

# Title: Building Digital Readiness in Eye Health Programmes: A Program Technology Enablement Model for Strengthened Service Delivery



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## CONTEXT

Many eye hospital partners operate with fragmented digital systems, inconsistent workflows, and varying levels of technology capacity, resulting in challenges in service quality, data continuity, and compliance. These gaps become more pronounced across outreach, primary eyecare units, and vision centres, where digital readiness varies widely. The Program Technology enablement model was introduced to strengthen partners' capacity beyond simple software deployment, by addressing workflow standardisation, governance, digital compliance, and continuity of care across service touchpoints.

### The Challenge

Many eye health partners operate with:



## THE CORE PROBLEM

Digital transformation in eye health often fails when software design and deployment is not matched with **workflow readiness, governance, and user capacity.**

### THE PROBLEM PATHWAY

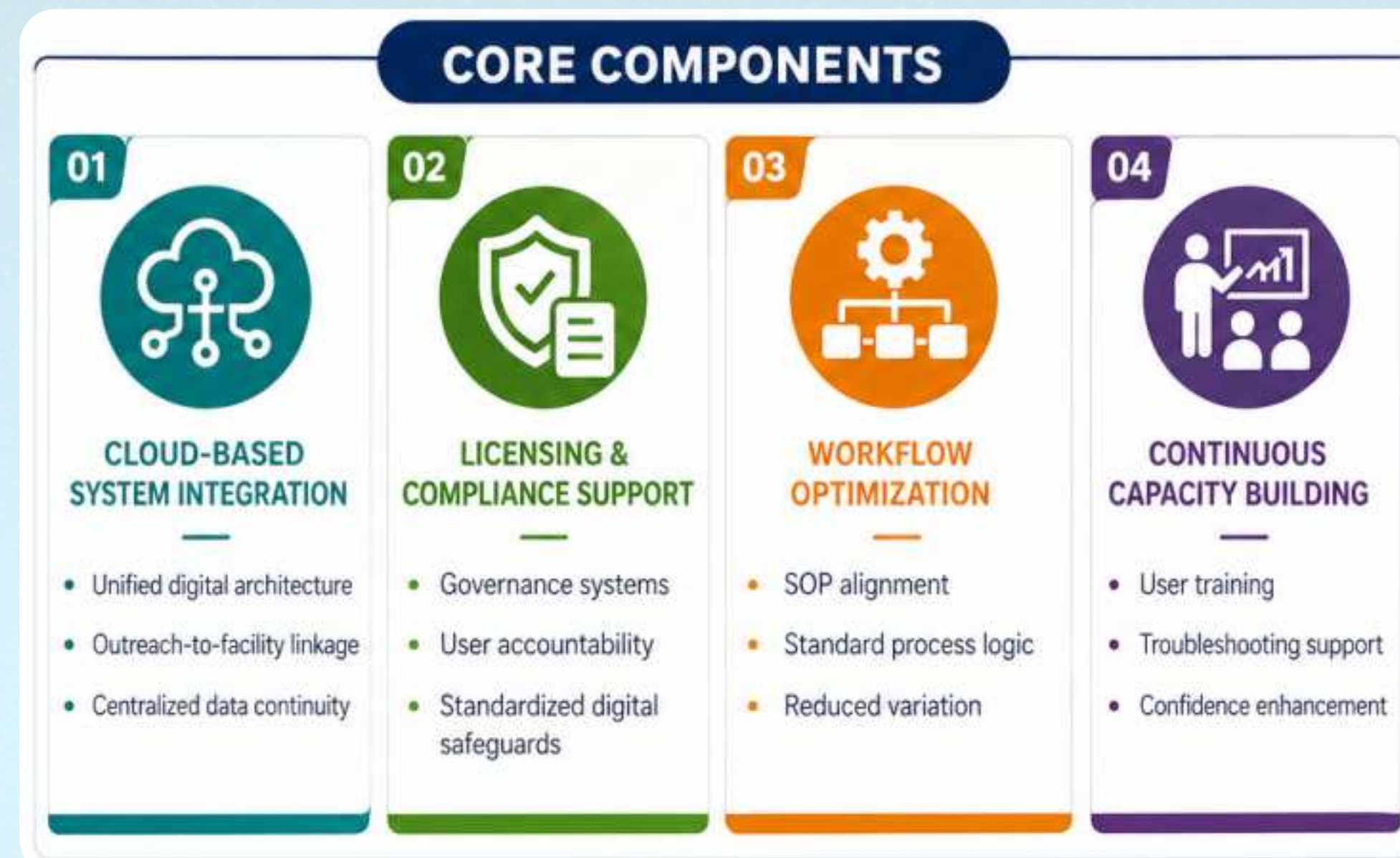


Technology alone is not enough. **Alignment of systems, processes, people and governance is essential for meaningful and sustainable impact.**

## INTERVENTION / METHOD

The initiative supported partners through a structured digital readiness framework that combined cloud-based system integration, licensing and compliance support, workflow optimisation, and continuous user capacity building. Outreach processes were aligned with established guidelines and linked to the partners' Vision Centre Management

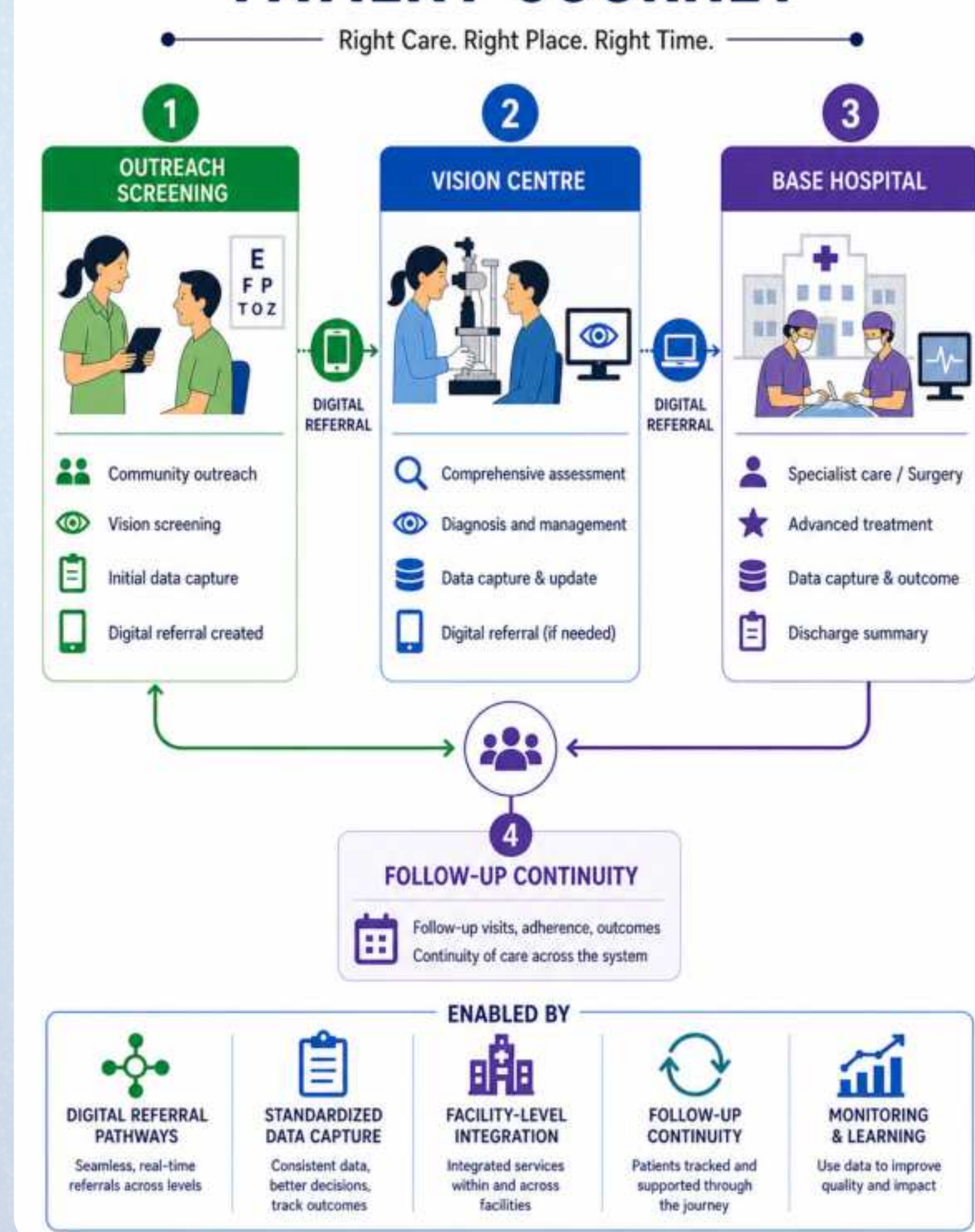
Systems to enable seamless patient flow from outreach to facility-based care.



## STRATEGIC FRAMEWORK



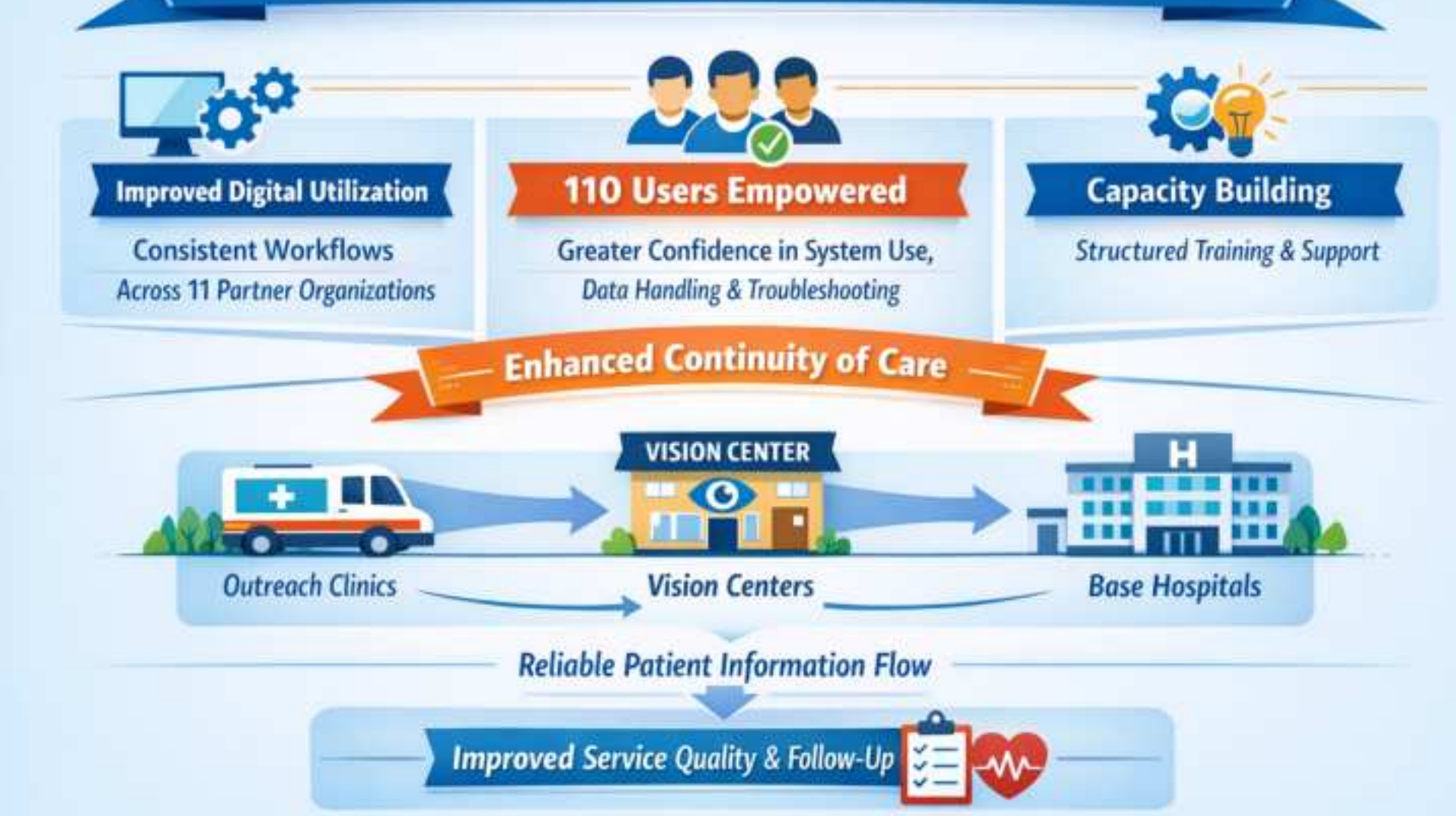
## PATIENT JOURNEY



## OUTCOMES / RESULTS

We have observed improved ability to utilise their existing digital infrastructure, resulting in more consistent workflows across outreach and fixed facilities at 11 partner hospitals resulting in 110 users reporting greater confidence in system use, data handling, and troubleshooting due to structured capacity building efforts. Enhanced continuity of care was observed as patient information flowed more reliably from outreach to vision centres and onward to base hospitals, strengthening service quality and follow-up care.

### OUTCOME / RESULTS



## IMPLICATIONS / CONCLUSIONS

The program technology enablement model shows that digital transformation in eye health requires sustained investment in partner readiness and not limited only to technology design and deployment. By embedding workflow standards, and compliance awareness, the model supports scalable and sustainable service delivery. The approach contributes to 2030 In Sight goals by improving efficiency, strengthening accountability, and enabling more integrated, patient-centered care pathways. Its adaptability makes it relevant for diverse settings transitioning toward digitally enabled eyecare ecosystems.

### Not Just Technology... But Readiness.

The Model Demonstrates:



### Key Insights

1. Digital readiness depends on strengthening capacity and workflows—not software alone.
2. Integrating outreach with facility systems ensures continuity of care and reduces duplication.
3. Continuous compliance and user training are essential for sustainable transformation.

## DISCLOSURE

We have no financial disclosure.