

FROM VISION TO ACTION: ORGANIZATIONAL CHANGE AND DIGITAL INNOVATION IN DIGESTIVE HEALTHCARE

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A multi-phase digital transformation strategy in gastroenterology using Lean and CFIR frameworks integrates AI-based tools including conversational clinical note automation and AI triage to address rising care demands and clinical variability.

KEY POINTS

- The implementation strategy includes workflow analysis, interdisciplinary co-design with patients and staff, selection of interoperable digital tools (clinical decision support, AI triage, patient portals, teleconsultation), barrier identification via focus groups, and pilot testing with predefined indicators including wait times, accessibility, staff satisfaction, digital literacy, and Patient-Reported Experience Measures.
- Preliminary results show strong engagement from nurses and physicians with positive views of digital tools, and stakeholders anticipate better triage, fewer in-person visits, and alignment with international standards.
- Three AI-supported nursing consultation tools have been implemented: a conversational report that automates clinical note drafting and reduces transcription errors, a structured report integrated into the electronic health record, and an insurance assistant that generates standardised reports for insurance companies.
- Identified challenges include digital skill gaps, change resistance, and training needs, while opportunities include improved patient flow, real-time data use, and remote follow-up.
- Nursing leadership has been essential in driving innovation and shaping patient-centered digital care pathways, with the speaker emphasising that technology enhances rather than replaces care.

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