



Digital Health Master Class Report

2025

Phase I:
Outcomes and Achievements

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Quality Care India Ltd.



Special Thanks to our Implementation Partners



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ABOUT THE

NATHEALTH FOUNDATION



Re-imagining, Re-building Healthcare through CSR

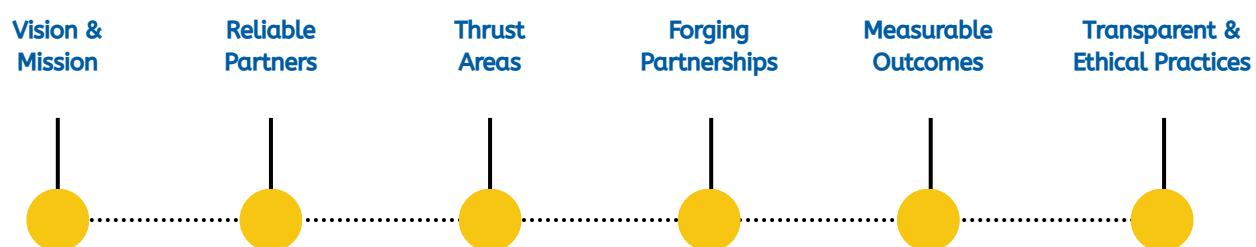
The Indian healthcare ecosystem is at a truly unique stage today. The positive and negative aspects are at a constant interplay. While at one end, we have taken giant strides to establish ourselves as a highly skilled medical ecosystem with excellent clinical outcomes as well as a powerful value proposition but at the same time, we are counterbalanced by a massive disease burden, tangible dichotomies in delivery and a huge infrastructure crunch.

To solve this is our most immediate challenge. It will require effort, commitment and a lot more. We, at NATHEALTH Foundation, are committed to our role of being a credible and unified voice in improving access and quality of healthcare in India. CSR is essentially a transformational concept intended to bring value driven change in the society and in the life of those, who are marginally challenged.

Mandated by the Government of India for prescribed class of India Inc., it is a positive step towards collective upliftment and well-being of the community. However, there are challenges being faced by corporates in ensuring meaningful CSR expenditure whereby they can witness the tangible impact of their contribution in terms of socio-economic development of the society. Moving towards the direction of its vision and mission, we at NATHEALTH aim to provide a credible platform to corporates which are looking to make meaningful CSR expenditure for them to channelize in high impact and transparent CSR programs in the healthcare sector.

NATHEALTH's CSR Strategy is the overall strategic objective of the organisation, detailing what it wants to achieve through its CSR Programs and the approach it will adopt to achieve the same. It shall function as a guiding document, which shall be continuously evolving based on changing internal and external environment and learnings through its CSR journey.

NATHEALTH's CSR Strategy Framework is based upon following six key dimensions:



Vision & Mission and 3 Major Programs

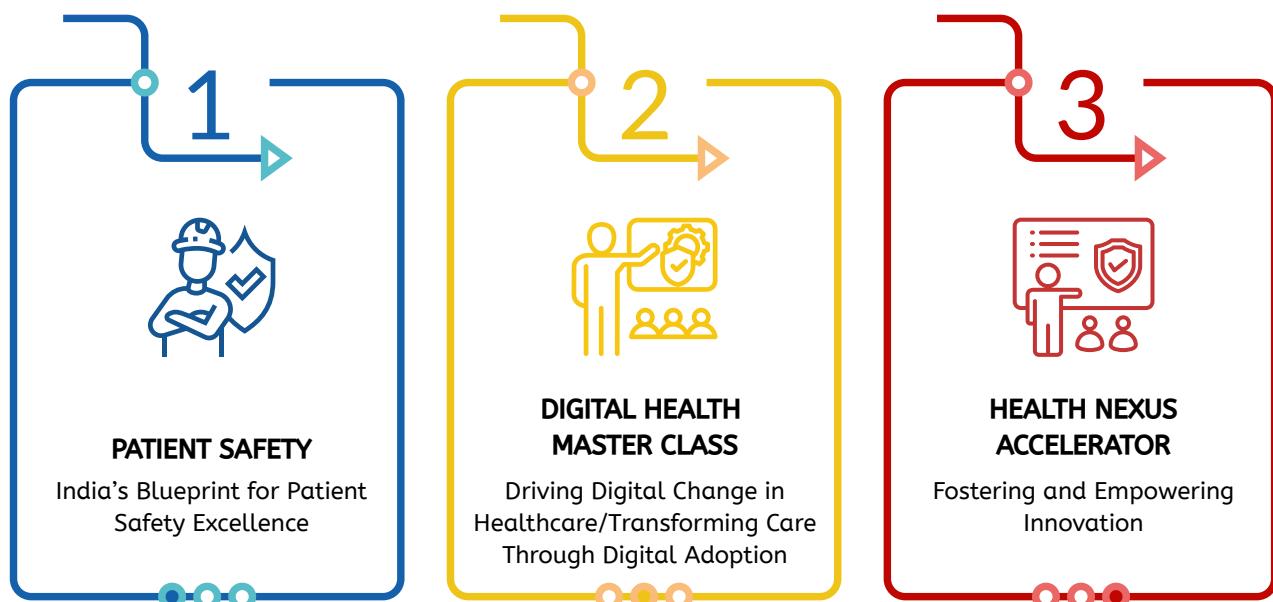
► CSR Vision

To create the most credible and high impact CSR platform to strengthen our position as a Healthcare Thought Leader.

► CSR Mission

- To provide high impact CSR returns to corporate on their CSR expenditure
- To transform the ecosystem by stewarding integration, collaboration and reimagination by identifying the thrust areas in the Health care sector and contribute into its development
- To catalyse innovation in healthcare sector
- To identify and undertake such CSR Projects which will work towards: Creating a healthy Community through education, empowerment and research, Providing affordable healthcare, Strengthening healthcare infrastructure

NATHEALTH is building scalable proof of concepts through 3 Major Programs



DIGITAL HEALTH MASTER CLASS PROGRAM - PHASE I

**Varanasi, Hyderabad, Aurangabad,
Lucknow, Indore, Mohali, Nagpur, Patiala,
Amritsar, Guwahati, Raipur, Nashik**



Introduction



Digital tools and their adoption are critical for enhancing healthcare delivery and operational efficiency. However, different healthcare stakeholders have experienced varying levels of digital adoption and usage. NATHEALTH and ADL have analyzed the awareness and adoption of digital health and ABDM among consumers and assessed the adoption of digitalization among providers.

The ADL survey's 'Digital Health Adoption Index' reveals differing levels of digitalization among healthcare providers in India. Large private labs and hospitals score between 7 and 8 out of 10 due to early adoption, while public hospitals score between 5 and 7, driven by initiatives like ABDM and AB-PMJAY. Smaller private providers score 5 or less, often perceiving digitalization as an additional cost. This digital divide poses significant challenges, particularly for frontline healthcare workers who play a crucial role in patient care. Bridging this gap is essential to ensure that all healthcare providers can leverage digital tools to improve patient outcomes and streamline workflows.

► The Solution

In response to this challenge, NATHEALTH, in collaboration with the Koita Foundation and PwC, has developed a comprehensive 4-hour Digital Health Training course with input from experts and providers who have adopted ABDM. Koita Foundation, a prominent leader in digital health transformation in India, has crafted this extensive course, while PwC contributes its vast experience in healthcare consulting and digital transformation. Their combined efforts ensure that the course is both credible and thorough, addressing the critical needs of non-physician staff in the digital era. Koita Foundation has a distinguished history of collaboration with the government and the Ayushman Bharat Digital Mission (ABDM).

The Foundation has successfully driven multiple initiatives to enhance healthcare delivery through technology, including the development and implementation of digital health solutions in partnership with public health institutions, training programs for healthcare professionals, and pioneering efforts in health information systems.

This course aims to equip healthcare providers with essential digital skills, focusing on Health Management Information Systems (HMIS) and Electronic Medical Records (EMR).

NATHEALTH's goal is to train up to 5,000 healthcare providers in the first 100 cities through this initiative. Recognizing that small size providers often face fewer barriers to digital adoption, the training programs have been designed to simplify process flows and enhance documentation efficiency. By equipping hospital administrators and CXOs with the necessary digital skills, we aim to facilitate a seamless transition to digital health practices. This course, supported by a comprehensive and accessible content ecosystem, is designed to empower these essential healthcare providers, and improving overall healthcare delivery.



Preceding Meetings & Preparation



In preparation for the Digital Health Master Class (DHMC) Trainings, a series of strategic meetings and dry-runs were conducted to ensure the smooth execution of the event.

An official invitation for the **Training of Trainers (ToT)** session was sent on **15th November 2024** to key stakeholders, partners, and prospective participants. The invitation aimed to build awareness about the upcoming DHMC and ensure full participation. The ToT session was designed to make Master Trainers and equip Trainers with the necessary knowledge and practical tools to support digital health adoption at their respective institutions. The session aimed to create a network of informed trainers capable of driving successful and sustainable digital transformation in healthcare.

On January 15, 2025, a meeting was held to present the implementation plan, during which the digital health adoption strategy was reviewed and the training session agenda was finalized. This was followed by the **first dry-run on January 21, 2025, with experts from NATHEALTH and the Koita Foundation**, focusing on testing content delivery, interactive activities, and ensuring alignment with the needs of healthcare professionals attending the training.

A subsequent meeting took place on January 31, 2025, with Mazars and NATHEALTH, emphasizing logistical readiness, participant communication, and troubleshooting any anticipated challenges.

Finally, **on February 1, 2025, a second and final dry-run with experts from NATHEALTH and the Koita Foundation** was conducted to fine-tune the presentation, manage time effectively, and ensure a seamless experience for all attendees.

Digital Health Masterclass (DHMC) Rollout



In the first phase of the program, the NATHEALTH Foundation successfully rolled out the Digital Health Masterclass (DHMC) across 12 cities (Varanasi, Hyderabad, Indore, Lucknow, Aurangabad, Nagpur, Raipur, Patiala, Amritsar, Guwahati, Mohali and Nashik) training 631 small and mid-sized healthcare providers within a span of less than

60 days. This rapid deployment was made possible through strong collaboration with implementation partners—QCI, MedLern, and Tech Mahindra Foundation—who mobilized trained Master Trainers to conduct high-impact, 4-hour in-field sessions. The phase demonstrated the program's scalability and effectiveness in equipping providers with essential digital health competencies, setting a strong foundation for the national rollout.

The first phase of the Digital Health Masterclass (DHMC) was a resounding success, with the program conducted across 12 cities and reaching 631 small and mid-sized healthcare providers in under 60 days. The sessions saw enthusiastic participation, with providers actively engaging in discussions and expressing a strong interest in initiating digitization at their own facilities.

Many participants requested further support, including introductions to service providers who could help them implement Electronic Medical Records (EMR) and Hospital Management Information Systems (HMIS). This reflects a growing appetite for digital transformation among smaller healthcare institutions.

The program also received overwhelming support from local healthcare networks and associations. Notably, in Hyderabad, organizations like THANA (Telangana Hospitals and Nursing Homes Association) expressed keen interest in scaling the impact further by offering to convene an online version of the masterclass for their 4,000 members, aiming to deepen awareness and accelerate the adoption of EMR and HMIS systems across their network.

These responses underscore the program's relevance and effectiveness, laying a strong foundation for the next phases of the national rollout.

Creation of a Strong 4-pronged Module Approach

NATHEALTH Foundation's Digital Health Masterclass enables healthcare providers to adopt and implement digital tools and practices for improved patient care, operational efficiency, and healthcare outcomes.

Digital Health Master Class (DHMC) aims to explain:

- Basics of Digital Health
- How small & mid-sized hospitals are using Digital tools
- Simple road-map of how you can start your digital journey



Streamline Operations:

Clear visibility on operational specifics to boosts efficiency and reduce costs.



Higher Patient Satisfaction:

Improve care and patient experiences.



Improve Financials:

Visibility on conversations and leakages to enhance business revenues.



Business Growth:

Grow your business effectively and add new services.

Course Outline

The Digital Health Masterclass was implemented through a collaborative model with leading implementation partners—QCI, MEDLern, and Tech Mahindra Foundation—selected via a rigorous RFP process. Master Trainers from each partner organization were trained and deployed to mobilize and engage smaller healthcare providers across cities. These trainers conducted focused 4-hour in-field sessions to build digital health competencies among participants, ensuring practical, high-impact learning and wide-scale outreach at the grassroots level.

Module I - Introduction to Digital Health

Module I - How will Digital Health impact small and med-sized hospitals?

Module III - How can I get started on the Digital health journey?

Module IV - What is the role of CEO & Leadership in driving Digital Health?

Achievements of DHMC in 12 cities across India

Till date, the Digital Health Master Class has been successfully conducted in 12 cities, reaching 631 smaller healthcare providers. Our implementation partners, including the Quality Council of India, MedLern, and Tech Mahindra Foundation, have conducted onground training in these cities, ensuring direct engagement with participants.

Event Date	City	Participants
15 February	Varanasi	51
15 February	Hyderabad	40
26 February	Aurangabad	28
27 February	Lucknow	68
01 March	Indore	77
22 March	Mohali	24
22 March	Nagpur	46
25 March	Patiala	56
28 March	Amritsar	55
29 March	Guwahati	76
29 March	Raipur	69
21 June	Nashik	41
		631

A look at the DHMC workshops conducted in India's 12 cities....

The Digital Health Master Class in **Varanasi**, inaugurated by TCB/QCI officials, brought together **51 healthcare professionals**, including CEOs, CXOs, Hospital Administrators, Clinicians, and Healthcare Experts from diverse organizations. Supported by implementation partner QCI, the workshop focused on building expertise in HMIS, EMR, Telemedicine, and other technologies. Participants engaged in lively discussions on digital adoption challenges, with feedback emphasizing the need for practical, cost-effective solutions to enhance digital capabilities in healthcare settings.



Varanasi
on 15th February 2025

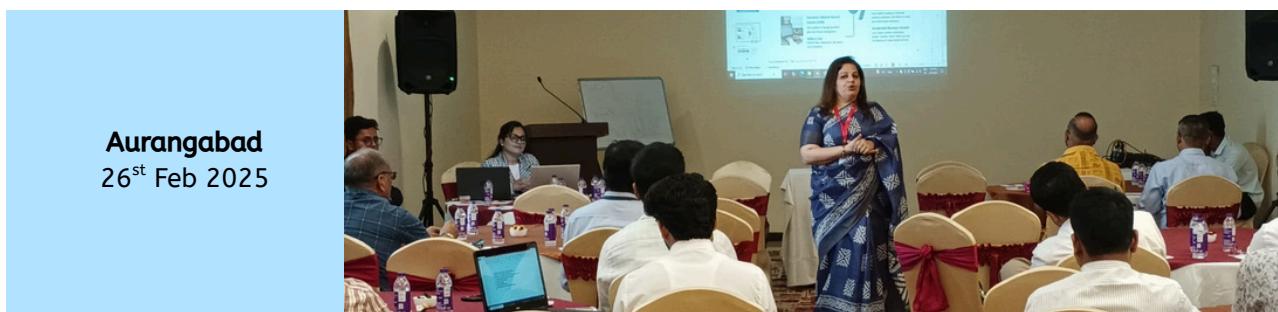
Achievements of DHMC in 12 cities across India

The Digital Health Master Class in **Hyderabad** brought together **40 healthcare professionals** from various healthcare facilities, focusing on mastering digital tools like HMIS, EMR, Telemedicine, and ABDM-compliant technologies. Facilitated by implementation partner MedLern, the workshop encouraged robust discussions on overcoming barriers to digital integration. Participants highlighted the value of practical, scalable solutions and expressed a need for continuous training to support effective adoption of digital systems.



Hyderabad
15th February 2025

The Digital Health Master Class sessions in **Aurangabad** attracted **28 healthcare professionals** targeting small and mid-sized healthcare providers. Backed by implementation partner Tech Mahindra, the sessions offered hands-on training in HMIS, EMR, Telemedicine, and ABDM-compliant systems. Attendees actively explored solutions to digital adoption hurdles, with feedback highlighting a need for cost-effective tools to support smaller hospitals' digital growth.



Aurangabad
26th Feb 2025

The training session in **Lucknow** focussed on equipping small and mid-sized hospitals with the knowledge to effectively use digital tools such as HMIS, EMR, Telemedicine, ABDM-compliant technologies. The session was attended by various healthcare organizations and witnessed active participation from **68 healthcare professionals** in the region.



Lucknow
on 27th February 2025

Achievements of DHMC in 12 cities across India

The Digital Health Master Class in **Indore** engaged **77 healthcare professionals** from various healthcare organizations, focusing on strengthening capabilities in HMIS, EMR, Telemedicine, and ABDM-compliant technologies. Facilitated by implementation partner MedLern, the workshop delivered practical guidance to enhance digital adoption. Participants underscored the demand for customized training content to address resource constraints in smaller facilities, fostering peer collaboration for digital progress.

Indore
01st March 2025



The Digital Health empowerment journey continued with the Master Class conducted in **Mohali**, Punjab for smaller healthcare providers. The session saw an active participation from **24 healthcare providers**. NATHEALTH thanks the implementation partner Tech Mahindra Foundation for the support in imparting the training and Fortis Healthcare for supporting this initiative.

Mohali
on 22nd March 2025



The Digital Health Master Class in **Nagpur** gathered **46 healthcare professionals** from hospitals of varying sizes, aiming to boost expertise in digital tools like HMIS, EMR, Telemedicine, and ABDM-compliant systems. With support from implementation partner MedLern, the session provided targeted training to improve digital system implementation. Feedback revealed a strong interest in affordable, user-friendly solutions to accelerate digital adoption, particularly for smaller healthcare providers.

Nagpur
22nd March 2025



Achievements of DHMC in 12 cities across India

The training session at **Patiala** was attended by **56 healthcare professionals**. During the session, various hospitals showed eagerness to adopt HMIS and several EMR modules in their institutions. Special thanks to Dr. Divyanshu, Secretary of PHANA Pvt. Nursing Association, for applauding this initiative and requesting vendor options for HMIS adoption. The initiative served as a platform to pave the way for a more efficient and connected healthcare system.



The session at **Amritsar** highlighted the crucial role of leadership involvement in digital health adoption. The attendees, which included CEOs, CXOs, and Hospital Directors, were encouraged to define a clear digital vision, drive transformation initiatives, and track key performance indicators to measure clinical and operational success. The session concluded with a Q&A segment, addressing specific queries from **54 healthcare professionals**.



The **Guwahati** workshop attracted **75 hospital professionals** from various healthcare organizations representing a diverse mix of specialties, bed sizes and ownership structures. The leadership segments comprised owners, directors, CXOs as well as those leading medical, nursing, IT and quality functions. The workshop created an engaging digital community for fulfilling the sector's needs and promoting peer networking for problem solving and information sharing.



Achievements of DHMC in 12 cities across India

The Digital Health Master Class in **Raipur** brought together **69 healthcare professionals** from diverse healthcare settings, focusing on integrating HMIS, EMR, Telemedicine, and other relevant technologies. Supported by implementation partner MedLern, the workshop emphasized actionable strategies for digital transformation. Participants highlighted the need for simplified tools and sustained training to bridge the digital divide in mid-sized and smaller healthcare facilities.



The Hospital Digitization Workshop held in **Nashik** marked the successful completion of the 12th city under the DHMC Phase 1 initiative. Attended by **41 participants**, the workshop received overwhelmingly positive feedback, with 100% of respondents recommending it to other healthcare leaders. Key takeaways included enhanced understanding of digital solutions, strategies for implementation, and the integration of patient experience improvements. Participants highlighted the need for continued support in training, cost management, and end-to-end implementation.



DHMC's Glorious Feat: Training of 631 Providers

In a short span of time, DHMC was able to train 631 healthcare providers across India. The initiative helped many hospitals and hospital staff to adopt and implement digital solutions for their healthcare facilities. In the process, there were many learnings that came to fore.

Key Insights from the Field

- Need for infrastructure readiness for seamless implementation.
- Staff training to improve digital literacy and adoption.
- Compliance with national standards like the Ayushman Bharat Digital Mission (ABDM).
- Leadership involvement is crucial for successful digital transformation.
- Need for capacity building of staff and system integrator support.
- Growing interest in digitalization: Curiosity about contract management, change management, and implementation approaches.
- Eagerness to collaborate with NATHEALTH's partner ecosystem-Organizations like THANA proposed DHMC sessions for nearly 4,000 members.

Distribution of an Official Training Certificates by the Implementation Partners

Training Certificates for the 'Digital Health Master Class' (DHMC) are being issued to participants who attend the training program in all the cities. Implementation partners - QCI, Tech Mahindra, and MedLern - are providing certificates to every attendee, which is a great way to authenticate the training of these enthusiastic healthcare professionals.

The image displays three sample training certificates. The first certificate, from QCI, is titled 'TRAINING CERTIFICATE' and includes logos for TCB (Training and Capacity Building) and NABET (National Accreditation Board for Education and Training). It states that a certificate has been issued to participants who attended the training program. An email is generated for all participants with a login and password to download their certificate. The certificate is also verifiable on the QCI website using a certificate number. The second certificate, from Tech Mahindra, is titled 'CERTIFICATE OF PARTICIPATION' and is issued by the NATHEALTH SMART Academy for Healthcare. It is presented to a participant for their presence at the Digital Health Master Class for Hospital Leaders. The certificate is organized by NATHEALTH in collaboration with Tech Mahindra SMART Academy for Healthcare. It is signed by Dr. Nithi H. Kavaluramani, Program Director - Healthcare, Tech Mahindra Foundation. The third certificate, from MedLern, is titled 'Certificate of Completion' and is for the DHMC Master Class Training. It is awarded to Rushad Sarosh on 21-06-2025. The certificate is presented by MedLern and is signed by Dr. Varinder S. Kanwar, CEO - NABET. A QR code is also present on the certificate.

Sample Certificates provided by QCI (above), Tech Mahindra, and MedLern (besides).

Achievements and Observations



Digital Divide Based on Hospital Size

- Smaller hospitals (<50 beds) showed low adoption of digital systems: only 25% use EMR and 40% use HMIS.
- Larger hospitals (>500 beds) had over 90% adoption of both EMR and HMIS, pointing to better infrastructure and investment capacity.



EMR as a Catalyst

- A strong correlation was observed: hospitals with EMR were significantly more likely to also implement HMIS, suggesting EMR can be an entry point for broader digital transformation.



Generation of Actionable Insights

- Extracted key digital adoption patterns that can inform policy, vendor engagement, and future capacity-building efforts.
- Highlighted the digital divide and underscored the need for tiered interventions.



Positive Participant Feedback

- Training content and delivery were generally well received, with suggestions captured for ongoing refinement.
- Strong interest was expressed in simplified, cost-effective solutions and continued learning support.



Need for Continued Support and Knowledge Resources

- Participants expressed a clear need for vendor guidance, simplified digital solutions, and access to implementation best practices.
- Demand for a centralized resource hub for digital health information was consistently noted.

Overall Participants' Feedback



Engaging and well-structured sessions



Insightful, informative, and highly satisfactory



Incredibly beneficial



Provided practical knowledge



Trainer had clarity, adaptability, and the approach was encouraging



Sessions were enjoyable and insightful



Expectations were met effectively



Helped in deepening the understanding of digital health

Participants' Feedback for Future Training Sessions



Training sessions should be conducted more frequently/regularly as they play a crucial role in skill enhancement and professional growth.



Kindly include a session on objective elements from the first edition of Digital Health Care in future training programs.



If NABH implements a digital health initiative across all hospitals, it will significantly streamline healthcare operations and improve societal impact.



Require a more detailed explanation regarding vendor details, including the advantages and disadvantages of various software solutions, key lookouts, and potential pitfalls.



A deeper dive into vendor details, software strengths and weaknesses, and potential pitfalls would enhance the learning experience.

How can you get involved?

NATHEALTH invites you to support this transformative initiative through direct sponsorships, grants, or CSR contributions. Your support will enable to:

- Scale up to 100 cities in FY 2025-26
- Deliver structured training to small healthcare providers, equipping them with essential digital skills.
- Evaluate program impact to ensure effectiveness and scalability.
- Develop a network of digital champions who will extend digital literacy to the broader healthcare sector.

To make a meaningful impact, we invite you to adopt a region or a set of cities.

The partners can benefit from numerous initiatives like Customized Campaigns, Digital and Social Media Amplification, Co-Branding Opportunities, Collaborative Events, Media Interactions and Press Releases, Collateral Materials & Publications, Certification of Partnership and more.

PHASE 2 Vision & Way Forward

Plan to scale up to **100 tier II and tier III cities** in FY 2025-26.

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