

# FRAMEWORK FOR SUCCESSFUL TECH ADOPTION IN OUTPATIENT CARE

Using HIMSS EMRAM as a Digital Maturity Lens

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Patient experience platforms fail when adoption outpaces readiness.  
This framework shows what to fix & when. So PXP actually delivers ROI.

## Stage 0-1 | Fragmented Operations

*Stabilize the Basics*

### Reality

- Phones, paper, siloed tools
- Long hold times & missed appointments

### Do This

- Digital scheduling + reminders
- Online intake & basic messaging
- Core PMS/EHR integration



### Outcome

Single source of truth for appointments & patient data

## Stage 2-3 | Digital but Disconnected

*Connect the Journey*

### Reality

- Faster check-ins
- Fragmented follow-ups & recalls

### Do This

- Bi-directional PMS-EHR-PXP sync
- Automated reminders & follow-ups
- Patient access to forms & instructions



### Outcome

Patients experience care as one continuous journey

## Stage 4–5 | Partial Automation

*Make Experiences Reliable*

### Reality

- Fewer errors, but still reactive
- Staff fixing gaps manually

### Do This

- Smart waitlists & gap-filling
- Pre-visit eligibility checks
- Event-triggered messaging



### Outcome

Fewer no-shows, less rework, lower staff strain

## Stage 6 | Data-Driven Engagement

*Move From Reactive to Proactive*

### Reality

- Clean, connected data
- Visibility into access & engagement

### Do This

- No-show & engagement reporting
- Segmented, behavior-based outreach
- Automated nudges for overdue patients



### Outcome

Issues resolved before patients complain

## Stage 7 | Optimized Experience Ecosystem

*Scale What Works*

### Reality

- Fully integrated systems
- Minimal manual intervention

### Do This

- Cross-platform analytics
- Feedback-driven workflow tuning
- Scalable engagement across locations



### Outcome

Patient experience becomes a competitive advantage

## Key Takeaway

**EMRAM is a guide; not the goal.**

*Successful outpatient tech adoption is about :*

- Reducing friction
- Improving coordination
- Freeing staff to focus on patients

**Adopt PXPs in sync with operational readiness, not ahead of it.**

