

# 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 all EMR-related activities and ensure alignment with organizational strategy.	Completed	High
2	Establish EMR Change Management	Establish a change management process to ensure smooth adoption of EMR and related technologies.	In Progress	High
3	Establish EMR Training	Develop and deliver training programs for all users to ensure effective use of EMR and related technologies.	Planned	High
4	Establish EMR Support	Establish a dedicated support team to address user inquiries and issues related to EMR and related technologies.	Planned	High
5	Establish EMR Integration	Ensure seamless integration of EMR with other systems to enable data exchange and interoperability.	Planned	High
6	Establish EMR Security	Implement robust security measures to protect patient data and ensure compliance with regulatory requirements.	Planned	High
7	Establish EMR Reporting	Develop and implement reporting capabilities to track EMR usage and identify areas for improvement.	Planned	High
8	Establish EMR Analytics	Implement analytics capabilities to derive insights from EMR data and inform clinical and operational decisions.	Planned	High
9	Establish EMR Interoperability	Implement standards-based interfaces to enable data exchange with other healthcare systems.	Planned	High

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

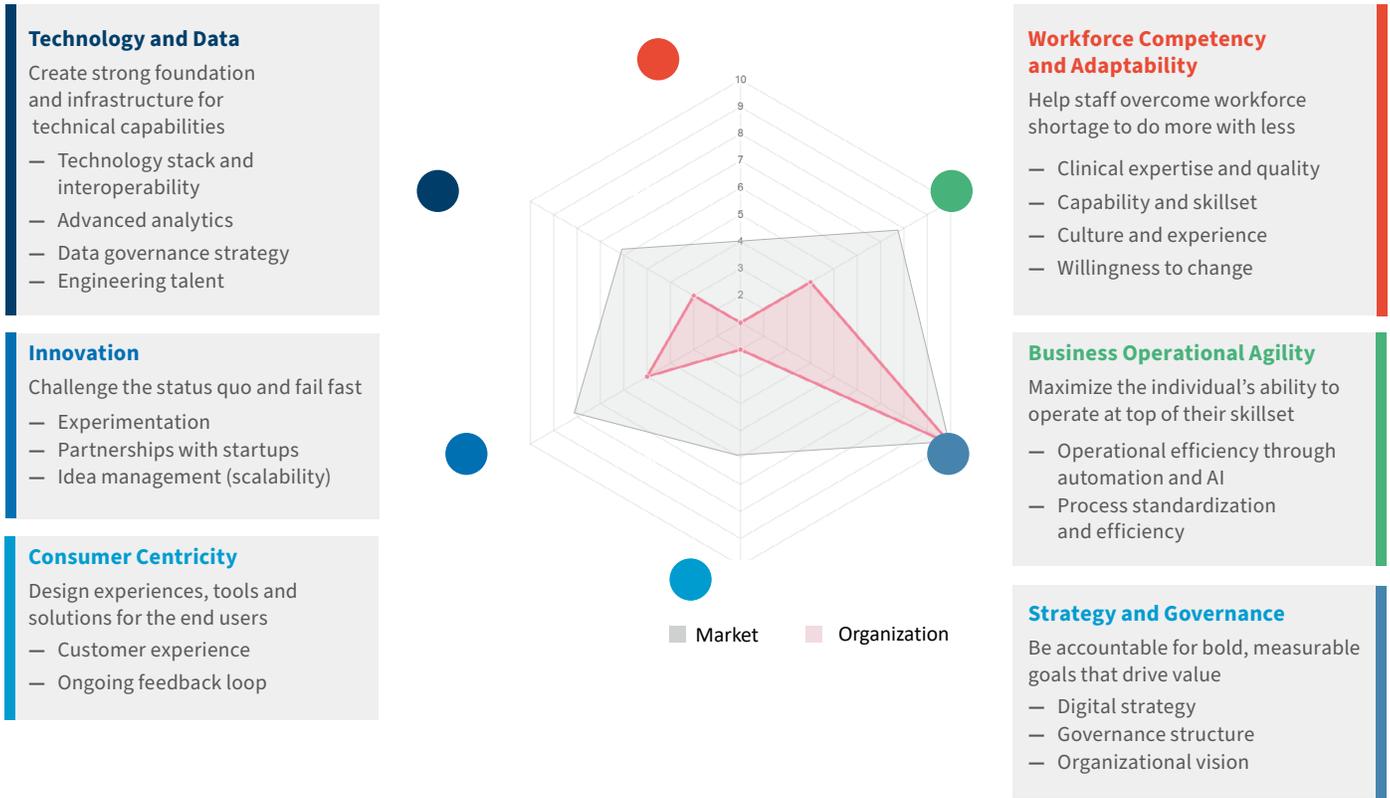
FTI Consulting conducted a digital health assessment for a health system using two EMR platforms between their inpatient and outpatient service lines across three main campus locations. In addition to managing bifurcated clinical and practice management systems, the organization lacked internal governance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

### KENDALL PELANDER

Senior Managing Director  
+1 773.848.1027  
kendall.pelander@fticonsulting.com

### JOSH SOL

Managing Director  
+1 281.386.8164  
josh.sol@fticonsulting.com

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