



# Healthtech IM/IT Maturity Model: Beyond EMRAM for Better Outcomes

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REAL EXPERIENCE



REAL RESULTS

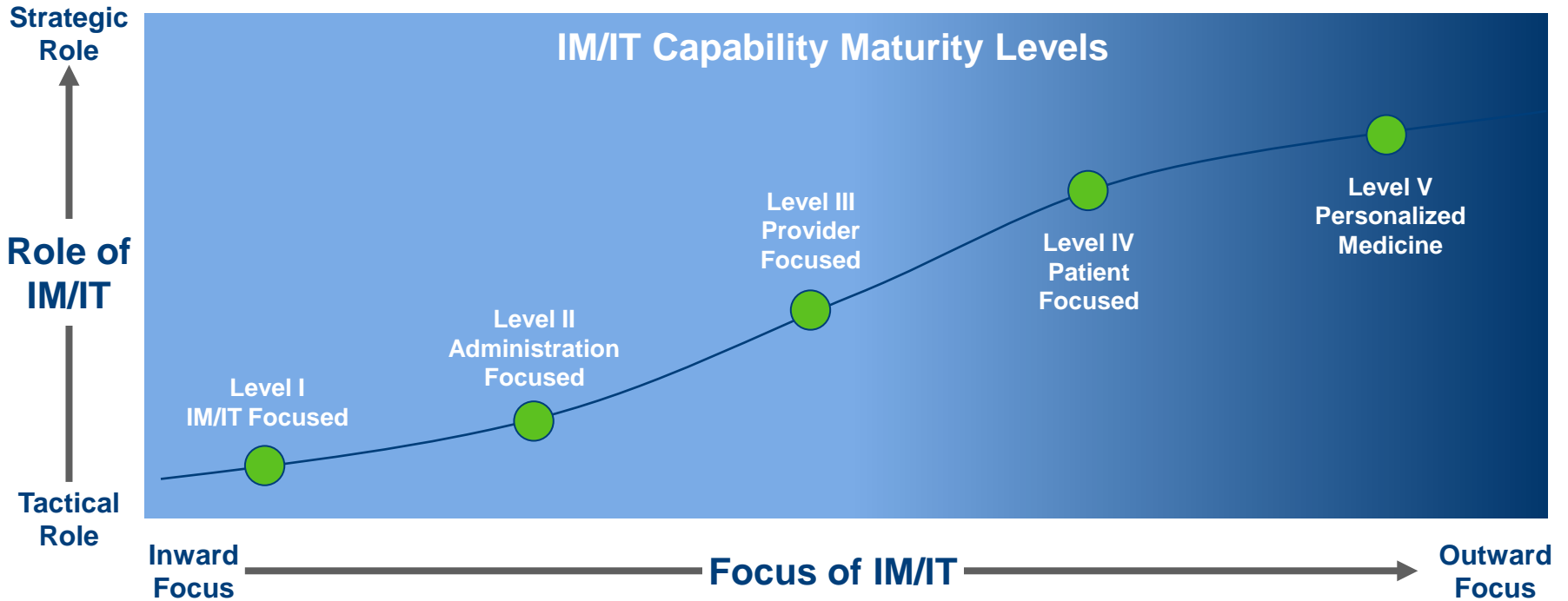


- HIMSS EMRAM is a well understood scale for gauging an organization's level of adoption of clinical information systems
- However, this is only a measure of **technological progress**







- The Healthtech Maturity Model (HMM) recognizes the **expanding role of IM/IT/CI** as organizations mature
- HMM is a comprehensive, holistic framework that helps to identify the necessary organizational structures and processes to enable the achievement of **better outcomes**

# The Role and Focus of IM/IT Transforms with Increasing Capability Maturity



# HMM Framework Overview

| Domains  |   | Dimensions                      |   |                          |                             |
|--|---|---------------------------------|---|--------------------------|-----------------------------|
| <b>Mandate</b><br><br>IM/IT alignment to organizational strategy and mechanisms in place to ensure objectives are met | ➔ | <b>Strategic Alignment</b>      |   | <b>Governance</b>        |                             |
| <b>People</b><br><br>Capability of IM/IT to deliver on IM/IT mandate and objectives                                   | ➔ | <b>Organizational Structure</b> | <b>Leadership</b>                         | <b>Culture</b>           | <b>Talent</b>               |
| <b>Process</b><br><br>Effectiveness of IM/IT to deliver IM/IT services  | ➔ | <b>IM/IT Operations</b>         | <b>Portfolio &amp; Project Management</b> | <b>Change Management</b> | <b>Financial Management</b> |
| <b>Technology</b><br><br>Assessment of technology against strategy, requirements, and leading practices              | ➔ | <b>Information Management</b>   | <b>Applications</b>                       | <b>Infrastructure</b>    | <b>Architecture</b>         |

Each Dimension comprises well-defined criteria on which to score IM/IT maturity from Level I to V

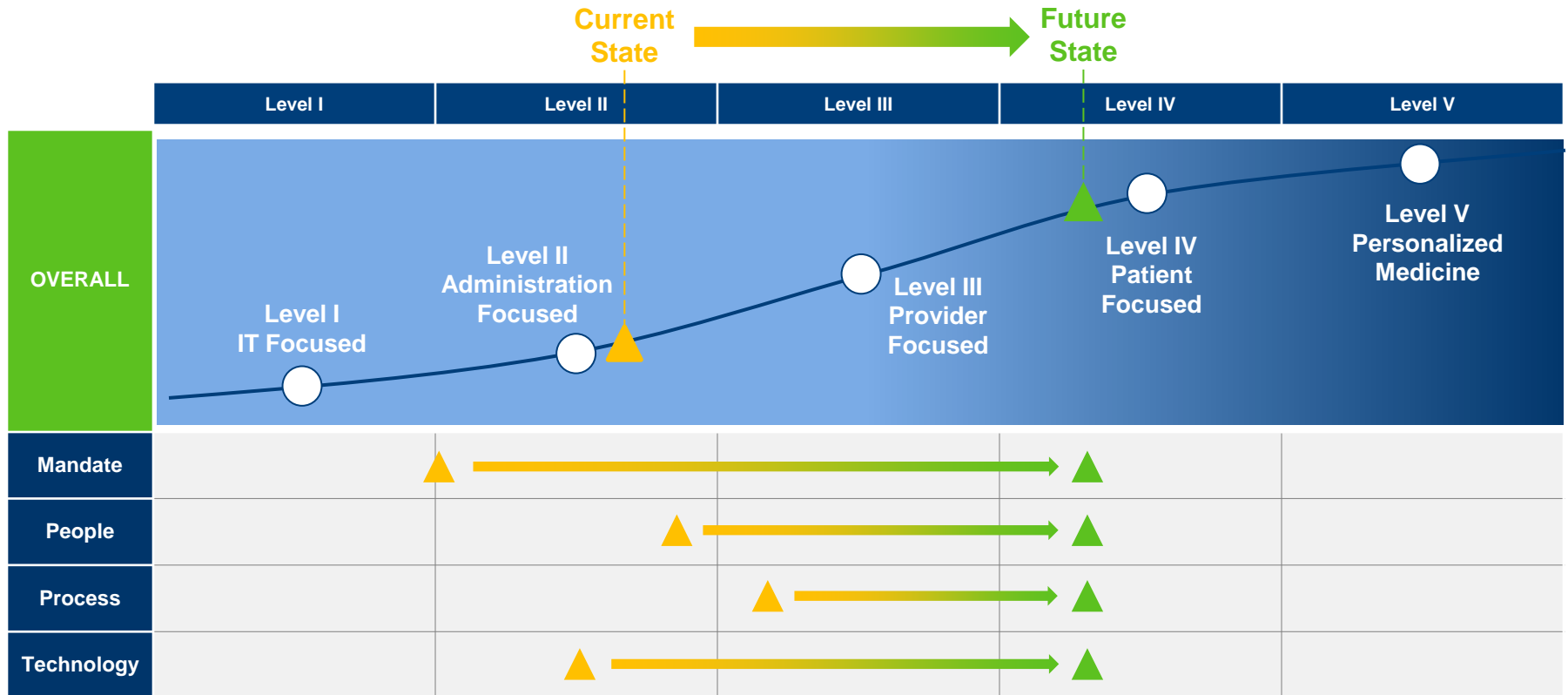
# HMM Framework Detailed Criteria

- Each of the 14 dimensions is evaluated on a scale of I to V.
- The Toolkit includes the set of defined criteria and suggests specific materials and sources from which to draw the required data.

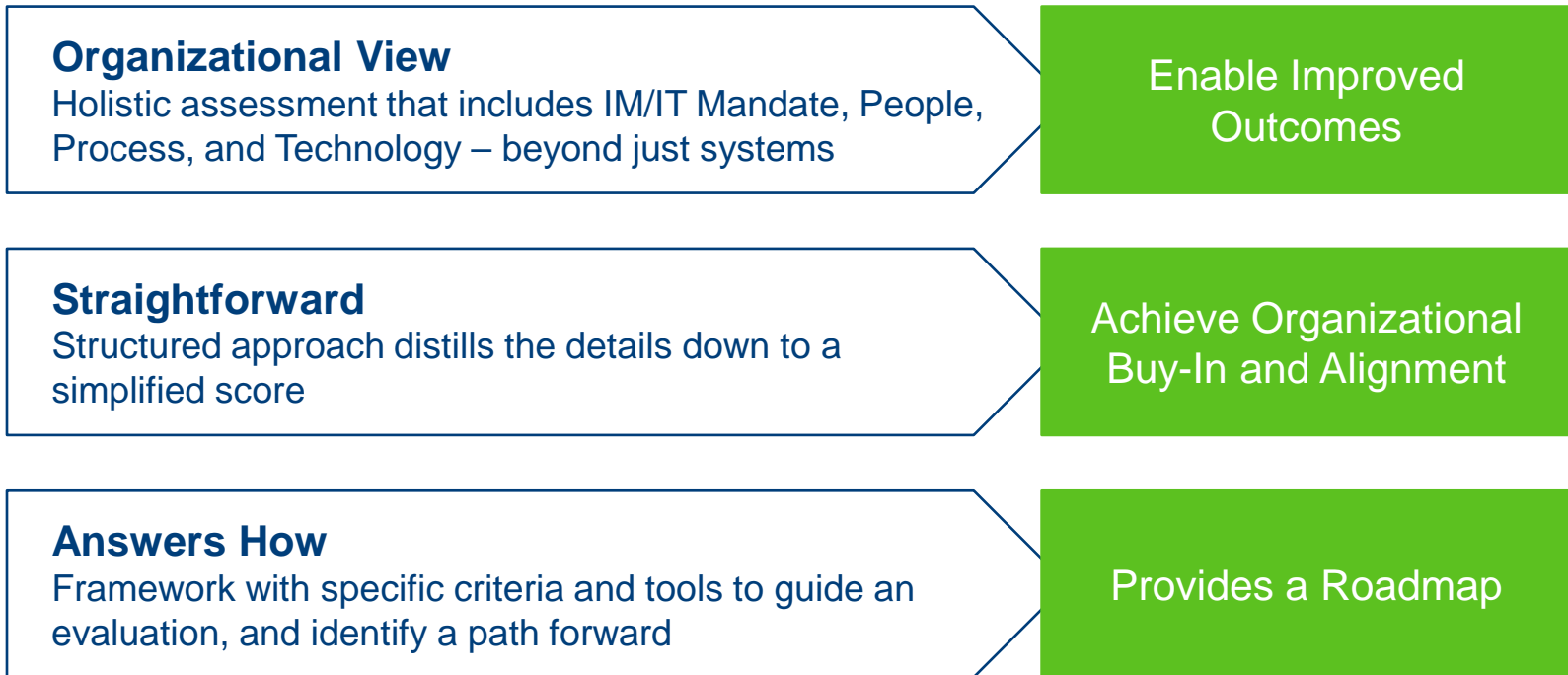
|                            | Level I<br>IT Focused                        | Level II<br>Administration Focused                    | Level III<br>Provider Focused                         | Level IV<br>Patient Focused  | Level V<br>Personalized Medicine   |
|----------------------------|--|---|---|--|--|
|                            | <b>Mandate</b>                               |   |   |  |  |
| <b>Strategic Alignment</b> | Ancillary department without a clear mandate | Involved department with administrative based mandate | Integrated department with clinical based mandate     | Strategic department with a clear mandate aligned to organizational objectives | Strategic department with a clear mandate aligned to organizational objectives               |
| <b>Governance</b>          | Loose or non-existent                        | Formalized structure and process within IT            | Mature, with hospital and clinical leadership engaged | Mature, with hospital leadership, clinical leadership and patient advocacy     | Mature, with hospital leadership, clinical leadership and patient advocacy, scientific input |

- Current state scoring is reviewed and future state targets are selected

# HMM Assessment Summary



**HMM identifies Current State gaps in IM/IT Mandate, People, Process, and Technology and provides a basis for recommendations to achieve Future State**







# Thank you!

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