

DELIVERY SYSTEM

# Leading Change Across the Healthcare Operations Ecosystem



## Who is HMA

Health Management Associates (HMA) is a leading independent national research and consulting firm specializing in publicly funded healthcare and human services policy, programs, financing, and evaluation. We immediately improve healthcare operations for public hospitals and safety net providers, accountable care organizations (ACOs), academic medical centers (AMCs), and federally qualified health centers (FQHCs) by aligning both clinical and non-clinical functions towards common measurable goals; optimizing workflows and interoperability across service lines; effectively supporting organizational risk management programs; improving access, quality and safety while reducing costs and improving the value of services; expanding care and services for vulnerable populations; and implementing solutions to achieve health equity.

## Our Comprehensive Approach

Managing operations in today's healthcare environment involves a complex combination of clinical, financial, operations and policy approaches to meet strategic goals. Meeting the Institute of Healthcare Improvement's Quadruple Aim (patient experience, population health, provider experience, reduce costs) requires solutions that involve comprehensive cross functional assessments, planning, and implementation support. HMA provides a wide range of services that include interim leadership, strategic planning, and operational assessments. Our teams are experienced in working with healthcare organizations, understanding the impacts of workforce challenges, and providing solutions in the key areas of recruitment, retention, and engagement.

## HMA is Uniquely Positioned to Help Clients Manage Change

### STRATEGIC SUPPORT



FISCAL MANAGEMENT



OPERATIONS



CLINICAL



POLICY



## Optimizing Operations Across the Delivery System

Our communicative and collaborative no-one-size-fits-all approach gets to the heart of healthcare optimization issues so they can be solved quickly.

### OUR PROCESS INCLUDES:

- » Incisive questions that uncover pain points, bottlenecks, and inefficiencies in the healthcare delivery system
- » Granular evaluation and monitoring of all facets of clinical and non-clinical operations against industry key performance indicators (KPIs)
- » Advancement of the Quadruple Aim
- » Data-driven or evidence-based best practice recommendations for process and procedural changes – with a focus on critical problems – that yield immediate effectiveness and efficiency results
- » Prioritization of implementation tasks for healthcare operations with available resources



## How HMA Helps Our Clients Navigate the “New Normal” of Healthcare Delivery

HMA has expertise and experience to help healthcare organizations achieve optimal efficiency and effectiveness in their operations and delivery systems, focused on the integration of policy (execution), clinical management, and financial operations to achieve measurable strategic goals.

### We help clients address workforce management headwinds by:

**Focusing on the most significant issue in today's environment: recruiting, retention, and engagement of our most valued asset... our people.**

- » Leveraging provider extenders and integrated teams working at the top of their qualifications.
- » Exploring opportunities to expand the workforce and workforce pipeline through partnerships with academic and other training programs.

**Offering recommendations on staff roles and staff mix to ensure safe and effective healthcare delivery.**

- » Optimizing clinical caregiver effectiveness by integrating support staff into clinical teams.
- » Ensuring a patient-centered approach to access, quality, and safety.

**Delivering solutions for optimizing workflows across service lines, sensitive to practices more likely to enhance healthcare worker engagement.**

**Creating human-centered design teams, to evaluate and recommend changes in healthcare operations using Highly Reliable Organization principles**

### We help clients integrate health equity into operations by:

**Completing a needs assessment to identify health disparities, develop mitigation plans, and make recommendations on optimizing delivery of healthcare.**

- » Embedding equity practices and strategies that will deliver results and develop new, innovative partnerships.
- » Engaging on strategic planning, change management, delivery system redesign.

### We help clients optimize revenue cycle to improve cash flow by:

**Developing an accurate healthcare revenue cycle management process to strengthen bottom-line performance while improving the patient care.**

- » Preparing a financial analysis will allow for multiple variables to be adjusted to accommodate specific operational needs.
- » Reviewing the analysis will also provide detailed projections that support the ability to efficiently adapt staffing models based upon volume and acuity.

### We help clients meet Quadruple Aim targets by:

**Developing partnerships that advance effectiveness between health systems, community-based organizations, IPAs, payers, and intermediaries.**

**Identifying opportunities to increase and improve access to care using both traditional and telehealth/other asynchronous approaches to healthcare delivery.**

**Evaluating and providing solutions to a facility's risk management program.**

- » Effective infection control and prevention, the Environment of Care and facility management, are essential in meeting state licensure and reaccreditation.
- » Reducing potential liability and regulatory risk in today's market is more important than ever.

**Evaluating the interoperability of electronic health record systems, appointment systems, patient monitoring programs, and other tools.**



## Our Experts Include:

- CEOs of hospitals, academic medical centers, community health centers, and FQHCs
- Senior leaders in ACOs
- COOs and CFOs of health systems and hospitals
- Physician executives
- Federal agency officials
- Health care providers including primary care physicians, critical care nurses, and advanced practice registered nurses for FQHCs and hospitals
- Administrators, service line administrators and clinical leaders of large hospital systems
- Coders
- Actuaries

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LAST UPDATED: 8-22-22  
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