DIGITAL TRANSFORMATION AND MULTIPROFESSIONAL INTEGRATION: NEW PATHWAYS TO PATIENT SAFETY AND SUSTAINABILITY OF HEALTH SYSTEMS

TRANSFORMAÇÃO DIGITAL E INTEGRAÇÃO MULTIPROFISSIONAL: NOVOS CAMINHOS PARA A SEGURANÇA DO PACIENTE E SUSTENTABILIDADE DOS SISTEMAS DE SAÚDE

TRANSFORMACIÓN DIGITAL E INTEGRACIÓN MULTIPROFESIONAL: NUEVAS VÍAS PARA LA SEGURIDAD DEL PACIENTE Y LA SOSTENIBILIDAD DE LOS SISTEMAS DE SALUD

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ABSTRACT

Digital transformation has significantly reshaped healthcare systems, influencing how care is delivered, managed, and evaluated. In this context, multiprofessional integration emerges as a key element to ensure safe, efficient, and patient-centered care. This study aims to discuss how the incorporation of digital technologies is redefining healthcare models and strengthening collaborative practices among health professionals, with direct implications for patient safety and health system sustainability. This is a qualitative study based on an integrative review of recent national and international scientific literature. The discussion will address key aspects such as telemedicine, remote monitoring, electronic health records, shared decision-making, and the role of different professional groups in delivering coordinated care. While digital transformation expands possibilities and improves care processes, it also presents challenges related to workforce training, system integration, and data security. It is concluded that digital transformation, when combined with effective multiprofessional collaboration, represents a promising pathway toward more resilient healthcare systems capable of delivering comprehensive, safe, and sustainable care.

Keywords: Digital Transformation. Digital Health. Multiprofessional Team. Patient Safety. Health Systems.

RESUMO

A transformação digital tem promovido mudanças profundas na organização dos serviços de saúde, influenciando diretamente a forma como o cuidado é planejado, executado e avaliado. Nesse cenário, a integração multiprofissional emerge como elemento central para garantir assistência segura, eficiente e centrada no paciente. Este estudo tem como objetivo discutir como a incorporação de tecnologias digitais vêm reconfigurando os modelos assistenciais e fortalecendo a atuação integrada das equipes de saúde, com impacto direto

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na segurança do paciente e na sustentabilidade dos sistemas de saúde. Trata-se de uma análise de natureza qualitativa, fundamentada em revisão integrativa da literatura científica recente, abrangendo evidências nacionais e internacionais. Ao longo da discussão, serão abordados aspectos como telemedicina, monitoramento remoto, prontuários eletrônicos, tomada de decisão compartilhada e o papel das diferentes categorias profissionais na construção de um cuidado mais coordenado. Destaca-se que, embora a digitalização amplie possibilidades e melhore fluxos assistenciais, também impõe desafios relacionados à qualificação profissional, à integração de sistemas e à garantia da segurança das informações. Conclui-se que a transformação digital, quando associada a uma atuação multiprofissional efetiva, representa um caminho promissor para a construção de sistemas de saúde mais resilientes, capazes de oferecer cuidado integral, seguro e sustentável.

Palavras-chave: Transformação Digital. Saúde Digital. Equipe Multiprofissional. Segurança do Paciente. Sistemas de Saúde.

RESUMEN

La transformación digital ha impulsado cambios profundos en la organización de los servicios de salud, influyendo directamente en la planificación, ejecución y evaluación de la atención. En este contexto, la integración multiprofesional se erige como un elemento central para garantizar una atención segura, eficiente y centrada en el paciente. Este estudio tiene como objetivo analizar cómo la incorporación de tecnologías digitales está reconfigurando los modelos de atención y fortaleciendo el desempeño integrado de los equipos de salud, con un impacto directo en la seguridad del paciente y la sostenibilidad de los sistemas de salud. Se trata de un análisis cualitativo, basado en una revisión integradora de la literatura científica reciente, que abarca evidencia nacional e internacional. A lo largo del análisis, se abordarán aspectos como la telemedicina, la monitorización remota, las historias clínicas electrónicas, la toma de decisiones compartida y el papel de las diferentes categorías profesionales en la construcción de una atención más coordinada. Cabe destacar que, si bien la digitalización amplía las posibilidades y mejora los flujos de atención, también plantea desafíos relacionados con la cualificación profesional, la integración de sistemas y la garantía de la seguridad de la información. Se concluye que la transformación digital, cuando se asocia con una acción multidisciplinaria eficaz, representa una vía prometedora para la construcción de sistemas de salud más resilientes, capaces de ofrecer una atención integral, segura y sostenible.

Palabras clave: Transformación Digital. Salud Digital. Equipo Multidisciplinario. Seguridad del Paciente. Sistemas de Salud.

1 INTRODUCTION

Digital transformation has promoted profound changes in the way health services are organized and offered, directly impacting care models and the dynamics of care. In recent years, the incorporation of technologies such as electronic medical records, telemedicine, clinical decision support systems, and remote monitoring has expanded the possibilities of intervention, while requiring a reorganization of professional practices. This movement does not occur in isolation, but is part of a broader context of modernization of health systems, driven by the need for greater efficiency, quality, and safety in care (WORLD HEALTH ORGANIZATION, 2021; SHAH et al., 2023).

In this scenario, multiprofessional integration stands out as one of the main pillars for the consolidation of more effective care models. The growing complexity of health demands requires the coordinated action of different professionals, such as doctors, nurses, pharmacists, physiotherapists, nutritionists and other team members, in order to ensure a more complete and patient-centered care. Recent studies show that interprofessional collaboration, when associated with the use of digital technologies, contributes to improving communication between teams, reducing care failures, and optimizing clinical outcomes (SAUTER et al., 2025; DELIMA; ALJABERI; DIOSO, 2025).

The evolution of care models is also directly related to the expansion of telemedicine and digital tools for remote monitoring. These technologies have enabled new forms of interaction between professionals and patients, breaking geographical barriers and expanding access to health services. In addition, they favor continuity of care and real-time monitoring, essential elements for preventing complications and improving the quality of care (MCVEY et al., 2024; LOW et al., 2025; GREENHALGH et al., 2021).

However, despite the advances, digital transformation also brings important challenges. The integration of systems, the training of professionals and the adaptation to new technologies still represent obstacles in many contexts. In addition, issues related to information security and data privacy have become increasingly relevant, requiring special attention from health institutions and managers (NAVARRO-MARTÍNEZ et al., 2025; KELLEHER et al., 2022).

Another aspect that deserves to be highlighted is the impact of digitalization on patient safety. The use of computerized systems has the potential to reduce errors related to prescription, communication, and clinical decision-making. However, when poorly implemented, these same systems can generate new types of failures, reinforcing the need for a critical and well-structured use of technologies (BATES; SINGH, 2020; DIXON-WOODS, 2019).

In addition, the literature points out that digital transformation can contribute significantly to the sustainability of health systems. Process optimization, reduction of operating costs, and improvement in resource management are some of the benefits associated with the adoption of digital technologies. However, these gains depend on proper implementation and integration between the different areas of care (BRAITHWAITE, 2018; WACHTER, 2015).

The performance of professionals such as pharmacists, for example, has been expanded in the digital context, especially in therapeutic monitoring and medication management in integrated environments. Likewise, nursing has played a central role in the coordination of care and in the use of technologies for monitoring and communication between teams (ALSHAHRANI, 2026; ZHANG et al., 2025).

Finally, it is important to highlight that digital transformation should not be understood only as the incorporation of new tools, but as a change in the way of thinking and organizing health care. The integration between technology and clinical practice requires a more humanized approach, which values the patient's experience and strengthens communication between professionals. In this sense, the combination of technological innovation and person-centered care represents one of the main challenges and, at the same time, one of the greatest opportunities for contemporary health systems (EFTHYMIOU, 2025; KRUSE et al., 2020).

In this context, the present study aims to analyze how digital transformation, associated with multiprofessional integration, has been contributing to the reconfiguration of care models, with a focus on patient safety and the sustainability of health systems.

2 LITERATURE REVIEW

2.1 DIGITAL TRANSFORMATION IN HEALTHCARE

Digital transformation in health represents a structural change in the way services are organized, moving from being centered only on face-to-face processes to incorporating technological solutions capable of expanding access, qualifying care, and optimizing care flows. This movement has been driven by global strategies that encourage digitalization as an essential tool to improve the quality of health systems and strengthen data-driven decision-making (WORLD HEALTH ORGANIZATION, 2021).

In addition, the literature highlights that digitalization is not limited to the introduction of technologies, but involves a reconfiguration of work processes and relationships between professionals and patients. Digital systems have allowed greater integration of clinical information, facilitating the longitudinal follow-up of patients and contributing to more

coordinated care. In this sense, digital transformation is now understood as a strategic element for the evolution of contemporary health systems (SHAH et al., 2023; KELLEHER et al., 2022).

Another important point is that the adoption of these technologies also has a direct impact on the patient experience, allowing greater participation in care and easy access to health information. This new scenario requires professionals to develop digital skills and adapt their practices to new care demands.

2.2 CARE MODELS AND INTEGRATED CARE

Historically, health systems have been structured in a fragmented way, with little communication between the different levels of care and between the professionals involved in care. This model, although functional in certain contexts, has proven to be insufficient in the face of the growing complexity of health demands, especially in the management of chronic conditions and in the care of patients with multiple needs.

The transition to integrated care models emerges as a response to this limitation, proposing a patient-centered approach based on continuity of care. In this model, information circulates more fluidly among professionals, allowing for faster and more informed decisions. The integration of services, combined with the use of digital technologies, contributes to reducing communication failures and improving clinical outcomes (GREENHALGH et al., 2021; KRUSE et al., 2020).

In addition, integrated care favors a broader view of the patient, considering not only clinical aspects, but also social and behavioral factors. This approach has been associated with improved quality of care and the reduction of adverse events, reinforcing its importance in the current context.

2.3 MULTIPROFESSIONAL INTEGRATION IN HEALTH

Multiprofessional action is one of the fundamental pillars for the consolidation of more efficient care models. The complexity of health problems requires collaboration between different areas of knowledge, allowing for a more complete and problem-solving approach. In this context, communication between professionals becomes a central element for the success of interventions.

Studies indicate that the integration between multiprofessional teams is enhanced by the use of digital technologies, which facilitate the exchange of information and the coordination of care. Digital tools allow different professionals to monitor the same patient

simultaneously, contributing to safer and more effective care (SAUTER et al., 2025; DELIMA; ALJABERI; DIOSO, 2025).

In addition, integrated action strengthens shared decision-making, allowing different perspectives to be considered in care planning. This process contributes to the improvement of clinical outcomes and patient satisfaction.

2.4 DIGITAL TECHNOLOGIES IN HEALTH CARE

Digital technologies have played an increasingly relevant role in health care, offering new possibilities for care and expanding the reach of services. Telemedicine, for example, has been consolidated as an important tool for monitoring patients, especially in regions with difficult access to health services.

In addition, remote monitoring allows for the continuous collection of clinical data, enabling earlier interventions and reducing the risk of complications. These resources have been widely used in different contexts, contributing to the improvement of the quality of care and the optimization of care processes (MCVEY et al., 2024; LOW et al., 2025).

Another significant advance refers to clinical decision support systems, which help professionals in interpreting data and defining conducts. These systems, when well used, can reduce errors and increase the accuracy of interventions, reinforcing the importance of technology as an ally in health care.

2.5 PATIENT SAFETY IN THE DIGITAL AGE

Patient safety is one of the main challenges of health systems, and digital transformation has been pointed out as an important strategy to reduce risks and improve the quality of care. Computerized systems can minimize errors related to prescription, communication, and execution of procedures, contributing to safer care.

However, the literature also highlights that the introduction of new technologies can generate additional risks, especially when there is no adequate training or when systems are not well integrated. Thus, patient safety in the digital age depends not only on technology, but also on the way it is used by professionals (BATES; SINGH, 2020; NAVARRO-MARTÍNEZ et al., 2025).

In addition, building a culture of security is key to ensuring that the benefits of digitalization are fully realized. This involves the active participation of all professionals and the commitment to the continuous improvement of care processes.

2.6 CHALLENGES OF DIGITAL TRANSFORMATION

Despite the advances, digital transformation still faces several challenges that limit its potential. Among them, the resistance to change on the part of professionals, the need for continuous training and the difficulties in integrating information systems stand out.

Another relevant point is the issue of data security, which becomes increasingly complex with the increase in the volume of digital information. The protection of patient information is essential to ensure trust in health systems and avoid ethical and legal problems (KELLEHER et al., 2022).

In addition, inequality in access to technologies represents a major challenge, especially in developing countries. The lack of adequate infrastructure can limit the implementation of digital solutions, widening health disparities.

2.7 SUSTAINABILITY OF HEALTH SYSTEMS

The sustainability of healthcare systems has been a growing concern, especially in the face of rising costs and demand for services. In this context, digital transformation emerges as a promising strategy to improve efficiency and reduce waste.

The automation of processes, the improvement in resource management, and the reduction of avoidable hospitalizations are some of the benefits associated with digitalization. In addition, multiprofessional integration contributes to a more rational use of resources, avoiding unnecessary interventions and promoting more effective care (BRAITHWAITE, 2018; WACHTER, 2015).

Finally, it is highlighted that sustainability should not be understood only in economic terms, but also as the ability of health systems to offer quality care on an ongoing basis. In this sense, the combination of technology and multiprofessional action represents an important path to face current and future health challenges.

3 METHODOLOGY

3.1 STUDY DESIGN

This study was developed from a qualitative approach, of a theoretical-analytical nature, structured through an integrative literature review. The choice of this design allowed us to gather and analyze scientific evidence in a broad and critical way, making it possible to understand how digital transformation and multiprofessional integration have influenced care models, patient safety, and the sustainability of health systems. The integrative review was adopted because it allows the inclusion of different types of studies, favoring a more comprehensive analysis aligned with the complexity of the topic.

3.2 SEARCH STRATEGY AND DATABASES

The search for evidence was carried out in internationally recognized scientific databases, selected for their relevance in the area of digital health and organization of health systems. The following databases were used:

- PubMed/MEDLINE
- Scopus
- Web of Science
- ScienceDirect
- Virtual Health Library (VHL)
- Google Scholar

In addition, institutional documents from international organizations, such as the World Health Organization (WHO), were included for their importance in the formulation of guidelines on digital health.

To construct the search strategy, descriptors in Portuguese and English were used, combined by Boolean operators (AND and OR), in order to increase the sensitivity and specificity of the results. Among the main terms used, the following stand out:

- Digital Transformation in Health
- Digital Health
- Multiprofessional integration
- Patient safety
- digital health
- Interprofessional Collaboration
- patient safety
- Health Systems

3.3 INCLUSION AND EXCLUSION CRITERIA

Scientific articles published in peer-reviewed journals, systematic reviews, observational studies, and institutional documents that addressed:

- Digital transformation applied to health
- Multiprofessional integration in care
- Digital technologies in care
- Patient safety in digital environments
- Organization and sustainability of health systems

Studies available in Portuguese, English, and Spanish, with access to the full text, were considered.

Duplicate studies, studies with an exclusively technical focus unrelated to care practice, publications without scientific rigor, and materials that did not adhere to the study's objective were excluded.

3.4 ANALYSIS PERIOD

Publications between 2020 and 2026 were prioritized, a period that concentrates recent advances related to digital transformation in health, especially after the intensification of the use of technologies during and after the COVID-19 pandemic. However, classic studies that are widely recognized in the literature were included when they were considered essential for the theoretical foundation of the theme, contributing to a more consistent analysis.

3.5 STUDY SELECTION PROCESS

Initially, the titles and abstracts of the identified studies were read, with the aim of selecting the most relevant ones. Then, the pre-selected articles were analyzed in full, allowing their contribution to the study to be evaluated.

At the end of the process, 20 scientific references were selected, which composed the theoretical basis of the article. The information extracted was organized in a thematic way, enabling the construction of a structured and coherent analysis.

3.6 DATA ANALYSIS AND SYNTHESIS

The data analysis was conducted in an interpretative way, seeking to identify patterns, convergences and gaps in the scientific literature. The synthesis of the evidence was carried out in a narrative manner, prioritizing clear, fluid writing that is close to health practice.

This approach allowed the integration of different perspectives, contemplating clinical, organizational and technological aspects, in addition to valuing multiprofessional action as a central element in the construction of more efficient care models.

3.7 METHODOLOGICAL RIGOR

Scientific rigor was ensured by the selection of studies from reliable databases, by the clear definition of inclusion and exclusion criteria, and by the critical analysis of the evidence. We sought to maintain fidelity to the information presented in the studies, avoiding undue generalizations and ensuring consistency in the interpretation of the data.

3.8 ETHICAL ASPECTS

As this was a study based exclusively on secondary data from the scientific literature, there was no need to submit it to the Research Ethics Committee. All sources used were duly cited throughout the text, ensuring transparency and respect for the ethical principles of scientific production.

4 RESULTS AND DISCUSSION

The analysis of the selected evidence demonstrates that digital transformation has promoted structural changes in care models, directly impacting the way care is organized, executed, and monitored. Studies indicate that the incorporation of digital technologies, such as telemedicine, computerized systems, and remote monitoring tools, has contributed to expanding access to health services and improving the continuity of care, especially in contexts of greater care complexity (WORLD HEALTH ORGANIZATION, 2021; SHAH et al., 2023; MCVEY et al., 2024).

One of the main results observed refers to the improvement in communication among health professionals. The use of shared digital systems allows different members of the multiprofessional team to access information in real time, reducing failures in data transmission and favoring safer decision-making. Studies show that digital integration between teams contributes significantly to care coordination, especially in services that involve multiple levels of care (SAUTER et al., 2025; DELIMA; ALJABERI; DIOSO, 2025; ZHANG et al., 2025).

In addition, telemedicine has stood out as a strategic tool to strengthen multiprofessional work. By enabling interaction between professionals from different areas, regardless of geographic location, this technology expands the possibilities of joint action and favors the construction of more complete therapeutic plans. Evidence shows that the use of digital platforms for remote monitoring has improved clinical indicators and reduced the need for unnecessary hospitalizations (LOW et al., 2025; GREENHALGH et al., 2021; KRUSE et al., 2020).

With regard to patient safety, the results indicate that the digitalization of care processes has the potential to reduce errors related to prescription, medication administration, and communication between teams. Clinical decision support systems, for example, help identify drug interactions and standardize conducts, contributing to safer care. However, the literature also shows that the introduction of these technologies can generate new types of failures, especially when there are limitations in the training of professionals or

failures in the integration of systems (BATES; SINGH, 2020; NAVARRO-MARTÍNEZ et al., 2025).

Another relevant aspect identified in the studies is the expanded role of different professional categories in the digital context. The performance of pharmacists, for example, has been strengthened in therapeutic monitoring and medication management in integrated digital environments, contributing to the reduction of adverse events and to the improvement of treatment adherence (ALSHAHRANI, 2026). Likewise, nursing has taken a leading role in the coordination of care and in the use of technologies for continuous monitoring of patients (ZHANG et al., 2025).

The analysis also shows that digital transformation contributes to the sustainability of health systems, by promoting greater efficiency in the use of resources. The automation of processes, the reduction of rework, and the improvement in information management are factors that directly impact care costs. Studies show that well-structured systems can reduce waste and improve the quality of care, as long as they are properly implemented and aligned with the needs of the services (BRAITHWAITE, 2018; WACHTER, 2015; KELLEHER et al., 2022).

However, the results also highlight important challenges that still need to be overcome. Resistance to the adoption of new technologies, the need for continuous training of professionals, and difficulties in integrating systems are barriers frequently reported in the literature. In addition, issues related to information security and data protection represent critical challenges in the context of digital health, requiring specific strategies to ensure the confidentiality and integrity of information (KELLEHER et al., 2022; NAVARRO-MARTÍNEZ et al., 2025).

Another highlight is the need for humanization of care in an increasingly technological context. The literature reinforces that, despite digital advances, health care must maintain its focus on the relationship between professional and patient. The integration between technology and a humanized approach is essential to ensure that the benefits of digitalization do not compromise the quality of care (EFTHYMIOU, 2025; TOPOL, 2019).

In general, the findings indicate that digital transformation, when associated with multiprofessional integration, has the potential to promote significant changes in health systems, improving the quality of care, patient safety, and the efficiency of services. However, these benefits depend on a structured implementation, which considers not only the technological aspects, but also the human, organizational, and ethical dimensions involved in this process.

5 CONCLUSION

The analysis developed throughout this study shows that digital transformation, associated with multiprofessional integration, represents one of the main strategies for the reconfiguration of contemporary care models. It is not just about the incorporation of new technologies, but about a deeper change in the way care is thought of, organized and executed. The digitalization of health services has expanded possibilities, favored the continuity of care, and contributed to more coordinated and patient-centered care (WORLD HEALTH ORGANIZATION, 2021; SHAH et al., 2023).

The results demonstrate that the integration between different professionals, mediated by digital technologies, strengthens communication, reduces care failures and improves clinical decision-making. This movement reinforces the importance of effective multiprofessional action, in which doctors, nurses, pharmacists, physiotherapists, and other professionals act in an articulated way, sharing responsibilities and building more complete therapeutic plans (SAUTER et al., 2025; DELIMA; ALJABERI; DIOSO, 2025).

In addition, the use of tools such as telemedicine and remote monitoring has contributed significantly to expanding access to health services and improving clinical outcomes. These resources allow for earlier interventions and closer monitoring of patients, reducing the need for hospitalizations and optimizing the use of available resources (MCVEY et al., 2024; LOW et al., 2025; GREENHALGH et al., 2021).

In the field of patient safety, digital transformation has relevant potential for reducing errors and strengthening safer care practices. However, the benefits associated with technologies depend directly on how they are implemented and used by professionals. The presence of digital systems does not eliminate risks, but requires critical and qualified action to ensure that these resources are used appropriately (BATES; SINGH, 2020; NAVARRO-MARTÍNEZ et al., 2025).

Another important aspect refers to the sustainability of health systems. Digitalization, when well structured, contributes to the optimization of processes, cost reduction, and the improvement of resource management. Multiprofessional integration, in this context, enhances these results by promoting a more rational and efficient use of health services (BRAITHWAITE, 2018; WACHTER, 2015; KELLEHER et al., 2022).

However, the study also highlights challenges that still need to be faced, such as the need for training professionals, the integration of information systems, and ensuring data security. In addition, it is essential that technological advances do not compromise the humanization of care, and it is necessary to maintain the balance between innovation and patient-centered care (EFTHYMIOU, 2025; TOPOL, 2019).

Thus, it is concluded that digital transformation, combined with multiprofessional integration, constitutes a promising path for strengthening health systems, contributing to safer, more efficient, and sustainable care. For this potential to be fully achieved, it is necessary to invest in professional qualification, technological infrastructure, and the construction of care models that value collaboration between different areas of health

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