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DHN DIGITAL HEALTH NEWS & **CHiME INDIA**

ANNUAL DIGITAL HEALTH TRENDS & OUTLOOK 2025

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INTRODUCTION

THE DHN AND CHIME INDIA ANNUAL DIGITAL HEALTH TRENDS AND OUTLOOK 2025, DEVELOPED AND LED BY DIGITAL HEALTH NEWS IN PARTNERSHIP WITH CHIME INDIA, OFFERS A STRATEGIC LENS INTO HOW HEALTHCARE IT LEADERS IN INDIA ARE NAVIGATING THE DIGITAL FUTURE. AS THE PRINCIPAL DRIVER OF THIS INITIATIVE, DHN COLLABORATED WITH CHIME INDIA TO GATHER PERSPECTIVES FROM CIOS, CMIOS, AND OTHER DIGITAL HEALTH LEADERS SHAPING THE NEXT WAVE OF DIGITAL HEALTH TRANSFORMATION.

THIS OUTLOOK REFLECTS THE REAL-TIME PRIORITIES, CHALLENGES, AND AMBITIONS OF INDIA'S HEALTHCARE TECHNOLOGY ECOSYSTEM DURING A TIME OF RAPID DIGITAL HEALTH TRANSFORMATION. IT DELIVERS A GROUNDED, DATA-DRIVEN VIEW OF THE INDUSTRY'S CURRENT STATE AND FUTURE DIRECTION.

OBJECTIVES

- **ASSESS DIGITAL HEALTH LANDSCAPE** – Understand the current state of digital transformation in Indian healthcare.

- **ANALYZE IT INVESTMENT** – Examine IT spending patterns and their impact on operations.

- **EVALUATE TECHNOLOGY MATURITY** – Gauge progress in AI, data analytics, and digital workflows.

- **REVIEW CYBER PREPAREDNESS** – Explore how cybersecurity is enabling or challenging progress.

- **MEASURE INFRASTRUCTURE READINESS** – Check preparedness for interoperability and cloud deployment.

- **IDENTIFY WORKFORCE GAPS** – Uncover leadership challenges and staffing limitations.

- **ENABLE STRATEGIC ALIGNMENT** – Inform collaboration and policy decisions across the ecosystem.

METHODOLOGY AND DEMOGRAPHY

1. SURVEY DESIGN AND INSTRUMENTATION

THIS SURVEY WAS STRATEGICALLY CRAFTED TO EXPLORE VARIATIONS IN DIGITAL HEALTH TRANSFORMATION ACROSS DIFFERENT REGIONS, ORGANIZATIONAL STRUCTURES, AND JOB ROLES. BY EMBEDDING DEMOGRAPHIC-SPECIFIC QUESTIONS, THE SURVEY REVEALS NUANCED TRENDS WHILE ALSO CAPTURING BROAD STRATEGIC SHIFTS. THE GOAL IS TO DETECT GAPS AND TO SPOTLIGHT OPPORTUNITIES FOR INNOVATION AND ALIGNMENT ACROSS INDIA'S HEALTHCARE ECOSYSTEM.

2. SAMPLING STRATEGY

A PURPOSIVE SAMPLING APPROACH WAS USED TO ENSURE REPRESENTATION FROM DIVERSE HOSPITAL SIZES, REGIONS, AND LEADERSHIP TIERS. THE SAMPLE INCLUDED RESPONDENTS FROM MEGA HOSPITAL SYSTEMS, MID-SIZE NETWORKS, AND SMALL ORGANIZATIONS. THIS DIVERSITY ENHANCES THE GENERALIZABILITY OF FINDINGS ACROSS THE INDIAN DIGITAL HEALTH LANDSCAPE.

3. DATA COLLECTION

PARTICIPANTS RECEIVED A 15–20-MINUTE QUESTIONNAIRE VIA EMAIL, DISTRIBUTED ELECTRONICALLY. THE SURVEY TARGETED CIOS, CMIOS, CDOS, VP-IT, GM-IT, AND SENIOR DIGITAL HEALTH LEADERS. IT INCLUDED CLOSED-ENDED THEMATIC QUESTIONS, AND DEMOGRAPHICS WERE CAPTURED ON REGION, HOSPITAL SIZE, JOB ROLE, AND INFRASTRUCTURE FOOTPRINT.

4. RESPONDENT DEMOGRAPHICS

• REGIONS: **INDIA NORTH, SOUTH, EAST, WEST**

• ORGANIZATION TYPES: **MEGA (15+ HOSPITALS), LARGE (10–15), MID (5–10), SMALL (1–5)**

• SIZE: **1–500 BEDS, 501–1000 BEDS, 1000+ BEDS**

• JOB ROLES: **CIO, CDO, CMIO, VP-DIGITAL, SR. DIRECTOR, VP-IT, GM-IT**

5. PARTICIPANT RECRUITMENT

OUTREACH WAS CONDUCTED THROUGH DHN AND CHIME'S PROFESSIONAL NETWORK. EACH INVITE EMPHASIZED THE IMPORTANCE OF SHAPING A COMPREHENSIVE, COLLABORATIVE VIEW OF DIGITAL HEALTH LEADERSHIP.

6. ETHICAL CONSIDERATIONS

RESPONDENTS WERE INFORMED OF THE SURVEY'S PURPOSE, DURATION, AND VOLUNTARY NATURE. INFORMED CONSENT WAS COLLECTED, AND CONFIDENTIALITY PROTOCOLS WERE UPHELD THROUGHOUT THE PROCESS.

7. SURVEY TIMELINE

THE SURVEY RAN DURING Q1 2025 WITH STRUCTURED PHASES: **LAUNCH, REMINDERS, AND CLOSURE. TIMELINES WERE STRICTLY ADHERED TO FOR CONSISTENT DATA COLLECTION.**

8. DATA ANALYSIS AND QUALITY ASSURANCE

QUANTITATIVE DATA WERE ANALYZED STATISTICALLY TO COMPARE ROLE, REGION, AND HOSPITAL TYPE TRENDS. QUALITATIVE ENTRIES UNDERWENT THEMATIC ANALYSIS. RIGOROUS CHECKS ENSURED ACCURACY, COMPLETENESS, AND CONSISTENCY ACROSS THE DATASET. THE DEMOGRAPHIC LENS ADDS GRANULARITY AND RELIABILITY TO THE REPORT'S INSIGHTS.

SURVEY DATA AND RESULTS

DIGITAL HEALTH NEWS GATHERED RESULTS FROM **72 PARTICIPANTS WHO COMPLETED A 17-QUESTION** QUESTIONNAIRE FOCUSED ON CURRENT HEALTHCARE IT PRIORITIES AND DIGITAL TRANSFORMATION INITIATIVES. THE INSIGHTS WERE CRUCIAL IN UNDERSTANDING THE HEALTHCARE INDUSTRY'S STRATEGIC DIRECTIONS, CHALLENGES, AND ASPIRATIONS.

KEY FINDINGS FOR
THE DHN & CHIME INDIA

DIGITAL HEALTH TRENDS 2025.

DATE:
07TH JUNE 2025

1. AI LEADS THE DIGITAL TRANSFORMATION NARRATIVE

OVER **54%** OF RESPONDENTS BELIEVE **ARTIFICIAL INTELLIGENCE (AI)** IS THE MOST TRANSFORMATIVE TECHNOLOGY FOR HEALTHCARE IN THE NEXT 2–3 YEARS, WITH **43.06%** PRIORITIZING ITS IMPLEMENTATION IN 2025. AI FOR CLINICAL DECISION SUPPORT IS ALSO AMONG THE TOP DIGITAL HEALTH SOLUTIONS TO BE ADOPTED **(26.76%).**

54% SAY AI IS MOST
TRANSFORMATIVE
TECH

54.00%
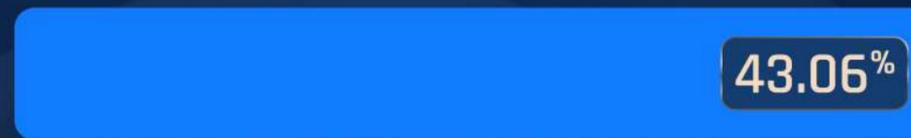
43.06%

43.06% PRIORITIZE AI
IMPLEMENTATION IN 2025 TECH

26.76%

26.76% ADOPTING AI FOR
CLINICAL DECISION SUPPORT

2. PATIENT ENGAGEMENT REMAINS A CENTRAL PILLAR

MORE THAN **51%** DEFINE DIGITAL TRANSFORMATION AS DELIVERING BETTER PATIENT EXPERIENCE AND ENGAGEMENT. REFLECTING THIS, **53.62%** HAVE ALREADY INVESTED IN DIGITAL CONSUMER EXPERIENCE TOOLS, AND **38.02%** PLAN TO ADOPT PATIENT ENGAGEMENT PLATFORMS IN THE COMING YEAR.

DEFINE DIGITAL TRANSFORMATION AS A BETTER PATIENT EXPERIENCE — **51.00%**

INVESTED IN CONSUMER EXPERIENCE TOOLS — **53.62%**

PLAN PATIENT ENGAGEMENT PLATFORM ADOPTION — **38.02%**

3. CYBERSECURITY AND COMPLIANCE CHALLENGES PERSIST

WHILE **56.25%** DEPLOYED NEW TECHNOLOGIES FOR THREAT MANAGEMENT IN 2024, **43.75%** FOCUSED ON STRENGTHENING DATA SECURITY PROTOCOLS. HOWEVER, **37.5%** FLAGGED GAPS IN EMPLOYEE ENGAGEMENT IN TRAINING PROGRAMS, AND **36.11%** CITED DELAYS IN ADDRESSING AUDIT FINDINGS.

56.25%
DEPLOYED THREAT
MANAGEMENT TECH IN 2024

37.5%
NOTE GAPS IN
EMPLOYEE TRAINING

43.75%
STRENGTHENED DATA
SECURITY

36.11%
REPORT AUDIT DELAY
ISSUES

4. TECHNOLOGY PARTNERSHIPS ARE CRITICAL TO SUCCESS

A DOMINANT **59.72%** OF RESPONDENTS CONSIDER **TECHNOLOGY PARTNERSHIPS** THE MOST ESSENTIAL SUPPORT FOR DIGITAL TRANSFORMATION, SURPASSING IN-HOUSE R&D (12.5%) AND STRATEGIC CONSULTING **(23.61%).**

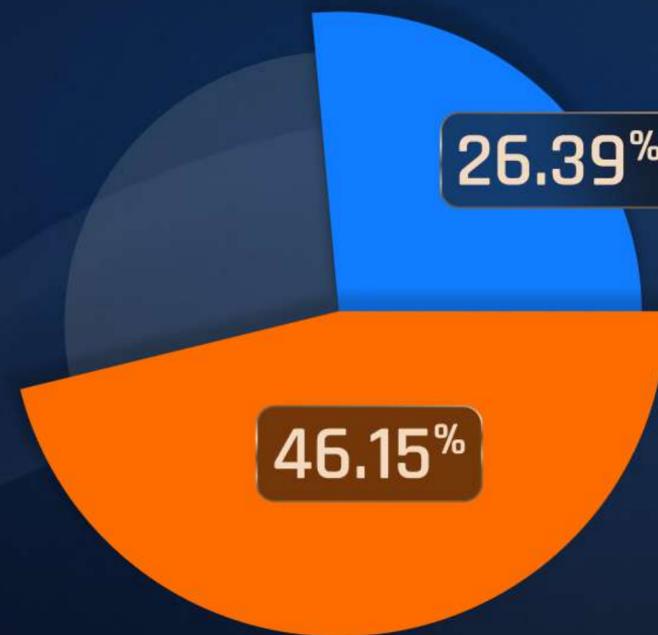**59.72%**

59.72% SAY PARTNERSHIPS MOST ESSENTIAL

23.61%

23.61% USE STRATEGIC CONSULTING

12.5%

12.5% RELY ON IN-HOUSE R&D

5. BUDGET CONSTRAINTS HINDER PROGRESS

NEARLY **46.15%** OF LEADERS IDENTIFY **BUDGET LIMITATIONS** AS THE TOP BARRIER TO ADVANCING DIGITAL TRANSFORMATION; ADDITIONALLY, **26.39%** REPORT BUDGET AS A REASON FOR FAILED INITIATIVES IN 2024.


26.39%

26.39% REPORT BUDGET-
CAUSED FAILED INITIATIVES

46.15%

46.15% CITE BUDGET
LIMITS AS TOP BARRIER

6. LEADERSHIP & IT ARE DRIVING THE AGENDA

48.61% OF DIGITAL HEALTH INITIATIVES ARE LED BY IT AND DIGITAL TRANSFORMATION HEADS (CIOS, CDOS), FOLLOWED BY EXECUTIVE LEADERSHIP **(33.33%),** HIGHLIGHTING THE STRONG INFLUENCE OF THE TECH FUNCTION IN SHAPING HEALTHCARE'S DIGITAL FUTURE.
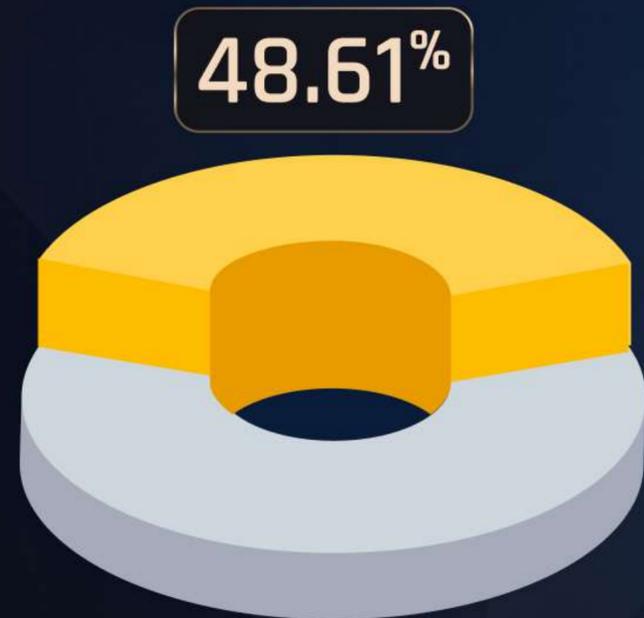
48.61%

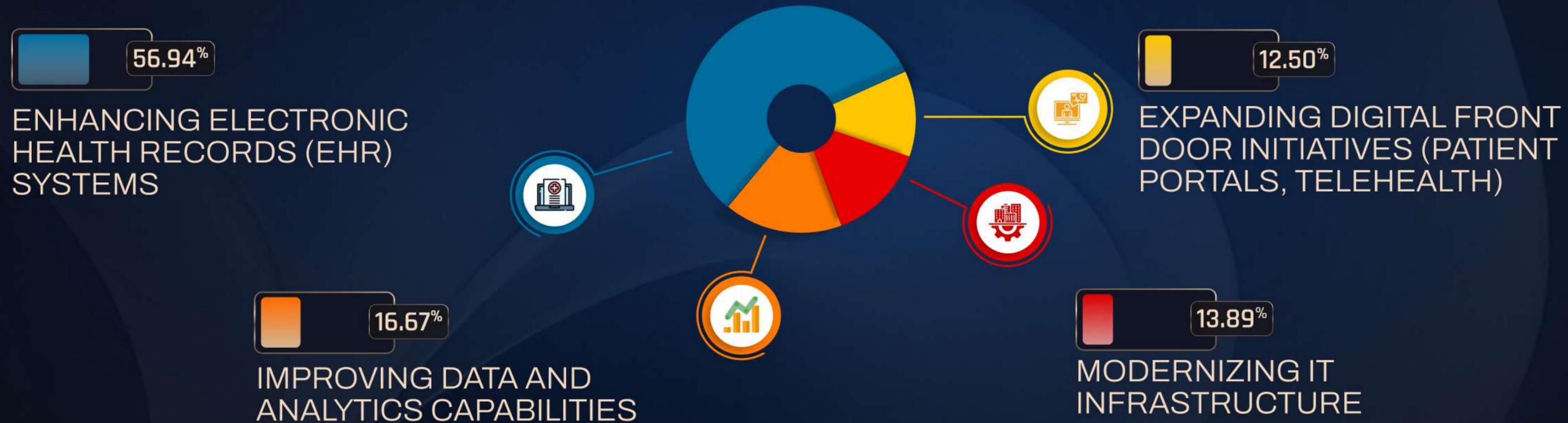48.61% INITIATIVES LED BY IT/DIGITAL HEADS

33.33%

33.33% BY EXECUTIVE LEADERSHIP

GIST:

GIST: THE DIGITAL HEALTH LANDSCAPE IN INDIA IS RAPIDLY EVOLVING, WITH SUBSTANTIAL INVESTMENTS IN AI AND EHR UPGRADES DRIVEN BY A FOCUS ON PATIENT EXPERIENCE. DESPITE OPTIMISM IN BUDGET GROWTH, ORGANIZATIONS FACE CHALLENGES IN FUNDING AND SKILLED RESOURCES. STRATEGIC COLLABORATIONS AND INTEROPERABLE PLATFORMS ARE VIEWED AS KEY ENABLERS FOR SUSTAINABLE TRANSFORMATION.

QUESTION 01

WHAT WAS YOUR ORGANIZATION'S TOP DIGITAL TRANSFORMATION PRIORITY IN 2024?

56.94%

ENHANCING ELECTRONIC HEALTH RECORDS (EHR) SYSTEMS

12.50%

EXPANDING DIGITAL FRONT DOOR INITIATIVES (PATIENT PORTALS, TELEHEALTH)

16.67%

IMPROVING DATA AND ANALYTICS CAPABILITIES

13.89%

MODERNIZING IT INFRASTRUCTURE

QUESTION 02

LOOKING FORWARD TO 2025, WHAT WILL BE YOUR PRIMARY DIGITAL FOCUS AREA?

20.83%
ELEVATING PATIENT ENGAGEMENT THROUGH DIGITAL TOOLS

43.06%
IMPLEMENTING EMERGING TECHNOLOGIES (E.G., AI, ANALYTICS)

16.67%
STRENGTHENING CYBERSECURITY MEASURES

19.44%
CONTINUATION AND EXPANSION OF CURRENT INITIATIVES

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HOW WOULD YOU DEFINE "DIGITAL TRANSFORMATION" WITHIN YOUR HEALTHCARE ORGANIZATION?

51.39%

PROVIDING PATIENTS A BETTER PATIENT EXPERIENCE RESULTING IMPROVED ENGAGEMENT & LOYALTY

20.83%

ENHANCING CLINICAL WORKFLOWS & CARE QUALITY

16.67%

INTEGRATING EMERGING TECH (AI, RPA, ETC.) ACROSS SYSTEMS

11.11%

EMPOWERING HEALTHCARE TEAMS & REDUCING OPERATIONAL COSTS

QUESTION 04

WHAT PRACTICAL STEPS HAS YOUR ORGANIZATION TAKEN TO INITIATE OR EXPAND DIGITAL TRANSFORMATION?

INVESTING IN PATIENT ENGAGEMENT, DIGITAL CONSUMER EXPERIENCE SOLUTIONS.

ENGAGING TECHNOLOGY CONSULTING PARTNERS FOR ADVISORY.

53.62%

30.44%

15.94%
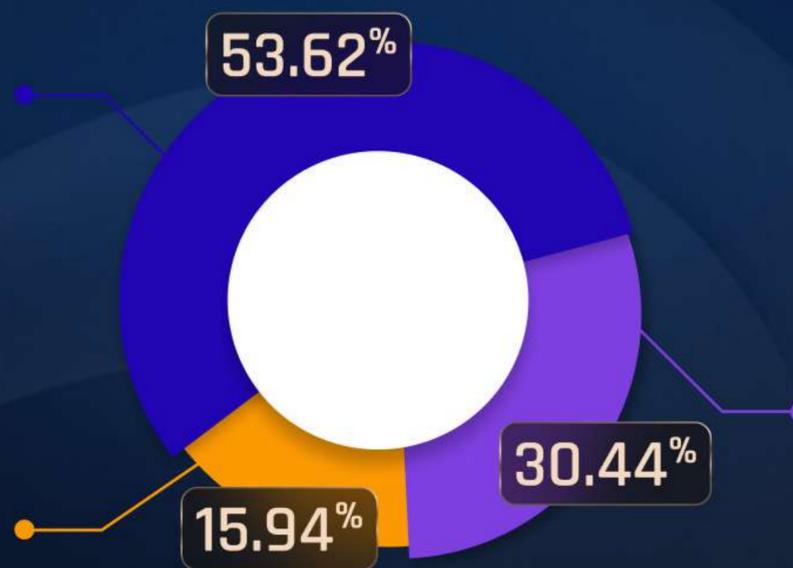
INTRODUCING NEW EHR SYSTEMS OR UPGRADES
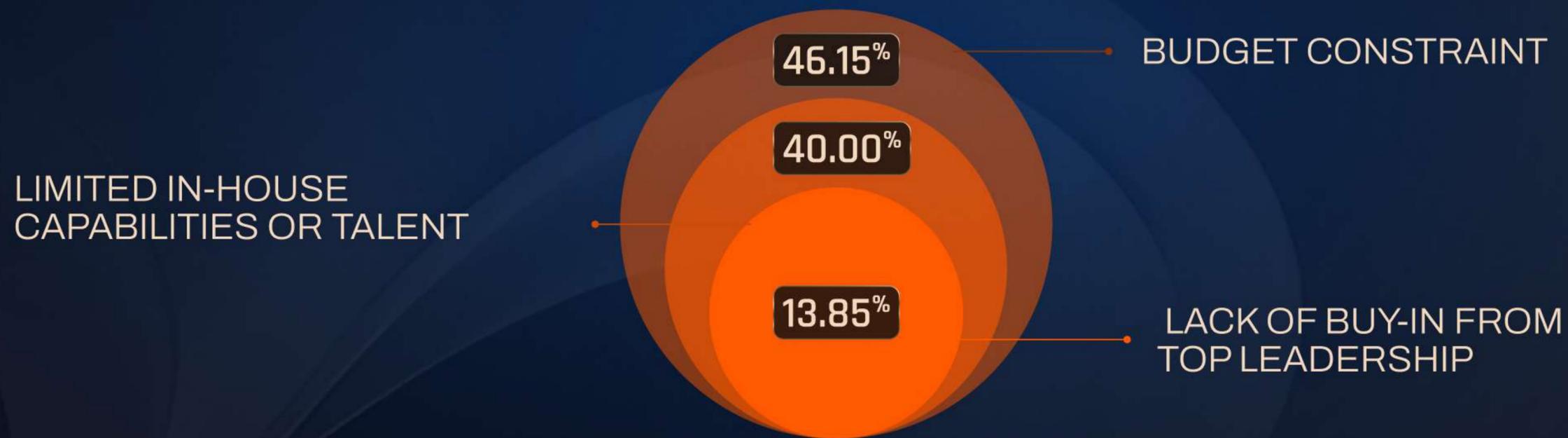
QUESTION 06

WHICH DIGITAL HEALTH SOLUTIONS ARE YOU MOST LIKELY TO ADOPT IN THE NEXT YEAR?

4.23%

26.76%

30.99%

38.02%

TELEHEALTH/ VIRTUAL CARE EXPANSION

AI FOR CLINICAL DECISION SUPPORT

DATA-DRIVEN HEALTH MANAGEMENT PLATFORMS

PATIENT ENGAGEMENT TOOLS

QUESTION 09

WHAT FACTORS MOST SIGNIFICANTLY DRIVE YOUR HEALTHCARE IT SPENDING?

DATA INFRASTRUCTURE FOR ANALYTICS AND REPORTING

INTRODUCTION & EXPANSION OF DIGITAL HEALTH SOLUTIONS, SERVICES

52.77%

16.67%

13.89%

16.67%

COMPLIANCE WITH REGULATORY STANDARDS

CYBERSECURITY UPGRADES
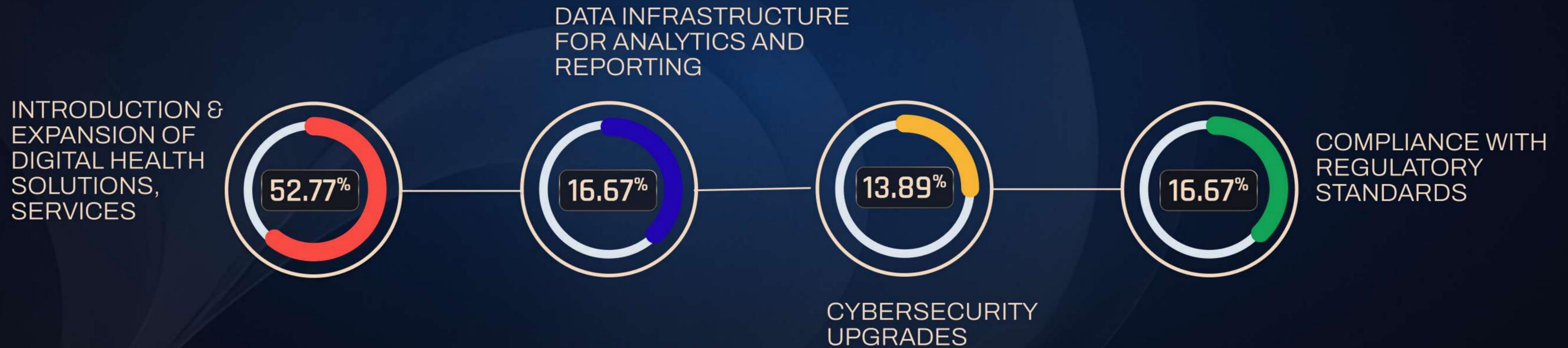
QUESTION 10

HOW DO YOU EXPECT YOUR DIGITAL HEALTH BUDGET TO SHIFT IN 2025?

12.50%
REMAIN RELATIVELY STEADY

20.83%
INCREASE BY UP TO 10%

30.56%
INCREASE SIGNIFICANTLY (ABOVE 20%)
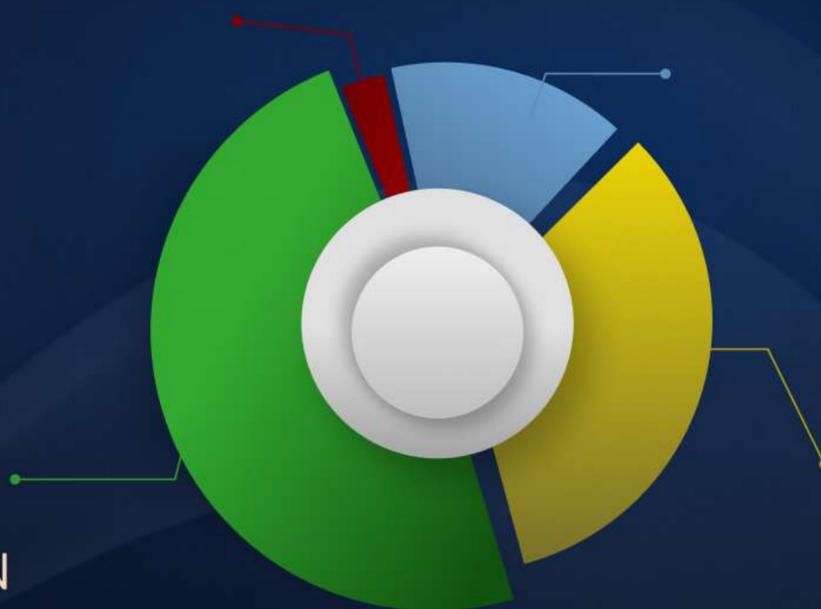
36.11%
INCREASE BY 10-20%
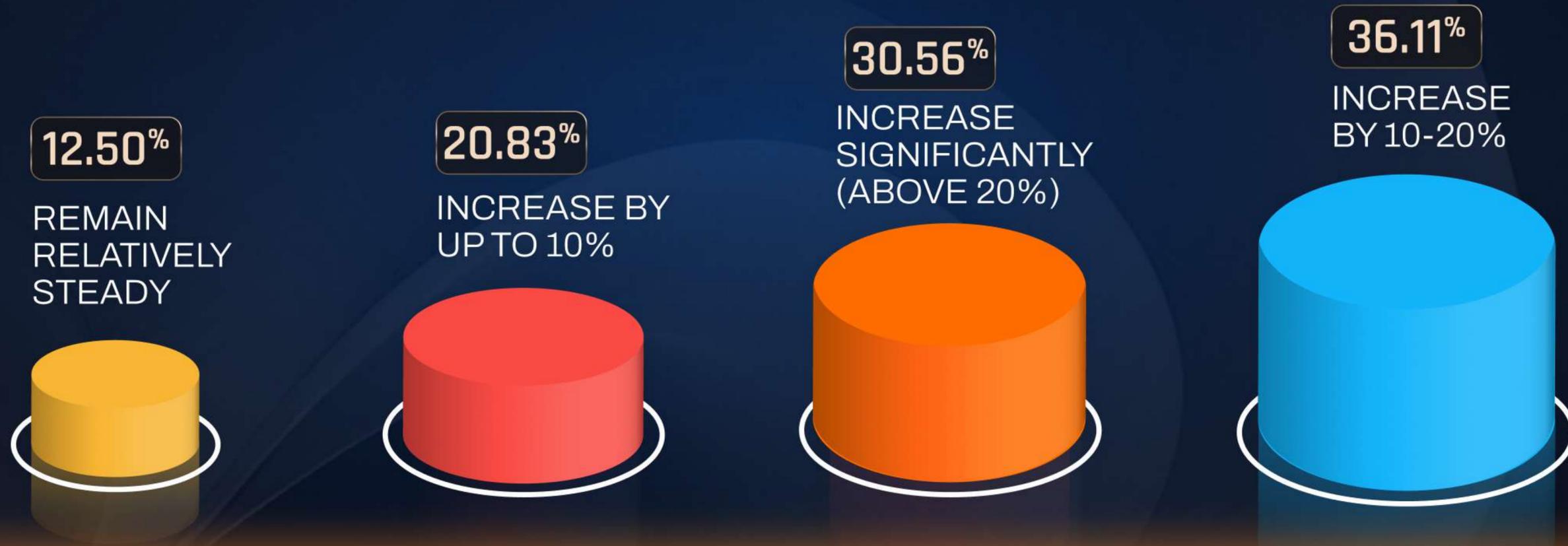
QUESTION 11

WHO IS THE PRIMARY DRIVER OF DIGITAL HEALTH INITIATIVES IN YOUR ORGANIZATION?

CLINICAL LEADERSHIP (CMIO, CLINICAL HEADS)

2.78%

IT & DIGITAL TRANSFORMATION LEADERSHIP (CIO, CDO)

48.61%

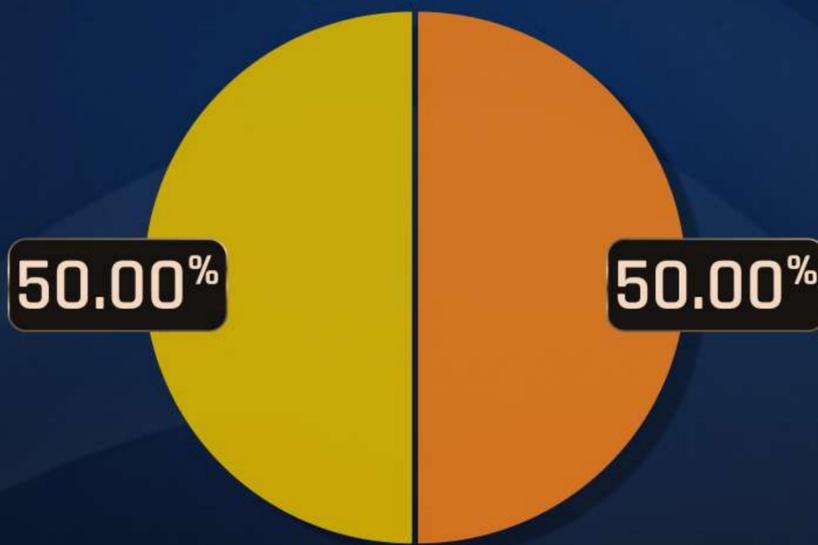CROSS-DEPARTMENTAL COLLABORATION

15.28%

EXECUTIVE LEADERSHIP (CEO, COO)

33.33%

QUESTION 13

WHAT UPCOMING TRENDS IN DIGITAL HEALTH DO YOU THINK ARE THE MOST CRITICAL FOR INDIA'S HEALTHCARE SECTOR?
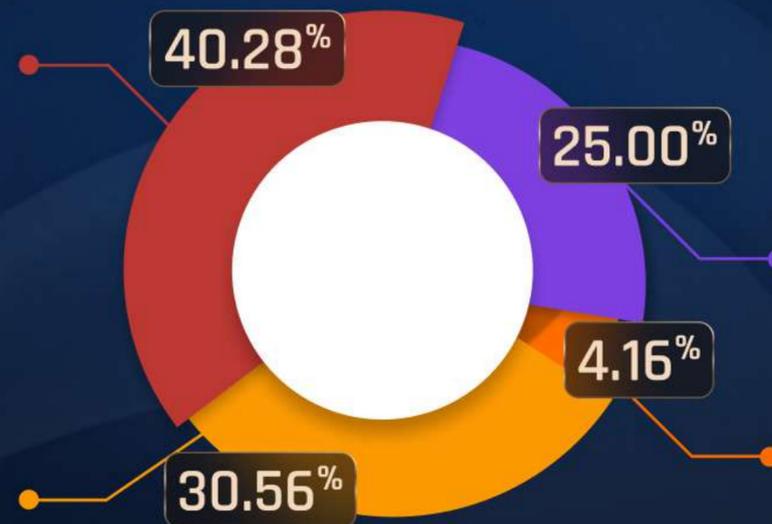
INTEROPERABILITY AND
DATA SHARING

50.00%

50.00%

SCALABILITY OF DIGITAL
PLATFORMS FOR DIVERSE
HEALTHCARE NEEDS

QUESTION 15

DO YOU FORESEE THE RISE OF AI AND AUTOMATION AS AN ASSET OR A CHALLENGE FOR HEALTHCARE PROFESSIONALS?

A CHALLENGE DUE TO
THE LEARNING CURVE &
OPERATIONAL SHIFTS

18.06%

NEUTRAL – DEPENDS
ON IMPLEMENTATION
AND RESOURCES

26.38%

MOSTLY AN ASSET,
ENABLING GREATER
EFFICIENCY

54.17%

QUESTION 16.1

WHAT WENT RIGHT AND WHAT DIDN'T IN THE 2024 PLAN? (WHAT WENT RIGHT)

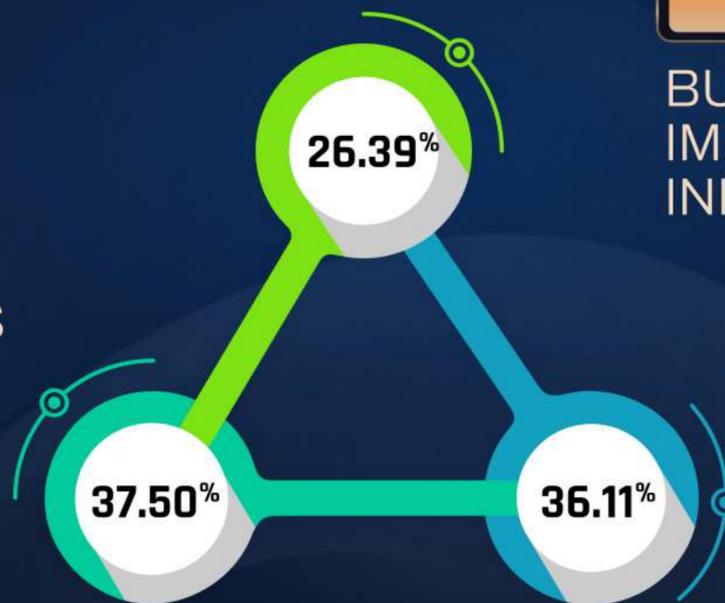SUCCESSFULLY DEPLOYED NEW TECHNOLOGIES OR TOOLS FOR THREAT MANAGEMENT.

56.25%

43.75%
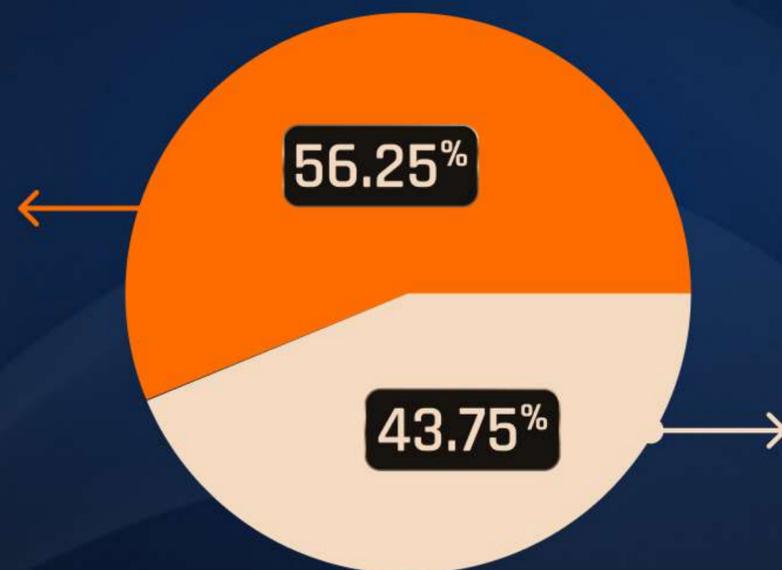
STRENGTHENED DATA SECURITY PROTOCOLS, REDUCING INCIDENTS OR BREACHES.

QUESTION 16.2

WHAT WENT RIGHT AND WHAT DIDN'T IN THE 2024 PLAN? (WHAT DIDN'T GO WELL)

26.39%

BUDGET CONSTRAINTS LIMITED THE IMPLEMENTATION OF CRITICAL INITIATIVES.

37.50%

LACK OF EMPLOYEE AWARENESS OR ENGAGEMENT IN SECURITY TRAINING PROGRAMS.

26.39%

37.50%

36.11%

36.11%

DELAYS IN RESOLVING IDENTIFIED GAPS FROM AUDITS OR ASSESSMENTS.

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QUESTION 17.1

WHAT WENT RIGHT AND WHAT DIDN'T IN THE 2024 PLAN? (WHAT WENT RIGHT)

65.28%

9.72%

25%

ACHIEVED COMPLIANCE WITH DPDP REQUIREMENTS WITHIN THE PLANNED TIMELINE.
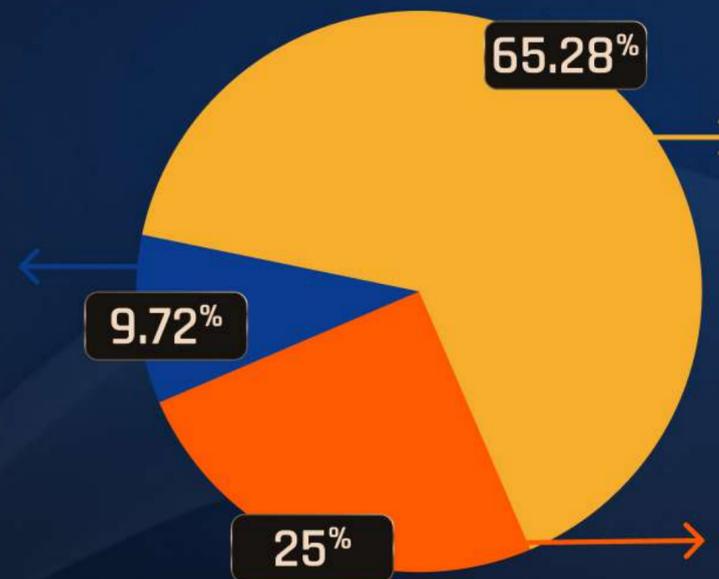
CONDUCTED EFFECTIVE TRAINING PROGRAMS TO INCREASE EMPLOYEE AWARENESS OF DPDP.

SUCCESSFULLY IMPLEMENTED POLICIES AND PROCEDURES ALIGNED WITH DPDP GUIDELINES.

QUESTION 17.2

WHAT WENT RIGHT AND WHAT DIDN'T IN THE 2024 PLAN? (WHAT DIDN'T GO WELL)

GAPS IN POLICY IMPLEMENTATION WERE IDENTIFIED DURING AUDITS.

31.94%

37.50%

INSUFFICIENT STAKEHOLDER ENGAGEMENT OR SUPPORT FOR DPDP INITIATIVES.

30.56%

DELAYS IN ACHIEVING FULL DPDP COMPLIANCE DUE TO RESOURCE CONSTRAINTS.

CONTRIBUTORS

THIS REPORT WAS MADE POSSIBLE THROUGH THE LEADERSHIP AND GUIDANCE OF **VISHNU SAXENA, FOUNDER & CEO OF DIGITAL HEALTH NEWS AND SCALEHEALTHTECH**, AND **VARSHA SHARMA, VICE PRESIDENT AND BUSINESS HEAD AT DIGITAL HEALTH NEWS**. WE EXTEND OUR SINCERE THANKS TO THE **CHIME BOARD MEMBERS AND ALL PARTICIPATING CIOS AND DIGITAL HEALTH LEADERS** FOR GENEROUSLY SHARING THEIR INSIGHTS THROUGH THE SURVEY, SHAPING A COMPREHENSIVE VIEW OF THE EVOLVING HEALTHCARE IT LANDSCAPE.

CONCLUSION

THE DHN & CHIME INDIA ANNUAL DIGITAL HEALTH TRENDS SURVEY 2025 OFFERS A VITAL LENS INTO THE EVOLVING DIGITAL LANDSCAPE OF INDIAN HEALTHCARE. BY CAPTURING THE PERSPECTIVES OF HEALTHCARE IT LEADERS ACROSS REGIONS AND ORGANIZATIONAL TIERS, THE SURVEY HIGHLIGHTS THE SIGNIFICANT STRIDES MADE, PARTICULARLY IN AI ADOPTION AND EHR MODERNIZATION, AND THE PERSISTENT CHALLENGES THAT CONTINUE TO SHAPE THE JOURNEY.

BUDGET CONSTRAINTS, WORKFORCE LIMITATIONS, AND CYBERSECURITY GAPS UNDERSCORE THE COMPLEXITY OF THIS TRANSFORMATION. YET, THE STRONG EMPHASIS ON TECHNOLOGY PARTNERSHIPS AND STRATEGIC LEADERSHIP SIGNALS A COLLECTIVE COMMITMENT TO OVERCOMING THESE HURDLES.

THESE INSIGHTS MAP THE CURRENT STATE AND ILLUMINATE PATHWAYS FOR TARGETED COLLABORATION, INNOVATION, AND POLICY ALIGNMENT. ULTIMATELY, THIS REPORT SERVES AS A ROADMAP, EMPOWERING STAKEHOLDERS TO DRIVE SUSTAINABLE, PATIENT-CENTRIC DIGITAL HEALTH PROGRESS ACROSS INDIA'S DIVERSE HEALTHCARE ECOSYSTEM.

ABOUT DIGITAL HEALTH NEWS

DIGITAL HEALTH NEWS (DHN) IS INDIA'S FIRST DIGITAL HEALTH NEWS PLATFORM AND A TRUSTED SOURCE FOR HEALTHTECH NEWS, INSIGHTS, TRENDS, AND POLICY. LAUNCHED BY INDUSTRY-RECOGNIZED HEALTHTECH LEADERS, DHN PROVIDES IN-DEPTH DATA ANALYSIS AND COVERS THE MOST IMPACTFUL NEWS AS IT HAPPENS ACROSS THE ENTIRE ECOSYSTEM, INCLUDING EMERGING TECHNOLOGY, INNOVATION, DIGITAL HEALTH STARTUPS, HOSPITALS, HEALTH INSURANCE, AND THE GOVERNMENT. AGENCIES AND POLICIES, PHARMACEUTICALS AND BIOTECH. DHN AIMS TO EMPOWER AND CONNECT HEALTHCARE STAKEHOLDERS IN INDIA AND ABROAD WITH THE ACTIONABLE INSIGHTS THEY NEED TO SUCCEED ACROSS INDIA'S DIGITAL HEALTH AND HEALTH IT LANDSCAPE. DHN- BY THE #DIGITALHEALTH LEADERS FOR THE #DIGITALHEALTH COMMUNITY.

ABOUT CHIME INDIA

THE COLLEGE OF HEALTHCARE INFORMATION MANAGEMENT EXECUTIVES (CHIME) IS A GLOBAL EXECUTIVE ORGANIZATION WITH **5,000+ MEMBERS ACROSS 56 COUNTRIES AND TWO US TERRITORIES. PARTNERING WITH 150+ HEALTHCARE IT BUSINESSES,** CHIME FOSTERS COLLABORATION AMONG SENIOR DIGITAL HEALTH LEADERS, INCLUDING CIOS, CMIOS, CNIOS, CIOS, CDOS, AND OTHERS. **THE CHIME INDIA CHAPTER, ESTABLISHED IN 2016, IS THE FIRST INTERNATIONAL CHAPTER OUTSIDE NORTH AMERICA WITH OVER 70 MEMBERS.**

VISIT: WWW.CHIMECENTRAL.ORG
FOR MORE INFORMATION.