

SERVICES AND SOLUTIONS FOR CARE PROVIDERS

TECHNOLOGY AS A CATALYST FOR DIFFERENTIATION.

- ◆ How can you leverage your EHR/EMR more effectively in conjunction with other clinical information systems?
- ◆ Which eChannels should you consider—both to differentiate your services and to educate your patients?
- ◆ How will pay-for-performance (P4P) and other regulatory funding initiatives affect your IT strategic plan?
- ◆ Has your organization successfully applied the concepts of personalized and/or evidence-based medicine?

INCREASE EFFICIENCY AND EFFECTIVENESS IN A CONSTRAINED AND DEMANDING ENVIRONMENT.

Care providers certainly are not shielded during times of economic crisis. Just like any other service-driven business, care providers increasingly are measured according to their ability to grow revenue, increase market share, and reduce costs. But, they must be prepared to do this at the same time they are trying to:

- ◆ Continuously improve quality and outcomes.
- ◆ Comply with increasingly stringent regulations.
- ◆ Align evolving clinical protocols.

IMPROVE PATIENT SATISFACTION AND QUALITY OF CARE.

Requirements for sophisticated decision support tools, product selection, and medical care choices continue to evolve, along with service expectations. Care providers most pressing opportunities, however, could derive from their ability to attract, retain, and educate constituents through new channels that actually change patient behavior.

MAINTAIN A COMPETITIVE ADVANTAGE.

To grow profitability or even break even in today's dynamic landscape, you must be prepared to:

- ◆ Manage bed occupancy proactively.
- ◆ Reduce bad debt.
- ◆ Optimize reimbursement rates.
- ◆ Monitor medical staff productivity.
- ◆ Improve clinical efficacy.

WE HELP CARE PROVIDERS REALIZE VALUE IN A CHANGING MARKET.

West Monroe Partners combines extensive strategic and technology expertise with an in-depth understanding of all aspects of the healthcare industry—enabling you to address issues and challenges with sound, effective business decisions.

OUR SERVICES AND SOLUTIONS.

- ◆ Project and program management
- ◆ IT management and due diligence
- ◆ System integration and implementation support
- ◆ Process optimization
- ◆ Customer relationship management (CRM)
- ◆ Business intelligence
- ◆ ICD-10 conversion accelerator
- ◆ Disease management analytics accelerators

THE RESULTS WE HAVE DELIVERED.

- ◆ Reduction in IT spend: 30 percent.
- ◆ IT productivity improvement: better than 25 percent.
- ◆ Increase in perceived patient satisfaction and quality of care: 10 percent.
- ◆ Improvement in delivered project value: 50 percent.
- ◆ Improvement in provider IT adoption: 25 percent.

That's business in the right direction.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.