

## BUILDING A SUSTAINABLE CULTURE OF QUALITY AND EXECUTION

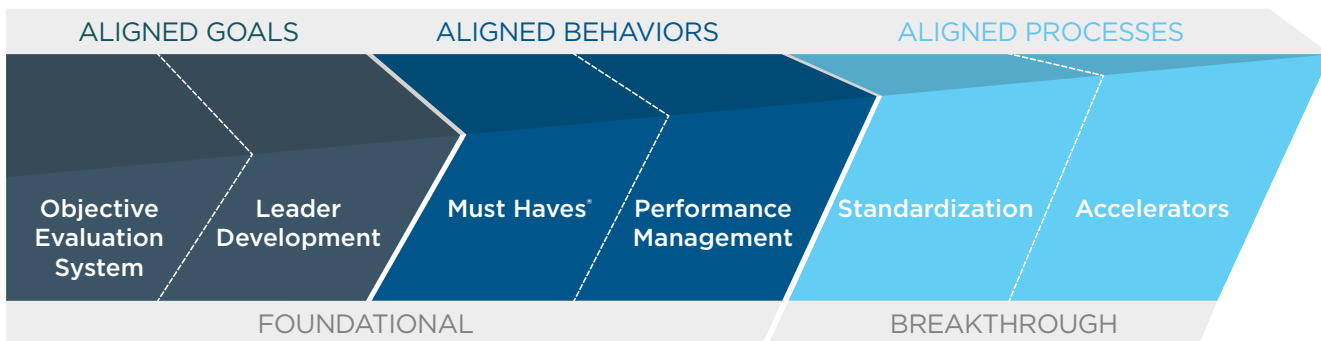
Executives of struggling healthcare organizations often lack alignment on shared goals, actions, and processes, and are ineffective managers as well. This makes it difficult to build a sustainable culture that promotes accountability, fosters innovation, and delivers the best quality outcomes consistently. Huron's and Studer Group's solution, Evidence-Based Leadership<sup>SM</sup>, empowers leaders and their teams to reach and sustain their highest potential. It also helps them reconnect to the mission and values that led them to choosing a career in healthcare and, ultimately, to saving lives.

Just as in sports, coaches were once athletes and can draw upon their experiences and skills to build the leadership capacity of their teams. Huron brings its bench of coaches, who have the depth of expertise and diversity of experience needed, to help healthcare organizations create sustainable changes. Having the right coaching plan, including the systems and methodologies that maximize individual and team achievement against goals, will produce better results – faster.

### BUILD SKILLS, GET RESULTS, CHANGE CULTURES

When appropriately paced and sequenced, our proven leadership approach leads to better transparency, higher accountability, achievement of specific and objective results, and lasting cultural transformation.

#### Evidence Based Leadership<sup>SM</sup> Framework



#### Alignment of Goals

- Appropriately cascade organizational priorities into objective, measurable goals for each leader
- Scale accountability platforms and deepen alignment by focusing on outcomes
- Provide curriculum and faculty to form leadership development institutes focused on building leaders' capacity to achieve goals

#### Alignment of Behaviors

- Scale behaviors/tactics that strengthen competencies
- Deploy Must Haves<sup>®</sup> tactics (e.g., Rounding or Key Words at Key Times) that dramatically improve results and change behavior
- Refine processes, supporting tools, training, and coaching to help organizations manage performance for the long term

#### Alignment of Processes

- Scale the process-improvement approach by setting clear expectations and providing a framework for execution
- Mitigate resistance to change through careful planning and support of specific users, work processes, and unique environments
- Facilitate intensive customization, introducing the least amount of change necessary to maximize results

### MAXIMIZE HUMAN POTENTIAL

Additional leadership education and training opportunities include:

- National educational conferences
- Highly rated, nationally recognized expert speakers
- Best-selling books and training materials
- Cloud-based software accelerators

### RESULTS

On average, Studer Group partners see an improvement in top box Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) composite results faster in a one-year period than non-partners.

## 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

**Amanda Bonser**, MBA Managing Director  
678-468-0221  
abonser@huronconsultinggroup.com

**Holly Rohleder**, Director  
913-225-6785  
hrohleder@huronconsultinggroup.com