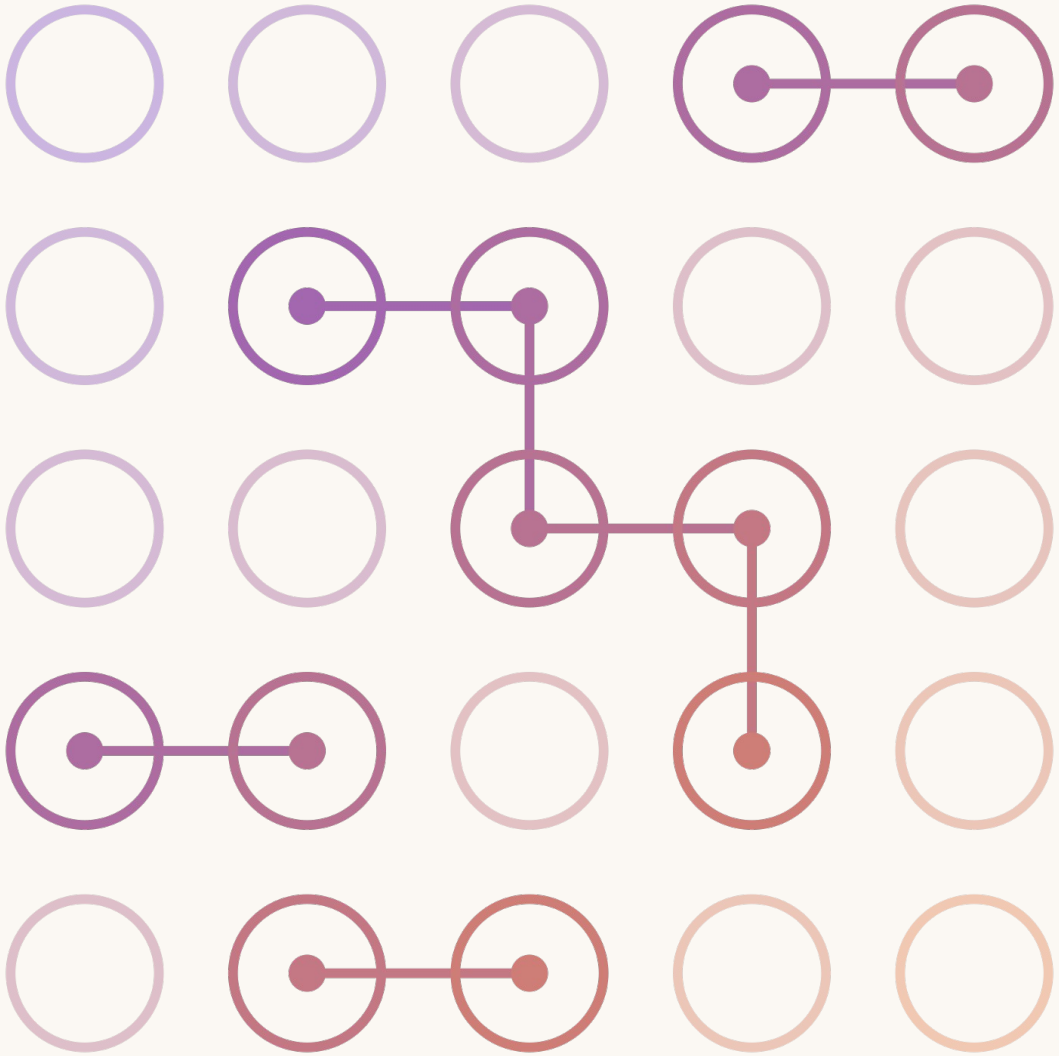
CONNECTED CARE · CAREGIVER TOOLKIT

Digital Readiness Check

Care is a relationship. Everything else is infrastructure.



Dr Fatih Mehmet Gul · connected.care/tools

LEGAL NOTICE · PLEASE READ BEFORE USE

Terms of use and disclaimer

OWNERSHIP

This toolkit, including its text, frameworks, questions, scoring and design, is the intellectual property of Connected Care and Dr Fatih Mehmet Gul. © 2026 Connected Care. All rights reserved.

WHAT YOU MAY DO

You may use, print and share this toolkit inside your own organisation to improve your operations, quality and patient experience, provided it is kept unchanged and this notice stays with it.

WHAT YOU MAY NOT DO

No commercial use. You may not sell, license, rebrand or adapt this material, or use it in paid consulting, training, software or any product or service offered for a fee, without prior written permission from Connected Care.

HOW IT WAS MADE

This toolkit draws on professional experience, published articles and first-hand results in hospitals. It is a reflection and improvement aid. It is not a validated, clinical, legal or financial instrument, and it is not professional advice.

NO LIABILITY

You use this toolkit at your own discretion and risk. To the fullest extent permitted by law, Connected Care and the author accept no responsibility for any loss or harm arising from its use, including financial loss, operational disruption, patient or clinical impact, or regulatory consequences. Decisions remain with your organisation and its qualified professionals, under your own governance and local regulation.

ENFORCEMENT AND PERMISSIONS

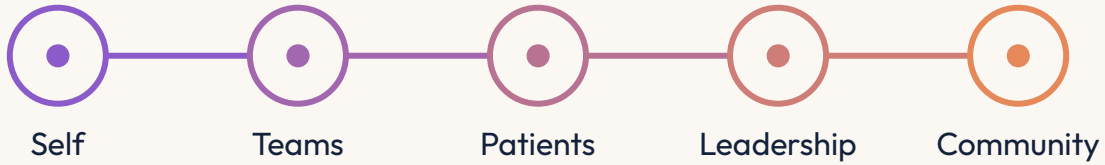
Connected Care will take the action it considers necessary, including legal action, when misuse is reported. For permissions, or to report misuse: connect@connected.care

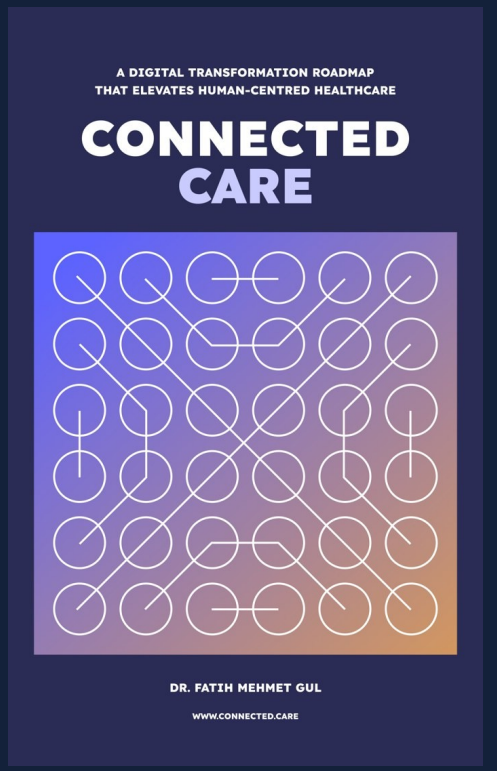
Care is a relationship. Everything else is infrastructure.

Connected Care is a method for putting human relationships at the centre of every technology decision in healthcare. It asks one question of every system, screen and machine: which relationship is this for?

It began in 2015 with Dr Fatih Mehmet Gul, a physician and hospital leader who has built and run hospitals across Europe, the United Kingdom and the Middle East. This toolkit is one of seven practical tools built on the method.

THE FIVE CONNECTIONS





THE BOOK

Connected Care

A Digital Transformation Roadmap that Elevates Human-Centred Healthcare

Dr Fatih Mehmet Gul

Published 2026 · Paperback, hardback and Kindle

The framework behind this toolkit, in eleven chapters.

connected.care/the-book

Buy on Amazon

HOW IT WORKS

Support reaches caregivers before the technology does

STEP 1 · 5 MIN

Explain

Not a performance review: it shows where the organisation must support people.

STEP 2 · 10 MIN

Check

Each caregiver completes the twenty statements alone.

STEP 3 · 15 MIN

Score

Add up each area out of 25. Collect team scores anonymously.

STEP 4 · 30 MIN

Discuss

Talk through the lowest area: what makes it hard?

BEFORE GO-LIVE

Support

One support action per low area, with an owner and a date.

Who takes it

Doctors, nurses and allied health, individually or as a team. Include new joiners and those who struggle most.

Why it matters

Caregivers are the mini CIOs of the future. Equipped, they see technology as a partner and lead the digital practice.

Using the tools with ease

#	Statement	Score 1 to 5
01	I can use our clinical systems without help.	○ ○ ○ ○ ○
02	I learn new digital tools quickly.	○ ○ ○ ○ ○
03	I know who to ask when a tool fails.	○ ○ ○ ○ ○
04	I can help patients use our digital services.	○ ○ ○ ○ ○
05	I trust the data our systems give me.	○ ○ ○ ○ ○

1 Not at all · 2 Rarely · 3 Sometimes · 4 Mostly · 5 Fully

Tools that give time back

#	Statement	Score 1 to 5
06	Our tools give me time back, rather than take it away.	○ ○ ○ ○ ○
07	Documentation does not follow me home.	○ ○ ○ ○ ○
08	Alerts reach me only when they matter.	○ ○ ○ ○ ○
09	I have support for coding and claims.	○ ○ ○ ○ ○
10	I can manage my day and workload digitally.	○ ○ ○ ○ ○

1 Not at all · 2 Rarely · 3 Sometimes · 4 Mostly · 5 Fully

Staying in touch with patients and colleagues

#	Statement	Score 1 to 5
11	I can stay in touch with my patients between visits.	○ ○ ○ ○ ○
12	I can reach colleagues through an authorised channel.	○ ○ ○ ○ ○
13	I know who works alongside me.	○ ○ ○ ○ ○
14	Consultation with other specialties is easy.	○ ○ ○ ○ ○
15	Patients can reach me when they need to.	○ ○ ○ ○ ○

1 Not at all · 2 Rarely · 3 Sometimes · 4 Mostly · 5 Fully

Owning the digital floor

#	Statement	Score 1 to 5
16	I am asked before new technology is chosen.	○ ○ ○ ○ ○
17	I can suggest changes to our tools.	○ ○ ○ ○ ○
18	My feedback leads to action.	○ ○ ○ ○ ○
19	I am trained before go-live, not after.	○ ○ ○ ○ ○
20	I see myself as an owner of how technology is used here.	○ ○ ○ ○ ○

1 Not at all · 2 Rarely · 3 Sometimes · 4 Mostly · 5 Fully

SCORE

The lowest area is where support is needed first

CONFIDENCE

/ 25

Using the tools with ease

TIME

/ 25

Tools that give time back

CONNECTION

/ 25

Staying in touch with patients and colleagues

VOICE

/ 25

Owning the digital floor

Area score	Reading	What it means
5 to 11	Needs support	This area is a source of frustration. Address it before the next go-live.
12 to 17	Developing	Foundations exist but are uneven. Make them consistent.
18 to 21	Ready	Caregivers use technology as a partner here.
22 to 25	Champion	A strength. Use these caregivers to lead others.

SUPPORT

Equip caregivers first, and they will lead

Area	A first support action	Owner	Before go-live
Confidence	Pair every caregiver who scores low with a digital champion on their own unit for one month.		
Time	Find the single task that costs caregivers the most screen time, and remove or automate it first.		
Connection	Give the team one authorised channel and a directory of who is who, and retire the unofficial groups.		
Voice	Put a front-line caregiver on the next technology decision, with a real vote.		

Give caregivers a seat, and a vote, on every technology decision that touches their work.

Five connections, from the inside out

01

Connected Self

Equip the caregiver first. Caregivers confident with their tools give their attention to the patient, not the screen.

02

Connected Teams

One team starts with a relationship. Everyone knows who is who, and can reach them fast.

03

Connected Patients

Heard before, known during, accompanied after: from home, back to home.

04

Connected Leadership

The open door, at scale. Data sends leaders to the corridor, not away from it.

05

Connected Community

A 50-year neighbour, present on the community's good days and bad days.

Technology runs across three layers and 37 touchpoints: patient-facing, caregiver-facing and the hospital foundation. Every touchpoint should serve at least one connection.

The four Rights: a method, not a product

Right Technology

Does it serve the relationship, or replace it? Eight questions and five design rules before anything is bought.

Right Ethics

Is it fair and dignified, built for our population, language and culture, with another door for those who can't use it?

Right People

Are the staff and patients who use it trained and confident, with clinical champions who own the change?

Right Measures

Do we measure human outcomes beside technical ones, and decide to scale, fix or drop?

Plan, test, measure and improve: the same cycle every quality team already knows, with the human relationship as the outcome.

Seven free tools, one book, one conversation

Tool	Use it online, save results, get the toolkit
Human Touch Assessment	connected.care/human-touch-assessment
Technology Filter	connected.care/technology-filter
Journey Walk	connected.care/journey-walk
Hospital Technology Map	connected.care/technology-map
Human-Touch Business Case	connected.care/human-touch-business-case
Reachability Test	connected.care/reachability-test
Caregiver Digital Readiness Check	connected.care/caregiver-digital-readiness

THE AUTHOR

Dr Fatih Mehmet Gul

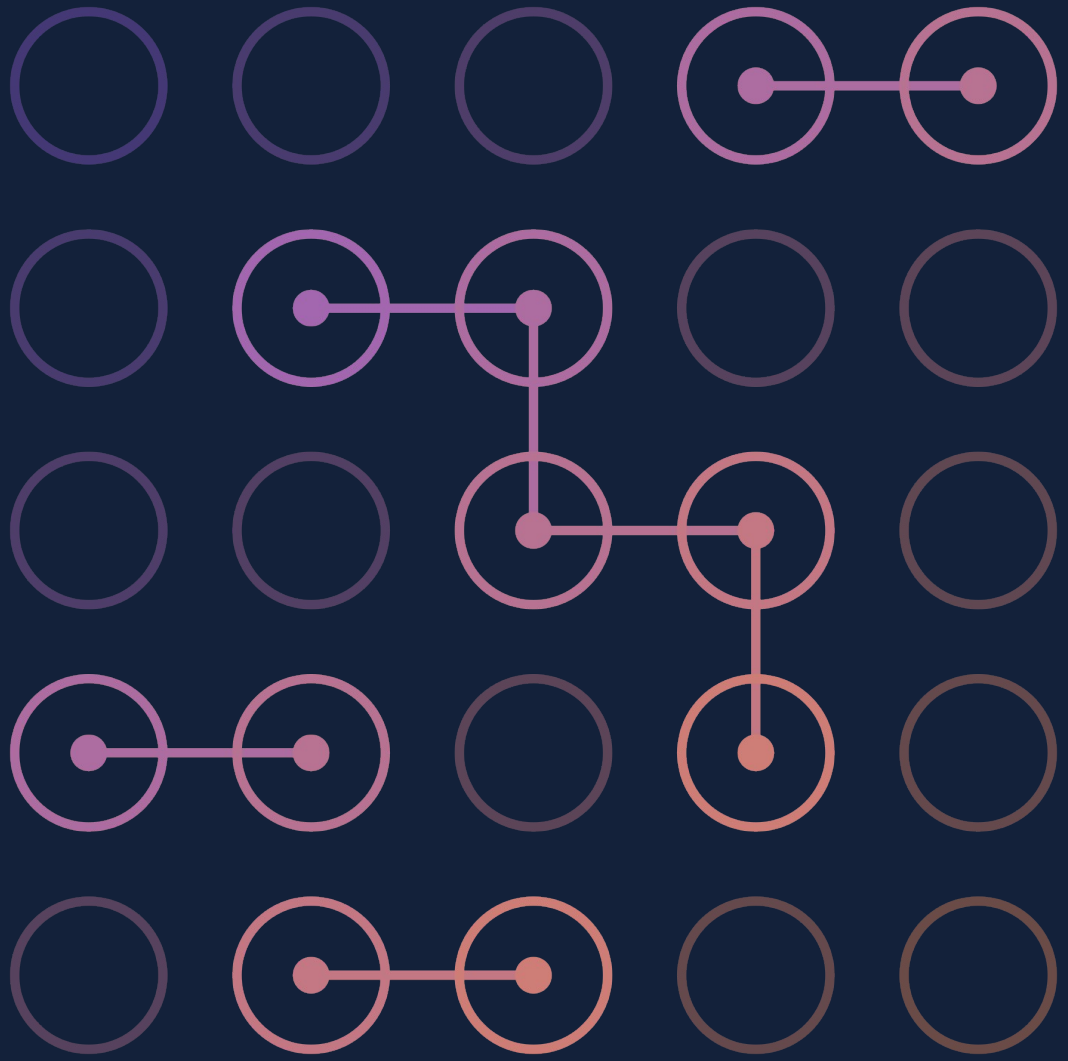
Physician and healthcare leader with more than 25 years in hospital leadership across Europe, the United Kingdom and the Middle East. Author of the book Connected Care (2026), host of The Chief Healthcare Officer podcast, and Honorary Professor at UCL Global Business School for Health.

connected.care

connect@connected.care

Care is a relationship.

Everything else is infrastructure.



connected.care/tools · connect@connected.care