



PATIENT FRIENDLY HOSPITALS EXCELLENCE PROGRAM

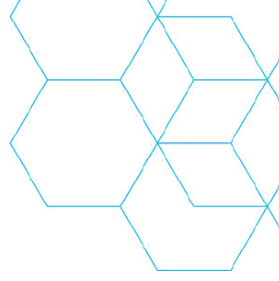
Creating Hospitals that Patients Trust, Understand & Feel Safe In

The **Patient Friendly Hospitals Excellence Program** is a structured initiative designed to help healthcare organizations move beyond safe care towards truly compassionate, respectful, accessible, and patient-centric care.

Developed in alignment with the **Patient Friendly Hospital (PFH) Standards**, the program focuses on improving patient experience, communication, dignity, accessibility, continuity of care, and service behaviour across the healthcare journey.

This excellence program supports hospitals in embedding patient-friendly practices into daily operations while strengthening trust, transparency, empathy, and quality outcomes.

KEY FOCUS AREAS



Access to Care & Patient Navigation

Ensuring easy access, clear signage, wheelchair support, bilingual communication, and guided patient movement across the hospital.

Communication & Patient Education

Promoting simple, compassionate, and structured communication with patients and families using teach-back methods, multilingual materials, and patient education tools.

Respect, Privacy & Cultural Sensitivity

Protecting patient dignity, privacy, consent, autonomy, and respecting cultural, religious, and personal preferences throughout care delivery.

Patient-Centred Clinical Care

Encouraging shared decision-making, informed consent, patient rights awareness, continuity of care, and family engagement.

Safe & Healing Environment

Creating clean, calming, inclusive, and healing hospital environments that support patient safety, comfort, accessibility, and emotional well-being.

Staff Training & Service Behaviour

Building a culture of empathy, respectful behaviour, communication excellence, and patient-friendly service across all departments.

Feedback, Grievance & Service Recovery

Strengthening transparent feedback systems, grievance redressal, patient responsiveness, and continuous improvement practices.

Discharge, Continuity & Follow-Up Care

Ensuring smooth discharge planning, caregiver education, post-discharge support, tele-follow-up, and continuity of care.

Inclusion, Equity & Community Engagement

Promoting equitable, inclusive, culturally sensitive, and accessible healthcare services for all patients and communities.

PROGRAM HIGHLIGHTS

Comprehensive Assessment Framework

Structured assessment aligned with Patient Friendly Hospital Standards.

Orientation & Implementation Support

Guidance sessions, training modules, and implementation toolkits for participating hospitals.

Recognition & Certification

Hospitals achieving qualifying scores will receive the prestigious:

“Patient Friendly Hospital Excellence Certification”

Centre of Excellence Recognition

Outstanding hospitals will be recognized as:

“Centres of Excellence in Patient-Friendly Care”



WHY PARTICIPATE?

Improve patient trust, satisfaction & experience

Strengthen patient-centred healthcare delivery

Enhance communication & service quality

Promote dignity, empathy & respectful care

Build a culture of safety and accountability

Benchmark against national best practices

Enhance organizational reputation & visibility

PROGRAM TIMELINE

Registration opens- **20th June 2026 to 30th August 2026**

Orientation & Toolkit Distribution -**30th August 2026**

Self Assessment & Implementation -**15th September to 30th September 2026**

Physical Assessment- **30th November 2026 to 15th January 2027**

Result Compilation & Winners Announcement-**15th March 2027**

Awards/Certificate Distribution- **April 2027**

REGISTRATION FEE
₹15,000 + 18% GST

EXCELLENCE ACROSS REGIONS

Recognition for top-performing hospitals across:

- **North**
- **South**
- **East**
- **West**
- **Central**



REGISTER

