

ANNUAL REPORT 2025



Nyaya Health Nepal
Quality Healthcare for All

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NOTE FROM THE CHAIR

This year marks a transformative milestone in Nyaya Health Nepal's mission to advance health as a human right. Guided by Article 35 of the Constitution of Nepal, which guarantees every citizen the right to free basic healthcare and aligned with the Sustainable Development Goals (SDG 3: Good Health and Well-being) NHN has completed the second strategic handover of a hospital, its integrated healthcare delivery Achham model to the Sudurpaschim Provincial Government.

After 17 years providing no-cost, high-quality care to the underserved populations of Achham and far-western Nepal, NHN formally transitioned Bayalpata Hospital and its entire ecosystem of care to the Ministry of Social Development (MoSD), Sudurpaschim Province. This follows the earlier handover of Pashupati Chaulagain Hospital in Dolakha to Bagmati Province in 2020, making it NHN's second successful transition under its Design-Build-Operate-Transfer (DBOT) model.

But these handovers are not endpoints but lay foundations for broader impact. NHN model proves that equitable, digitally enabled, community-integrated healthcare is not just a vision, but a scalable reality in Nepal's most remote regions in providing quality care.

In the past year, NHN recorded:

- 67,131 patient visits served through facility-based care in Achham
- 154,726 home visits by our Community Health Workers reaching 40,000 individuals with maternal, child, and chronic disease care
- 844 major surgeries (Including 112 orthopedic, 2 Hip Replacement) and 66 cesarean deliveries performed annually at Bayalpata Hospital
- Digital Health Expansion: Deployed customized open-source Electronic Health Record (EHR) system across multiple partner hospitals and in partnership with MoSD Karnali Province, supporting government-led efforts in healthcare digitization.

Backed by a data-driven, equity-focused strategy, Nyaya Health Nepal is ready to scale this proven model to new geographies. With the support of visionary partners, we seek to expand to underserved municipalities in other parts of Nepal, bridging the urban-rural health divide and ensuring that no one is left behind in Nepal's journey toward universal health coverage.

Let us build the future of rural healthcare in Nepal together.

Kunda Dixit
Chairperson
Nyaya Health Nepal



Note from Management

Seventeen Years of Impact - A Future of Possibility in Rural Healthcare

Transforming healthcare in remote regions has been Nyaya Health Nepal's mission since 2008. Bayalpata Hospital Program was formally handed over to the Sudurpaschim Province effective 17 August 2025.

In the past 17 years, NHN's work has directly contributed to saving thousands of lives by delivering timely emergency, maternal, surgical, and chronic disease care to Nepal's most vulnerable communities.

Looking ahead, NHN is scaling this proven model of integrated municipal healthcare across Nepal. The Electronic Health Record (EHR) system is now operational in eight district hospitals across Karnali Province, as well as in Bayalpata Provincial Hospital (Achham) Pashupati Chaulagain Hospital (Charikot, Dolakha) Aampipal Hospital (Gorkha) and Wanchhu Memorial Hospital (Solukhumbu). A major bound forward has been the successful integration of NHN-EHR system with Nepal's national health insurance system, enhancing transparency, continuity of care, and financial protection for patients.

Empowered by the trust of the communities, the commitment of the government, and the support of philanthropic partners, NHN is moving forward to scale up impact to expand into new areas and continue providing lifesaving, quality healthcare to those who need it most in rural Nepal.

Srijana Devkota

Director of Program and Partnerships



NHN – Achham Program: Impact (2008–2025)

Since 2008, Nyaya Health Nepal's program in Achham has demonstrated what is possible when global health innovation meets grassroots level commitment. What began as a transformation of a run-down health post has evolved into the 50-bed Bayalpata Hospital, providing completely free care under NHN management till 16 August 2025, comprehensive care across all services, serving as a national and global model of equitable healthcare.



Over the last 17 years, the hospital has delivered care to over 1,032,919 million patients, including major surgeries and cesarean sections annually, and played a crucial role in reducing barriers to maternal and emergency care in the most underserved

and remote region of rural Nepal. NHN has consistently met and often exceeded key health indicators, such as achieving a 98% institutional birth rate, maintaining a surgical complication rate below 5%, and reaching a contraceptive prevalence rate of 60%, all while operating in an isolated, resource-constrained environment.

Facility-Based Care

Nyaya Health Nepal's Bayalpata Hospital treated around 70,000 patients in 2025 alone. The hospital is now run by the Ministry of Social Development (MoSD), Sudurpaschim Province. Bayalpata Hospital continues to operate under NHN's technical assistance model to ensure uninterrupted quality care. The hospital has provided a wide range of essential health services, including:

- General outpatient care
- Surgical services, including orthopedic procedures and the first hip replacement in the region
- Maternal and neonatal care, contributing to a 98% institutional birth rate
- Emergency care, including trauma and acute medical conditions
- Chronic disease management for conditions like hypertension and diabetes



This facility stands as a national model for integrated, dignified, and equity-driven healthcare in rural Nepal.

Community Health Program

- **Households Reached:** Overall, 1,276,710 and 150,000+ annual
- **Community Health Workers Trained:** 100+
- **Focus Areas:** RMNCH (Reproductive, Maternal, Newborn and Child Health), chronic disease management, referral support



Bayalpata Hospital Handover to Sudurpaschim Province “From Innovation to Government Ownership”

The handover of Bayalpata Hospital to the provincial government marks a historic milestone in NHN's 17-year journey of transforming rural healthcare in Nepal, built on a pioneering Public-Private Partnership (PPP) model with the Government of Nepal.

Located in Achham district, the hospital is now a national model for high-quality, integrated healthcare, improving access to lifesaving services across some of Nepal's most remote and underserved regions. NHN's impact extended beyond clinical care, encompassing capacity building, infrastructure modernization, and digital transformation through the launch and scale-up of a customized EHR system, first deployed at Bayalpata Hospital in 2016.



The handover reflects a transition not just of management, but of systems, innovation, and legacy. With key hospital staff integrated into the provincial structure for sustainability, and local ownership. This moment signifies NHN's strategic shift from direct service delivery to system strengthening, demonstrating how NGO-led innovation, when built with government alignment, can scale into long-term impact.

Bayalpata Hospital now stands as a replicable model for decentralized, equitable rural healthcare, and a symbol of what's possible through data-driven, and community-centered partnerships.

Key Impacts of Bayalpata Hospital Under NHN Leadership (2008–2025)

1. Service Delivery & Health Outcomes

- 1,032,919 total patients served in Achham alone (of 1,328,805 visits NHN-wide since 2008)
- Average 62,000+ outpatient visits annually
- 8,449 total deliveries with a 98% institutional birth rate, significantly lowering maternal and neonatal mortality
- 5,584 major surgeries performed with <5% complication rate (well below WHO threshold)
- Over average 150,000 community health worker home visits per year, totaling 1,276,710 visits to date
- Lifesaving care delivered free of charge, eliminating financial barriers for the poor

2. Innovation & Digital Health

- Launched NepalEHR at Bayalpata Hospital in 2015, one of the first rural-ready Electronic Health Record systems in Nepal
- Digitized clinical documentation, diagnostics, pharmacy, billing, and follow-up care
- Ensured continuity of care, improved patient safety, and enabled real-time data for clinical governance and planning

3. Capacity Building & Infrastructure

- Trained hundreds of Doctors, Nurses, Paramedics, and CHWs in clinical and digital skills
- Developed award-winning infrastructure, including climate-resilient rammed earth buildings, surgical theaters, maternity wards, and diagnostic labs
- Improved access to advanced care in one of Nepal's most geographically isolated districts

4. Systems Change & Government Partnership

- Pioneered a Public-Private Partnership (PPP) model in rural healthcare with alignment across local, provincial, and federal governments
- Transitioned hospital staff and leadership into provincial government systems
- Transition aligned with Article 35 of the Constitution, SDG 3 (Health) and SDG 5 (Gender Equality)



5. Community Impact

- Provided healthcare access to Achham and neighboring districts (Doti, Bajura, Bajhang, Dadeldhura and some districts of Karnali Province)
- Strengthening community health literacy, trust in the public system, and reduced outmigration for care
- Played a crucial role in COVID-19 response through testing, treatment, and public awareness



Japanese Government Support

Medical Equipment Handover at Bayalpata Provincial Hospital



Through the generous support of the Japanese Government's Grant Assistance for Grassroots Projects (GGP), Nyaya Health Nepal strengthened healthcare infrastructure at Bayalpata Provincial Hospital by upgrading its diagnostic and surgical capabilities. This collaboration enabled the hospital to receive essential medical equipment, including a C-Arm, Portable Ultrasound (USG), and Digital X-ray system, which have now been officially handed over to the Sudurpaschim Provincial Government to ensure continuity of services.

This advanced equipment is transforming healthcare delivery for communities in Achham, Doti, Bajura, and parts of Karnali Province, enhancing the hospital's capacity to provide comprehensive diagnostic and surgical care locally. With this support, patients in these underserved districts no longer need to travel long distances for specialized services, ensuring better access, improved quality of care, and healthier outcomes. The partnership with the Government of Japan demonstrates how international collaboration can sustainably strengthen rural health systems in Nepal.



Testimonial



“Bayalpata Hospital, once an unused structure in Achham district, was strengthened in 2008 through a ground-breaking Public-Private Partnership between Nyaya Health Nepal and the Ministry of Health and Population. Since then, it has become a model of hope, providing free, high-quality, integrated healthcare to communities across Achham and neighboring districts including Doti, Bajura, Bajhang, Dailekh, Kalikot, and Mugu of Karnali Province.

Over the past 17 years, Nyaya Health Nepal has set a benchmark in rural healthcare through its impactful work at Bayalpata Hospital, significantly improving public health across the region. I sincerely thank their team for this transformative contribution. As Sudurpaschim Province takes over the hospital’s management, we are committed to upholding this legacy ensuring continued access to dignified, equitable, and high-quality care. We will build on the success of this Public-Private Partnership model to serve future generations.”

Hon. Meghraj Khadka

Minister for Social Development, Sudurpaschim Province

Restoring Mobility, Inspiring Hope: Dr. Mandeep Pathak’s Commitment to Rural Healthcare with Nyaya Health Nepal

When Dr. Mandeep Pathak joined Bayalpata Hospital in 2015, he brought not only advanced orthopedic expertise but also dedication to serving communities by specialized surgical care. Over the years, he has delivered hundreds of essential procedures from managing complex trauma and severe fractures to leading the first-ever total hip replacement in rural Far West Nepal. Since 2020, Dr. Pathak has played a pivotal role in strengthening emergency and surgical systems, enhancing infection prevention practices, and supporting the integration of NHN’s digital electronic health record.



“Every surgery here is more than a procedure, it is a story of hope. Serving in Achham has shown me that compassion and innovation can flourish even in the most resource-limited settings, and that every life saved brings us closer to justice in healthcare”. - **Dr. Mandeep Pathak**, Orthopedic Surgeon

Following years of dedicated service and leadership, Dr. Pathak has been appointed as an Executive Director of Bayalpata Provincial Hospital under the Provincial Government of Sudurpaschim. His new role symbolizes continuity of values, quality systems with Electronic Health Record system, and patient-centered care that Nyaya Health Nepal has nurtured for 17 years in this remote region. As the hospital transitions into a new era of Government stewardship, his deep understanding of rural healthcare and Achham’s unique needs will help guide the institution forward, ensuring that dignity, equity, and compassionate care remain central to Bayalpata Hospital’s mission.

Bayalpata Hospital Legacy

In August 2025, Nyaya Health Nepal officially handed over Bayalpata Hospital to the Sudurpaschim Province government. But instead of being the conclusion of nearly two decades in Achham, it marks the beginning of a new era. NHN will build on the foundation of learning, experience, innovation and collaboration with the people of western Nepal, medical practitioners and local governments. The systems, skills, and values developed with NHN's partnership ensure that Bayalpata Hospital, just like the 2020 handover of Charikot Hospital to Bagmati Province, will thrive within Nepal's evolving federal health structure.

This year's annual report also celebrates the individuals who shaped Bayalpata's pioneering journey. Founders, former staff, and long-time partners have shared their reflections and memories testimonials that capture the spirit of service, dedication, and community that defined Bayalpata Hospital. Their voices honor the collective effort that transformed a small health post into a 50-bed hospital ensuring equitable care and a symbol of what is possible when compassion, partnership, and purpose guide public health innovation.



"Serving Bayalpata Hospital for more than twelve years has been one of the most meaningful and fulfilling chapters of my life. To play even a small role in a mission that has transformed healthcare for the people of the Far West is an honor I carry with deep gratitude. The journey brought many challenges, especially during COVID, when the needs were immense and our responsibilities felt intensely personal. Yet, it was the resilience of our teams and the trust of the community that sustained us. As I reflect on these years, I feel immense gratitude for the opportunity to have been part of a legacy that will continue to strengthen and uplift lives for generations to come"

- Suraj Vaidhya,
President Emeritus, Nyaya Health Nepal.

Bayalpata Hospital Legacy

"For nearly seventeen years, Bayalpata Hospital has represented growth, learning, and innovation. The families of Achham and the committed team of Nyaya Health Nepal have demonstrated what it truly means to care for one another and to heal, even in the face of economic and social challenges. It has been an honour to serve and learn alongside the remarkable health workers and community members who helped to transform Bayalpata Hospital into the institution it is today. As the hospital now transitions fully into the provincial health system, we look forward with optimism to its continued progress and impact."



- Duncan Maru,
MD, PhD



marks a historic milestone. I am grateful to Nyaya Health Nepal for the opportunity to contribute in building a model healthcare system for the people of Achham as a team."

- Dr. Bikash Gauchan,
Former Medical Director, Bayalpata Hospital;
Professor of General Practice & Emergency Medicine,
Rapti Academy of Health Sciences (RAHS),
Ghorahi, Dang, Nepal.

Bayalpata Hospital Legacy



Dr. Bibhav Acharya conducting a home visit with members from the Bayalpata Hospital Mental Health team. (L-R: Dr. Sikhar Swar, Patient, Dr. Bibhav Acharya, Dr. Barbara Kamholz, and Dr. Viet Nguyen).

"For over 30 years, Bayalpata Hospital was abandoned because those with power to operate the hospital did not need its services. They received treatment in Kathmandu or abroad, while Achham was in the "far" west. I am thankful to our team of dedicated staff, volunteers, and donors who took risks with us to break this paralysis of neglect. After seventeen years, Bayalpata Hospital is a model for rural healthcare and has pioneered programs like professionalized community healthcare workers and the collaborative care model for mental health, both of which have been replicated in Nepal and globally.

Bayalpata Hospital also proved that with proper support and a reliable supply chain, doctors, nurses, and other healthcare workers enjoy working in rural Nepal, without restrictive policies like forced bonding. I am glad that Bayalpata Hospital will continue under Provincial Government ownership, and I hope that local accountability will ensure continued services for people in and around Achham"

- Bibhav Acharya,
MD, Co-Founder and
Mental Health Advisor, Possible;
Professor of Psychiatry
University of California, San Francisco

Empowering Health Systems through Digital Innovation and EHR Integration

DIGITAL HEALTH SYSTEM EXPANSION – KEY IMPACTS

Successful EHR Pilots:

Initiated and demonstrated impact of Bahmni-based Electronic Health Record (EHR) system in 2016 at:

- Bayalpata Hospital and Chaurmandu Primary Health Center, Achham
- Pashupati Chaulagain Hospital, Charikot, Dolakha



System Scale-Up:

Expanded the customized EHR system to all 8 district hospitals of Karnali Province with Abt Associates under a USAID-funded initiative, in partnership with the Ministry of Social Development (MoSD), Karnali Province.

Additionally, the system has been successfully deployed at Aampipal Hospital (Gorkha), Aambukhareni Municipal Hospital (Tanahun), and Wangchu Memorial Hospital (Solukhumbu), extending impact beyond NHN managed hospital and Karnali Province.

Capacity Strengthening:

Conducted comprehensive training for clinical, lab, pharmacy, billing, inventory, insurance, and DHIS2 reporting teams at each facility.

Sustained Operations:

Ensured continuity and sustainability through ongoing technical assistance and Annual Maintenance Contracts (AMCs) with partner hospitals.

Strengthened Health Governance:

Established strong digital health governance in Karnali Province, aligning with national strategies and priorities.

Provincial Data Infrastructure Development:

Initiated planning for a provincial data depot and aggregated health dashboard to track real-time key health indicators.

National Alignment and Scalability:

The initiative supports the Digital Nepal Framework and National Digital Health Strategy, offering a scalable model for nationwide replication.



Capacity-Building Intervention for Frontline Health Workers in Roshi Municipality post-2024 Floods

In the aftermath of the devastating September 2024 floods in Bagmati Province, Nyaya Health Nepal (NHN), with funding support from ANMF, implemented a targeted capacity-building intervention to strengthen the resilience of frontline health systems in Roshi Rural Municipality. With communities facing heightened risks of mental health challenges and waterborne diseases, NHN conducted a comprehensive two-day Motivational Interviewing (MI) training for 21 frontline health workers, including 16 FCHVs and 5 ANMs from the most affected wards. The training enhanced their ability to provide concerned, patient-centered mental health support, understand behavioral change stages, and promote essential WASH practices, equipping them to respond effectively to post-disaster needs in their communities.



Alongside these skill-building efforts, NHN addressed critical gaps in water safety within local health facilities by distributing four high-quality water purifiers to health posts and one to the municipal health coordination division. This support ensured reliable access to safe drinking water for both patients and staff, strengthening public health protection following the floods. Together, these interventions reinforced community-level mental health support, improved health awareness, and enhanced preparedness against future health risks, contributing to a more resilient and responsive local health system in Roshi Rural Municipality.



The program brought a transformed sense of motivation, and engagement to everyone involved, helping to inspire and uplift the community.”

“Nyaya Health Nepal has reached the grassroots communities in Roshi Rural Municipality that, despite our best efforts as a rural municipality, we have not been able to fully engage. I am incredibly thankful for their dedication. The motivational interview session was the first initiative after the Roshi River flood, and it involved FCHVs and ANMs.

- Shiva Prasad Bhantana
Chief Administrative Officer

IMPACT STORIES



HOSPITAL-BASED CARE

A Surgical Milestone: Expanding Access to Advanced Orthopedic Care

Nyaya Health Nepal through Bayalpata Hospital achieved a major milestone by successfully performing its first-ever total hip joint replacement surgery in rural Far West Nepal. Niroj Bhul, a 30-year-old from Bayalpata Bazar, had lived with chronic pain for years, unable to access or afford advanced care. Thanks to the dedication of Dr. Mandeep Pathak and a skilled surgical team including orthopedic experts from Kathmandu, orthopedic surgeon Dr. Bhaskar Raj Pant and orthopedic surgeon Dr. Sandip Bhandari, Niroj received the life-changing operation free of cost and was able to walk the very next day. A second patient, 72-year-old Chandrakala Khadka, also undertook a successful partial hip replacement after a fall, both cases demonstrating the hospital's growing capacity to deliver complex surgical interventions in one of the country's most remote regions.



These landmark surgeries are more than medical success stories of rural Nepal they are powerful reminders of what's possible when quality healthcare is made accessible to everyone, regardless of income or location.

COMMUNITY VISIT CARE



Empowering Safe Motherhood Nyaya Health Nepal's Community Care Saves Lives

Tika Bohara, 27-year-old mother from Ward 4, Chaurpati Rural Municipality, expresses the life-changing impact of NHN's community healthcare intervention in Achham. Expecting her second child, Tika was carefully monitored throughout her pregnancy by a dedicated Community Health Worker (CHW) of Nyaya Health Nepal.

Despite medical advice to remain hospitalized at 40 weeks of pregnancy, Tika initially chose to return home. When her labor had not begun even after 43 weeks, a follow-up home visit by the CHW revealed she had severe oligohydramnios, a dangerous condition marked by critically low amniotic fluid. Referring again to the hospital, Tika initially left before completing necessary pre-operative tests, putting both her and her baby at risk.

Thanks to the persistent efforts of the NHN healthcare team and timely counseling by the CHW during a home visit, Tika returned to the hospital. On 1st Shrawan 2082, she safely delivered a healthy baby girl via cesarean section. Both mother and newborn were stable and blooming, evidence to the crucial role of community health workers in bridging gaps and ensuring safe deliveries in remote areas like Achham.

This case highlights Nyaya Health Nepal's vital contribution to maternal and neonatal health in Achham where persistent community engagement and healthcare outreach saved life in presence of NHN program.

Digital Health Data Impact

Digitizing Rural Healthcare: Transforming Service Delivery and Strengthening Real-Time Reporting through NHN-EHR system in rural Nepal

From System Failure to Financial Recovery: The Role of NHN-EHR in Strengthening a Rural District Hospital in Karnali Province

Last year, a major server crash at the Nepal Health Insurance Board erased nearly six months of claims nationwide, leaving hundreds of hospitals struggling to recreate and resubmit thousands of records within 15 days, a challenging task for those relying on paper-based systems, many of whom suffered severe financial losses. In contrast, Mehelkuna Hospital in Surkhet, Karnali Province, demonstrated remarkable resilience due to support from Nyaya Health Nepal's Health Insurance Integrated Electronic Health Record (EHR) system and continuous technical support, which ensured that all diagnoses, investigations, prescriptions, and claim files were securely stored and instantly accessible. As a result, the hospital successfully resubmitted nearly 40,000 claims and safeguarded NPR 80 lakh in revenue, showcasing the important role NHN's digital system and technical assistance play in strengthening healthcare financing, ensuring data integrity, reducing administrative burden, and building a more resilient digital health system for Nepal.



"Because of this system and NHN's continuous technical support, we were able to resubmit all our claims on time. EHR system protected us from losing nearly 80 lakhs of about 40,000 claims. Without it, the hospital would have suffered a destructive financial crisis. While hundreds of hospitals struggled, Mehelkuna Hospital successfully recovered all its claims.

- Sarita Shahi

Hospital Manager, Mehelkuna Hospital, Surkhet

Enhancing Community Health through Digital Innovation EHR Journey at Pashupati Chaulagain Memorial Hospital, Charikot, Dolakha



Since the handover of Pashupati Chaulagain Memorial Hospital in 2020 from Nyaya Health Nepal to Bagmati Province, the continued technical support from Nyaya Health Nepal has ensured the smooth implementation and sustainability of the Electronic Health Record (EHR) system.

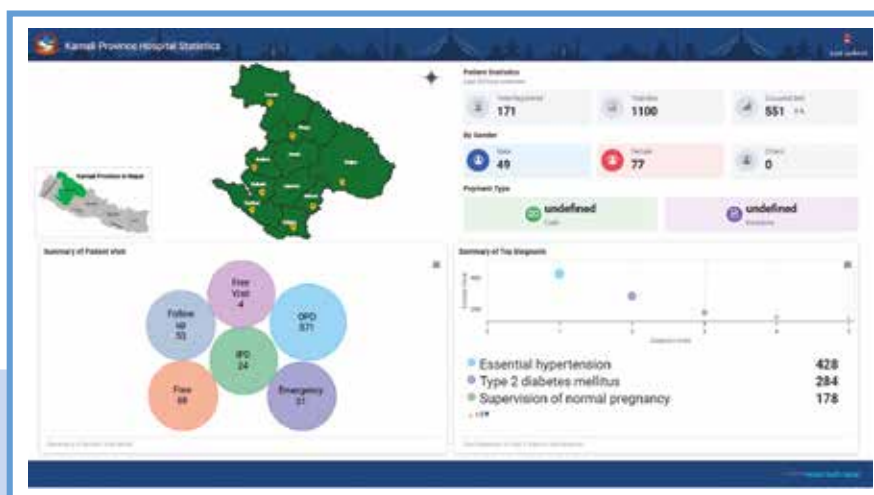
The impact of the EHR system is particularly marked in the Maternal and Child Health (MCH) department, where frontline providers like Pratima Bhattarai, Sr. ANM, have seen a meaningful transformation in the way healthcare services are delivered.

"Since we started using the EHR system, our work has become much easier. Generating monthly reports is now quick and hassle-free. Even when patients lose their cards, we can easily access their previous medical records. This has really helped us manage our daily duties more efficiently and provide better care."

- Pratima Bhattarai,

Sr. ANM, Pashupati Chaulagain Memorial Hospital, Dolakha

Digital Health Data Impact



Improving Maternal Health Outcomes through Real-Time EHR Dashboards

At Dailekh Hospital, the introduction of the Electronic Health Record (EHR) system, developed and customized by Nyaya Health Nepal (NHN), has led to measurable improvements in maternal healthcare delivery. By enabling real-time tracking of key maternal health indicators through an integrated hospital dashboard, frontline clinical teams can now make data-informed decisions that directly enhance patient care.



One of the most significant outcomes has been the timely prevention of postpartum hemorrhage (PPH), one of the leading causes of maternal mortality in Nepal. The live dashboard provides immediate data following delivery, ensuring consistent adherence to evidence-based clinical protocols for PPH prevention. This data-driven approach has resulted in a significant reduction in PPH cases, contributing to safer deliveries and better maternal outcomes.

The dashboard's visual, user-friendly interface has also empowered nurse-midwives and physicians to identify service gaps, monitor trends, and take proactive action. This has fostered a culture of accountability, teamwork, and continuous quality improvement within the hospital.

The success at Dailekh Hospital demonstrates how EHR-driven dashboards can transform service delivery even in resource-limited settings, offering a scalable model for strengthening Nepal's public health system through digital innovation and real-time data use.

Digital Health Data Impact



Reliable Tech with Responsive Team How EHR is Powering Patient Care at Aampipal Hospital

Over the past five years, Aampipal Hospital has been using Nyaya Health Nepal Electronic Health Record (NHN-EHR) system, and the impact on our operations has been transformative. The system is user-friendly, integrated, and supports a fully paperless workflow, enabling quick and efficient access to comprehensive patient histories.

This digital shift has significantly boosted our operational efficiency. Patients no longer need to carry physical documents, and our clinical teams can easily retrieve accurate medical histories at the point of care. NHN - EHR has become an essential tool for ensuring continuity and quality in healthcare delivery.

Like any system, we have encountered occasional technical issues, such as slow loading times, incomplete visibility of previous diagnoses, and minor syncing delays between modules like lab and radiology. However, these have been minimal in comparison to the overall benefits.

What truly sets the NHN-EHR system apart is the exceptional technical support from the Nyaya Health Nepal team. Their responsiveness is commendable, often resolving technical queries or glitches within minutes in off hours as well. This ongoing support ensures that we experience minimal disruption and can maintain high standards of care and accurate reporting.

NHN-EHR system has greatly improved how we manage patient data, service delivery, and health reporting, making it a crucial part of our hospital's digital transformation. Sincere thanks to the entire EHR team for their solid support and commitment

- Mr. Abhi Gurung,
IT Administrator, Aampipal Hospital

Digital Health Data Impact



User Perspective: Strengthening Health System Efficiency with NHN-EHR

For the past three years, we have been using the EHR system customized and supported by Nyaya Health Nepal at Kalikot District Hospital. It has brought significant improvements to how we manage health data and deliver care. By shifting from paper-based records to digital documentation, we have greatly reduced the use of physical forms while gaining faster, more reliable access to patient information. All records are now available in one place, making it much easier to retrieve, review, and analyze data when needed. This has improved both clinical decision-making and overall hospital efficiency.

One of the most valuable aspects of the NHN-EHR system is its ability to generate real-time reports, which directly support timely data reporting in line with the Government of Nepal's Health Information System (HMIS) requirements. This functionality ensures that our facility can contribute to evidence-based planning, resource allocation, and healthcare governance at the national level.

We have also benefited greatly from the ongoing technical support provided by the Nyaya Health Nepal team. The staffs are incredibly responsive, often resolving system-related queries within minutes, which has been crucial for the smooth functioning of the EHR system.

Nyaya Health Nepal's EHR system is more than just a digital tool; it's an essential component for building a responsive, data-driven healthcare system in Nepal. I believe it has the potential to transform health service delivery across all levels of care. Sincere thanks to the entire EHR team for their commitment and support.

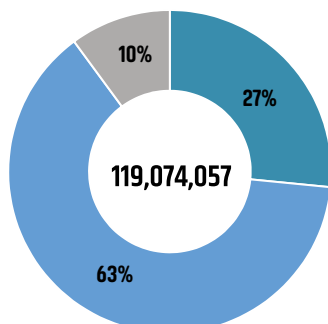
- Anand Paneru,

Anesthesia Assistant, Kalikot District Hospital

The success story demonstrates how sustained investment in digital health systems, combined with local capacity building, can create long-term improvements in healthcare delivery for communities in need.

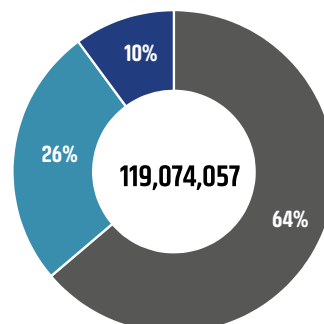
Fiscal Year 2024-25 Financial Profile

Income by Sources



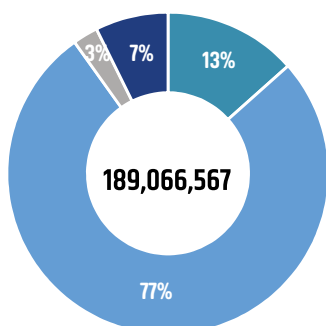
■ Government of Nepal ■ Philanthropic Partners
■ Health Insurance reimbursement & Others

Income by Type



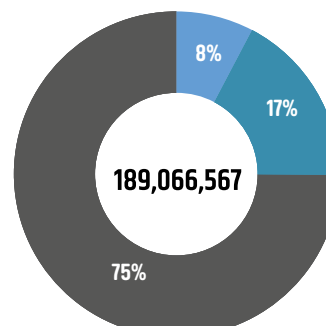
■ Contribution in Cash ■ Contribution in Kind
■ Health Insurance & Other Income

Expenditure by Types



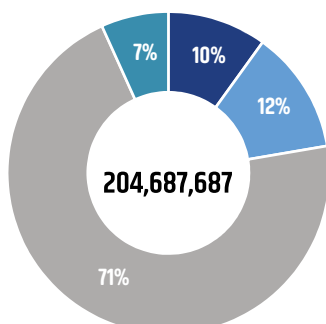
■ Medicine, Supplies & Patient Care ■ Personnel Expenses
■ Community Based Adhoc Programs, Activities and Expenditure ■ Administrative Expenses

Sector and Service wise expenditure



■ Healthcare Design & Policy ■ Community Based Healthcare
■ Hospital Based Healthcare

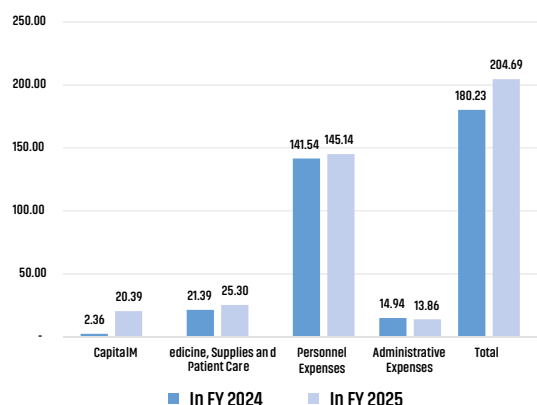
Expenditure by Operation



■ Capital ■ Medicine, Supplies & Patient Care
■ Personnel Expenses ■ Administrative Expenses

* Including Depreciation

Comparision with Last Year



* Including Depreciation

* Amount in Million

NHN's Future in Rural Health Transformation

NHN will continue to work as a catalyst, leveraging our learnings of healthcare system strengthening since 2008 to support national and provincial goals:

- Technical Assistance (TA) to Bayalpata Hospital and Sudurpaschim MoSD
- Scale-up of EHR and TA to:
 - 8 District Hospitals in Karnali Province
 - Aampipal Hospital (Gorkha)
 - Wanchhu Memorial Hospital (Solukhumbu)
 - Bayalpata Provincial Hospital (Achham)
 - Pashupati Chaulagain Hospital (Dolakha)
- Capacity Building intervention of frontline healthcare workers to strengthen primary care and insurance utilization
- Research and Innovation Hub focused on rural health systems, maternal health, and digital health integration
- Strengthening healthcare system in partnerships with Government of Nepal



Conclusion

Nyaya Health Nepal (NHN) now looks forward to replicating and scaling up rural healthcare across the country using the model perfected in Achham. Handover of Bayalpata Hospital to the Ministry of Social Development, Sudurpaschim Province is the beginning of a new chapter, where communities and the government take increasing ownership of high-quality, equitable healthcare.

Building on 17 years of impact, NHN continues to play a catalytic role in strengthening Nepal's rural health systems through digital innovation, workforce development, and data-driven quality improvement. Our partnerships with the Federal, Provincial, Local Government of Nepal, district health authorities, and a network of philanthropic partners remain central to expanding access to dignified care in some of the country's most underserved regions.

With the growing trust of the Government and philanthropic partners, and the solid resilience of the communities, NHN is well-positioned to deepen its impact scaling proven models, empowering local health institutions, and ensuring that no one is left behind. Together, we are advancing a future where every individual, no matter how remote, can access the care they deserve.

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UPASANA KHADKA
Member

Nyaya Health Nepal improves health care for underserved communities in partnership with the Government of Nepal



Ministry of Health and Population
Ministry of Social Development
(Sudurpaschim Province)
Ministry of Social Development
(Karnali Province)
Health Insurance Board
National Health Research Center

National Tuberculosis Center
Logistics Management Division
Regional Medical Store Dhangadhi
National Public Health Laboratory
Epidemiology & Disease Control Division
National Center for AIDS and STD Control
National Health Training Center

Bannigadhi Jayagadh Rural Municipality
Chaurpati Rural Municipality
Kamalbazar Municipality
Mellekh Rural Municipality
Ramaroshan Rural Municipality
Sanfebagar Municipality
District Health Office – Achham

Philanthropic & Other Partners



Contact Detail

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