

Performance Improvement

No healthcare organization today can be complacent about clinical, operational, or financial performance. Report after report highlights the need to improve patient care to reduce the number of preventable system and process failures. In addition, slimming margins threaten most organization's financial competitiveness and operational viability.

But more importantly, patients expect and deserve the best medical knowledge and experience available.

How Thomas Group Can Help

To achieve operational excellence, healthcare organizations work with Thomas Group to help them implement Continuous Process Improvement programs to deliver comprehensive enterprise-wide performance improvement.

Specific areas of focus include:

- Service Line Management (i.e. efficiency of operations)
- Standardization of people, processes, and technology
- Length of Stay (utilization)

We use our proprietary methodology Process Value Management™ and industry standard tools (e.g. Lean, Six Sigma, Theory of Constraints, etc.) to improve operations by addressing cultural issues and organizational alignment to improve operational performance in cycle time, productivity, and quality, create service delivery capacity, and improve delivery. The result is increased throughput and reduced costs and waste resulting in enhanced profitability and growth. Our integrated platform approach:

- Eliminates barriers to achieve optimum enterprise performance
- Aligns people and processes more closely with the strategy

- Implements an end-to-end, integrated performance view
- Enables transparency across the enterprise
- Eliminates non-value added activities
- Enhances decision-making processes
- Generates real-time, visible and accurate results
- Speeds Time-to-Market and new product innovations
- Supports enterprise and local business models

Thomas Group's continuous performance improvement approach provides a reliable means to address and improve the delivery processes of healthcare. At the heart of this effort are the patients and a pledge to find better ways to deliver the highest service and value while removing wasteful practices.

We are committed to solutions that deliver long-term value results, measured in financial terms. We track results to ensure they align with initial expectations and that they endure over time.

Our healthcare performance improvement solutions focus on providing a unified, highly scalable platform for designing, orchestrating, monitoring, and optimizing an organization's business processes. We

help organizations connect and implement a fully integrated platform that includes business processes, tools, and performance metrics to support its goals and achieve sustainability.

