

Harnessing Digital Technologies for Enhanced Healthcare Delivery and Patient Outcomes: Evaluating IPHS Compliance in Tamil Nadu: Reg ID: 455

Arpita Aggarwal, Ayushi Rai, Swarnika Pal, K Madan Gopal
National Health Systems Resource Centre

CORRESPONDING AUTHOR

Dr Arpita Aggarwal, National Health Systems Resource Centre

Email: arpita.aggarwal@nhsrcindia.org

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ABSTRACT

Background: The Indian Public Health Standards (IPHS) 2022 provide uniform benchmarks for healthcare facilities across India. Ensuring compliance with IPHS is vital to improve service delivery and patient outcomes nationwide. Tamil Nadu, a high-performing state in health with a track record of innovation has implemented digital IPHS assessment toolkit using Open Data Kit (ODK) for real-time monitoring. This study evaluates IPHS compliance across public health facilities in Tamil Nadu and explores patient perspectives on care quality. **Methods:** We conducted a mixed-methods evaluation. Quantitative data on IPHS compliance were collected via ODK-based checklists covering six domains (Infrastructure, Human Resources, Diagnostics, Drugs, Service Delivery, Governance) across facilities (DHs, SDH, CHCs, PHCs, and AAMs). As of October 2025, state-level domain compliance scores were analysed and categorized into performance bands (<25%, 25–50%, 50–69%, 70–79%, >80%). Qualitative insights were obtained from 14 patient interviews at a 2 District Hospitals and 1 UPHC in Chennai region coded to identify key themes. **Results:** Tamil Nadu's facilities showed high overall compliance: 68% of facilities scored >80% in Service Delivery and Governance domains. Over 80% of facilities achieved at least 50% compliance in all domains except Diagnostics (~64%). As per interview most patients reported prompt and comprehensive diagnostic services (93% endorsement) and attentive, continuous medical care (86%). Universal access to free care and medicines was praised (93%), and care quality was perceived as high and patient-centric (79%), fostering trust and continuity (71% had repeat visits). However, 36% of patients faced financial burden for advanced diagnostics not available on-site. **Conclusion:** Tamil Nadu's IPHS compliance exceeds national trends. The ODK-based digital assessments and dashboard have enabled gap identification and data driven governance, correlating with positive patient experiences. Policy recommendations include targeted investments in weaker domains, leveraging digital monitoring for continuous quality improvement, and expanding essential diagnostic services.

KEYWORDS