

Community Hospital Operational Consulting Services

IBM Watson Health Provider Consulting and Analytics Services

IBM Watson Health understands that community hospitals need to manage their labor expense and productivity in a cost-effective manner. Using our extensive hospital labor benchmarking system, the IBM Watson Health consulting team provides three levels of support to meet your specific needs. These services are designed for hospitals who choose not to commit to an ongoing solution, but rather are looking for a snapshot of opportunity based on industry benchmarks.

	Customized Departmental Benchmarking	Targeted Operational Assessment	Oversight, Governance, and Implementation
Organizational Needs	<p>Change ready</p> <p>Desire department level benchmarks to drive organizational labor spend improvement</p>	<p>Seeking focused level of support</p> <p>Targeted to those areas with the greatest opportunity</p>	<p>Clear target and level of urgency that requires a higher level of support, or</p> <p>Change readiness requires more intensive support</p>
Scope of Service	<p>IBM will leverage the data from our 750+ hospital ActionOI database</p> <p>Engagement can be scaled for five to 100 different departments</p>	<p>Benchmark levels, typically 75th, 50th, and 25th, can be customized to meet the organization's needs</p> <p>Qualitative interviews with each department to determine barriers and opportunities</p>	<p>Create structure, oversight, governance, benchmarking, targeted assessment, and implementation of departmental plans</p> <p>Department plan implementation</p> <p>Hands-on, multi-month support</p>
Deliverable	<p>Benchmarks for</p> <ul style="list-style-type: none"> Productivity Labor Expense Total Operating Expense <p>Executive presentation of results</p>	<p>Department assessments of productivity, labor expense, and total operating expense</p> <p>Recommendations and suggested action steps for each department</p> <p>Executive presentation of results</p>	<p>Governance and oversight structure guidance</p> <p>Department benchmarks and plan development support</p> <p>Executive presentation of results with recommendations</p>

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