

"Chance favors the prepared mind."

- LOUIS PASTEUR

Cavanaugh Consulting Group (CCG)

CCG provides strategic information technology management consulting services to the health care industry. Two former PricewaterhouseCoopers consulting partners and a long-time colleague formed CCG.

Our clients benefit from the extraordinary knowledge and know-how of the CCG team, thereby reducing the risk inherent in major IT projects and enjoying a rewarding consulting experience.

CCG attributes include:

- Collectively we have worked for over 1,000 health care organizations.
- Among us, we have consulted with all of the 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. CCG's Principals are our consultants and they average 35 or more years of healthcare experience.
- Many of us have been partners or senior managers with Big-4 consulting firms and/or senior executives 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 sell large-scale implementation projects and do not have revenue sharing relationships with vendors; nor do we sell or resell software or hardware products. Therefore, we can be completely objective in our analysis and recommendations.

"We cannot solve problems by using the same kind of thinking we used when we created them."

- Albert Einstein

CCG Services

- Mobile Healthcare IT Services
- Unified Communications Services
- Network and Infrastructure Planning
- CPOE and EHR System Consulting
- Creation and Updating of IT Strategic Plans
- Management Retreats and IT Trends Presentations
- Vendor Selection Assistance
- Contract Negotiation Support
- IT Executive Project Management Services
- IT Operational Assessments and Benchmarking
- IT Outsourcing Evaluation and Oversight
- Decision Support System Services
- Behavioral Health System Consulting
- Operations Improvement Services
- Strategic Market Analyses
- Business Planning Services
- Acquisition/Investment Due Diligence

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Cavanaugh Consulting Group

A Healthcare Management Consulting Firm



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Mobile HC IT Services



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Mobile Healthcare IT

Mobile Healthcare IT has seen a rapid advance with the advent of smartphones and the newest wave of touch sensitive tablet computing devices.

While many healthcare professionals have used smartphones such as Blackberry devices and wireless phones such as Vocera in recent years, the advent of the Apple iPad has brought a dramatic upsurge in tablet usage and demand for integration into the healthcare enterprise environment. Vendors of EHR systems have quickly embraced this new device and have developed iPad applications for integrated access into their EHR systems.

Cisco subsequently has introduced its tablet, the Cius, and is portraying its features oriented toward enterprise usage, including security and deployment management tools. The Cius is able to integrate with many other Cisco products, including telephony, conferencing, virtual desktop client integration, and Unified Communications services. Some developers are also believed to be creating healthcare applications for the Cius tablet. Likewise, many other vendors have introduced new tablet offerings.

Physicians have embraced tablets, especially the iPad, and are demanding accommodation of them by the IT organizations in hospitals where they practice. This has created issues with regard to network availability and security. Moreover, usage of high data rate applications on the iPad can place notable impact on the hospital network infrastructure.

The small size and easy portability of tablets makes them more subject to loss and theft, further raising security concerns. Also of concern are the HIPAA privacy and security regulations. Moreover, the use of tablets to support medical diagnosis and patient treatment can create FDA regulatory compliance issues.

Mobile HC IT Impact on Processes

While tablet computers have found favor with caregivers, best usage of these devices demands that their influence on clinical and administrative practices be examined.

The nature of working with a very mobile device is characteristically quite different than that experienced with computers on mobile carts. Indeed early adopters are recognizing that in some instances the limited screen size does not work well with applications designed for larger displays. To truly take advantage of this new technology requires planning regarding application system selection and clinical process design.

Policies must also be created regarding device usage, ownership, economic responsibility, and provision of applications that run solely on the tablet device, such as medical information databases, and dynamic information such as patient lists and medical care data.

Mobile HC IT Impact on Infrastructure

Usage of high data rate applications on tablet computing devices can place significant impact on hospital network infrastructure. This is especially true for video applications such as teleconferencing and diagnostic imaging.

Tablet devices used as portals into voice applications such as VOIP telephony place unique demands on wireless infrastructure, including latency and continuous coverage areas. Also tablet devices that are to be used for the communication of patient care information must support irrefutable proof of delivery and confirmed receipt capabilities.

For healthcare providers that intend to use tablet devices within their institution an assessment of the status of current data communications and future network planning are imperative.

CCG Mobile HC IT Initiative

CCG is committed to providing strategic information technology consulting services to the health care industry. Now, with the emergence of tablet computers, CCG has identified Mobile HC IT as one of the major new opportunities for improvement in both IT solutions and in our client's healthcare operations.

The CCG Mobile HC IT practice builds on the broad healthcare system expertise of our team. Additionally CCG has had a long-standing alliance with Computer Network Architects, a firm that has extensive hospital network experience. More recently CCG has formed alliances with two leading unified communications consultancies – Gateway Group and UniComm Consulting.

With our diverse group of experienced healthcare IT consultants and affiliates, we believe we can offer unique consulting service to support the adoption of tablet computers and other mobile IT devices into your healthcare facility.

Taking Action

We urge your health care organization to charter an assessment of your current healthcare application processes, communications infrastructure, and mobile device policies.

CCG can effectively and efficiently perform that assessment. The assessment can then serve as a basis for future strategic and tactical IT activities.

Further Information

To discuss your mobile Healthcare IT consulting needs contact:

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- Dr. Alton Brantley at 410-881-0183