

"Chance favors the prepared mind."

- LOUIS PASTEUR

## The CCI Group (CCI)

CCI provides strategic information technology management consulting services to the health care industry. Two former PricewaterhouseCoopers consulting partners and a long-time colleague formed CCI. Our clients benefit from the extraordinary knowledge and know-how of the CCI team, thereby reducing the risk inherent in major IT projects and enjoying a rewarding consulting experience.

CCI attributes include:

- Collectively we have worked for over 1,000 health care organizations.
- Among us, we have consulted with 15 of the 17 hospitals listed on the US News and World Report Best Hospital Honor Role.
- We are organized on a knowledge model, not a leverage model; therefore, we have no junior staff. CCI's principals are our consultants and they average 30 or more years of health care experience.
- Many of us were Big 5 consulting partners or senior managers.
- Most of us were CIO's of hospital groups or academic medical centers.
- We are very client focused; we are a private self-funded firm; and we are not growth motivated. In fact, we neither solicit nor accept employment applications.
- We do not develop, sell or resell software products.

"I do not believe you can do today's job with yesterday's method and be in business tomorrow."

- NELSON JACKSON

## CCI Services

- Development of IT Mission, and Vision
- Management Retreats and IT Trends Presentations
- Creation and Updating of IT Strategic Plans
- IT Operational Assessments and Benchmarking
- Development of Tactical IT Plans and Budgets
- Network and Infrastructure Planning
- IT Project Readiness Assessments
- Development of Clinical and Financial System Requirements
- Vendor Selection Facilitation
- Contract Negotiation Support
- IT Executive Project Management Services
- IT Management Support
- IT Interim Management
- IT Outsourcing Evaluation and Oversight
- HIPAA Consulting Services
- CPOE and EHR System Consulting
- Decision Support System Services
- Healthcare IT Educational Services
- Behavioral Health System Consulting

## Corporate Office

14060 King Road, Homer Glen, IL 60491

## Founding Principals

**Frank Cavanaugh**

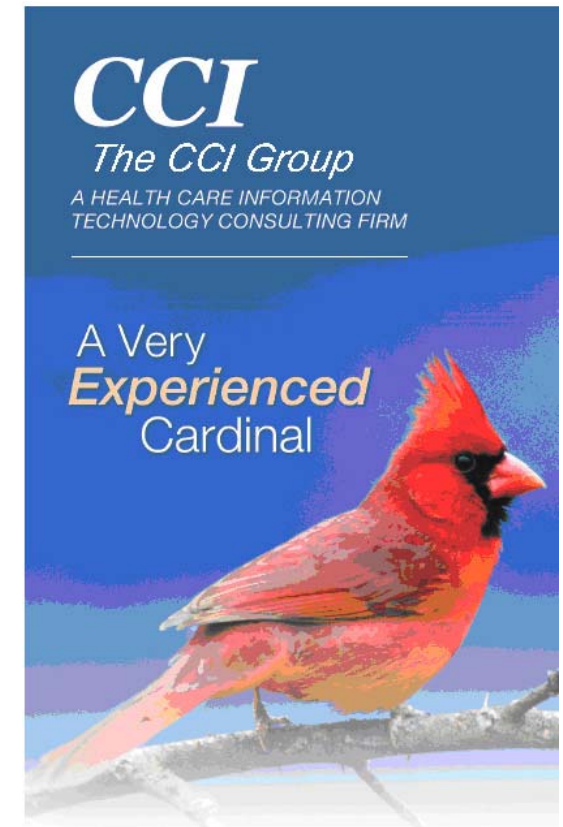
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## CONSULTING SERVICES BROCHURE

- *IT Planning*
- *IT Project Readiness Assessment*
- *Executive Project Management*



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# CONSULTING SERVICES

## IT PLANNING

Success in today's environment requires health care organizations to effectively integrate long-range business goals with predictable and affordable information technology investments.

Ours is a participative team approach. We incorporate client staff, as well as appropriate vendor personnel, as significant and integral members of an engagement team. Our approach features experienced consultants, proven methodologies, automated tools, and consensus development.

Our IT Planning Services include:

- Development of IT Mission and Vision
- Creation or Updating of IT Strategic Plans
- Assessment of Technology Delivery Alternatives, including Outsourcing options
- Development and Conduct of Effectiveness Surveys
- Development of Tactical Plans, Annual Budgets and IT Organizational Design
- Development of System Requirements, Vendor Selection, and Contract Negotiations
- Third-Party Review of IT Plans and Benchmarking of IT Cost and Strategy
- Creation of IT Network and Telephony Plans

## IT PROJECT READINESS ASSESSMENT

Many health care organizations experience difficulty with embracing change. A major key to success is the ability to recognize and overcome organizational impediments which will limit achievement of full benefits of new technology. The consultant must not only report findings, but also provide implementable recommendations. We assess technology projects using the following six measures:

- **Skill** – Are the required technical, user and executive skills included in the project?
- **Commitment** – Are the users, management and IT, committed to the success of the project, or are some "waiting to see" or actively opposed?
- **Resources** – Are the required resources available to the project when needed? To how many projects is key staff simultaneously committed?
- **Technology** – Are the hardware, software, network and deployment requirements appropriately addressed?
- **Process Change** – Is there an accepted methodology to address policy and procedure changes during the implementation?
- **Benefit** – Are there specific (and quantified where possible) benefit expectations? If not, the measure of success will be general contentment.

It is our experience that when there is a significant weakness in any one of the measures, the project risks overrun in time or budget. When two elements are weak, the project has a substantial risk of not meeting objectives. If three or more measures are substantially weak, the project will probably not be rated a success, even if the installation is completed.

## EXECUTIVE PROJECT MANAGEMENT

Implementation involves more than installation. Our implementation oversight services focus on achieving a smooth transition through effective project management, training, and communication. Our approach features:

- A well-defined project organization and reporting relationships among CCI staff, the project team(s) and client management at all levels.
- Proven guidelines for status reporting, management review and change management.
- Act as a "Problem Solver" when unexpected system or personnel problems appear (they almost always do!).
- Senior level consultants who have worked with complex health systems and have experienced differing approaches.

The benefit of our approach is a predictable project that allows management control of timing and customization while providing end users the opportunity to integrate the new capabilities into business operations.

We can also function in an advisory oversight role. The client, vendor, and other consultants may staff the project. The value we offer is in bringing focused experience at an executive level to a critical project. Our effort can range from full time as the executive project manager to monthly attendance at key project meetings.