

NABH DIGITAL HEALTH STANDARDS

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INTRODUCTION

Digital health technologies have significant opportunities to improve the quality, accessibility, and efficiency of healthcare delivery in the country.

Digital Health encompasses a wide range of applications, including telemedicine, electronic health records (EHRs), mobile health (mHealth) apps, health information exchange, remote monitoring, and health analytics.

NABH has embarked on making DH one of NABH's key priority areas. NABH has drafted India's first ever Digital Health Standards to ensure the safe & secure use of digital health solutions and to improve the overall clinical care & quality ecosystem in the country.

These standards are intended to be used for the assessment of digital processes implemented by the organization for providing patient care services.

KEY OBJECTIVES

1. Assess and analyze the existing and evolving healthcare ecosystem and conduct secondary research on leading practices in digital healthcare accreditation.
2. Design NABH Digital Health standards and assess digital health maturity level

METHOD

NABH designed the framework for Digital health standards in alignment to the current NABH accreditation framework.

The chapters that could have digital alignment were mapped and introduced three new chapters designed the scoring criteria to arrive at digital health maturity for a hospital. 14 Digital Key Performance Indicators (KPIs) were designed.

On completion of drafting digital health framework, NABH conducted pilot run for the draft digital health standards in six hospitals.

Key learnings from discussion and pilot were captured and included in the digital health framework. Public feedback and Technical review of the standards were done and then the changes were incorporated for finalization of NABH Digital Health Standards.

CONCLUSIONS

NABH has drafted India's first ever Digital Health Standards to ensure the safe & secure use of digital health solutions and to improve the overall clinical care & quality ecosystem in the country.

These standards are intended to be used for the assessment of digital processes implemented by the organization for providing patient care services.

This specialized standards for Digital Health of the first of its kind in India is expected to lead to a higher level of performance and a stronger focus on patient care to ensure that the healthcare organizations perform evidence-based practices

RESULTS

NABH digital health standards are divided into different chapters based on different clinical and non – clinical touchpoints. Further, these standards contain 180 objective elements, which are in-turn divided as core, commitment, achievement, and excellence, to assess maturity at different levels.

These objective elements are universally applicable to all kinds of hospitals and are agnostic of their size (or bed capacity), location, ownership or even the service profile of the hospital

Sr. No.	Chapter name	Total standards	Total Objective Elements	Core	Commitment	Achievement	Excellence		
1	Access Assessment and Continuity of Care (AAC)	8	39	3	20	10	6		
2	Care of Patients (COP)	9	44	1	14	15	14		
3	Management of Medication (MOM)	4	12	3	6	3	0		
4	Digital Infrastructure (DIS)	2	14	2	3	4	5		
5	Digital Operations Management (DOM)	6	24	5	5	6	8		
6	Finance and Procurement Management (FPM)	3	17	3	9	1	4		
7	Human Resource Management (HRM)	4	14	0	3	3	8		
8	Information Management System (IMS)	2	16	0	9	1	6		
Total		38	180	17	68	43	54		
At the time of first accreditation	Core	Commitment	Achievement	Excellence	After 18 months of first accreditation	Core	Commitment	Achievement	Excellence
Silver Level	100%	60%	NA	NA	Silver Level	100%	80%	NA	NA
Gold Level	100%	60%	60%	NA	Gold Level	100%	80%	80%	NA
Platinum Level	100%	60%	60%	60%	Platinum Level	100%	80%	80%	80%

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