

INFRAM

HIMSS SOLUTION

Infrastructure Adoption Model
Achievement Assessment Report

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Table of Contents

Infrastructure Adoption Model

- Model Description
- Purpose
- Methodology

Baseline Achievement

- Executive Summary
- Assessment Overview
- Breakdown by Focus Area

Cybersecurity

- Focus Area Overview
- Opportunities

IT Management & Performance

- Focus Area Overview
- Opportunities

Adoption

- Focus Area Overview
- Opportunities

Outcomes

- Focus Area Overview
- Opportunities

Sustainability

- Assessment Area Overview
- Responses

Contacts

Infrastructure Adoption Model

Model Description

The INFRAM is an eight stage Maturity Model (0-7), starting at Stage 0 and working towards the pinnacle of demonstrating organization-wide effective use of information technology investments. INFRAM provides organizations with a roadmap for advancing their infrastructure capabilities and digital maturity. By leveraging this model, organizations can make informed decisions about their technology investments and ensure that their infrastructure supports their strategic objectives and desired outcomes. The stages have requirements in four focus areas:

Cybersecurity

IT Management & Performance



Adoption

Outcomes

Additionally, a fifth area has been introduced as a guiding principle. It is not intended to be scored or directly evaluated like other focus areas. Instead, it represents a forward-looking, future-oriented perspective:

Sustainability

The organization is committed to reducing its carbon footprint and has implemented various measures to achieve this goal. Hospital leaders have designated an individual or team responsible for overseeing activities related to reducing greenhouse gas emissions. This individual works in coordination with clinical and facility representatives to ensure a comprehensive approach to carbon footprint reduction.

 	
7	Real-time feedback is provided and leveraged to drive clinical device adoption. AI/ML is implemented for threat monitoring. Cybersecurity principals are integrated extensions of organizational practice, supporting the needs of the mission/vision.
6	Advanced data analysis guides future investments. Systems and processes leverage cybersecurity best practices. Communication channels for stakeholders are established for routine and critical updates.
5	Critical systems are monitored for threats and vulnerabilities. Risks are categorized based on likelihood and impact. Basic data analysis informs information and technology investments.
4	Contracts with third parties are aligned with cybersecurity objectives. Simulation lab aids clinical device selection. Information and technology investment goals are evaluated based on need.
3	Asset management encompasses physical devices, software, and interfaces. Critical system development in the CMDB has begun. Risk assessments are completed to assess supply chain risks.
2	Cybersecurity staff training is mandatory. Policies, including online service initiatives, are in place to manage supply chain risks and usage of clinical devices.
1	Governance connects information and technology funds to anticipated operational, financial, and clinical enhancements.
0	Cybersecurity policies are poorly defined. Critical infrastructure is not defined. Performance issue response is reactionary.

Purpose

The INFRAM is designed for healthcare organizations, including hospitals, clinics, and other healthcare providers, who want to assess and improve their infrastructure's digital maturity and technology adoption. It provides a framework for organizations to measure and benchmark their technology capabilities against a defined set of criteria. The model is also useful for regulatory bodies, such as government agencies, in evaluating an organization's technology capabilities and determining compliance with industry standards. Overall, INFRAM is aimed at promoting and enabling the adoption of technology infrastructure that can lead to improved healthcare outcomes.

The internationally applicable INFRAM incorporates methodology and algorithms to flexibly score regardless of care setting, including hospital-at-home programs and other emerging care settings. INFRAM scores health organizations around the world relative to their digital maturity, providing a detailed road map to facilitate adoption and begin a digital transformation journey towards aspirational outcomes.

Measuring an account's digital maturity via INFRAM provides insights into areas that are performing below expectations and areas for additional engagement opportunities to support overall digital performance and transformation. The model provides the support needed to identify the impact on outcomes the infrastructure produces: Clinical, operational, financial outcomes and workforce satisfaction. By aligning infrastructure improvements with organizational objectives and increasing adoption, organizations can expect to see improved outcomes. By effectively minimizing risks, the organization is more likely to achieve high levels of adoption and improved outcomes.

Cybersecurity

The practice of protecting digital systems, networks, and devices from unauthorized access, theft, damage, and other cyber threats.

IT Management & Performance

The management of infrastructure resources such as hardware, software, and network resources to ensure their availability, reliability, and performance. INFRAM performance metrics can include measures of resource utilization, capacity planning, and availability.

Adoption

The extent to which users interact with and utilize clinician or patient facing technologies. This can be measured by metrics such as the number of logins, the frequency of usage, and the duration of each session.

Outcomes

The ability of an organization's infrastructure to support the achievement of strategic objectives and desired outcomes. This includes the effectiveness and efficiency of the technology, as well as its impact on patient care, safety, and experience. Evaluation takes place at each stage of the model, and improvements are recommended to advance the organization's infrastructure capabilities and maturity.

Sustainability

This introductory measurement captures how the organization is committed to reducing its carbon footprint and has implemented various measures to achieve this goal. Hospital leaders have designated an individual or team responsible for overseeing activities related to reducing greenhouse gas emissions. This individual works in coordination with clinical and facility representatives to ensure a comprehensive approach to carbon footprint reduction.

Methodology

To be assessed against INFRAM a healthcare organization completes an online assessment. This evaluation is composed of a list of requirement statements that will require a broad team effort to complete, taking approximately eight hours for a coordinated effort. The organization completes the evaluation by self-assessing their performance against each requirements statement.

Using a Likert Scale and Yes/No scoring methodology, the assessment responses are tabulated to derive accomplishment for each stage, and against the overall model. To achieve a given stage an organization must fulfill the minimum requirements and score 70% or better for overall accomplishment for that stage and all previous stages.

- **Not Enabled** - The capabilities referenced in the criteria statement are not typically or rarely available
- **Minimally Enabled** - The capabilities referenced in the criteria statement are available in a limited manner
- **Somewhat Enabled** - The capabilities referenced in the criteria statement are available roughly half the time
- **Mostly Enabled** - The capabilities referenced in the criteria statement are generally available most of the time
- **Fully Enabled** - The capabilities referenced in the criteria statement are almost always or always available
- **Not Applicable** - The capabilities referenced in the criteria statement are not relevant

*Note N/A responses require further validation by HIMSS for stage level achievement

To achieve INFRAM Stage 6 the organization must be scored at INFRAM Stage 6 and successfully pass a formal validation process by a HIMSS reviewer.

INFRAM Stage 7 can be achieved if the organization has been validated successfully as INFRAM Stage 6 and can demonstrate that it has achieved aspirational, data driven improvements. A formal validation process with subject matter experts selected by HIMSS is required.

Opportunity Highlighting

The analysis below uses highlighting to identify current standing and various ways to strengthen and improve your INFRAM score. These are the colors used:

- **Red highlights** - indicate the INFRAM stages in baseline achievement sections of the report where the minimum criteria are not met, and in the opportunities sections the minimum requirements that must be met.
- **Yellow highlights** - reserved for baseline achievement sections of the report, show that minimum requirements are met but the 70% threshold of a INFRAM stage has not yet been achieved.
- **Green highlights** - reserved for baseline achievement sections of the report, show that minimum requirements and the 70% threshold of a INFRAM stage have been achieved.
- **Blue highlights** - reserved for opportunity sections of the report, show criteria on the next stage in which the 70% threshold of the current overall INFRAM stage is not met.
- **Purple highlights** - reserved for opportunity sections of the report, show criteria on the next stage in which the 70% threshold of the current focus area stage is not met.

Baseline Achievement

Executive Summary

The Infrastructure Adoption Model (INFRAM) score is derived by comparing the accomplishments of the healthcare organization against the INFRAM. The overall score represents the organizations' overall progress towards advancing digital maturity and health and care outcomes in health care settings. Stages not represented in an area are identified by N/A in the scoring tables below.

Assessment Overview

The scoring in the following table is based on information collected via the HIMSS INFRAM online self-assessment. Any stage 6 or 7 achievements listed in this section are approximated and require a review by HIMSS subject matter expert (validation). If your Stage Achievement is a 6 or 7, a HIMSS associate will contact you to discuss the next steps in your digital transformation journey. You can also contact us at customerservice@himss.org.

Stage achievement	4	Highest stage according to the online self-assessment
Percent achievement	84%	% accomplishment against the model
Stage 7	68%	Stage not achieved
Stage 6	81%	Stage achieved
Stage 5	79%	Stage not achieved
Stage 4	82%	Stage achieved
Stage 3	85%	Stage achieved
Stage 2	87%	Stage achieved
Stage 1	92%	Stage achieved

Color Legend
Stage criteria achieved
70% of Stage criteria not met
Minimum requirements not met

Breakdown by Focus Area

	Cybersecurity	IT Management & Performance	Adoption	Outcomes
Stage achievement	7	6	4	5
Percent achievement	96%	83%	79%	76%
Stage 7	100%	68%	43%	52%
Stage 6	95%	89%	81%	59%
Stage 5	91%	81%	70%	71%
Stage 4	96%	79%	71%	97%
Stage 3	96%	86%	75%	100%
Stage 2	95%	87%	81%	100%
Stage 1	98%	88%	97%	100%

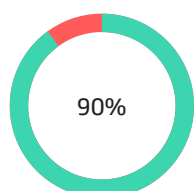
N/A – Selected responses require further validation by HIMSS for stage level achievement

N/A refers to stage not represented in area for assessment scoring.

Introductory Measure of Sustainability

New to this model is the measure of Sustainability. As an introductory measure, this rating does not impact an organization's overall Stage Achievement, but provides insights into how the organization is committed to reducing its carbon footprint and has implemented various measures to achieve this goal. While it does not impact scoring, sustainability is important as ever to the communities we serve and our ability to impact our surrounding environment.

Your Percent Achievement is:



Cybersecurity

Focus Area Overview

In the absence of a cybersecurity program, an organization becomes highly vulnerable to cyber threats and attacks, risking significant security incidents that could severely impact its reputation, financial stability, and customer trust. Without proper inventorying of physical devices, software, and interfaces for critical systems, the organization may struggle to accurately identify and manage vulnerabilities.

Enterprise security policies and processes need to be established to meet regulatory, legal, risk, environmental, and operational requirements. Response plans, including incident response, business continuity, incident recovery, and disaster recovery plans, should be in place and regularly managed.

Managing physical access to assets throughout their lifecycle is essential to prevent unauthorized access. All users should be informed of cybersecurity threats and trained to prevent incidents, while privileged users understand their roles and responsibilities regarding sensitive data.

Monitoring of personnel activity, networks, physical environments and external service provider activity helps detect potential cybersecurity events, and investigations are conducted based on notifications from detection systems.

Stage Achievement	7	
Percent Achievement	96%	
Stage 7	100%	Stage achieved
Stage 6	95%	Stage achieved
Stage 5	91%	Stage achieved
Stage 4	96%	Stage achieved
Stage 3	96%	Stage achieved
Stage 2	95%	Stage achieved
Stage 1	98%	Stage achieved

Color Legend
Stage criteria achieved
70% of Stage criteria not met
Minimum requirements not met

Opportunities

Stage	Criteria	Your Performance
7	The organization demonstrates its commitment to improving cybersecurity and maintaining full control of its assets by the connection and alignment of the Vision and Mission of the organization with the annual work plan of the cybersecurity teams.	Fully Enabled
7	The organization uses security policies, procedures and processes to manage and monitor regulatory, legal, environmental and operational risks.	Fully Enabled
7	Real-time mechanisms are used to verify the integrity of hardware.	Fully Enabled
7	Human Resources (the HR department) has a cybersecurity screening process.	Fully Enabled
7	A vulnerability management plan is developed and implemented.	Fully Enabled
7	The organization routinely monitors anomaly and event incident alerts.	Fully Enabled
7	Regular vulnerability scans are conducted.	Fully Enabled
7	Voluntary information (Lessons Learned) sharing with external stakeholders is conducted to improve overall cybersecurity situational awareness and response capabilities.	Fully Enabled
6	The organization understands and is compliant with legal and regulatory requirements relating to cybersecurity.	Fully Enabled

Stage	Criteria	Your Performance
6	The organization identifies and prioritizes responses based on the determined risk.	Fully Enabled
6	The organization's determination of risk tolerance is extended to its technical infrastructure and is associated with sector specific risk analysis.	Fully Enabled
6	Suppliers and third-party partners collaborate with cyber response and recovery planning tests.	Somewhat Enabled
6	User identity authentication and access is validated against pre-defined and agreed credentials.	Fully Enabled
6	Users, devices, and other assets are aligned with risk-based security measures, such as multi-factor authentication.	Mostly Enabled
6	The development and testing environment is separated from the production environment.	Fully Enabled
6	Business Continuity and Disaster Recovery plans are implemented and managed.	Fully Enabled
6	Business Continuity and Disaster Recovery plans are regularly tested.	Fully Enabled
6	The organization established thresholds and triggers for anomaly and event incident alerts.	Fully Enabled
6	Ongoing monitoring is performed to detect unauthorized personnel, connections, devices, and software.	Fully Enabled
6	The efficiency and efficacy of detection processes are continuously reviewed.	Fully Enabled
6	Coordination with relevant stakeholders is maintained and communicated during incident response.	Fully Enabled
6	The organization incorporates lessons learned and updates response plans.	Fully Enabled
6	The organization updates response strategies as required.	Fully Enabled
6	Communication channels are established to inform relevant stakeholders, including external resources, executives and management teams, about recovery activities and progress.	Fully Enabled
5	Hardware and software systems are automatically monitored for signs of inappropriate access/activity.	Fully Enabled
5	The organization uses identified threats, vulnerabilities, likelihoods, and impacts to determine risk.	Fully Enabled
5	The organization has a process for agreeing and applying risk tolerance.	Fully Enabled
5	The cybersecurity and IT Security are contractual obligations of suppliers and third-party partners are regularly tested.	Somewhat Enabled
5	Access to the organization network is managed and restricted through network segregation and segmentation.	Somewhat Enabled
5	Cybersecurity personnel are trained and understand their roles and responsibilities in implementing and maintaining the organization's cybersecurity program.	Fully Enabled
5	Mechanisms are used to verify the integrity of software, firmware, and information.	Fully Enabled
5	Effectiveness of protection assets is shared across the organization to ensure they are optimally utilized.	Fully Enabled
5	System resilience and availability is maximized by failsafe, load balancing, and hot swap in both normal and adverse situations.	Fully Enabled
5	The organization assesses the impact of anomalies and events using modeling and predictions.	Mostly Enabled
5	External service provider activity is continuously monitored to detect potential cybersecurity events.	Fully Enabled
5	Relevant information from a security event detection is communicated to the appropriate stakeholders.	Fully Enabled
5	Information is shared with appropriate internal and external stakeholders in accordance with established response plans.	Fully Enabled
5	Recovery strategies are regularly reviewed and updated to ensure their relevance and effectiveness.	Fully Enabled
4	Third-party interfaces into and out of critical systems are listed in an inventory and regularly monitored.	Mostly Enabled
4	The organization identifies potential business impacts and likelihoods associated with threats.	Fully Enabled
4	The organization has approved and deployed risk management processes.	Fully Enabled

Stage	Criteria	Your Performance
4	Contracts with suppliers and third-party partners support the cybersecurity program and cyber supply chain risk management plan.	Fully Enabled
4	Access permissions and authorizations are effectively managed, adhering to the principles of least privilege and separation of duties to minimize potential risks.	Fully Enabled
4	The senior management team ensures that all members of staff receive annual cybersecurity training that is specific to their role.	Fully Enabled
4	Measures are implemented to prevent data leaks.	Mostly Enabled
4	Processes are continuously improved to enhance the organization's overall security posture.	Fully Enabled
4	Communications and control networks are secured to protect against unauthorized access and data breaches.	Fully Enabled
4	The organization gathers real-time data and correlates event information from multiple sources and sensors.	Fully Enabled
4	Unauthorized mobile code is detected through ongoing monitoring.	Fully Enabled
4	The effectiveness of detection processes is regularly tested.	Fully Enabled
4	The response plan is executed during or after an incident to mitigate the impact and restore normal operations.	Fully Enabled
4	Incidents are promptly identified and reported according to established criteria.	Fully Enabled
4	The organization develops mitigation for new vulnerabilities or documents them as accepted risks.	Fully Enabled
4	Lessons learned from previous incidents are incorporated into recovery plans to improve their effectiveness.	Fully Enabled
3	All Information Assets are listed in an inventory/register (CMDB).	Mostly Enabled
3	Threats to infrastructure, including internal and external, are identified and electronically documented by software.	Fully Enabled
3	A cyber supply chain risk assessment process is implemented to manage and assess suppliers and third-party partners.	Fully Enabled
3	Robust management of remote access is implemented to ensure secure, encrypted and controlled connections to systems.	Fully Enabled
3	Suppliers and third-party stakeholders are informed of their roles and responsibilities in relation to cybersecurity.	Fully Enabled
3	Assets are formally managed throughout their lifecycle, including purchase, removal, transfers, and disposition.	Fully Enabled
3	The need and availability of assets is regularly tested through surveys and audits.	Mostly Enabled
3	Backups of information are conducted, maintained, and tested regularly.	Fully Enabled
3	The principle of least functionality is applied by configuring systems to provide only essential capabilities.	Fully Enabled
3	Detected cyber events are analyzed to understand attack targets and methods.	Fully Enabled
3	Malicious code is detected through ongoing monitoring and testing.	Fully Enabled
3	Detection activities are conducted in compliance with all applicable policies and procedures.	Fully Enabled
3	Clear roles and responsibilities for incident response are established and communicated to all personnel relevant to the incident.	Fully Enabled
3	Incidents are categorized in accordance with response plans.	Fully Enabled
3	There is a process for receiving, analyzing, and responding to vulnerabilities from internal and external sources.	Fully Enabled
3	Recovery plans are executed promptly and effectively during or after a cybersecurity incident.	Fully Enabled
2	An organization-wide cybersecurity policy has been developed, approved and communicated to all relevant stakeholders.	Fully Enabled
2	The organization gathers cyber threat intelligence from external sources and meetings with peers.	Fully Enabled
2	The organization has a cyber supply chain risk management process in place and works in collaboration with key stakeholders.	Fully Enabled
2	Physical access to assets is effectively managed and protected to prevent unauthorized entry or tampering.	Fully Enabled

Stage	Criteria	Your Performance
2	Privileged users, who have access to sensitive data, are provided with specific training.	Somewhat Enabled
2	Encryption is applied to data in transit.	Mostly Enabled
2	Organizational policy or national guidance allow data (regardless of the type of media) to be safely and securely destroyed.	Fully Enabled
2	The organization has implemented System Development Life Cycle (SDLC) approach.	Fully Enabled
2	Organizational policy restricts the use of removable media, and personal devices.	Fully Enabled
2	The organization establishes and manages a baseline of network operations and expected data flows for users and systems.	Fully Enabled
2	The physical environment is continuously monitored to detect potential cybersecurity events.	Fully Enabled
2	Personnel activity is continuously monitored to detect potential cybersecurity events.	Fully Enabled
2	Well-defined roles and responsibilities for detection are established to ensure clear accountability.	Fully Enabled
2	The organization has established a cybersecurity event response plan.	Fully Enabled
2	The organization analyses and learns from the impact of incidents.	Fully Enabled
2	Established processes are in place to contain, mitigate and resolve incidents.	Fully Enabled
2	The organization conducts forensic investigations when required.	Fully Enabled
2	Documented recovery plans are in place for cybersecurity incidents.	Fully Enabled
1	The organization has met a national or industry-recognized cybersecurity standard.	Yes
1	The organization follows a risk-based approach to cybersecurity, prioritizing hardware, personnel, devices, data, and software based on their classification, criticality, and business value.	Yes
1	The organization identifies and documents the vulnerabilities of its assets in the corporate risk register.	Fully Enabled
1	The organization manages the identities and credentials of authorized devices, users and processes - e.g., tests and audits.	Fully Enabled
1	Cybersecurity awareness training is provided annually to all members of staff, outsourced services, contractors and others.	Fully Enabled
1	Encryption is applied to data at rest.	Mostly Enabled
1	The operating environment of assets is covered by policy and regulation.	Fully Enabled
1	A baseline configuration of information technology/industrial control systems is implemented and maintained with security principles, such as the concept of least functionality, in mind.	Fully Enabled
1	Security audit and log records are identified, documented, implemented, and reviewed in compliance with organizational policies.	Fully Enabled
1	Continuous monitoring in real-time of the network is conducted to detect potential cybersecurity events.	Fully Enabled
1	Notifications received from detection systems are investigated.	Fully Enabled

Color Legend

Areas for overall Stage improvement

Areas for Focus Area Stage improvements

Minimum requirement gap up to Stage 7

IT Management & Performance

Focus Area Overview

This focus area places a strong emphasis on monitoring and improving IT performance measures for critical system infrastructure to ensure optimal efficiency and effectiveness of IT operations. Several key performance measures are carefully tracked and managed through the governance process, providing valuable insights for decision-making and continuous improvement.

A Change Advisory Board (CAB) ensures changes to critical systems and infrastructure are reviewed, approved, contain necessary backout plans and are accurately reflected in the Change Management Data Base (CMDB). Root cause analysis for failures are performed that is used by leadership to prioritize IT investments, ensuring that resources are allocated to address the underlying causes of issues and improve overall performance.

Monitoring tools, including AI tools, are available to track and manage critical systems as defined in the CMDB. This enables effective monitoring and management of the organization's IT infrastructure. The governance process receives data on the organization's target percentage and Senior leadership analyzes this data to identify areas for improvement and refine the organization's targets.

Stage Achievement	6	
Percent Achievement	83%	
Stage 7	68%	Stage not achieved
Stage 6	89%	Stage achieved
Stage 5	81%	Stage achieved
Stage 4	79%	Stage achieved
Stage 3	86%	Stage achieved
Stage 2	87%	Stage achieved
Stage 1	88%	Stage achieved

Color Legend
Stage criteria achieved
70% of Stage criteria not met
Minimum requirements not met

Opportunities

Stage	Criteria	Your Performance
7	Change Advisory Board (CAB) approved changes are reflected in a Configuration Management Database (CMDB).	Mostly Enabled
7	The organization uses guidelines for outages that are considered and approved by senior management team.	Fully Enabled
7	Machine Learning (AI) tools are able to identify anomalies in critical systems and adjust as needed.	Somewhat Enabled
7	First Call Resolution - The organization analyzes and reports on First Call Resolution and has a plan in place to refine the targets.	Mostly Enabled
7	Desktop Remote Control - The organization analyzes and reports on Desktop Remote Control and has a plan in place to refine the targets.	Not Enabled
7	Second Line Resolution - The organization analyzes and reports on Second Line Resolution and has a plan in place to refine the targets.	Fully Enabled
7	Campus Connectivity - The organization analyzes and reports on Campus Connectivity and has a plan in place to refine the targets.	Fully Enabled
7	The organization uses advanced predictive support utilizing Machine Learning (AI) for discovery and mitigation of support incidents.	Somewhat Enabled
7	Secure Remote Access - The organization analyzes and reports on Secure Remote Access and has a plan in place to refine the targets.	Somewhat Enabled
7	Quality of Service (QoS) - The organization analyzes and reports on Quality of Service (QoS) and has a plan in place to refine the targets.	Somewhat Enabled

Stage	Criteria	Your Performance
7	Wireless Coverage and Performance - The organization analyzes and reports on Wireless Coverage and Performance and has a plan in place to refine the targets.	Fully Enabled
7	Passive and Active Wireless Surveys - The organization analyzes and reports on Passive and Active Wireless Survey results and has a plan in place to refine the targets.	Mostly Enabled
7	Object or Resource Tracking - The organization analyzes and reports on the effectiveness of Object or Resource Tracking and has a plan in place to refine the targets.	Fully Enabled
7	Wayfinding on Personal Devices (BYOD) - The organization analyzes and reports on the effectiveness of Wayfinding on Personal Devices and has a plan in place to refine the targets.	Not Enabled
7	Wireless MDM - The organization analyzes and reports on the effectiveness of Wireless Mobile Device Management (MDM or similar) and has a plan in place to refine the targets.	Fully Enabled
7	BYOD - Devices - The organization analyzes and reports on devices they do not own (BYOD - devices owned by a staff member) and has a plan in place to refine the targets.	Not Enabled
7	Root cause analysis is used by the organization to reduce future outages or to improve on scheduled downtime timing.	Fully Enabled
6	Simulated disaster events are conducted annually.	Mostly Enabled
6	Configuration Items (CI) lifecycle management is integrated into Change Management controls.	Fully Enabled
6	Monitoring tools are available to track, alert and aid management of critical systems defined in Configuration Management Database (CMDB).	Mostly Enabled
6	Performance measures include predictive support, integrated operations from Network Operations Center (NOC) to field, continuous and adaptive analysis and a knowledge repository.	Mostly Enabled
6	The network is redundant with intelligent control that can dynamically adjust for optimal performance.	Fully Enabled
6	System recovery is associated with an approved and tested procedure based on the priority matrix.	Fully Enabled
6	A root cause analysis is performed for unscheduled outages, planned outages that fail to meet the outage window or planned outages that have to be rolled back.	Fully Enabled
5	Outage (downtime) procedures are agreed and reviewed at least every 12 months.	Fully Enabled
5	Staff are trained in downtime processes specific to their role.	Fully Enabled
5	What percent of critical systems are defined within Configuration Management Database (CMDB).	90-100%
5	The criticality of systems is defined within a priority matrix.	Fully Enabled
5	First Call Resolution - The organization analyzes and reports on the target percentages of First Call Resolution.	Fully Enabled
5	Desktop Remote Control - The organization analyzes and reports on the target percentages of Desktop Remote Control activities.	Minimally Enabled
5	Second Line Resolution - The organization analyzes and reports on the target percentages of Second Line Resolution.	Fully Enabled
5	Campus Connectivity - The organization analyzes and reports on the target percentages of Campus Connectivity.	Fully Enabled
5	Campus Connectivity - >85% of infrastructure is less than six years old.	51-70%
5	Campus Connectivity - >85% of infrastructure is covered by a support contract.	51-70%
5	Processing Infrastructure - >85% of infrastructure is less than six years old.	86-100%
5	Processing Infrastructure - >85% of infrastructure is covered by a support contract.	86-100%
5	Storage Infrastructure - >85% of infrastructure is less than six years old.	86-100%
5	Storage Infrastructure - >85% of infrastructure is covered by a support contract.	86-100%

Stage	Criteria	Your Performance
5	Service level agreements describe advanced support with end-to-end integration of services, adaptive analysis and standardized procedures.	Somewhat Enabled
5	Secure Remote Access - The organization analyzes and reports on the target percentages of Secure Remote Access.	Somewhat Enabled
5	Quality of Service (QoS) - The organization analyzes and reports on the target percentages of Quality of Service (QoS).	Fully Enabled
5	The organization's network is redundant and designed to remain operational without downtime.	Fully Enabled
5	Wireless Coverage and Performance - The organization analyzes and reports on the target percentages of Wireless Coverage and Performance.	Fully Enabled
5	Passive and Active Wireless Surveys - The organization analyzes and reports on the target percentages of Passive and Active Wireless Surveys.	Somewhat Enabled
5	Object or Resource Tracking - The organization analyzes and reports on the target percentages of Object or Resource Tracking.	Fully Enabled
5	Wayfinding on Personal Devices (BYOD) - The organization analyzes and reports on the target percentages of Wayfinding on Personal Devices.	Not Enabled
5	Wireless MDM - The organization analyzes and reports on the target percentages of Wireless Mobile Device Management (MDM or similar).	Fully Enabled
5	BYOD - Devices - The organization analyzes and reports on target percentages of devices they do not own (BYOD - devices owned by a staff member).	Not Enabled
5	Skill gaps are addressed by professional development initiatives.	Yes
5	System recovery is associated with an approved and tested communication plan.	Fully Enabled
5	Front-line staff are trained in downtime procedures for their roles and responsibilities.	Fully Enabled
4	The Change Advisory Board (CAB) conducts root cause analysis on agreed change that fails.	Fully Enabled
4	The relationships of Configuration Items (CI) are defined.	Mostly Enabled
4	First Call Resolution - The organization has a process supported by appropriate governance that establishes a target for First Call Resolution fully enabled.	Fully Enabled
4	First Call Resolution - The target percentages are set to >89%.	50-89%
4	First Call Resolution - In the previous four months, the average percentages achieved are >89%.	50-89%
4	Desktop Remote Control - The organization has a process supported by appropriate governance that establishes a target for Desktop Remote Control fully enabled.	Fully Enabled
4	Desktop Remote Control - The target percentages are set to >89%.	90-100%
4	Desktop Remote Control - In the previous four months, the average percentages achieved are >89%.	0%
4	Second Line Resolution - The organization has a process supported by appropriate governance that establishes a target for Second Line Resolution fully enabled.	Fully Enabled
4	Second Line Resolution - The target percentages are set to >89%.	50-89%
4	Second Line Resolution - In the previous four months, the average percentages achieved are >89%.	50-89%
4	Campus Connectivity - The organization has a process supported by appropriate governance that establishes a target for Campus Connectivity fully enabled.	Fully Enabled
4	Campus Connectivity - The target percentages are set to >89%.	90-100%
4	Campus Connectivity - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Campus Connectivity - >70% of infrastructure is less than six years old.	51-70%

Stage	Criteria	Your Performance
4	Campus Connectivity - >70% of infrastructure is covered by a support contract.	51-70%
4	Processing Infrastructure - >70% of infrastructure is less than six years old.	86-100%
4	Processing Infrastructure - >70% of infrastructure is covered by a support contract.	86-100%
4	Storage Infrastructure - >70% of infrastructure is less than six years old.	86-100%
4	Storage Infrastructure - >70% of infrastructure is covered by a support contract.	86-100%
4	The organization has automated support, end-to-end integration of services, rules-driven analysis, automated responses.	Somewhat Enabled
4	Secure Remote Access - The organization has a process supported by appropriate governance that establishes a target for Secure Remote Access fully enabled.	Fully Enabled
4	Secure Remote Access - The target percentages are set to >89%.	90-100%
4	Secure Remote Access - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Quality of Service (QoS) - The organization has a process supported by appropriate governance that establishes a target for Quality of Service (QoS) fully enabled.	Somewhat Enabled
4	Quality of Service (QoS) - The target percentages are set to >89%.	90-100%
4	Quality of Service (QoS) - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Wireless Coverage and Performance - The organization has a process supported by appropriate governance that establishes a target for Wireless Coverage and Performance fully enabled.	Fully Enabled
4	Wireless Coverage and Performance - The target percentages are set to >89%.	90-100%
4	Wireless Coverage and Performance - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Passive and Active Wireless Surveys - The organization has a process supported by appropriate governance that establishes a target for Passive and Active Wireless Surveys fully enabled.	Mostly Enabled
4	Passive and Active Wireless Surveys - The target percentages are set to >89%.	50-89%
4	Passive and Active Wireless Surveys - In the previous four months, the average percentages achieved are >89%.	50-89%
4	Object or Resource Tracking - The organization has a process supported by appropriate governance that establishes a target for Object or Resource Tracking fully enabled.	Fully Enabled
4	Object or Resource Tracking - The target percentages are set to >89%.	90-100%
4	Object or Resource Tracking - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Wayfinding on Personal Devices (BYOD) - The organization has a process supported by appropriate governance that establishes a target for Wayfinding on Personal Devices fully enabled.	Not Enabled
4	Wayfinding on Personal Devices (BYOD) - The target percentages are set to >89%.	0%
4	Wayfinding on Personal Devices (BYOD) - In the previous four months, the average percentages achieved are >89%.	0%
4	Wireless MDM - The organization has a process supported by appropriate governance that establishes a target for Wireless Mobile Device Management (MDM or similar) and the devices that will be covered fully enabled.	Fully Enabled
4	Wireless MDM - The target percentages are set to >89%.	Not Reported
4	Wireless MDM - In the previous four months, the average percentages achieved are >89%.	90-100%
4	BYOD - Devices - The organization has a process supported by appropriate governance that establishes a target for devices not owned by the organization (BYOD - devices owned by a staff member, patients and third party/suppliers) fully enabled.	Fully Enabled
4	BYOD - Devices - The target percentages are set to >89%.	90-100%

Stage	Criteria	Your Performance
4	BYOD - Devices - In the previous four months, the average percentages achieved are >89%.	0%
4	>75 percent of staff meet technical requirements in the job description.	76-100%
4	Downtime is associated with an approved and tested communication plan.	Fully Enabled
3	A Communication plan is agreed for scheduled outages (planned downtime).	Fully Enabled
3	A Communication plan is agreed for unscheduled outages (unplanned downtime).	Fully Enabled
3	Assets are defined in a Configuration Management Database (CMDB).	Mostly Enabled
3	Configuration Items (CI) and attributes are defined. E.g., locations and offices, employees and customers, software and applications, documentation, hardware, incidents, modifications, and clients.	Mostly Enabled
3	First Call Resolution - The organization has a process supported by appropriate governance that establishes a target for First Call Resolution mostly enabled.	Fully Enabled
3	First Call Resolution - The target percentages are set to >49%.	50-89%
3	First Call Resolution - In the previous four months, the average percentages achieved are >49%.	50-89%
3	Desktop Remote Control - The organization has a process supported by appropriate governance that establishes a target for Desktop Remote Control mostly enabled.	Fully Enabled
3	Desktop Remote Control - The target percentages are set to >49%.	90-100%
3	Desktop Remote Control - In the previous four months, the average percentages achieved are >49%.	0%
3	Second Line Resolution - The organization has a process supported by appropriate governance that establishes a target for Second Line Resolution mostly enabled.	Fully Enabled
3	Second Line Resolution - The target percentages are set to >49%.	50-89%
3	Second Line Resolution - In the previous four months, the average percentages achieved are >49%.	50-89%
3	Campus Connectivity - The organization has a process supported by appropriate governance that establishes a target for Campus Connectivity mostly enabled.	Fully Enabled
3	Campus Connectivity - The target percentages are set to >49%.	90-100%
3	Campus Connectivity - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Campus Connectivity - >50% of infrastructure is less than six years old.	51-70%
3	Campus Connectivity - >50% of infrastructure is covered by a support contract.	51-70%
3	Processing Infrastructure - >50% of infrastructure is less than six years old.	86-100%
3	Processing Infrastructure - >50% of infrastructure is covered by a support contract.	86-100%
3	Storage Infrastructure - >50% of infrastructure is less than six years old.	86-100%
3	Storage Infrastructure - >50% of infrastructure is covered by a support contract.	86-100%
3	The organization has managed support, basic network operations center, integrated support applications, standardized procedures, event correlations.	Fully Enabled
3	Secure Remote Access - The organization has a process supported by appropriate governance that establishes a target for Secure Remote Access mostly enabled.	Fully Enabled
3	Secure Remote Access - The target percentages are set to >49%.	90-100%
3	Secure Remote Access - In the previous four months, the average percentages achieved are >49%.	90-100%

Stage	Criteria	Your Performance
3	Quality of Service (QoS) - The organization has a process supported by appropriate governance that establishes a target for Quality of Service (QoS) mostly enabled.	Somewhat Enabled
3	Quality of Service (QoS) - The target percentages are set to >49%.	90-100%
3	Quality of Service (QoS) - In the previous four months, the average percentages achieved are >49%.	90-100%
3	The organization's network is fully redundant with active/standby configuration minimizing disruptions.	Mostly Enabled
3	Wireless Coverage and Performance - The organization has a process supported by appropriate governance that establishes a target for Wireless Coverage and Performance mostly enabled.	Fully Enabled
3	Wireless Coverage and Performance - The target percentages are set to >49%.	90-100%
3	Wireless Coverage and Performance - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Passive and Active Wireless Surveys - The organization has a process supported by appropriate governance that establishes a target for Passive and Active Wireless Surveys mostly enabled.	Mostly Enabled
3	Passive and Active Wireless Surveys - The target percentages are set to >49%.	50-89%
3	Passive and Active Wireless Surveys - In the previous four months, the average percentages achieved are >49%.	50-89%
3	Object or Resource Tracking - The organization has a process supported by appropriate governance that establishes a target for Object or Resource Tracking mostly enabled.	Fully Enabled
3	Object or Resource Tracking - The target percentages are set to >49%.	90-100%
3	Object or Resource Tracking - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Wayfinding on Personal Devices (BYOD) - The organization has a process supported by appropriate governance that establishes a target for Wayfinding on Personal Devices mostly enabled.	Not Enabled
3	Wayfinding on Personal Devices (BYOD) - The target percentages are set to >49%.	0%
3	Wayfinding on Personal Devices (BYOD) - In the previous four months, the average percentages achieved are >49%.	0%
3	Wireless MDM - The organization has a process supported by appropriate governance that establishes a target for Wireless Mobile Device Management (MDM or similar) and the devices that will be covered mostly enabled.	Fully Enabled
3	Wireless MDM - The target percentages are set to >49%.	Not Reported
3	Wireless MDM - In the previous four months, the average percentages achieved are >49%.	90-100%
3	BYOD - Devices - The organization has a process supported by appropriate governance that establishes a target for devices not owned by the organization (BYOD - devices owned by a staff member, patients and third party/suppliers) mostly enabled.	Fully Enabled
3	BYOD - Devices - The target percentages are set to >49%.	90-100%
3	BYOD - Devices - In the previous four months, the average percentages achieved are >49%.	0%
3	>49 percent of staff meet technical requirements in the job description.	76-100%
3	Downtime is assessed using a risk approach to further understand scale, impact, severity etc.	Fully Enabled
2	The Change Advisory Board (CAB) and key stakeholders review requests for change.	Fully Enabled
2	Changes approved by the Change Advisory Board (CAB) are associated with proven rollback plans.	Fully Enabled
2	Benefits of Configuration Management Database (CMDB) are articulated and communicated to senior management team.	Fully Enabled
2	Configuration Management Database (CMDB) is supported by governance arrangements.	Somewhat Enabled
2	First Call Resolution - The organization has a process supported by appropriate governance that establishes a target for First Call Resolution somewhat enabled.	Fully Enabled

Stage	Criteria	Your Performance
2	First Call Resolution - The target percentages are set to >25%.	50-89%
2	First Call Resolution - In the previous four months, the average percentages achieved are >25%.	50-89%
2	Desktop Remote Control - The organization has a process supported by appropriate governance that establishes a target for Desktop Remote Control somewhat enabled.	Fully Enabled
2	Desktop Remote Control - The target percentages are set to >25%.	90-100%
2	Desktop Remote Control - In the previous four months, the average percentages achieved are >25%.	0%
2	Second Line Resolution - The organization has a process supported by appropriate governance that establishes a target for Second Line Resolution somewhat enabled.	Fully Enabled
2	Second Line Resolution - The target percentages are set to >25%.	50-89%
2	Second Line Resolution - In the previous four months, the average percentages achieved are >25%.	50-89%
2	Campus Connectivity - The organization has a process supported by appropriate governance that establishes a target for Campus Connectivity somewhat enabled.	Fully Enabled
2	Campus Connectivity - The target percentages are set to >25%.	90-100%
2	Campus Connectivity - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Campus Connectivity - >30% of infrastructure is less than six years old.	51-70%
2	Campus Connectivity - >30% of infrastructure is covered by a support contract.	51-70%
2	Processing Infrastructure - >30% of infrastructure is less than six years old.	86-100%
2	Processing Infrastructure - >30% of infrastructure is covered by a support contract.	86-100%
2	Storage Infrastructure - >30% of infrastructure is less than six years old.	86-100%
2	Storage Infrastructure - >30% of infrastructure is covered by a support contract.	86-100%
2	The organization has informed support and documented procedures.	Mostly Enabled
2	Secure Remote Access - The organization has a process supported by appropriate governance that establishes a target for Secure Remote Access somewhat enabled.	Fully Enabled
2	Secure Remote Access - The target percentages are set to >25%.	90-100%
2	Secure Remote Access - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Quality of Service (QoS) - The organization has a process supported by appropriate governance that establishes a target for Quality of Service (QoS) somewhat enabled.	Somewhat Enabled
2	Quality of Service (QoS) - The target percentages are set to >25%.	90-100%
2	Quality of Service (QoS) - In the previous four months, the average percentages achieved are >25%.	90-100%
2	The organization's network is designed with redundant components to ensure there are no single points of failure, all without requiring any manual interventions.	Fully Enabled
2	Wireless Coverage and Performance - The organization has a process supported by appropriate governance that establishes a target for Wireless Coverage and Performance somewhat enabled.	Fully Enabled
2	Wireless Coverage and Performance - The target percentages are set to >25%.	90-100%
2	Wireless Coverage and Performance - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Passive and Active Wireless Surveys - The organization has a process supported by appropriate governance that establishes a target for Passive and Active Wireless Surveys somewhat enabled.	Mostly Enabled

Stage	Criteria	Your Performance
2	Passive and Active Wireless Surveys - The target percentages are set to >25%.	50-89%
2	Passive and Active Wireless Surveys - In the previous four months, the average percentages achieved are >25%.	50-89%
2	Object or Resource Tracking - The organization has a process supported by appropriate governance that establishes a target for Object or Resource Tracking somewhat enabled.	Fully Enabled
2	Object or Resource Tracking - The target percentages are set to >25%.	90-100%
2	Object or Resource Tracking - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Wayfinding on Personal Devices (BYOD) - The organization has a process supported by appropriate governance that establishes a target for Wayfinding on Personal Devices somewhat enabled.	Not Enabled
2	Wayfinding on Personal Devices (BYOD) - The target percentages are set to >25%.	0%
2	Wayfinding on Personal Devices (BYOD) - In the previous four months, the average percentages achieved are >25%.	0%
2	Wireless MDM - The organization has a process supported by appropriate governance that establishes a target for Wireless Mobile Device Management (MDM or similar) and the devices that will be covered somewhat enabled.	Fully Enabled
2	Wireless MDM - The target percentages are set to >25%.	Not Reported
2	Wireless MDM - In the previous four months, the average percentages achieved are >25%.	90-100%
2	BYOD - Devices - The organization has a process supported by appropriate governance that establishes a target for devices not owned by the organization (BYOD - devices owned by a staff member, patients and third party/suppliers) somewhat enabled.	Fully Enabled
2	BYOD - Devices - The target percentages are set to >25%.	90-100%
2	BYOD - Devices - In the previous four months, the average percentages achieved are >25%.	0%
2	>0 percent of staff meet technical requirements in the job description.	76-100%
2	Communication plans are being developed for outages events.	Fully Enabled
1	The organization has established a multi-disciplinary Change Advisory Board (CAB).	Fully Enabled
1	The impact of change is clearly defined and documented in change management request.	Fully Enabled
1	Configuration Management Database (CMDB) Skills exist within the organization or are outsourced to a third party.	Fully Enabled
1	The aims and objectives of change management are clearly defined.	Fully Enabled
1	First Call Resolution - The organization has a process supported by appropriate governance that establishes a target for First Call Resolution minimally enabled.	Fully Enabled
1	First Call Resolution - The target percentages are set to >0%.	50-89%
1	First Call Resolution - In the previous four months, the average percentages achieved are >0%.	50-89%
1	Desktop Remote Control - The organization has a process supported by appropriate governance that establishes a target for Desktop Remote Control minimally enabled.	Fully Enabled
1	Desktop Remote Control - The target percentages are set to >0%.	90-100%
1	Desktop Remote Control - In the previous four months, the average percentages achieved are >0%.	0%
1	Second Line Resolution - The organization has a process supported by appropriate governance that establishes a target for Second Line Resolution minimally enabled.	Fully Enabled
1	Second Line Resolution - The target percentages are set to >0%.	50-89%
1	Second Line Resolution - In the previous four months, the average percentages achieved are >0%.	50-89%

Stage	Criteria	Your Performance
1	Campus Connectivity - The organization has a process supported by appropriate governance that establishes a target for Campus Connectivity minimally enabled.	Fully Enabled
1	Campus Connectivity - The target percentages are set to >0%.	90-100%
1	Campus Connectivity - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Campus Connectivity - >10% of infrastructure is less than six years old.	51-70%
1	Campus Connectivity - >10% of infrastructure is covered by a support contract.	51-70%
1	Processing Infrastructure - >10% of infrastructure is less than six years old.	86-100%
1	Processing Infrastructure - >10% of infrastructure is covered by a support contract.	86-100%
1	Storage Infrastructure - >10% of infrastructure is less than six years old.	86-100%
1	Storage Infrastructure - >10% of infrastructure is covered by a support contract.	86-100%
1	Secure Remote Access - The organization has a process supported by appropriate governance that establishes a target for Secure Remote Access minimally enabled.	Fully Enabled
1	Secure Remote Access - The target percentages are set to >0%.	90-100%
1	Secure Remote Access - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Quality of Service (QoS) - The organization has a process supported by appropriate governance that establishes a target for Quality of Service (QoS) minimally enabled.	Somewhat Enabled
1	Quality of Service (QoS) - The target percentages are set to >0%.	90-100%
1	Quality of Service (QoS) - In the previous four months, the average percentages achieved are >0%.	90-100%
1	The organization's network is designed with redundant components to ensure there are no Single Points of Failure.	Fully Enabled
1	Wireless Coverage and Performance - The organization has a process supported by appropriate governance that establishes a target for Wireless Coverage and Performance minimally enabled.	Fully Enabled
1	Wireless Coverage and Performance - The target percentages are set to >0%.	90-100%
1	Wireless Coverage and Performance - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Passive and Active Wireless Surveys - The organization has a process supported by appropriate governance that establishes a target for Passive and Active Wireless Surveys minimally enabled.	Mostly Enabled
1	Passive and Active Wireless Surveys - The target percentages are set to >0%.	50-89%
1	Passive and Active Wireless Surveys - In the previous four months, the average percentages achieved are >0%.	50-89%
1	Object or Resource Tracking - The organization has a process supported by appropriate governance that establishes a target for Object or Resource Tracking minimally enabled.	Fully Enabled
1	Object or Resource Tracking - The target percentages are set to >0%.	90-100%
1	Object or Resource Tracking - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Wayfinding on Personal Devices (BYOD) - The organization has a process supported by appropriate governance that establishes a target for Wayfinding on Personal Devices minimally enabled.	Not Enabled
1	Wayfinding on Personal Devices (BYOD) - The target percentages are set to >0%.	0%
1	Wayfinding on Personal Devices (BYOD) - In the previous four months, the average percentages achieved are >0%.	0%
1	Wireless MDM - The organization has a process supported by appropriate governance that establishes a target for Wireless Mobile Device Management (MDM or similar) and the devices that will be covered minimally enabled.	Fully Enabled

Stage	Criteria	Your Performance
1	Wireless MDM - The target percentages are set to >0%.	Not Reported
1	Wireless MDM - In the previous four months, the average percentages achieved are >0%.	90-100%
1	BYOD - Devices - The organization has a process supported by appropriate governance that establishes a target for devices not owned by the organization (BYOD - devices owned by a staff member, patients and third party/suppliers) minimally enabled.	Fully Enabled
1	BYOD - Devices - The target percentages are set to >0%.	90-100%
1	BYOD - Devices - In the previous four months, the average percentages achieved are >0%.	0%
1	Key technical skills are defined and built into job descriptions.	Fully Enabled
1	Systems are identified as critical, important or other (or similar) within a priority matrix.	Fully Enabled

Color Legend
Areas for overall Stage improvement
Areas for Focus Area Stage improvements
Minimum requirement gap up to Stage 7

Adoption

Focus Area Overview

This focus area places the emphasis on improving patient and staff engagement with technology while maximizing efficiency and clinical performance. To achieve this, the organization recognizes the need to establish a governance process that defines specific targets for various metrics. Clear targets are crucial for measuring progress and identifying areas in need of improvement.

The organization recognizes the value of input from both the Patient Advisory and Clinician Advisory in defining satisfaction and efficiency objectives. These advisory groups play a crucial role in device selection, satisfaction goals, IT Service Level Agreements, and assessing End User Devices and Video Visit technology to ensure they meet the needs of the organization.

Patient and staff satisfaction is continuously enhanced through various measures, including the reporting of device-related issues by patients to a trained support team and SLA reports provided to the Clinician Advisory by IT. Integration requirements for End User Device data are well-defined, and support services for both End User Devices and Video Visit technology are firmly in place. Efficiency is another central focus, with data serving as a tool to assess how staff and patients utilize technology. This analysis aids in identifying areas where productivity can be enhanced, allowing for targeted training interventions to improve efficiency.

Stage Achievement	4	
Percent Achievement	79%	
Stage 7	43%	Stage not achieved
Stage 6	81%	Stage achieved
Stage 5	70%	Stage not achieved
Stage 4	71%	Stage achieved
Stage 3	75%	Stage achieved
Stage 2	81%	Stage achieved
Stage 1	97%	Stage achieved

Color Legend
Stage criteria achieved
70% of Stage criteria not met
Minimum requirements not met

Opportunities

Stage	Criteria	Your Performance
7	The organization uses data from staff surveys to improve clinical device management. This process is fully enabled.	Fully Enabled
7	Clinical data from patient facing technology is interfaced and made available in the EMR.	Minimally Enabled
7	There is a well-defined process to support video visits and remote care.	Minimally Enabled
7	Clinical user efficiency data is used to make operational improvement.	Minimally Enabled
6	Staff satisfaction objectives help define IT support Service Level Agreement (SLA) targets.	Fully Enabled
6	The organization uses data from staff surveys to improve clinical device management. This process is mostly enabled.	Fully Enabled
6	The process to support patient devices is well defined.	Fully Enabled
6	Clinical user efficiency data is used to inform personal and group training initiatives.	Minimally Enabled
5	The Clinical Advisory Council has influence on the purchase and selection of clinical devices used by clinicians.	Minimally Enabled
5	The organization has a simulation lab where clinical devices are assessed and tested.	Yes
5	The organization uses data from staff surveys to improve clinical device management. This process is somewhat enabled.	Fully Enabled

Stage	Criteria	Your Performance
5	Patient devices are tested for compliance against local and national security standards where applicable.	Fully Enabled
5	Clinical user efficiency data is used to identify improvement opportunities.	Minimally Enabled
5	Patient Activation - Governance analyzes and reports on the target percentages of Patient Activation in online services and has a plan in place to identify areas for improvement.	Mostly Enabled
5	Patient Activity - Governance analyzes and reports on the target percentages of Patient Activity related to online services and has a plan in place to identify areas for improvement.	Somewhat Enabled
5	Patient Satisfaction - Governance analyzes and reports on the target percentages of Patient Satisfaction with online services and has a plan in place to identify areas for improvement.	Somewhat Enabled
5	Staff Adoption - Governance analyzes and reports on the target percentages of Staff Adoption of online services and has a plan in place to identify areas for improvement.	Mostly Enabled
5	Staff Activity - Governance analyzes and reports on the target percentages of Staff Activity related to online services and has a plan in place to identify areas for improvement.	Fully Enabled
5	Staff Satisfaction - Governance analyzes and reports on the target percentages of Staff Satisfaction with online services and has a plan in place to identify areas for improvement.	Somewhat Enabled
4	Social determinants of health are considered when recommending and selecting clinical devices used by patients.	Minimally Enabled
4	The Clinical Advisory Council has influence on IT Support Service Level Agreement (SLA) for infrastructure. This process is fully enabled.	Fully Enabled
4	The process to support clinical devices used by members of staff is well defined. This process is fully enabled.	Mostly Enabled
4	Staff satisfaction feedback is collected in real time following an IT support call. This process is fully enabled.	Fully Enabled
4	The organization uses data from staff surveys to improve clinical device management. This process is minimally enabled.	Fully Enabled
4	Patient devices (wearables, home based, video visits) are assessed by both Clinician and Patient Advisory Groups/Councils. This process is fully enabled.	Minimally Enabled
4	Embedded tools collect and measure clinical user efficiency activity (clicks, screen changes, time spent in a task, abandoned tasks etc.). This process is fully enabled.	Minimally Enabled
4	Patient Activation - The organization has a process supported by appropriate governance that establishes a Patient Activation target for patient's enrollment to online services through a patient portal or Personal Health Record (PHR) fully enabled.	Mostly Enabled
4	Patient Activation - The target percentages are set to >89%.	50-89%
4	Patient Activation - In the previous four months, the average percentages achieved are >89%.	1-25%
4	Patient Activity - The organization has a process supported by appropriate governance that establishes a Patient Activity target for patients using online services through a patient portal or Personal Health Record (PHR) fully enabled.	Somewhat Enabled
4	Patient Activity - The target percentages are set to >89%.	1-25%
4	Patient Activity - In the previous four months, the average percentages achieved are >89%.	1-25%
4	Patient Satisfaction - The organization has a process supported by appropriate governance that establishes a Patient Satisfaction target to gauge and promote satisfaction of online services fully enabled.	Mostly Enabled
4	Patient Satisfaction - The target percentages are set to >89%.	50-89%
4	Patient Satisfaction - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Staff Adoption - The organization has a process supported by appropriate governance that establishes a Staff Adoption target for online services fully enabled.	Fully Enabled
4	Staff Adoption - The target percentages are set to >89%.	90-100%
4	Staff Adoption - In the previous four months, the average percentages achieved are >89%.	90-100%

Stage	Criteria	Your Performance
4	Staff Activity - The organization has a process supported by appropriate governance that establishes a Staff Activity target for online services fully enabled.	Fully Enabled
4	Staff Activity - The target percentages are set to >89%.	90-100%
4	Staff Activity - In the previous four months, the average percentages achieved are >89%.	90-100%
4	Staff Satisfaction - The organization has a process supported by appropriate governance that establishes a Staff Satisfaction target for online services fully enabled.	Somewhat Enabled
4	Staff Satisfaction - The target percentages are set to >89%.	50-89%
4	Staff Satisfaction - In the previous four months, the average percentages achieved are >89%.	26-49%
3	The Patient Advisory Council responds to feedback from patients on the performance of clinical devices.	Not Enabled
3	The Clinical Advisory Council has influence on IT Support Service Level Agreement (SLA) for infrastructure. This process is mostly enabled.	Fully Enabled
3	The process to support clinical devices used by members of staff is well defined. This process is mostly enabled.	Mostly Enabled
3	Staff satisfaction feedback is collected in real time following an IT support call. This process is mostly enabled.	Fully Enabled
3	Patient devices (wearables, home based, video visits) are assessed by both Clinician and Patient Advisory Groups/Councils. This process is mostly enabled.	Minimally Enabled
3	Embedded tools collect and measure clinical user efficiency activity (clicks, screen changes, time spent in a task, abandoned tasks etc.). This process is mostly enabled.	Minimally Enabled
3	Patient Activation - The organization has a process supported by appropriate governance that establishes a Patient Activation target for patient's enrollment to online services through a patient portal or Personal Health Record (PHR) mostly enabled.	Mostly Enabled
3	Patient Activation - The target percentages are set to >49%.	50-89%
3	Patient Activation - In the previous four months, the average percentages achieved are >49%.	1-25%
3	Patient Activity - The organization has a process supported by appropriate governance that establishes a Patient Activity target for patients using online services through a patient portal or Personal Health Record (PHR) mostly enabled.	Somewhat Enabled
3	Patient Activity - The target percentages are set to >49%.	1-25%
3	Patient Activity - In the previous four months, the average percentages achieved are >49%.	1-25%
3	Patient Satisfaction - The organization has a process supported by appropriate governance that establishes a Patient Satisfaction target to gauge and promote satisfaction of online services mostly enabled.	Mostly Enabled
3	Patient Satisfaction - The target percentages are set to >49%.	50-89%
3	Patient Satisfaction - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Staff Adoption - The organization has a process supported by appropriate governance that establishes a Staff Adoption target for online services mostly enabled.	Fully Enabled
3	Staff Adoption - The target percentages are set to >49%.	90-100%
3	Staff Adoption - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Staff Activity - The organization has a process supported by appropriate governance that establishes a Staff Activity target for online services mostly enabled.	Fully Enabled
3	Staff Activity - The target percentages are set to >49%.	90-100%
3	Staff Activity - In the previous four months, the average percentages achieved are >49%.	90-100%
3	Staff Satisfaction - The organization has a process supported by appropriate governance that establishes a Staff Satisfaction target for online services mostly enabled.	Somewhat Enabled

Stage	Criteria	Your Performance
3	Staff Satisfaction - The target percentages are set to >49%.	50-89%
3	Staff Satisfaction - In the previous four months, the average percentages achieved are >49%.	26-49%
2	The Patient Advisory Council has oversight of IT service level agreements that relate to infrastructure that may impact patient satisfaction.	Not Enabled
2	The Clinical Advisory Council has influence on IT Support Service Level Agreement (SLA) for infrastructure. This process is somewhat enabled.	Fully Enabled
2	The process to support clinical devices used by members of staff is well defined. This process is somewhat enabled.	Mostly Enabled
2	Staff satisfaction feedback is collected in real time following an IT support call. This process is somewhat enabled.	Fully Enabled
2	Patient devices (wearables, home based, video visits) are assessed by both Clinician and Patient Advisory Groups/Councils. This process is somewhat enabled.	Minimally Enabled
2	Embedded tools collect and measure clinical user efficiency activity (clicks, screen changes, time spent in a task, abandoned tasks etc.). This process is somewhat enabled.	Minimally Enabled
2	Patient Activation - The organization has a process supported by appropriate governance that establishes a Patient Activation target for patient's enrollment to online services through a patient portal or Personal Health Record (PHR) somewhat enabled.	Mostly Enabled
2	Patient Activation - The target percentages are set to >25%.	50-89%
2	Patient Activation - In the previous four months, the average percentages achieved are >25%.	1-25%
2	Patient Activity - The organization has a process supported by appropriate governance that establishes a Patient Activity target for patients using online services through a patient portal or Personal Health Record (PHR) somewhat enabled.	Somewhat Enabled
2	Patient Activity - The target percentages are set to >25%.	1-25%
2	Patient Activity - In the previous four months, the average percentages achieved are >25%.	1-25%
2	Patient Satisfaction - The organization has a process supported by appropriate governance that establishes a Patient Satisfaction target to gauge and promote satisfaction of online services somewhat enabled.	Mostly Enabled
2	Patient Satisfaction - The target percentages are set to >25%.	50-89%
2	Patient Satisfaction - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Staff Adoption - The organization has a process supported by appropriate governance that establishes a Staff Adoption target for online services somewhat enabled.	Fully Enabled
2	Staff Adoption - The target percentages are set to >25%.	90-100%
2	Staff Adoption - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Staff Activity - The organization has a process supported by appropriate governance that establishes a Staff Activity target for online services somewhat enabled.	Fully Enabled
2	Staff Activity - The target percentages are set to >25%.	90-100%
2	Staff Activity - In the previous four months, the average percentages achieved are >25%.	90-100%
2	Staff Satisfaction - The organization has a process supported by appropriate governance that establishes a Staff Satisfaction target for online services somewhat enabled.	Somewhat Enabled
2	Staff Satisfaction - The target percentages are set to >25%.	50-89%
2	Staff Satisfaction - In the previous four months, the average percentages achieved are >25%.	26-49%
1	The Patient Advisory Council has influence on the selection of clinical devices used by patients.	Minimally Enabled
1	The process to support clinical devices used by members of staff is well defined. This process is minimally enabled.	Mostly Enabled

Stage	Criteria	Your Performance
1	The Clinical Advisory Council has influence on IT Support Service Level Agreement (SLA) for infrastructure. This process is minimally enabled.	Fully Enabled
1	Staff satisfaction feedback is collected in real time following an IT support call. This process is minimally enabled.	Fully Enabled
1	Patient devices (wearables, home based, video visits) are assessed by both Clinician and Patient Advisory Groups/Councils. This process is minimally enabled.	Minimally Enabled
1	Embedded tools collect and measure clinical user efficiency activity (clicks, screen changes, time spent in a task, abandoned tasks etc.). This process is minimally enabled.	Minimally Enabled
1	Patient Activation - The organization has a process supported by appropriate governance that establishes a Patient Activation target for patient's enrollment to online services through a patient portal or Personal Health Record (PHR) minimally enabled.	Mostly Enabled
1	Patient Activation - The target percentages are set to >0%.	50-89%
1	Patient Activation - In the previous four months, the average percentages achieved are >0%.	1-25%
1	Patient Activity - The organization has a process supported by appropriate governance that establishes a Patient Activity target for patients using online services through a patient portal or Personal Health Record (PHR) minimally enabled.	Somewhat Enabled
1	Patient Activity - The target percentages are set to >0%.	1-25%
1	Patient Activity - In the previous four months, the average percentages achieved are >0%.	1-25%
1	Patient Satisfaction - The organization has a process supported by appropriate governance that establishes a Patient Satisfaction target to gauge and promote satisfaction of online services minimally enabled.	Mostly Enabled
1	Patient Satisfaction - The target percentages are set to >0%.	50-89%
1	Patient Satisfaction - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Staff Adoption - The organization has a process supported by appropriate governance that establishes a Staff Adoption target for online services minimally enabled.	Fully Enabled
1	Staff Adoption - The target percentages are set to >0%.	90-100%
1	Staff Adoption - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Staff Activity - The organization has a process supported by appropriate governance that establishes a Staff Activity target for online services minimally enabled.	Fully Enabled
1	Staff Activity - The target percentages are set to >0%.	90-100%
1	Staff Activity - In the previous four months, the average percentages achieved are >0%.	90-100%
1	Staff Satisfaction - The organization has a process supported by appropriate governance that establishes a Staff Satisfaction target for online services minimally enabled.	Somewhat Enabled
1	Staff Satisfaction - The target percentages are set to >0%.	50-89%
1	Staff Satisfaction - In the previous four months, the average percentages achieved are >0%.	26-49%

Color Legend

Areas for overall Stage improvement

Areas for Focus Area Stage improvements

Minimum requirement gap up to Stage 7

Outcomes

Focus Area Overview

This focus area establishes a structured and dynamic framework that ensures IT infrastructure investments are not only in harmony with clinical, financial, or operational objectives but also subject to ongoing monitoring through KPIs.

Senior leadership leverages diverse data points, including staff and patient surveys, to foster continuous improvement and refine organizational targets. This data-driven strategy enhances operational efficiency, improves user experiences, and addresses performance and sustainability gaps.

The governance process assumes a critical role in the ongoing monitoring and evaluation of various aspects of the organization's performance. It ensures that regular updates are supplied concerning data related to end-user adoption and satisfaction, all in alignment with the organization's predefined targets.

Stage Achievement	5	
Percent Achievement	76%	
Stage 7	52%	Stage not achieved
Stage 6	59%	Stage not achieved
Stage 5	71%	Stage achieved
Stage 4	97%	Stage achieved
Stage 3	100%	Stage achieved
Stage 2	100%	Stage achieved
Stage 1	100%	Stage achieved

Color Legend
Stage criteria achieved
70% of Stage criteria not met
Minimum requirements not met

Opportunities

Stage	Criteria	Your Performance
7	IT Investment Analysis - In the previous budget year, the percentage of IT investments indicating a positive performance against originally projected benefits is >89%.	90-100%
7	The organization carefully selects technologies, aligns them with clinical outcomes, and implements them with well-defined strategies that consider user adoption, workflow integration, and patient care implications. This process is fully enabled.	Minimally Enabled
7	The organization has established robust monitoring and measurement processes to ensure that technologies are appropriately aligned with clinical, financial and operational outcomes. This process is fully enabled.	Mostly Enabled
7	The organization utilizes advanced data analysis to comprehend the impact of its IT investments on anticipated clinical, financial and operational outcomes. This process is fully enabled.	Minimally Enabled
7	The organization utilizes advanced data analytics to evaluate the extent to which IT investments have improved clinical, financial and operational outcomes. This process is fully enabled.	Minimally Enabled
7	The organization identifies, documents, and systematically applies success factors to guide future IT investments and maximize positive clinical, financial and operational outcomes. This process is fully enabled.	Somewhat Enabled
7	The organization proactively identifies, prioritizes, and addresses areas for improvement through targeted interventions, leading to continuous progress and enhanced clinical, financial and operational outcomes. This process is fully enabled.	Somewhat Enabled
7	The organization's IT strategy is dynamic, continuously informed by assessment findings, and closely aligned with clinical, financial and operational outcomes. This process is fully enabled.	Mostly Enabled
7	The organization actively communicates, shares, and disseminates findings to relevant stakeholders, promoting a data-driven culture, encouraging collaboration, and facilitating continuous learning and improvement. This process is fully enabled.	Somewhat Enabled

Stage	Criteria	Your Performance
6	The organization has a process supported by appropriate governance to define the baseline metrics associated with clinical, financial or operational objectives that will require IT investments fully enabled.	Somewhat Enabled
6	The organization establishes mechanisms for ongoing monitoring of metrics associated with clinical, financial or operational objectives that require IT investments. This process is fully enabled.	Somewhat Enabled
6	The organization has a post-implementation review process that assesses actual benefits against the planned benefits. This process is fully enabled.	Somewhat Enabled
6	IT investment Allocation - The target percentages of IT investments tied to clinical, financial or operational objectives in current budget year is set to >89%.	90-100%
6	IT Investment Analysis - In the previous budget year, the percentage of IT investments indicating a positive performance against originally projected benefits is >49%.	90-100%
6	The organization carefully selects technologies, aligns them with clinical outcomes, and implements them with well-defined strategies that consider user adoption, workflow integration, and patient care implications. This process is mostly enabled.	Minimally Enabled
6	The organization has established robust monitoring and measurement processes to ensure that technologies are appropriately aligned with clinical, financial and operational outcomes. This process is mostly enabled.	Mostly Enabled
6	The organization utilizes advanced data analysis to comprehend the impact of its IT investments on anticipated clinical, financial and operational outcomes. This process is mostly enabled.	Minimally Enabled
6	The organization utilizes advanced data analytics to evaluate the extent to which IT investments have improved clinical, financial and operational outcomes. This process is mostly enabled.	Minimally Enabled
6	The organization identifies, documents, and systematically applies success factors to guide future IT investments and maximize positive clinical, financial and operational outcomes. This process is mostly enabled.	Somewhat Enabled
6	The organization proactively identifies, prioritizes, and addresses areas for improvement through targeted interventions, leading to continuous progress and enhanced clinical, financial and operational outcomes. This process is mostly enabled.	Somewhat Enabled
6	The organization's IT strategy is dynamic, continuously informed by assessment findings, and closely aligned with clinical, financial and operational outcomes. This process is mostly enabled.	Mostly Enabled
6	The organization actively communicates, shares, and disseminates findings to relevant stakeholders, promoting a data-driven culture, encouraging collaboration, and facilitating continuous learning and improvement. This process is mostly enabled.	Somewhat Enabled
5	The organization has a process supported by appropriate governance to define the baseline metrics associated with clinical, financial or operational objectives that will require IT investments mostly enabled.	Somewhat Enabled
5	The organization establishes mechanisms for ongoing monitoring of metrics associated with clinical, financial or operational objectives that require IT investments. This process is mostly enabled.	Somewhat Enabled
5	The organization has a post-implementation review process that assesses actual benefits against the planned benefits. This process is mostly enabled.	Somewhat Enabled
5	IT investment Allocation - The target percentages of IT investments tied to clinical, financial or operational objectives in current budget year is set to >49%.	90-100%
5	IT Investment Analysis - In the previous budget year, the percentage of IT investments indicating a positive performance against originally projected benefits is >25%.	90-100%
5	The organization carefully selects technologies, aligns them with clinical outcomes, and implements them with well-defined strategies that consider user adoption, workflow integration, and patient care implications. This process is somewhat enabled.	Minimally Enabled
5	The organization has established robust monitoring and measurement processes to ensure that technologies are appropriately aligned with clinical, financial and operational outcomes. This process is somewhat enabled.	Mostly Enabled
5	The organization utilizes advanced data analysis to comprehend the impact of its IT investments on anticipated clinical, financial and operational outcomes. This process is somewhat enabled.	Minimally Enabled
5	The organization utilizes advanced data analytics to evaluate the extent to which IT investments have improved clinical, financial and operational outcomes. This process is somewhat enabled.	Minimally Enabled

Stage	Criteria	Your Performance
5	The organization identifies, documents, and systematically applies success factors to guide future IT investments and maximize positive clinical, financial and operational outcomes. This process is somewhat enabled.	Somewhat Enabled
5	The organization proactively identifies, prioritizes, and addresses areas for improvement through targeted interventions, leading to continuous progress and enhanced clinical, financial and operational outcomes. This process is somewhat enabled.	Somewhat Enabled
5	The organization's IT strategy is dynamic, continuously informed by assessment findings, and closely aligned with clinical, financial and operational outcomes. This process is somewhat enabled.	Mostly Enabled
5	The organization actively communicates, shares, and disseminates findings to relevant stakeholders, promoting a data-driven culture, encouraging collaboration, and facilitating continuous learning and improvement. This process is somewhat enabled.	Somewhat Enabled
4	The organization has established clinical, financial or operational objectives that will require IT investments. This process is fully enabled.	Mostly Enabled
4	The organization has a process supported by appropriate governance to define the baseline metrics associated with clinical, financial or operational objectives that will require IT investments somewhat enabled.	Somewhat Enabled
4	The organization establishes mechanisms for ongoing monitoring of metrics associated with clinical, financial or operational objectives that require IT investments. This process is somewhat enabled.	Somewhat Enabled
4	The organization has a post-implementation review process that assesses actual benefits against the planned benefits. This process is somewhat enabled.	Somewhat Enabled
4	IT investment Allocation - The target percentages of IT investments tied to clinical, financial or operational objectives in current budget year is set to >25%.	90-100%
4	IT Investment Analysis - In the previous budget year, the percentage of IT investments indicating a positive performance against originally projected benefits is >0%.	90-100%
4	The organization carefully selects technologies, aligns them with clinical outcomes, and implements them with well-defined strategies that consider user adoption, workflow integration, and patient care implications. This process is minimally enabled.	Minimally Enabled
4	The organization has established robust monitoring and measurement processes to ensure that technologies are appropriately aligned with clinical, financial and operational outcomes. This process is minimally enabled.	Mostly Enabled
4	The organization utilizes advanced data analysis to comprehend the impact of its IT investments on anticipated clinical, financial and operational outcomes. This process is minimally enabled.	Minimally Enabled
4	The organization utilizes advanced data analytics to evaluate the extent to which IT investments have improved clinical, financial and operational outcomes. This process is minimally enabled.	Minimally Enabled
4	The organization identifies, documents, and systematically applies success factors to guide future IT investments and maximize positive clinical, financial and operational outcomes. This process is minimally enabled.	Somewhat Enabled
4	The organization proactively identifies, prioritizes, and addresses areas for improvement through targeted interventions, leading to continuous progress and enhanced clinical, financial and operational outcomes. This process is minimally enabled.	Somewhat Enabled
4	The organization's IT strategy is dynamic, continuously informed by assessment findings, and closely aligned with clinical, financial and operational outcomes. This process is minimally enabled.	Mostly Enabled
4	The organization actively communicates, shares, and disseminates findings to relevant stakeholders, promoting a data-driven culture, encouraging collaboration, and facilitating continuous learning and improvement. This process is minimally enabled.	Somewhat Enabled
3	The organization has established clinical, financial or operational objectives that will require IT investments. This process is mostly enabled.	Mostly Enabled
3	The organization has a process supported by appropriate governance to define the baseline metrics associated with clinical, financial or operational objectives that will require IT investments minimally enabled.	Somewhat Enabled
3	The organization establishes mechanisms for ongoing monitoring of metrics associated with clinical, financial or operational objectives that require IT investments. This process is minimally enabled.	Somewhat Enabled
3	The organization has a post-implementation review process that assesses actual benefits against the planned benefits. This process is minimally enabled.	Somewhat Enabled

Stage	Criteria	Your Performance
3	IT investment Allocation - The target percentages of IT investments tied to clinical, financial or operational objectives in current budget year is set to >0%.	90-100%
2	The organization has established clinical, financial or operational objectives that will require IT investments. This process is somewhat enabled.	Mostly Enabled
1	The organization has established clinical, financial or operational objectives that will require IT investments. This process is minimally enabled.	Mostly Enabled

Color Legend	
	Areas for overall Stage improvement
	Areas for Focus Area Stage improvements
	Minimum requirement gap up to Stage 7

Sustainability

Assessment Area Overview

In the 2024 release of INFRAM, the Sustainability requirements will not affect the organizations Stage achievement. Future releases will begin introducing these requirements into the Stage algorithms.

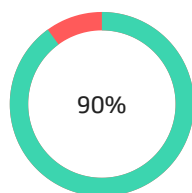
The focus of this dimension is placed on the commitment to reduce the carbon footprint and implement various measures to achieve this goal. Hospital leaders have designated an individual or team responsible for overseeing activities related to reducing greenhouse gas emissions. This individual works in coordination with clinical and facility representatives to ensure a comprehensive approach to carbon footprint reduction.

To guide their efforts, the hospital has developed written goals and action plans specifically aimed at reducing greenhouse gas emissions. These plans outline the steps and strategies necessary to achieve the desired outcomes and may include:

The hospital actively engages vendors to adopt carbon-neutral practices, both by encouraging their existing and requiring new vendors to have carbon-zero plans in their contracts.

- Transitioning to renewable energy is a key focus, with efforts to track and increase the use of renewable power sources. The hospital also implements energy-saving measures.
- Recycling programs are in place for responsible equipment disposal, with certified recycling services and vendor agreements for equipment recycling. Waste management efforts aim to minimize landfill and incineration disposal.
- Regular sustainability analysis ensures goal achievement, with a Building Management System (BMS) effectively monitoring systems to reduce the hospital's carbon footprint.
- Senior leadership utilizes this data for continuous improvement, fostering a greener and more sustainable healthcare environment.

Your Percent Achievement is:



Responses

The organization is committed to reducing its carbon footprint and has implemented various measures to achieve this goal. Your responses, while not being assessed against your overall Stage achievement, can be used to determine where your organization is against others. The 2024 version of INFRAM will be a means of collecting data across the industry. These responses will be tabulated for an overall percentage against the total points possible. HIMSS will use this data to create a Sustainability benchmark across healthcare.

Criteria	Your Performance
The organization has a designated individual(s) who coordinates activities that reduce greenhouse gas emissions (gases that trap heat).	Fully Enabled
The organization has an approved strategy and associated action plan to reduce greenhouse gas emissions.	Fully Enabled
The organization shares its carbon neutral plans with critical vendors.	Fully Enabled
The organization requires new providers to include their carbon neutrality plan in contracts.	Fully Enabled
The organization estimates the percentage of power consumed that was generated from renewable sources.	Fully Enabled
The organization estimates the percentage of power consumed that was generated from renewable sources, by each key vendor.	Fully Enabled

Criteria	Your Performance
The organization has deployed lighting systems designed to minimize electricity waste during off hours or in unoccupied rooms.	Mostly Enabled
The organization has deployed smart heating, ventilation and air conditioning (HVAC) systems.	Fully Enabled
The organization has converted all lamps to LED.	Mostly Enabled
The organization has a recycling program for retired equipment provided by a certified recycling service.	Fully Enabled
The organization has established vendor agreements that incorporate recycling programs for retired equipment with an associated certification process.	Fully Enabled
The organization provides solid waste disposal to landfills or incineration.	Fully Enabled
The organization has implemented processes and procedures to minimize atmospheric pollution and reduce human exposure to anesthetic gas and other volatile agents.	Somewhat Enabled
The organization has a plan to reduce the usage of Pressurized metered-dose inhalers (pMDI) to reduce greenhouse gas emissions.	Mostly Enabled
The organization analyzes its sustainability measures at least annually to determine whether it is meeting its objective(s) and revises its plan if goals are not achieved or sustained.	Mostly Enabled
The organization has implemented a Building Management System (BMS).	Fully Enabled
The organization has implemented a Building Management System (BMS) and established goals to diminish the organization's carbon footprint.	Fully Enabled
The organization achieved the Building Management System (BMS) objectives over the past four months.	Mostly Enabled
The organization utilizes the Building Management System (BMS) to access data to identify opportunities for improvement.	Fully Enabled

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