

# DO YOU KNOW YOUR HEALTH CENTER'S IT MATURITY LEVEL? TAKE THIS QUIZ TO FIND OUT.

Invest just one-minute of your time for the quickest insight into your IT Maturity standing. Once we gather all responses, we'll provide you with a comparative ranking against other health centers.



**Health center IT operations – like all business operations – exist at different levels of maturity, often due to differences in organization, knowledge, investment and experience of its IT leadership and staff.** In early stages of maturity, IT departments are doing their best just managing to respond to issues as they come up. At higher levels of maturity, IT services, investments in risk management, policy compliance, telecommunications, cloud, data analytics and health business transformation offer a clear, strategic value to the organization.

The big question is how to advance your health IT maturity and drive greater value in your health center? We've got an answer for that – but first, let's determine where your health center stands for each question below, choose the answer that best describes where you think you are today. Then, add up the points:



**1. IT Documentation – Do you have it? How do you use it? Points**

- Our support is mostly reactive, processes are largely ad-hoc – we're doing the best we can. 1

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- We have some standardized practices and processes, which we follow (mostly successfully). 2

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- Our standardized practices and processes are well-documented; everyone follows them. 3

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- Our documented, standardized practices and processes drive continuous improvements. 4

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- Our documented, standardized practices and processes drive continual, strategic business innovation. 5

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**2. IT Governance – What's the structure for establishing and achieving goals? Points**

- Our IT practices are reactive, connected to health center business strategies when issues arise. 1

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- We (re) align IT practices with health center business strategies with annual/quarterly goals. 2

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- Our IT practices are aligned with business strategy on a continual basis – but we aren't involved in developing that strategy. 3

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- Our IT leaders are active partners in the development of the health center's strategy. 4

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- Our IT leaders and practices are fully integrated into the health center's immediate and long-range strategic development. 5

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### 3. IT Risk Awareness – What's your approach to protecting sensitive data?

Points

We're unaware of any threats to our systems; we'll figure out a response if it happens.

1

We haven't experienced any threats or attacks but we have an idea of how we'd respond.

2

We've established risk management practices because threats are a matter of "when" not "if".

3

We regularly reassess our risk management practices to stay current with known threats.

4

Sensitive data protection is built into everything we do, if there is a breach we can recognize, contain, and recover from it quickly.

5

### 4. IT Culture – What kind of thinking informs the work you and your teams do?

Points

We're mostly reactive, responding to incidents "on the fly" with little procedural guidance.

1

We're somewhat reactive, responding to incidents as they occur with defined service levels.

2

We're proactive, often preventing issues before they become incidents.

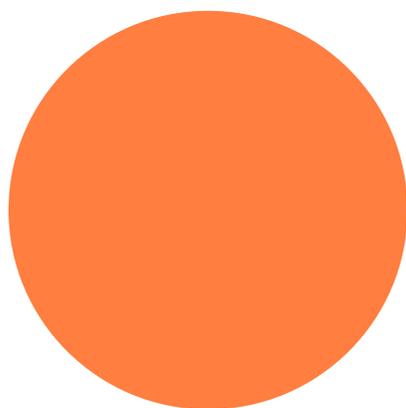
3

We're improvement-oriented, often solving problems and enabling service improvements that make a difference to our business and patients.

4

We're innovation-oriented, driving adoption of new tech that delivers organizational advantages and better health outcomes.

5





## SCORING:

**4-6 points: Level 1** – Initial. IT practices are inconsistent, reactive, and lack standardization. There is limited documentation and processes are ad hoc or nonexistent. The organization lacks formal IT governance has limited strategic planning, and minimal documentation, and reactive incident management practices.

**7-9 points: Level 2** – Defined. Basic IT practices and processes are established, but may not be consistently followed. There are some strategic planning, incident management, and change management procedures. Some documentation exists, and there are efforts to standardize and formalize IT activities.

**10-12 points: Level 3** – Standardized. IT practices and processes are well documented, standardized and consistently followed, organization-wide. There is a proactive focus on control, compliance, and risk management, with formalized service level agreements and risk management practices, but limited connection to the health center's strategic direction.

**13-17 points: Level 4** – Optimized. IT practices and processes are linked to the health center's overall strategy with consistently documented, followed, measured, improved. There is a culture of problem solving, with performance metrics and KPIs monitoring optimization and efficiency.

**18-20 points: Level 5** – Strategic. IT practices and processes are fully integrated with the organization's strategic direction and goals. IT is recognized as an essential driver of innovation. And, there is a culture of continuous learning, awareness, improvement, and adoption of emerging technologies.

### The implications of your results

If you're like most health center IT professionals, you already know: Improving IT in a health organization is different from many other operational challenges. The good news is that this is where Medicus IT can help. Our unique platform helps health centers advance to new heights – while maximizing your investments along the way. That degree of improvement should be more than merely interesting – it is essential for any health center to reduce risks, ensure compliance across multiple standards, and achieve sustainable success.

*If you're ready to level up, we're ready to help you do it. Contact us at 844.200.2195 for a confidential discussion, and we would be happy to share our perspective to improving your health IT maturity.*

For more information  
please visit us at  
**MedicusIT.com**