



## HealthCare Solutions®

# Company Profile

## *Combining consulting and technical expertise with innovative solutions*

### Summary

CTG HealthCare Solutions, Inc. (CTGHS) is a leading information technology (IT) consulting firm dedicated solely to helping healthcare organizations achieve their clinical and financial objectives by more effectively deploying IT. Our clients rely on our solutions for support in delivering quality healthcare in the face of ever-decreasing reimbursements, higher costs, and the ongoing impact of legislation.

In contrast to many firms known for their strategic consulting *or* their technical capabilities, CTGHS excels at combining consulting *and* technical expertise. Our strong integration of strategy and technical and vendor package knowledge eliminates gaps and reworks to deliver solutions that provide real value—quickly and cost effectively.

### Our Services

CTGHS consulting, clinical, financial, IT management, and advanced technology services are grounded in our hands-on knowledge of healthcare operations and our recognized expertise in the applications unique to healthcare delivery organizations. Our comprehensive solution design integrates services with innovative delivery models that resolve today's business issues and provide the best possible return on investment (ROI). Our proprietary Exemplar® methodologies and seasoned consultants enable our clients to bridge the gap between project expectations and actual benefits realization.

### Consulting Solutions

CTGHS consulting services are led by our Executive Services Team, bringing together John Gall, Codman, and ACMHA award

winners; CHIME and HIMSS fellows; and industry leaders in operations, finance, nursing, patient care, and IT. These proven executives, averaging over 20 years of healthcare and IT experience, apply their expertise to the delivery of the following services:

- **IT strategic and tactical planning:** Identify and prioritize IT and e-health initiatives in support of financial and clinical goals with accurate cost projections
- **IT assessments:** Evaluate the current state of the IT organization, application use, compliance, or operations to develop practical recommendations for best-practice solutions, IT optimization, and care quality
- **Expedited software selection:** Assess IT, financial, and clinical requirements and candidate vendors, model total cost of ownership, and negotiate contracts to facilitate appropriate and effective technology selections
- **Regulatory compliance:** Assess, develop, and support strategies to satisfy regulatory compliance and certification requirements
- **Organizational readiness:** Ascertain culture change required to successfully implement strategic initiatives and develop a common framework for optimizing organizational collaboration and project performance
- **Program/project management:** Manage one or more enterprise IT programs or projects
- **Executive education and mentoring:** Assist senior leadership to ensure successful IT initiatives, including mentoring, project governance, organizational development, change management, collaborative decision making, communications, and intradepartmental problem-solving





**for**  
**Strategic Planning**  
**Clinical Transformation**  
**Pediatric Clinical**  
**Transformation**  
**Implementations**

- **Interim management:** Fill management positions, assess your situation, and assist with recruiting initiatives

### **Clinical Solutions**

Backed by Exemplar, our innovative suite of methodologies, CTGHS helps our clients achieve the anticipated clinical outcomes with a special focus on clinical adoption and realization of operational benefits.

- **Clinical strategy and planning:** Clearly define where you are, where you want to go, the benefits you want to achieve, and the way to get there—with the optimal vendor, full clinician acceptance, and the realization of benefits with defined measures
- **Clinical transformation and redesign:** Enhance your clinical processes to improve patient care, optimize patient safety, achieve your clinical and organizational goals, leverage your IT investment, and reduce costs
- **Clinical information systems:** Construct a strong foundation for successful, well-integrated clinical systems implementations; enhance patient safety, patient care data portability, privacy, and access to an integrated longitudinal patient record through advanced applications like EMR and CPOE; connect with fully-integrated, well-implemented ancillary support systems such as Pharmacy, LIS, RIS, and PACs.
- **RHIO/HIE Solutions:** Plan, facilitate, and implement the delivery of healthcare information exchange to communities

### **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 the financial support for your clinical initiatives.

- **Strategy and planning:** Explore how IT can enable operational and financial improvements with a combination of process and IT expertise
- **Operational redesign:** Exploit the full potential of your IT systems through integrated operational redesign with our experienced operations personnel and vendor experts
- **Revenue management:** Achieve comprehensive revenue cycle process improvement by addressing all components of revenue management, ranging from patient access to back office and medical records

- **Cost analysis and controls:** CTGHS' total cost of ownership analysis uses your deployment plan, staffing model, and vendor contractual agreements to forecast overall project costs
- **Enterprise resource planning:** Take control of all your resources through effective ERP planning and deployment
- **Electronic document management:** Optimize record retrieval and manage privacy compliance and release of information, taking effective steps toward EHR technology

### **Children's Healthcare Services**

Pediatric institutions have unique needs that require specialized services and expertise. CTGHS mobilizes strategic pediatric teams with in-depth pediatric expertise across all major disciplines and areas—clinical, financial, and operational—to deliver comprehensive pediatric solutions. Our proprietary clinical transformation methodology is specifically designed for pediatric facilities to expedite the tailoring required for children's healthcare delivery.

### **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.

### **Technology Solutions**

CTGHS' technology expertise is integrated into every service we deliver, designing sustainable solutions for clinical environments to support your healthcare mission. Our technology architects and engineers have comprehensive healthcare experience backed by expertise in the latest information technologies and challenges.

Our services, grounded in clinical processes to achieve maximum benefit from technology deployment, include assessment, design, implementation, and maintenance



of your complex healthcare environment. We also provide interim management and staffing as well as education and mentoring for your team.

Our technology services are provided in two major areas:

- **Infrastructure:** CTGHS infrastructure solutions lay the technology foundation for optimal functionality. Our experts deliver strategic and tactical solutions to support your developing clinical, financial, RHIO, or data center relocation initiatives, including support of project management, ITIL framework implementation, technology architecture, data management/warehousing, Internet/intranet, data center, network, mobile solutions, storage, helpdesk/service desk, operational support, and enterprise management solutions.
- **Integration:** Our integration solutions provide a full range of services to support enterprise application integration, using cutting-edge technologies to construct a highly available communication environment that converts application logic into efficient business processes. CTGHS' in-depth experience with HL7 interfaces across all major vendors, leading IE products, custom development, and conversions achieves successful outcomes with the least possible impact on implementation schedules and daily operations.

### Information Security Solutions

Implementing effective and practical security solutions to protect patient privacy while facilitating responsive caregiver access takes specific healthcare knowledge. A comprehensive understanding of federal, state, and industry regulations on privacy and control is essential to resolve security issues and ensure your organization's regulatory compliance.

CTGHS information security specialists have performed over 250 security risk assessments to establish compliance baselines for various healthcare organizations. Our robust security credentials are reflected in our authorship of the HIMSS Certified in Healthcare Security training curriculum. Services include:

- **Security assessment services:** Identify and assess potential risk to healthcare operations
- **Security architecture services:** Establish a framework for a consistent and unified approach to develop and improve information security
- **Care continuity planning:** Assess your mission-critical systems and their impact on patient care, and develop a business continuity plan with periodic testing that addresses the real business of healthcare: *caring for people*
- **Security integration services:** Implement integrated physical and logical controls to support the selected security strategies
- **Retained security services:** Apply the full resources of CTGHS' Information Security team to any initiative where additional expert security support is needed; contract for a specified number of hours or utilize our virtual Chief Security Officer and mentoring programs

### Vendor Solutions

Supporting all major healthcare vendors in the acute care and ambulatory arenas, CTGHS brings in-depth application, technical, project management, and process design experience to each engagement, to ensure the best match of systems, people, and procedures with your business needs. Our vendor application experts support you in implementing and maintaining application software that complies with HIPAA and other regulatory mandates in function and process.

Our services address all aspects of the software implementation process, 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 demonstrate time to value, quality, and cost containment.



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 x 7 support from our National Solution Centers yields up to 42% savings for Cymphony<sup>3</sup> solutions including:

- **Implementation and integration.** Cymphony<sup>3</sup> combines qualified/certified on-site specialists to support critical planning and design activities with off-site technicians to optimize application implementation activities such as build, testing, report writing, or integration.
- **Application management.** CTGHS tailors this Cymphony<sup>3</sup> solution to your needs—from the management/support of one application to managing your full application portfolio. For those clients transitioning to new IT systems, we can assume support of your legacy applications to quickly free your own staff and management to focus on a new technology initiative while controlling the effort and budget involved in supporting legacy systems during their remaining lifespan.

Our unique processes and procedures emphasize knowledge transfer, ensuring an orderly and efficient transition of application management responsibility. This makes possible successful retraining for your internal staff, reduces overall project costs, and increases staff morale while CTGHS provides the desired support to monitored SLAs.

*CTGHS helps healthcare institutions and related organizations maximize the potential of their information systems to achieve their financial and clinical objectives. Our consulting, clinical, financial, advanced technology, and IT management solutions resolve high priority IT issues and provide significant return on investment for our clients. CTGHS is recognized for our ability to mobilize healthcare and IT expertise, to use proven methodologies, and to draw upon our corporate knowledge base in a client-responsive and cost-effective manner. We rely on AssureWare™, our standardized engagement management methodology, to deliver consistent, timely results.*

- **Post-implementation.** CTGHS can provide custom programming, integration, report writing, and rules support in a Cymphony<sup>3</sup> model. Our proprietary custom report and interface libraries can be leveraged for quick turnaround. Exemplar methodology ensures that requirements and deliverables are thoroughly documented in compliance with formalized CTGHS definition tool guidelines.



## 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 ranked second in Overall Performance for professional services firms in the December 2008 KLAS\* “Top 20 Best in KLAS” Awards. Of the 77 professional service firms that participate in KLAS, only 11 qualified to be ranked in this category. In the KLAS “Maximizing Your Consulting Investment: A Report on Healthcare IT Consulting Services,” February, 2009, CTGHS shared the highest Overall Firm Score of Full-Service Firms.

\*© 2009 KLAS Enterprises, LLC, All rights reserved  
www.KLASresearch.com

*CTG Cymphony<sup>3</sup>  
Solutions,  
powered by our  
Exemplar® 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.*



**HealthCare  
Solutions®**



312 Plum Street, Suite 700  
Cincinnati, Ohio 45202-2618  
Phone: 513/564-0909  
Fax: 513/564-0912  
[www.ctgsh.com](http://www.ctgsh.com)