



# HealthCare Solutions®

## Children's Healthcare Services

*Achieving clinical, operational, and financial  
improvement in pediatric environments*

### The Business Issue



As your pediatric institution seeks clinical, operational, and financial improvements through state-of-the-art process and information technology (IT) redesign, your progress is likely to be challenged by the complexities of adapting pediatric healthcare to processes and systems designed for adults.

Whether your organizational vision calls for a comprehensive transformation or a more phased approach to change, it will involve practice and process reengineering throughout your organization, and across all disciplines. An undertaking of that scope is especially complex in a pediatric environment because of the unique issues involved in providing healthcare to children. Pediatric medication dosing and alert levels, age and size-appropriate equipment, and space and educational materials for both children and their families are only a few of the challenges you'll need to address.

Pediatric institutions have highly specialized operational, clinical, financial, and IT needs that can often stall or seriously undercut improvement initiatives. For example, major clinical IT systems are designed to support the diagnosis and treatment of adults. Tailoring those applications and associated processes to the unique needs of children's healthcare requires a consulting and IT service provider with significant experience in pediatric services to keep improvement initiatives on track.

### The CTGHS Answer

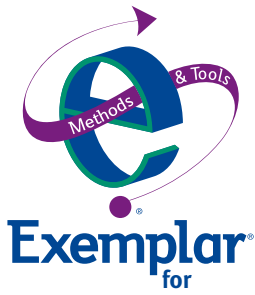
You specialize in children's healthcare: shouldn't your consulting partner? With an established practice in pediatric services and over 20 years of experience in helping healthcare providers achieve clinical and business goals through IT, CTG HealthCare Solutions (CTGHS) is uniquely qualified to help you optimize clinical outcomes and achieve process and cost efficiencies. Our clients include numerous leading pediatric healthcare providers across the United States. These organizations turned to CTGHS, an industry leader in pediatric consulting for all major vendors, to assist with planning, implementation, or getting an initiative back on track.

### Exceptional Consulting Expertise

Our team of outstanding pediatric specialists average 20 years' hands-on clinical, operations, and implementation experience in pediatric facilities across the country. CTGHS pediatric consultants bring expertise in areas such as:

- Strategy development
- Systems selection
- Revenue cycle improvement
- Clinical solution planning and deployment
- Program/project planning and management
- Business and clinical process redesign
- Healthcare application integration
- Application management
- Advanced technology infrastructure





**Strategic Planning**  
**Clinical Transformation**  
**Pediatric Clinical Transformation**  
**Implementations**  
**Application Management**  
**Enterprise Application Integration**  
**Technology Foundation**  
**Care Continuity**

CTGHS pediatric consultants also possess multi-state healthcare system knowledge, labor relations expertise grounded in client-based clinical and operational experience, and in-depth understanding of pediatric issues, as well as complex academic environments. This expertise gives them a clear understanding of the flow and coordination of information across all pediatric environments, including hospital and ambulatory, convalescent, and home care settings. Our exceptional resource depth allows CTGHS to mobilize strategic pediatric teams across all major disciplines and areas—clinical, financial, and operational—to deliver comprehensive and cost-effective pediatric solutions.

#### ***Innovative Pediatric-Specific Methodologies***

Given the current emphasis on medical error reduction, patient satisfaction, quality of care, clinical transformation, operational and financial efficiency, and regulatory compliance, it is vitally important for pediatric healthcare providers to employ mature methodologies to guide improvement initiatives. To best address these needs, CTGHS developed Exemplar®, a comprehensive, fully integrated suite of proprietary methodologies.

Equipping an experienced pediatric team with these powerful methodologies and tools promotes efficiency in engagement delivery, reduces risk, and guarantees quality outcomes—every time.

Exemplar reflects our understanding that successful methodologies must address organizational and operational issues, as well as people, practice, process, technology, and information requirements. Exemplar methodologies support the full life cycle of any project, enabling healthcare institutions to address escalating requirements for quality reporting, information sharing, and operational and clinical improvement.

To address the current market focus on clinical transformation and improvement, CTGHS developed Exemplar for Pediatric Clinical Transformation® (Exemplar-PCTX), a suite of methodologies specifically designed to support and facilitate evidence-based practice in pediatric settings. Exemplar-PCTX methodologies and tools accommodate a wide range of clinical objectives, levels of

expertise, financial situations, and rates of progress along the clinical transformation continuum.

Designed to be highly modular, flexible, and adaptable to all environments, Exemplar-PCTX supports any workstream, project phase, or component of clinical transformation with a powerful, integrated suite of processes, methodologies, training modules, and tools. Because it accommodates so many different levels of client participation and clinical transformation experience, Exemplar-PCTX also offers the potential for greater self-sufficiency and reduced costs over time.

Through a unique blueprinting methodology, Exemplar-PCTX guides innovative approaches to longitudinal strategy development and rapid process design that bridge the gap between processes and vendor specifications. Inventive processes for change and culture management, including clinician adoption and practice change, round out a robust portfolio of clinical methodologies.

#### **CTGHS Pediatric Solutions**

CTGHS consulting, clinical, financial, IT management, and advanced technology solutions are grounded in our recognized expertise in applications unique to healthcare delivery organizations. Our solutions are designed to resolve today's high-priority business issues and provide the best possible return on investment for children's healthcare facilities. CTGHS' seasoned pediatric consultants help our clients implement solutions where actual benefits realized align with project expectations.

***Strategic Consulting:*** CTGHS consultants are experienced senior and clinical managers, bringing an average of 20 years' healthcare and IT expertise to the delivery of services that include:

- IT strategic and tactical planning
- IT assessments
- E-health planning
- Expedited software selection
- Information security



- Regulatory compliance
- Organizational readiness
- Program/project management
- Executive education and leadership mentoring

**Project Management:** The CTGHS approach to project management supplements your staff's strengths by leveraging our experience in managing successful acute care and ambulatory engagements with our organizational, communication, risk management, proactive problem-solving, and leadership capabilities. With a focus on PMP and Six Sigma certification, our project managers are grounded in CTGHS' Exemplar® project management methodology based upon PMI standards, which enhances your opportunity for success.

**Clinical Solutions:** CTGHS' innovative methodologies equip pediatricians and our team of other pediatric clinicians to help our clients achieve the anticipated clinical outcomes with a special emphasis on clinical adoption and realization of operational benefits through:

- Clinical strategy, assessment, and planning
- Clinical software selection
- Clinical process redesign
- Computerized provider order entry (CPOE)
- Clinical transformation
- Clinical information systems

**Financial and Administrative Solutions:** CTGHS' knowledge in the financial and administrative arena can help you mobilize operational improvements to strengthen your financial position and help create financial support for your clinical initiatives. Pediatric financial services include:

- Strategy and planning
- Software selection
- Operational redesign
- Revenue management
- Enterprise resource planning
- Electronic document management

**Ambulatory Services:** CTGHS provides expert guidance with EMR and practice management vendor selection, implementation planning, design and deployment, cost analysis, risk mitigation, application

support, and optimization of integrated ambulatory solutions. We ensure that your vision is realized, your objectives are attained, and your risks are managed effectively. Our consultants have deep expertise in physician practice and ambulatory care operations, as well as all leading ambulatory and physician vendor products.

**IT Management Solutions:** CTGHS combines a long history of successful IT management engagements across all industries as well as children's facilities, with over 20 years of in-depth healthcare IT expertise to support your organization through:

- Strategic sourcing
- Transitional application management
- Interim management

***In the KLAS Top 20 2007 Year-end Best in KLAS Report, for all professional services firms reporting in:***

- **Clinical Implementation Principal**  
*CTGHS earned the highest:*
  - overall client satisfaction rating
  - rating for services delivered within budget
  - performance indicator average
  - percentage of overall improvement
- **IT Outsourcing—Partial**  
*CTGHS earned the highest:*
  - overall score
  - performance indicator average
  - business indicator average
  - positive client commentary at 91%

**Technology Solutions:** CTGHS applies today's most powerful new technologies to the delivery of efficient and cost-effective solutions that include:

- Enterprise application integration
- Infrastructure including data center and help desk
- Custom development
- Conversions

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*NOTE: KLAS is the only research and analysis firm focused on independent monitoring and reporting of HIT vendor and professional services firm performance.*

**Information Security Solutions:** CTGHS provides healthcare information security services, offering a full set of services tailored specifically to the needs of healthcare organizations of all sizes and complexity, including:

- Security consulting solutions
- Technical security solutions
- Managed security services
- Strategic security staffing

**Vendor Solutions:** CTGHS vendor application experts support you in all aspects of implementing and maintaining application software to comply with regulatory mandates in function and process. Our services address all aspects of the software implementation process in a pediatric environment including business and clinical process design, technical architecture management, change management, training, and human resources transition. Once the software has been implemented, we support the full life cycle of upgrade implementation, system optimization, maintenance, and modification.

## Lower Total Cost of Ownership Services

CTGHS' innovative approach—the foundation of CTG's Cymphony<sup>3</sup> Solutions—leverages a combination of on- and off-site consulting, replicable processes, an elastic resource pool, and optimal skillset alignment that demonstrates speed to value, improved quality, and lower costs.

Our Exemplar methodologies guarantee a high standard of excellence through clearly defined processes and procedures, a tight focus on management activities, and rigorous adherence to formal quality standards and service level agreements. Project costs can be predicted with deliverables-based

pricing and service level agreements. Our unique model leveraging 24/7 support from our National Solution Centers yields up to 42% savings for Cymphony<sup>3</sup> solutions.

- **Implementation and Integration:** CTGHS supplies qualified on-site support for critical planning and design activities with off-site technicians optimizing build, testing, report writing, or integration activities.
- **Application Management:** CTGHS support or management of legacy systems quickly frees your own resources to focus on new IT initiatives.
- **Post Implementation:** CTGHS can provide custom programming, integration, report writing, and rules support in a Cymphony<sup>3</sup> model. Our proprietary CTGHS Custom Report and Interface Libraries can be leveraged for quick turnaround.

## Our Commitment to Quality

CTGHS ensures the consistent delivery of the highest-quality services through a formally defined quality management program. We start by equipping exceptional, experienced consultants with proven, repeatable methodologies, best practices, and toolsets honed over 20 years.

The ultimate measure of quality is awarded by our clients. CTGHS consistently receives strong KLAS\* performance scores. In the KLAS Top 20 2007 Year-end Best in KLAS Report, CTGHS earned the highest scores for IT Outsourcing-Partial, which includes our Application Management service. CTGHS also earned the highest scores for overall client satisfaction and services delivered within budget for Clinical Implementation.

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**CTG Cymphony<sup>3</sup>  
Solutions, powered  
by our Exemplar<sup>®</sup>  
methodologies,  
improve speed and  
quality while  
lowering costs.**

**Our 'blended model'  
approach combines  
the best of on-site  
consulting and  
off-site services to  
deliver greater value  
for your IT  
consulting dollar  
than ever before.**



*CTG HealthCare Solutions<sup>®</sup> is a leading information technology consulting firm dedicated solely to helping healthcare institutions, physician practices, and related organizations achieve clinical and financial goals through effective technology and business solutions.*

**HealthCare  
Solutions<sup>®</sup>**

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