

## Care Innovation Consulting Services

### Strategy & Design

- » Vision & Roadmap
- » Delivery System Architecture
- » Service Line Development
- » Quality Strategy
- » Financial Benefits Capture
- » Leadership Plan
- » Approach to Risk/P4P
- » Managed Care

### Care Innovation

- » ProvenCare™ Acute Care
- » ProvenCare™ Chronic Disease
- » ProvenTransitions of Care
- » ProvenHealth™ Navigator (Medical Home)
- » CareManagement/Coordination Access
- » Specialist Optimization
- » Primary Care Redesign
- » Patient Activation

### Physician Alignment

- » Practice Operations
- » Physician Governance & Management
- » Capacity/Flow
- » Compensation
- » Contracting
- » Physician Operations
- » Leadership Development
- » Facilities/Capital Planning
- » Revenue Cycle
- » Recruiting

### EMR

- » IT Strategy
- » Implementation Advisory Services
- » IT Optimization
- » Clinical Decision Support
- » Care Standardization/Navigators
- » Continuum Management
- » Telemedicine
- » Data Warehouse
- » Provider and Patient Portals

## Geisinger Health System

Founded in 1915, Geisinger Health System of Danville, Pennsylvania is one of the nation's largest integrated health services organizations. A physician-led organization, it serves over 2.6 million residents throughout central and northeastern Pennsylvania and is at the forefront of the emerging electronic health records movement. Geisinger consists of two medical center campuses, three hospitals, an 800-member group practice, a not-for-profit health insurance company, and the Henry Hood Center for Health Research—all dedicated to creating innovative models for patient care, satisfaction, and better clinical outcomes.

### Navigant Consulting

Navigant Consulting's Healthcare practice assists organizations throughout the continuum of care providers, payers, and life sciences companies. Clients turn to Navigant to achieve profitable growth, operate more efficiently, deploy capital effectively, and manage risk proactively. Our healthcare consulting team consists of professionals with extensive experience in the field, including hospital, health plan, physician group, and healthcare finance program executives, MDs, pharmacists, and many other clinical professionals. Navigant is committed to delivering successful and sustainable solutions to all its healthcare clients.

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# Innovative Solutions for Today's Healthcare

*Geisinger Health System  
and Navigant Consulting:  
collaborating to drive innovation  
in healthcare delivery*

GEISINGER  
HEALTH SYSTEM

NAVIGANT  
CONSULTING

# Innovative Solutions for Today's Healthcare



*"We have to ask why places like the Geisinger Health System in rural Pennsylvania . . . can offer high-quality care at costs well below average, but other places in America can't. We need to identify the best practices across the country, learn from the success, and replicate that success elsewhere."*

*Remarks by President Barack Obama before the Green Bay Southwest High School, June 2009*

The future success of healthcare organizations depends on innovative approaches to delivering high quality, cost effective care. In the months and years ahead, hospitals and physicians will face greater demands for increased financial accountability, better quality of care, and timelier access. Many healthcare organizations have already begun investing heavily in new IT systems and approaches to care delivery.

## **Geisinger Health System: A Model of Success**

Over the last decade, Geisinger Health System has emerged as a healthcare industry leader. A pioneer in aligned integrated care delivery, it is renowned for its ProvenCare™ system that ensures the most comprehensive, consistent, and effective patient care possible. Geisinger's emphasis on physician collaboration, organizational integration, and leveraging electronic medical records (EMR) systems has earned it the reputation of an "island of excellence" in the healthcare arena.

## **Navigant: Leader in Healthcare Consulting**

Navigant Consulting is a global leader in management consulting and has provided services to over 400 healthcare providers across the country, including hospitals, health systems, academic medical centers, physician group practices, and faculty practice plans. It has extensive expertise in strategic management, physician alignment, operational redesign, and project management.

## **Geisinger/Navigant: Strategic Expertise**

Geisinger Health System and Navigant Consulting have now joined forces to help other healthcare organizations adapt to and thrive in the new marketplace. Geisinger/Navigant's unique combination of healthcare delivery expertise and management consulting allows it to provide organizations with the tools they need to offer better care, increase physician collaboration, improve EMR, and achieve greater financial efficiencies. Together, they are committed to driving value and sustainable results for these organizations, ensuring success in a changing world.

## **Strategic Benefits of Care Innovation**

<b>CLINICAL QUALITY</b>	<ul style="list-style-type: none"><li>» Increased reliability of care process through evidence-based practices</li><li>» Consistent, integrated care across the continuum</li><li>» Improved clinical results</li></ul>
<b>FINANCIAL</b>	<ul style="list-style-type: none"><li>» Better financial performance under new payer strategies (bundled, P4P, sub-capitation)</li><li>» Improved efficiencies through workflow and IT optimization</li></ul>
<b>ALIGNMENT AND ACTIVATION</b>	<ul style="list-style-type: none"><li>Aligned, engaged physicians as active partners</li><li>Activated patients, proactive care</li><li>Aligned goals for provider, payers, and patients</li><li>Greater market share</li></ul>

## **Multi-Stage Approach to Integrated Care Delivery**

Geisinger/Navigant takes an integrated, comprehensive approach to help healthcare institutions develop better patient care delivery systems and greater economic efficiencies. Our model:

- » Rigorously translates evidence-based medicine into actionable best practices
- » Establishes alignment among physicians and their hospital partners
- » Re-engineers both clinical and operational workflow
- » Leverages and optimizes IT to drive best practices
- » Integrates continuum of care
- » Reduces variation and increases reliability in patient care