



HEALTHCARE INDUSTRY



Healthcare providers are experiencing a time of unprecedented challenge and opportunity. With Navigate's help, you can proactively address these changes, shifting away from traditional operating models to better engage patients and clinicians, optimize systems and processes, create bottom-line value, and advance healthcare delivery. We provide comprehensive consulting services that are customized to meet your needs.

DATA MANAGEMENT & GOVERNANCE

A successful population health management strategy and the realization of value-based care is dependent on useful and accessible data.

Our structured and strategic data governance process enables you to access, understand, and effectively utilize data across systems to drive decision-making.

- 1. Assess:** We comprehensively evaluate current data and information assets and identify areas of opportunity.
- 2. Design:** We execute a consolidated, streamlined process for transforming disparate sources of data into uniform and actionable information.
- 3. Implement:** We execute a broad-based strategy for information management that encompasses data governance to ensure consistency, accountability, and improved data quality.

CHANGE MANAGEMENT

Significant investments in electronic medical records and other technology solutions made by many hospitals and healthcare systems are not experiencing their expected return due to system inefficiencies and ineffective user adoption.

We help you objectively assess your technology systems to ensure that they're delivering value.

- 1. Assess:** We use interviews and observation to define and prioritize solution requirements.
- 2. Design:** We facilitate design sessions to convert requirements into optimal system design.
- 3. Build & Test:** We manage and oversee solution development and testing activities to ensure adherence to the requirements and implementation plan.
- 4. Deploy & Support:** We deploy organizational change management activities, including training and communications, to effectively engage employees and drive solution adoption and success.

PROCESS IMPROVEMENT

Both clinical and operational processes must be at peak performance to keep pace with evolving industry demands and to achieve desired outcomes.

We provide objective insight into how you can improve your operations. Whether you are strengthening your overall performance or focusing on a critical business area, you will be able to more clearly see the strengths and weaknesses in your current processes and optimize overall efficiency.

1. Assess: We work through a detailed assessment of current-state processes, including challenges and opportunities for improvement.

2. Design: We redesign your processes for increased efficiency and impact. We define, document, and prioritize future-state processes, identifying owners and performance metrics.

3. Implement: We implement future-state processes, incorporating change management activities to engage stakeholders and monitor performance.

MERGER INTEGRATION

There is an accelerated pace of consolidation among traditional and non-traditional players under a diverse array of models. While mergers bring opportunities for growth and increased patient value, changes can have a significant impact on an organization and its workforce.

We work with you to implement our merger integration framework, evaluating every relevant aspect of your organization and providing targeted support to ensure the vision and goals of the merger are achieved.

1. Due Diligence: We establish an Integration Management Office (IMO) to evaluate, plan, and manage the many moving parts of the transition.

2. Integration Planning: We develop a roadmap for consolidation, with an emphasis on people – creating retention and succession strategies, defining new structures and responsibilities, and preparing leaders for their important roles.

3. Integration Execution: We debut the new organization in a seamless process, thanks to careful preparation and ongoing employee support. The IMO monitors progress against the integration plan, focusing on risk remediation and outcomes.

4. Post Integration: We work with you to ensure that the new organization is operating at peak performance, measuring success and making adjustments to drive ongoing improvement.

PATIENT ENGAGEMENT & INNOVATION

Effective population health management requires both engaged patients and clinicians. When patients are more engaged with their care, clinical outcomes improve and clinicians benefit from enhanced patient relationships.

Our patient engagement and innovation strategy employs the Design Thinking framework to rapidly develop innovative solutions that address patient and clinician pain points and improve the healthcare experience.

1. Understand: Through empathy-led interviews and research, we uncover and define the needs and desires of your patients and clinicians.

2. Explore: Leveraging the insight from the first phase, we brainstorm potential solutions in a creative environment – we encourage you to go wide with ideas. We then narrow down the list to identify reasonable solutions, rapidly prototyping and testing them. This process repeats multiple times until we have a base solution that delivers the desired outcome.

3. Deliver: After an idea has been successfully prototyped and tested, we work side-by-side with you to build and execute the solution, measure its impacts, and make adjustments in real time.

With our team of uniquely experienced professionals using our proven approaches, we can help you navigate the evolving healthcare landscape and executive a strategic initiative to optimize your business and clinical outcomes.

Contact Us Today to Get Started

484.383.0606 | info@navigatecorp.com | NAVIGATECORP.COM

For more information about our Healthcare Practice, visit our [website](#).

