



# TECHNOLOGY ASSESSMENT

**Most** people would rather stay comfortable instead of getting uncomfortable finding new solutions. Choose growth over comfort - **your success depends on it!**

## Technology and software are an important tool that is used by businesses and organizations every day.

Sometimes, the business is literally dependent on that technology tool - take healthcare as a perfect example. That technology/tool is in place to help your employees do their job more efficient, faster, and just all around better. If your organization is not sure of the last time technology tools were evaluated, or if you are just curious if there is a way to build a “better mousetrap,” it is time to engage CareServ. We can really take the time and assess your current and future needs to recognize gaps and map out a path to help you keep your organization running efficiently.

Once you have taken the first steps to acknowledge and recognize there could be gaps in your business’ technology needs, or a more productive, cost effective way to do things, you are well on your way. CareServ has uncovered the four steps needed to properly assess your company’s technology tools and how to define your plan of action with obtainable goals.

# 4 Steps to Assessing Your Technology Needs:



## Step 1: DISCOVERY

The first move you need to make is understanding the who, what, why, and how of your technology eco system. It might seem a little basic, but really digging into who is using the various technology tools and for what purpose will go a long way. Are they encountering any areas of concerns or struggling to be efficient in their roles due to a technology tool failure or shortcoming? Next, evaluate and audit the systems your company is using as well as the processes and ways of connecting various systems. Is there room for updates or improvements to be made? Last, look where and how the data is being stored. Is this current with technology standards? Is it up to industry best practices?



## Step 3: IDENTIFY & DEVELOP

Balancing improvements to the staff and patient experience while staying compliant is one of the biggest challenges healthcare organizations now face. Look to a supportive IT Infrastructure to accomplish this goal. At this point, since you have already created your goals and are knowledgeable of needs, problems or areas that need to be filled or adjusted, and it is time to start thinking about the next steps to get back on a steady path for your business. CareServ will help you to identify and develop the necessary plan of action needed that will drive your company forward. Developing a roadmap that focuses on the most pressing issues your organization faces from a technology standpoint as well as those areas impacted should be corrected first. Smaller pain points would be in later phases of the roadmap development.

Technology has become one of the most essential tools any business needs to function every day. More so if its within healthcare. As businesses get more complex, manual processes and systems become increasingly error-prone and risky, not to mention expensive and slow. Technology can help automate, streamline, and redefine, giving team members the ability to spend less time doing paperwork and more time providing patient care. Let CareServ conduct a technology assessment so you know you have the right tool to get the job done.



## Step 2: ANALYSIS

The next step in assessing your technology needs is analysis. Once you are armed with a thorough understanding of your technology and its uses, we can help you streamline how it is being utilized in greater detail. Often, we see organizations that have mis-used technology or have issues with workflows. This process also identifies gaps in technology that are not filled and this is where the most attention should be given. From this stage, we will work with you to develop a list of needs and wants for future growth.



## Step 4: IMPLEMENT

The last part of your technology assessment will be to provide a project implementation plan. Sound complicated? CareServ makes it easy. Your plan will include an overview of your strategy, precise details of the implementation process, and a detailed timeline and execution outline. We will provide a project manager to communicate this plan with your team with all key decision makers and those it will affect. This keeps everyone in the loop. Even at this stage, there may be discoveries from the team that could alter the overall course of the assessment. There must always be wiggle room for changes to best benefit your operational goals.

