



Analyzing the Impact of Hospital Digitalization on Patient Experience and Satisfaction

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ABSTRACT

With the rapid evolution of virtual technology in healthcare, hospitals are increasingly adopting digital equipment to beautify service shipping, patient enjoy, and medical efficiency. This study investigates the impact of medical institution digitalization on affected person revel in and pleasure through a survey of 200 respondents performed through Google Forms. Participants said their reviews with digital sanatorium offerings including online appointment structures, virtual clinical report get right of entry to, and digital bills. Results confirmed that 89% of respondents had been glad with digital services, particularly because of reduced waiting instances, ease of get entry to to prescriptions, and simplified communication with providers. However, digital exclusion, privateness concerns, and confined cognizance still avert full engagement. This study recommends growing accessibility, improving virtual literacy, and enhancing public awareness to ensure that health facility digitalization is inclusive, steady, and affected person centric.

Keywords: Hospital Digitalization, Patient Satisfaction, Healthcare Technology, Digital Health Services, Accessibility, Patient Engagement.

1. INTRODUCTION

Digitalization has emerged as a transformative pressure inside the worldwide healthcare zone. With the increasing adoption of electronic fitness data (EHRs), telemedicine, on-line reserving structures, and digital bills, hospitals intention to enhance carrier transport, operational performance, and patient centred care. This shift isn't always simply technological—it redefines how patients engage with healthcare vendors.

The COVID-19 pandemic accelerated the need for contactless, green healthcare systems, pushing many institutions to swiftly digitize their services. However, while hospitals enforce those structures, the authentic degree of fulfilment lies in how they have an effect on the affected person's adventure mainly concerning satisfaction, ease of access, and agree with.

This examine investigates how hospital digitalization influences affected person enjoy and delight in a actual-global setting. Using survey facts from two hundred contributors throughout diverse age agencies and virtual exposure levels, the observe highlights key developments, blessings, and demanding situations associated with digital healthcare adoption.

2. LITERATURE REVIEWS

2.1 Digital Hospital Ecosystem

Digital hospitals represent a transformative change in healthcare distribution by including advanced technologies such as Electronic Medical Records (EMRs), patient portals, mobile health and self-service kiosk. The purpose of these digital devices is to streamline procedures, increase the patient's busyness and improve health care results. According to von Vesel et al. (2022), the effectiveness of these technologies in promoting the busyness of the patient depends a lot of use and reliability. When these systems are user -friendly and basically integrated into patient travel, they encourage active participation and improve overall satisfaction with care.

2.2 EMR access and transparency

The access to medical records through EMR plays an important role in promoting transparency and construction confidence between patients and healthcare providers. Canfel et al. (2024) found that providing patients access to their personal health information including medical history, diagnosis, test results and prescriptions give them the right to inform them more and join their care. However, he also emphasized that the purpose of these systems is important. If the interface is not comfortable or responsible, patients can struggle to navigate the platform, which reduces the possibility of frequent use and can be reduced to the desired benefits.

2.3 facility and time efficiency

One of the major benefits of digital healthcare services is the increased feature they provide. Zhou et al. (2023) discovered the impact of telecon station and online appointment scheduling system and found that this equipment reduces the time and time spent in hospitals. These services especially urban and benefit.

3. METHODOLOGY

3.1 Research Design:

This takes a look at employed descriptive pass-sectional research layout the usage of a quantitative method to accumulate facts from a pattern populace regarding their reports and satisfaction with health centre digitalization.

3.2 Study Population:

The have a look at populace covered those who had revel in visiting hospitals, whether thru walk-in, cellphone call, or online appointment structures. The goal populace included adults aged 18 to 60.

3.3 Sample Size:

A general of 200 respondents participated within the survey.

3.4 Sampling Technique:

A non-possibility comfort sampling technique changed into used. Participants had been recruited through social media structures together with WhatsApp, Instagram, and Facebook. This method allowed for quick and vast dissemination of the survey link.

3.5 Data Collection Data:

had been accrued the usage of a based-on line questionnaire created in Google Forms. The form consisted of both closed-ended and open-ended questions masking demographics, sanatorium go to behaviour, virtual healthcare usage, satisfaction tiers, challenges faced, and recommendations for development.

3.6 Data Analysis:

The collected statistics were compiled and analysed using descriptive statistical strategies. Percentages and frequency distributions were used to interpret demographic characteristics and virtual provider usage styles. Key themes from open-ended responses were diagnosed and synthesized qualitatively to aid the quantitative findings.

3.7 Ethical Considerations:

Ethical approval was taken from the Uttaranchal University for carrying out the research. Informed consent become received from all individuals, with assurances of confidentiality and anonymity. Participants had been knowledgeable in their proper to withdraw from the examiner at any time with none consequence

4. RESULTS

The survey results discovered several key insights into how sufferers understand and have interaction with digital health facility offerings. In phrases of demographics, 80% of respondents had been aged among 18–30 years, and 20% were elderly among 31–45 years. Females constituted 60% of the sample, while men made up 40%. Regarding health centre go to behaviour, 10% of members visited hospitals once a year, 30% visited 2–three times yearly, 20% visited greater than 3 times in line with year, and 40% stated simplest travelling throughout emergencies. When asked about their preferred get entry to

method, 60% favoured stroll-in visits, 10% used cell phone calls, and 30% booked appointments on-line. In phrases of digital provider utilization, 30% of respondents had in no way used any virtual health centre carrier, even as forty% had accessed their clinical information digitally, and 60% had now not. A massive 90% said the use of virtual fee methods together with UPI, credit score/debit playing cards, or cellular wallets. Additionally, 82% expressed a preference for fully digitalized hospitals within the future. Satisfaction ranges were excessive, with 89% of individuals indicating that they have been happy with digital clinic services. Key benefits mentioned covered reduced waiting instances, less complicated access to prescriptions, higher communicate with clinical personnel, and convenient virtual charge options. However, several demanding situations had been suggested, which includes worries about privateness, problem navigating clinic websites, trouble locating clinical information, and a fashionable lack of know-how approximately the provision of digital offerings. To cope with these troubles, respondents cautioned improving usability, improving affordability, providing better technical aid, and undertaking digital awareness campaigns to ensure greater inclusive get entry to to hospital digitalization.

Limitations of the Study:

While this takes a look at offers treasured insights into the effect of sanatorium digitalization on patient delight, it has several obstacles. Firstly, the sample changed into limited to two hundred respondents and commonly cantered social media customers, doubtlessly apart from individuals without net get right of entry to or digital literacy. This might also have introduced selection bias. Secondly, the usage of a non-chance comfort sampling method limits the generalizability of the findings to the wider populace. Thirdly, the examiner trusted self-reported statistics, which may be challenge to reaction bias or inaccuracies in consider. Lastly, the survey changed into pass-sectional and did no longer discover longitudinal changes or deeper causal relationships between digitalization and satisfaction through the years.

5. DISCUSSION

The findings align with current literature on the role of digital tools in improving healthcare delivery. Young patients, who represented the majority of respondents, are generally more tech-savvy and adaptable to digital systems, explaining the high satisfaction rate. Digital services like EMR access and online appointments significantly enhanced their hospital experiences. However, the 30% of respondents who never used digital hospital services reflect a digital divide. Barriers such as lack of awareness, privacy concerns, and difficulty navigating platforms must be addressed through education, improved and transparent policies. For hospital digitalization to be effective and inclusive, it must be accessible to people of all age groups, education levels, and technological backgrounds.

6. CONCLUSION

Hospital digitalization presents an opportunity to redefine patient experience, increase healthcare accessibility, and optimize clinical workflows. The majority of survey participants reported satisfaction, citing reduced waiting times, convenience, and enhanced communication as key benefits. Nonetheless, digital literacy and accessibility remain areas for development.

Hospitals must invest in secure, user-friendly technologies and public education to bridge the digital gap. By doing so, healthcare systems can ensure that the transition to digital models enhances care for all, not just the digitally adept.

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