

# Digitalization of Healthcare Sector

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**Abstract:** The rapid adoption of technologies is called digitalization. This revolutionary development in all business sectors is giving a new height to the world and shows how technologies are changing rapidly. After Covid period Healthcare Sector is also embraced by technology and facilitating a solution to current challenges in healthcare. Technology is playing a vital role in reshaping the relationship between the patient and healthcare providers and the health systems, digital devices are playing a very important role in this digital world as it becomes easy to everyone to take an immediate action according to the need as consumers/patients. They are empowered by using digital tools on every steps of their journey. Advancement in healthcare sector includes quality patient care and providing clinical support.

Main objectives of this article is to study about the strategies adopted with the country and in the world. This article is going to showcase the improvement of technology in healthcare.

As government has adopted many kinds of applications like Aarogya Setu, COWIN app etc. those have been discussed further.

**Keywords:** Digitalization, Consumers, Healthcare sectors / Providers etc.

## INTRODUCTION

Understanding the “Digitalization” :

Digitalization means involvement of technology in all the aspect of business. It is the process of transform the data into a digital format. Digitalization has transformed all the way we live, work or communicate. It has an impact on every aspect of our lives, whether we do business, entertain, communicate, or socialize but it has been more significant in the field of every kind of business that we conduct.

As digital technologies have enabled all the companies to hold, control, their operations and embrace and improve their efficiency. With the help of digital tools it becomes easy to communicate with each other, connect with people and share information. With the

help of Internet it became so easy to access vast amount of information on any topic.

Digitalization in Healthcare :

Healthcare sector plays a very important role for society as this system is having a responsibility of well-being of individual. Over the years Healthcare system has revolutionary transformation with the help of digitalization. Now the way patients getting care.

Medical professionals getting data or information to manage their day to day operations has been transformed through digitalization.

Digitalization plays a significant role in the field of healthcare as traditional paper based records have been replaced by quick and secure patient information/data through internet. Now Healthcare professionals can take care their patients through video conferencing and other digital communication tools. Digital technologies have also facilitated the development of innovative medical devices and treatments from wearable health monitoring devices to robotic surgery systems, digitalization has led to significant advancement in medical technology. Digitalization has also been a very efficient tool for collecting and analyzing the healthcare data.

Objectives :

Objectives of the studies are as follows :-

- To study about the digitalized healthcare system.
- To study about the government initiatives toward healthcare sector.
- To study about the strategies adopted globally.

Research Methodology :

This research paper is based on the literature review of secondary data available on google and different research sites. The method of the research is Descriptive and based upon the analysis of Literature Review that is helpful in understanding the revolution of digitization of healthcare sector.

LITERATURE REVIEW

Digital Innovations in India’s Healthcare Sector :  
 The Digital India initiative is a people’s movement, powered by people’s strength and their efforts to learn as well as innovate. I salute all those assiduously working to strengthen Digital India and wish them the very best for their future efforts. (Prime Minister Narendra Modi)  
 Digital India is a Flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. The overall goal is to ensure that digital technologies improve the life of every citizen. Digital India programme has brought tremendous changes in healthcare sector of India.

Some Initiatives from the Government of India :

1. Ayushman Bharat Digital Mission
2. CoWIN App
3. Aarogya Setu
4. e-Sanjeevani
5. e-Hospital

These initiatives bridge the existing gap among different stakeholders of the healthcare ecosystem through digital highways.

Ayushman Bharat Digital Mission

Ayushman Bharat Health Accounts	over 81.75 crore
Ayushman Cards Created	over 30.16 crore
ABHA Linked Health Record	over 33.45 crore
Health Facilities Registered	over 2.28 lakh
Health Professional Registered	over 2.65 lakh
Health Records App downloads	over 54.39 lakh

Aarogya Setu App

Total Downloads	21.82 crore
Total Samples Tested	over 93.58 crore

e-Sanjeevani AB-HWC (a provider to provider telemedicine platform)

Total Patient Served	over 19.76 crore
Providers on boarded	over 2.02 Lakh
Hubs established	14,720
Specialties	128

CoWIN App

Total Registration	over 110.94 crore
Total Vaccinations Doses	over 220.67 crore

e-Hospital

Patient Registration	over 38.18 crore
Admission	over 2.96 crore

As part of Digital India Initiative of e-Hospital, e-Blood Bank and Online Registration System (ORS) portal was inaugurated by the Prime Minister of India on July 1, 2015.

The e-Hospital project was initiated with the following objectives :

- To provide the e-Hospital, e-Blood Bank and ORS applications to Government Hospitals.
- To provide online patient portal for delivery of Citizen Centric Services like online appointment bookings, access to lab reports online, Blood availability status.
- To provide application related technical support to the hospitals through dedicated Call centre / Help desk.

e-Blood Bank

Registered Blood Bank	296
Voluntary Blood Donor	over 2.93 crore
Blood Camp Organized	3249

Online Registration System (ORS)

No. of Live Hospitals	584
Total Telecommunication	94,005
Total Online Appointments	over 86.93 lakh

Global Strategy for Digital Health :

In 2005, the World Health Assembly through it’s resolution WHA 58.28 on e-Health urged member states to consider drawing up a long-term strategic plan for the development and implementation of e-Health services, countries were urged to prepare some policies, effective strategies and a framework to proceed the vision of e-Health.

In 2013, the Health Assembly adopted resolution WHA 66.24 on e-Health standardization, which urged member states to consider developing mechanism linked to overall national e-Health strategy.

In 2018, the Health Assembly adopted resolution WHA 71.7 on digital health. In which member states were urged to prepare and implement a global strategy on digital health. Identifying priority areas including where WHO should focus it’s efforts. This strategy was developed and launched in March 2019.

The Global strategy on Digital Health 2020 – 2025 was endorsed by 73<sup>rd</sup> World Health Assembly in decision WHA 73 (28) (2020).

The vision of the global strategy is to improve health of everyone with development and adoption of affordable and accessible person centric digital health solution to serve good health to everyone.

Digital adoption through Healthcare System plays a significant role in multiple ways as:-

- Digital Health Services provide clinical decision making operational management as well.
- Digital Health provides new ways of surgeries through advancement in technology and promises to deliver better outcomes than before.
- Consumers / patients can connect themselves with any Health provider service sector with the help of technological advancements.
- Digitization in Healthcare provide platforms to consumers and enables them to connect or access in real time so that they can be more empowered and more focused on prevention and mitigation.
- AI plays a vital role in Digitization of Healthcare system as it provides virtual Health Assistants to diagnostic tools to patient care.

New technologies comes alongwith opportunities as well as challenges such as :-

- Huge investments are undertaken to create any digital solutions though may not be getting the clear return on investment.
- Sometimes it may become difficult for medical native companies to efficiently specialize establishments of digital platforms.
- Digital technologies may face regulatory hurdles and resistance to trusting the systems.

### CONCLUSION

Through Digitization in Healthcare System Data Analytics increase the quality of diagnostic and treatment. Availability of health records as big data helps in predictive analysis and helps the countries to prepare proactive necessary action plans to control the risk of any disease. Technology enabled care is revolutionizing the patient experience also, as the connectivity of the patients with concerned healthcare system emphasis on the relationship building between consumer and healthcare providers. Now consumers are able to get all the information, treatment, care by using technology enabled healthcare system.

Although there are still challenges to integrate digital technology in healthcare systems so the industry has to adopt these challenges and readjust it's focus to efficiency and quality as digitalization in healthcare system is not only beneficial for patients but it helps healthcare providers also, they also have much to benefit from digital healthcare. A value based system is always being an incentive for all the stakeholders. The definite improvement in technology will reshape the healthcare system and the new model of healthcare system will definitely will play a proactive role in promoting well-being and preventions.

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