

Operational Consulting Services - ActionOI to Action

IBM Watson Health Provider
Consulting and Analytics Services

Using our extensive hospital labor benchmarking system, IBM Watson Health's ActionOI to Action services provide the exact level of support clients need to:

- Create the structure necessary to realize the full benefits of the ActionOI solution
- While meeting the required level of organizational urgency
- Engage leaders in the process of driving organizational improvement
- Develop internal accountability through a system of equity and validation
- Create a sustainable structure to prevent "FTE creep"

IBM Watson Health consulting services provide the opportunity to expedite successful implementation of the ActionOI solution to move from data, to actionable information, to organizational results. With four levels of service, our team will assist you in assessing your current state and providing the right level of support to meet you where you are.

How do clients know the level of support they will need to be successful?

Through a process of self-reported executive leader assessment, our team will assist you in determining the right level of consulting support for the strongest return on investment. This assessment takes about five minutes of a leader's time, to determine the potential areas of strength and/or risk relative to the organization's ability to utilize the productivity information to drive results. Following the completion of the on-line assessment, you will receive feedback from the IBM team. Our team is experienced in operational transformation and can provide guidance as to the level of support needed to optimize organizational benchmarking, and thus return on investment.

The assessment is based on IBM's operational efficiency experience with critical success factors such as executive leadership alignment, effective communication structure, mature process improvement structure, physician leadership and alignment.

The four levels of ActionOI to Action services are:

	Oversight Support	Oversight with Customized Benchmarking	Oversight with Targeted Operational Assessment	Oversight, Governance and Implementation
Organizational Needs	<p>High level of organizational maturity</p> <p>Historical experience with effective change management</p> <p>High readiness for change</p>	<p>Change ready</p> <p>Able to create and implement action plans</p> <p>In need of external expertise to expedite actionable benchmarks</p>	<p>Seeking a 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 high level of support, or</p> <p>Change readiness requires more intensive support</p>
Scope of Service	<p>High level guidance to support the solution's success and integration into the existing structure.</p> <p>Typically 4-6 month engagement</p>	<p>Leveraging data from the first ActionOI submission, IBM assists in establishing department benchmarks</p> <p>Includes development of a benchmarking strategy and target plan</p> <p>5 to 100 departments</p>	<p>Utilizing both quantitative and qualitative interview with department leadership, we will identify areas to improve efficiency and thus reduce required work hours.</p> <p>5 to 50 departments</p>	<p>Structure, oversight, governance, benchmarking, targeted assessment, and implementation of departmental plans.</p> <p>Hands-on, multi-month support continuing through several data submissions</p>
Deliverable	<p>Checklist of key milestones</p> <p>Weekly monitoring of plans</p> <p>Executive summary and recommendations</p>	<p>Productivity, labor expense and total expense benchmarks</p> <p>Executive summary and recommendations</p>	<p>Individual department plans with recommendations</p> <p>Executive summary report</p>	<p>Governance oversight structure; charter, agendas, target setting</p> <p>Department plan structure</p> <p>Executive summary report</p>

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