The V1C Health System Framework for Maturity

Health systems are poised to harness a wide array of **virtual first care (V1C) services to develop an omnichannel approach** to care delivery, meeting patients where they are with the most effective care possible. Effective virtual care strategies encompass a spectrum of care components, including remote patient monitoring, asynchronous messaging, caregiver support, care coordination, and health coaching or education.

The V1C Health System Maturity Model is a foundational **framework for health systems to self-assess their existing state and strategies in leveraging V1C** within patient care delivery systems. With a specific emphasis on specialty and chronic care, this model empowers you to navigate the complexities of virtual care integration with precision and purpose.

With seven domains and a curated set of criteria for consideration, this framework outlines the defining features across the early, emerging, and established tiers to **offer health systems a structured pathway toward operational excellence and patient-centric care** delivery through the effective implementation of V1C.

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Clinician experience

Criteria	Early	Emerging	Established
Workflow integration	Integration of basic V1C capabilities to inform clinical workflows with shared processes managed by health system staff	Virtual services and functionalities embedded into clinical workflows with moderate adjustments to processes	Seamless integration of V1C services, optimizing clinical workflows and processes with minimal disruption
Data insights	Limited analytics capabilities to provide general insights from an aggregate database not personalized to the health system	Enhanced analytics capabilities to provide general insights for clinical decisions or opportunities from population health trends	Advanced analytics capabilities to provide personalized, actionable insights derived from patient data to support clinical decision-making
Training & support	Basic training and support processes, including a general support service and onboarding program	Training and support processes, including support teams, structured training programs, and regular feedback mechanisms	Robust training and support processes, including dedicated support teams, professional development and training programs, and continuous feedback loops for real-time adjustments
Interoperability	Minimal interoperability with some healthcare systems and platforms	Limited interoperability across multiple systems and platforms	Seamless interoperability across multiple healthcare systems and platforms, enabling real-time data exchange and care coordination

Scalability

Criteria	Early	Emerging	Established
Provider networks	Established provider network with some capacity to scale to meet patient needs or service volumes	Enhanced provider networking strategies to enable hybrid care delivery and additional capacity to scale with patient needs or demand	Robust provider networking strategies to enable hybrid care delivery of emergency, primary, or specialty care services that can scale to meet growing patient needs or service volumes
Workflow optimization	Basic utilization of V1C services to optimize workflows and streamline processes	Enhanced utilization of V1C services for workflow optimization, including some automated processes such as patient scheduling	Advanced workflow optimization strategies that identify the need for hybrid care delivery resources and leverage V1C services to streamline and automate processes
Patient acquisition & engagement	Basic strategies to attract and retain patients focused on provider referrals	Enhanced strategies and processes for patient acquisition and engagement, focused on retention of existing patients by offering additional services	Comprehensive strategies and proven processes to attract new and retain existing patients, using V1C services to increase access and enhance patient experience to meet patients where they are with the most effective care possible
IT infrastructure	Limited scalability of IT infrastructure without significant investment to meet growing demands	IT infrastructure can scale to accommodate moderate increases in data volumes, user needs, or organizational growth	IT infrastructure is designed to scale seamlessly to accommodate growing data volumes, user needs, organizational growth or priorities, and market dependencies

Financial considerations

Criteria	Early	Emerging	Established
Contracting & reimbursement	Ability to engage with basic reimbursement models, primarily fee-for-service, with limited exploration of value-based arrangements	Positioned to engage in various reimbursement models beyond fee-for-service, including per-member contracts and value-based care arrangements	Engaged in a diverse array of reimbursement models beyond fee-for-service, including value-based care, per-member, or patient engagement-based contracts
Cost analysis	Basic analysis of expenses, focusing mainly on direct medical costs and overhead, with limited consideration of cost drivers or opportunities for savings	Understanding of expenses and cost drivers to support the identification of opportunities for savings or strategic partnerships	Comprehensive analysis of expenses across the health system, including overhead, population health cost drivers, care team composition, and defined opportunities for savings or strategic partnerships
Revenue generation	Limited insights or engagement in strategic partnerships to optimize workflows, scheduling, or care team composition for maximizing revenue	Enhanced workflow planning or use of strategic partnerships to optimize care delivery channels or care team composition to support long-term financial sustainability, including billing and coding insights for optimizing revenue cycle practices	Diversification of revenue streams through an omnichannel approach that engages strategic partnerships to optimize delivery channels and top-of-license care provision and maximize financial sustainability
Risk management	High-level identification of potential risks, primarily focusing on reimbursement fluctuations or compliance	Proactive management of potential reimbursement fluctuations, regulatory changes, and evolving patient needs	Proactive identification of financial risks, such as regulatory changes, quality-based reimbursements or incentives, and shifts in demand

Organizational readiness & adoption

Criteria	Early	Emerging	Established
Internal policies	Some policy alignment with V1C initiatives, with a focus on regulatory compliance	Moderate alignment of internal policies with V1C initiatives, incorporating considerations of clinical guidelines and regulatory compliance	Alignment of internal policies with V1C initiatives, ensuring adherence to clinical guidelines, regulatory compliance, and organizational culture
Staff training & support	Basic training programs to familiarize staff with V1C services, focusing on basic functionalities and technical skills	Enhanced training provides staff with knowledge and skills to incorporate V1C services into their daily practices, positioned to support implementation and ongoing maintenance of V1C services with minimal external support	Robust training programs to equip staff with the knowledge and skills to incorporate V1C services into their daily practices most effectively; able to provide the resources for implementation and ongoing maintenance of V1C services
Analytics & reporting	Basic analytics capabilities to provide basic utilization or outcomes dat	Analytics capabilities to capture and report cost, utilization, and outcomes data to help support decision-making processes	Advanced analytics capabilities to capture cost, utilization, or outcomes data and generate actionable insights to guide organizational policies, resource allocation, quality initiatives, or operational decision-making

Patient experience & engagement

Criteria	Early	Emerging	Established
Platform design & communication	Basic platform design with limited features or interactive capabilities	Platform design enhances the usability of interfaces or features, facilitating access to information or staff	An intuitive platform design with user-friendly interfaces and seamless communication features, facilitating easy access to services, information, and staff
Patient education & support	Limited patient education materials and resources, with basic avenues to request support from health system staff	Enhanced patient education materials and resources, with support teams and avenues for patients to submit questions or feedback	Comprehensive patient education materials, resources, and dedicated support teams to empower patients to engage with V1C services consistently and gather continuous feedback for improved patient experience
Accessibility	Basic accessibility features or abilities to accommodate individual patient needs	User-friendly design with easy-to-use functions for all patient populations	Platforms designed to be accessible to diverse patient populations, including those with disabilities, limited digital literacy, and language barriers

Regulatory compliance

Criteria	Early	Emerging	Established
HIPAA compliance	Security and privacy protocols to ensure adherence to HIPAA regulations and protect patient data, privacy, and confidentiality	Enhanced security and privacy protocols to ensure adherence to HIPAA regulations and protect patient data, privacy, and confidentiality	Robust security and privacy protocols to ensure adherence to HIPAA regulations and protect patient data, privacy, and confidentiality both at rest and in transit to accommodate hybrid care delivery with third parties
Licensure & practice laws	Hiring and credentialing policies to ensure compliance with licensure requirements and practice laws governing healthcare delivery	Hiring, credentialing, and routine audit policies to ensure compliance with licensure requirements and practice laws governing healthcare delivery	Hiring, credentialing, and ongoing audit policies to ensure compliance with licensure requirements and practice laws governing healthcare delivery, including special considerations for virtual modalities

Data evaluation & metrics

Criteria	Early	Emerging	Established
Patient data capture	Basic capture of patient data, including key demographics and available medical history	Enhanced capture of patient data, including demographics, medical history, and documented symptoms	Comprehensive capture of patient data, including demographics, medical history, symptoms, vital signs, and patient-reported outcomes
Data security & privacy	Basic security protocols, including password protection alerts and routine compliance audits	Enhanced security protocols, including encryption, password protection and alerts, and routine audits for regulatory compliance	Robust security protocols, including encryption, multi-factor authentication, and ongoing audits for regulatory compliance
Access, exchange, & interoperability	Limited access to patient data with basic capabilities to summarize clinical data and enable one-way data exchange between select systems	Positioned for routine bi-directional data exchange between multiple providers or systems with adherence to interoperability standards such as FHIR to support clinical decision-making	Automated processes for continuous bi-directional communication & information flow across multiple systems, providers, or platforms adhering to FHIR standards with built-in analytics capabilities to enable CDS, quality improvement, or population health management initiatives
Data quality & integrity	Prompts end-users to perform manual checks of data completeness and accuracy	Enhanced processes to ensure the completeness and accuracy of essential data components with automated validation checks	Embedded processes to ensure the completeness and accuracy of patient data, including automated validation checks and error detection

Are you looking for additional information regarding the terms and concepts mentioned in this framework?

You may reference the **V1C Health System Checklist: Maturity Stages & Growth Opportunities** for 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.