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**Summary Post**

by Fahad Abdallah - Monday, 19 May 2025, 7:05 PM

I found the forum this week to be beneficial because I could share my report on the NHS Meditech incident with my peers and discuss it from fresh perspectives. Due to this topic, I considered information technology as a concern that encompasses both social and technical elements and must be managed to balance efficiency, security, trust, and dependability (Mondal & Sameer, 2025). My earlier contribution discussed the significant effects the NHS Meditech blackout had on operations, the organisation's credibility, and patient safety. I reported that Industry 4.0 utilizes AI and automation to make healthcare digital, but the approach in Industry 5.0, which centers on people, durability, and sustainability, is more balanced (Coelho et al., 2023). I emphasized the need to expand digital capabilities toward creating robust systems that utilize risk management, employee training, and preparation for power outages.

Comments and helpful points from my peers improved my understanding of the many challenges related to digital healthcare resilience. Ali Alzahmi further argued that digital failure can impact healthcare services to patients, workflow efficiency among workers, and the degree of trust in the institution (Osipov, 2021). When he shared his thoughts on facing the same issues during hospital improvements, it demonstrated that his advice was practical and informed by experience. Ali pointed out that resilience strategies are essential for more than just technical reasons; they are also crucial for people. He emphasised that, aside from sophisticated technology, it is still necessary to focus on staff skills, backup processes, and risk management (Metcalf, 2024). What he said supported my point and urged me to consider how the workforce and organisations prepare for healthcare security.

With "digital brittleness," Ali Yousef warned against putting too much faith in computers without proper systems to back them up. What he taught me is that digital health systems should constantly be developed with consideration for what will happen if they fail. He argued that companies should use AI for automating tasks and also involve humans to ensure the decisions are made correctly. Due to his observations on disaster recovery planning and suitable resilience strategies, I believe that simulation exercises and training staff are necessary components of the digital health structure.

K. Flamerzi suggested, in addition, to set up backup systems that mirror each other, improve the company's cyber-resilience, and run mock outage drills. She mentioned that resilience is both a feature and a vital priority for the organisation, so it must be tested and its staff trained regularly (Mondal & Sameer, 2025). Her point showed me that hospitals should help employees build confidence in facing disruptions in services. Her emphasis on balancing changes with stability perfectly reflects the ideas of Industry 5.0 I had mentioned in my posting (Coelho et al., 2023).

Overall, my discussions with other students made it clearer to me what a successful digital health system looks like. Insights from others about real-life situations and discussions of key theories made me understand that resilience is dependent on strong leadership, regular training, effective policies, and putting individuals at the heart of the system. This highlights the negative consequences of not handling these aspects properly.

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