



Healthcare

USING INSIGHTFUL TECHNOLOGY TO IMPROVE HEALTHCARE

Already experiencing the fatigue of outdated workflows and manual information management processes, the healthcare industry is also confronted with high turnover and other workforce issues. Leaders in the industry are turning to information technology solutions to help them remain competitive and achieve success, despite mounting budgetary concerns. Johnston McLamb helps healthcare organizations navigate these significant operational challenges and emerge more streamlined, efficient, and profitable.

WE'RE HELPING HEALTHCARE ORGANIZATIONS:

- Overcome inefficient workflows
- Respond to high turnover and knowledge loss
- Manage the impact of mergers and acquisitions
- Respond to unanticipated changes and events

IMPROVE WORKFLOW AND INCREASE OPERATIONAL EFFICIENCIES

Across the nation, healthcare organizations are faced with outdated processes, procedures, and workflows. It remains a battle for organizations to maintain excellent patient care and customer service while, still keeping an eye on the bottom line and maintaining a competitive business advantage.

Johnston McLamb understands that healthcare organizations are operating with tighter and tighter budgets, which makes improving organizational workflows even more difficult. We know your challenges, and we're offering solutions to help you meet them. Our suite of proven methodologies helps you quickly and efficiently analyze your situation. We identify technology solutions to guide you toward improved workflows and heightened levels of patient care and customer service.

Our Business Process Management/Service-Oriented Architecture practice is helping healthcare organizations do just this. By mapping organizational workflows and tying them to information resources, we're helping organizations build integrated, interoperable systems that enable information sharing across the enterprise. We're giving healthcare organizations greater control of processes like bed management and patient throughput, which are in turn greatly reducing the number of patients that are turned away.

We're also helping organizations through one of today's most challenging healthcare issues: electronic health record (EHR) management. Although the U.S. government and national healthcare leaders are promoting the move toward an EHR model, early adopters are finding a world that lacks standards and a clear path to success. Johnston McLamb understands not only the issues surrounding standardization, but also the issues of interoperability, connectivity, and security that are so key for EHR implementations. We're helping organizations navigate these issues so that they can begin to see the financial, workflow, and other improvements that can be gained by implementing an EHR model. ➤



MANAGE HIGH TURNOVER

Healthcare organizations have been particularly hard-hit by ongoing changes in the workforce. High turnover—as well as an increasing number of workers moving toward retirement—is putting the industry at risk for losing the institutional knowledge that is key to keeping it moving forward.

Johnston McLamb's business and IT consultants have a wealth of experience in helping organizations ensure that they are effectively collecting and storing organizational information. We also possess deep experience in helping healthcare organizations improve their ability to access and share information between departments and with other organizations.

Our Business Process Management/Service-Oriented Architecture practice is helping healthcare institutions minimize the impact of turnover. To help you identify critical business functions and information requirements, we map out technology solutions that will enable you to collect and retain the knowledge you need. Johnston McLamb's strength in business process management—and in designing and implementing service-oriented architectures—is providing enduring solutions for this industry. We're helping healthcare organizations eliminate data stovepipes, improve data sharing, and ultimately provide better, more comprehensive patient service.

NAVIGATE MERGERS AND ACQUISITIONS

The impact of mergers and acquisitions is having a tremendous impact on the healthcare industry. They're creating steep challenges in data integration and technology compatibility.

Johnston McLamb has a long history with helping organizations manage the issues related to system integrations, data conversions, and other challenges associated with mergers and acquisitions. Not only are we assisting with basic issues of integration, but we're also guiding organizations toward the next levels of data management with our geospatial information management expertise. Helping healthcare organizations use the location data that they already possess—such as facility address, district, zip code, etc.—to manage complex changes is just one way we're helping healthcare organizations.

REMAIN AGILE AND RESPOND TO UNANTICIPATED EVENTS

On top of managing issues associated with their day-to-day operations, healthcare organizations must also remain agile and ready to respond to unanticipated events. Johnston McLamb's proven methodologies move our clients toward having functional data assets readily available as part of their

decision support toolsets. As a result, organizations are more equipped to make strategic operational decisions based on real-time business information.

Our Geospatial Business Intelligence/Visual Business Intelligence practice helps healthcare organizations adapt to just these types of situations. When organizations location-enable existing data, they're able to realize even greater power in the information they already own. It's not just about mapping where a facility is located or where a shipment of medication sits. It's about identifying the relationships between those items in order to make the critical business decisions, keep driving costs down, improve patient throughput, and increase revenue.

Our Mobility Solutions practice also offers solutions for the healthcare industry. By providing staff on the move with access to real-time data, we're empowering action in the field and helping increase efficiencies across organizations.

THE JOHNSTON McLAMB DIFFERENCE

Our clients say it again and again: the difference is in the success we help them achieve. We're forward-thinking, big-picture people. Our business and IT consultants are committed to helping our clients navigate the increasingly complex world of healthcare management. Team with Johnston McLamb, and you'll quickly see the benefits of working with a proven information systems partner who understands the challenges that healthcare organizations are facing. We balance the challenges you face with the best solutions available to help you meet your objectives.

Contact us at jmsales@johnstonmclamb.com to learn how Johnston McLamb can help you meet your most formidable business objectives with the information management and technology solutions that are right for your organization.