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Integrating Hospital Management Systems with Electronic Medical Records: Improving Efficiency and Quality of Healthcare

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Abstract
The integration of hospital management systems and electronic medical records has transformed the landscape of modern healthcare, transforming the quality and efficiency of healthcare services. This review aims to explore the importance of this integration, which contributes to enhancing coordination between medical departments, improving patient experience, and reducing operational costs. It also focuses on the challenges associated with implementing integration, such as resistance to change, infrastructure complexity, and data protection, and provides practical solutions to overcome them. The review shows how integration is important for data-driven decision-making, supporting operational sustainability and innovation in healthcare delivery.
Keywords: Electronic Health Records (EHR), Hospital Management Systems (HIS), Digital Systems Integration, Healthcare Quality

Introduction

The importance of digitizing health data is increasing in the modern healthcare landscape and the rapid development of digital technology, as digital data plays an important role in improving the quality and efficiency of healthcare [1].

The digitization of health data is defined as the collection, analysis, and use of digital data in real time for specific purposes [2]. The digitization of health data has contributed to enhancing the efficiency of healthcare operations, facilitating access to data, and improving the use of resources [2,3]. Therefore, health information systems have evolved in parallel with the advancement of information and communication technologies, which has led to the development of digital health services, especially

Electronic Health Records (EHR), as one of the essential components of healthcare systems [4].All procedures related to the management of a patient's condition and treatment, from diagnosis to treatment and continuous follow-up, are collected and analyzed in Electronic Health Records (EHR), making them a pivotal tool in healthcare and improving the quality of healthcare services [5]. Moreover, electronic medical records contribute to enhancing collaboration between medical teams and enhancing their ability to improve clinical decision-making and reduce medical error rates [6]. Electronic Health Records (EHR)also play a key role in managing chronic conditions, tracking cases remotely, improving coordination between healthcare providers, and accessing medical data in a multi-center, multi-user manner [7].

Health information systems, such as hospital management systems (HIS), are an integrated infrastructure that enables patient tracking and health record management. Integrating Electronic Health Records (EHR)with hospital management systems creates an integrated ecosystem that improves administrative processes, enhances medical decision-making, and enhances the quality of healthcare and the capacity of health systems [8].

Despite the significant benefits of Electronic Health Records (EHR), healthcare providers face multiple challenges, such as the additional workload associated with documenting data digitally and the impact of this on the time spent interacting with patients. In addition, digitization may contribute to reducing face-to-face communication between members of the medical team, which may lead to challenges in coordination and collaborative problem solving [9].

Accordingly, the current review reviews the opportunities and challenges related to integrating hospital management systems with electronic health records and their role in improving communication between healthcare providers and improving the quality of healthcare.

Electronic Health Records and Practice Management Solutions

Electronic health record integration is the process of enabling seamless access to medical records across different electronic systems. This integration helps manage healthcare practices and enhance patient interactions by providing quick access to a patient’s personal information and medical history across multiple solutions [10].

The terms electronic medical records and electronic health records are often used interchangeably, but there are differences between them.

- **Electronic medical records (EMRs):** A digital version of a patient’s medical record in a single healthcare organization, containing information such as medical history, diagnoses, medications, and treatment plans [11].
- **Electronic health records (EHRs):** A digital record that includes patient health data across multiple healthcare providers and organizations. In addition to the data in an EMR, EHRs can contain lab results, imaging studies, and prescriptions, giving providers a comprehensive picture of a patient’s health status [11].

The importance of integrating hospital management systems and electronic health records in healthcare

The integration of hospital management systems and electronic health records enhances coordination and cooperation between various departments and medical specialties in healthcare systems, which contributes to supporting decision-making, reducing costs, and increasing the ability of healthcare systems to confront crises and pandemics, thus enhancing healthcare for patients and providing a comfortable working environment for healthcare workers.

Improving the quality of healthcare:

System integration in healthcare contributes to providing comprehensive and accurate health data about patients, enabling doctors and nurses to make informed decisions based on health information [12]. This integration improves the diagnosis and treatment processand reduces the possibility of medical errors that may occur due to incomplete or inaccurate information, which enhances patient safety, and the quality of care provided [12,13].

Enhancing operational efficiency:

System integration contributes to improving the flow of data between different departments in the hospital, such as the emergency department, outpatient clinics, and laboratories. This smooth flow helps speed up daily medical operations and reduces waiting times. This operational efficiency reduces daily challenges and improves the patient experience [14].

Improving communication between medical teams:
When systems work in an integrated manner, all members of the medical team have access to the same data in real time. This improves coordination between doctors, nurses, and other team members [15].
Reducing operational costs:
System integration reduces financial waste and avoids duplication of tests or procedures that may occur due to lack of information. In addition, it improves the management of resources such as medical inventory and medications. Improving resource efficiency allows the hospital to direct resources to meet other needs, which contributes to improving the services provided [16].
Improving patient experience:
Personalized healthcare can be provided to each patient based on medical data. For example, a doctor can provide a personalized treatment plan based on a patient's medical history and readily available data. This improves the patient's experience and enhances confidence [17].
Supporting administrative decision-making:
System integration provides accurate analytical data that can be used by management to evaluate hospital performance, identify areas for improvement, and plan. This supports decision-making based on evidence rather than guesswork, which enhances the sustainability and efficiency of health systems [18].
Integration between hospital management systems and electronic medical records: A comprehensive impact on daily operations
Integration of hospital management systems with electronic medical records contributes to improving operational efficiency and the quality of healthcare. It also enhances daily operations within healthcare systems by automating and simplifying many administrative and clinical processes.
Effective appointment management:
Integration between systems enables healthcare institutions to manage appointment schedules accurately and efficiently. This reduces congestion in the hospital and reduces waiting periods, thus improving the patient's experience [19].
Access to electronic medical records:
The integrated system provides quick and comprehensive access to electronic medical records. Doctors can easily view the patient's medical history, previous diagnoses, and treatment plans. This accurate information enables the provision of personalized healthcare based on comprehensive and up-to-date data [20].
Improved communication between medical teams:
Integration enhances communication between different medical teams, and the exchange of patient health data, which contributes to improving coordination and making informed medical decisions, thus improving the quality of care [21].
Effectively manage medical inventory:
Integration between hospital management systems and electronic health records contributes to accurately tracking medical inventory. The system allows recording the quantities of medicines and medical supplies, and tracking their use on an ongoing basis, which reduces waste and ensures that materials are available when needed [22].
Automating bills and accounting:
The integrated system facilitates the automatic creation and review of invoices, as it records all healthcare needs, as well as the services received by the patient, which reduces accounting errors, speeds up payment processes, and enhances the efficiency of financial management [23].
Supporting remote healthcare services:
Integration contributes to enhancing remote healthcare services, as doctors can access electronic medical records while providing virtual consultations. This enables the provision of care for patients in remote areas or who face difficulty in reaching hospitals [24].
Improving surgical operations management:
Integration supports better planning of surgical operations by managing schedules, providing required equipment, and ensuring the readiness of operating rooms. This reduces logistical errors and enhances the efficiency of surgical operations [25].
Providing performance reports and statistics:

The integrated system can provide accurate reports on hospital performance, such as infection rates, waiting times, and patient satisfaction levels. These statistics support strategic decisions to improve overall performance and increase patient satisfaction [26].

Enhances the ability to manage crises and emergencies:

Integration contributes to providing a rapid response in crises and emergencies, thanks to immediate access to the patient's medical records, including his medical history and potential allergies, as well as in assessing medical needs for supplies and medical teams. This enhances the ability of health systems to manage and confront crises [27].

Challenges of System Integration

Despite the many benefits offered by integrating hospital management systems with electronic medical records, the integration process may face many challenges that need to be effectively addressed to ensure its success [28,29].

Resistance to change:

Resistance to change is a common challenge when introducing new systems, as employees are concerned about the impact of technology on their jobs or find it difficult to adapt to new tools. Therefore, employees must be trained and qualified and involved in the digital transformation to enhance their sense of engagement.

Privacy and data security:

System integration increases the risk of privacy breaches and leakage of sensitive medical data. This challenge can be addressed by using advanced encryption techniques and implementing strict policies to manage access permissions. Training employees on cybersecurity best practices also enhances data protection from internal and external threats.

Technical complexity:

Organizations face significant technical challenges during the integration process, due to the complexity of the infrastructure and the multiplicity of systems used. This complexity can be overcome through careful planning and implementing integration in stages to ensure a smooth transition.

Ensuring data accuracy:

During the transfer of data between different systems, errors may arise that affect its accuracy and integrity. Therefore, strict legislation and laws must be enacted to ensure data quality before and during the integration process. Also, conducting periodic testing and employing error correction techniques contributes to enhancing data reliability.

Conclusion:

Integrating hospital management systems with electronic medical records represents a crucial step towards developing the healthcare sector. This integration allows for improving the quality of healthcare services by providing comprehensive and up-to-date data, enhancing communication between medical teams, and achieving higher operational efficiency. Despite the challenges associated with integration, such as infrastructure complexity and privacy protection, adopting a comprehensive approach based on advance planning and the use of modern technology can ensure success. Enhancing this integration supports data-driven decision-making, which contributes to achieving the sustainability of the healthcare system and raising the level of care provided to patients.

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