



# The V1C Health System Framework for Maturity





# The V1C Health System Framework for Maturity

## Level 1

## Level 2

## Level 3

### Early

### Emerging

### Established

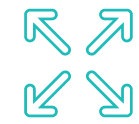


#### Clinician Experience

Analyze clinical workflows for opportunities to integrate or embed virtual care for better coordination.

Leverage analytics capabilities to help support clinical decisions or identify population health trends.

Develop structured training programs and regular feedback mechanisms to capture clinician experience; optimize clinical workflows with seamless V1C integration; implement continuous professional development and training programs; identify opportunities to partner with leading V1C organizations.



#### Scalability

Enhance provider networking strategies for hybrid care delivery; scale IT infrastructure to accommodate moderate growth and user needs.

Develop networking strategies to scale hybrid care delivery; design IT infrastructure to scale seamlessly with organizational growth and market demands.

Invest in new technologies such as cloud computing and edge computing to support scalable V1C infrastructure; forge strategic partnerships with technology providers, payors, and other healthcare organizations to expand V1C capabilities and reach.



#### Financial Considerations

Explore various reimbursement models beyond fee-for-service; analyze expenses and cost drivers to identify savings opportunities.

Diversify revenue streams through strategic partnerships and value-based care; implement comprehensive cost analysis and proactive risk management strategies.

Explore and implement innovative payment models such as subscription-based services or bundled payment plans; use advanced financial analytics to identify cost-saving opportunities, optimize revenue cycles, and manage financial risks effectively.



#### Organizational Readiness & Adoption

Ensure moderate alignment of policies with V1C initiatives, including clinical guidelines; develop enhanced training programs to support V1C service implementation.

Fully align internal policies with V1C initiatives; utilize advanced analytics to guide policy development and operational decision-making.

Foster a culture of continuous improvement by aligning V1C initiatives with strategic organizational goals; empower leaders to champion digital transformation.



#### Patient Experience & Engagement

Enhance platform usability and access to information; develop comprehensive patient education materials and support resources.

Create intuitive, user-friendly platforms with seamless communication features; provide continuous patient education and dedicated support teams to enhance engagement.

Develop and implement personalized patient engagement strategies that leverage data to tailor communications, interventions, and support services to individual patient needs.



#### Regulatory Compliance

Implement security and privacy protocols to ensure adherence to HIPAA regulations; establish hiring and credentialing policies to ensure compliance with licensure requirements.

Implement enhanced security and privacy protocols; establish routine audit policies for licensure compliance.

Implement robust security protocols for data protection both at rest and in transit; establish ongoing audit policies to ensure compliance, including special considerations for virtual modalities.



#### Data Evaluation & Metrics

Basic capture of patient data, including key demographics and available medical history; implement basic security protocols.

Enhance capture of patient data; implement enhanced security protocols with encryption and routine audits.

Implement comprehensive capture of patient data, including patient-reported outcomes; establish robust security protocols, including multi-factor authentication and ongoing regulatory compliance audits.