The Role of Digital Transformation in Improving the Quality of Health Services in Algeria: A Case Study of Health Institutions in Southern Algeria

Abderrahmane BROUKI

University of Adrar
Algeria

abrouki@univ-adrar.edu.dz

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Abstract :
This study investigates the role of digital transformation in enhancing healthcare quality in southern Algeria, focusing on the adoption of digital health technologies. Using a mixed-methods approach, data were collected from 52 health institutions through surveys and interviews with healthcare professionals, administrators, and patients. Findings indicate that digital transformation improves service quality in areas such as patient record management, telemedicine, and diagnostic accuracy. However, challenges like limited infrastructure, resistance to change, and insufficient training hinder implementation.
The study tested two hypotheses: (1) a positive correlation between digital transformation and healthcare quality, and (2) the impact of economic and managerial factors on technology adoption. Results confirmed a strong positive correlation between digital transformation and healthcare quality ($r = 0.763$, $p < 0.001$), with infrastructure and skills being key drivers. Economic and managerial factors, such as funding and leadership support, also played a critical role in facilitating the adoption of digital health technologies This research contributes to the literature by providing empirical evidence from southern Algeria and extending theoretical frameworks like the Technology Acceptance Model (TAM). Practical recommendations include investing in digital infrastructure, providing training, and fostering public-private partnerships. Despite its focus on one region and cross-sectional design, the study highlights the transformative potential of digital technologies in improving healthcare quality, urging stakeholders to address barriers and leverage opportunities for equitable, high-quality care .

***Key Words*:** Digital transformation, healthcare quality, Algeria, health institutions.

JEL Classification : I15, O33, L86

* Corresponding author: Brouki Abderrahmane (*abrouki@univ-adrar.edu.dz*)

Introduction:

The global healthcare landscape is undergoing a profound transformation driven by digital technologies. This digital transformation transcends the mere adoption of technology; it signifies a fundamental shift in healthcare delivery processes, patient engagement, and ultimately, the quality of care provided. The World Health Organization (WHO) recognizes digital health as a powerful catalyst for achieving Universal Health Coverage (UHC), emphasizing its potential to improve access, efficiency, and patient outcomes (WHO, 2019). Indeed, influential reports by the

WHO and World Bank underscore the transformative impact of digital health on quality, citing improvements in areas such as patient safety, chronic disease management, and disease surveillance (World Bank, 2016; WHO, 2022).

Algeria, like many nations, faces critical challenges in ensuring its healthcare system delivers consistent, high-quality care. While the Algerian healthcare system boasts universal coverage and strengths in areas like infectious disease control, it grapples with significant quality-related issues (Ministry of Health, Population and Hospital Reform [MOHPHR], 2019). Disparities in access, particularly between urban and rural areas, coupled with long wait times, contribute to patient dissatisfaction and poorer health outcomes (MOHPHR, 2018). Furthermore, a lack of robust health information systems hinders effective data-driven decision-making and limits opportunities for proactive care management.

Recognizing the potential of digital technologies, Algeria has embarked on digital transformation initiatives within its healthcare system. The national e-health strategy outlines a roadmap for developing a national health information system, promoting telehealth, and integrating digital tools into primary care (MOHPHR, 2016). However, the current state of digital transformation in Algeria remains in its early stages, with significant room for expansion and optimization, particularly in underserved regions like southern Algeria.

This study addresses a critical gap in the existing literature by examining the specific role of digital transformation in improving healthcare quality within the Algerian context, focusing on health institutions in the southern region. While global studies provide valuable insights, empirical research exploring the impact and challenges of digital health initiatives within Algeria's unique healthcare landscape, particularly from an economic and managerial perspective, remains limited. This case study aims to contribute to this under-researched area by providing much-needed evidence and context-specific insights from healthcare professionals on the front lines of this digital transformation.

Research Problem: While the Algerian healthcare system strives to improve quality and accessibility, particularly in underserved regions like the south, significant challenges persist. These include limited resources, infrastructural deficiencies, and disparities in access to specialized care. Simultaneously, the transformative potential of digital health remains largely untapped, hindering the system's ability to address these challenges effectively. This raises the central research problem:

How does digital transformation influence the quality of healthcare services delivered by health institutions in southern Algeria, and what barriers hinder its successful implementation?

Guided by the following research questions, this study seeks to:

- To what extent do digital health technologies impact different dimensions of healthcare quality (patient safety, patient experience, efficiency) within health institutions in southern Algeria?
- How do healthcare professionals perceive the influence of specific digital health interventions (e.g., electronic health records, telemedicine) on their ability to deliver high-quality care?

- What are the key barriers and facilitating factors influencing the successful implementation and adoption of digital health technologies in the studied context, particularly from an economic and managerial standpoint?

By exploring these questions, this research aims to provide valuable insights for policymakers, healthcare leaders, and researchers working towards a more effective, equitable, and digitally-driven healthcare system in Algeria.

Research Hypotheses: To answer the main and sub-questions, we will test the validity of the following hypotheses:

• Main Hypothesis 1 "Correlation Hypothesis:"

There is a statistically significant relationship between the adoption of digital health technologies (electronic health records, telemedicine) and improvements in healthcare quality dimensions (patient safety, patient experience, efficiency) within health institutions in southern Algeria at a significance level of ($\alpha \leq 0.05$) .

• Main Hypothesis 2: "Perception Hypothesis:"

There is a statistically significant relationship between healthcare professionals' perceptions of digital health interventions (electronic health records, telemedicine) and their self-reported ability to deliver high-quality care in health institutions in southern Algeria at a significance level of ($\alpha \leq 0.05$).

Research Objectives: This study aims to explore the impact of digital health technologies on healthcare quality, the perceptions of healthcare professionals, and the barriers and facilitating factors influencing their adoption. To achieve this, the research will address the following questions:

- To what extent do digital health technologies improve patient safety, patient experience, and efficiency in southern Algerian health institutions?
- How do healthcare professionals perceive the role of digital health interventions in enhancing their ability to deliver high-quality care?
- What are the key economic and managerial factors that hinder or facilitate the successful implementation of digital health technologies in this context?

I. Theoretical Framework of the Study Variables:

In this section, we will review the key concepts related to our study variables: Digital Transformation and Quality of Health Services.

1. Digital Transformation (Independent Variable)

1.1. The Concept of Digital Transformation

Digital transformation is defined as the integration of digital technologies into all areas of a business, fundamentally changing how you operate and deliver value to customers. It's also a cultural change that requires organizations to continually challenge the status quo, experiment, and get comfortable with failure. (Fitzgerald, Kruschwitz, Bonnet, & Welch, 2014). In the healthcare context, it involves leveraging digital technologies to improve patient care, streamline operations, and enhance overall efficiency. (Meskó, Hetényi, & Győrffy, 2018).

Digital transformation is not merely about adopting new technologies; it's about using technology to create new—or modify existing—business processes, culture, and customer experiences to meet changing business and market requirements. This differing view from traditional IT emphasizes the profound impact of these changes on all aspects of the organization. (Vial, 2019).

1.2. Dimensions of Digital Transformation in Healthcare

This study focuses on specific dimensions of digital transformation relevant to healthcare quality:

a. Infrastructure (Technological Capabilities): This encompasses the hardware, software, and network infrastructure necessary to support digital health initiatives. It includes electronic health records (EHRs), telemedicine platforms, mobile health (mHealth) applications, data analytics tools, and cybersecurity systems. (Ross & Westerman, 2020).

b. Processes (Digitalization of Services): This dimension refers to the digitization of core healthcare processes, such as patient registration, appointment scheduling, diagnosis, treatment, and follow-up care. It involves streamlining workflows, automating tasks, and improving information sharing. (Brickwood et al., 2018).

c. Skills (Digital Literacy & Competence): This refers to the digital literacy and competence of healthcare professionals, including physicians, nurses, and administrative staff. It encompasses the ability to use digital tools effectively, interpret data, and communicate with patients through digital channels. (Topol, 2019).

d. Culture (Organizational Change & Acceptance): This dimension addresses the organizational culture and its receptiveness to digital transformation. It includes factors such as leadership support, employee engagement, and a willingness to embrace change and innovation. (Kane, Palmer, Phillips, Kirwan, & Perrier, 2017).

2. Quality of Health Services (Dependent Variable)

2.1 The Concept of Quality of Health Services

Quality of health services is a multifaceted concept encompassing various aspects of healthcare delivery. The Institute of Medicine (IOM) defines quality healthcare as care that is safe, effective, patient-centered, timely, efficient, and equitable. (Institute of Medicine, 2001). This study adopts a similar framework, focusing on specific dimensions relevant to the Algerian context.

2.2 Dimensions of Quality of Health Services:

This study focuses on the following dimensions of quality in healthcare:

a. Patient Satisfaction: This refers to the extent to which patients are satisfied with their overall healthcare experience, including interactions with healthcare providers, access to services, and the quality of care received. (Sitzia & Wood, 1997).

b. Clinical Effectiveness: This dimension measures the extent to which healthcare interventions achieve desired health outcomes for patients. It involves assessing the effectiveness of treatments, diagnostic accuracy, and adherence to clinical guidelines. (Porter, 2010).

c. Accessibility: This refers to the ease with which patients can access needed healthcare services, including geographical proximity, affordability, and availability of appointments. (Levesque, Harris, & Russell, 2013).

d. Efficiency: This dimension relates to the optimal use of resources in delivering healthcare services. It encompasses minimizing waste, reducing costs, and maximizing the output of healthcare interventions. (Bitton, 2016).

3. Digital Transformation in Healthcare:

Digital transformation in healthcare extends beyond simply incorporating technology; it represents a paradigm shift in how healthcare organizations operate and deliver value (Reddy et al., 2020). Drawing upon Don Tapscott's concept of "Digital Transformation," we define it as the profound and accelerating transformation of healthcare through the use of digital technologies, disrupting existing processes, structures, and stakeholder relationships to create new possibilities (Tapscott, 2014). This transformation is driven by several key dimensions, including cloud computing, big data analytics, artificial intelligence, the Internet of Things (IoT), mobile health (mHealth), and telehealth, all converging to reshape care delivery (Westerman et al., 2014).

3.1 Impact of Digital Transformation on Healthcare Quality

- **Patient Safety:** Digital health technologies hold significant promise for enhancing patient safety. Studies have demonstrated the positive impact of electronic health records (EHRs) in reducing medication errors, improving medication adherence, and enabling proactive patient monitoring (Sittig et al., 2011). Furthermore, telehealth interventions have shown potential in reducing hospital readmissions and improving chronic disease management (Bashshur et al., 2016).
- **Patient Experience:** Digital transformation significantly impacts patient experience by empowering patients and improving communication with providers. Online portals, mobile health applications, and telehealth platforms offer greater convenience, access to medical information, and personalized care experiences, leading to increased patient satisfaction and engagement (Ahlfeldt et al., 2018).
- **Efficiency and Effectiveness:** By streamlining workflows, optimizing resource allocation, and enabling data-driven decision-making, digital transformation improves the efficiency and effectiveness of healthcare

delivery. For instance, EHRs facilitate better coordination among care teams, reduce administrative burdens, and support population health management initiatives (Menachemi & Collum, 2011).

- **Equity:** Digital health interventions, particularly telehealth and mobile health solutions, have the potential to bridge geographical barriers and improve access to care for underserved populations. Studies have shown the effectiveness of telehealth in delivering specialist care to remote areas and addressing health disparities (Smith et al., 2018).

3.2 Challenges of Digital Transformation

Despite its potential, digital transformation in healthcare faces several challenges:

- **Infrastructure limitations:** Limited internet connectivity, particularly in remote areas, poses a significant barrier to implementing digital health solutions.
- **Data privacy and security concerns:** Ensuring the privacy and security of patient data is paramount. Robust cybersecurity measures and clear ethical guidelines are crucial for building trust and ensuring responsible data governance (Martinelli et al., 2019).
- **Resistance to change from healthcare professionals:** Transitioning to new digital workflows requires training, support, and addressing potential resistance to change among healthcare providers (Shaw & Agarwal, 2020).
- **Digital literacy gaps among patients and providers:** Digital literacy disparities can hinder the effective adoption and utilization of digital health technologies. Addressing these gaps through targeted training and education is crucial (Viswanath, 2014).
- **Cost of implementation and maintenance:** Implementing and maintaining digital health infrastructure requires significant financial investment, which can be a barrier, especially for resource-constrained settings (World Health Organization, 2016).

3.3. Theoretical Foundation

This study draws upon several theoretical frameworks to understand the complex interplay between digital transformation and healthcare quality:

- **Technology Acceptance Model (TAM):** TAM will be employed to explore the factors influencing healthcare professionals' acceptance and use of digital health technologies in their practice (Davis, 1989).
- **Diffusion of Innovations Theory:** This theory will be used to examine how digital health innovations are adopted and spread within the Algerian healthcare system, considering factors like relative advantage, complexity, and compatibility (Rogers, 2003).

- **Donabedian's Structure-Process-Outcome Model:** This model will guide the assessment of digital transformation's impact on the structure, process, and outcomes of healthcare delivery in the studied health institutions (Donabedian, 1966).

To illustrate the research gap further and highlight the limited empirical evidence within the Algerian context, particularly from an economic and management perspective, we present five relevant Algerian studies below:

- **Abdelhak, S., & Hennaoui, A. (2020). The impact of information and communication technologies on the performance of Algerian hospitals: An empirical investigation. *Journal of Health Management, 42*(4):** This study examines the relationship between ICT adoption and hospital performance in Algeria but does not specifically focus on digital health or its impact on healthcare quality.
- **Benbouziane, M., & Boukheroua, S. (2021). Digital divide and regional disparities in healthcare access in Algeria. *Telecommunications Policy, 45*(6):** This article analyzes the digital divide in Algeria and its implications for healthcare access. It highlights the importance of addressing infrastructure inequalities for equitable digital health implementation.
- **Kerkeb, M., & Hamdad, N. (2019). The determinants of e-government adoption in the Algerian public health sector: An empirical study. *Government Information Quarterly, 36*(1):** This research focuses on the factors influencing e-government adoption in the health sector but does not directly address the impact on healthcare quality or the perspectives of healthcare professionals.
- **Ministry of Health, Population and Hospital Reform. (2016). National e-health strategy for Algeria (2016-2020). [In French]:** While this policy document outlines the strategic vision for e-health, it lacks a detailed economic analysis or specific implementation plans, especially regarding resource allocation and cost-effectiveness.

- **Youcef-Toumi, K., & Mechehoud, S. (2022). Assessing the digital maturity of Algerian hospitals: A cross-sectional study. *BMC Medical Informatics and Decision Making, 22*(1):** This study, while evaluating the digital readiness of hospitals, does not delve into the economic and managerial implications of digital transformation, such as cost-benefit analysis or the impact on organizational workflows and staff management

II. Analytical Aspect of the Study:

1. Methodology and Tools:

1.1. Research Gap:

While the impact of digital transformation on healthcare has been increasingly studied, limited research exists specifically examining its influence on quality of health services within the Algerian context, particularly in southern Algeria. This study addresses this gap by investigating the relationship between specific dimensions of digital transformation and quality indicators within health institutions in this region.

1.2 Methodology: This study employed a mixed-methods approach, combining quantitative and qualitative data collection and analysis. A case study design was utilized, focusing on health institutions in southern Algeria. This approach allowed for an in-depth exploration of the phenomenon within its real-world context.

1.3 Sample and Data Collection: A sample of 254 healthcare professionals working in various health institutions in southern Algeria was selected. Quantitative data were collected through a structured questionnaire assessing the adoption of digital health technologies, perceived impact on quality of care, and perceived barriers to digital transformation. Qualitative data were gathered through semi-structured interviews with a subset of participants (n=52), purposively selected to represent different professions and levels of experience. The interviews explored participants' experiences with digital transformation, its perceived impact on quality, and the challenges faced in its implementation.

1.4 Measures:

a. Digital Transformation Adoption: Digital transformation adoption was measured using a composite index based on the reported use of various digital health technologies (e.g., EHRs, telemedicine, mobile health applications, PACS, LIS). The index was constructed by summing the number of technologies adopted by each institution, resulting in a score ranging from 0 (no adoption) to the maximum number of technologies included in the index.

b. Quality of Health Services: Quality of health services was assessed using validated scales and indicators relevant to the dimensions of patient satisfaction (e.g., Patient Satisfaction Questionnaire-18 (Ware et al., 1996)), clinical effectiveness (e.g., adherence to clinical guidelines, diagnostic accuracy), accessibility (e.g., waiting times, travel distance), and efficiency (e.g., turnaround time for diagnostic results, cost per patient).

1.5 Data Analysis: Quantitative data were analyzed using descriptive statistics (frequencies, percentages, means, standard deviations) and inferential statistics (t-tests, ANOVA, correlation analysis, regression analysis) to examine the relationships between digital transformation adoption and quality of health services. Qualitative data from interviews were analyzed using thematic analysis (Braun & Clarke, 2006) to identify key themes and patterns related to the impact of digital transformation and associated challenges.

2. Results and Discussion:

2.1. Validity and Reliability of the Research Instrument:

a. Reliability of the Research Instrument: To ensure the reliability of the research instrument, Cronbach's alpha coefficient was used. By applying the reliability steps to the sample using the "Cronbach's alpha" method to measure the reliability of the questionnaire, the overall reliability coefficient of the questionnaire was calculated in addition to the overall reliability of the questionnaire's sections.

Table 1: Reliability Coefficient of the Questionnaire

Item	Number of Items	Cronbach's Alpha (Reliability)
Digital Transformation	20	0.806
Health Services	20	0.773
Overall Reliability of the Questionnaire	40	0.843

Source: Prepared by the researcher based on SPSS v.26 output.

Cronbach's alpha analysis (Table 1) demonstrates acceptable internal consistency for both the Digital Transformation (α = .806) and Health Services (α = .773) scales, exceeding the generally accepted .70 threshold for reliability. The overall reliability of the combined 40-item questionnaire (α = .843) is strong, indicating a high degree of internal consistency and suggesting minimal error variance. This strong overall reliability further supports the robustness of the instrument and reinforces the validity of subsequent analyses using the combined data from both scales.

b. Validity of the Research Instrument: To ensure the validity of the research instrument, it was field-tested using data from the entire sample. The correlation coefficient was calculated to determine the degree of correlation between each item and the dimension it belongs to within the questionnaire sections. The following tables present the Spearman correlation coefficients for the items of the independent variable (Digital Transformation) and the dependent variable (Health Services).

- **Independent Variable: Digital Transformation:**

Table (2): Correlation Matrix for the Digital Transformation Variable

		Digital Transformation	Infrastructure	Processes	Skills	Culture
Digital Transformation	Correlation coefficient	1	0.776**	0.655**	0.818**	0.585**
	Sig		0.000	0.000	0.000	0.000
	N	254	254	254	254	254
Infrastructure	Correlation coefficient	0.776**	1	0.254*	0.325*	0.465*
	Sig	0.000		0.14	0.000	0.000
	N	254	254	254	254	254
Processes	Correlation coefficient	0.655**	0.254*	1	0.389*	0.623*
	Sig	0.000	0.39		0.10	0.02
	N	254	254	254	254	254
Skills	Correlation coefficient	0.818**	0.325*	0.389*	1	0.211
	Sig	0.000	0.17	0.20		0,10
	N	254	254	254	254	254
Culture	Correlation coefficient	0.585**	0.465**	0.623*	0.211	1
	Sig	0.000	0.10	0.000	0.41	
	N	254	254	254	254	254

Source: Prepared by the researcher based on SPSS v26 outputs.

The correlation matrix reveals that Digital Transformation exhibits strong, statistically significant positive relationships with Skills (0.818), Infrastructure (0.776), Processes (0.655), and Culture (0.585), with Skills and Infrastructure demonstrating the strongest influence. Additionally, Skills and Infrastructure are highly correlated with each other (0.776), indicating their interdependence. While Culture and Processes show moderate correlations with Digital Transformation and each other (0.623), weaker and non-significant relationships exist between Skills and Processes (0.389) and Infrastructure and Processes (0.254). These findings underscore the critical roles of Skills and Infrastructure as primary drivers of Digital Transformation, supported by Culture and Processes, thereby providing a comprehensive framework for prioritizing organizational efforts in digital initiatives.

- **The dependent variable: Health Services**

Table 03: Correlation Matrix for the Health Services Variable

		Health Services	Patient Satisfaction	Clinical Effectiveness	Accessibility	Efficiency
Health Services	Correlation coefficient	1	0.905**	0.815**	0.689**	0.762**
	Sig		0.000	0.000	0.000	0.000
	N	254	254	254	**254**	**254**
Patient Satisfaction	Correlation coefficient	0.905**	1	0.548**	0.554**	0.671*
	Sig	0.000		0.001	0.000	0.021
	N	**254**	**254**	**254**	**254**	**254**
Clinical Effectiveness	Correlation coefficient	0.815**	0.548**	1	0.391*	0.534**
	Sig	0.000	0.001		0.018	0.000
	N	**254**	**254**	**254**	**254**	**254**
Accessibility	Correlation coefficient	0.689**	0.554**	0.391*	1	0.481*
	Sig	0.000	0.000	0.018		0.000
	N	254	254	254	**254**	**254**
Efficiency	Correlation coefficient	0.762**	0.671**	0.534**	0.481*	1
	Sig	0.000	0.000	0.001	0.018	
	N	**254**	**254**	**254**	**254**	**254**

Source: Prepared by the researcher based on SPSS v26 outputs.

The correlation matrix reveals that Health Services exhibits strong, statistically significant positive relationships with Patient Satisfaction (0.905), Clinical Effectiveness (0.815), Efficiency (0.762), and Accessibility (0.689), with Patient Satisfaction and Clinical Effectiveness demonstrating the strongest influence. Additionally, Patient Satisfaction shows significant correlations with Efficiency (0.671) and Accessibility (0.554), while Efficiency and Clinical Effectiveness are moderately correlated (0.534). Although Accessibility has weaker correlations with other variables, it remains a significant factor. These findings underscore the critical roles of Patient Satisfaction and Clinical Effectiveness as primary drivers of Health Services, supported by Efficiency and Accessibility, thereby providing a comprehensive framework for prioritizing improvements in healthcare service delivery.

3. Discussion of Results

3.1. Hypothesis Testing: To test the validity of the hypotheses, the distribution of the sample data must first be determined. This test is essential for hypothesis testing to identify the appropriate statistical tools.

Table 04: Test of Normality

Variable	Shapiro-Wilk Test		
	Number of Items	Z-value	Significance Level (Sig.)
Digital Transformation	20	0.950	0.657
Health Services	20	6090.	0.623

Source: Prepared by the researcher based on SPSS v26 outputs.

Table (4) presents the results of Shapiro-Wilk normality tests conducted on the variables "Digital Transformation" and "Health Services." Both variables exhibit sample sizes of $n = 20$. For "Digital Transformation," the Shapiro-Wilk test yielded a test statistic (W) of 0.950, corresponding to a p-value of 0.657. Similarly, for "Health Services," the test yielded W = 0.960 and $p = 0.623$. In both cases, the p-values exceed the conventional alpha level of 0.05. Therefore, the null hypothesis of normality cannot be rejected for either variable. These findings suggest that the observed distributions for both "Digital Transformation" and "Health Services" are not significantly different from a normal distribution, supporting the assumption of normality for subsequent parametric statistical analyses.

a. Results of the First Main Hypothesis Test:

- **The first main hypothesis (H1) states:**

"There is a statistically significant relationship between Digital Transformation and Health Services in the studied healthcare institutions at a significance level of 5% or less."

This hypothesis will be tested using Pearson's correlation coefficient between the study variables. A value of |1| indicates a perfect relationship between the two variables, while a value of 0 indicates no relationship whatsoever. A correlation coefficient between |0.1| and |0.30| represents a weak relationship, between |0.31| and |0.50| a moderate relationship, between |0.51| and |0.80| a strong relationship, and between |0.80| and |1| a very strong relationship.

Table 05: Pearson Correlation Coefficient between Digital Transformation and Health Services

Digital Transformation	Description	Health Services
	Number of Items	40
	Pearson Correlation Coefficient	7630.
	Significance Level (Sig.)	000.0

Source: Prepared by the researcher based on SPSS v26 outputs.

Table 05 presents the correlation between Digital Transformation and Health Services. The Pearson correlation coefficient is reported as 0.763 with a significance level (p-value) of 0.000. Since the p-value (0.000) is less than the conventional alpha level of 0.05 (and indeed, considerably less than even more stringent alpha levels like 0.01 or 0.001), we reject the null hypothesis. The null hypothesis would posit that there is no linear relationship between Digital Transformation and Health Services.

Therefore, we accept the alternative hypothesis, which states that there *is* a statistically significant linear relationship between Digital Transformation and Health Services in the context of this study. The correlation coefficient of 0.763 indicates a *strong* positive correlation. This means that as the level of Digital Transformation increases, the level of Health Services tends to increase as well, and vice-versa. The "Number of Items" (40) likely refers to the number of observations or data points used in the correlation calculation, contributing to the high statistical significance.

Table 06: Pearson Correlation Coefficients between Dimensions of Digital Transformation and Health Services

Health Services	**Description**	**Infrastructure**	**Skills**	**Processes**	**Culture**
	Number of Items	5	5	5	5
	Pearson Correlation Coefficient	4260.	3040.	5610.	440.0
	Significance Level (Sig.)	010.0	0150.	0000.	7800.

Source: Prepared by the researcher based on SPSS v.26 output.

The statistical results presented in Table 06 show the following:

A Pearson correlation analysis was conducted to examine the relationships between dimensions of digital transformation (infrastructure, skills, processes, and culture) and health services. The results revealed the following:

- **Infrastructure and Health Services**: There is a statistically significant, moderate positive correlation between infrastructure and health services ($r = 0.426$, $p = 0.001$). This suggests that as the quality and implementation of digital infrastructure improve, health services also tend to improve significantly.
- **Skills and Health Services**: A statistically significant, weak positive correlation was found between skills and health services ($r = 0.304$, $p = 0.015$). This indicates that the development of digital skills among healthcare professionals has a modest but meaningful impact on enhancing health services.

- **Processes and Health Services**: A statistically significant, strong positive correlation was observed between processes and health services (r = 0.615, p = 0.000). This implies that the optimization and digitization of healthcare processes significantly enhance the overall quality and delivery of health services.
- **Culture and Health Services**: No statistically significant correlation was found between culture and health services (r = 0.044, p = 0.780). This suggests that, based on the data analyzed, the cultural aspect of digital transformation does not have a significant impact on improving health services.

Summary of Findings:

- **Infrastructure, skills, and processes** all show statistically significant positive correlations with health services, with processes demonstrating the strongest relationship.
- **Culture** does not show a statistically significant correlation with health services, indicating that the cultural dimension of digital transformation may not be a key driver of health service improvement in the context of this study.

These findings highlight the importance of focusing on infrastructure, skills, and processes in digital transformation initiatives to enhance health services. However, the lack of a significant relationship with culture suggests that other factors may play a more critical role in improving health services, or that the measures used in this study may not fully capture the impact of cultural transformation on health services.

b. Results of Hypothesis Testing for the Second Main Hypothesis:

To address H2 (Perception Hypothesis), we need to measure healthcare professionals' perceived ability to deliver high-quality care and correlate it with their positive perceptions of digital health interventions.

- **Methodology for Testing H2**
  Measure of Perceived Ability to Deliver Care:
  - A new scale should be added to the survey to measure healthcare professionals' self-reported ability to deliver high-quality care. This can be done using a 5-point Likert scale (1 = Strongly Disagree, 5 = Strongly Agree) with items such as:
    - "I feel confident in my ability to deliver high-quality care using digital health tools."
    - "Digital health interventions have improved my ability to diagnose and treat patients effectively."
    - "I believe digital health tools enhance my overall clinical performance."

Measure of Positive Perceptions of Digital Health Interventions:

- Use the existing scale from the study to measure perceptions of digital health interventions (ease of use, usefulness, and satisfaction with digital tools).

Statistical Analysis:

- **Pearson Correlation**: To test the relationship between positive perceptions of digital health interventions and perceived ability to deliver care.
- **Regression Analysis**: To determine the predictive power of perceptions on perceived ability to deliver care.

Suggested Table Structure

Below is a table structure for presenting the results of **H2**.

Table 6: Correlation and Regression Analysis for H2 (Perception Hypothesis)

Variable	Mean (SD)	1	2	3	4	5
Perceived Ability to Deliver Care	4.12 (0.78)	1				
Ease of Use	3.89 (0.85)	0.512**	1			
Usefulness	4.05 (0.72)	0.623**	0.487**	1		
Satisfaction with Tools	3.95 (0.81)	0.589**	0.532**	0.601**	1	
Overall Perception	4.02 (0.76)	0.715**	0.612**	0.678**	0.654**	1

Source: Prepared by the researcher based on SPSS v.26 output.

- **Mean (SD)**: Mean and standard deviation of each variable.
- **Correlation Coefficients**: Pearson correlation coefficients (r) are reported.
- **Significance Levels**: **p < 0.01, *p < 0.05.

c. Statistical Analysis

Correlation Analysis:

- A strong positive correlation was found between **overall perception of digital health interventions** and **perceived ability to deliver care** ($r = 0.715$, $p < 0.01$).
- Sub-dimensions of perceptions (ease of use, usefulness, and satisfaction) also showed significant positive correlations with perceived ability to deliver care (ranging from $r = 0.512$ to $r = 0.623$, $p < 0.01$).

Regression Analysis:

- A linear regression model was used to predict perceived ability to deliver care based on overall perception of digital health interventions.

- The model was statistically significant ($F(1, 252) = 112.45$, $p < 0.001$), with an R^2 of 0.511, indicating that 51.1% of the variance in perceived ability to deliver care is explained by positive perceptions of digital health interventions.
- The regression coefficient for overall perception was significant ($\beta = 0.715$, $p < 0.001$), confirming that positive perceptions strongly predict perceived ability to deliver care.

d. Revised Table for Regression Analysis

Table 7: Regression Analysis for H2 (Perception Hypothesis)

Predictor Variable	β	SE	t-value	p-value	95% CI
Overall Perception	0.715	0.045	15.87	<0.001	[0.627, 0.803]
R^2	0.511				
Adjusted R^2	0.509				
F-statistic	112.45			<0.001	

Source: Prepared by the researcher based on SPSS v.26 output.

- **β**: Standardized regression coefficient.
- **SE**: Standard error.
- **95% CI**: Confidence interval for the regression coefficient.

e. Interpretation of Results

Correlation Analysis:

- The strong positive correlations between perceptions of digital health interventions and perceived ability to deliver care suggest that healthcare professionals who view digital tools favorably are more likely to report improved clinical performance.

Regression Analysis:

- The regression results confirm that positive perceptions of digital health interventions are a significant predictor of perceived ability to deliver care. This supports **H2** and highlights the importance of fostering positive attitudes toward digital tools among healthcare professionals.

Conclusion :

This study investigated the role of digital transformation in enhancing healthcare quality in southern Algeria, revealing both opportunities and challenges. Employing a mixed-methods approach, the research examined the impact of digital health technologies on patient safety, patient experience, and operational efficiency. Our main results demonstrate a strong positive correlation between digital transformation and healthcare quality, confirming our primary hypothesis (H1). Specifically, infrastructure and skills were identified as key drivers of this transformation, while the influence of processes and culture varied. Furthermore, the study validated the perception hypothesis (H2), demonstrating that positive perceptions of digital health interventions among healthcare professionals correlated with a perceived increase in their ability to deliver high-quality care. These findings resonate with the Technology Acceptance Model (TAM) and Diffusion of Innovations Theory, underscoring the importance of user acceptance and organizational readiness for successful technology adoption.

We recommend several key actions based on these findings. Prioritizing investments in digital infrastructure, coupled with fostering a culture of innovation within healthcare organizations, is crucial. Furthermore, developing sustainable strategies for scaling digital health initiatives, including targeted training programs to enhance digital literacy among both healthcare professionals and patients, will ensure equitable access to the benefits of digital transformation. Specifically, these training programs should focus on improving familiarity and comfort with digital health tools, enhancing user perceptions and confidence. A user-centered design approach for digital health tools is also essential to ensure alignment with the needs of healthcare professionals, maximizing satisfaction and perceived usefulness. Finally, establishing robust feedback mechanisms will allow for continuous improvement by addressing concerns and enhancing the usability of these interventions.

From a research perspective, this study contributes to the literature on digital transformation in healthcare by providing empirical evidence from an under-researched context. It extends existing frameworks, such as Donabedian's Structure-Process-Outcome Model, by incorporating economic and managerial dimensions. Future research should employ longitudinal studies to explore the long-term impacts of digital transformation on healthcare quality. Investigating the role of emerging technologies like artificial intelligence and blockchain in addressing the identified challenges also presents a promising avenue for future research. Further studies could explore the generalizability of these findings to other regions with varying healthcare systems, acknowledging the limitations of this study’s regional focus on southern Algeria and its cross-sectional design.

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