model for routine triage or documentation consumes a fraction of the energy of a large general-purpose model, and the new ISO/IEC TR 20226:2025 standard gives organisations a framework for tracking and reporting this.
- Ask HIS/EMR and AI-diagnostic vendors for basic energy and carbon disclosure as a standard part of procurement the same way quality and compliance certifications are already a baseline requirement, not an optional extra.
- Favour telemedicine substitution over pure digitisation where the comparison is genuinely video call versus travel, not server versus filing cabinet the evidence base for carbon savings is strongest exactly there, and weakest where digital tools simply add computing load to an already-efficient in-person process.

Conclusion

Sustainability in healthcare has rightly expanded beyond hospital energy bills and waste bins to include water, supply chains, and now, increasingly, digital infrastructure. The instinct to treat "paperless" as automatically "green" is understandable, but the evidence from a UN institute's global data, from a single Indian eye hospital's own records, from a 68-million-consultation telemedicine review, and from the carbon cost of training a single large AI model says the same technology can be either a genuine improvement or a hidden cost multiplier, depending entirely on choices that are currently invisible to patients, regulators, and often even to the hospitals making them. As India's digital health ecosystem scales toward its next hundred crore health accounts, the question worth asking alongside every new HIS rollout and AI diagnostic tool is not just whether it works, but what it runs on.

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Sustainability in Healthcare: Built One Improvement at a Time

Ms. Harshita Kalra
Coordinator, NABH

"Sustainability isn't built through one big breakthrough. It grows through the small things we get right every day."

When we mention sustainability in healthcare, most people picture solar panels, green buildings, and waste segregation bins. Those matter a hospital that cuts its energy bill or reduces plastic waste is doing something real. But that's not where a sustainable healthcare system actually starts. It starts with something less photogenic: getting a little better, every single day, at keeping patients safe and treating them well. You can have the greenest building in the city and still be running an unsafe ward.

Healthcare doesn't sit still, and it never really has. New diseases show up. Technology moves faster than most departments can train for. Budgets, meanwhile, stay tight no matter which of those pressures increases. So, sustainability in this field isn't a checkbox you tick once and move on from. It's the daily grind of noticing what isn't working and fixing it before it becomes a pattern.

The changes that add up rarely look dramatic in the moment. A faster admission process. Ten fewer minutes in the waiting room. One medication error caught before it happened because a nurse flagged a near-miss last month and someone actually acted on the report instead of filing it away. A clinical audit that turns up an inefficiency nobody had noticed for years. None of these make headlines. None of them would show up in a hospital's annual highlight reel. But put a hundred of them together over a year and you've got an organization that runs better, treats people better, and bounces back faster when something does go wrong because it's had the practice.

None of it works without keeping the patient at the center of the whole exercise. Ask patients what isn't working for them. Let them weigh in on decisions about their own care instead of just informing them after the fact. Treat them like people with context and preferences, not a chart number waiting on rounds. Do that consistently, and complications drop, resources stop getting burned on avoidable repeat visits, and this is really the whole point of any of it every patient ends up getting care that's safe, arrives on time, and actually works.

Resources matter too, and using them wisely is essential to building a healthcare system that remains resilient, efficient, and capable of delivering quality care for generations to come. Standardized clinical pathways cut down on tests nobody actually needed. Keeping equipment properly maintained means it lasts years longer instead of failing early and needing replacement. Better inventory tracking means less gets wasted sitting in a storeroom past its expiry. Digital records mean less paper, fewer lost files, and fewer gaps when a patient moves from one department to another mid-treatment. None of this asks anyone to sacrifice quality for the sake of saving money. If anything, it's what makes quality something you can actually keep affording five years from now, not just this quarter.

Environmental sustainability is equally important. Hospitals can reduce their environmental footprint through energy-efficient infrastructure, responsible

biomedical waste management, water conservation, renewable energy, and reduced reliance on single-use materials wherever clinically appropriate. These initiatives not only protect the environment but also strengthen operational resilience and reduce long-term costs.

And then there's the people actually running the place, which is easy to forget when the conversation drifts toward buildings and pathways and equipment logs. Staff who keep learning instead of coasting on what they were taught a decade ago. Teams that talk to each other across departments instead of working in silos and finding out too late that they weren't aligned. A culture where someone who makes a mistake reports it instead of hiding it, because they trust it'll be treated as something to learn from rather than something to be punished for. That trust doesn't build itself. It takes years of a hospital actually following through on it. A system only gets better when the people inside it do, and that's not a slogan it's just how organizations work.

A culture of continuous improvement is strengthened when these practices are supported by well-defined quality standards and accreditation frameworks.

NABH accreditation provides a structured framework that supports sustainable healthcare by promoting patient safety, quality improvement, infection prevention and control, risk management, ethical practices, and efficient use of resources. These principles encourage healthcare organizations to embed continuous improvement into their everyday operations, ensuring that quality is sustained over time rather than achieved only during assessments.

The hospitals that do well going forward, five or ten years out, will be the ones that treat improvement as a daily habit rather than a once-a-year initiative someone remembers to run before an audit. Every small fix to a broken process, every protocol that gets updated because someone noticed it was outdated, every project that shaves off a bit of risk or a bit of waste — that's what a sustainable healthcare system is actually made of. Not the solar panels on the roof, though those help too.

Sustainability is not a destination but a journey of continuous improvement. Every thoughtful decision, every safer process, every conserved resource, and every empowered healthcare professional contribute to a stronger, safer, and more resilient healthcare system. **Ultimately, sustainable healthcare is built not through one extraordinary achievement, but through countless small improvements made every single day.**





Integrating Sustainability into Quality Management Systems: Lessons from Accredited Hospitals

Dr Vaishali Saini
Analyst, NABH

With the increasing focus on environmental sustainability in healthcare, hospitals need to broaden their quality management beyond the traditional realm. NABH accreditation with its strong focus on continuous improvement and patient safety provides an excellent framework to embed sustainability practices into existing Quality Management Systems (QMS). Many NABH accredited hospitals have demonstrated that sustainability and quality are not competing priorities, but mutually reinforcing.

One of the most critical lessons learned from accredited institutions is the incorporation of sustainability into the hospital's policy and leadership commitment. Several NABH accredited hospitals have revised their quality policy to include environmental responsibility in explicit terms. These hospitals have created a common governance structure by integrating sustainability goals with NABH standards like continuous quality improvement (CQI), leadership commitment and facility management. This incorporation helps to make sure sustainability is not a stand-alone activity but an integral part of organisational strategy.

Waste management is the practical demonstration of this combination. NABH accredited hospitals who have upgraded their biomedical waste management system as per NABH standards have also reaped tremendous environmental benefits at the same time. Through the use of colour-coded segregation at source, optimised waste audits and partnerships with authorised recyclers, many hospitals have reduced the volume of waste sent to landfills while remaining fully in compliance with infection control requirements. These measures not only adhere to NABH's standards for infection control and facility management but also aid in reducing the carbon footprint.

Another key lesson is the use of data-driven decision making a fundamental pillar of quality management. Accredited hospitals have been able to use their existing quality indicators and audit processes to track sustainability metrics like energy consumption, water use and carbon emissions. Regular internal audits that once focused only on clinical processes now include environmental parameters. This has helped hospitals to identify high consumption areas, take corrective actions and monitor improvement over a period of time – just what NABH's CQI requirements are all about.

Energy efficiency also delivers great synergy with quality and sustainability. Many accredited hospitals have upgraded to energy-efficient medical equipment, installed LED lighting and adopted building management systems. These interventions lead to lower operational costs and also support NABH standards for facility safety and environmental management. A few hospitals have taken it a step further, integrating green building principles into renovation or new construction projects to enhance patient comfort and staff wellbeing while mitigating the environmental footprint.

Training and building skills is another important lesson. Accredited hospitals have added sustainability modules to their regular staff training programs under

the NABH human resource management standards. When doctors, nurses, and support staff see the connection between resource conservation and quality patient care, compliance with sustainable practices greatly improves. This cultural shift has shown to be more effective than orders from the top.

Nevertheless, there are challenges associated with successfully implementing this process. The main problems noted are resistance to changes, lack of appropriate resources, and difficulties with impact measurement. The hospitals, which managed to overcome those obstacles, implemented sustainability step-by-step, celebrated initial achievements and enjoyed the strong support from their management team.

In summary, NABH accreditation can be viewed as an appropriate platform, which provides an opportunity for hospitals to implement the process of sustainability successfully. Practical examples of accredited hospitals illustrate that implementation of sustainability within the framework of QMS makes the work more effective but does not complicate it. Taking into account the need for healthcare organizations to become environmentally responsible, sustainability implementation into QMS has become necessary for them.



NABH Participation



NABH Regional Assessor Conclave Mumbai

QCI-NABH successfully hosted the NABH Regional Assessor Conclave on September 1, 2026, at Novotel Mumbai International Airport, Mumbai, bringing together NABH Assessors and QPAC (Quality Promotion and Advisory Council) Members from across the region for meaningful engagement, shared learning, and exchange of experiences.

The conclave included focused discussions on:

- Quality Bharat Mission and the Gunvatta initiatives advancing excellence in healthcare
- The role of digital accreditation in strengthening hospital quality assurance
- Sharing of best practices and recognition of quality initiatives
- NABH–QCI Code of Conduct, professional communication, and case-based discussions
- A walkthrough of the Assessor Claim Portal
- The role of QPAC in promoting collaborative learning and best-practice sharing among hospitals
- Newly launched programmes, updated editions, emerging service lines, and the NABH website
- The inception and evolution of the NABH Integrated Modular Platform
- Learning from assessments and strengthening the quality of report writing

The event saw active participation and constructive discussions, strengthened by the practical experiences, insights, and best practices shared by the NABH Assessor community and QPAC Members.

The conclave highlighted the essential role of NABH Assessors in strengthening quality, patient safety, consistency, and continual improvement across healthcare organisations.

QCI-NABH continues to empower its assessor community through ongoing learning, professional development, and collaborative engagement, reinforcing the pursuit of excellence in healthcare accreditation across the country.





NABH Regional Assessor Conclave Lucknow

QCI-NABH successfully hosted the NABH Regional Assessor Conclave on August 21, 2026 at Hilton Garden Inn, Lucknow, bringing together NABH Assessors and QPAC (Quality Promotion and Advisory Council) Members from across the region for meaningful engagement, knowledge exchange, and collaborative learning.

The conclave featured focused discussions on:

- Quality Bharat Mission and the Gunvatta initiatives driving excellence in healthcare
- Updates on NABH quality initiatives and strategic programmes
- Emerging accreditation and certification programmes, revised standards, and new service lines
- Assessor performance, assessment trends, common non-conformities (NCs), and best practices in report writing
- Digital transformation initiatives, including the AI-enabled Modular Platform
- Assessor professionalism, Code of Conduct, effective communication, and assessment best practices
- Recognition of quality initiatives and assessor excellence

The event witnessed active participation and engaging discussions, enriched by the experiences, perspectives, and best practices shared by the NABH Assessor community and QPAC Members.

The conclave reaffirmed the vital role played by NABH Assessors in advancing quality, patient safety, consistency, and continual improvement across healthcare organisations.

QCI-NABH remains committed to empowering its assessor community through continuous learning, professional development, and collaborative engagement, further strengthening the pursuit of excellence in healthcare accreditation across the country.





NABH Regional Assessor Conclave Kolkata

QCI-NABH successfully hosted the NABH Regional Assessor Conclave on August 25, 2026 at Novotel Kolkata – Hotel & Residences, bringing together NABH Assessors and QPAC (Quality Promotion and Advisory Council) Members from across the region for meaningful engagement, knowledge exchange, and collaborative learning.

The conclave featured focused discussions on:

- Quality Bharat Mission and the Gunvatta initiatives driving excellence in healthcare
- The role of digital accreditation in strengthening hospital quality assurance
- Best-practice sharing and recognition of quality initiatives
- NABH–QCI Code of Conduct, professional communication, and case-based discussions
- A walkthrough of the Assessor Claim Portal
- The role of QPAC in enhancing collaborative learning and best-practice sharing among hospitals
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- The inception and evolution of the NABH Integrated Modular Platform
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NABH Regional Assessor Conclave Ahmedabad

QCI-NABH successfully hosted the NABH Regional Assessor Conclave on July 22, 2026 at Le Méridien, Ahmedabad, bringing together NABH Assessors from across the region to connect, exchange insights, and strengthen excellence in healthcare assessments.

The conclave featured focused sessions on:

- Updates on NABH quality initiatives and strategic programmes
- Emerging accreditation and certification programmes, revised standards, and new service lines
- Assessor performance, assessment trends, common non-conformities (NCs), and report-writing best practices
- Digital transformation initiatives, including the AI-enabled Modular Platform
- Assessor professionalism, Code of Conduct, communication, and assessment best practices
- Recognition of quality initiatives and assessor excellence

The event witnessed active participation, engaging discussions, and valuable knowledge exchange, enriched by the experiences shared by NABH Assessors. It reaffirmed the vital role of NABH Assessors in strengthening quality, patient safety, and continuous improvement across healthcare organisations.

QCI-NABH remains committed to empowering its assessor community through continuous learning, professional development, and collaborative engagement, ensuring excellence in healthcare accreditation across the country.









NABH Regional Assessor Conclave Bengaluru

QCI-NABH successfully hosted the NABH Regional Assessor Conclave on July 29, 2026 at Fairfield by Marriott, Rajajinagar, Bengaluru, bringing together NABH Assessors from across the region to connect, exchange insights, and strengthen excellence in healthcare assessments.

The conclave featured focused sessions on:

- Updates on NABH quality initiatives and strategic programmes
- Emerging accreditation and certification programmes, revised standards, and new service lines
- Assessor performance, assessment trends, common nonconformities (NCs), and report-writing best practices
- Digital transformation initiatives, including the AI-enabled Modular Platform
- Assessor professionalism, Code of Conduct, communication, and assessment best practices
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QCI-NABH remains committed to empowering its assessor community through continuous learning, professional development, and collaborative engagement, ensuring excellence in healthcare accreditation across the country.









QCI Gunvatta Mahotsav at Pune

QCI-NABH successfully hosted the inaugural QCI Gunvatta Mahotsav on July 04, 2026 at Sayaji Hotels, Pune, bringing together accredited hospitals, healthcare leaders, quality professionals, clinicians, researchers, students, and healthcare organizations on a common platform to promote quality, patient safety, and continuous improvement in healthcare.

The one-day integrated quality engagement programme featured:

- NABH Gunvatta Yatra
- Best Practices Showcase & Presentations
- Gunvatta Manthan
- NABH Certificate Course for Quality Managers

The event witnessed enthusiastic participation, insightful conversations, and the sharing of innovative practices, reflecting the collective commitment of the healthcare community towards advancing quality and excellence.QCI-NABH successfully hosted the inaugural QCI Gunvatta Mahotsav on July 04, 2026 at Sayaji Hotels, Pune, bringing together accredited hospitals, healthcare leaders, quality professionals, clinicians, researchers, students, and healthcare organizations on a common platform to promote quality, patient safety, and continuous improvement in healthcare.

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Gunvatta Mahotsav at Visakhapatnam

Every hospital has a story of innovation. At the Best Practices Sharing Platform during QCI- NABH Gunvatta Mahotsav, hospitals came together to showcase the quality initiatives that are transforming patient care and operational excellence.

From inspiring ideas to practical solutions, the platform celebrated learning through collaboration. Among the many outstanding presentations, three best practices were recognised for their innovation, impact, and potential to inspire healthcare organisations across the country.

Because when one hospital shares what works, the entire healthcare ecosystem moves forward.







Building Digital Health Capability: NABH-GIC Launches Digital Health Leadership Academy

Building Digital Health Capability. Strengthening Trust. Enabling Transformation.

On August 26, 2026, NABH, in collaboration with the General Insurance Council (GIC), launched the NABH-GIC Digital Health Leadership Academy, with the objective of building digital health capability across the healthcare and health insurance ecosystem.

The Academy was launched by Shri Ajay Seth, Chairperson, IRDAI, in the presence of Shri Kannan Chakravarthy, Secretary General, Quality Council of India; Shri Rizwan Koita, Chairperson, NABH; Dr S Prakash, CEO, General Insurance Council; and Shri Avinash Pandey, Group Leader – Digital Health Standards, NABH, along with other distinguished dignitaries and leaders from the healthcare and insurance sectors.

Healthcare and health insurance are undergoing rapid digital transformation. As hospitals, insurers, TPAs and patients become increasingly connected, technology alone is not enough. Capability, standardisation, governance, documentation and interoperability are essential to making the ecosystem work effectively.

The NABH-GIC Digital Health Leadership Academy addresses this need through two pathways:

Digital Health Strategy & Leadership - for senior leaders driving digital strategy, transformation, governance and value.

Digital Health Operations & Claims - for teams working across documentation, claims, provider–payer workflows and operational efficiency.

Together, the two pathways comprise nine focused modules, designed to build a common understanding of digital health across the ecosystem.

The Academy represents a shared commitment by NABH and GIC to develop the people and capabilities needed to translate digital health investments into better documentation, greater transparency, stronger collaboration and a more efficient and trusted healthcare ecosystem.

One ecosystem. One common understanding. A digital future.



NABH-QCI and PHFI H.E.L.P. Sign MoU to Advance Sustainable and Climate-Resilient Healthcare

NABH-QCI is pleased to announce the signing of a Memorandum of Understanding (MoU) with the Health Environment Leadership Platform (H.E.L.P.), Public Health Foundation of India (PHFI).

Through this strategic alliance, PHFI H.E.L.P. joins hands with NABH-QCI to advance initiatives focused on climate change resilience and sustainability in healthcare across the nation.

Together, we are committed to fostering greener, healthier and climate-resilient healthcare systems, and driving meaningful action towards a more sustainable future for healthcare in India.





Strategic imperatives for strengthening the quality ecosystem for Ayush healthcare across the state.

On July 29, Secretary General, Quality Council of India (QCI), met Shri Madan Kaushik, Hon'ble Cabinet Minister for Ayush, Panchayati Raj, and Disaster Management, Government of Uttarakhand, to discuss strategic imperatives for strengthening the quality ecosystem for Ayush healthcare across the state.

The meeting was also attended by Smt Ranjana Rajguru, IAS, Secretary, Ayush, along with officials from the Department of Ayush, Government of Uttarakhand.

Recognising Uttarakhand's immense potential as a leading wellness and medical tourism destination, the discussion focused on leveraging accreditation and quality frameworks to further enhance healthcare delivery, patient safety and institutional excellence across the state.

Key areas of discussion included:

- Enhancing healthcare quality across Uttarakhand
- Promoting the accreditation of Ayush hospitals, wellness centres and Ayush colleges
- Strengthening patient safety through robust quality standards and best practices
- Advancing Uttarakhand's vision as a leading destination for quality-driven Ayush healthcare and wellness tourism
- Building capacity across the state through various NABH training programmes

This meeting reaffirmed the shared commitment of QCI and the Government of Uttarakhand to fostering a culture of quality, safety, and continuous improvement through accreditation. Together, these efforts support Uttarakhand's vision of becoming a definitive benchmark for excellence in Ayush healthcare.





Roundtable Meet on strategic Roadmap Development for State Health System Resource Centre

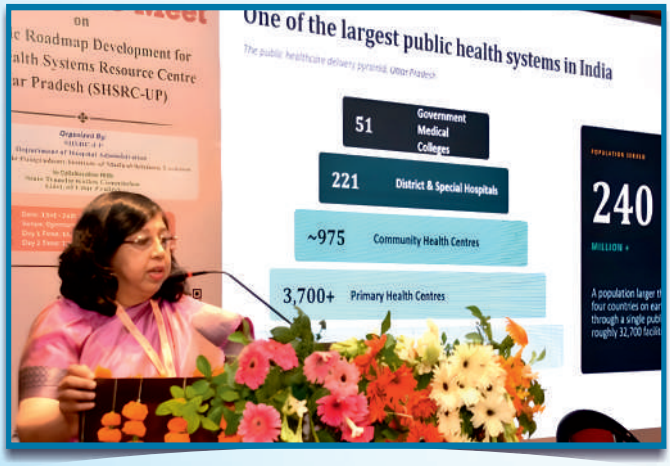
QCI–NABH participated in the 2-day Roundtable Meet on Strategic Roadmap Development for the State Health Systems Resource Centre – Uttar Pradesh (SHSRC-UP), held on 23–24 July 2026 and organised by SHSRC-UP in collaboration with the Department of Hospital Administration, **SGPGIMS**, Lucknow.

The roundtable brought together healthcare leaders, policymakers, academicians, and quality experts to deliberate on a strategic roadmap for strengthening healthcare quality, patient safety, and health system performance across Uttar Pradesh.

The discussions underscored the importance of institutionalising quality standards, fostering a culture of continuous quality improvement, and leveraging accreditation as a key enabler for transforming public healthcare delivery. The interactive sessions facilitated meaningful dialogue, knowledge sharing, and collaborative planning to strengthen quality systems across the state's public healthcare network.

QCI–NABH remains committed to partnering with State Governments and healthcare institutions to advance quality assurance frameworks that promote safe, efficient, equitable, and patient-centric healthcare services.

We look forward to continued collaboration with SHSRC-UP and all stakeholders in building a resilient, high-quality healthcare ecosystem for Uttar Pradesh.







3rd NABH MITRA Empanelment Training Programme

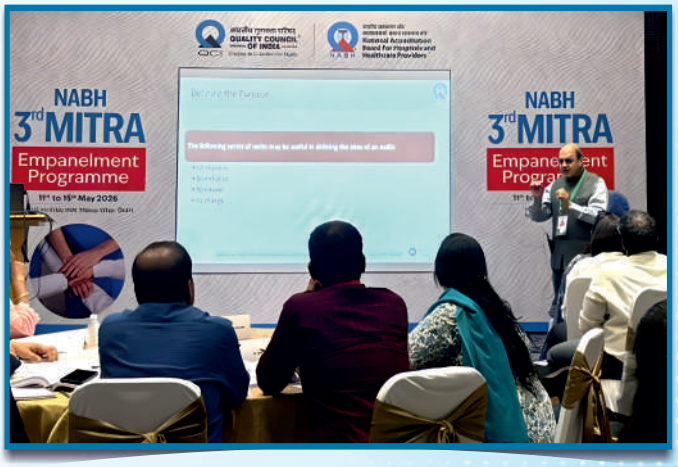
NABH successfully conducted the 3rd NABH MITRA Empanelment Training Programme from 11–15 May 2026, reaffirming its commitment to strengthening quality systems across India's healthcare ecosystem. The MITRA initiative, meaning "Friend", reflects NABH's vision of supporting Healthcare Organisations in their accreditation, certification, and continuous quality improvement journeys through structured, ethical, and reliable mentorship.

This five-day, in-person programme brought together empanelled MITRA organisations for focused learning, meaningful interaction, and knowledge exchange. The sessions helped participants build clarity on NABH standards, assessment methodologies, implementation approaches, ethical practices, and compliance requirements, supported by expert-led discussions and interactive deliberations.

By making credible quality guidance more accessible, especially for smaller and emerging healthcare facilities, NABH MITRAs are set to play an important role in enabling sustainable quality improvement and patient-centred care across the healthcare ecosystem.







NABH at AI Bharat Expo 2026

NABH at AI Bharat Expo 2026 | AI Rx : Reimagining India's Healthcare & Pharma Future

NABH marked its presence at AI Bharat Expo 2026, with Mr. Avinash Pandey, Group Leader – Digital Health, NABH, joining as a panel speaker on the evolving role of artificial intelligence in healthcare.

He emphasised the importance of NABH Digital Health Standards as a foundational framework for enabling safe, reliable, and trustworthy digital systems—critical for the responsible adoption of tech & AI in healthcare.

NABH continues to focus on three key pillars:

1. Data Quality – Accurate, standardised data
2. System Reliability & Validation – Consistent, validated system performance
3. Patient Safety & Accountability – Patient-centric care with clear accountability

As healthcare advances digitally, NABH is strengthening quality frameworks through its standards not only for healthcare organisations, but also for the digital systems that support them. Building trust through robust standards, certification, and continuous monitoring remains essential for scaling AI in India.





The role of quality in strengthening AYUSH healthcare across the country

Secretary General, Quality Council of India (QCI) had the privilege of meeting the Hon'ble Union Minister of State (Independent Charge) for AYUSH, Shri Prataprao Jadhav, to discuss the role of quality in strengthening AYUSH healthcare across the country.

During the meeting, the Secretary General apprised the Hon'ble Minister of the various initiatives being undertaken by QCI and the National Accreditation Board for Hospitals & Healthcare Providers (NABH) to enhance quality standards across AYUSH healthcare facilities. He highlighted the transformative impact of NABH accreditation, particularly in Ayushman Arogya Mandirs, where the adoption of structured quality standards has led to improvements in patient care, patient safety, and service delivery.

The Hon'ble Minister shared his views and guided on how these initiatives can further bring meaningful changes at the grassroots level and discussed the need to further strengthen awareness, capacity building, and adoption of quality standards across districts to accelerate this transformation.

They also deliberated on how NABH's globally benchmarked accreditation framework can play a pivotal role in enhancing the international credibility of AYUSH healthcare, positioning India as a global leader in quality-assured traditional systems of medicine.

It is NABH - QCI's endeavour to align this with the Hon'ble Prime Minister's vision of Viksit Bharat @2047.







The AIOS State Ophthalmic Conference

QCI-NABH participated in the AIOS State Ophthalmic Conference in Coimbatore, engaging with ophthalmology professionals on advancing quality and patient safety in eye care.

The NABH session covered the Eye Care Organisation (ECO) Standards – 2nd Edition, the migration roadmap for accredited eye hospitals and the accreditation pathway for new applicants. It highlighted key enhancements introduced in the revised standards and provided guidance to organisations transitioning to the 2nd Edition or beginning their accreditation journey.

The interactive discussions reflected the ophthalmology community's commitment to quality improvement, patient safety and clinical excellence.

NABH extends its gratitude to the AIOS leadership and conference organisers for providing this valuable platform to connect with eye care professionals and promote safe, patient-centred and quality-driven ophthalmic care across India.





AAROGYA.BYTES 2026

Mr Avinash Pandey, Group Leader – Digital Health, NABH, represented NABH at AAROGYA.BYTES 2026, organised by the Office of the Director General Armed Forces Medical Services.

During the two-day seminar, held on August 1 & 2, 2026 at the United Services Institution of India, New Delhi, Mr Avinash Pandey delivered a session on implementing the Digital Personal Data Protection (DPDP) Act in hospitals and participated in an expert panel discussion on the DPDP Act and healthcare privacy.

The programme brought together policymakers, healthcare professionals, clinical practitioners and digital health experts from the civil and military domains to exchange perspectives on telemedicine, digital health standards, data privacy and the governance of AI in healthcare.

NABH remains committed to advancing secure, standards-driven and responsible digital transformation across India's healthcare ecosystem.







NABH as Knowledge Partner at ANEICON 2026

NABH–QCI proudly participated as the **Knowledge Partner** at **ANEICON 2026**, held on **28th & 29th May 2026** in **Mumbai**. The conference brought together nursing leaders, healthcare professionals, educators, and quality experts from across the country to deliberate on advancements in nursing practice, patient safety, leadership, and quality healthcare delivery. The event provided an excellent platform for knowledge sharing and fostering collaboration among key stakeholders in the nursing fraternity.

A major highlight of the conference was the announcement of the **collaboration between ANEICON and NABH–QCI**, reinforcing a shared commitment to promoting excellence in nursing through quality standards, education, and capacity building. As part of the programme, **Ms. Varsha Srivastava** delivered an insightful session on **"NABH Nursing Excellence Certification Standards – 2nd Edition"** and introduced the **Gunvatta Chakra** initiative. The session emphasized the role of accreditation in strengthening nursing practices, enhancing patient safety, and fostering a culture of continuous quality improvement. Delegates appreciated the practical insights into the updated Nursing Excellence Standards and NABH's vision for empowering nursing professionals to drive quality healthcare across the country.

The collaboration between ANEICON and NABH–QCI marks an important milestone in advancing nursing excellence and creating greater awareness of accreditation-led quality improvement. Through continued partnerships and professional engagement, NABH remains committed to supporting nursing professionals in delivering safe, patient-centred, and high-quality healthcare services.





MannMitra: Desk Dance Movement Session Women's Day Celebration

Dance Movement Therapy (DMT) is a therapeutic approach that uses body movement as a medium for emotional expression, self-awareness, and overall psychological well-being. Rooted in the understanding that the mind and body are interconnected, DMT enables individuals to process emotions, reduce stress, and enhance cognitive and physical functioning through guided, intentional movement. In today's fast-paced work environments, employees often experience mental fatigue, physical stiffness, and limited opportunities for emotional expression. Recognizing this need, the Desk Dance Movement Therapy session was conceptualized as a simple yet impactful intervention that could be seamlessly integrated into the workday. By adapting DMT into a desk-based format, the session ensured accessibility, inclusivity, and ease of participation without disrupting professional responsibilities. This initiative aimed to introduce employees to a holistic and experiential form of well-being, offering them a restorative pause to reconnect with themselves, release stress, and promote a healthier mind-body balance within the workplace.





MannMitra: Mental Health Action Day 2026

To mark Mental Health Action Day 2026, QCI's mental well-being initiative, MannMitra, organized a series of engaging activities under the theme "From Awareness to Action." The day encouraged employees to move beyond conversations and take meaningful steps toward their mental well-being. The celebrations began with a poster-making competition, "Wellness on a Page: Designing My Mental Health Survival Kit," where participants creatively showcased the tools, habits, and support systems that help them navigate life's challenges. This was followed by an interactive session on "Navigating Stress, Burnout & Sustainable Work-Life Balance," offering practical insights and strategies for building resilience and maintaining well-being in everyday life. Led by QCI's in-house psychologist, Ms. Spriha Kamboj, MannMitra reflects QCI's commitment to fostering a psychologically safe, supportive, and inclusive workplace. Through awareness, dialogue, and action, MannMitra continues to reinforce a simple yet powerful message: quality begins with the well-being of people. "Because when people thrive, quality follows."

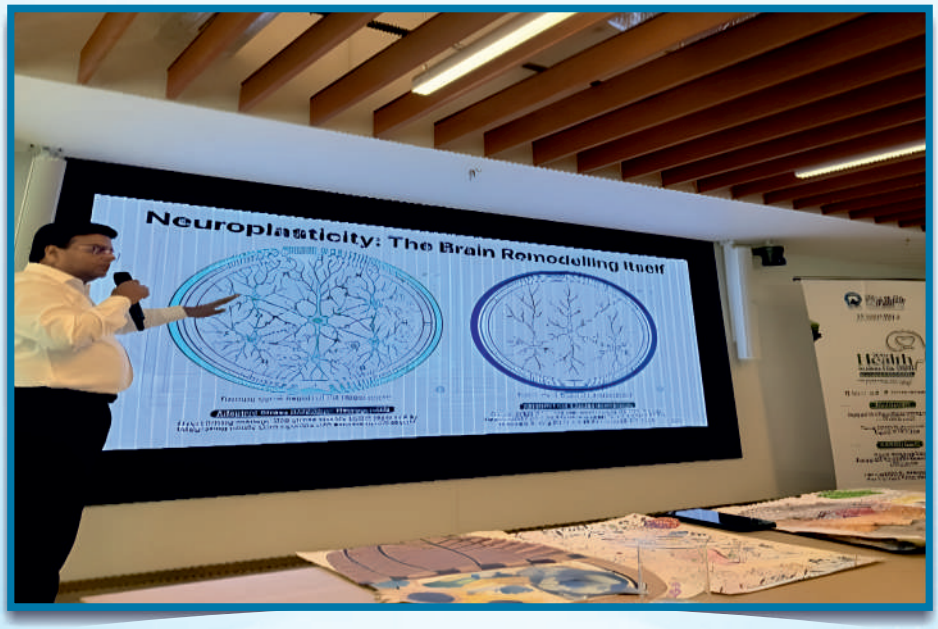




MannMitra: Universal Health Coverage

Universal Health Coverage Day is globally celebrated to promote equitable access to quality health services. As a knowledge-driven organization, QCI stands committed to advocating wellness, awareness, and preventive health among its work force. The proposed UHC Week aims to integrate physical, mental, and emotional well-being through structured, evidence-based activities.





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National Accreditation Board for Hospitals and Healthcare Providers

NABH PATIENT SAFETY CONFERENCE 2026

NABH Patient Safety CONFERENCE

Building a Safe Smart & Sustainable Healthcare Ecosystem

September 17, 2026 | Le Méridien, New Delhi

Key Highlights
A glimpse into the key discussions, insights and outcomes from NPSC 2026.

Expert Insights
Perspectives and takeaways from healthcare leaders and patient safety professionals.

Conference Updates
Highlights, key moments and important updates from the conference will be shared soon.

Stay Connected
Follow NABH for more updates, resources and initiatives on patient safety and quality in healthcare.

Updates on NPSC Coming Soon



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