Addressing Burnout and Enhancing Efficiency with Digital Health

Abordar o Burnout e Melhorar a Eficiência com Saúde Digital

Dear Editor,

We are writing to discuss our concerns about the burnout of healthcare workers in Portugal and how digital health solutions can address this challenge. Limited resources, workforce shortages, and uneven workload distribution are significant contributors to this increasing problem. These issues are compounded by rigid hierarchical structures and inadequate communication, which hamper the work environment and decrease job satisfaction.[1]

Digital health solutions, such as artificial intelligence (AI)-powered automation, offer transformative potential to address these issues. Automation of routine administrative tasks like scheduling, prescribing, and data entry can reduce the burden on healthcare workers, allowing them to focus more on patient care.[2] Additionally, AI-driven chatbots and virtual assistants can provide round-the-clock support for patient queries, appointment scheduling, and medication reminders, further reducing the frontline staff workload. Wearable health monitoring devices also enable real-time tracking of patient metrics, facilitating early interventions and minimizing unnecessary hospital visits.

To ensure these tools are effective, input from healthcare professionals and patients, who understand the real-world challenges of clinical environments, must be included in their design. Integrating human judgment with AI systems guarantees proper application, minimizes risks of over-reliance, and fosters efficient decision-making. Moreover, explicable AI can empower patients by enhancing health literacy and promoting shared decision-making, transitioning from paternalistic care models to more collaborative approaches.[3]

In conclusion, leveraging digital health innovations is essential to address burnout and improve efficiency within Portugal's healthcare system. These solutions, combined with a commitment to participatory design and ethical governance, have the potential to create a more resilient and supportive work environment for healthcare professionals.

AUTHOR CONTRIBUTIONS

All authors contributed equally to this manuscript and approved the final version to be published.

COMPETING INTERESTS

The authors have declared that no competing interests exist.

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