



Achieving Strategic Organizational Transformation Requires Insight and Alignment

ARE YOU READY FOR CULTURAL CHANGE?

Finding Clarity Through a Changing Landscape

The numbers are clear.

Health reform brings dramatically lower levels of reimbursements, adds approximately 20 million new patients, and threatens operating margins and access to capital.

To retain financial viability, health care organizations must pursue new business models to improve financial performance, operational efficiency and clinical processes. While many factors working against hospitals and health systems today can't be controlled, there are proven approaches to reduce cost structure, improve reimbursement and enhance quality and patient satisfaction—on a meaningful and sustainable basis.

Change has come—you need a clear path forward. Providing safe, quality care has always been the mission of hospitals and health systems. What's changed is the imperative to mitigate the value gap between quality and cost.

The Patient Protection and Affordable Care Act

Health care Organizations Must:

2-4%

Reduction in Reimbursement Rates



Declining reimbursements

1% out in Medicare reimbursements. Others approximate Medicare rates.

- Reduce revenue slippage
- Standardize costs
- Improve operational efficiency

20 Million

New Patients



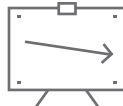
Increasing patient volume

The Affordable Care Act extended insurance coverage with the Marketplace, Medicaid expansion and young adults staying on their parents plan.

- Reduce clinical variation
- Improve operational efficiency
- Reduce total cost of care

1-2%

Reimbursement Penalties



Quality

Value-based purchasing and 30-day readmissions can impact 1% of Medicare DRG payments.

Performing poorly in both categories could create a 2% penalty.

- Improve patient satisfaction
- Improve quality of care

FUTURE



Value-based health care

Hospitals that do not prepare for the future and improve performance can expect financial penalties that will affect revenues, tarnish credit ratings and threaten financial viability.

Providers that achieve good results for their patients and keep costs in check stand to be rewarded with performance bonuses and shared savings.

- Challenging imperative to align clinical activities with costs and outcomes
- Value-based reimbursements and contracts

A Shared and Tailored Performance Improvement Journey

Achieving measurable results begins with actionable insights and experts who can help uncover and impact the unique and complex interdependencies involved with managing your organization's total cost of care, revenue and operations while delivering the highest quality of care. We utilize our best in class operational and clinical data and indicators to take a holistic approach to understanding your unique situation and implementing tailored solutions and technologies to help reach your short- and long-term goals.

Comprehensive Performance Improvement		
Front	Middle	Back
<ul style="list-style-type: none"> • Patient Access Solutions • Patient Financial Clearance Center 	<ul style="list-style-type: none"> • Case Management/Utilization Review • Clinical Documentation • Charge Integrity Solutions • Oncology Data Management 	<ul style="list-style-type: none"> • Claims and Billing Solutions • Contract Management Solutions • Recovery and Collections Solutions
←	Data-driven decision making	→
←	Integrated analytics and technology platform	→
←	Focused performance improvement	→
←	Education and training to build skills	→
←	Reimbursement strategy	→
←	Revenue cycle outsourcing	→

Proven Experts, Data, Methods and Technology

We combine our best-in-class data indicators with proven professionals possessing in-depth health care experience ranging from medical and clinical care delivery to executive leadership, operations and finance. Our people know what to do and how to do it, they also have worked in health care organizations and have a proven track record of achieving results.

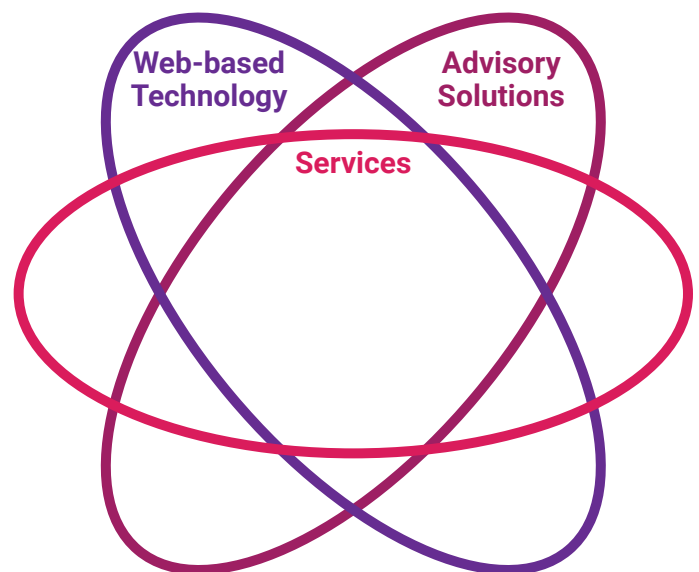
Health care Executives: Manage through the strategic imperatives impacting financial and operational performance

Physicians: Critical to gaining buy-in and alignment with physicians and facilitate credible initiative decisions based upon sound clinical principles, national benchmarking data and quality outcomes

Operational and Financial Experts: Operational expertise combined with health care backgrounds to assess performance and implement practical, results-oriented solutions

Lean and Six Sigma Experts: Certified professionals to guide program implementation and instill sustainable Lean-based practices

Clinicians: Direct experience implementing solutions creates the credibility to communicate and collaborate with clinical staff to achieve the desired outcomes



Sustainable Performance and Margin Improvement

Our experienced professionals and specialists focus on immediate financial improvement... fast, measurable ROI and best practice process improvement expertise to drive cost reductions, more efficient, coordinated and exceptional care.

- 1 ASSESS** – You gain insight from the data of 4,000 health systems
We analyze your operations and performance against national data and an unprecedented database of best-in-class indicators, including more than 20 million patient records gathered through our business relationships with approximately 4,000 health systems.
- 2 ADVISE** – You receive a tailored approach based on your strategic goals
A recommendation is delivered followed by a tailored, comprehensive action plan aligned to your strategic goals and opportunities to improve overall performance across your organization.
- 3 IMPLEMENT** – You benefit from the best practices implemented at successful organizations
Our team of experienced, financial, operational and clinical consultants works alongside your internal teams to operationalize the plan. Our program management approach uses Lean-led process improvement to enhance efficiency, reduce costs, improve clinical delivery and increase revenue.
- 4 SUSTAIN** – You learn process improvement strategies and gain access to technology for long-term success
We facilitate building the internal knowledge to master the strategies, tools and technologies to sustain performance improvements and continue to enhance your operations over time. We coach staff through Lean problem-solving for long-term sustainability.
- 5 EXPAND** – You benefit from knowledge we embed in your team to drive future change
To complement the investment in technology and tools, we build organizational alignment and teach and support cultural transformation, while process improvement consultants and cost savings teams deliver immediate results in cash flow lift and workflow.



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