

Request for Proposal: Digital Health Training Initiative for healthcare providers

About NATHEALTH AND NATHEALTH FOUNDATION

Established in 2012, NATHEALTH aims to bring together healthcare stakeholders in India to work alongside policymakers to create an environment that will power the next wave of healthcare for all. As the genesis of this movement, NATHEALTH serves as the forum that facilitates a shift in mindset, delivery, and decision-making within the healthcare sector. Our goal is to build a better and healthier future.

To further our mission, NATHEALTH has established the NATHEALTH Foundation as its implementing agency. The Foundation drives strategic initiatives by channeling resources and support from corporations, foundations, and other grantors to address critical healthcare challenges. It collaborates with key stakeholders to design and implement high-impact programs in healthcare, focusing on patient safety, digital health, capacity building, and innovations. These initiatives aim to bridge healthcare delivery gaps and promote sustainable health solutions.

Leveraging its deep expertise and extensive resources, NATHEALTH strives to foster a healthier future for communities nationwide.

Importance of Digital Health Training Among Small Players

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 upto 4,000 healthcare providers in the first 50 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.

Call For Collaboration

NATHEALTH is inviting expressions of interest from leading training partners to achieve the following objectives:

- Organize workshops in pre-identified cities (as listed in [Annexure 1](#)) and invite 30-50 healthcare workers from small and mid-sized providers for each center.
- Create and maintain a pool of master trainers who can lead the training sessions and provide ongoing support at each center.
- Ensure logistical arrangements and provide the necessary training materials and resources.
- Collect feedback and report on the effectiveness of the training program.

The overarching goal of this initiative is to implement the program across 50 cities. However, a flexible adoption model is proposed to accommodate the strategic priorities and geographical interests of the organizations submitting proposals. Organizations may also submit proposals to select a subset of cities from the total list of 50 cities.

Content of the proposal

- Clearly define the project's goals and articulate its importance within the context of healthcare or digital transformation.
- Provide a per city, per event basis quote. Ensure that all costs associated with each event are included in this quote.
- Provide a structured timeline with key milestones to demonstrate the project's expected deliverables.

For detailed information on content of the proposal, [Click](#)

Prerequisites for Implementation Agency

- Must be a registered company, society, or structure with at least three years of track record, and should not be blacklisted by any public or private entity.
- Proven track record of organizing and conducting training workshops, particularly in the healthcare or digital sectors.

Basic Evaluation Criteria:

- Understanding of Project Objectives and Scope- Clarity and understanding of goals, scope, and impact (20%)
- Relevant experience and qualifications of the organization and trainers (30%)
- Implementation Plan Feasibility- Realistic plan with timelines, milestones, and scalability (25%)
- Monitoring and Evaluation - Methods for feedback collection, effectiveness evaluation, and reporting (15%)
- Financial Stability and Cost-effectiveness - Transparent budget, financial stability, and value for money (10%)

For detailed information on evaluation criteria, [Click](#)

Evaluation and selection process

- Proposals will undergo an initial screening to ensure compliance with submission requirements and prerequisites.
- A committee of experts will conduct a detailed evaluation of the proposals based on the scoring criteria.
- Each proposal will be scored and ranked according to the specified criteria.
- Shortlisted organizations will be notified and may be requested to provide additional information or clarifications.
- Shortlisted organizations may be invited for interviews or to present their proposals.
- Selected organizations will be notified and invited to finalize agreements and start the implementation process.
- Formal agreements will be signed with the selected organizations.
- A detailed onboarding process will be conducted to align on project expectations, deliverables, and timelines.

Proposal Submission Timeline

- Proposals must be submitted electronically to vrinda.chaturvedi@nathealth.co.in with a copy to jayyaa.siingh@nathealth.co.in by 20th August 2024.