



Focused on Delivering Concrete Results

- **Faster ROI:** Produced ROI nearly two years ahead of schedule on a large-scale HIS implementation for a 500-bed hospital.
- **Stronger Training:** Rated by 93% of physicians as “the best systems training ever received” after HIA trained 1,000 physicians to use a new \$30 million EMR system.
- **Proven Logistics:** Successfully managed the largest simultaneous migration to a new Epic system – three hospitals in a single day.
- **Expedited Revenue Collection:** Reduced accounts receivables time by 65% for a major medical center.

These compelling stories have one thing in common – they were accomplished by the Healthcare Informatics Associates (HIA) consulting team. As a leading technology provider of mobile enterprise solutions for the healthcare industry, HIA is proud to offer a dedicated management consulting practice to deliver systems support and expertise to hospitals throughout the country.

Our Consultants Have Walked in Your Shoes

The difference between HIA and other healthcare consulting firms is clear. In addition to technological expertise, our consulting professionals are all certified healthcare practitioners – most with over twenty years of combined experience in consulting, information systems and clinical healthcare. Each member of our team of over sixty full time, senior consultants with over 200 successful HIS implementations, has worked previously in a hospital setting. Registered nurses, pharmacists, physician assistant, nurse practitioner, ancillary clinicians, laboratory medical technicians, radiologists, revenue cycle, administrative systems personnel and more – HIA employs experienced professionals who understand the unique workflow requirements of healthcare organizations.

All consultants have brought their unique skill sets to multiple, successful clinical, administrative, technical and revenue cycle system implementations.

Certified Professionals

Each HIA consultant has more than four unique HIS certifications. Many also hold MBAs or Master’s degrees in healthcare sciences. As one example, the HIA team has earned certification in nearly every Epic application through intensive education and training at Epic headquarters in Madison, WI.

Consultants are also certified in implementing additional key applications from GE/IDX, MEDITECH, Siemens/SMS, Cerner, Eclipsys and multiple other informatics systems. We provide transition support, cross training and crosswalk documentation of the differences between legacy systems and newer systems, such as Epic.

Many of our consultants have also earned the Project Manager Professional (PMP) credential from the esteemed Project Management Institute.

Additional Credentials

- AMB = Ambulatory/Clinics Application
- ED = Emergency Department
- Clin Doc = Clinical Documentation
- Cadence = Scheduling
- HSD = Hospital Service Departments
- Meds = Medication Orders
- Orders = Procedure Orders
- Rx = Pharmacy Application
- OTM = Order Transmittal Master
- DS = Decision Support Application/Rules
- Beacon = Beacon Oncology Application
- RHB = Resolute Hospital Billing
- ADT = Admitting, Discharge, Transfer Patients
- Prelude = Patient Registration
- BE = Benefits Engine
- HIM = Health Information Management
- NRS = Nursing
- OE = Order Entry
- BAR = Billing Accounts Receivable
- POM = Provider Order Management
- ADM = Admissions
- MR = Medical Records
- ABS = Abstracting
- GL = General Ledger
- MM = Materials Management
- PCM = Patient Care Management
- PHA = Pharmacy
- ITS = Imaging and Therapeutic Services
- NPR = Report Writing

Authenticity Is Our Promise

Imagine a registered nurse with two decades of clinical experience and additional relevant expertise in HIS implementation. HIA has twenty-two registered nurses on staff and each has hospital experience in the inpatient arena, ED, Ambulatory/Clinic area, or all three. Our consultants have implemented both inpatient and ambulatory clinical systems and over

twenty emergency department systems, including both standalone and integrated systems.

HIA consultants include registered pharmacists who have worked with multiple pharmacy systems and have a combined experience level of over twenty-five system installations. Several consultants on the pharmacy team have also worked with major system vendors to design pharmacy systems. All of the pharmacists have MBA's or an additional Master's degree.

Areas of Expertise

- **Partnership**
HIA consultants approach engagements as partnerships with the client and with the vendor. We build strong working relationships that foster teamwork, collaboration and open communication throughout the engagement lifecycle.
- **Customization**
Our consulting team views each clients' needs and situations as unique. At no time will we force boilerplate deliverables, cookbook methodologies or cookie cutter solutions.
- **Workflow and Operational Focus**
Our consultants go beyond merely determining your technical needs – we have medical professionals on staff to focus on the operational impact of new technology in a hospital setting.
- **Successful Evaluation and Selection Tools**
HIA provides a selection methodology tool set that saves time, improves quality and ensures success.
- **Emphasis on Benefits Realization**
Our management engineering and clinical support staff has designed and managed the ROI process throughout multiple system implementations to ensure that intended benefits are effectively measured and achieved and initiated process redesign when necessary to achieve maximum benefits.
- **Knowledge Transfer**
HIA team members work diligently to teach and mentor clients during training. Recognizing that ongoing consulting is expensive to clients, our consultants strive to create self-sufficiency and confidence while transferring knowledge and tools to sustain system benefits over time.

Services

Implementing an HIS system today has less to do with technology and more to do with revising workflows and embracing change management. The key to success is consulting with people who have walked in your shoes. HIA consultants are nurses, pharmacists, ancillary clinicians and patient access/revenue cycle experts who understand the realities of the hospital environment inside and out and who possess the vision and ability to shape technology solutions that fit the healthcare culture.

As part of our services, we regularly provide:

- Specific lists of benefits to achieve.
- Key metrics to measure success.
- A project roadmap to outline the changes required to achieve desired results from your investment.
- Management tracking of benefits.

In addition to identifying the benefits and ROI your organization can hope to achieve, HIA will outline the necessary steps and resources required to make it happen.

A Comprehensive Planning Approach

HIA consultants work with you from start to finish. With proven methods to help you select the right system for your organization, we assist during the budgetary process to justify and champion the project throughout system assessment, selection and implementation. In addition, we help with every aspect of project planning and IT strategic planning. We focus on total cost of ownership, so budget dollars reflect frequently forgotten costs such as backfill staffing, end-user training costs and vendor maintenance. Most importantly – our consultants have a reputation for completing projects on time, on budget, every time.

PMO Start-up and Maintenance

An efficient, reality based PMO structure helps your team prioritize requests for new IT projects, track status, monitor IT resource utilization and create best practice standards to efficiently manage IT projects and facilitate collaboration across the enterprise. HIA consultants work with you to adapt our proven models to meet your needs – from process documentation to budgeting to securing approvals with the appropriate resources assigned.

Workflow Redesign / Clinical Transformation / CPOE / ROI and VOI

At HIA, we employ a reality-based, tested approach to clinical transformation. As past clinicians, our consultants are uniquely qualified to redesign the workflow of hospitals' most difficult areas. With years of experience in performing workflow redesign, clinical transformation, and CPOE, we know which systems best facilitate the way healthcare professionals work – the best practices and logic of delivering patient care to improve process efficiencies, increase cash flow and improve profitability. HIA also employs return on investment (ROI) strategies to justify IT expenditures and help projects pay for themselves in a minimal amount of time. Benefits realization also reduces medical errors and adverse drug events. Our methodologies help healthcare organizations achieve value on investment (VOI) from IT projects through increased employee satisfaction and improved clinical outcomes.

Closed Loop Medication Delivery System Design

HIA designs systems with the appropriate checks and balances from physician order to medication administration to the patient, ensuring that each patient has the five rights verified. Our team has experience designing closed loop medication delivery systems to reduce redundancy and streamline processes, improving patient safety while reducing the exorbitant cost of adverse drug events.

Revenue Cycle Management

HIA helps healthcare organizations develop revenue cycle management processes to improve efficiency. From a patient's first contact with the hospital during pre-admission to subsequent hospital services such as x-rays, surgeries and laboratory testing – we streamline systems to ensure all charges are collected and billed appropriately to decrease billing cycle time. Through this work, HIA routinely helps clients reduce days in accounts receivable by ten to twenty percent. We also achieve results quickly. After a recent Epic system implementation, we reduced accounts receivable to within 90 days, instead of the typical nine month timeframe.

e-Charting or Clinical Documentation

HIA has expertise in developing electronic clinical documentation, or e-charting, to improve the accuracy, quality and efficiency of documenting medications, treatments and vital signs while making information instantly available to patients' EMRs. We have expertise designing nursing and/or multi-disciplinary charting and documentation, as well as implementing bar coded medication and IV administration technologies, wireless devices, carts and bar code scanners. We typically involve nursing and patient care ancillary services in the process and integrate devices that take vitals and automatically post vital signs to a flow sheet. Our consultants also utilize advanced planning and budgeting techniques to ensure project success.

Strategic Supplemental Staffing

From CIOs to support staff, HIA provides interim staffing services to help you manage projects and maintain operations. Our goal is knowledge transfer and mentoring, so we keep your organization strategically staffed – both during our engagement and beyond.

Alliances

- Cerner
- Coastal Healthcare Consulting, Inc.
- Eclipsys
- Epic
- Hayes Management Consulting
- Health Care Mediations, Inc.
- GE/IDX
- MEDITECH



Professional Affiliations

- The Healthcare Information and Management Systems Society (HIMSS)
- American College of Healthcare Executives (ACHE)
- Hospital Financial Management Association (HFMA)
- American Nurses Association (ANA)
- American Society of Hospital Pharmacists (ASHP)
- Association of Perioperative Registered Nurses (AORN)

HIA Five Rights

1. Hire and retain the RIGHT people.
2. Continue to educate and reward the RIGHT people and behavior.
3. Select the RIGHT clients.
4. Work with the RIGHT vendors' systems.
5. Always do the RIGHT thing.

Highly Qualified to Help You Succeed

From enterprise mobility to revenue cycle management, from clinical workflow redesign to CPOE and beyond, HIA has an established track record of success, empowering healthcare providers and patients with better information through the advent of better technology, systems and processes.

For more information about how HIA can help your hospital succeed, contact us at info@hia-inc.com