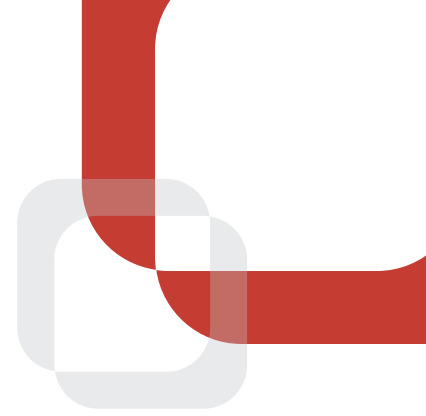


Healthcare

Optimize Shared Services for Your Healthcare Needs



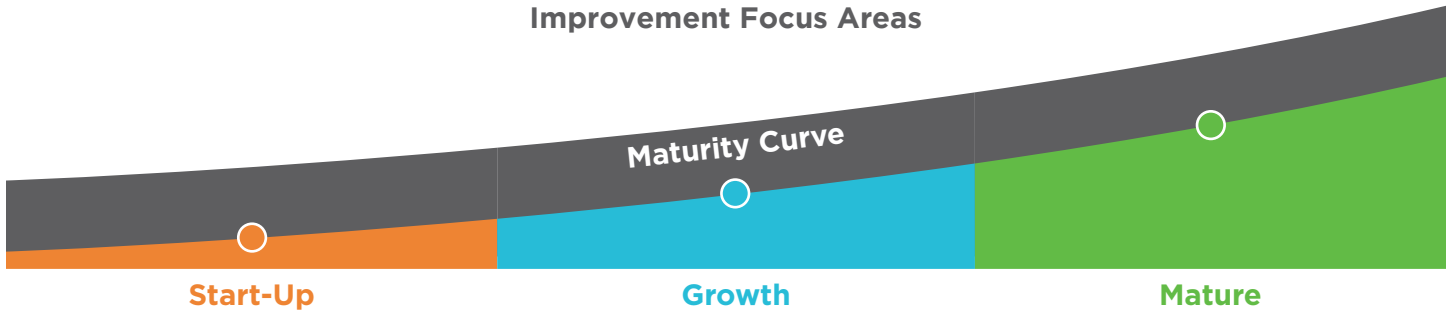
Through extensive work with our healthcare clients, our experienced team understands the complexities and constraints you face and, more importantly, the opportunities that exist. We have seen how the current state of healthcare regulation and market consolidation and verticalization, as well as the focus on cost containment, can all impact shared services and other corporate and business service transformations. Complex governance models (e.g., physicians, medical groups, academic structures, payer-provider dynamics) can make decision making difficult. The significant use of contractors, the ongoing talent shortage in nursing, as well as healthcare-specific certification processes and management all create unique people challenges not seen in other industries. A mixture of models, employee types, and cultures exist, requiring highly customized approaches from one client to the next.

At ScottMadden, our team employs deep, cross-functional expertise to address your challenges and guide you to an effective delivery model that will help you be successful. We have facilitated design and implementation through unique organizational structures where departmental autonomy is often high. Employing the right delivery model can have dramatic impacts to address the challenges facing the healthcare industry. When implementing shared services, we have seen our healthcare clients achieve savings of 25%.



We support clients at all phases of their shared services journey and provide a wide range of other services to assist you ranging from assessment and business care development to improvement of existing shared services operations. Depending on your levels of maturity, there are various focus areas for improving operations.

Improvement Focus Areas



- Policy harmonization
- Process redesign
- Service delivery model review
- Organizational structure
- Technology implementation
- Governance model

- Process redesign
- Expansion opportunities
- Leverage of leading practices and benchmarks
- Training and staff retention
- Other technology investments
- Multifunction integration
- Governance clarification

- Continuous improvement
- Expansion opportunities
- Customer satisfaction
- Leverage of leading practices and benchmarks
- Career pathing
- Technology optimization
- Multifunction optimization

If you are ready to advance along your shared services journey, close leading practice gaps, and increase the effectiveness of your model, contact us at info@scottmadden.com to get started.

Smart. Focused. Done Right.®



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