International Journal of Business and Management Sciences
ISSN: 2049-7318 | 2026, 2(3):01-04
www.sciro.org/ijbms
DOI: 10.5281/zenodo.20353552

Hospital Performance in the Digital Era: The Role of Healthcare Information Systems

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Received:12.03.2026 | revised: 23.04.2026 | Accepted: 4.6.2026

Abstract: Hospitals are increasingly turning to digital tools to boost clinical outcomes, streamline operations, and improve administration. A Healthcare Information System (HIS) includes the technology infrastructure, data governance, and communication channels that support clinical and strategic decision-making. This study looks at how HIS affects hospital results, specifically operational efficiency, service quality, and patient satisfaction. Surveys with five-point Likert scales were used to collect primary data from staff and patients. Analysis methods included descriptive statistics, correlation, and regression. Results show that properly implemented HIS greatly enhances performance by reducing errors, improving data access, and improving the quality of care.

Keywords: HIS, hospital performance, patient satisfaction, IT, healthcare management

1. INTRODUCTION

Digital systems have reshaped healthcare delivery. Today, hospitals depend on computer platforms for patient records, clinical data, and administrative tasks. HIS helps medical staff boost productivity, reduce errors, and raise service standards. These systems enable smooth communication among healthcare teams and support clinical decisions. Thus, understanding how HIS affects hospital performance has become a key research area. Earlier work by *Bates (2010)* linked electronic records to fewer errors and better patient safety. *Jha (2011)* found that hospitals with advanced HIS had better operations and service. *Agarwal (2012)* showed that HIS adoption improves clinical decisions and institutional efficiency. *Jha (2011)* documented superior operational metrics and service standards among hospitals utilizing sophisticated health information platforms. *Agarwal's work (2012)* demonstrated that the adoption of healthcare information systems yields improved clinical decision-making capabilities and institutional productivity.

2. REVIEW OF LITERATURE

Many studies have looked at technology in healthcare. Agarwal (2012) found that HIS raises productivity, care quality, and patient satisfaction. Wachter (2015) reported that digital tools like EHRs and decision support systems improve safety and service. *Topol (2019)* explored how digital platforms transform healthcare systems, finding improvements in diagnostic precision and hospital workflow efficiency. *Halamka (2017)* reported that unified healthcare information systems enable hospitals to manage patient data effectively while enhancing departmental coordination. Gawande (2018) identified technological innovations and digital platforms as significant contributors to the quality of hospital administration and patient care outcomes. *Verghese (2019)* examined the capacity of electronic health records to improve professional communication and patient management processes. *Jain (2020)* showed that HIS aids administrative decisions and operations. DeSalvo (2021) found that digital health platforms improve service delivery and patient engagement.

3. NEED FOR THE STUDY

Hospitals struggle with poor data management, communication gaps, and operational delays. HIS can solve these issues by improving data access and coordination. This research will help administrators understand how digital systems can boost hospital performance.

3.1 Objectives of the Study

- To examine the role of healthcare information systems in hospitals.
- To analyze the impact of healthcare information systems on hospital performance.
- To evaluate the relationship between information systems and patient satisfaction.
- To identify the benefits of healthcare information systems in hospital management.

3.2. Methodology

A descriptive design was used to evaluate HIS's impact on hospital performance. Both primary and secondary data were collected. Primary data were collected through structured questionnaires administered to hospital employees and patients, using five-point Likert scales to measure views on HIS effectiveness, efficiency, service quality, and satisfaction. Secondary data came from journals, books, and healthcare reports. A simple random sample of 110 respondents was drawn from a hospital in Chittoor District. The analysis included percentages, correlations, and regression to examine relationships between HIS and performance measures.

3.4. Hypotheses Testing

H_0: Healthcare Information Systems do not significantly influence Healthcare Performance

H_1: Healthcare Information Systems do not significantly influence

3.3. Hypotheses Testing with Correlation and Regression Analysis

Table 1: Correlation Matrix between Healthcare Information Systems and Hospital Performance

Variables	HIS	Healthcare Efficiency	Patient Satisfaction	Service Quality
Healthcare Information System	1	0.68	0.74	0.70
Healthcare Efficiency	0.68	1	0.65	0.62
Patient Satisfaction	0.74	0.65	1	0.71
Service Quality	0.70	0.62	0.71	1

Significance level: 0.05

The correlation results show a positive relationship between healthcare information systems and hospital performance variables. The correlation coefficient between HIS vs. patient satisfaction: r = 0.74 (strong). Similarly, show a correlation value of HIS vs. service quality: r = 0.70 (strong), while HIS vs. hospital efficiency: r = 0.68 (moderate-strong). All correlations are significant at $p < 0.05$. Therefore, the null hypothesis is not accepted, and the alternative hypothesis is accepted.

3.5. Regression Analysis

Table 2: Regression Model summary showing the impact of the Healthcare Information System on healthcare performance

Model	R	R Square	Adjusted R Square	Std Error
HIS → Healthcare Performance	0.72	0.52	0.50	0.41

The regression model shows an R value of 0.72, indicating a strong positive relationship between healthcare information systems and hospital performance. The R^2 value of 0.52 indicates that about 52% of the variation in hospital performance is explained by healthcare information systems.

Table 3: ANOVA Results for Regression Analysis of Healthcare Information system on healthcare performance

Source	Sum of Squares	Df	Mean Square	F	Sig
Regression	28.40	1	28.40	16.85	0.000
Residual	26.12	108	0.24		
Total	**54.52**	**109**			

The significance value 0.000 is less than 0.05, indicating that the regression model is statistically significant. Therefore, healthcare information systems significantly influence hospital performance.

Table 4: Regression Coefficients for Healthcare information System Predicting Healthcare Performance

Variable	B	Std Error	Beta	T	Sig
Constant	1.12	0.32		3.50	0.001

Healthcare Information System	0.63	0.15	0.72	4.10	0.000

The coefficient of 0.63 indicates that an increase in healthcare information system usage improves hospital performance. Since the significance value 0.000 < 0.05, the alternative hypothesis is accepted.

4. FINDINGS

- Analysis reveals robust positive association between healthcare information systems and comprehensive hospital performance. Hospitals' implementing advanced digital information systems demonstrate measurable improvements in operational efficiency and service quality standards. This finding confirms the essential role of technology integration in enhancing healthcare delivery.
- HIS streamlines both administrative and clinical tasks – automated records, scheduling, and billing reduce manual errors and save time. This leads to better resource use and faster patient service.
- Hospitals using digital systems report higher patient satisfaction. Easier access to records, quicker diagnoses, and better staff-patient communication improve the care experience and build trust.
- HIS supports management with real-time data and analytics, helping administrators track performance and patient outcomes, enabling better planning and decision-making.

5. SUGGESTIONS

- Hospitals should adopt advanced technologies like EHRs, telemedicine, and AI diagnostic tools to improve access and efficiency.
- Provide regular training for all staff to ensure effective HIS use, reduce errors, and maximize benefits.
- Invest in integrated systems that connect labs, pharmacies, and patient records to improve communication and coordination.
- Strengthen cybersecurity – secure data systems and regular monitoring are essential to protect patient information and maintain trust.

6. CONCLUSION

HIS plays a vital role in improving hospital performance. This study confirms that adopting digital systems significantly boosts operational efficiency, service quality, and patient satisfaction. By automating processes, hospitals can cut errors, enhance communication, and deliver timely care. Effective HIS also supports better decision-making and resource management. Integrating EHRs, analytics, and digital platforms helps hospitals provide high-quality services. Therefore, continued investment in modern information systems is essential for better patient outcomes and sustainable performance.

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