



Digital Transformation in Healthcare

The Digital Transformation in Healthcare: Patient-Centric and Data-Positive

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Digital transformation creates sustainable value in healthcare only when technology is embedded in a redesigned operating model, supported by aligned incentives, translated into changes in clinical and managerial behavior, and governed so that the organization can capture a meaningful share of the value created. Technology acquisition without these complementary conditions usually produces digital complexity rather than strategic transformation.

The uncomfortable conclusion may be:

For many healthcare organizations, digital transformation will not produce durable competitive advantage. It will become a costly requirement for remaining operationally

credible, while much of the economic value is captured by technology vendors, platforms, insurers, and digitally advantaged entrants.

The central risk for healthcare leaders is no longer failing to invest in digital technology. It is investing extensively without making the strategic choices, organizational changes, and economic reallocations required for those investments to matter.

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