



20/20 Operational Analysis

Let ServiceSPAN™'s more than 25 years of professional services and software experience solve your most challenging business workflow issues.

Our 20/20 Analysis starts with a discussion of your areas of responsibility, priorities, challenges and goals. We then arrange a 1 or 2 day on-site visit to observe employees as they perform tasks and meet with managers to learn your processes and how work is tracked, measured and reported. We will regroup to share findings of our analysis and discuss potential methods to aggressively increase productivity and the next steps toward engagement. Then, illustrate how new technologies, customized to solve work center challenges identified during the analysis, will help you achieve your goals and ROI.

WE FOCUS ON:

- Inefficient Work Distribution Mechanism
- Uneven Employee Workload
- Inadequate Research Tools
- Limited Accountability
- Non-Value-Added Work Waste
- Lost Automation Opportunities

Our professional services team can write IT requirements to save time, eliminate risk and accelerate projects. The Analysis will return an ROI and we guarantee the return on investment will equal more than 20 times the cost of our analysis, or money back. ServiceSPAN complements Six Sigma and Lean process, identifying even more aggressive opportunities to reduce costs.

We solve integration constraints and deliver how to implement process change when IT resources are constrained.

The proposal design clearly articulates objectives, ROI and establishes a guaranteed deployment timetable, better positioning you to submit and obtain funding.

Our team performs quality and integration tests, providing full support during the acceptance testing phase in preparation for the deployment to production environment. We train your IT Department, application administrators and supervisors. You train your end users. We are on-site to support your training activities and customers.

ServiceSPAN

POWERED BY **DECISION COORDINATOR**

SERVICESPAN.NET

Figure 1 Healthcare Interoperability/ Provider System Integration/Decreasing Cycle Time

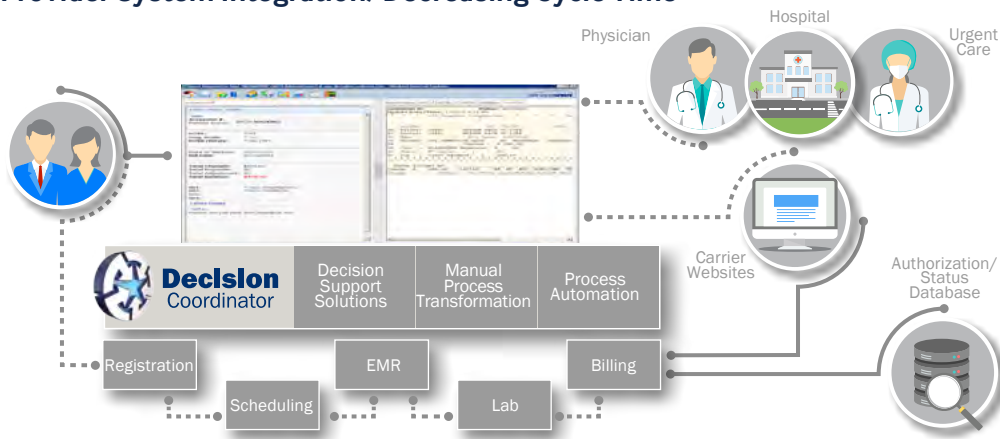


Figure 2 Care Coordinator/SafeQual High Reliability Rapid Process Improvement

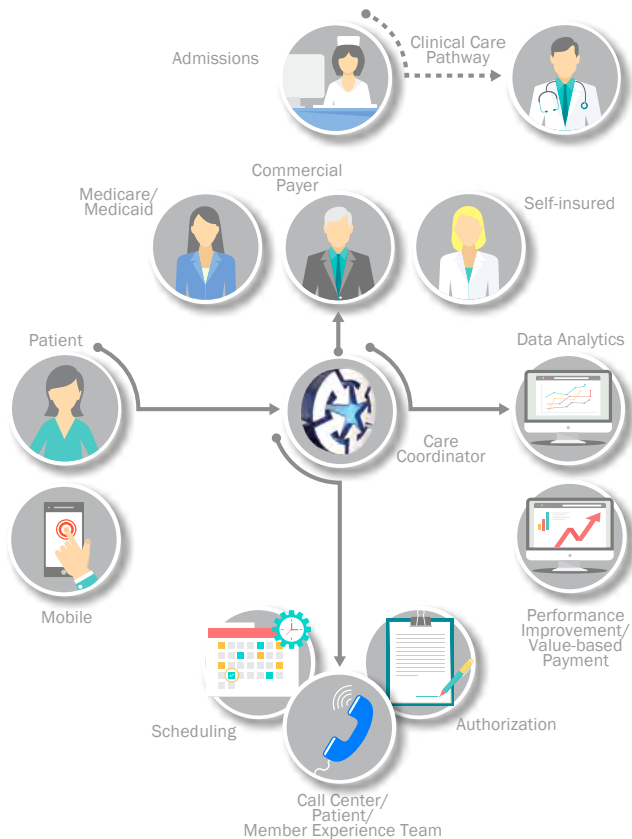
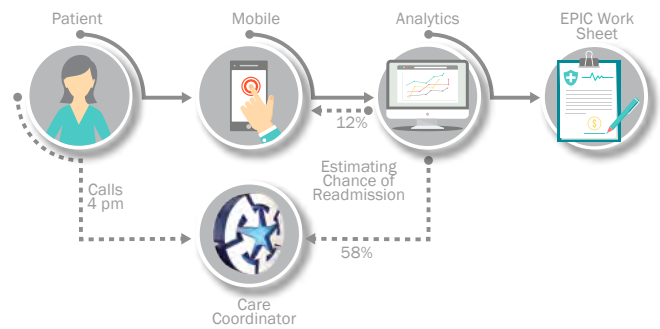


Figure 3 Culturing Safety and Quality

- ▶ **User**
- ▼ **Demographic Data**
 - ▶ ADT List
 - ▶ Load Test Data
 - ▶ Create Admission Discharge Transfer
- ▶ **Near Miss & Event Reporting**
- ▶ **Complaints & Compliments**
- ▶ **Audit Forms**
- ▶ **Worklists**
- ▶ **Reference Data**
- ▶ **Reports**
- ▶ **System Reports**
- ▼ **Initiatives**
 - ▶ Create Initiatives

Figure 4 Operationalize Data Analytics



ServiceSPAN

POWERED BY **DECISION COORDINATOR**

SERVICESPAN.NET

Copyright (c) 2004-2018 ServiceSPAN.
All Rights Reserved.

Terry Brown
Director, Business Strategies

t_brown@servicespan.net

Dan Corcoran
Process Improvement Consultant,
Software Solutions Architect

d_corcoran@servicespan.net

Office: 516-576-8000