

# “EMPOWERING INDIA THROUGH DIGITAL TRANSFORMATION : A SUSTAINABLE APPROACH”

Volume - I

## Editors

Dr. M.V. Sathiyabama

Dr. B. Indira Priyadharshini

Dr. T. Kiruthika

Dr. N. Ponsabariraj

## Editorial Committee

Ms. M. Sudha

Ms. P. Anu Shruthi



# **Empowering India through Digital Transformation – A Sustainable Approach**

**Vol. – 1**

*Editors*

**Dr. M.V. Sathiyabama**

*Associate Professor and Head, Department of Commerce (E-Commerce)  
Nallamuthu Gounder Mahalingam College*

**Dr. B. Indira Priyadharshini**

*Assistant Professor, Department of Commerce (E-Commerce)  
Nallamuthu Gounder Mahalingam College*

**Dr. T. Kiruthika**

*Assistant Professor, Department of Commerce (E-Commerce)  
Nallamuthu Gounder Mahalingam College*

**Dr. N. Ponsabariraj**

*Assistant Professor, Department of Commerce (E-Commerce)  
Nallamuthu Gounder Mahalingam College*

*Editorial Committee*

**Ms. M. Sudha**

*Assistant Professor, Department of Commerce (E-Commerce)  
Nallamuthu Gounder Mahalingam College*

**Ms. P. Anu Shruthi**

*Research Scholar, PG & Research Department of Commerce,  
Nallamuthu Gounder Mahalingam College*

**Empowering India through Digital Transformation**  
**- A Sustainable Approach, Volume - 1**

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**Dr. B. Indira Priyadharshini**  
**Dr. T. Kiruthika**  
**Dr. N. Ponsabariraj**

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## PREFACE

Digital transformation has been a key driver of progress and empowerment across the globe in recent years. In India, the rapid adoption of digital technologies has unlocked unprecedented opportunities for economic and social development. From improved access to education and healthcare, to increased financial inclusion and digital governance, the benefits of digitalization have touched the lives of millions of Indians.

However, as India continues its digital journey, it is crucial that this transformation is sustainable and equitable. The edited volume "Empowering India through Digital Transformation: A Sustainable Approach" delves into this critical imperative. Bringing together leading experts and practitioners, the book explores strategies and models to harness the power of digital technologies while ensuring their benefits are distributed fairly and the environmental impact is minimized.

The chapters in this volume cover a wide range of topics, from innovative digital platforms empowering rural communities, to the role of emerging technologies like AI and block-chain in building a sustainable future. Readers will gain valuable insights into best practices, case studies, and policy frameworks that can guide India's path towards becoming a truly digitally empowered nation.

As India celebrates 75 years of independence, this book serves as a timely contribution towards realizing the vision of a self-reliant, technology-driven, and sustainable India. We are confident that the knowledge and ideas presented here will inspire policymakers, industry leaders, civil society, and citizens alike to work together in leveraging the transformative power of digital technologies for the greater good of the country and its people.

We extend our heartfelt gratitude to the Indian Council of Social Science Research (ICSSR) – Southern Regional Centre, Hyderabad, for their partial support in organizing this National Seminar. We also express our sincere thanks to the authors who generously contributed chapters to this book.

*- Editors*

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# Impact of Digital Transformation in Healthcare

**Ms. M. SHANMUGAPRIYA**

Assistant Professor in B.Com – BPS,  
NGM College, Pollachi.

## Abstract

*The healthcare industry has been transformed by digital transformation, as have other industries worldwide. The use of digital solutions in healthcare has drastically changed how patients receive care and healthcare practitioners provide services, as technology continues to grow at an unparalleled rate. The digital revolution of healthcare is bringing forth a surge of innovation that is altering the industry, from increasing efficiency to improving patient outcomes. This article examines the significant effects of digital transformation in healthcare, emphasizing both the advantages and the drawbacks.*

## Introduction

There is no exaggeration in mentioning that digital transformation in healthcare is a foundation stone of a patient-centric approach. It not only helps healthcare service providers streamline operations but also enables them to understand the patient's requirements to offer a better experience.

Digital transformation in the healthcare industry aims at using the latest tools, methodologies, and practices to deliver sustainable value to all its stakeholders and patients. It is about embracing advancements in technology for enhancing services without increasing costs. As per a recent study by Deloitte, as many as 92% of healthcare professionals and institutes have achieved better performance with the help of digital transformation. Let's see the importance of healthcare digital transformation.

## **Why Digital Transformation in Healthcare ?**

The adoption of health technologies is on the rise in recent years. Many famous healthcare organizations have put digitalization a top priority to make their systems resilient and future-ready. Here are the top four points to show the increasing importance of digital transformation in healthcare.

### **Patients Expectations**

These days, patients need more personalized experiences with high-quality healthcare services. Whether it is diagnosis or treatment, healthcare organizations can fulfil these expectations with the help of digital transformation.

### **Rise in Chronic Diseases**

Apart from diseases related to the COVID-19 pandemic, the world population is suffering from many chronic diseases like high blood pressure, diabetes, etc. Such diseases need monitoring and digital transformation can make it possible for doctors to monitor their remote patients with such diseases.

### **Cost Reduction**

Increasing administrative costs and overheads compel healthcare organizations to increase the charges of patient care services. Healthcare digital transformation can bring automation and increase the efficiency of the organization to reduce additional expenses and improve services at reduced costs.

### **Shortage of Trained Staff**

Healthcare is one of the core industry sectors that faces a tremendous shortage of trained professionals. As per the WHO estimate, there

will be a deficit of over 12 million skilled healthcare professionals globally by the year 2035. Digital transformation has an answer to this shortage.

## **Benefits of Digital Transformation in Healthcare**

Here we will classify the benefits of digital transformation in the healthcare industry into two parts- benefits for the healthcare organization and benefits for patients. Digital transformation promotes innovation in the healthcare sector and assists physicians to streamline their work by getting more accurate data and health metrics of patients.

### **Here are the Key Benefits of Digital Transformation for Healthcare Institutions**

#### **Improved Interaction**

Video calling, messaging, and other interactive methods can provide patients with real-time communication and a better experience.

#### **Minimal Paperwork**

Digital healthcare can assist hospitals to eliminate tedious paperwork thereby increasing the physician's time required for examining the patient and treating them.

#### **Robust Database**

Healthcare organizations can build a secure database for saving electronic records of patient's health conditions and physicians can access the data as and when necessary.

## **Reduced Cost**

Automation in several processes reduces overheads and enables organizations to cut off their spending on giving traditional healthcare services.

## **Effective Communication**

Physicians can have advanced and instant communication with medical staff to get more accurate reports on patient diagnoses and faster data sharing.

## **Patients can get the following Benefits from Digital Healthcare Transformation**

### **Improved Monitoring**

Digital transformation in healthcare makes it possible to track the key health metrics in real-time using wearables and other advanced devices.

### **More Convenience**

Patients can easily schedule their appointments from the comfort of their homes. They can choose the most convenient date and time for visiting from available slots using smart devices.

### **Better Communication**

Patients can receive prescriptions and treatment strategies through emails. They can also get professional healthcare services online and talk to their physicians through video calls.

## Easy Access

Digital transformation solutions offer easy access to personal health records. Patients can easily monitor and manage their personal health data and get detailed reports online.

## Personalized Experience

Digital healthcare services can provide more personalized experiences with accurate diagnoses and treatment schedules. Patients can also get reminders and alerts for their medications.

## Conclusion

The statement that the healthcare industry's future lies on digital transformation is not hyperbole. It can help doctors track medical equipment, improve patient care services, and expedite their processes. With all of these developments and the rapid advancement of technology, we can only hope that the healthcare industry will reach new heights where patients will stay at the center and receive individualized care as needed.

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