

Healthcare Provider Services

Overview of Services to Healthcare Providers

The challenges facing healthcare providers come from every direction: rising costs, declining reimbursement, increased regulation and financial instability, just to name a few. Navigant offers dedicated provider expertise to help clients meet these challenges and position their organization for a sustainable future.

Our knowledge of the healthcare industry and ability to work seamlessly with local managers allows us to develop custom-designed, creative and sustainable solutions. We use a comprehensive approach that reflects the fact that most organizations experience difficulties due to multiple, interrelated problems. We balance strategic and operational initiatives in offering support and developing implementation plans.



Service Offerings

Strategic Advisory

Navigant's approach to strategic planning is integrated with financial and operational considerations and ultimately considers appropriate sources and uses of capital in the pursuit of a long-term winning strategy. We address an organization's optimal program/service portfolio, physician collaboration strategies to advance growth and create efficient operations, opportunities to reconfigure system assets and ultimately how to lead the market in delivery innovation. We work with our clients to translate winning strategies into winning organizations, both in terms of organizational structure and dashboards to measure and monitor strategic performance.

Our service offerings include:

- » Strategic planning and implementation
 - › Enterprise-wide strategy
 - › Rational, defensible and sustainable pricing
 - › Medical staff development, planning and joint ventures
- » Service line strategic planning

Real Estate Solutions

Our consultants have completed more than \$3 billion in projects and have planned more than 17 million square feet of healthcare construction development. Progressive healthcare organizations around the country have turned to us to leverage their resources, maximize operational performance and improve the patient experience.

We provide the following services:

- » Strategy - We create a comprehensive plan for the future of your facility or campus. By establishing a clear direction, we help our clients better utilize resources and make confident, informed and timely decisions.

- » Program management - We manage every phase of an organization's project, from assembling the right team to budgeting, planning and administration.
- » Development - Working with best-in-breed architects and contractors approved by you, we lead a multi-faceted team to build a facility that meets your strategic goals.
- » Capital - Through our strategic capital partner, we can finance your medical office buildings and outpatient centers, freeing up capital for you to deploy in core business ventures.

Technology Advisory

Healthcare providers are confronted with an increasingly contentious environment that requires organizational leadership to stay on the cutting edge of technological advancements. Navigant provides our clients with a wide array of Information technology solutions, including:

- » Major project quality assurance and validation
- » IT assessments/performance reviews
- » Information technology assessments
- » IT strategic planning
- » IT governance structures and processes
- » IT sourcing decisions
- » Clinical systems readiness assessments
- » Project management methodology
- » System and technology selections

Given the stakes and the track records in the industry, Navigant believes it is crucial that each and every large clinical automation effort is monitored by a substantive Quality Assurance (QA) effort. This QA initiative should function as an early warning system and provide the governing body

with the following information on a routine basis:

- » Critical path items that may become obstacles
- » Data and metrics based analysis
- » Quarterly program evaluation

Performance Improvement

We have extensive experience and a successful track record in helping healthcare organizations improve

their strategic, financial, operational and quality performance. We have an unparalleled record of achieving significant performance improvement within a relatively short time, and sustaining positive performance for years following our work.

Our performance improvement services include:

- » Performance improvement plan
- » Opportunity and risk assessment
- » Physician group and faculty practice management
 - › Funds flow/compensation
 - › Strategy and growth
 - › Governance and structure
 - › Practice operations
 - › Laboratory services
 - › Strategic planning
 - › Operations improvement
- » Implementation support
 - › Overall program management
 - › Operations improvement

Interim Management

We have extensive experience providing the very best in interim leadership to manage healthcare organizations during challenging times, such as transitioning to a new executive, responding to an unexpected departure or absence, managing a turnaround or implementing a merger.

Our interim leaders are seasoned professionals who have direct experience in the following roles:

- » Chief Executive Officer
- » Chief Operating Officer
- » Chief Financial Officer
- » Chief Information Officer
- » Chief Nursing Officer
- » Chief Medical Officer/Vice President Medical Affairs
- » Finance Leadership
- » Revenue Cycle Leadership (e.g., PFS, HIM, Access)
- » Supply Chain Leadership
- » Clinical Leadership (e.g., Nursing Managers)

Clinical Operations Improvement

We offer innovative solutions to help healthcare organizations provide quality care in a cost-efficient and effective manner. We work closely with our clients to improve clinical care operations by providing tools and metrics such as care maps, order sets and protocols to improve performance, documentation, and utilization of supplies, pharmacy and ancillary services.

We help our clients improve their clinical operations through:

- » Capacity management
- » Patient throughput optimization
- » Clinical resource management

Revenue Cycle Performance Improvement

We offer comprehensive revenue cycle performance improvement services that deliver results. Our professionals have extensive industry experience and functional knowledge in designing and implementing solutions that work and are sustainable. Within two to four months we can make dramatic improvements in the cash position of your organization.

Our revenue cycle services include:

- » Severity readiness assessment (MS DRGs)
- » Denial management/case management integration
- » Charge description master (CDM) and pricing services
- » Cash acceleration
- » Standardization/consolidation
- » Charity program development
- » Patient access redesign
- » Charge capture
- » Clinical documentation improvement
- » Coding and coding review
- » Auditing services
- » Health information management
- » GPS Health Revenue Cycle Solution

Supply Chain

Navigant offers a comprehensive suite of services that allow our clients to take control of their supply chains. We employ a seasoned team of healthcare professionals with proven track records in organizations like our clients. Our methodologies and tools strengthen the people, process, and technology elements of the operation and simultaneously drive results to the bottom line. An independent position in the marketplace ensures that our advice is always objective, as we are uncompromised by the conflicts of interest that manufacturer, group purchasing organization, and distributor-owned consulting groups face.

Contact »

Dave Zito
312.583.5871
dzito@navigant.com

www.navigant.com/healthcare

Our supply chain improvement services include:

- » Infrastructure design and implementation
- » Comprehensive non-labor cost reduction
- » Focused physician preference item cost reduction
- » Procurement skills and competency training
- » Performance tracking and management

Financial Advisory

We provide experienced financial executives with a bias towards action to assist healthcare providers in confronting today's financial and operational challenges, identifying solutions and achieving results in a short timeframe.

Our services include:

- » Financial feasibility studies
- » Financial modeling and benchmarking
- » Internal control reviews
- » Consolidation business planning
- » Restructuring – Chapter 11, bankruptcy, distressed situations
- » Mergers and acquisitions – due diligence and process assistance
- » Balance sheet, asset and portfolio assessments

Transactions – asset divestiture, acquisitions, consolidations, liquidation and unwinding of assets

- » Capital formation – raising capital, improving liquidity
- » Valuations of enterprises or business units

Why Navigant

Experienced Team

Navigant's healthcare professionals include individuals with experience as hospital, health plan, physician group and healthcare finance program executives as well as MDs, PhDs, RNs, pharmacists and many other clinical professionals. Many of our team members have over 15 years of experience as healthcare executives. We combine the expertise of these seasoned professionals with our commitment to work with our clients to deliver successful solutions. We have more than 400 highly-experienced healthcare consultants; insurance specialists; financial analysts; economists; certified public accountants; certified business appraisers; physicians; registered nurses; merger and acquisition specialists; professional engineers; and information management analysts. We have offices in over 40 cities across the United States, Canada, Europe and Asia.

Extensive Client Base

We have worked for over 400 healthcare providers across the United States. Our clients include hospitals, health systems, academic medical centers, physician groups and faculty practice plans.

