Streamline your operational processes to help decrease costs and increase revenue

In today’s challenging healthcare environment, it’s more important than ever for hospitals and health systems to ensure they’re operating at peak efficiency—while providing the best care possible. For help balancing the financial bottom line with operational quality, turn to the IBM® Watson Health™ Provider Consulting and Analytics team.

The operational assessment is a complementary consulting program offered to IBM® ActionOI® clients. This program is designed to help you maximize your solution value and apply new insights to targeted areas of your organization to affect change.

The assessment gives you an objective understanding of your past performance and current efficiencies. Using longitudinal data and empirical benchmarks, we will help you identify opportunities for improvement and provide specific recommendations designed to help you achieve optimal operational capabilities.
Our approach helps drive the results you want
To promote effective and sustainable change, the Watson Health Provider Consulting and Analytics team uses a multidisciplinary approach to engage staff, managers and physicians who are crucial to the success of the project. Our team works closely with your team to understand your challenges, set goals and leave you with the knowledge and confidence to achieve and maintain the results you need.

The operational assessment is organized into three phases of work:

**Phase I: Project initiation meeting**
First, we’ll gather all stakeholders and work together to clarify project objectives, define roles, discuss data submission and collection requirements, and review the overall plan and timeframe.

**Phase II: Data review**
Because we view benchmarking as a critical step to developing any effective operational and clinical improvement strategy, our team will then conduct a review of your organization’s previously submitted ActionOI data, including:
- Current departmental operations benchmarks
- Overtime utilization—PULSE® Healthcare Survey
- Agency/contracted staff use
- Skill mix

We will also specify and request additional data relevant to project objectives, and schedule meetings with department leaders to understand current practices and challenges.

**Phase III: Executive summary presentation**
Finally, our team will lead an executive summary review session to discuss our findings with your leaders. This meeting is designed to provide you with a sound understanding of the critical issues and opportunities for improvement, as well as specific, actionable recommendations for long-term improvement.

Timeline for a typical operational assessment: **Approximately four to six weeks, depending upon availability of requested data and client personnel for interviews.**

Our team
Our consultants have extensive experience working with hospitals to help them improve outcomes. They combine the advanced analytics of Watson Health with real-world clinical expertise and technical competence. Because of this, our team can help bridge the gap between data and hospital operations.
Get connected
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About IBM Watson Health
Each day, professionals throughout the health ecosystem make powerful progress toward a healthier future. At IBM Watson Health, we help them remove obstacles, optimize efforts and reveal new insights to support the people they serve. Working across the landscape, from payers and providers to governments and life sciences, we bring together deep health expertise; proven innovation; and the power of artificial intelligence to enable our customers to uncover, connect and act — as they work to solve health challenges for people everywhere.

For more information on IBM Watson Health, visit: ibm.com/watsonhealth

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