

Health Information Technology Solutions

Awards



Alliances & Expertise

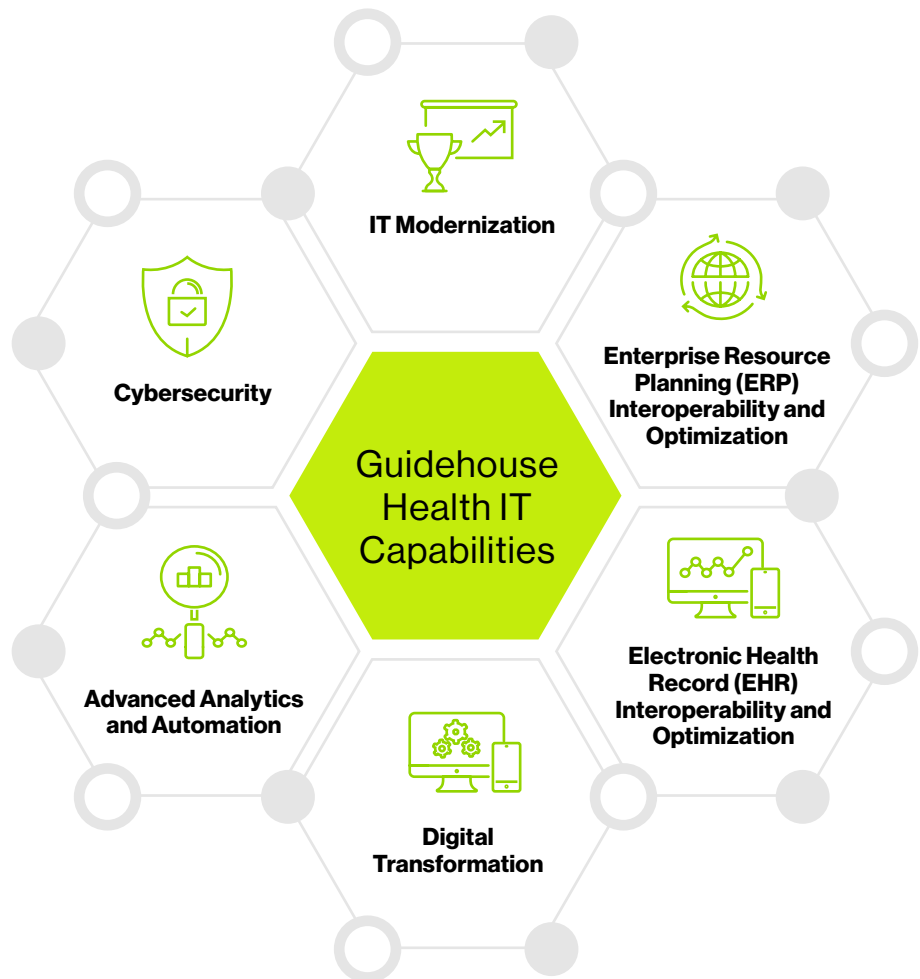


Guidehouse | Health

Health IT Solutions

Guidehouse has worked with countless hospitals and health systems, government agencies, payers, and life sciences and retail organizations, helping them leverage their IT strategy to optimize internal processes, empower employees with data-driven intelligence, and create highly consumer-centric products and services.

Guidehouse Health's Award-Winning Team provides a comprehensive suite of healthcare technology solutions:



Our Team

As the leading global consultancy that integrates strategy and policy expertise with deep industry partnerships across healthcare and beyond, the Guidehouse Health IT (HIT) Solutions team is composed of more than 700 data engineers and analysts, software developers, digital strategists, and other technology experts. This includes commercial and public health leaders with decades of digital health experience at the executive level.



Brian Jones, DO, Partner & HIT Solutions Leader

Dr. Jones has championed process re-engineering and integration of IT tools into large health systems. He has held leadership positions at the US Defense Health Agency, Military Health System, and Army Medicine, where he successfully led the deployment of clinical efficiency tools resulting in an improved provider experience and more efficient business processes.



Aimee Sziklai, Partner & Commercial Payer Leader

A former health plan executive, Sziklai has extensive global payer operations knowledge and experience, with a focus on embedding digital transformation, cloud-based, and automation solutions and capabilities into health plan models and their partnerships with healthcare organizations.



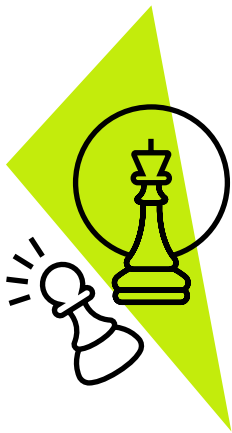
Robert McNamara, Partner

McNamara leads the Business and IT Strategy practice at Guidehouse, providing strategy, management, technology, risk, and financial management consulting to public sector and commercial clients. He is focused on developing integrated business and IT strategies for commercial and public sector organizations, creating growth strategies for highly competitive markets, improving operational performance through modernization and automation, and building digital capabilities that improve the customer experience.



Laura Bryce, Partner

Bryce has led technology, digital transformation, design, and customer experience projects for more than 20 years in the public, private, and non-profit sectors. With a background in IT strategy and design, Bryce works with organizations to develop and implement technology strategies and digital solutions that modernize their IT platforms and enterprise architecture, improve service delivery, reduce costs, and drive higher customer satisfaction.



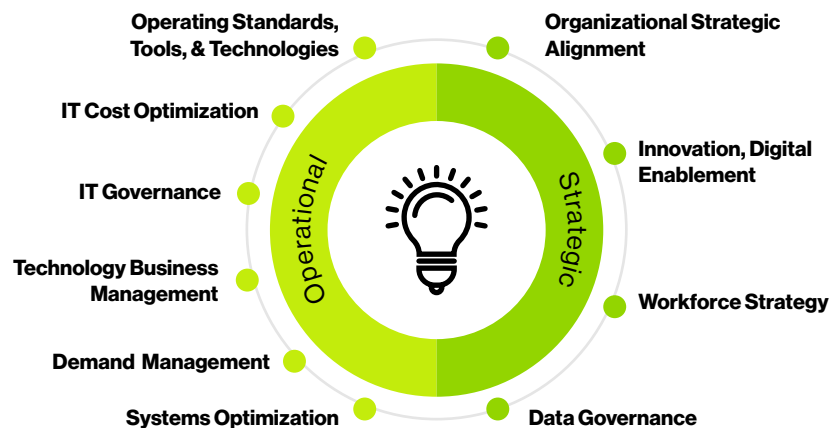
Guidehouse | Health IT Modernization

Our Point of View

High cost of IT implementations and software and hardware adoption have resulted in the unprecedented expansion of the size and complexity of healthcare organization IT departments. As organizations are struggling to keep costs down, reducing IT budgets has become a focus. Our practice is built around strategically solving this issue thru insights on Underperforming or underleveraged IT assets that significantly impair operations, productivity, and employee engagement. In many cases, organizations are not taking full advantage of the benefits their technology investments could bring to solve their greatest business challenges—and it's working against them in terms of efficiency and security. While many specific solution vendors exist, organizations need a partner who understands the operational, technological, and strategic components involved to develop a holistic, optimized IT function.

Our Solutions

IT effectiveness focuses on enhancing IT value to enhance an organization's overall strategy by leveraging IT to support a cohesive care delivery and caregiver experience systemwide. It increases value derived from existing IT investments, standardizes systems and applications, and optimizes operations to support the organization, while confirming best-in-class expense management.

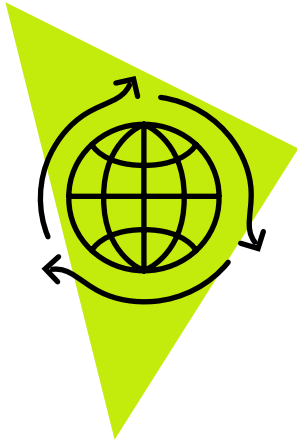


Key Contacts

- Payer:
Aimee Sziklai, Partner
- Health:
Brian Jones, DO, Partner
- Advanced Solutions:
Robert McNamara, Partner
- PC Aithal, Partner

Our Impact

- ▶ **\$25M Synergy Opportunity for JV Creation by Two Statewide Health Systems**
Identified a \$25M synergy opportunity across two organizations via licensing and contract consolidation, collapsing duplicative infrastructures, transforming workforce, and aligning digital investments.
- ▶ **Regional Specialty Children's Hospital in Northeast**
Built strategic plan recommendations to align IT spend with peers through realigning span of control, demand management, and optimizations to EHR and ERP systems. Developed JV consortium model revenue cycle and technology services to children's hospitals nationwide.



Guidehouse | Health

Enterprise Resource Planning Interoperability and Optimization




Our Point of View

Over the past 20 years, healthcare organizations have focused efforts and investments on EHRs, neglecting ERP and other technologies. Now, as margin pressures increase, ERP is coming to the forefront as organizations increasingly look to create efficiencies to digitally enable corporate services and align fragmented business processes.

Our Solutions

Our team partners on end-to-end solutions with healthcare clients, offering a unique combination of capabilities that range from strategy and operations consulting to technical architecture planning, risk management, and implementation. We provide solutions to ensure that we not only address the greatest internal levers for organizational transformation, but also engage all key stakeholders and utilize tools that minimize risk, reduce cost, and accelerate deployments.

Guidehouse offers ERP solutions across finance, supply chain, human capital management, and technology.

	Strategy	ERP Strategy & Planning	Technology Evaluation & Software Selection		Operating Model Design & Implementation
	Transformation	Transformational Consulting	Business Process Management	Operational Improvement	Implementation/ Deployment Services
	Realization	Advanced Analytics	Post-Production Support Services	ERP Optimization Services	Benefit Realization & ROI Measurement

Key Contacts

- Payer:
Aimee Sziklai, Partner
- Health:
Brian Jones, DO, Partner

Our Impact

Guidehouse's experience is that a business-led corporate function transformation leads organizations to achieve greater growth, profitability, and operational excellence, and experience project returns of 1% - 2% of total operating revenue.

- ▶ Independent verification and validation partner for Workday ERP implementation at \$4B health system providing leading practice insights across design, configuration, testing, cutover, and go-live readiness which prevented a six month go-live delay and \$6M program budget deficit.
- ▶ Leading a financial systems modernization initiative across multiple federal agencies responsible for strategy, planning, requirements, and functional process for ERP replacement initiative.

Electronic Health Record Implementation and Optimization



Our Point of View

Today's EHR market continues to expand and offer next-generation, fully integrated platforms designed to enhance the caregiver and patient experience. However, many providers remain unaware of the business impact that a new EHR implementation or optimization can deliver for organizations. EHR operationalization remains the single biggest opportunity among many providers. A well-tuned EHR can provide a significant lift to operating revenue, improving provider and patient engagement, throughput, and productivity. An average go-live takes a full year to recover to baseline accounts receivable and cumulative cash return levels, all while putting a strain on staff performance, retention, and engagement.

Achieving a top-performing go-live must not just be a goal, but a business requirement. When implemented successfully and with full consideration to operational workflows, EHRs can be further leveraged to serve as a comprehensive digital operating system overseeing multidisciplinary functions involved in providing high quality, cost-effective patient care while improving caregiver efficiencies and experience.

Our Solutions

Guidehouse partners with clients at all stages of their EHR journey, beginning with system selection and implementation for providers looking to make a switch. For providers looking to remain on their current EHR, Guidehouse brings the industry expertise to ensure your business, clinicians, and patients capture the value of your EHR investments by deploying optimizations and workflows that enable achievement of your organizational goals.

- **System Selection.** Guidehouse's services range from small-scale enterprise vendor evaluation to large-scale EHR strategies across multiple platforms and business units.
- **EHR and Workflow Optimization.** Guidehouse offers a comprehensive approach to fully optimize existing EHR investments and applications while redesigning and integrating clinical and operational processes.
- **Digital Operating System.** Guidehouse EHR, clinical, and operational expertise enables clients to leverage their EHR as an integrated command center that optimizes key patient flow, and financial and staffing functions.
- **EHR Interoperability.** We help clients think holistically about how their EHRs should connect with other core systems and support integration to better automate manual processes.
- **EHR Implementation.** We provide a metric-driven approach that equips operations, IT, and revenue cycle with best-practice design and targeted risk mitigation work plans to drive top-performing results, including clinical, operational, and financial impact, across all major EHR vendors in today's market.
- **Change Management.** Guidehouse's proprietary change-management methodology, (re)Vision, leverages human-centered design and behavioral science skills to encourage successful stakeholder adoption of the new EHR system.
- **Revenue Guardian.** Offers technical content, design, and build to complement Epic Revenue Guardian Toolset allowing organizations to identify, halt, and resolve accounts missing appropriate charge capture. Industry-leading toolset built from community-based approach allowing multiple organizations to leverage, add, and refine content themselves.

Our Impact

Our top-performing revenue cycle go-live results boast a 99% historical success rate.

Large Midwest Multi-Facility Health System

Gross Revenue Capture:
Achieved 104% hospital revenue performance and 107% physician revenue performance after 90 days.

South Central Nonprofit Children's Hospital

Developed a phased implementation plan to address 800-plus technical and operational workflow challenges to improve care team EHR experience.

Northeast Nonprofit Health System

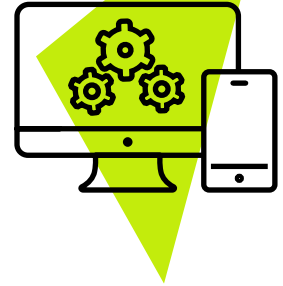
Identified \$21M net margin opportunity by designing a command center around EHR that improved throughput, market growth, level of care, and staffing.

Key Contacts

- Provider:
Matt Onesko, Partner
- Health:
Hassan Zahwa, PhD,
Director

Guidehouse | Health

Digital Transformation



Our Impact

Regional Northeast Health System

Transformed portfolio of more than 100 distinct virtual care programs into unified digital health strategy to increase reimbursement, align clinical practice, and improve patient and provider experience.

Multistate Health System in Pacific Northwest

Aligned executives around digital health strategy to drive ambulatory growth goals building specific tactics to operationalize two virtual care use cases, implement a digital front door strategy, and create a program to sell its EHR to community providers.

Key Contacts

- Provider & Payer:
Kristen Greenstreet, Partner,
Strategic Access
- Advanced Solutions:
Laura Bryce, Partner
- Provider:
Soma Ghoshal-Diaz,
Associate Director

Our Point of View

Digital enablement has become essential for both providers and health plans as more consumers expect a tech-enabled experience, with the ability to access specialty support—virtually and on demand—and out-of-the-box tools for managing care. Meanwhile, leading organizations are exploring the use of chatbots and other digital tools to boost efficiency in scheduling appointments, paying bills, receiving lab results, and understanding care plans. The move toward digital care forces leaders to consider whether they are overleveraging physical facility assets and what they should do to right-size in-person care to match current demand. It also is important to identify opportunities to lessen the risk of clinician burnout by pairing caregivers with the data they need to deliver the right care at the right time.

Our Solutions

Guidehouse's digital transformation solutions provide comprehensive problem-solving to resolve challenges facing health systems, health plans, and other organizations in capturing the full value of digital consumer engagement and care delivery. Whether addressing issues with fragmented patient, provider, or member experience, lack of adoption of telehealth, and other virtual care use cases, or challenges operationalizing consumer contact centers, we partner with clients to unify their digital health strategy to capture value from their digital investments.

Our team includes experts in user experience design and research, seasoned clinicians with experience operationalizing virtual care programs, and experts in health IT, patient access, and reimbursement strategy.

- **Digital Front Door and Consumer Experience:** Guidehouse helps organizations take a holistic view of the consumer journey. We conduct primary research and journey mapping to identify pain points and design an experience that reflects your organization's priorities. We emphasize strategic patient access and a frictionless patient/provider experience to help drive growth via differentiation, consumer loyalty, and engagement.
- **Virtual Care Delivery:** Through COVID-19, telehealth visits have become consumer-demanded standards. We help organizations innovate the care delivery model and prioritize among the myriad of alternative virtual care solutions—from remote patient monitoring to hospital at home to e-ICU—to differentiate themselves from competitors, ensure adoption among providers, and align reimbursement strategies that support the investment.
- **Digital Strategy:** Organizations have invested in disparate pieces of technology to deliver care, connect providers, and meet regulatory requirements. Aligning these technologies to create a unified experience for all consumers is often a struggle. We take a comprehensive approach to understand organizational goals and identify opportunities for technology to enable achievement of those goals.



Guidehouse | Health

Advanced Analytics and Automation

Our Point of View

Healthcare organizations often face hurdles associated with effectively measuring, informing, and advancing their strategic and operational objectives using data and analytics. Through advanced analytics and automation, organizations can reduce costs and improve efficiencies and patient and employee satisfaction. As the demand for advanced technologies reaches all-time highs, it's important to partner with a vendor who understands how to navigate the "hype" and addressing your organization's unique needs.

Our Capabilities

Guidehouse has invested significantly in developing the teams, tools, processes, technologies, and industry partnerships that enable providers, payers, and governments to realize their analytics goals. We leverage our deep analytics capabilities and consulting services across the healthcare industry to quickly identify areas of impact and partner with clients to build custom solutions.

- **Robotic Process Automation (RPA) and Machine Learning:** With 100-plus RPA solutions implemented across 30-plus government and commercial organizations and 25 certified RPA professionals, Guidehouse has proven RPA capabilities to help drive automation and data-driven decision-making. Our RPA team is equipped with hands-on experience developing RPA solutions and provides unparalleled knowledge of the current automation technologies.
- **Dedicated Healthcare Analytics Team:** Guidehouse has built a dedicated team of 100+ analytics professionals with specialized skill sets and domain expertise leveraging standardized tool sets, advanced analytics methodologies, and state-of-the-art business intelligence tools supporting engagements.
- **Offering Diverse Healthcare Data Assets:** Guidehouse leverages a robust set of "best-in-breed" data assets, including public, purchased third-party, and proprietary datasets to serve our clients across the healthcare industry.
- **Accelerators and Analytic Tools:** Guidehouse develops, maintains, and hosts a wide range of purpose-driven analytics accelerators and tools to assist our clients with revenue cycle management, Medicare ACO attribution and performance, and network retention.

Key Contacts

- Analytics:
Joshua Sens, Partner
- Health:
Bob Dunmyer, Partner
- Automation: Provider
Len Mandel, Director

Our Impact

Application Review

Developed a bot using advanced optical vision character recognition to complete a review process in 15 minutes per application, down from a manual 240 minutes per application process.

Unmatched Disbursements

Automated unmatched disbursements, quarterly financial statements, and reconciliations by creating and scaling a shared RPA service agency-wide, saving the agency \$500,000 in redirected labor costs to date.



Guidehouse | Health Cybersecurity

Our Point of View

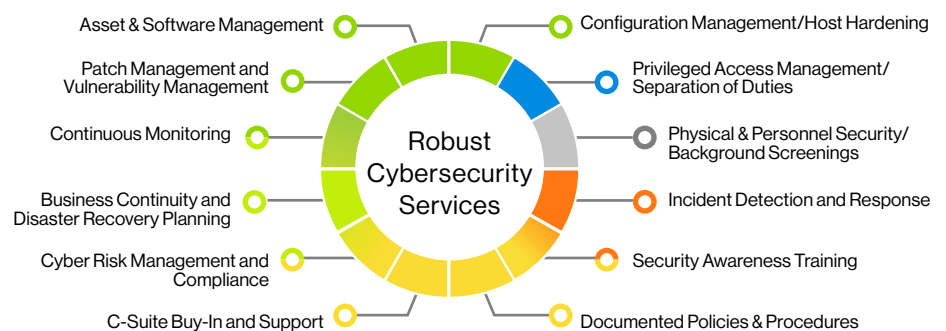
The healthcare ecosystem has long been a target for cyberattacks due to vulnerabilities brought on by an evolving market, vast amounts of patient data, and lifesaving medical devices operating on unsecured platforms. This healthcare data is managed and shared across millions of technologies, data collectors, consumers, brokers, providers, and other users, making it very difficult to protect.

Now, it is more important than ever for healthcare organizations to be strategic about cybersecurity protections and become cyber resilient—especially during a pandemic. Both a proactive prevention program and the ability to quickly detect and respond to attacks is key to reducing the impact of cyber-related risks to your organization.

Our Solutions

Guidehouse understands the most difficult cybersecurity challenges facing public and commercial health organizations. Our cybersecurity advisors guide clients through complex technology, business, and enterprise risk management scenarios. We offer cybersecurity solutions to help our clients establish and optimize their information security operations to be better prepared to address current—and future—technology risks.

Guidehouse offers a
comprehensive suite of
sub-solutions



Key Contacts

- Health:
Cindi Bassford,
Partner

Our Impact

- Helped a publicly traded multinational corporation recover from a sophisticated cybersecurity attack, stop data loss, and regain IT infrastructure control.
- Supported a large federal department with delivering on its mission to improve the cybersecurity posture of the federal enterprise network.
- Enabled a large law enforcement agency to develop a world class capability to continually monitor internal departments and programs for cyber threats.

About Guidehouse

Guidehouse is a leading global provider of consulting services to the public sector and commercial markets, with broad capabilities in management, technology, and risk consulting. By combining our public and private sector expertise, we help clients address their most complex challenges and navigate significant regulatory pressures focusing on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that help our clients outwit complexity and position them for future growth and success. The company has more than 13,000 professionals in over 50 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving national and global economies. For more information, please visit **www.guidehouse.com**.