

# Digital Health Assessment

## Transforming Healthcare: Accelerate Your Digital Maturity with FTI Consulting Digital Healthcare

Informed by the industry standard HIMSS, FTI Consulting Digital Healthcare conducts a complimentary two-week assessment of your organization's digital maturity. We develop personalized insights tied to a benefits case to assist your team in driving digital maturity through the development of robust capabilities. Our team will help accelerate execution by introducing you to existing organizations that can ignite maturity in needed areas quickly.

### Our Approach

During a two- or three-week investment project, our team will collaborate with stakeholders to understand current capabilities across six areas and identify future opportunities for leadership consideration.



#### DISCOVER

##### Capture current state

- Interviews/desk research
- Market assessment
- Pain point and opportunity inventory



#### DEFINE

##### Articulate gaps and build solutions

- Gap identification
- Solution ideation
- Benefits case development



#### PRIORITIZE

##### Prioritize and mobilize

- Solution prioritization
- Roadmap development
- Benefits case creation

### Key Outputs

A completed assessment produces the following:

18 Solutions Were Identified To Deliver The Target State Journey (9 of 18)

ID	name	description	status	priority
1	Establish EMR Governance	Creation of a governance and steering committee to oversee the EMR implementation process and ensure alignment with business goals.	Completed	High
2	Establish EMR Change Management	Develop a change management plan to address provider and staff concerns, including training and support.	In Progress	High
3	Establish EMR Data Governance	Develop a data governance plan to ensure data quality, security, and compliance with regulations.	Not Started	Medium
4	Establish EMR Interoperability	Develop a plan to integrate EMR data with other systems, such as patient portals and mobile apps.	Not Started	Medium
5	Establish EMR Analytics	Develop a plan to leverage EMR data for clinical and operational insights.	Not Started	Medium
6	Establish EMR Security	Develop a plan to ensure the security and privacy of EMR data.	Not Started	High
7	Establish EMR Usability	Develop a plan to ensure the EMR system is user-friendly and easy to use.	Not Started	Medium
8	Establish EMR Integration	Develop a plan to integrate EMR data with other systems, such as patient portals and mobile apps.	Not Started	Medium
9	Establish EMR Reporting	Develop a plan to generate reports and dashboards from EMR data.	Not Started	Medium

Digital Health Indicator Score	262
Digital Health Dimension	Percentage Achieved
Interoperability	90%
Person-Enabled Health	58%
Predictive Analytics	72%
Governance and Workforce	85%



- Pain point and opportunity library
- Digital maturity benchmark



- Prioritized solutions list
- Strategic roadmap
- Benefits case

### CASE STUDY

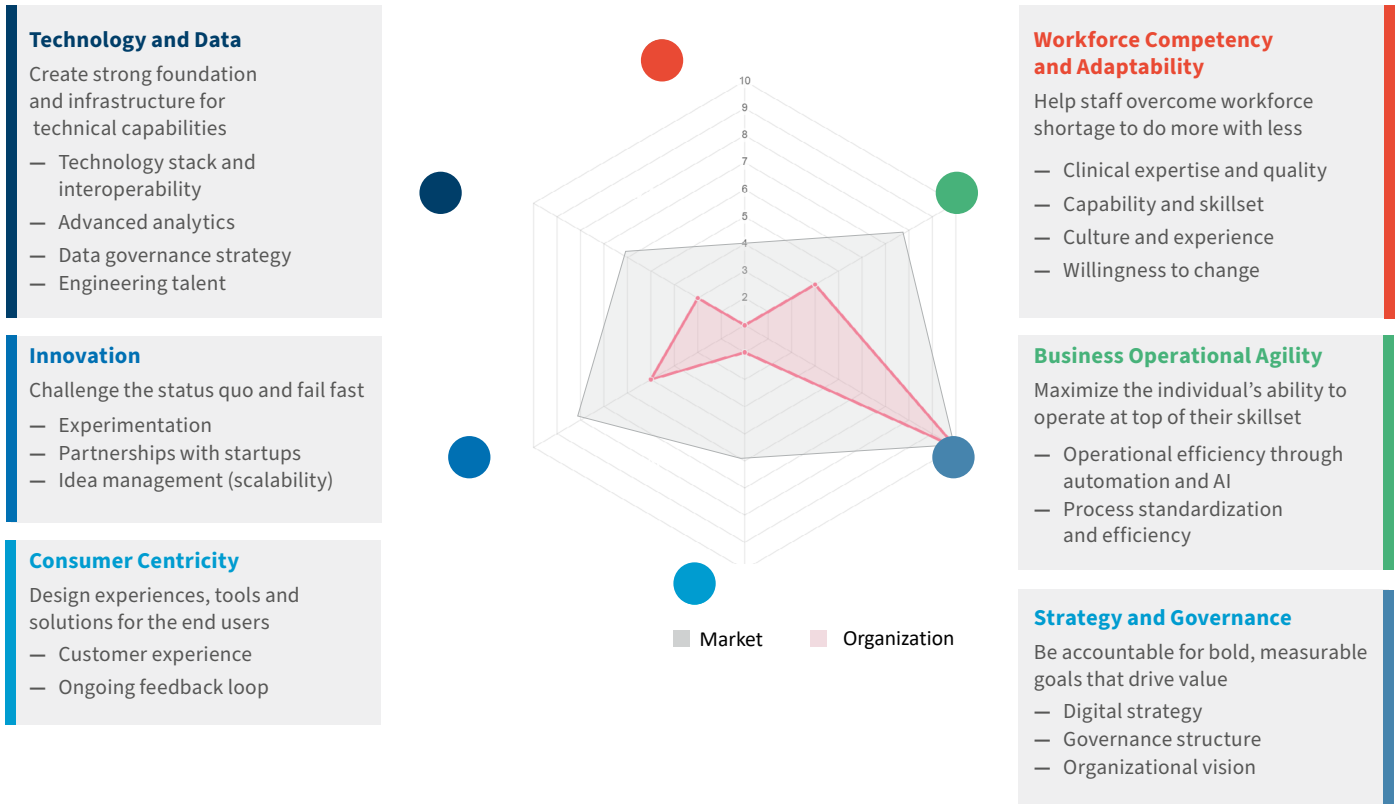
FTI Consulting conducted a digital health assessment for a health system using two EMR platforms between their inpatient and outpatient service lines across three main campus locations. In addition to managing bifurcated clinical and practice management systems, the organization lacked internal governance and PMO processes to address several deficiencies caused by separate workflows.

### OUR IMPACT

- Identified **18 digital solutions**
- Defined a **tactical, 3+ year roadmap** for 7 key functions aligned to implementing the identified digital solutions
- Recommended an **Automation Center of Excellence** for RPA, creating revenue realization amid headwinds of staff shortages

## Our Framework

We leverage our established digital maturity framework with six indicators to assess your organization’s maturity compared to the market. Below is an illustrative visual representation of the maturity framework.



### Technology and Data

- Create strong foundation and infrastructure for technical capabilities
- Technology stack and interoperability
  - Advanced analytics
  - Data governance strategy
  - Engineering talent

### Innovation

- Challenge the status quo and fail fast
- Experimentation
  - Partnerships with startups
  - Idea management (scalability)

### Consumer Centricity

- Design experiences, tools and solutions for the end users
- Customer experience
  - Ongoing feedback loop

### Workforce Competency and Adaptability

- Help staff overcome workforce shortage to do more with less
- Clinical expertise and quality
  - Capability and skillset
  - Culture and experience
  - Willingness to change

### Business Operational Agility

- Maximize the individual’s ability to operate at top of their skillset
- Operational efficiency through automation and AI
  - Process standardization and efficiency

### Strategy and Governance

- Be accountable for bold, measurable goals that drive value
- Digital strategy
  - Governance structure
  - Organizational vision

## GETTING STARTED KICKOFF PROCESS



Schedule an initial discussion on scope and focus areas



Develop an MSA and zero-dollar SOW for the effort



Gather required data for discovery



Identify key stakeholders for participation

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