MEISTERWORKS

Scottish Government/COSLA Digital Maturity Assessment
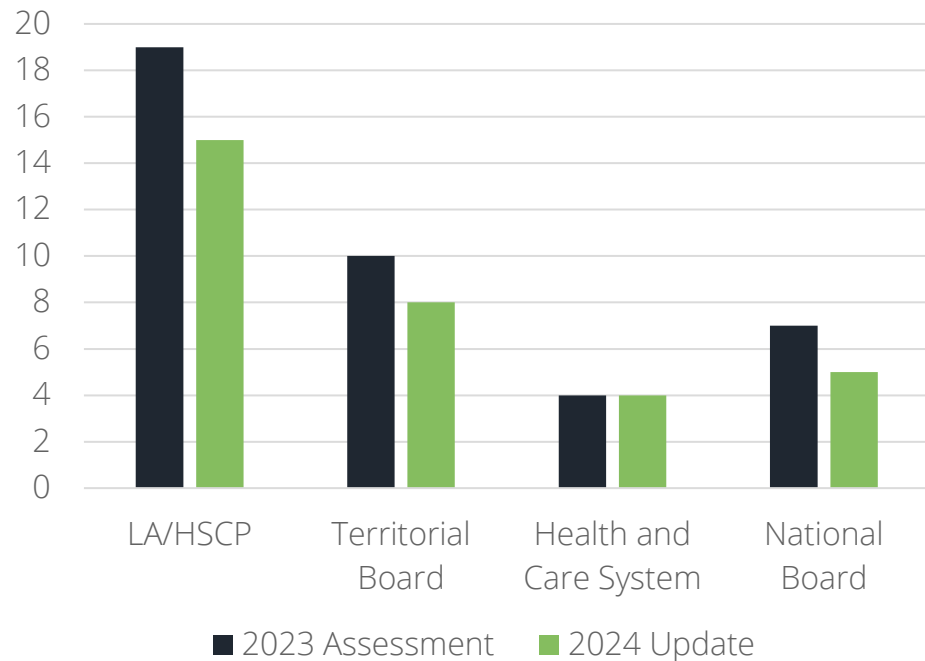
2024 Assessment Update Results: Capabilities

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Background: SG/COSLA Digital Maturity Assessment

Analysis of 2023-2024 data from all organisations participating in the Scottish Government/COSLA Digital Maturity Assessment

Completed Assessments

Chart legend: 2023 Assessment (dark), 2024 Update (green)

Categories: LA/HSCP, Territorial Board, Health and Care System, National Board
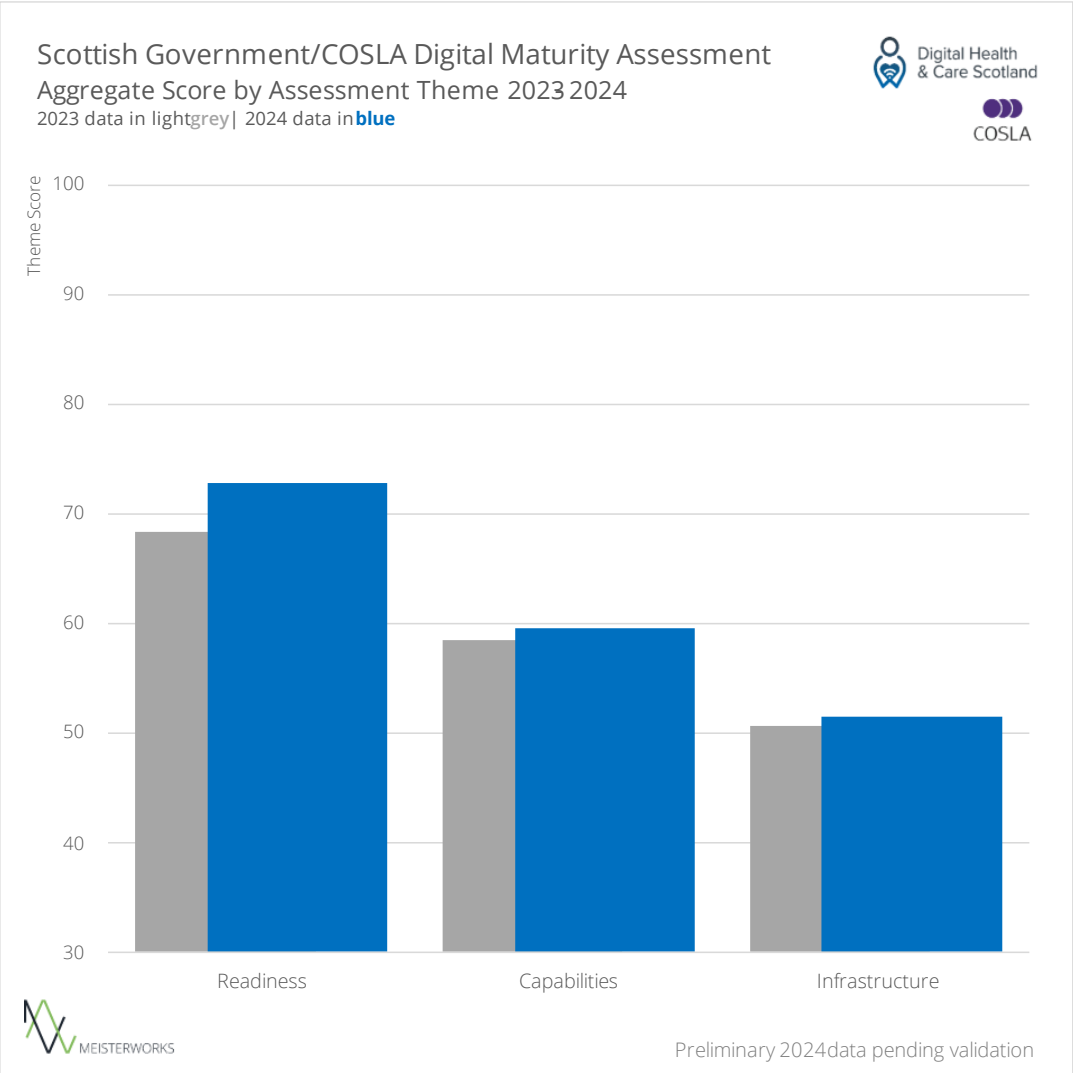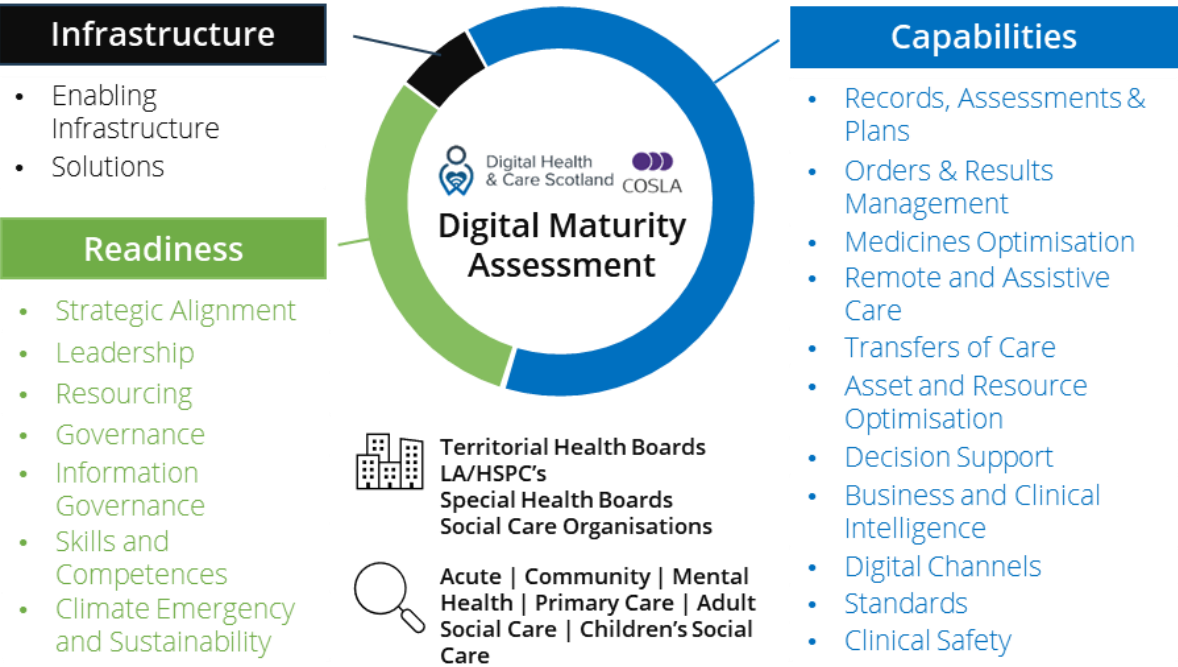
Assessment Overview

- The Scottish Government/COSLA Digital Maturity Assessment is a **standardised management tool for digital transformation**

- Digital maturity measured across more than **400 indicators divided into 20 categories across top level themes "Readiness", "Capabilities" and "Enabling Infrastructure"** against current subject matter expert picture of 'What Good Looks Like'

- Open to organisations across **healthcare and social care**

- **Collaborative completion** across and beyond organisational structures – submission as Health and Care System is encouraged wherever possible

Background: Capabilities

The Scottish Government/COSLA Digital Maturity Assessment can be aggregated at two levels

Structure

Infrastructure

- Enabling Infrastructure
- Solutions

Readiness

- Strategic Alignment
- Leadership
- Resourcing
- Governance
- Information Governance
- Skills and Competences
- Climate Emergency and Sustainability

Digital Health & Care Scotland COSLA

Digital Maturity Assessment

Territorial Health Boards LA/HSPC's Special Health Boards Social Care Organisations

Acute | Community | Mental Health | Primary Care | Adult Social Care | Children's Social Care

Capabilities

- Records, Assessments & Plans
- Orders & Results Management
- Medicines Optimisation
- Remote and Assistive Care
- Transfers of Care
- Asset and Resource Optimisation
- Decision Support
- Business and Clinical Intelligence
- Digital Channels
- Standards
- Clinical Safety

Scottish Government/COSLA Digital Maturity Assessment
Aggregate Score by Assessment Theme 2023 2024
2023 data in light grey | 2024 data in **blue**
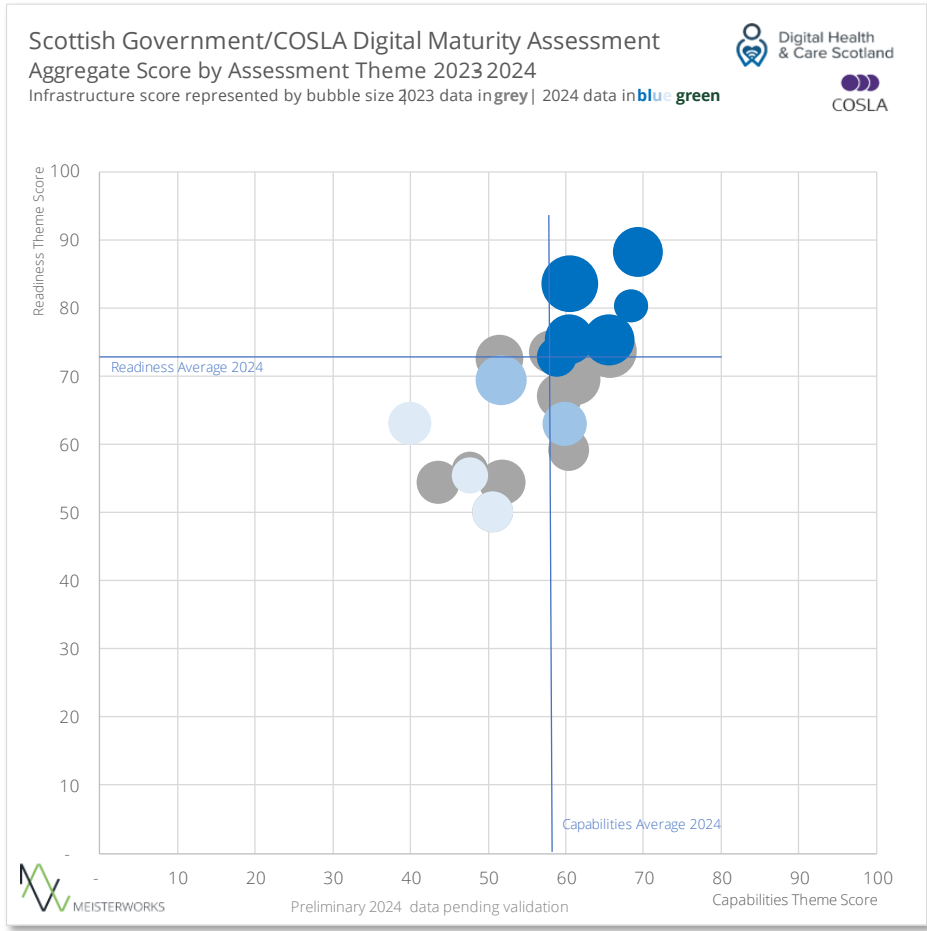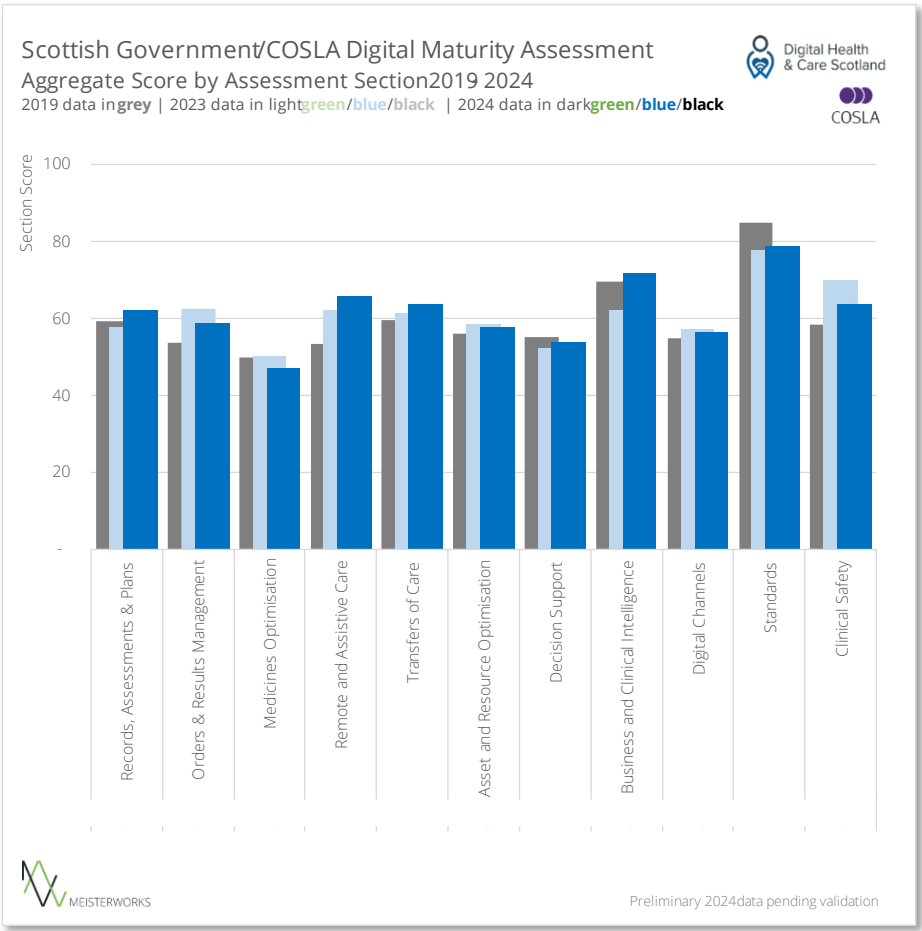

Preliminary 2024 data pending validation

Capabilities
Meds Optimisation and Decision Support Lagging Despite Transformation Efforts

Some Progress in Records, Remote Care and Business Intelligence

Incremental score improvements include averages of a variety of maturity levels

Scottish Government/COSLA Digital Maturity Assessment
Aggregate Score by Assessment Section 2019 2024
2019 data in grey | 2023 data in light green/blue/black | 2024 data in dark green/blue/black

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Preliminary 2024 data pending validation

Scottish Government/COSLA Digital Maturity Assessment
Aggregate Score by Assessment Theme 2023 2024
Infrastructure score represented by bubble size 2023 data in grey | 2024 data in blue green

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Preliminary 2024 data pending validation

Capabilities: 'Reach' metrics are key contributors

Improvements in 'reach' metrics for some areas; other score increases driven by functional improvements

- Improvements to key 'reach' digitisation metrics:
  - Digital health records
  - Structured data
  - Medicines administration logs
  - Digital care handovers
  - Adoption of digital channels by service users
  - Wi-Fi availability

Scottish Government/COSLA Digital Maturity Assessment
Key 'Reach' Indictors by Assessment Section 2023 - 2024
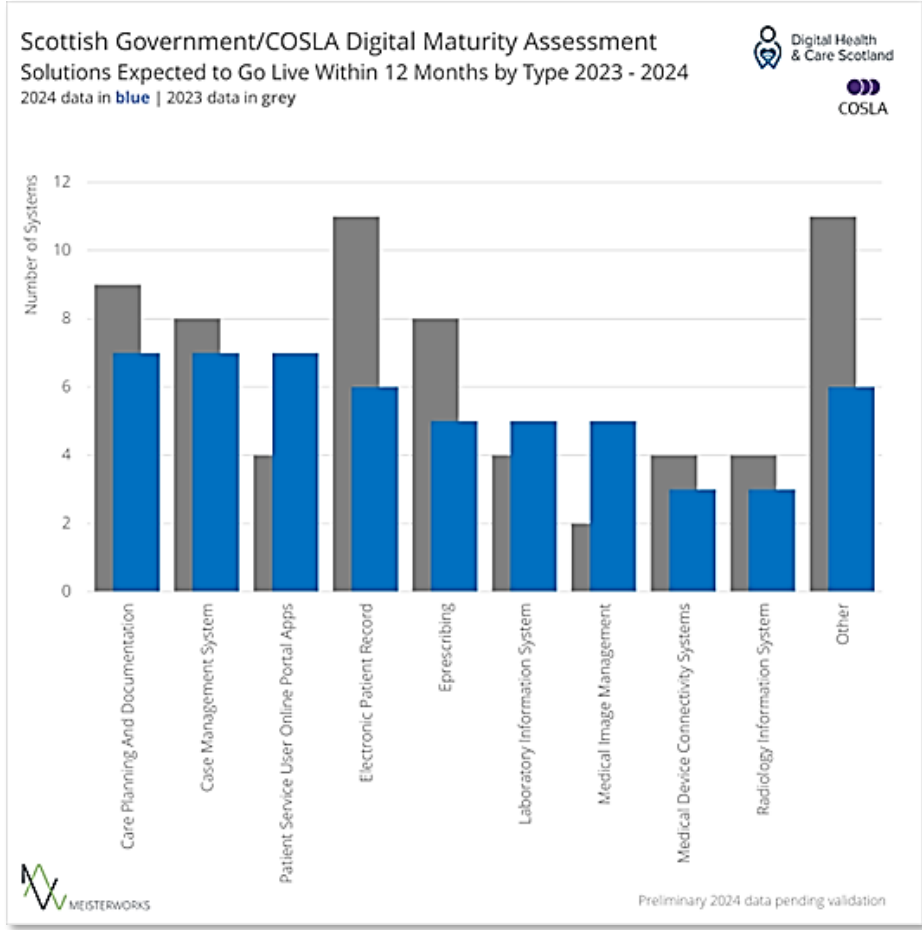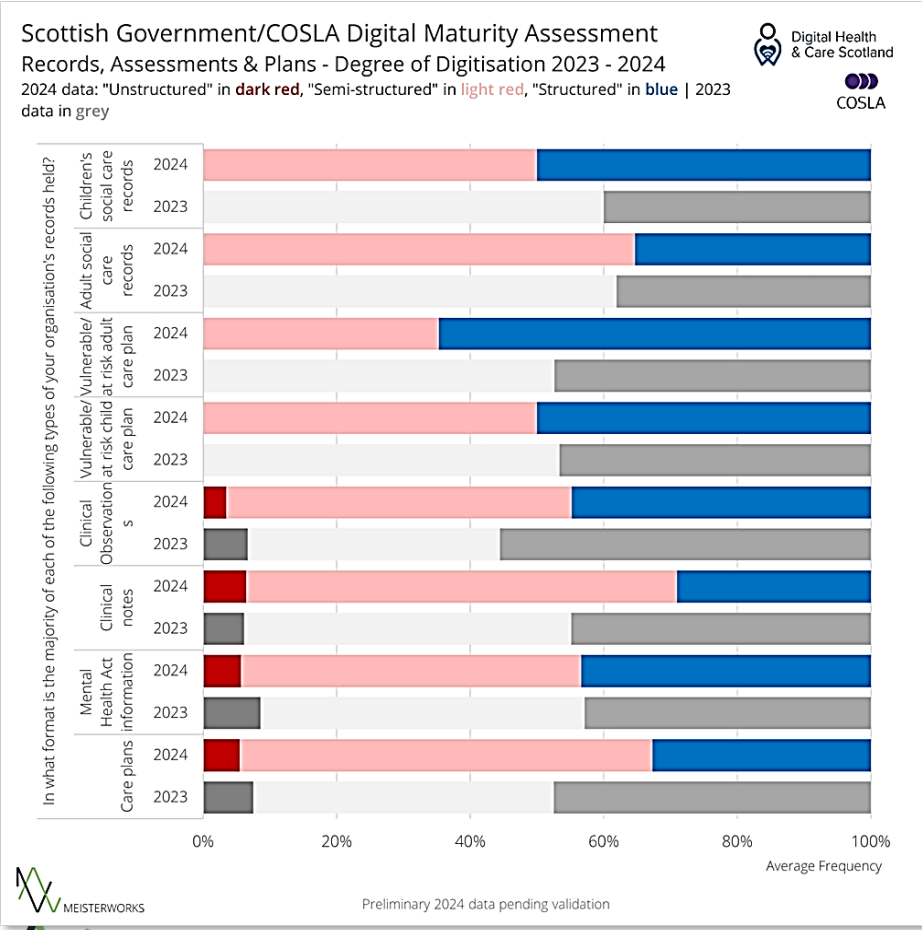2023 data in grey | 2024 data in blue

Preliminary 2024 data pending validation
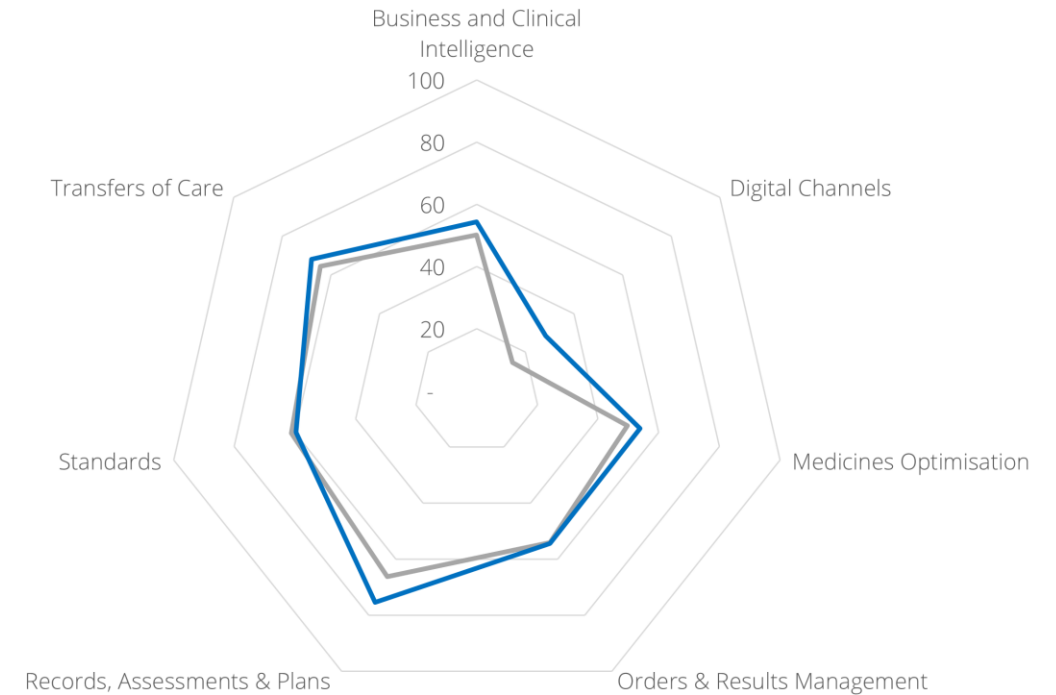
Capabilities : Records, Assessments & Plans
Quality of digitisation is improving, but not all benefits have been realised yet

Use of fully structured records is slowly increasing

Outlook for go-live pipeline remains healthy for records-related systems

Scottish Government/COSLA Digital Maturity Assessment
Records, Assessments & Plans - Degree of Digitisation 2023 - 2024
2024 data: "Unstructured" in dark red, "Semi-structured" in light red, "Structured" in blue | 2023 data in grey

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Preliminary 2024 data pending validation

Scottish Government/COSLA Digital Maturity Assessment
Solutions Expected to Go Live Within 12 Months by Type 2023 - 2024
2024 data in blue | 2023 data in grey

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Preliminary 2024 data pending validation

Capabilities : ePrescribing

Encouraging results from some participating organisations

- Progress for ePrescribing of both standard and complex medicines across Acute, Primary Care and Mental Health

- Driven by digital transformation within a subset of participating organisations

- Unfortunately, Community services remained unaffected

Scottish Government/COSLA Digital Maturity Assessment
Medicines Optimisation 2023 - 2024
Bar colour indicates degree of data homogeneity (**darker** = more homogenous / lighter = less homogenous) | 2024 data in **blue** | 2023 data in grey

Preliminary 2024 data pending validation

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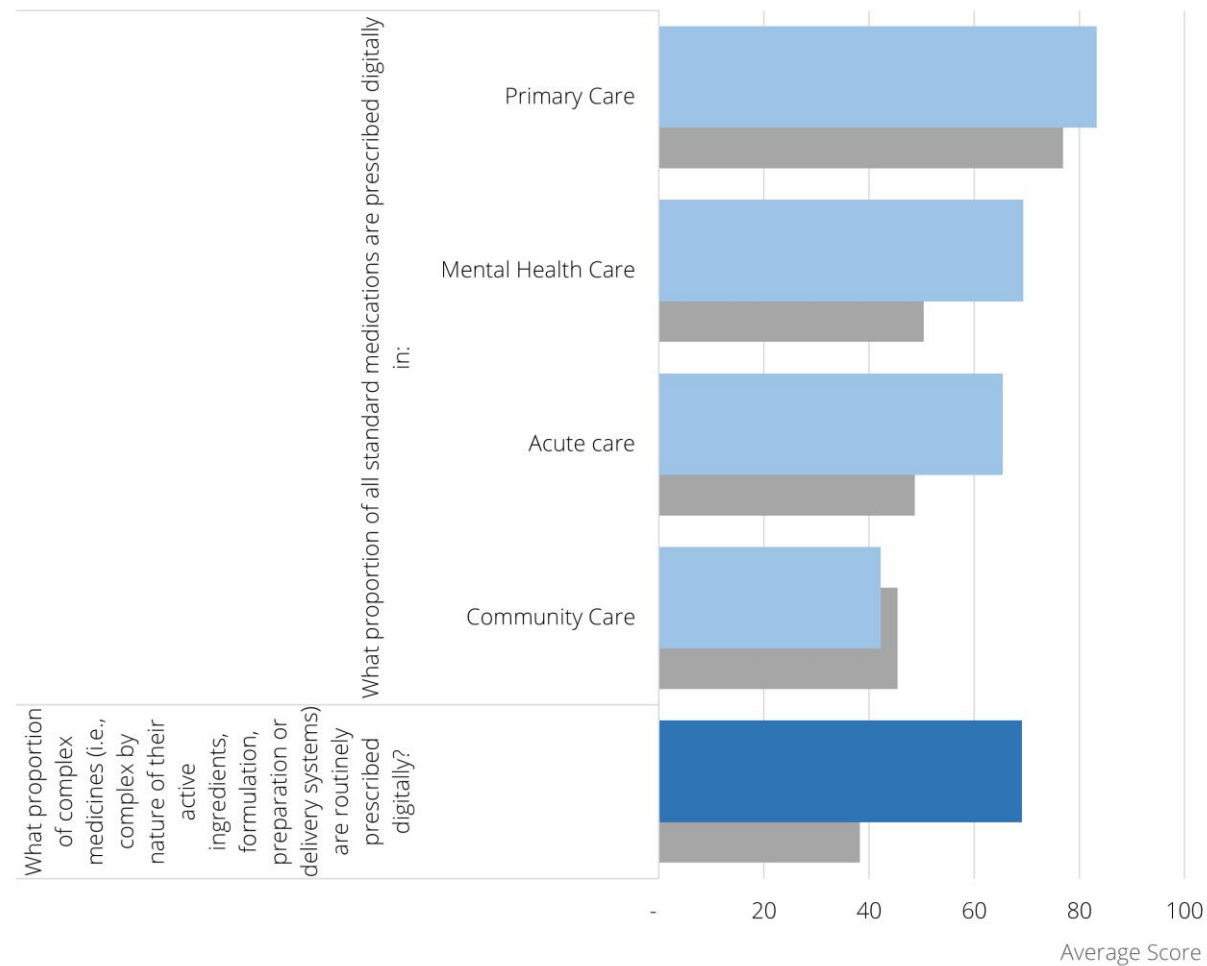
# Capabilities : Digital Channels

Service users are adopting digital channels

- Outreach work intended to enable ongoing improvements by reducing digital inequality looks less encouraging

Scottish Government/COSLA Digital Maturity Assessment
Digital Channels 2023 - 2024
Bar colour indicates degree of data homogeneity (darker = more homogenous / lighter = less homogenous)

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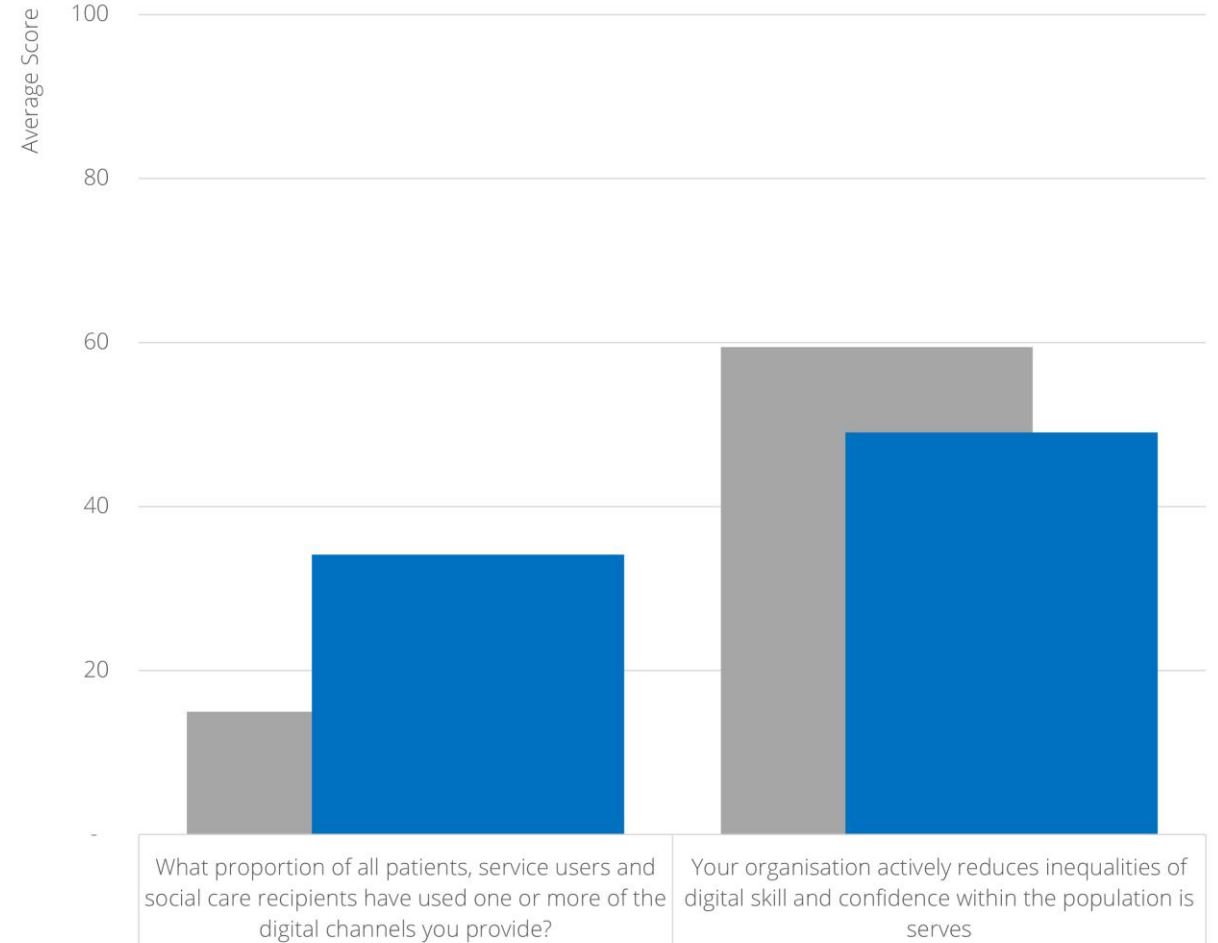
Preliminary 2024 data pending validation

# Capabilities : Business & Clinical Intelligence

Capability supports digital leadership

- Organisations showing score improvements for indicators including
  - Active monitoring of data quality for digital data used for BI and CI purposes
  - Active management of those data assets
  - Having access to appropriate BI/CI capacity and scalable infrastructure

- Generally also report improvements for leadership-related assessment sections (E.g., Strategic Alignment, Leadership, Resourcing, Governance, Information Governance),

Scottish Government/COSLA Digital Maturity Assessment
Business Intelligence vs. Management Categories 2024
Organisations shown in blue | Trendline shown in black | Management: Strategic Alignment, Leadership, Resourcing, Governance, Information Governance

MEISTERWORKS   Preliminary 2024 data pending validation
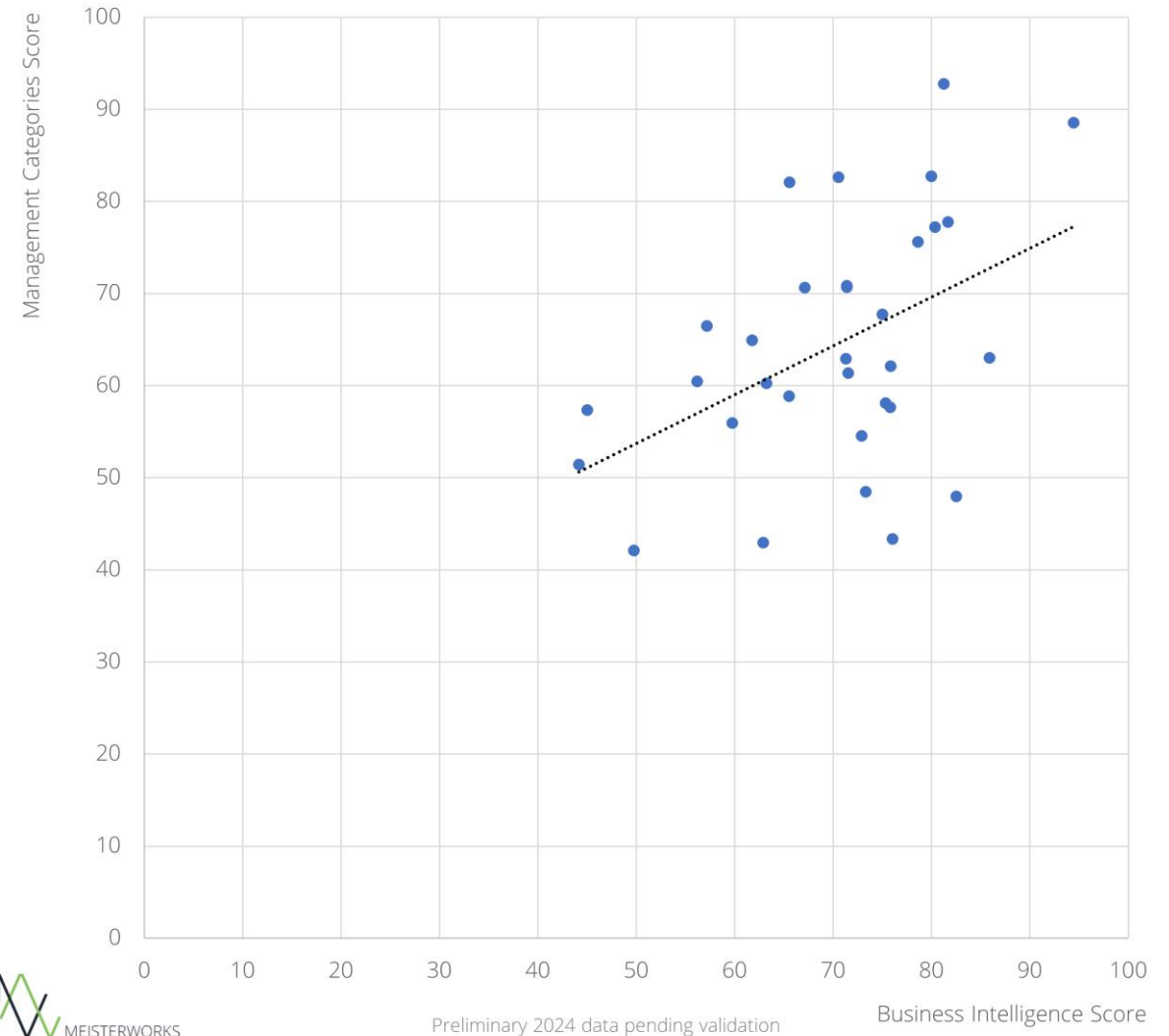
Key Takeaways

Although often limited to a subset of participating organisations, some progress has been made in core areas

Conclusions

- Both 'reach' and functional score increases for Records

- Encouraging go-live pipeline

- Digital channels are being accepted by service users

- Business and Clinical Intelligence supporting management

- Other areas of digital maturity such as Orders, Asset Optimisation and Decision Support seem currently out of focus

More Information

www.festivaloftransformartion.com

www.digihealthcare.scot/our-work/digital-maturity/

THANK YOU!

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