



<https://roihs.com>



**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.



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)

ROI's Partners & HIS / Rev Cycle Leaders



Jason Berry
President



Scott Hein
Managing Partner



Chris Quimby
Partner, HIS Services



Bill Starks
Partner, ERP Services



Jeff Tennant
Exec. Dir., Rev. Cycle



Lore Mandozzi
Director, HIS Services

ROI's leadership team averages 20+ years of healthcare experience and is committed to collaborative partnerships with our clients. ROI's leaders are highly engaged with clients and team members, proactively driving positive outcomes.

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

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
- Go-Live Support

STAFF & SUPPORT

- Interim IT Staffing
- 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

Our HIS Practice

Focus Areas



PROJECT MANAGEMENT & COLLABORATION

OPTIMIZATION

Revenue Cycle | Clinical Operations
Net Revenue Improvement | Adoption | Education & Training

ADVISORY SERVICES

Assessment | Strategic Planning | TCO Evaluation
Pre- and Post-Implementation Health Check

PROGRAM MANAGEMENT

Project Life Cycle | Change Management | Governance

IMPLEMENTATION

Design | Build | Test | Integration | Deploy | Go-Live Support
Standardization | Program & Project Management

APPLICATION SUPPORT

Legacy Support | Managed Services | Archiving/Decommissioning
Interim Staff Augmentation | Strategic Resource Planning

TECHNOLOGY EXPERTISE

Interface Design & Development | Data Conversion & Migration | Analytics

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, 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

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 team all with project management experience 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, ensuring C-Level needs are consistently met
- Committed to our relationship and candid collaboration with Infor

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 a wealth 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."

Cerner Staffing Services: East Coast health system

ROI provided Cerner staffing services to support the client's new EHR implementation, including laboratory and revenue cycle. During the engagement, we supported McKesson and Allscripts solutions in ambulatory, inpatient, revenue cycle areas through project management, staffing, and legacy support delivery ROI also supported application audits, resources assessments, and migration needs.

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."

Cerner Preferred Collaborator



ROI is a Cerner Preferred Collaborator.

Resources specialize in:

- Legacy Solutions
- Cerner Millennium
- Project Coordination
- Project Management
- Analysis
- Design
- Build & Testing
- Training

ROI Resource Spotlight:

Cerner Revenue Cycle Patient Accounting Representative

Has driven efficiency and excellence within Revenue Cycle operations in healthcare over the past 11 years. Knowledge and expertise have been demonstrated within many complex engagements and priorities. Passion within healthcare IT spans project management, IT systems, Revenue Cycle consulting, and engagement leadership.

Our Cerner Technology Expertise



- **Revenue Cycle** (ProFit®, Cerner Patient Accounting, Benefits and Eligibility Management, EMPI, Registration and Scheduling Management)
- **Access Management** (EMPI, Registration Management, Scheduling Management, Eligibility Management, Patient Portal)
- **Acute Care Electronic Medical Record** (PowerChart®, PowerChart Outreach®, PowerChart Office®, CPOE, PowerChart Maternity™)
- **PowerChart Ambulatory™**
- **Patient Care** (CareNet®, Clinical Documentation, eMAR, PowerPlan™, INet®, IView, High Acuity Flowsheet, MPages™)
- **Health Information Management** (ProFile®, Clinical Imaging, Clinical Reporting, Clinical Reporting XR)
- **CPOE** (PowerChart®, Discern®, PowerOrders®, PowerChart Office®, Advanced Medication Management, PowerNote, Dynamic Documentation)
- **Critical Care** (INet®, IView, Critical Outcomes, Cerner Apache®)
- **Document Imaging** (Clinical, ProVision PACS)
- **Emergency Department** (FirstNet®)
- **Information Systems** (Enhanced Testing Services, CCL, Rules, Conversion Support, Security, Interfaces, MPages™, PowerInsight®, Discern Analytics™)
- **Laboratory** (PathNet® – General Laboratory, Microbiology, Anatomic Pathology, Blood Bank, HLA, Specimen Management, Laboratory Outreach)
- **Perioperative Care - Surgery & Anesthesia** (SurgiNet®, Materials Management)
- **Pharmacy** (PharmNet® Inpatient, Retail, eMAR, Meds Integration, Bar Coding, RxStation®, Multum®, CPOE)
- **Physician Practice** (PowerChart Office®, Enhanced View, Message Center)
- **Point of Care** (Millennium POC™, CareMobile®, CareAware®, Millennium Mobile®)
- **Radiology** (RadNet®, Scheduling, ProVision PACS)
- **Population Health Management** (HealthIntent, HealthAnalytics, HealthEDW, Reporting)

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.



ROI Healthcare Solutions
Decoding The Global Ledger
 The Future of Finance

Authors/Contributors:
 Donna Booth, Executive Director of Finance & Supply Management
 Rick Ellis, Principal Consultant of Finance



ROI Healthcare Solutions
EHR Application Modernization Readiness Checklist

What makes ROI different?

- Founded in 1999 by former consultancy and vendor executives
- 99% focused on the healthcare IT industry
- Within top 25 healthcare IT consulting firms
- Deep business process & industry expertise
- Industry leading customer satisfaction rates
- Team members enjoy working with each other and with our clients, doing what they are best at.

Modernizing your EHR applications can offer many benefits, such as new features, heightened performance, and more user-friendly interfaces. At the same time, there's a lot to think about as you're planning for the future state. Here are a few questions to get you started.

- How will you be prepared to support your existing system?
- How many of your current staff will be focused on supporting your new implementation/EHR?
- Who will keep the lights on in the absence of your current team?
- Will you have to upgrade any of your old systems to meet federal, state, and local requirements while you move to a new system?
- What is your plan for converting data from existing systems and archiving what you need to go forward for state, federal, and hospital policy?
- Do you have the project management expertise to ensure all of your systems continue to run smoothly for 18-24 months of a new implementation?

Partners: Cerner, Soarian, McKesson, Allscripts, Meditech, Siemens



ROI Healthcare Solutions
Couch Conversations

RevCycle Revelations: Revenue Enhancement
 with Jeff Tennant, Executive Director of Revenue Cycle Services

Our Infor Practice

Focus Areas



Alliance Partner
CloudSuite™ Specialized



Extended
Care Providers



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

Engage Us



Lore.Mandozzi@roihs.com

Director, HIS Services

978.503.4626

Jeff.Tennant@roihs.com

Executive Director, Revenue Cycle Services

479.883.7076

<https://roihs.com>