Abstract

Healthcare digitalization has become a pivotal force in enhancing operational efficiency within healthcare systems. This study explores the role of digital technologies, including electronic health records (EHR), telemedicine, and data analytics, in improving hospital and clinic operations. Using a multi-method approach, the research combines quantitative data from operational performance metrics and qualitative interviews with healthcare administrators to evaluate the impact of digital tools on efficiency.

The quantitative analysis focuses on key performance indicators (KPIs) such as patient wait times, resource utilization, and staff productivity before and after the adoption of digital systems. The findings reveal a marked reduction in administrative burdens, faster decision-making, and optimized resource allocation, all contributing to improved operational efficiency. However, challenges related to initial costs, staff training, and system integration persist in some institutions.

Qualitative interviews with healthcare administrators and IT specialists provide a deeper understanding of the experiences and perceptions surrounding digital transformation. These insights highlight the importance of organizational culture, leadership, and staff buy-in in ensuring the successful implementation of digital solutions. The study concludes by offering recommendations for healthcare organizations looking to leverage digitalization to streamline operations, improve service delivery, and ultimately enhance patient care outcomes.