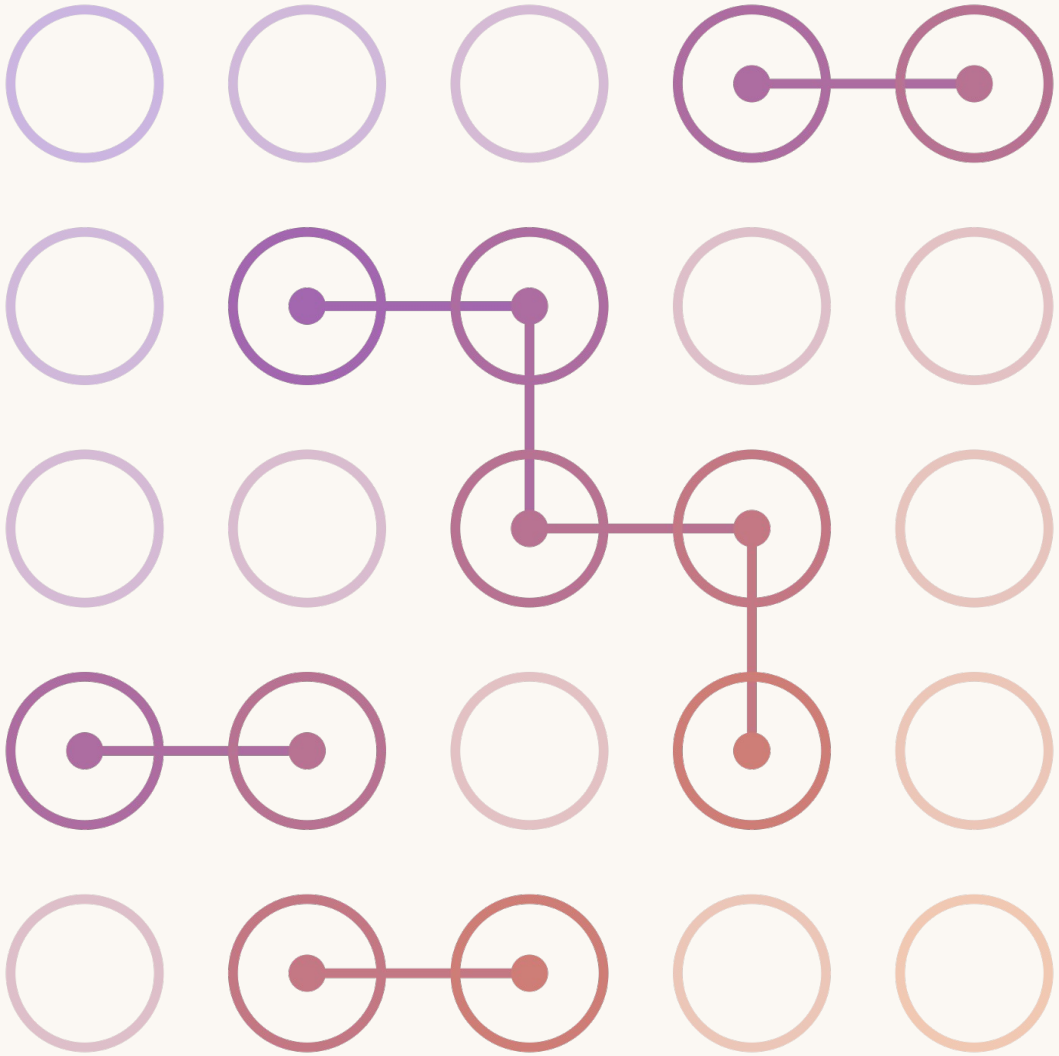
CONNECTED CARE · WORKSHEET

The Human Touch Assessment

Care is a relationship. Everything else is infrastructure.



Dr Fatih Mehmet Gul · connected.care/tools

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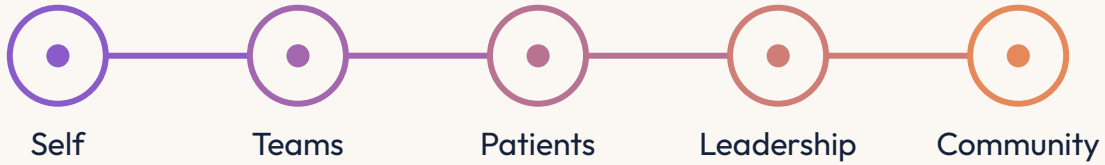
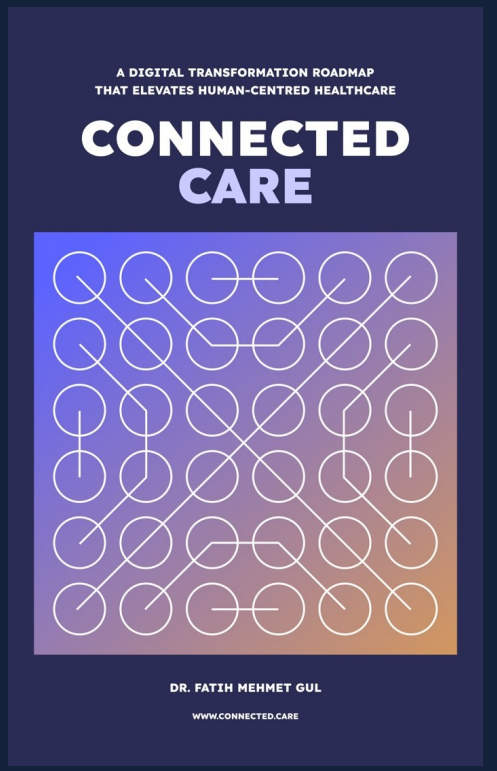
Care is a relationship. Everything else is infrastructure.

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 TO USE IT

Twenty questions across the five relationships

1

Answer

For your own hospital, clinic or department. Be honest: this is for you, not an audit.

2

Rate

Each statement from 1 (not at all) to 5 (fully in place). Circle one number.

3

Add up

Each relationship's four answers. Each scores between 4 and 20.

4

Compare

Ask a nurse, a doctor, a manager and a patient-experience lead. The gaps are the finding.

If you have to choose, start at the centre: you and yourself.

Score what is true today, not what the policy says

#	Relationship	Statement	1 to 5
01	You and yourself	Our clinicians spend more of their shift with patients than with screens and paperwork.	○ ○ ○ ○ ○
02		We measure burnout, after-hours documentation and staff wellbeing, and act on what we find.	○ ○ ○ ○ ○
03		Every new technology is judged first on whether it gives caregivers time back.	○ ○ ○ ○ ○
04		Staff have real, protected time and support to recover after a hard shift.	○ ○ ○ ○ ○
05	You and your team	Colleagues across departments know each other, and refer to each other before looking outside.	○ ○ ○ ○ ○
06		Handovers are structured and supported by shared tools everyone can use.	○ ○ ○ ○ ○
07		Staff have channels to share ideas and updates, not only to report incidents.	○ ○ ○ ○ ○
08		Every new joiner has a designed onboarding journey and a real welcome in week one.	○ ○ ○ ○ ○

Score what is true today, not what the policy says

#	Relationship	Statement	1 to 5
09	You and your patient	We have mapped the full patient journey from home to home, including how it feels.	○ ○ ○ ○ ○
10		Patients can easily reach a person before and after their visit, not just a menu or a chatbot.	○ ○ ○ ○ ○
11		Instructions and follow-up reach patients on the channels they already use.	○ ○ ○ ○ ○
12		Patient feedback is gathered in real time and acted on, not just reported each quarter.	○ ○ ○ ○ ○
13	Leaders and their people	Leadership treats connection and engagement as a strategic priority, not only an HR metric.	○ ○ ○ ○ ○
14		Leaders are visible on the floor and listen without an agenda.	○ ○ ○ ○ ○
15		Digital change comes with education and feedback loops, not only top-down instructions.	○ ○ ○ ○ ○
16		Clinicians and patient-experience leaders have a seat at the table for technology and AI decisions.	○ ○ ○ ○ ○

Score what is true today, not what the policy says

#	Relationship	Statement	1 to 5
17	The hospital and its community	We stay in touch with patients after discharge, not only through paperwork.	○ ○ ○ ○ ○
18		We speak with our community through digital channels outside illness and emergencies too.	○ ○ ○ ○ ○
19		We understand the languages, cultures and needs of the communities we serve.	○ ○ ○ ○ ○
20		Families are kept informed, especially in long-term care.	○ ○ ○ ○ ○

YOUR TOTALS

Each relationship scores from 4 to 20

YOU AND YOURSELF
/ 20
Statements 01 to 04

YOU AND YOUR TEAM
/ 20
Statements 05 to 08

YOU AND YOUR PATIENT
/ 20
Statements 09 to 12

LEADERS AND THEIR PEOPLE
/ 20
Statements 13 to 16

THE HOSPITAL AND ITS TY
/ 20
Statements 17 to 20

Score	Stage	What it means
4 to 9	At risk	Start here before adding new technology.
10 to 14	Developing	Make the foundations consistent and measure them.
15 to 17	Connected	Protect it as you change other things.
18 to 20	Leading	A strength to share across the organisation.

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.

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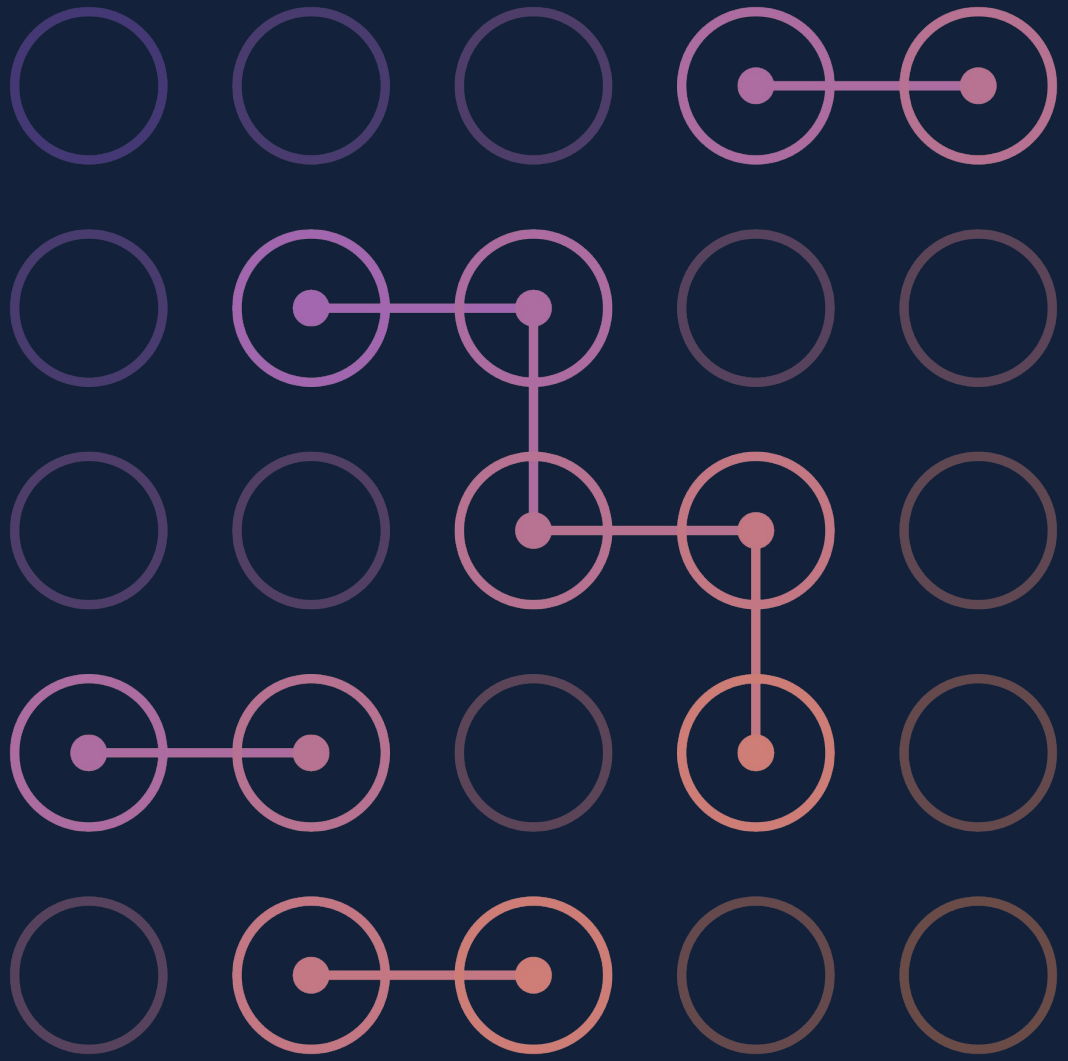

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