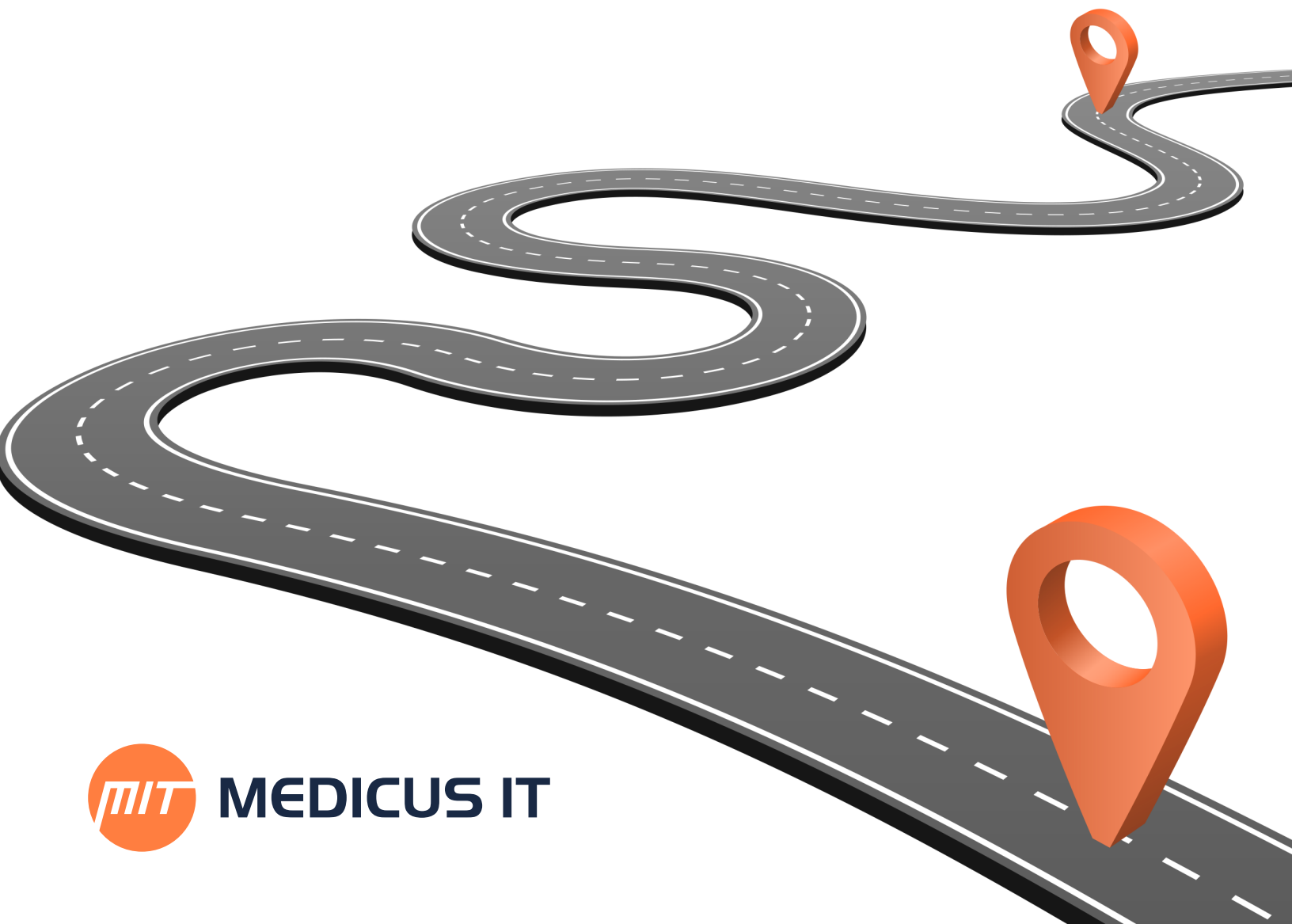# Your **Roadmap** for Healthcare IT Digital **Transformation**

How to plan for the future, stay within budget, and manage both expectations and results.

MEDICUS IT

"Digital transformation" has become the healthcare industry's mantra over the last twelve months. Organizations want to improve their value chain through tighter, faster, more accurate integration across providers, staff, and technology. Vendors want to sell solutions that promise to make this operational transition as fast and easy as possible.

It sounds too good to be true. In truth, it often is. Far too few healthcare organizations understand how this process impacts every aspect of their processes. Digital transformation touches everything from answering the phone, to patient encounters, to regulatory compliance. Data security becomes paramount. At the same time, data accessibility, within the organization and with outside entities, also becomes essential.

Very few healthcare organizations have the technical expertise to understand this complexity at the technical level – let alone how it will impact budgets, staff, or patients. Nor should they. Their core mission remains health and well-being.

Likewise, many vendors selling these solutions lack the expertise to understand how healthcare is a unique industry, very much unlike other markets like retail or manufacturing where digital transformation matured many years ago. It takes deep experience in healthcare processes and workflow, combined with mastery of regulatory issues at the federal and state level, to generate success. That knowledge is very different from selling hardware, software, and integration services.

In short, digital transformation for healthcare is as needed as it is inevitable. However, organizations need a roadmap for success – one that matches needs and goals with budgeting and operational constraints.
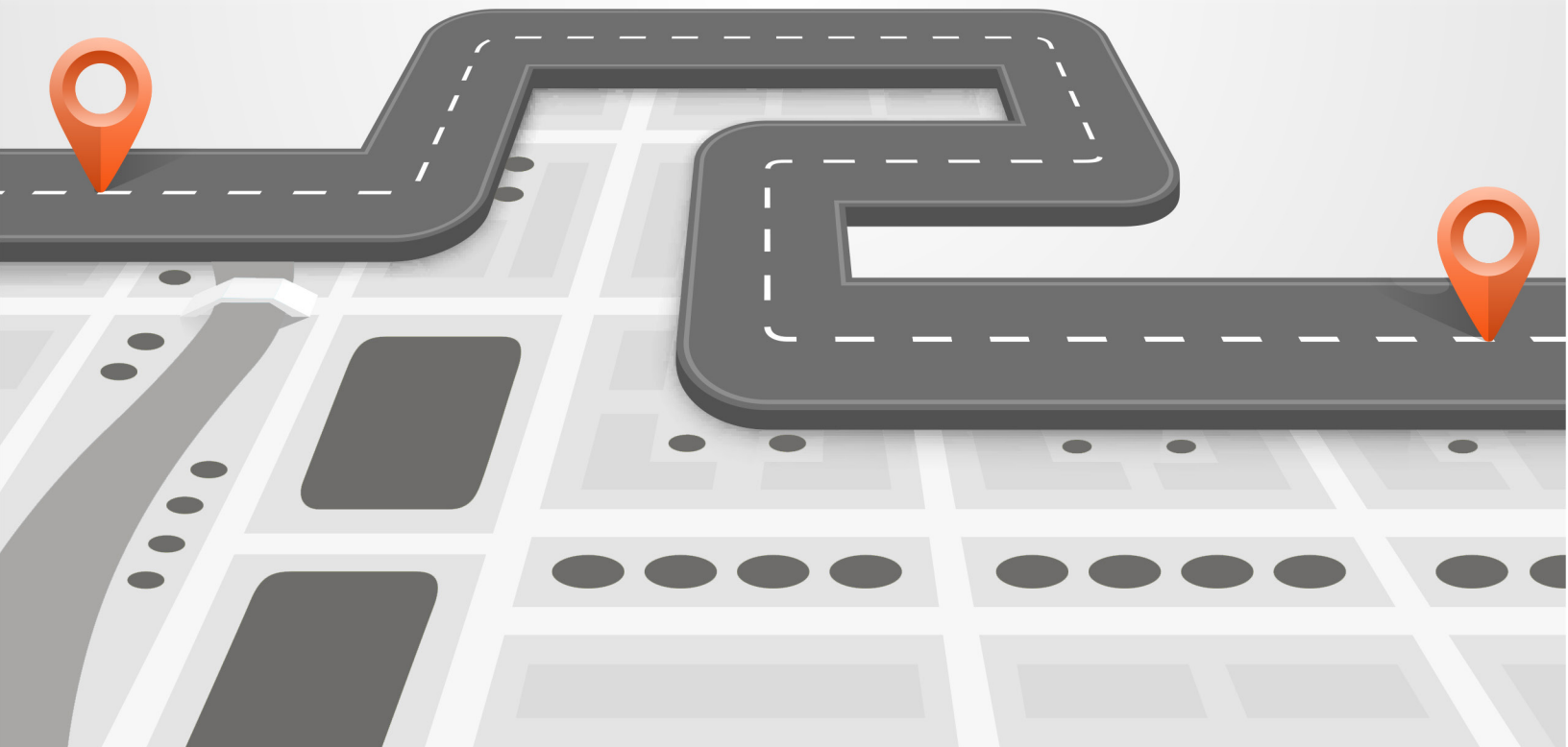
These steps provide an overview for selecting the best vendor for your digital transformation. The concepts are simple, but they are essential for success.

Step One

Recognize that digital transformation touches every part of your organization. Look at that as an opportunity, not as a challenge. Your organization has many areas where it can operate more efficiently. Or improve workflows. Or increase patient satisfaction. Digital transformation is that rare opportunity to look at everything. And then use the transformation process to do everything better.

Step Two

Put a team in place that represents key stakeholders across your organization – and listen to what they have to say. Any project of this scope requires buy-in at all levels. The more your staff feel they are heard, the more they'll support this project. You'll also be surprised at insights and positive suggestions that management may never have considered.

Step Three

Bring a Medicus IT Virtual Technology Executive (VTE™) onboard to advise your team. A VTE represents the smartest move you can make for digital transformation. These industry experts know much more than healthcare or IT. In fact, they are that rarest of breeds – experts in both, including successful digital transformation for organizations. They will provide the unbiased guidance your team needs to ensure success.

Step Four

Be ready for the complexity of the task. Digital transformation covers much more than purchasing and integrating solutions and training staff. It begins with a detailed analysis of customer requirements, budgets, and strategic vision for the organization. Your VTE is your guide through these tasks, helping shepherd the organization towards alignment with individual, departmental, and overall goals.
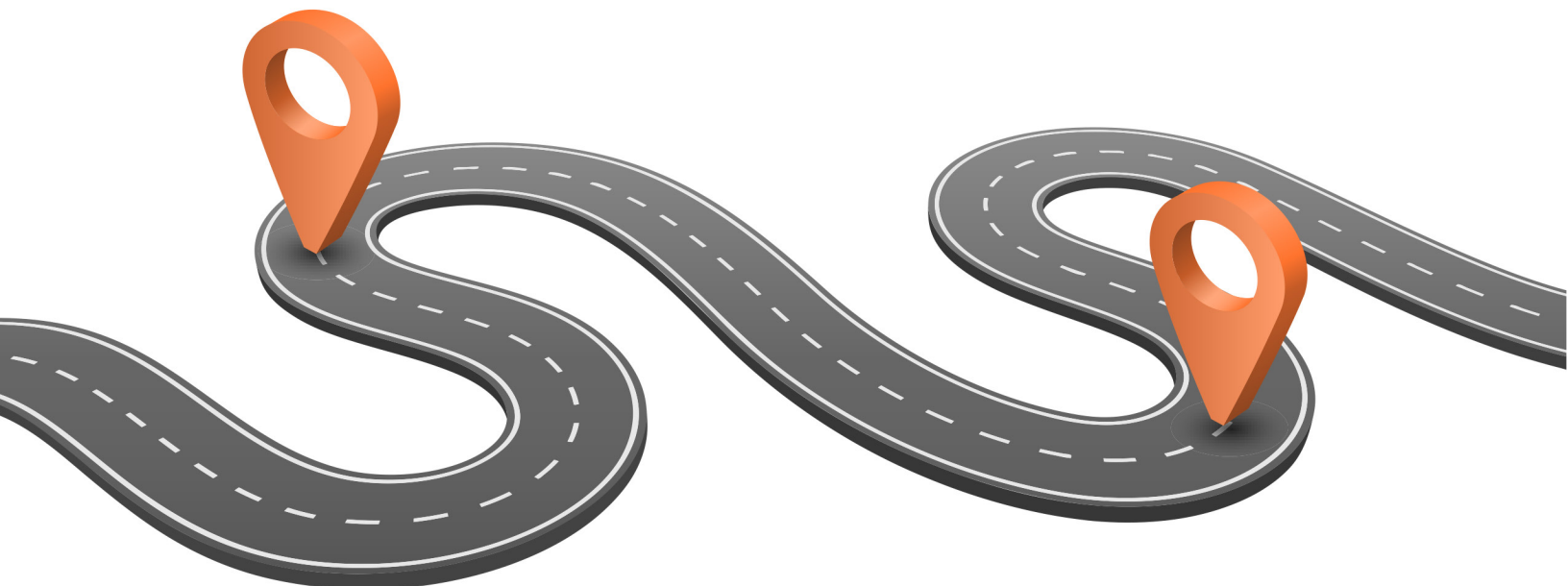
Step Five

Build and execute the plan – and be patient. It's going to take time. VTEs know how to turn dreams and aspirations into a detailed plans and project management programs for success. This level of process delivers a practical, comprehensive 12-24 month roadmap – a multifaceted plan that covers everything in your digital transformation including:

- Customer Priorities
- Budgetary constraints
- Opportunities for automation, efficiency, and savings
- Improved security

- Human, financial, and technological resource availability
- Market dynamics
- Technology landscape
- Potential regulatory changes

Step Six

Prepare your staff. Digital transformation is disruptive. There's no way to avoid that hard truth. Your VTE will help ensure that your staff understand the goals, the process, the timeline, and – most importantly – how it's going to make their work lives better and more productive. Everyone needs to feel they have a reason to be excited by the change. From staff onboarding to usage and training, at the end of the day it comes down to people. You've hired exceptional talent, and they must believe that this new system lets them work at their highest levels.

Step Seven

Plan for the future today. One of the key benefits from working with a VTE is that your expert partner will work with you beyond the end of the roadmap. Technology advances. Regulations change. Missions evolve. Your VTE will help your organization plan for future transformations as one of the most important parts of your roadmap, leaving your organization not just stronger and more efficient, but also fully prepared to take the next step, whatever that may be. And be there with you when it's time to make it happen.
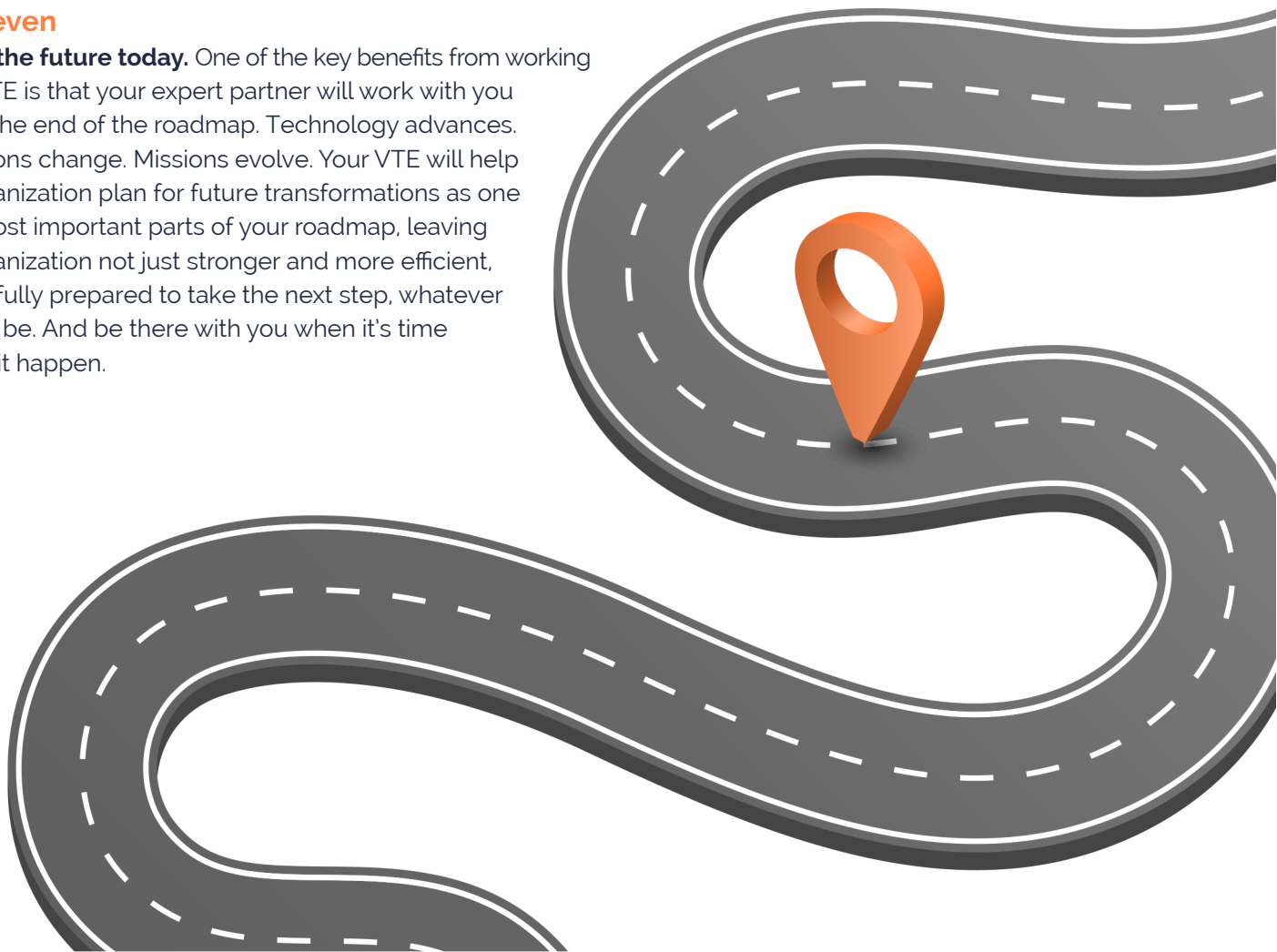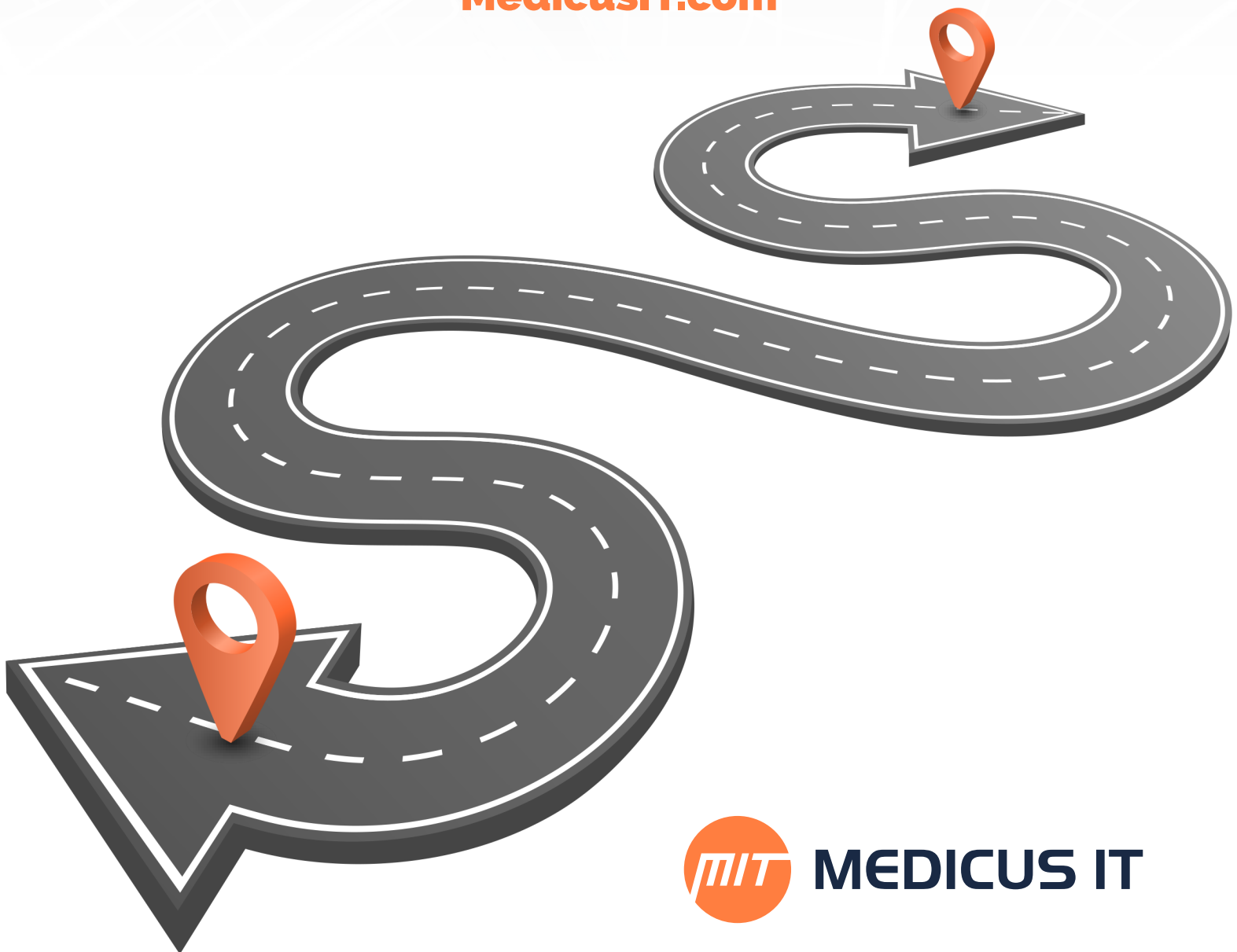
Are you ready for your organization's digital transformation? Do you want to know more about how a VTE can save time and money, and streamline this complex process? Curious about what your roadmap might look like – both the detail and how an experienced VTE can turn that complexity into something straightforward and understandable?

Contact Medicus IT today! We are the experts in healthcare IT digital transformation, with over 35 years of proven success and the most experienced VTEs in the industry. We are happy to show you a sample roadmap and review your goals with you.

For more information please visit us at
MedicusIT.com

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