# ROI HealthcareSolutions

## Bringing Your Mission & Vision to Life with Functional & Technical Expertise and Value-based Partnerships

Award-winning HIS, ERP, and Revenue Cycle Consulting Partner

# The History of a Trusted Healthcare IT Consulting Firm

**In 1999, ROI Healthcare Solutions was founded to provide healthcare-centric project management of multi-departmental IT initiatives, to drive process improvement, efficiency gains, and cost savings.**

Over the years, we have evolved to address industry-specific pain points and objectives across financial, clinical, and operational areas, with strategic insights, leadership, practical knowledge, and functional & technical expertise.

In 2019, ROI debuted as Best in KLAS within the Partial IT Outsourcing category with a **score of 95.7**. ROI was also named the KLAS Category Leader for Business Solutions Implementation Services in both 2018 and 2019, with a **score of 95.5**. This was based on anonymous client feedback and unbiased interviews conducted by KLAS.

# ROI's Partners

**Jason Berry**
President & Partner

**Scott Hein**
Managing Partner

**Chris Quimby**
Partner, HIS Services

**Bill Starks**
Partner, ERP Services

**Jimmy Haddad**
CFO & Partner

# Top Five Things That Make ROI Different

**#1 - Quality:** ROI's track record of being on-time and on-budget and producing high quality work that exceeds expectations has led to multiple industry recognitions, including KLAS and Inc. 5000.

**#2 - Deep Expertise:** We are 99.9% focused on the healthcare industry, with each of our team members having significant functional and technical experience.

**#3 - Partnership Approach:** Our executive involvement, collaborative spirit, alignment with client cultures, and high-touch project management and communication have led to strong customer loyalty. We strive to be an extension of our customers to carry out their vision.

**#4 - Proven Methodologies:** Our time-tested approaches have been developed and refined to offer leading practice activities that reduce costs and increase efficiency across technology, people and process. This allows us to estimate the level of effort accurately and honestly from the beginning. Our high touch collaboration and comprehensive deliverables support seamless knowledge transition to create self-sufficiency and increase user adoption.

**#5 - Passionate, Engaged Team:** We have a stellar rating on Glassdoor, a leadership team that cares, and were recognized by *Modern Healthcare* as one of 2019's Best Places to Work in Healthcare.

# A Complete Look at Our Offerings: HIS + Revenue Cycle + ERP

**ROI** HealthcareSolutions

## ADVISE & OPTIMIZE

- Strategic IT Plans
- IT & Process Assessments (including EDI)
- 3-Year IT Roadmaps
- System Selection
- Contract Negotiations
- Pre-Implementation Planning

## IMPLEMENT

- Program & Project Management
- Implementations & Upgrades
- M&A-Driven Consolidations
- Workflow & Process Design
- Interface Design & Development
- Testing
- Data Conversions & Migrations
- Adoption/Go-Live Support & Training

## STAFF & SUPPORT

- Interim IT Staffing/On-Demand Support
- Legacy Application Support
- Data Retirement & Retention
- Application Mgmt. Services (AMS)

Infor | Cerner | Epic | Allscripts | Athenahealth | Change Healthcare | Elekta | NextGen | Nuance | OnBase | Peoplesoft/Oracle | PICIS | RelayHealth | Sunquest | Teletracking

# Project Management Capabilities

ROI offers decades of project management experience, **focused on the healthcare provider community**, and proven client success that will result in strong, collaborative Project Management and Project Coordination. ROI brings expertise over the **breadth of the healthcare continuum** including IT strategic planning, operational and process improvement, information system search and selection, technology implementation, and system transformation. A key differentiator of ROI is our ability to apply our industry-centric project management expertise via scheduled and ad hoc communications.

**Here's what you can expect when you partner with ROI:**
- Strong, experienced Project Managers with years of client project management success across the care continuum
- A high-touch collaborative project management delivery approach focused on partnership and trust
- A credible and experienced team who will focus on understanding your culture and work to provide the right 'fit' of resources who share the same values
- Executive leadership committed to results
- Drive, document, and communicate key project targets
- Proactive communication and reporting through continued partnership and communication channels ensuring C-Level needs are consistently met

# Our HIS Practice Focus Areas

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## PROJECT MANAGEMENT & COLLABORATION

### LEGACY & AMS SUPPORT

Shared Services | Technical Support | Healthcare Expertise | Project & Quality Oversight | Cost Effective | Strategic Alliance | Data Archival & Warehousing

### CLINICAL & REVENUE CYCLE

Implementation | Optimization | Work Process Evaluation | System Configuration | Operational & Readiness Assessments | Reporting & Analytics

### GO-LIVE & TRAINING SERVICES

Talent Recruitment | Coordination Planning | System Testing | Integration Services | Training | Post-Live Optimization | Command Center Planning & Deployment | Issue & Change Management | Data Services

| Inpatient/Ambulatory | Nursing | Provider | Pharmacy |
| Laboratory | Revenue Cycle | HIM | Oncology | Radiology |

# ROI Legacy Support Overview

ROI provides high quality support of legacy applications throughout EHR transformations.

Our **flexible support model** is composed of end-to-end, 24x7x365 support services and is scalable with predictable costs. We support our clients with a dedicated manager, proven methodology, staffing assessment, and software decommissioning plans.

**Our experienced industry resources** have 15+ years of healthcare experience, hands-on application and hospital experience, are based in the United States, and are passionate about healthcare.

> **Here's what the Executive Director of IT Operations & Strategy at a Southeast Health System shared about us:** "ROI has worked with us for many years providing  consulting services on a variety of projects. Their staff is experienced, high quality, and provides high value for both consulting and staff augmentation. ROI has  been very valuable and played a key role in meeting our IT goals and helping us be successful."

# Our Infor Practice
## Focus Areas

**infor** — Alliance Partner CloudSuite™ Specialized

**infor** — Extended Care Providers

**infor** — Hospitals and Health Systems

**PROJECT MANAGEMENT & COLLABORATION**

### FINANCE

Financial Management Automation & Optimization
Strategic Integration | Closing Optimization | Visibility & Analytics
Reduced Costs & Manual Processes | Global Ledger | Expense Management

### SUPPLY MANAGEMENT

Optimized Source to Settle | Relevant Master Data & Governance
Digitizing & Payment Automation | Healthy EDI
Strategic Inventory & Replenishment Optimization

### HUMAN CAPITAL MANAGEMENT

Modernized HR | Optimized Talent Strategies
Alignment of HR Initiatives to Operational Goals
Reduced "Cost" of HR

### DIGITAL TRANSFORMATION & BI

Robotic Process Automation | Integration | System Administration
Security | Configuration Console | Birst | Analytics | Infor OS

# Bringing Value to CloudSuite Engagements

ROI helps clients reach CloudSuite success by focusing on technology, processes, and people.

We **leverage technology investments** to eliminate disparate systems, automate, integrate systems for visibility, configure the technology stack for performance and security, and build a data management strategy that supports better decision making.

We **align processes** across the organization, reduce risk and administrative costs, eliminate manual processes, automate routings and approvals, and centralize transactional functions.

We **focus on the people**, looking at the human factors impacted by the cultural, system, and physical aspects of the engagement. We transfer knowledge for long-term success and adoption, improve the user experience, and collaborate with stakeholders and users.

# Real Clients. Real Success.

## CloudSuite Financials/SCM & HCM/Payroll: Children's hospital

The client was looking to implement Infor CloudSuite Financials, HCM, and Payroll and turned to ROI to help consolidate critical business systems, move to a talent-driven organization, and eliminate wasteful disparate systems and manual processes. As a result of the financials and supply chain suite implementation, ledger redundancies were reduced by 17%, standardized Item Master elements to facilitate alignment of Contracting with potential savings of 10% of current contracted spend, and automate the demand to replenishment cycle. On the HCM and Payroll side, data input errors were reduced by 50%, HR transaction routings and approvals were automated, and patient satisfaction scores increased by ensuring talent was aligned to patient needs through talent programs.

## Legacy Support: Large non-profit health system

The client's shift to a new enterprise EMR created a need for support and stability of 70+ applications. ROI supported all applications 24x7x365 with no adverse change to uptime, reliability, or maintenance levels. With over 50 ROI team members contributing to this engagement, the client saw near non-existent turnover, high team engagement and commitment to quality. Additional projects were initiated as a result of the delivery of Legacy Support, such as Epic services and 3rd party application support (OnBase, MetaWare, ACLL, 3M, PeopleSoft).

# Industry Recognition

- **2018** – #1 in Business Solutions Implementation, with a 96.6 rating

- **2019** – #1 in Business Solutions Implementation, with a 95.5 rating

- **2019** – Top rated in Partial IT Outsourcing, with a 95.7 rating

"**I would hire ROI Healthcare Solutions again in a heartbeat**. We got a lot for our money. ROI Healthcare Solutions **knew the materials inside and out**, and they knew our vendor inside and out. When there was a problem, ROI Healthcare Solutions brought **options and solutions** to the table. They researched solutions and connected us with other clients that had similar issues." - VP (Apr. 2019)

"The firm certainly **engaged well with our team**. The resources didn't just sit there or do only their specific role. They **helped wherever they could** and tried to use their experience for the good of the entire team." - Manager (Apr. 2019)

"ROI Healthcare Solutions was a **very good partner**. They did a great job, and they delivered what we wanted **ahead of schedule**. We absolutely received our money's worth." – VP (Apr. 2019)

"I would highly recommend ROI Healthcare Solutions. They have **great resources** for **implementations** and **project management**." – Manager (Apr. 2019)

# ROIRG: Complementary IT Staffing Organization

### Contract Resources
We'll help you quickly find the right talent, whether you need one or hundreds of resources

### RPO Solutions
Recruitment Process Outsourcing for full lifecycle recruiting support

### Healthcare IT Resources
Analysts, Developers, Testers, Project Managers, Trainers, and Go-Live Support located onshore

### EHR, ERP Technology Expertise
Our resources have a wealth of experience supporting EHR and ERP technologies
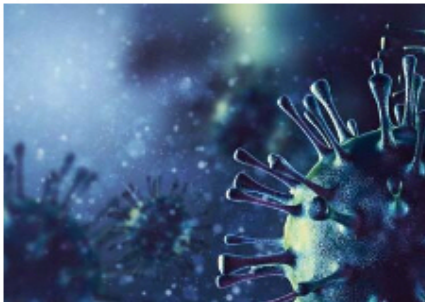
infor Alliance Partner    Epic    Allscripts    Cerner

MEDITECH    ORACLE PEOPLESOFT

# ROI's Thought Leadership

ROI's thought leaders regularly develop content to support IT and Operational Leaders within our client organizations across the country. **These resources include webinars, videos, eBooks, whitepapers, and our blog.** Visit our Thought Leadership site for more details: https://roihs.com/thought-leadership



COVID-19 Impact Roundtable



Whitepaper: Decoding the Global Ledger



eBook: Embracing HR Innovation

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