

The V1C Health System Checklist: Maturity Stages & Growth Opportunities

You've received your [assessment results](#) and are ready to move forward. Now what?

The virtual first care (V1C) Health System Checklist: Maturity Stages & Growth Opportunities offers tailored suggestions and actionable steps for progression across maturity levels. It serves as a strategic compass to help unlock the full potential of your organization's digital health strategy and guide strategic decision-making.

Use the guidelines below to determine the practical next steps, recommended actions, or identified best practices for each domain based on your organization's current level of maturity to advance its adoption and implementation of V1C.



Clinician experience

Early	Emerging	Established
<ul style="list-style-type: none"> <input type="checkbox"/> Analyze clinical workflows for opportunities to integrate or embed virtual care for better coordination <input type="checkbox"/> Leverage analytics capabilities to help support clinical decisions or identify population health trends <input type="checkbox"/> Develop structured training programs and regular feedback mechanisms to capture clinician experience 	<ul style="list-style-type: none"> <input type="checkbox"/> Optimize clinical workflows with seamless V1C integration <input type="checkbox"/> Implement continuous professional development and training programs 	<ul style="list-style-type: none"> <input type="checkbox"/> Identify opportunities to partner with leading V1C organizations to address organizational objectives <input type="checkbox"/> Establish specialized training modules and certification programs to maintain and advance clinician expertise in emerging V1C technologies and practices, ensuring continuous professional development in a quickly evolving field



Scalability

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Enhance provider networking strategies for hybrid care delivery<input type="checkbox"/> Scale IT infrastructure to accommodate moderate growth and user needs	<ul style="list-style-type: none"><input type="checkbox"/> Develop networking strategies to scale hybrid care delivery<input type="checkbox"/> Design IT infrastructure to scale seamlessly with organizational growth and market demands	<ul style="list-style-type: none"><input type="checkbox"/> Invest in new technologies such as cloud computing and edge computing to support scalable V1C infrastructure that can seamlessly handle increased demand and data volumes<input type="checkbox"/> Forge strategic partnerships with technology providers, payors, and other healthcare organizations to expand V1C capabilities and reach, enhancing scalability and impact<input type="checkbox"/> Visit the Care Transitions Toolkit for resources on how V1C establishes seamless care transitions to create a patient-centered experience across stakeholders



Financial considerations

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Explore various reimbursement models beyond fee-for-service<input type="checkbox"/> Analyze expenses and cost drivers to identify savings opportunities	<ul style="list-style-type: none"><input type="checkbox"/> Diversify revenue streams through strategic partnerships and value-based care<input type="checkbox"/> Implement comprehensive cost analysis and proactive risk management strategies	<ul style="list-style-type: none"><input type="checkbox"/> Explore and implement innovative payment models, such as subscription-based services or bundled payment plans, to enhance financial sustainability and predictability<input type="checkbox"/> Use the V1C Contracting Toolkit for more information about various payment models that support V1C<input type="checkbox"/> Use advanced financial analytics to identify cost-saving opportunities, optimize revenue cycles, and manage financial risks more effectively



Organizational readiness & adoption

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Ensure moderate alignment of policies with V1C initiatives, including clinical guidelines<input type="checkbox"/> Develop enhanced training programs to support V1C service implementation	<ul style="list-style-type: none"><input type="checkbox"/> Fully align internal policies with V1C initiatives, ensuring compliance and cultural fit<input type="checkbox"/> Utilize advanced analytics to guide policy development and operational decision-making	<ul style="list-style-type: none"><input type="checkbox"/> Foster a culture of continuous improvement by aligning V1C initiatives with strategic organizational goals and empowering leaders to champion digital transformation<input type="checkbox"/> Our V1C case study library contains several shareable resources to show how V1C is used across the industry



Patient experience & engagement

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Enhance platform usability and access to information<input type="checkbox"/> Develop comprehensive patient education materials and support resources	<ul style="list-style-type: none"><input type="checkbox"/> Create intuitive, user-friendly platforms with seamless communication features<input type="checkbox"/> Provide continuous patient education and dedicated support teams to enhance engagement	<ul style="list-style-type: none"><input type="checkbox"/> Develop and implement personalized patient engagement strategies that leverage data to tailor communications, interventions, and support services to individual patient needs<input type="checkbox"/> Utilize advanced patient feedback mechanisms to continuously refine and enhance the V1C experience based on real-time patient input



Regulatory compliance

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Enhance security protocols with encryption and regular audits<input type="checkbox"/> Regularly audit compliance with licensure and practice laws	<ul style="list-style-type: none"><input type="checkbox"/> Implement robust security protocols for comprehensive HIPAA compliance<input type="checkbox"/> Continuously audit and adapt to licensure and practice law requirements for virtual care	<ul style="list-style-type: none"><input type="checkbox"/> Establish automated compliance monitoring systems that ensure adherence to evolving regulations and standards, minimizing risk and enhancing trust<input type="checkbox"/> Engage in advocacy efforts to influence policy development and stay ahead of regulatory changes, ensuring the organization remains at the forefront of compliance



Data evaluation & metrics

Early	Emerging	Established
<ul style="list-style-type: none"><input type="checkbox"/> Enhance data capture to include symptoms and documented history<input type="checkbox"/> Improve security with encryption and routine compliance audits	<ul style="list-style-type: none"><input type="checkbox"/> Automate continuous bi-directional data exchange adhering to standards<input type="checkbox"/> Embed automated validation checks and error detection processes	<ul style="list-style-type: none"><input type="checkbox"/> Utilize predictive analytics and machine learning to anticipate patient needs, optimize resource allocation, and enhance clinical outcomes through data-driven insights<input type="checkbox"/> Implement real-time data dashboards and reporting tools that provide actionable insights for continuous quality improvement and operational efficiency