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85 - DIGITAL TRANSFORMATION AND MENTAL HEALTH OF OLDER HEALTHCARE WORKERS IN A PORTUGUESE PERSONALISED HEALTHCARE UNIT

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Resumen

Background/Objectives: Digital transformation is rapidly reshaping healthcare organisations, altering workflows, professional autonomy and patient interaction. Older healthcare professionals may be particularly vulnerable to the psychosocial demands associated with digital systems, especially in structured clinical environments. However, empirical evidence from Portuguese Personalised Healthcare Units (UCSP) remains scarce. This study aimed to examine the impact of digital transformation on mental health and occupational well-being among healthcare professionals aged 50 years and over working in a Portuguese UCSP.

Methods: A cross-sectional mixed-methods study was conducted at the UCSP Chaves II, part of a Local Health Unit (ULS) in northern Portugal. Twenty-six professionals met the inclusion criteria (≥ 50 years of age, at least one year of employment and regular use of digital systems), of whom 24 completed the questionnaire (response rate: 92.3%). Data were collected using a 28-item Likert-scale questionnaire and four open-ended questions, complemented by documentary analysis. Quantitative data were analysed using descriptive and inferential statistics (chi-square and Fisher's exact tests), and qualitative data were analysed using thematic content analysis to identify organisational determinants of digital-related psychosocial strain.

Results: The sample was predominantly female (91.7%, $p < 0.001$), clinically active (69.6%) and characterised by long occupational exposure, with 66.7% reporting more than 20 years of service ($p < 0.001$). Although digitalisation was perceived as

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improving efficiency and access to information, it was also associated with increased workload, time pressure and digital fatigue. A marked occupational gradient was observed: 68.8% of clinical staff, compared with 14.3% of non-clinical staff, reported not having sufficient time to learn new digital technologies (Fisher's exact test, $p = 0.003$). Higher levels of stress, mental fatigue and frustration were reported, particularly among clinical staff, and were strongly linked to system complexity, insufficient training, repeated digital records and lack of institutional psychological support.

Conclusions/Recommendations: Digital transformation in UCSP settings constitutes a significant occupational mental health challenge for ageing healthcare workers. Although digital tools support service delivery, inadequate training, poor usability and high cognitive demands generate psychosocial risks that disproportionately affect clinical staff. Health authorities should implement age-sensitive digital training, improve system usability and integrate psychosocial risk prevention into digital strategies to promote healthy and sustainable working lives.

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