



10 th Edition

**CAH**  **TECH**  2025

# First, Do No Harm : Delivering on Patient Outcomes and Experience

*The Pursuit of Patient Outcomes & Experience at  
Narayana Health*



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Narayana Health



**First , Do No Harm**

Harm is not just **physical**

It hides in our daily processes

# Harm is not just **physical**



## **Data Harm**

Breaches, errors, misuse



## **Experience Harm**

Inaccessible or confusion systems



## **Process Harm**

Repeated manual tasks, burnout



## **Outcome Harm**

Missed patterns, delayed interventions

**\$11M**

Avg. Breach Cost in Healthcare,  
Highest across sectors

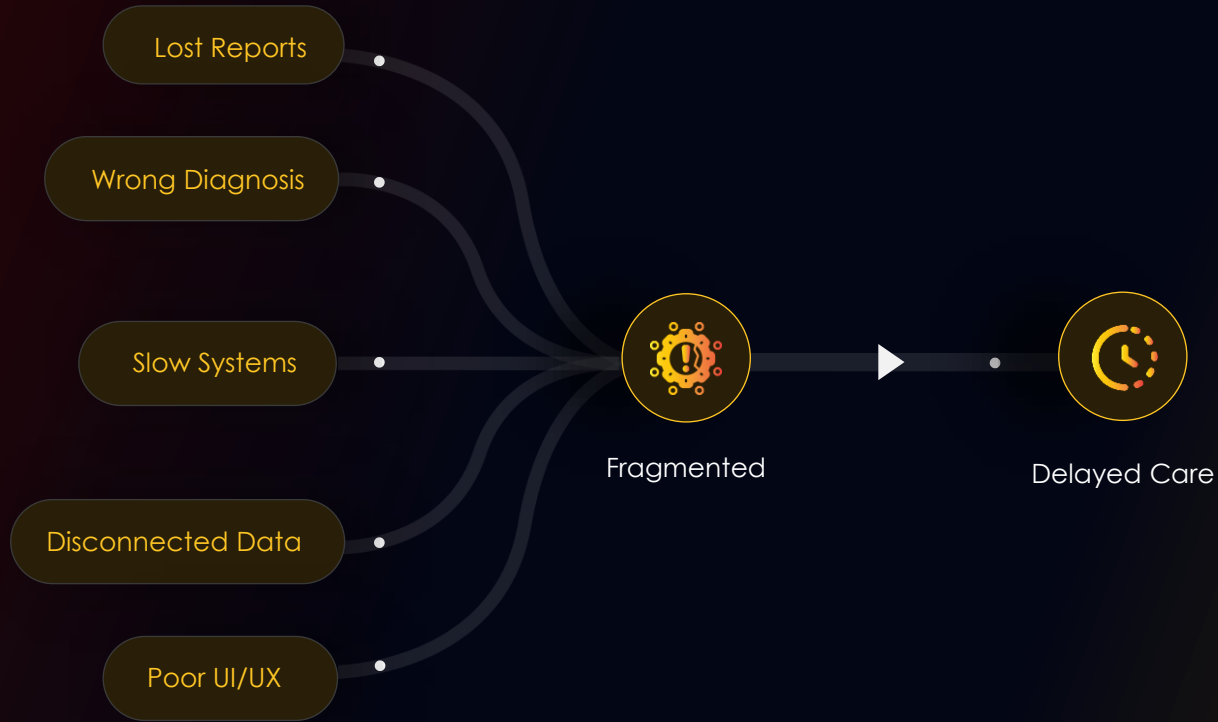
**70%**

Sentinel Events in Hospitals stem  
from communication failures

It's not inefficiency,

It's **Erosion of Trust**

# Where Systems Fail, Patients Feel It



# Where Systems Fail, **Patients Feel It**

Fragmentation = New Medical Error



# The Need for a **Connected Continuum**

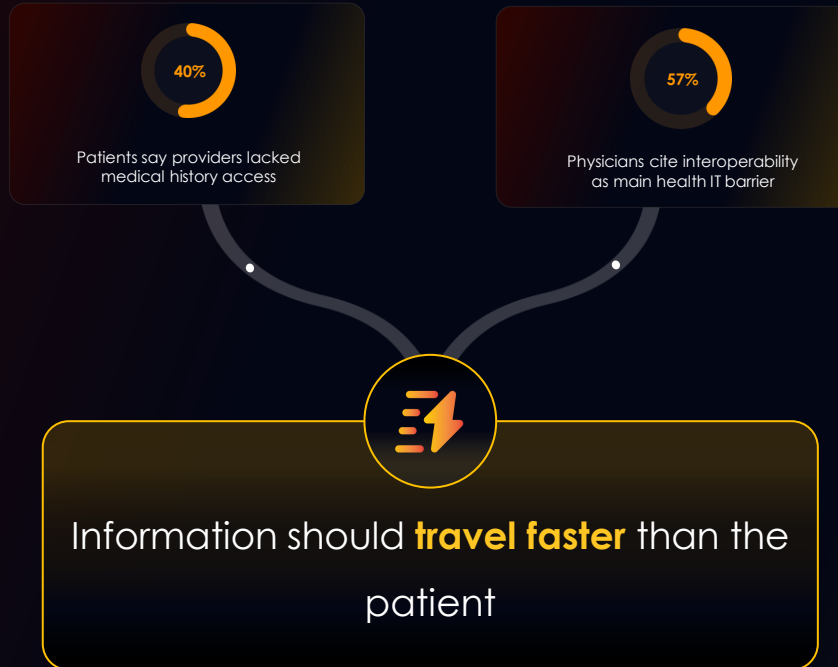


Patients say providers lacked  
medical history access



Physicians cite interoperability  
as main health IT barrier

# The Need for a **Connected Continuum**



# The Need for a **Connected Continuum**



Information should **travel faster** than the patient



Care must flow seamlessly from  
**OPD → Diagnostics → Ward → Home**

# Counter Culture of Care is Here



## **Instant**

No queues, no delays



## **Connected**

One experience across  
touchpoints



## **Convenient**

Accessible anywhere,  
anytime, 24x7

# Changing Behavior **Changing Delivery**



Physicians reported increased telemedicine usage post-pandemic



Patients prefer online consultations over traditional in-person visits

# Changing Behavior Changing Delivery



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# Changing Behavior **Changing Delivery**

“

One of the main reasons mistakes happen in healthcare  
is paper and pen. We have to replace that with

**Digital Tools.**

”

- Dr. Devi Prasad Shetty (2017)



## Our Journey So Far



**2017** Basic EMR

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**2017** Basic EMR



**2020**

EHR

NH Care – Patients' App

AADI – Doctors' App



**12K+**

**2017** Basic EMR

**2020**

EHR

NH Care – Patients' App

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**12K+**



**2022**

SAAS/LIS

ABDM

Athmatrix



**15K+**

EHR

NH Care – Patients' App

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2023

NAMAH – Nursing App

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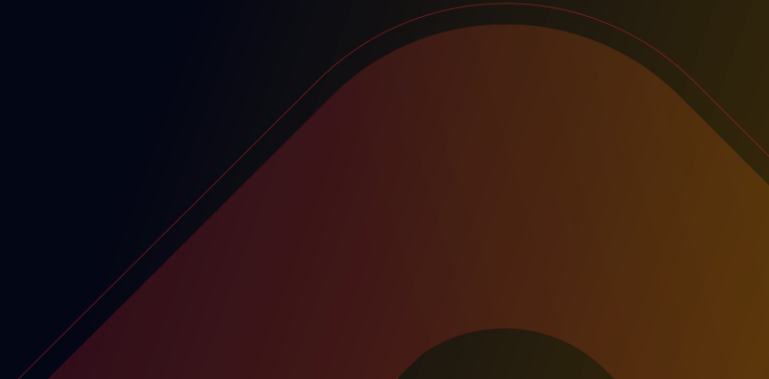
**2025 & Beyond**

Procurement Module

Paperless ICU

## Beyond Product | A Co-Creation Advantage

The co-creation model is the secret to our success. It's the reason we can confidently state that we are not adding to clinician burnout; we are actively helping to solve it.



## Beyond Product | A Co-Creation Advantage



Traditional systems are designed in a silo, leading to complex workflows, burnout, and a focus on billing, not patient care.

## Beyond Product | A Co-Creation Advantage



We don't just gather feedback; we embed ourselves with users. Pathologists, radiologists, nurses, and doctors are our design partners.



## Beyond Product | A Co-Creation Advantage



Every product is built from the ground up to reflect the way clinicians work, not how a system is coded. This makes our solutions easy to use, fast, and highly efficient.

## Beyond Product | A Co-Creation Advantage



**Faster**



**Safer**

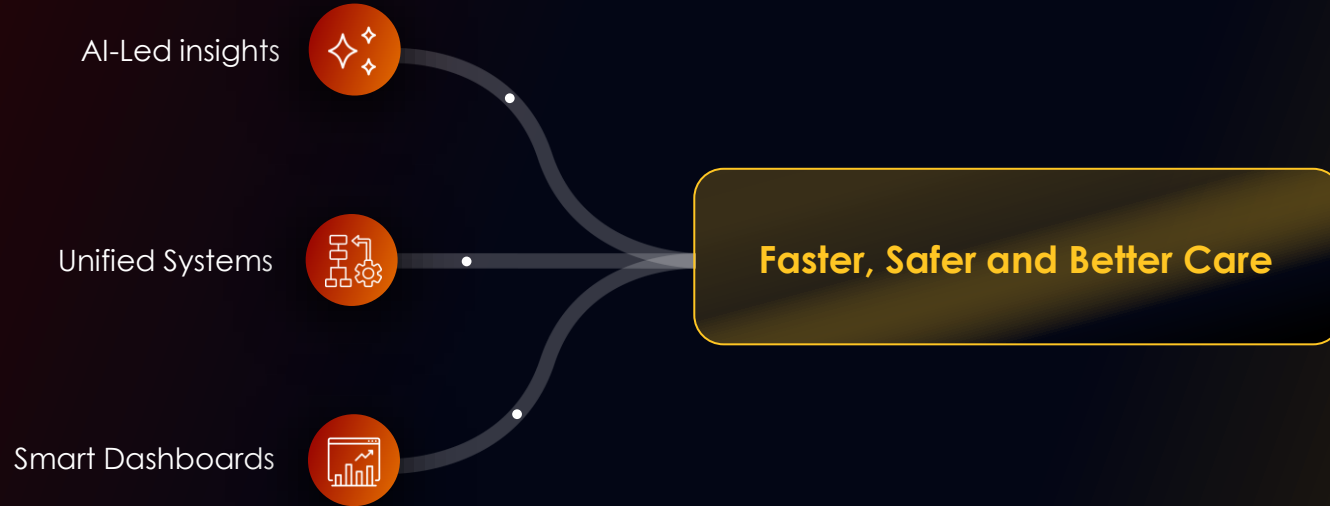


**Better**

# Rethinking “Do No Harm”



# Rethinking “Do No Harm”



# Cohesive Healthcare Ecosystem



Hospitals | Labs | Clinics | Pharmacy

# From Insights to Impact



## 3.5M+ Downloads

One of the highest rated  
hospital apps providing  
complete control in  
patient's hand



## 80% faster lab reports

Check up delays no more



## 34% faster discharge TAT

Smoother patient  
experience

# Upgrade is not always **overwhelming**



Designed with familiarity



Focus on seamless communication



Module led approach



Mobile first

Digital Comfort, not digital chaos.





Do No Harm → Do More Good

“

Not automation, but **augmentation**.  
Not just care, but **connected care**.

”