

## Health Systems/Hospital Systems

### Hospitals Benefit from Thomas Group Approach

Thomas Group consultants work with health providers to put patients at the heart of their operations. That means creating a higher standard of care, with better access. We help providers meet patient expectations and improve their health care experience and quality of life. We believe that providing high quality care and maintaining high satisfaction rates for patients, as well as for physicians and staff, are critically important. However, to ensure long-term institutional viability, all this and much more must be achieved in the context of a competitive cost structure.

At Thomas Group, we are helping hospitals leverage the power of our proprietary Process Value Management™ methodology, the best of Six Sigma, Lean, plus other tools and industry best practices to achieve:

- A collaborative, performance-focused culture
- Improved nursing productivity and nurse retention
- Efficient patient flow (admission to discharge)
- Enhanced perioperative processes critical to surgeon satisfaction and profitability
- Reduced lengths of stay and improved care management
- Improved revenue management and containment of indirect costs
- Emergency Department (ED) performance that improves door-to-physician times, relieves overcrowding, and reduces ambulance diversion and patient elopement (i.e. leave without being seen)

Hospital settings are challenging environments because while hospitals are managed in departmental silos, healthcare is delivered through the interaction of those departments in complex cross-functional processes. As a result, healthcare delivery in a hospital cannot be optimized by improving the performance of just any one function.

The good news is any hospital can be a process enterprise. In fact, the most successful hospitals are already moving in this direction, with significant results. Thomas Group's Process Value Management techniques combine the best of Lean and Six Sigma, along with a proven change management framework, to enable your key processes, from the ED to the

OR and from admission to discharge, to function more effectively, more responsively, and at lower cost, without affecting quality of care. In fact many solutions actually enhance quality of care at the same time they reduce cost.

### How Thomas Group Can Help

Thomas Group assists health systems/hospitals and their leadership by implementing powerful processes and operational strategies that are transforming healthcare by reducing healthcare costs and connecting people, processes, and technology to improve the quality of the patient experience.

Our goal is to help healthcare organizations:

- Improve operational efficiency and throughput
- Increase visibility into their information to support decision making
- Support healthcare interoperability through networking, systems integration, and digitization of medical information
- Enhance communications, education, and information exchange with patients and consumers
- Collaborate with domestic and international stakeholders across the healthcare spectrum

Thomas Group's consultants have the experience at both the executive and operational levels to help your healthcare organization address its most pressing challenges.

We help our customers realize superior performance by enhancing the quality of care delivery and clinical outcomes through operational efficiency and alignment and optimized business management processes.

Thomas Group assists academic medical centers, private medical practices, hospitals, and ambulatory businesses in improving their financial performance, operations, organizational structure, and strategic alignment. Thomas Group offers reach, focus, experience, and results. Our seasoned consultants possess the health care industry experience and expertise to zero in on the biggest or smallest health care challenge. Thomas Group delivers solutions — not only for medical groups, hospitals and health systems, and outpatient facilities. Thomas Group provides direction, experience, focus, flexibility; commitment, and proven results will set the direction for your organization's success. ■■■