

The role of digital transformation in patient-centred care

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Abstract

Introduction: In an era characterized by rapid digital advancements, the healthcare industry is undergoing a shift towards patient-centred care. This research endeavour stems from a motivation to understand and assess the role of digital transformation in reshaping the dialysis industry for patients with end-stage renal disease. The objectives of this research are to explore the role of digitalization on patient-centered care for patients with end stage renal disease, identify the methods employed for this transformation, present the main results, draw insightful conclusions, and provide actionable recommendations for healthcare stakeholders.

Method: A qualitative research approach was adopted. Patients diagnosed with end-stage renal disease receiving dialysis were interviewed, to gain practical insights into the real-world implications of this transformation. Eight common themes were revealed.

Results: These themes highlighted that digital transformation has enhanced patient-centred care across various dimensions, streamlined communication between healthcare providers and patients, improved access to medical information, and empowered patients to actively participate in their healthcare decisions. Moreover, research findings elucidated that successful digital transformation initiatives often involve a combination of electronic health records, digital channels, and data analytics.

Conclusion: In conclusion, this research underscores the imperative nature of digital transformation in promoting patient-centred care. It emphasizes the need for healthcare organizations to embrace technological innovations to better serve the evolving needs of patients. Recommendations include the development of user-friendly digital tools, robust data security measures, and ongoing training for healthcare professionals to ensure the effective implementation of digital solutions.

This research sheds light on the potential benefits and challenges associated with digital transformation in the pursuit of patient-centered care. It is hoped that the insights presented herein will guide future efforts to create a healthcare ecosystem that truly revolves around the needs and preferences of patients.