

# CHAPTER-12

## FACTORS INFLUENCING THE IMPLEMENTATION OF E-HEALTH: A SYSTEMATIC REVIEW

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## **INTRODUCTION**

Digital health emerged as a significant development in the 20th century, with information technology (IT) playing a crucial role in its evolution. The initial application of IT in healthcare focused on enhancing the efficiency of hospital administration through computerized systems. Subsequently, basic versions of clinical decision-making tools were introduced to assist medical professionals in making informed decisions and delivering improved patient care. Over the years, the utilization of medical technology continued to grow. Various computer programs, including order entry systems, Electronic Health Records (EHRs), and electronic prescriptions, were developed to enhance the quality and safety of patient treatment. Coined as "an emerging sector at the junction of health informatics, public health, and business, referring to health services and information given digitally," the term "digital health" was initially known as ELECTRONIC HEALTH.

In recent years, there has been a shift in the focus of digital health from organizational ICT use in healthcare and primary care settings to the individual utilization of technologies by patients and communities. This shift is influenced by contemporary social and technological advancements. Many nations prioritize public health and disease prevention to reduce healthcare demand and costs while improving citizen outcomes. The emphasis is on encouraging individuals to take control of their healthcare, fostering self-reliance, and promoting independent living wherever possible.

## **RESEARCH OBJECTIVES**

1. To explore the factors and challenges encountered in the implementation of e-health, a systematic review of qualitative literature is conducted.
2. To identify the barriers and facilitators that the public encounters when interacting with and participating in Digital Health Interventions (DHIs).

## **RESEARCH METHODOLOGY**

Articles accessible on Medline, Pubmed, Researchgate, And Google, and published between 2010 and 2022 were screened and selected according to the criteria for selection. Fifteen eligible reviews/articles focusing on the operation of Digital Health Interventions (DHIs) were identified. Data from the qualified reviews/articles were extracted and compiled into an Excel sheet. At the conclusion, a comprehensive breakdown of barriers and facilitators to e-health implementation was generated as a result.

## **RESULTS & DISCUSSION**

The findings from the review analysis initially uncovered a category termed personal agency and motivation. As per some articles, individuals who were personally motivated to enhance their health and sought more choices and control over their progress were more likely to engage in and enroll in Digital Health Interventions (DHIs). Certain individuals believed that utilizing technology to stay active and promote weight loss would aid them in maintaining good health and preventing diseases. Some individuals opted for DHI because it provided them with greater flexibility in accessing health information and services, contributing to a reduced sense of anxiety in certain cases. Conversely, for others, a barrier was their lack of awareness about DHIs or a failure to understand how technology could support their health. Some individuals refrained from interacting with technology, viewing it as disruptive to daily life or merely for entertainment purposes. This issue was exacerbated by a poor inclination to appreciate and adopt digital methods for personal health, as some individuals considered it to be the responsibility of their healthcare professional rather than their own duty. According to one study, some individuals abstained from adopting the technology due to the belief that DHIs could be disheartening and serve as a constant reminder if health goals were not achieved.

## **CONCLUSION**

Digital health solutions are progressively supplanting traditional healthcare delivery approaches. The implementation of e-health has

garnered attention from governments, medical practitioners, and research organizations in both developed and developing countries. Numerous governments have initiated the development of strategies endorsing the integration of e-health across various tiers of healthcare institutions. However, healthcare facilities in several less developed nations are just commencing their exploration of the e-health concept, with its application receiving insufficient attention. Despite collaborative initiatives from funders, international partners, and the government to introduce e-health systems, healthcare professionals in these regions only utilize e-health to a limited extent or not at all.

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