



The impact of new
digital health standards
on hospitals across India

National Accreditation Board for Hospitals (NABH)'s digital health assessment framework

Background

- This is a fast-evolving digital healthcare ecosystem in India, which has been expediated by various Government initiatives.
- Currently, India's healthcare providers are using internationally available assessments that are more aligned to international standards.
- Such models provide limited insights to digital components from an Indian context.
- The NABH has developed digital health standards to evaluate the digital maturity of Indian healthcare providers.
- PwC India provided their inputs for the creation of the digital health standards.

Features



Aligned to patient-centric delivery and access to information



Ascending levels of digital maturity to aspire healthcare providers to achieve higher digital adoption in their processes



Founded on leading practices in digital health assessment and adapted to Indian healthcare requirements



Ayushman Bharat Digital Mission (ABDM) requirements incorporated as digital health objective elements to ensure compliance by hospitals

Design principles for digital health maturity assessment



Digital maturity to be assessed based on both clinical and non-clinical functions in the hospital



Three maturity levels namely silver, gold and platinum to assess the overall digital maturity of hospitals



Based on NABH's existing accreditation model for easy adoption by healthcare organisations



Unified set of objective elements for all segments of hospitals, irrespective of geography, ownership and size




Atomic objective elements – one element assesses only one aspect of digital maturity



Digital maturity assessment – quantitative in nature and gives a score indicating the maturity level


Digital health assessment framework: An overview

The framework enables the assessment of digital health maturity for any level of digital accreditation selected by the healthcare provider.




Best practices

The framework incorporates best practices from various international standards which are validated by pilot study results and health experts.




Scale

The digital maturity is scored on a three-point digital maturity scale. This scale is a sequence of distinct levels of maturity that reflect digital adoption in any healthcare process.




Pillars

Digital Maturity is assessed around eight digital dimensions. These dimensions are divided into measurable digital objective elements, categorised into core, commitment, achievement and excellence.



Maturity

There are three ascending levels of digital maturity – silver, gold and platinum.

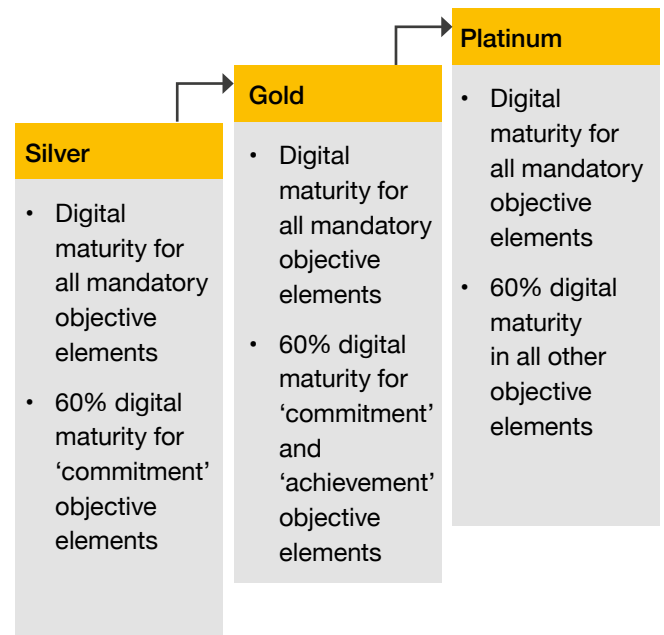


Continuous monitoring

To ensure continuous monitoring and sustainable maturity levels, two categories of key performance indicators (KPIs) – clinical and digital – have been formulated, which would have to be adhered to by healthcare organisations.



Three levels of digital health maturity



Impact of the NABH digital health standards



Patients

- Empowered patients with the freedom to choose a digitally mature organisation
- Improved patient care due to increased virtual means
- Reduction in medical errors
- Reduced waiting time due to automated registration and admission processes
- Voice of the patient captured through feedback leading to quality care of delivery



Health care providers

- Well-defined and standardised processes
- Easier stock/inventory management
- Decreased turnaround time due to automated processes
- Brand value enhancement due to digital accreditation
- Digitally empowered organisation with stringent security standards



National health infrastructure

- Digitised healthcare ecosystem
- Faster and more accessible care
- Enhanced interoperability
- Consistent quality standards



Eight pillars of digital health maturity

Approximately 180 objective elements span the scope of the pillars, which in turn are divided into mandatory (core) and non-mandatory (commitment, achievement and excellence) elements.

Assess assessment and continuity of care

- Adoption of technology and functional capabilities to manage patient registration, appointment, admission and discharge
- Digital solution to educate and capture patient feedback

Management of medication

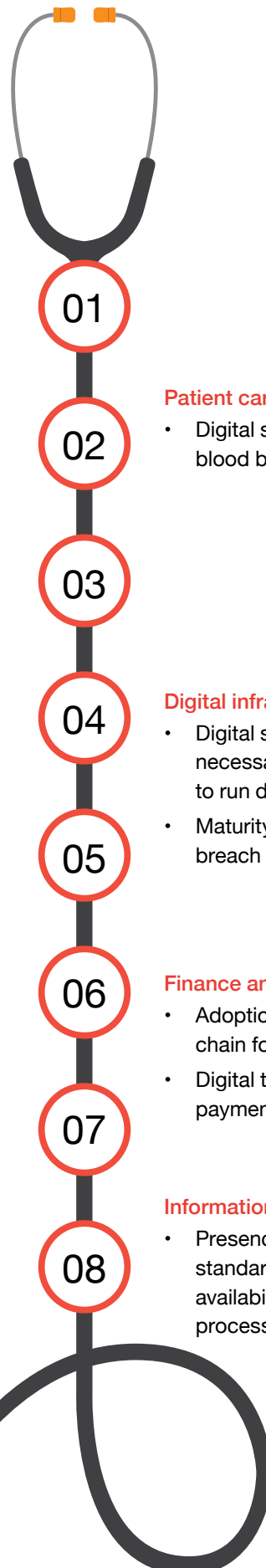
- Presence of digital solution to manage stock movement of medicines and consumables
- Digital records for pharmacy orders and adoption of digital solutions to reduce medication incident errors

Digital operations management

- Presence of IT policy to guide usage and operation of digital resources
- Adoption of digital tools to facilitate IT asset management and governance
- Disaster recovery plan to ensure continuous patient care

Human resource management

- Maturity of digital tool to manage human resources-related day-to-day administrative tasks
- Adoption of digital tool to manage recruitment- and separation-related activities



Patient care

- Digital solutions to manage tele-consultation, blood bank and patient surgeries

Digital infrastructure

- Digital solutions to manage availability of necessary information technology infrastructure to run digital operations of healthcare facilities
- Maturity in security controls to prevent security breach

Finance and procurement management

- Adoption of technology to manage digital supply chain for the healthcare facility
- Digital tools to manage vendor and customer payments

Information management system

- Presence of data governance, including data standards adoption in digital processes, and availability of data-driven decision-making process



How to embark on your digital transformation journey?

Understand existing digital maturity and assess the level to apply for.



Regularly evaluate digital maturity through digital KPIs via dashboards.



Receive benefits from the panel of health informatics which will conduct continuous learning sessions on next-level digital strategies.



Use self-assessment tool to identify the tentative digital maturity level.



Leverage industry-benchmarked digital landscape to improve business operations.



Develop robust digital ecosystem to optimise business operations.



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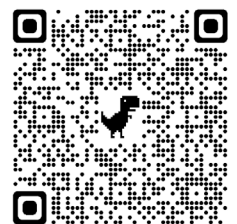
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For details of the Digital Health Standards, please scan



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