

# Chapter 5


## Optimising Organisational Efficiency in Health Systems

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### **ABSTRACT**

*Healthcare systems must continuously evolve to balance efficiency with holistic patient approach and workforce well-being. Proper resource allocation for wellness programs, mental health services, stress management, retreats, and support groups further strengthens workforce resilience and creates a safe space for addressing occupational stress. This chapter focuses on existing Healthcare Organisational cultures across varied settings, infrastructural differences, resources, tools, and the need to support HCWs. Collecting data and analysis from wellbeing surveys which plays a pivotal role in changing resource allocation, systems, workplace culture, implementing organisational changes, to reform and bring about changes into equity, gender inequality. Integrating these initiatives with Artificial Intelligence for automation and a systems thinking approach streamlines workflows, improving patient care and administrative efficiency. Also, highlights methods for aligning healthcare management with both operational efficiency and a compassionate, sustainable work culture.*

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## INTRODUCTION

Healthcare workers face challenges impacting the overall efficiency of hospitals. This chapter will explain the root causes, their impact on the well-being of healthcare workers, organizational differences in global healthcare systems impacting well-being, and practical improvement solutions. This is simplified into 4 sections:

1. Streamlining Workflows to Reduce Administrative Burdens and Inefficiencies
2. Systems Thinking for Fostering Sustainable Improvements
3. Resource Allocation and Infrastructure Development
4. Organisational Factors Impacting Healthcare Provider Well-being and Data-Driven Insights

## STREAMLINING WORKFLOWS TO REDUCE ADMINISTRATIVE BURDENS AND INEFFICIENCIES

There are numerous shortcomings in any healthcare organization. Some of the breakthrough events in the recent past have pushed organizations to have a deeper look at the ineffectiveness of existing systems. A collaborative approach is needed to address the shortcomings of health system organizations. Physicians enter the healthcare field with the intention of serving patients and enhancing the patient experience. However, providers are often swamped with administrative work like documenting patient records and treatment plans and facilitating multidisciplinary care, which requires extensive communication to ease continuity of quality care; coordinating referrals to specialists or external centers; ensuring proper transfer of medical records; navigating prescription refills while conveying the same to pharmacies; and navigating insurance claims and disputes. These tasks call for additional training and adaptations to stay updated with evolving healthcare codes and regulations. In health systems, *administrative burden* refers to the time and effort healthcare professionals dedicate to such administrative duties that divert their attention from direct patient care.

A survey from the Ontario College of Family Physicians found that physicians, on average, spend approximately 19.1 hours per week (40% of their time) on administrative tasks (Brown et al., 2025). Another survey conducted by The Harris Poll found that clinicians spend nearly 28 hours per week on administrative duties. The burden is even higher for medical office staff, who say they spend 34 hours per week on administrative tasks. Claims personnel spend 36 hours per week on such tasks, according to the report (Southwick, 2024).

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