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:

— Pain point and opportunity library

— Digital maturity benchmark

— Prioritized solutions list

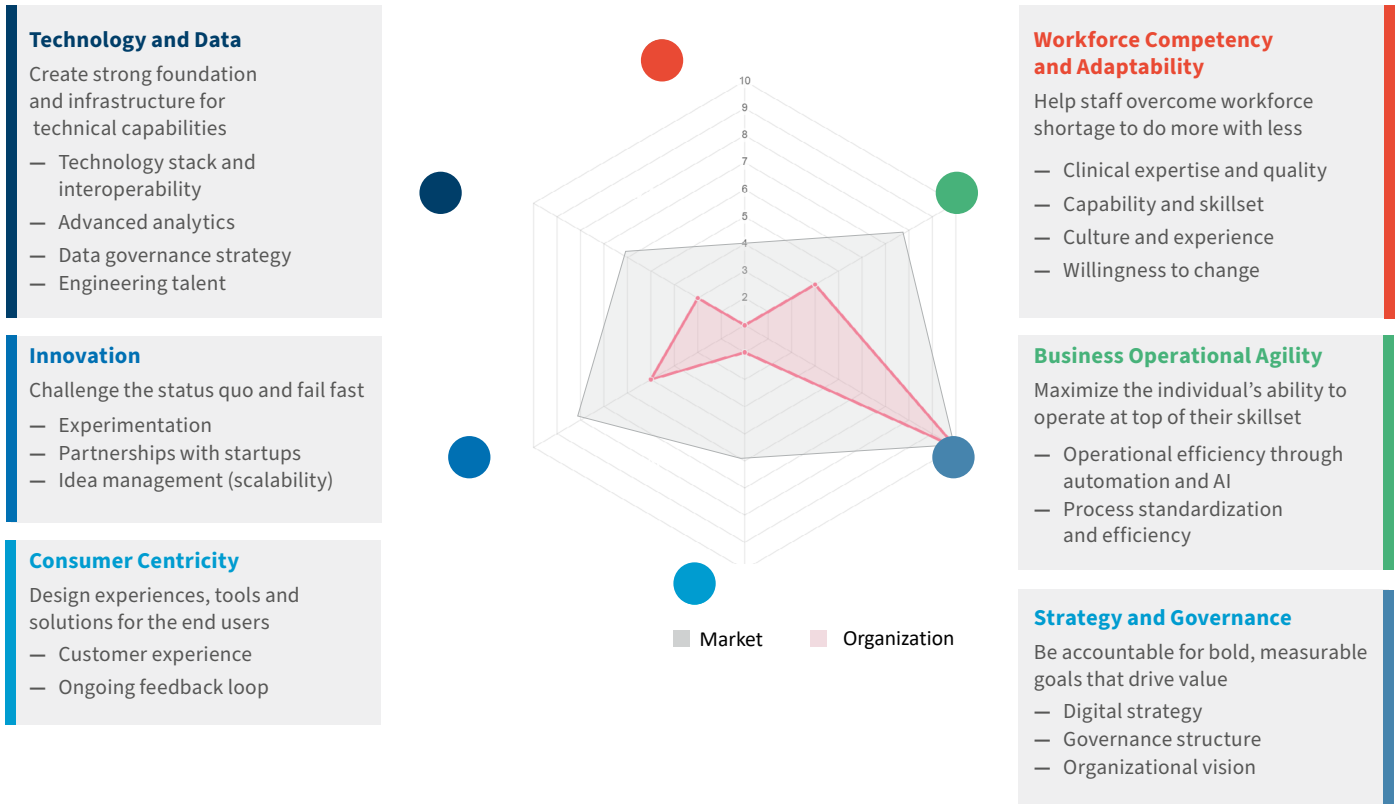— Strategic roadmap

— 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

FTI CONSULTING™

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

Market   Organization

GETTING STARTED
KICKOFF PROCESS

1 Schedule an initial discussion on scope and focus areas

2 Develop an MSA and zero-dollar SOW for the effort

3 Gather required data for discovery

4 Identify key stakeholders for participation

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