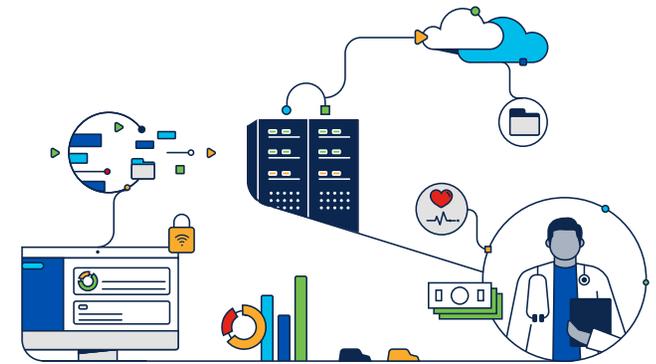


Healthcare Digital Capabilities Assessment Service



Accelerate your business transformation with digital capabilities at the core

The healthcare industry is undergoing a digital revolution. Digital tools allow for enhancements of patient engagement and provider efficiency. As a result, the implementation of these digital tools has led to a need for increased connectivity to allow for the improved efficiency these tools can provide. The need to take a step back to understand if your IT infrastructure has the ability to support the digital tools you are implementing is vital to ensure you can meet your clinical and business objectives.

Digital Capabilities Assessment (DCA)

The Digital Capabilities Assessment is a healthcare-specific six-stage evaluation to understand your current IT infrastructure capabilities. The assessment report will focus not only on current capabilities but also map out gaps that need to be filled to meet your organizations goals encompassing the four Ps of healthcare: predictive, preventive, personalized, participative.

Key Benefits

- **Assess:** Benchmarking data to gain an in-depth understanding of your current capabilities.
- **Evaluate:** Define capabilities by infrastructure domain—network foundations, collaboration, cybersecurity, cloud/hybrid, and data insights—and understand how they work together.
- **Plan:** Develop a strategic technology plan that maps your current state to desired future state to achieve your clinical and operational goals.
- **Act:** Create a compelling business case that bridges stakeholder experiences, outcomes, and technology.

DCA Technology Domains

 Network Foundations	 Collaboration	 Cybersecurity	 Cloud/Hybrid	 Data Insights
Support the efficient movement of health records, patient and other medical data between systems and end users.	Ensure secure, reliable video, voice, and text to enable better clinical communications and helps streamline your telephony technology, messaging and conferencing.	Establish the proper practices and governance while leveraging data, AI and organizational alignment to expedite recovery and reduce future risk.	Uncover the current stage of cloud maturity and identify transformation capabilities needed to move to the next stage.	Ensure data quality systems and components are implemented to improve data quality in your organization.

Cisco CX DCA services

DCA Assessment		DCA Planning	
Workshop Outcomes	Infrastructure Maturity	IT Strategic Alignment	Technology Roadmap
<ul style="list-style-type: none"> Define the organization’s strategic, operational and clinical aspirations Conduct workshops with business and clinical leaders Identify outcomes which will be used to inform guidance 	<ul style="list-style-type: none"> Domain-based technology workshops Complete Domains Assessment Questionnaire Workshops run by Cisco CX Health care team 	<ul style="list-style-type: none"> Project and operational workload Financial and Human Resource alignment Capability impact and level of effort mapping 	<ul style="list-style-type: none"> Capability Layer high-level architecture Technology Layer high level architecture Technical alignment and feasibility Establish phases and critical path
Customer Outcomes / Key Deliverables		Customer Outcomes / Key Deliverables	
Gap Assessment Analysis Report , Outcome alignment and Executive Summary		Tailored 12-to-36-month roadmap and investment schedule that aligns business strategies and outcomes to technical capabilities.	

Next steps

To learn more, contact your Cisco Account Manager, authorized partner, or CXHealthcareBD@cisco.com for assistance.