



THE POWER OF BEING UNDERSTOOD

TECHNOLOGY SOLUTIONS FOR HEALTH CARE ORGANIZATIONS

Few industries face such varied and complex financial and operational issues as health care. Our goal is to provide health care organizations with the insights they need to make critical decisions in what can be a regulated and ever-changing environment.

The challenge of meeting this goal can only be accomplished with a comprehensive understanding of your business models, internal processes, objectives and daily realities. Whether you're dealing with third-party reimbursement, public debt, tax exemption and charity care issues, or the myriad of overlapping regulatory demands, we ask the right questions. Read between the lines. Listen actively. Think comprehensively about your business. And build long-lasting relationships based on experience and trust to help you address each challenge individually while maintaining a holistic view of your enterprise to integrate solutions that maximize results.

Offering an objective perspective

Having served the health care industry for decades, we understand that patients expect quality of care from their health care providers and organization, while controlling cost and optimizing outcomes. Health care organizations and providers need solutions that provide insight for the coordination of care and case management activities, targeting specific communities with tailored outreach and education programs, service delivery and patient satisfaction, and reducing administrative burden and operational overhead.

Whatever you're trying to achieve, you can depend on the technology solutions and specialized knowledge of RSM to help you. As a leading professional services firm to the industry, RSM offers the breadth and depth of capabilities

and innovative ideas that fit your specific needs and support your goals. We offer cost-effective services to provide you with an integrated, full-service approach to redesign your continuum of care and the experience to help you effectively implement the right solutions for your business.

Strategy and advisory

Studies show that most organizations have more technology needs than their budget can support; so, purchases must be made based on sound, logical analysis. Our *Rapid Assessment*[®] is designed to help analyze your specific situation against your goals and objectives to make certain technology initiatives maximize your investment—and budget. We'll help you identify the appropriate technologies needed to fulfill your current and anticipated business needs and illustrate the projected impact of your investments, using proven ROI and TCO analysis tools. This analysis of your current and projected needs serves as the information technology blueprint for your strategic business plan.

Project management and client advocacy

The consequences of a failed implementation when selecting computer hardware, software, applications and technology infrastructure, as well as negotiating with vendors, can be catastrophic to your organization. We work hand-in-hand with you, using a process-centric methodology designed to ensure that your information technology systems are aligned with your business processes and strategic objectives. We provide personalized service at each stage in your technology strategy—from planning and development to implementation, customization, ongoing support and education.

Financial and patient relationship systems

At RSM, we've helped many hospitals, assisted living facilities, and outpatient client or home health agencies successfully implement and customize the right technology solutions using Microsoft Dynamics® ERP. Microsoft Dynamics is a comprehensive business management solution built on the highly scalable and affordable platform of Microsoft technologies. It can easily integrate with existing systems, allowing health care organizations to build a secure and flexible financial management solution in less time and at a lower cost. Microsoft's interoperable technology platform enables seamless integration with new and legacy systems, and lowers maintenance and management costs.

While the delivery of high-quality care is the number one priority for health care providers, finding ways to reduce the cost of care is also a top concern. Microsoft Dynamics® GP offers modules that streamline processes, increase productivity and improve decision making in areas that are critical for health care providers, such as:

- Financial Management
- Payroll Management
- Human Resources Management
- Materials Management
- Regulatory Compliance

Knowledge-driven health information through patient-focused customer relationship management (CRM) connects people and systems, improving collaboration for more efficient outreach and case coordination and management. Employees can be empowered to provide improved services to a broader population, promote good health and enhance citizens' well-being while managing the cost of outreach and services through.

- Patient Relationship Management
- Community Outreach Relations
- Case Coordination
- Chronically Care Management

Business intelligence and performance management

To improve business processes and decision making, hospitals, clinics, and other health care providers need access to relevant, purposeful data. Key to achieving this goal is successfully creating a business intelligence platform that focuses on two key components: analytics and the requisite supporting data. While the analytics provide the

reporting means for dashboards and scorecards, these reports are meaningless without a sound central data repository feeding up-to-date and relevant information. Our health care team has developed a Business Intelligence Assessment that establishes the foundation for developing a business intelligence platform. After analyzing your current environment, we work with you to create a blueprint that outlines the steps and processes involved in building a Business Intelligence environment with sound, relevant data to fulfill your information and analytical needs.

RSM consultants work side by side with your IT Professional Health Care Informatics and physicians to develop a comprehensive set of analytics that integrate internal and external data sources providing insight and actionable results throughout your organization. RSM's implementation strategy is one of technology adoption as opposed to technology support. For its better to equip your analyst with the ability to discover your information as opposed to us always having to build something for your organization.

Infrastructure

Your infrastructure is the foundation of your IT operation. Given all the options available today, whether on-premise, in the cloud, hosted or hybrid, you need a trusted advisor who will ensure that you invest in the right technology. Our infrastructure team will help your business become more agile, scalable and competitive by addressing issues affecting productivity, data storage, application delivery, telecommunications, security and more. Our strategic alliances with leading solution providers—including Cisco, Microsoft, HP, Dell, NetApp, VMWare, Citrix and many others—ensure we have a comprehensive understanding of the technology and can advise, implement and support all of your infrastructure needs. We also assist clients as they migrate to the cloud by deploying Infrastructure as a Service (IaaS) solutions from vendors such as Rackspace and Amazon. Whether you need to implement a new IT environment, migrate from a legacy platform, transform your current system capabilities or are looking to outsource your ongoing IT management responsibilities, our consultants will ensure your infrastructure is optimized to support a technology-driven organization.

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