

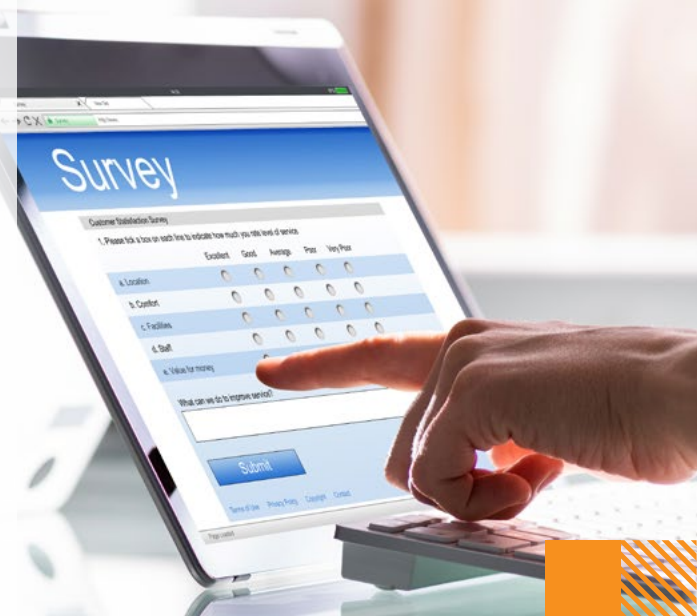


# Digital Maturity Assessment Tool for Hospitals

Enhancing patient care delivery and operational excellence  
for hospitals using digital as a lever

## Overview

In this evolving world of digitalisation, leveraging technology is imperative for improving patient care, operational efficiency, patient and healthcare provider experience, and regulatory compliance. To help drive innovation in healthcare, we invite you to use our Digital Maturity Assessment Tool for Hospitals. This tool will help you in ensuring digital alignment with respect to Ayushman Bharat Digital Mission (ABDM), National Accreditation Board for Hospitals & Healthcare Providers (NABH) digital health standards and the recent Digital Personal Data Protection Act (DPDP).



## Our survey revolves around five pillars:



### Care delivery:

This pillar focuses on delivering healthcare services to patients, encompassing consultation (both in-person and virtual), diagnosis, treatment and ongoing management of health conditions, with an emphasis on quality, safety and accessibility of care. It also focuses on seamless collaboration between healthcare professionals and services in order to provide holistic treatment, while leveraging technology to optimise patient outcomes.



### Patient experience:

This pillar focuses on the holistic monitoring and improvement of patient perception, encompassing satisfaction and outcomes derived from interactions with the healthcare organisation. It emphasises enhancing patient engagement and empowerment by involving them in decision-making and providing education. The approach prioritises empathy, effective communication and delivering patient-centred care phygittally.



### Operational efficiency:

This pillar focuses on the productivity and effectiveness of healthcare services and resources in order to optimise outcomes by using data and analytics. It involves streamlining administrative workflows, including the automation of repetitive tasks, to minimise delays and errors, guided by continuous improvement methodologies.



### Revenue:

This pillar focuses on revenue cycle management (RCM) and revenue enhancement strategies, including upselling/cross-selling to existing patients, attracting new patients and providing digital healthcare services remotely (such as remote patient monitoring, teleconsultation, tele-ICU).



### Compliances:

This pillar focuses on adherence to laws, regulations and standards like DPDP and ABDM to ensure patient safety, quality of care and data privacy. This involves following regulations such as Health Insurance Portability and Accountability Act (HIPAA) and General Data Protection Regulation (GDPR), meeting accreditation standards like those set by the Joint Commission International (JCI) and National Accreditation Board for Hospitals (NABH), and complying with clinical practice guidelines.



## Digital maturity: Shaping the future of Indian healthcare

The strategic design and seamless implementation of digital healthcare solutions have the potential to mitigate health disparities and enhance the welfare of millions of citizens by revolutionising the delivery of healthcare services to patients. Currently, hospitals in India lack a comprehensive view of their digital maturity, thus making the path to digitalisation slightly ambiguous. Digital Maturity Assessment Tool for Hospitals is designed to empower healthcare organisations by providing them with a comprehensive understanding of their current state of digitalisation.

### 01 | Digital pathway: Transforming healthcare organisations digitally

Digital Maturity Assessment Tool for Hospitals aims to evaluate the current digital maturity, highlighting areas that require digital attention with respect to relevant parameters. In case you need a session with our digital healthcare subject matter expert, the same can also be arranged.

### 02 | Survey structure:

The survey is designed in a concise and informative way which will cover key aspects of digital maturity. Your responses will help us to assess the current digital landscape, understand user experiences and identify opportunities for growth.

### 03 | Confidentiality:

Your input is invaluable, and your responses will be treated with utmost confidentiality.

### 04 | Next steps:

Share required details by clicking on the '[Register your interest](#)' button, and we will reach out to you shortly.

## FAQs

**Q. If I encounter difficulties while completing the survey, who should I reach out to for assistance?**

A. It is recommended to involve all appropriate stakeholders while filling the survey. In case you need to get in touch with us, please mail us at: [in\\_digital\\_maturity\\_assessment\\_tool\\_for\\_hospital@pwc.com](mailto:in_digital_maturity_assessment_tool_for_hospital@pwc.com)

**Q. Who can participate in the survey?**

A. Anyone who is a healthcare provider based in India and interested in getting their digital maturity assessed can take part in this survey.

**Q. What are the pricing options for the survey analysis?**

A. Our fee for Digital Maturity Assessment Report and a session with PwC Digital Health expert is INR 25,000 plus applicable taxes.

Strictly private and confidential



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