



**Supporting Our Clients' Missions and  
Visions through Partnership and  
Outcome-Driven Solutions**



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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 20 years, our initial healthcare project management offering expanded significantly, based on high client demand and the attraction of reputable senior talent across EHR, ERP, and Revenue Cycle markets.

In addition to being recognized as the 2018 KLAS Category Leader for Business Solutions Implementation Services, we were recently rated within the KLAS Research's "Partial IT Outsourcing" category with a score of 95.7. This was based on anonymous client feedback and unbiased interviews conducted by the KLAS team.



# ROI's Executive Leadership Team



## **Jason Berry** – President

- Oversees ROI's strategic direction and vision
- 20+ years in healthcare IT, with deep expertise in consulting, project management, sales, and management



## **Scott Hein** – Founder & Managing Partner

- Oversees ROI's operations and strategy
- 20+ years of healthcare IT experience
- Extensive experience in system implementation, procurement, and strategy



## **Chris Quimby** – Partner, HIS Services

- Leads ROI's HIS Services Practice
- 15+ years of healthcare project management, application delivery, infrastructure, and mobile technology experience



## **Bill Starks** – Partner, ERP Services

- Leads ROI's Infor Services Practice
- 20+ years of Infor (Lawson) experience
- Former Ernst & Young Consultant, Supply Chain & Materials Management Leader

# 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, and all of our 120+ team members each have 10+ years of 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 five-star rating on Glassdoor, a leadership team that cares, and were recognized by **Modern Healthcare** as one of 2018's Best Places to Work in Healthcare.

# A Complete Look at Our Offerings: HIS + ERP



## ADVISE & OPTIMIZE

- Strategic IT Plans
- IT & Process Assessments
- 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 & Training
- Data Conversions & Migrations
- EHR & ERP Go-Live Support

## STAFF & SUPPORT

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

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

# Our HIS Practice Focus Areas



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."

# 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



## 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 3<sup>rd</sup> party application support (OnBase, MetaWare, ACLL, 3M, PeopleSoft).

## Project Management Services: California-based health system

ROI offers PMP and healthcare expertise, as well as the client-specific PMO methodologies and tools to drive success across multiple initiatives, manage issues/risks, advise PMO leadership and project sponsors, and ensure communication is consistent and effective across the stakeholder community.

*"ROI offered us a partnership rather than a client-vendor relationship. They have done an excellent job and the staff sees them as part of the team."*

# 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

“ROI Healthcare Solutions has **exceeded our expectations** with helping us meet our desired outcomes. They close everything within our required time frames. ROI Healthcare Solutions’ **timeliness** and support responses are better than our own staff’s. They helped us transition to a new EMR, and that **transition was very smooth.**” - CIO

“ROI Healthcare Solutions has very **specialized people**. Their knowledge and customer service are above what we expected. All their processes are **streamlined and solid**. They can close tickets and resolve production issues faster than we could. We have actually **learned a lot** from ROI Healthcare Solutions.” - Director

“ROI Healthcare Solutions is really **thinking outside the box** and bringing us solutions that don’t necessarily give them any advantage. They don’t have to do that, but they do.” - CIO

“It feels like they are our employees. They are **engaged in their work**, and they become **part of our culture.**” - Director

# ROIRG: Complementary IT Staffing Organization



## Contract Resources

We'll help you quickly find the right talent, whether you need one or hundreds of resources with our 7-step recruiting methodology



## 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, RTLS Technology Expertise

Our resources have a wealth of experience supporting EHR, ERP, and RTLS technologies



Alliance  
Partner



Allscripts



Cerner

MEDITECH

MCKESSON

SIEMENS

ORACLE

PEOPLESOFT

# Engage Us



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