

Effects of Digital Technologies on Health Service Delivery and Quality Management in Sri Lankan Health Care Systems

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Quality of health service in accordance with professional standards and client expectations is important and the first step for it is a quality improvement in existing health service. The main purpose of this study was to get an idea about the quality healthcare attributes and its effectiveness with regards to the traditional systems in health care in Sri Lanka. Further, discuss and analyse the quality attributes of digital health systems in Sri Lanka. Higher healthcare quality results in satisfaction for the clients specially patients, community other stakeholders like health sector employees, health suppliers, and better performance for the health-related organisations. During the Covid-19 global pandemic situation, the usability of digital health facilities increased as a spike to overcome the problem of reaching doctors physically. If the quality of healthcare services improves, costs decrease, productivity increases and better service would be available for clients, which in turn enhances organisational performance and provides long-term working relationships for employees and suppliers. This study was carried out through the administration of a questionnaire addressed to 385 walk-in patients in Sri Lanka during the time period of 15th January 2021 to 15th February 2021. Data were analysed using the descriptive statistical method. The findings replicate positive feedbacks to engage with new digital platforms in the global pandemic situation. Moreover, the findings above affirm the lack of reaching the digital infrastructure, insufficient skills and technical knowledge in dealing with e digital innovations as well as new applications, it is impossible to successfully adopt digital health resources in health care delivery in order to improve the effectiveness and quality of the existing system.

Keywords: *digital health systems, quality, effectiveness*