

DRIVING CONTINUOUS PROCESS IMPROVEMENTS

Continuous process improvement (CPI) is about making holistic, comprehensive, and deliberate system changes to facilitate lasting organizational improvements. In healthcare, CPI is essential. It requires an actionable, strategic, and comprehensive methodology, a solid understanding of current-state challenges, as well as innovative problem-solving and flexible process design, which allows the organization to maintain sustainable results.

PHASED APPROACH



Discovery and Gap Analysis

- Assess current-state processes, performance, and readiness for sustainable change
- Conduct staff interviews and observations to engage and empower partners and increase understanding
- Analyze data to objectively define opportunity areas
- Complete gap analyses against future state goals to set direction



Conceptual Design

- Apply proven change management methodologies
- Design standardized, customized and effective CPI processes
- Integrate data to support design decision-making
- Engage stakeholders in data analysis and process development



Implementation and Standardization

- Implement efficient and effective CPI solutions across entire organizations
- Promote standardization through quality reviews and hands-on coaching
- Utilize and optimize technology to facilitate data analysis, workflow, and reporting
- Demonstrate transparency around challenges and successes



Sustainable Outcomes and Efficiency

- Collaborate with partners to achieve exceptional performance
- Monitor performance and impact using data analytics

RESULTS

CPI is at the core of Huron's business and as our company has partnered with more than 450 private sector hospitals across the country to help them optimize their financial and operational performance. Huron's CPI approach has been integral to its work with U.S. Department of Veteran Affairs for the past 11 years, as well as applied successfully as a part of current contracts with the U.S. Army and Indian Health Service.

ABOUT HURON

Huron helps clients navigate the challenges and opportunities created by industry transformation while satisfying today's business and operational needs. Committed to achieving sustainable results, its team of more than 1,200 dedicated consultants develop robust solutions that realize and maintain exceptional financial, organizational, and operational performance. As one of the largest healthcare consultancies in the country, Huron partners with clients to transform large-scale, multi-facility health institutions into high reliability organizations. Huron has:

- Improved revenue operations, developed a workforce optimization model, and completed a feasibility study of VistA as part of its 11-year relationship with the Veterans Health Administration
- Partnered with the Department of Defense (U.S. Army) to help it achieve high reliability
- Provided leadership development and coaching to the U.S. Department of Health and Human Services (IHS)
- Advised more than 450 commercial hospitals, ranging from community hospitals to national health systems

CORE CAPABILITIES

- Clinical Documentation Improvement
- Clinical Operations Management
- Continuous Process Improvement
- Leadership and Engagement Coaching
- High Reliability Organization
- Organizational Change Management
- Revenue Cycle Improvement
- Supply Chain Optimization
- Strategy
- Technology

THE TEAM



Comprehensive academic credentials in public health, supply chain, public policy, operations, research, multiple engineering disciplines, and business management



Clinically trained and credentialed in nursing, physical therapy, and other clinical areas



Certifications in health administration, lean principles, and business administration



Experienced in applying private-sector best practices to the public sector

COMPANY INFORMATION

- Limited Liability Corporation
- Large Business
- NAICS
 - 541219 Other Accounting Services
 - 541611 Administrative Management and General Management Consulting Services
 - 541612 Human Resources Consulting Services
 - 541614 Process, Physical Distribution, and Logistics Consulting Services
 - 541618 Other Management Consulting Services
 - 541690 Other Scientific and Technical Consulting Services
 - 541990 All Other Professional, Scientific, and Technical Services
 - 611430 Professional and Management Development Training
- DUNS - 111367897
- CAGE - 3KVQ9

CONTRACT VEHICLES



Prime Contractor

Professional Services Schedule
SINs 874-1 & 874-7

Subcontractor

VA Transformation Twenty-One Total Technology (T4) Next Generation (NG) • Navy Seaport-e • GSA AIMS Schedule 541 • VA EPES BPA • CDC Global Data and Technical Assistance (G-DATA) BPA • CMS SPARC

DIFFERENTIATORS

- **Side-by-side** implementation approach with a focus on all levels of the organization
- **Deep bench strength** of more than 1,200 highly qualified personnel
- **Innovative solutions** that are comprehensive, customized, and sustainable
- **Efficient execution** as projects are completed on time and within budget
- **Successful teaming** with small and large organizations, including SDVOSB, VOSB, WOSB and other minority-owned small businesses

CONTACT

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