

# Scottish Government/COSLA Digital Maturity Assessment

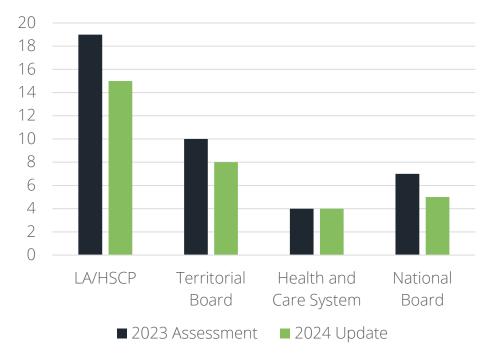
2024 Assessment Update Results: Readiness



## 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



### 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: Readiness

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





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

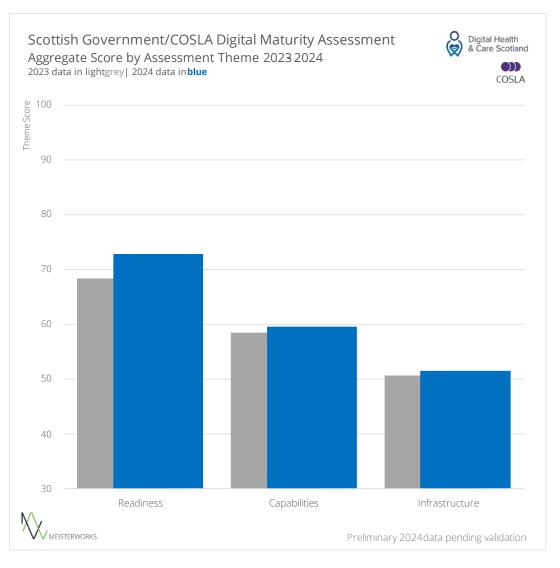


Acute | Community | Mental Health | Primary Care | Adult Social Care | Children's Social Care

### 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

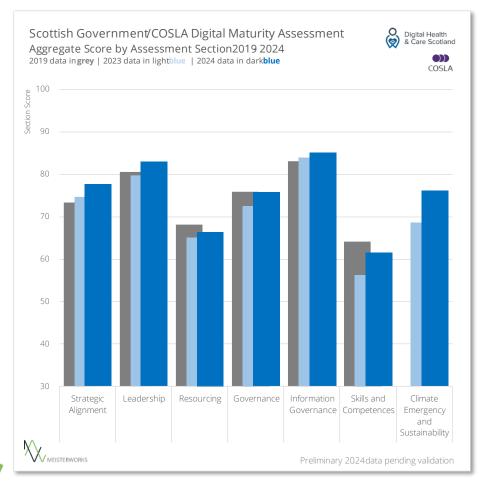




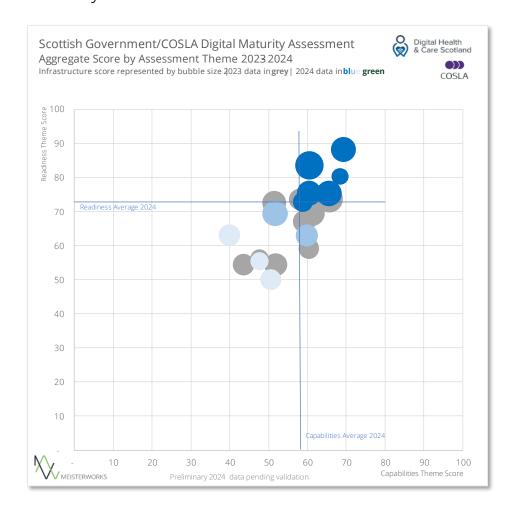
### Readiness

### Leading organisations are organically approaching maturity

Greater advances reported in Skills and Competences, Climate Emergency and Sustainability



Incremental score improvements include averages of a variety of maturity levels





# Readiness: Information Governance

# Gap between most and least mature indicators is closing

- Focus on Information Governance observed across most branches of government
- Amongst indicators not yet scoring as highly are 'regular IG assurance by 3rd party processors', 'application and software infrastructure supports information management' and 'mapping of technology architecture and optimisation for information use'.

Scottish Government/COSLA Digital Maturity Assessment Information Governance- Best v. Worst Performing Indicators 2023 - 2024



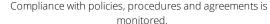
2024 data in blue | 2023 data in grey

There is Board / executive level Information Governance leadership and strategic management

The sharing of data with patients, service users and social care recipients and their entitled relatives is compliant with all information governance policies, procedures and agreements.

Your organisation can demonstrate a high level of access control, data protection and privacy rule enforcement capabilities.

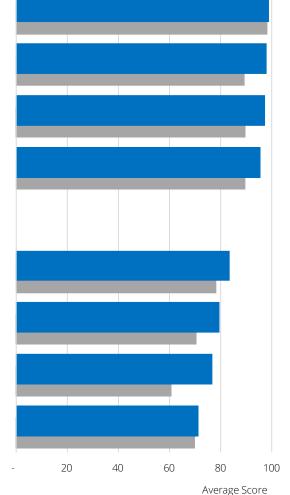
The sharing of data with other health & social care providers is supported by information governance policies, procedures and agreements.



There is a clear understanding and mapping of your organisation's information and technology architecture and steps are taken to optimise information use.

All 3rd party data processors and suppliers provide assurance on a regular basis that digital information assets are secure.

The infrastructure of applications, software and content services optimally supports the management, storage and transport (sharing) of, and access to, information.





Preliminary 2024 data pending validation



# Readiness: Climate Emergency and Sustainability

Most Digital Management Groups are Aware of Needing to Operate Sustainably

- Managing environmental impact and optimising consumption of energy and supplies using digital tools is progressing
- Optimising staff and service user travel and supporting sustainable transport choices digitally has also improved
- Digital management of green space and digitally managing organisational Climate Change Risk Assessments are least mature



### Scottish Government/COSLA Digital Maturity Assessment Climate Emergency and Sustainability 20232024

Digital Health & Care Scotland

COSLA

Bar colour indicates degree of data homogeneity**darker** = more homogenous / lighter = less homogenous) | 2023 data ingrey

Your organisation uses digital solutions to reduce the environmental impacts (especially paper and energy consumption) of support services.

Your organisation uses digital solutions to reduce the environmental impacts (especially paper and energy consumption) of data and information handling.

Your organisation uses digital solutions to reduce the amount of travel of health and social care professionals and patients, service users and social care recipients.

Your organisation uses digital solutions to reduce the amount of supplies and materials the organisation uses in operating its business.

Your organisation uses digital solutions to help the workforce and patients, service users and social care recipients choose sustainable modes of transport for travelling

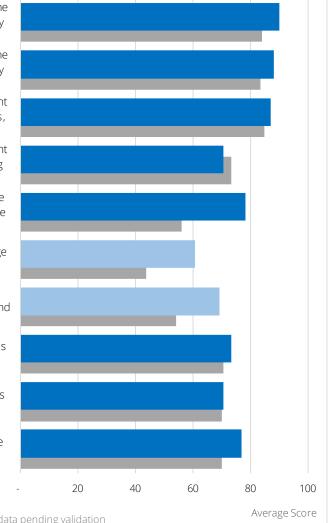
Your organisation uses digital solutions to encourage increased use of greenspace.\n

Your organisation uses digital solutions as part of it's Climate Change Risk Assessment (CCRA) and to monitor and report on environmental performance.

Your organisation is embedding sustainable ICT principles into the digital strategy and governance.

Your organisation is aligning digital projects and solutions with sustainable ICT principles.

Your organisation considers the environmental impact in the procurement process of digital projects.



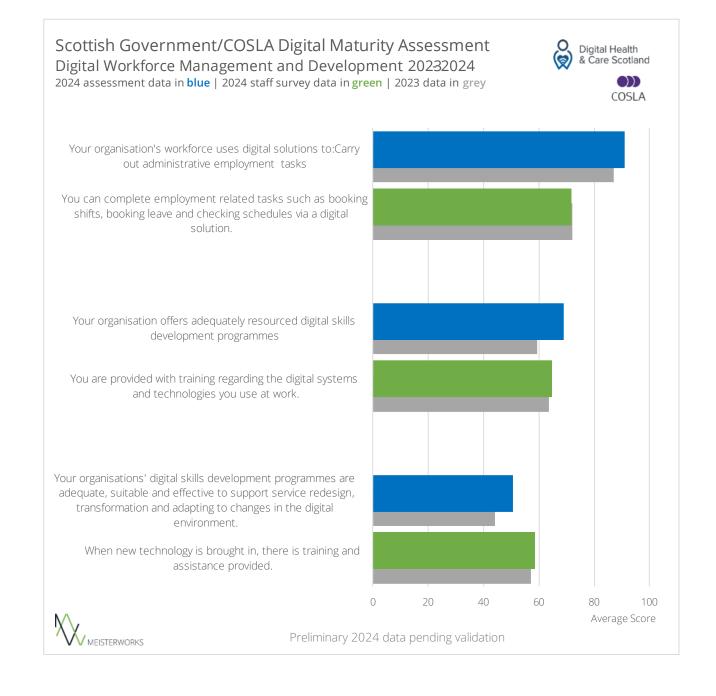


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# Readiness: Skills and Competences

Most organisations have adopted skills development as a necessary component of their digital maturity journey.

- Most often, topics included deal with information governance and cyber security
- Transformational skills and clinical safety have been secondary so far
- Only a portion of participating organisations recognise that digital skills development is essential





# Readiness is one half of the equation

### Inclusive Digital Operating Models Are Winning

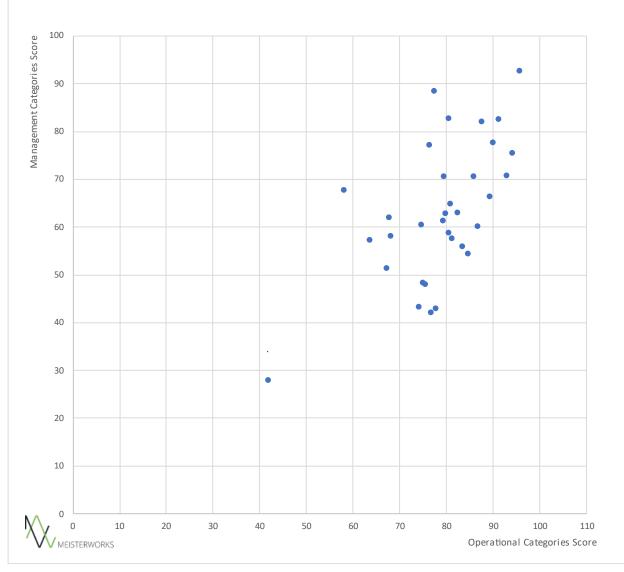
- Organisations who have embraced digital ways of working outperformed organisations who operate in a less embedded way.
- Key attributes for effective digital management included
  - embracing digital ways of working both amongst leadership and throughout the organisation,
  - practicing mature digital transformation methodologies that are inclusive of stakeholders from across the organisation at every step from planning to execution,
  - ensuring appropriate resourcing for digital projects that includes change management requirements and benefits realisation activities.







Organisations shown inblue | Trendline shown inblack | Management: Strategic Alignment, Leadership, Resourcing, Governance, Information Governance |





# Key Takeaways

Although results represent a range of maturity levels, a path towards maturity is beginning to materialise for some Readiness topics

### Conclusions

- Readiness more mature than Capabilities
- Strong variance across the health and care landscape
- Information Governance likely first to reach maturity
- Progress is being made on Skills, Sustainability

### More Information



www.festivaloftransform artion.com



www.digihealthcare.scot/ our-work/digitalmaturity/



# THANK YOU!



