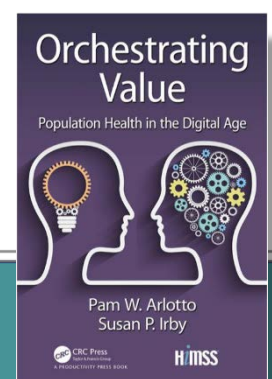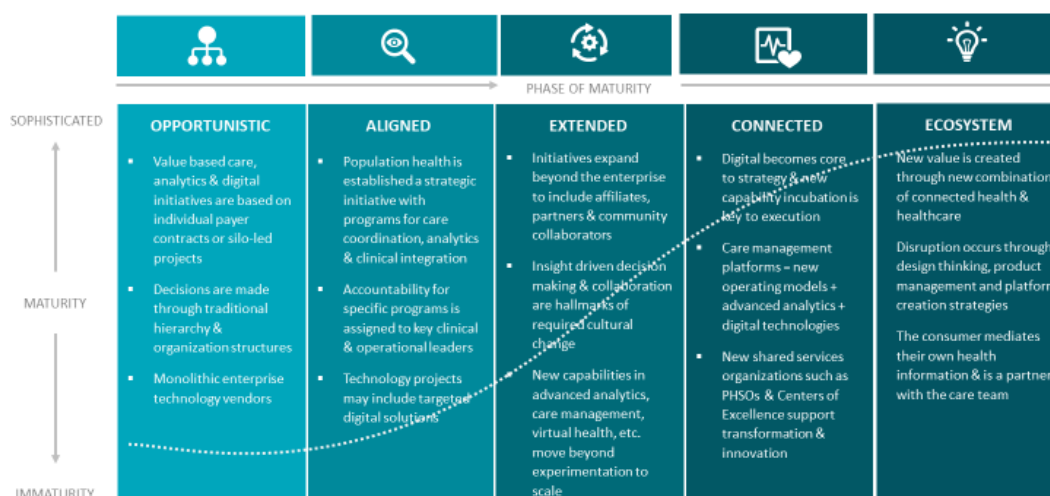# Stages of Digital Transformation

A Road Map

Many incumbent healthcare organizations see the promise of digital transformation and population health, but struggle with defining their goals, and distilling an actionable plan that will speed realization of these goals while managing risks and overall costs. The Digital Transformation Road Map can be a useful tool in planning and measuring success along the path. Specifically, the road map can be helpful as leaders:

- Deal with uncertainty
- Access readiness and current state
- Describe the future vision and key milestones in accomplishing that vision
- Understand and communicate next steps in each stage
- Compare your progress with others using a common language
- Promote accomplishments within the enterprise, with key partners and across the health and healthcare ecosystem

The Digital Transformation Road Map provided below is a key component of your organization's value orchestration playbook. Each stage and the work-to-be-done within each stage, should be customized and adapted to the specifics of your organization, its culture and capabilities.

ORCHESTRATING VALUE: PHASES OF MATURITY

OPPORTUNISTIC	ALIGNED	EXTENDED	CONNECTED	ECOSYSTEM
Value based care, analytics & digital initiatives are based on individual payer contracts or silo-led projects	Population health is established a strategic initiative with programs for care coordination, analytics & clinical integration	Initiatives expand beyond the enterprise to include affiliates, partners & community collaborators	Digital becomes core to strategy & new capability incubation is key to execution	New value is created through new combinations of connected health & healthcare
Decisions are made through traditional hierarchy & organization structures	Accountability for specific programs is assigned to key clinical & operational leaders	Insight driven decision making & collaboration are hallmarks of required cultural change	Care management platforms – new operating models + advanced analytics + digital technologies	Disruption occurs through design thinking, product management and platform creation strategies
Monolithic enterprise technology vendors	Technology projects may include targeted digital solutions	New capabilities in advanced analytics, care management, virtual health, etc. move beyond experimentation to scale	New shared services organizations such as PHSOs & Centers of Excellence support transformation & innovation	The consumer mediates their own health information & is a partner with the care team