



Beyond Accreditation: Building High-Reliability Healthcare Organizations Through Standards-Driven Digital Transformation

Name: Avinash Pandey

Designation: Group Leader – Digital Health

Organization: NABH (National Accreditation Board For Hospitals & Healthcare Providers)

A Familiar Scenario in Healthcare

- Patient admitted with chest pain
- Diagnosis is clear
- Treatment protocol is known
- Hospital is accredited



Yet failure occurs due to:

- missed documentation
- delayed lab alert
- communication gap

The Reliability Challenge

- Fragmented information systems
- Manual documentation
- Communication gaps
- Human variability
- Delayed data visibility



Global Patient Safety Reality

- 1 in 10 patients harmed during hospital care
- Over 50% of harm is preventable

What Are High Reliability Organizations?

Examples of Industries that operate with extremely low failure rates

- Aviation
- Nuclear power
- Space missions



Key characteristics:

- Standardized processes
- Strong safety culture
- Continuous learning
- Reliable systems under complexity

Accreditation Builds the Foundation for Quality

Accreditation enables:

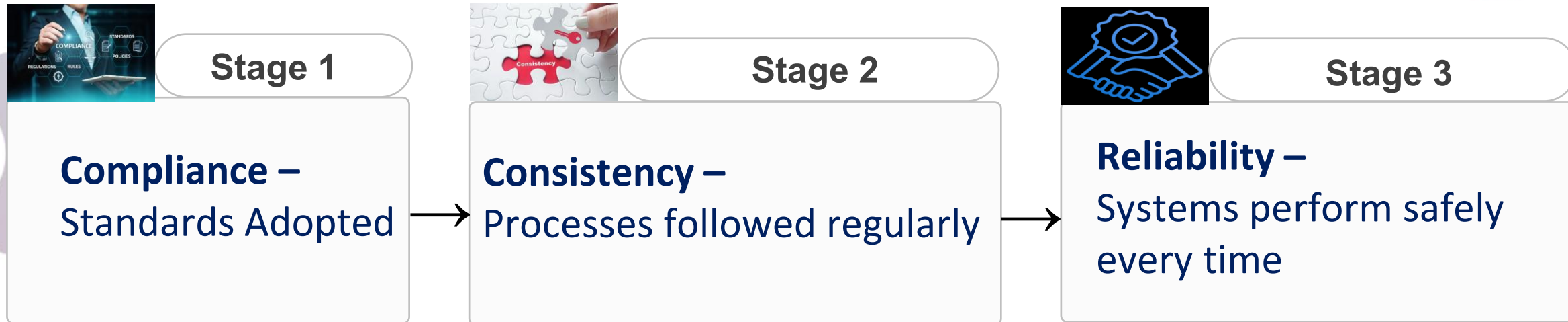
- Standardized clinical processes
- Patient safety protocols
- Governance and accountability
- Documentation and traceability



Role of

NABH (National Accreditation Board for Hospitals & Healthcare Providers)

The Maturity Journey



Why Systems Still Fail?

Even in accredited hospitals:

- documentation may be inconsistent
- alerts may be missed
- communication may break down
- data may not be available in real time



Key insight

Reliability cannot depend only on human vigilance

Reliability Transformation Model

High Reliability Healthcare

Predictable outcomes and trust in healthcare

Data-Driven Improvement

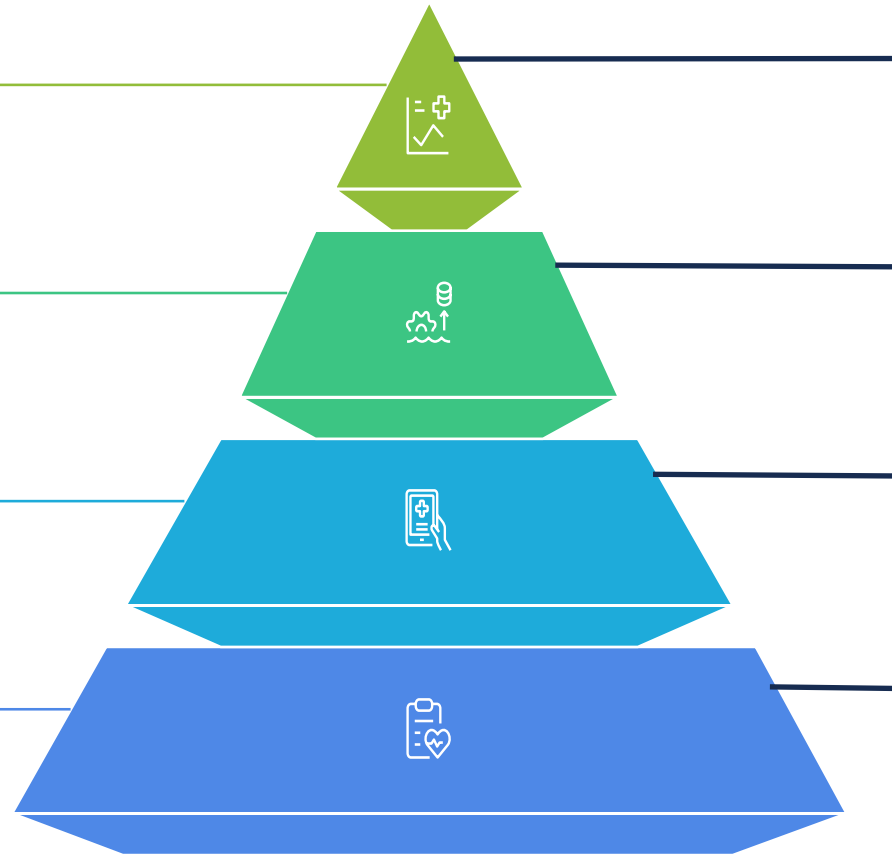
Use of data for continuous process enhancement

Digital Health Systems

Technology for efficient and accessible care

Accreditation Standards

Foundation of healthcare quality and safety



- Predictable outcomes
- Safer care
- Trust

- Quality dashboards
- Outcome monitoring
- Risk detection
- Performance analytics

- Structured clinical documentation
- Clinical decision support
- Workflow automation
- Interoperability

- Patient safety protocols
- Clinical governance
- Standardized processes
- Accountability

Reliability is not achieved through inspection alone — it is achieved through system design

Digital Health as the Reliability Engine

How Digital health improves reliability:

- Standardized clinical workflows
- Real-time data visibility
- Clinical decision support
- Automated alerts and reminders
- Traceability and accountability



Reliable Care Requires Reliable Data

Unstructured documentation:

- difficult to analyse
- inconsistent information



Structured digital documentation:

- better continuity of care
- stronger clinical audit
- improved analytics
- better claims processing

From retrospective review to Real-time safety

Real-time Quality monitoring - Digital dashboards enable monitoring of:

- infection rates
- adverse events
- patient deterioration scores
- quality indicators



Shift in healthcare quality

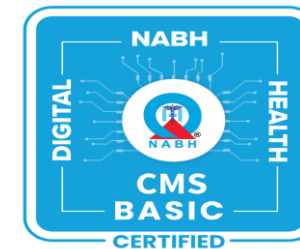
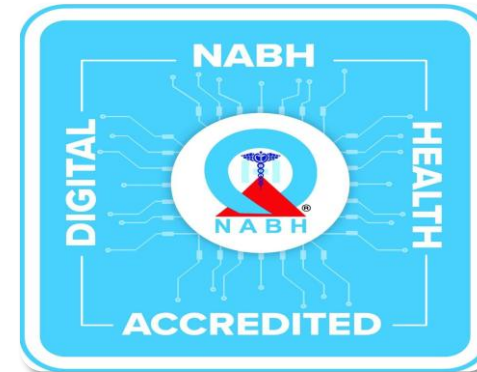
Retrospective review leads to
Proactive safety management

Role of Digital Health Standards

Why Standards matter in Digital Health?

Standards ensure:

- technology supports clinical safety
- interoperability across systems
- structured and reliable data
- alignment with clinical workflows



The Future of Accreditation

The Next Evolution of Healthcare Quality:

- Continuous digital quality monitoring
- Real-time compliance tracking
- Predictive safety alerts
- Integrated digital ecosystems



Shift

Periodic accreditation *TO* Continuous assurance

Tech, Touch & Trust

Technology Must Strengthen Human Care

Reliability requires:

- Technology
- People
- Leadership
- Safety culture



Technology enables systems

Trust comes from consistent safe care



Beyond Accreditation

**Full Accreditation is FOUNDATION
for quality**



**Digital Health Standards is ENGINE
for reliability**



Together they enable high reliability healthcare for:

- Every patient
- Every time



Thank You

Name: Avinash Pandey

Designation: Group Leader – Digital Health

Organization: NABH (National Accreditation Board For
Hospitals & Healthcare Providers)