# Huntzinger Unified Communications and Care Team Collaboration

Enhancing Clinical Workflow to Better Support Clinicians and Engage Patients.

## Evolving Technologies

Continuing disparate advancements in communication technology have created a complex environment with:
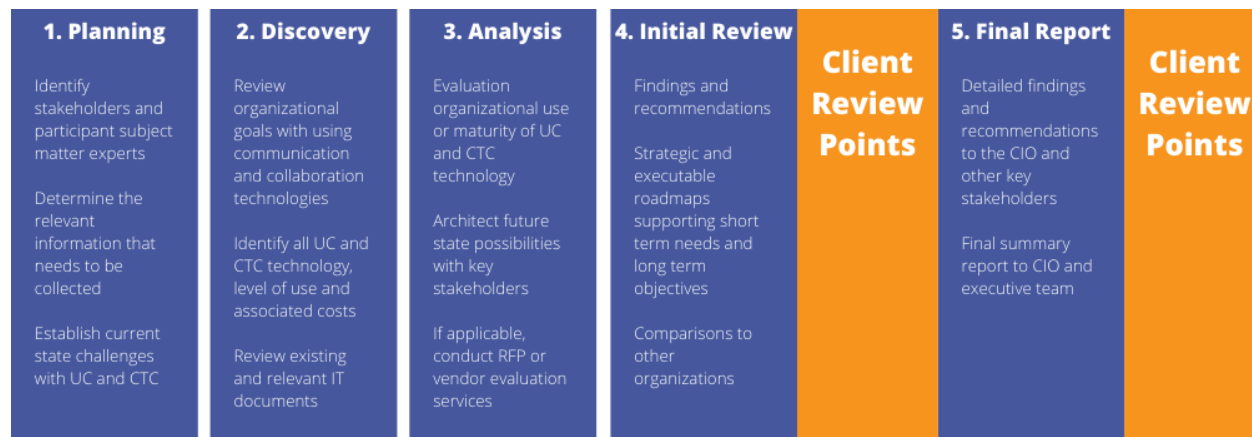
- Duplicate/overlapping technologies
- Increased expense
- Diverse patient and clinician preferences
- IT support issues that leave end users dissatisfied

## Our Approach

Huntzinger's Technology Advisory Team partners with healthcare organizations to address these challenges by helping them:

- Realize the potential of technology investments made in Unified Communication (UC) and Care Team Collaboration (CTC) through visioning and road mapping
- Implement and optimize the use of technology to further enable the business to achieve better outcomes
- Identify gaps in technology investments
- Capitalize on their investments by proving expertise in the innovative uses of UC and CTC technologies

We approach the challenge via a partnership between the healthcare organization and Huntzinger, where we jointly engage and customize our methodology to meet the specific needs of the organization. The assessment has five phases including two client review points:

| 1. Planning | 2. Discovery | 3. Analysis | 4. Initial Review | Client Review Points | 5. Final Report | Client Review Points |
|---|---|---|---|---|---|---|
| Identify stakeholders and participant subject matter experts | Review organizational goals with using communication and collaboration technologies | Evaluation organizational use or maturity of UC and CTC technology | Findings and recommendations | | Detailed findings and recommendations to the CIO and other key stakeholders | |
| Determine the relevant information that needs to be collected | Identify all UC and CTC technology, level of use and associated costs | Architect future state possibilities with key stakeholders | Strategic and executable roadmaps supporting short term needs and long term objectives | | Final summary report to CIO and executive team | |
| Establish current state challenges with UC and CTC | Review existing and relevant IT documents | If applicable, conduct RFP or vendor evaluation services | Comparisons to other organizations | | | |

Client review points are included to validate the process and to gain the organization's reaction. Each assessment is customized to the organization's needs. Upon the completion of these steps, clients have the option of engaging Huntzinger to implement recommendations, and if applicable, facilitate vendor negotiations, engagement and solution delivery.

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## Results

### Financial Improvement

- Optimized financials
- Increased productivity
- Reduced and/or redirected spend

### Improved Customer Satisfaction

- Improved availability
- Improved workflow
- Reliable processes and procedures
- Ability to react quickly to changing end-user needs

### Successful Roadmap Execution

- Vision for future understood by the enterprise
- Development of a strategic and executable roadmap to the future
- Establish and maintain a solid foundation upon which to build
- Ability to embrace/adapt emergerging technology

## How We Deliver

Huntzinger's team consists of passionate and experienced information technology professionals who have dedicated their careers to the healthcare IT industry. Their experience includes serving as CIOs, CTOs, and executives at healthcare organizations ranges from community hospitals to academic medical systems.

## Why Huntzinger?

**We Know Technology**

Huntzinger consultants have broad and deep technology knowledge and expertise, designed to provide both immediate and sustained impact.

**Healthcare Experience**

Healthcare is our sole focus. Our consultants have worked at major hospital systems and other healthcare providers, many as CIOs/CTOs/VPs in technology and more. We have been in your shoes, and beyond that our talents and collective experience have been enriched through many, and diverse, client engagements.

**Highest Quality Delivery**

Huntzinger has a strong recruitment and evaluation process for our resources, ensuring that we match consultants to your organization's culture and specific role requirements, who then produce and deliver quality results on your behalf.

**Strong Partnerships**

Huntzinger has relationships with many of the major technology providers, and we leverage these relationships to deliver cost-efficient and highly effective solutions.

**Culture of Performance**

Client feedback, through many and diverse engagements, has consistently been expressed by the terms Integrity, Commitment, Expertise, Performance and Results — which, by design, are the keystones of our company culture.

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