



Provide Health Solutions

**Detailed Approach and Value Proposition
2010**



Providege and Healthcare Solutions Overview

Company Background

Providege Consulting, LLC, is a well-regarded and growing professional services firm founded in 2002 by former Accenture, PWC, BearingPoint, and Answerthink executives. Clients include Fortune 500 companies throughout the United States. We specialize in marrying the technical and functional aspects of information technology and business analysis, and our expert knowledge includes program/project management, strategy development, architecture, process analysis and re-engineering, technical analysis, security, development, testing, and change management.

Company History

Founded in 2002, Providege Consulting has matured into a respected option within the professional services industry. We have enjoyed double- and triple-digit growth over the past several years. In 2007, we were honored with a ranking of #332 on Inc. 500's list of America's fastest growing companies and were awarded spots on the Inc. 5000 list in 2008 and 2009. Recent accomplishments include the expansion of our business to the Washington, D.C., area and the development of two new practices, Business Enablement Services and Healthcare Solutions.

Healthcare Solutions Practice

The healthcare sector is growing and changing daily, and providers are understandably overwhelmed: EMR, EHR, e-prescribing, coding, billing, patient portals, and more. Clinicians have obtained years of training to provide optimal patient care--not to engineer business processes and implement IT systems. Providege Consulting is here to help. We will assess your practice and recommend, implement, and support EHR and other processes and technologies based on this custom assessment, allowing clinicians and staff to focus on patient care. Please review this document for a more detailed description of our approach.



Project Plan and Approach

We will work with your practice in two phases, the second of which is entirely dependent upon the first. Initially, we will perform a full practice assessment of existing business practices and systems in use through interviews with you and your staff as well as observation of standard operations. After a thorough analysis of your existing procedures and stated goals and objectives, we will provide recommendations. If any or all of the recommendations are accepted, we will work with you through a second phase to implement them.

Assessment Phase

A thorough analysis of your practice can take anywhere from a few hours to a couple of weeks and consist primarily of first-hand observations and staff interviews. During the assessment, we will obtain a thorough understanding of your office's existing practices, processes, and systems through Q&A with decision-makers and staff, taking note of the following:

- **Existing business process(es)**
 - We will capture in detail the patient experience from appointment setting to check-in to wait times, examination, and discharge. A thorough understanding of this process will allow us to identify bottlenecks or areas for improvement and efficiency.
- **Existing systems**
 - We will gather technical information on the current systems used within the practice. For example, do you use a Practice Management system? Billing? Prescription / Order Entry? Clinical Decision Support? If so, what are they and how do they interface? When were they installed? Who maintains them?
- **Your goals**
 - Providers often use unique and organic methods to manage their practices, so the prescription for each will be unique as well. We want to know what your goals are for the practice. For example, would you like to increase the number of patients you see per day or per week? Would you like to increase revenue and/or lower costs? Reduce your risk? Provide better overall care? Are you interested in stimulus funding for meaningful use of technology?
- **Your budget**
 - All businesses operate with a budget, including your practice. In order to make the most appropriate recommendations, we will have a candid conversation with you about what you can invest in process and technology implementation – per month or per year – with the expectation that you will gain far more than you invest, for the life of your practice.



After assessment, Providege will provide a detailed set of recommendations. This second, more detailed, proposal will include process and technology options, as well as pricing and schedules for the next phase: Implementation.

Implementation Phase

Depending on the findings during the Assessment Phase, implementation of various processes and systems can last anywhere from a couple of weeks to several months. Recommendations will take into account the budget and resources available, including that most precious of a physician's resources: time.

Specifically, we will make recommendations and provide scheduling for:

- Business Process Reengineering
- Document management – how to move from paper-based or legacy systems to electronic or new records and systems
- Software selection
- Hardware recommendations
- Implementation of the above and best practices, including
 - The Golden Triangle of examination
 - Security and HIPAA compliance in an electronic environment
 - Meaningful Use for ARRA funding (if desired)
 - and more...
- Ongoing Support

For more information on how Providege Health Solutions can assist your practice in achieving its business and patient care goals, contact us today at healthsolutions@providege.com.