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Digital Health Transformation in Public Health Services A Systematic Literature Review

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Abstract: Digital transformation in the health sector refers to the shift from manual and paper-based services to digital-based health information systems. This transformation is important because it is expected to address problems in public health services, such as slow service delivery, limited access to information, and errors in patient management. **Objective:** This study aims to identify and analyze technological innovations in the healthcare sector, examine their impact on service quality, and explore the challenges in implementing digital transformation. **Method:** This study used a Systematic Literature Review (SLR) approach with the PRISMA model. Data were collected from the Google Scholar database using keywords related to digital health transformation. Articles were screened and evaluated based on inclusion and eligibility criteria, resulting in 7 journal articles for review. **Findings:** The results show that digital transformation in healthcare has been implemented through digital health information systems, electronic medical records, telemedicine, and digital health education. These innovations have generally improved service speed, accessibility, administrative efficiency, transparency, and real-time access to health information. However, several barriers remain, including inadequate infrastructure, limited digital literacy, lack of staff readiness, and concerns about patient data security. **Implications:** The findings suggest that digital transformation can improve the quality and efficiency of public health services when supported by adequate infrastructure, competent human resources, and effective governance. **Originality:** This study provides a systematic synthesis of recent evidence on digital transformation specifically in public health services, highlighting both its benefits and recurring implementation challenges.

Keywords: Digital Health Transformation; Health Information Systems; Electronic Medical Records; Systematic Literature Review

INTRODUCTION

The development of information technology has been implemented in various sectors of life, including the health sector. The application of information technology in healthcare aims to minimize errors in health services and improve the quality of care provided to patients (Nugroho et al., 2023; Teresa & Ridwan, 2025). Digital health transformation in the health sector refers to the shift from manual and paper-based services toward digital-based health information systems that support more effective and efficient service delivery

(Firdaus et al., 2025). In practice, this transformation is reflected in the use of electronic medical records, hospital information systems, telemedicine, and digital media for health education. This phenomenon is increasingly important because healthcare institutions are required to provide faster, more transparent, and more accessible services while responding to the growing complexity of public health needs. However, despite its potential benefits, digital transformation in public health services still faces major challenges, including infrastructure limitations, human resource readiness, and patient data security issues (Gunawan & H.W, 2025; Hutagalung et al., 2024). Therefore, digital health transformation is not only a technological issue, but also a strategic concern for improving the quality and governance of public health services.

Previous studies on digital health transformation can be grouped into at least three major categories. First, several studies discuss digital transformation in healthcare from a broad conceptual and service-improvement perspective, emphasizing that digitalization can improve effectiveness, reduce service delays, and support better public service quality (Kraus et al., 2021; Nugroho et al., 2023; Teresa & Ridwan, 2025). Second, a number of studies focus on specific forms of digital implementation, such as telemedicine, electronic medical records, and integrated health information systems. These studies indicate that digital tools can expand access, improve administrative efficiency, and support continuity of care, although implementation outcomes vary across institutions and service settings (Krasuska et al., 2021; Samad et al., 2025; Sundoro et al., 2025). Third, other studies highlight implementation barriers and governance challenges, particularly related to infrastructure readiness, interoperability, digital literacy, institutional capacity, and data privacy protection (Badr et al., 2024; Budiyatno, 2022; Gunawan & H.W, 2025). Although the literature has grown rapidly, previous studies remain fragmented because they often examine digital transformation only from one technological perspective or within one institutional context. There is still limited literature that systematically synthesizes the forms of digital health transformation in public health services, along with their impacts and implementation barriers in an integrated manner. This gap indicates the need for a more structured review of recent studies in this area.

Based on the gap in previous studies, this research aims to identify and analyze the forms of digital health transformation applied in public health services, examine their impact on the quality and effectiveness of healthcare delivery, and explore the major challenges encountered during implementation. By applying a systematic literature review

approach, this study seeks to provide a more comprehensive and structured synthesis of recent research findings related to digital transformation in public healthcare services. In addition to contributing academically by mapping current evidence, this study is also expected to provide practical insights for healthcare institutions and policymakers in designing digital health strategies that are more effective, adaptive, and sustainable.

This study is based on the argument that digital transformation in public health services generally has a positive effect on service efficiency, accessibility, and quality, but these benefits are highly dependent on organizational readiness, human resource capacity, infrastructure support, and data governance. In other words, digital technology does not automatically improve healthcare services unless it is supported by adequate institutional capacity and proper implementation mechanisms. Therefore, this review assumes that previous studies will show two simultaneous patterns: first, digital transformation contributes positively to faster, more efficient, and more integrated healthcare services; second, its implementation is still constrained by structural and managerial barriers, especially in terms of infrastructure, digital competence, and patient data security (Badr et al., 2024; Gunawan & H.W, 2025; Hutagalung et al., 2024). This argument provides the analytical basis for understanding that the success of digital health transformation is influenced not only by the availability of technology, but also by the readiness of the healthcare system as a whole.

RESEARCH METHOD

The method used in this study was a systematic literature review (SLR) approach, which is used to identify, evaluate, and interpret all relevant scientific literature related to a specific topic or research question (Kurniawan & Surtiningtyas, 2024). This SLR method was conducted through two processes, namely the review process and the systematic identification of journals using predetermined guidelines based on the Preferred Reporting Items for Systematic Review and Meta Analyses (PRISMA) model (Prasetyo et al., 2025). The identification stage in this study used a search database from Google Scholar, with the search keyword “allintitle: digital health transformation”. During the screening stage, the data obtained will be systematically selected and undergo a content duplication screening process (Soebiartika & Rindaningsih, 2023).

Furthermore, during the data feasibility stage, data will be selected based on the criteria categories determined by the author. The criteria for data selection in this study

include: 1) Using a 5-year time frame or research from 2020 to 2025. 2) Data outside the scope of the study will be eliminated, including data that cannot be accessed. 3) The articles reviewed are journal articles, seminar proceedings, books, theses, dissertations, community service journal articles, and literature reviews will not be included in this study.

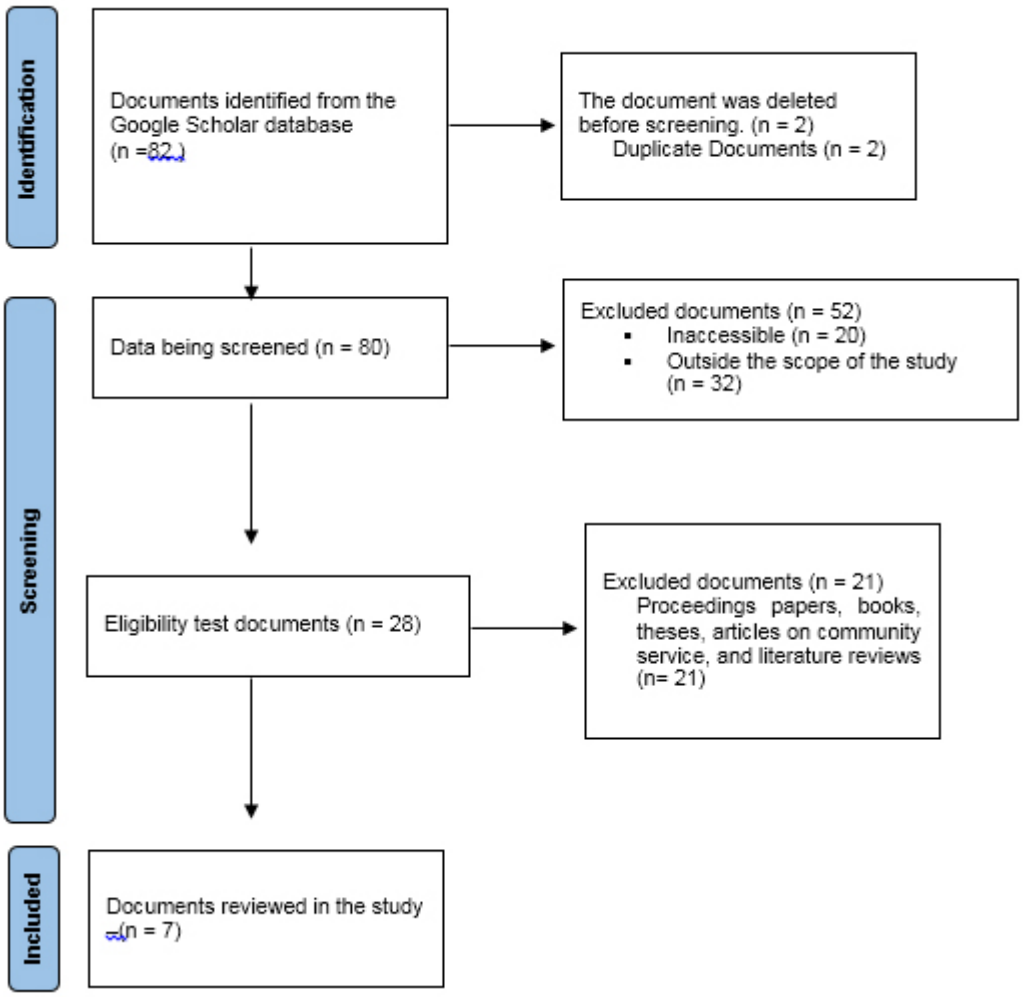

Figure 1. PRISMA Flowchart

RESULT

After going through the PRISMA method, 82 articles relevant to this study were obtained, which were in line with the research topic of digital health transformation in public health services. The data was taken from the Google Scholar database covering the period from 2020 to 2025 with the keyword "allintitle: digital health transformation". During the screening stage, 80 data were obtained and 2 articles were found to have duplicate content. Next, in the data eligibility test stage, 28 data passed the test based on

the criteria of articles being accessible and in accordance with the scope of the research topic.

After the eligibility selection process, the data were analyzed and evaluated based on data inclusion criteria, which excluded seminar proceedings, books, theses, dissertations, community service articles, and literature review articles. There were 21 articles excluded from the 28 articles tested based on the criteria, leaving 7 articles eligible for review in this study. The results obtained were 7 journal articles that were suitable for review in this study. The results of the review will be used to answer the research questions and discuss the analysis in detail by identifying the title, reading the article summary, reading the article in its entirety, examining the main topic of the article, and the conclusions of the study. The following is an overview of the selected articles based on title, author, year, method, and research results.

Table 1. Selected and Reviewed Articles

No	Article Title	Author	Year	Journal	Method	Research Results
1	Digital Transformation in Healthcare: Analysis of the Impact of Digital Innovation in Community Health Centers in Bogor Regency 2022	Ospri Harmi (Harmi, 2023)	2022	Bina: Jurnal Pembangunan Daerah	Quantitative and qualitative (exploratory) methods by selecting the Before After Comparison method (quantitative) and Post Test Without Comparison Group and Baseline Data (qualitative)	Digital innovations implemented by community health centers in Bogor Regency have shown an increase in service output. In addition, these digital innovations have had a direct impact on cost efficiency, human resources, and service time.
2	Digital transformation in health education due to the COVID-19 pandemic in Sleman Regency	Happy Agustiani, Ezif Rizqi Imtihana (Agustiani & Imtihana, 2023)	2023	Jurnal Komunikasi Sosial Budaya	Qualitative method with a descriptive approach	The digital health transformation in Sleman Regency was carried out during the pandemic, where all information and health education activities were presented in digital media online.
3	Digital Transformati	M. Yusuf Samad,Fa	2025	Journal of Computer	Qualitative method	Digital transformation in

No	Article Title	Author	Year	Journal	Method	Research Results
	on of the Healthcare Sector in Indonesian Telemedicine	jri Rosadi, Fatimah Azzahra, Taryana Brata, Diah Ayu Permatasari, Nova Teguh Krisdwiyanto (Samad et al., 2025)		Science Contributions (JUCOSCO)		the healthcare sector, particularly telemedicine services, faces challenges in terms of people, processes, and technology. Training for medical personnel, improved system integration, and the use of protection technology are needed to improve patient data security and the efficiency of telemedicine services.
4	Digital Transformation of Healthcare Services at Siti Fatimah Regional General Hospital in South Sumatra to Improve Excellent Service	Rudy Chendra, Sriati, Raniasa Putra (Chendra & Putra, 2025)	2025	Jurnal Ilmiah Administrasi Publik dan Pemerintahan (JIAAP)	Descriptive qualitative method	The ideal model for digital health transformation at Siti Fatimah Regional General Hospital emphasizes the integration of the New Public Service approach, e-Government, and digital health transformation in five components: digital leadership, continuous training, digital culture, collaborative systems, and an excellent service framework to realize modern, inclusive, and patient-centered healthcare services.

No	Article Title	Author	Year	Journal	Method	Research Results
5	Analysis of digital health transformation in Public Health Services through the Implementation of the SiKuat Application at Community Health Centers in Sidoarjo City	Anggraeni Widya Purwita, Berlian Maulidya Izzati, Monica Cinthya, Ersha Aisyah Elfaiz, Rifqi Abdillah (Purwita et al., 2025)	2025	KERNEL : Jurnal Riset Inovasi Bidang Informatika dan Pendidikan Informatika	Qualitative case study method	The results showed that SiKuat provided tangible benefits in terms of service speed and data input efficiency, with patient waiting times reduced by an average of 15–20 minutes. However, significant obstacles were found in terms of the system's incompatibility with manual workflows, a complex interface for elderly users or those with low digital literacy, and the absence of a trial phase
6	Digital Transformation in Primary Health Care: Evaluation of the Maturity of the RME System in Community Health Centers	Irmawati, Ghitrif Firdaus Trama, Zefan Adiputra Golo (Irmawati et al., 2025)	2025	Jurnal Rekam Medis dan Informasi Kesehatan	Qualitative case study method	The results of the study indicate that the Electronic Medical Record (EMR) system at the Pandanaran Community Health Center has been functioning effectively in supporting patient health services through its integration with the Community Health Center Management Information System (SIMPUS), which supports service

No	Article Title	Author	Year	Journal	Method	Research Results
						data management. However, in its implementation, there are still many obstacles and barriers regarding patient data security.
7	Digital Revolution in Healthcare Services: Transformation of Electronic Medical Records in the Outpatient Unit of Tajinan Community Health Center	Anis Ansyori, Fita Rusdian Ikawati, Dinda Aryanti Yustiningtyas (Ansyori et al., 2025)	2025	Jurnal Dinamika Kesehatan Masyarakat	Qualitative method Descriptive	The digital health transformation of RME at the Tajinan Community Health Center has had a positive impact on improving the effectiveness of health services to the community. Several obstacles were found, namely inadequate facilities and infrastructure, network problems, and a lack of training for officers on the use of digital systems.

Based on the reviewed studies, digital health transformation in public health services appears in several forms, including online medication information services, digital health education, telemedicine, hospital management information systems, centralized health center information systems, and electronic medical records. Overall, the selected studies indicate that digital transformation contributes positively to service efficiency, accessibility, and effectiveness in healthcare delivery.

DISCUSSION

The findings of this study indicate that digital health transformation in public health services has been implemented in various forms, including online medication information services, digital health education, telemedicine, hospital management information systems,

centralized health center information systems, and electronic medical records. Overall, the reviewed studies show that digital transformation contributes positively to improving healthcare service efficiency, accessibility, administrative effectiveness, and continuity of care. At the same time, the findings also reveal recurring challenges in implementation, particularly related to infrastructure limitations, digital literacy, system integration, and patient data security. These results confirm that digital transformation in public health services is not merely a technical shift from manual to digital systems, but a broader organizational and service transformation process.

The positive results identified in the reviewed studies may occur because digital technologies reduce spatial and temporal barriers in healthcare delivery and enable faster access to information and services. In Bogor Regency, the implementation of PIO Plus enabled patients to consult about medication without being limited by service hours or physical visits to the health center, indicating that digital innovation can improve both access and efficiency (Harmi, 2023). Similarly, digital health education in Sleman Regency allowed communities to continue receiving health information during the COVID-19 pandemic despite restrictions on face-to-face interactions (Agustiani & Imtihana, 2023). Telemedicine also emerged as an important response to the limitations of distance and time by allowing patients to receive consultations, prescriptions, and diagnoses remotely (Samad et al., 2025). These findings suggest that the main mechanism behind the positive impact of digital transformation lies in its ability to simplify service processes, accelerate communication, and expand the reach of healthcare services.

When compared with previous literature, the results of this study are generally consistent with earlier findings showing that digital transformation improves healthcare service delivery while simultaneously creating new implementation challenges. Prior studies have emphasized that digital transformation in healthcare is associated with greater service efficiency, improved data management, and broader patient access, especially through telemedicine, digital platforms, and electronic record systems. The present review supports those conclusions, but it also highlights that in the context of public health services, the actual outcomes depend heavily on organizational readiness and the local service environment. Unlike broader conceptual discussions of digital health, the reviewed studies in this article provide concrete evidence from health centers and hospitals showing how digital transformation works in practice, including both the benefits and the operational barriers. In this regard, the novelty of this study lies in its systematic synthesis

of digital transformation specifically in public health services, with attention not only to the forms of innovation but also to the recurring implementation constraints found across institutions.

The findings of this study have broader implications for understanding digital transformation in healthcare as a socio-technical process rather than a purely technological intervention. The success of digital systems in health services is shaped not only by the availability of applications or devices, but also by the interaction between technology, users, institutions, and governance arrangements. For example, the implementation of SIM-RS at Siti Fatimah Regional General Hospital illustrates that digital transformation can create faster, more transparent, and more measurable services, but its effectiveness still depends on digital leadership, continuous training, collaborative systems, and institutional culture (Chendra & Putra, 2025). Likewise, the use of EMR in Pandanaran and Tajinan Community Health Centers demonstrates that digitalization can strengthen service effectiveness, yet digital maturity requires more than technical adoption because it also depends on staff capability, service workflow adaptation, and data protection mechanisms (Ansyori et al., 2025; Irmawati et al., 2025). Thus, the meaning of these findings extends beyond efficiency gains and points to the importance of institutional transformation in achieving sustainable digital health services.

From a reflective perspective, the reviewed studies show both the functions and dysfunctions of digital health transformation. On the positive side, digital innovation improves access to health information, reduces waiting time, supports administrative efficiency, and enhances service effectiveness. For instance, the SiKuat application in Sidoarjo was able to reduce patient waiting time by 15–20 minutes, which reflects tangible service improvement for users (Purwita et al., 2025). However, there are also negative or unintended consequences when digital systems are introduced without sufficient preparation. Several studies reported barriers such as unstable networks, system incompatibility with manual workflows, low digital literacy, limited staff training, and user interface difficulties for elderly users or those with low digital competence. In addition, concerns regarding patient privacy and data security remain a major issue, particularly in telemedicine and electronic record systems. These findings imply that digital transformation can improve public health services, but if poorly managed, it may also produce exclusion, inefficiency, and new risks in service delivery.

Based on these findings, several actions and policy directions are needed to strengthen digital transformation in public health services. First, healthcare institutions and policymakers should invest in adequate digital infrastructure, including reliable internet connectivity, hardware support, and interoperable systems. Second, continuous training programs are necessary to improve the digital competence of healthcare workers and ensure that digital systems are used effectively in everyday practice. Third, the design of digital health applications should be more user-friendly and inclusive, especially for elderly users and communities with limited digital literacy. Fourth, stronger governance and regulation related to patient data protection, privacy, and cybersecurity must be established as a core part of digital health implementation. Finally, digital transformation should be carried out through an integrated policy approach that combines technological innovation, organizational readiness, and equitable access so that the benefits of digital health can be experienced more broadly and sustainably in public health services.

CONCLUSION

This study concludes that digital transformation in public health services has developed in various forms, including digital health information systems, electronic medical records, telemedicine, and digital health education. The main finding of this study is that digital transformation generally contributes positively to improving service efficiency, accessibility, administrative effectiveness, and the continuity of healthcare services compared with conventional manual systems. At the same time, the review also shows that the success of digital transformation is strongly influenced by supporting factors such as infrastructure readiness, digital literacy, staff capacity, system integration, and patient data security governance. Thus, digital transformation in healthcare should be understood not only as the adoption of technology, but also as an institutional and organizational transformation process.

The scientific contribution of this study lies in its systematic synthesis of recent evidence on digital health transformation specifically in the context of public health services. This study contributes to the literature by identifying the main forms of digital innovation implemented in healthcare institutions, highlighting the common benefits generated by these innovations, and mapping the recurring barriers that influence implementation. In this way, the study provides a more integrated understanding of how digital transformation operates in practice across different healthcare settings and offers a

useful reference for future academic research as well as policy development in digital health services.

However, this study has several limitations. First, the review was limited to articles retrieved from a single database, namely Google Scholar, which may have restricted the breadth of relevant literature included in the analysis. Second, the review covered only studies published during the period 2020–2025 and focused on a relatively small number of eligible articles. Third, the findings are based mainly on descriptive and qualitative evidence from specific institutional contexts, so they cannot be generalized to all public health service settings. Therefore, future studies are recommended to use broader databases, include a larger number of studies, and apply more comprehensive review strategies in order to generate deeper and more robust evidence regarding digital transformation in healthcare.

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