

Strategy and Transformation Services

Achieving High Performance
in Health Care



accenture

High performance. Delivered.

Accelerating growth, enhancing efficiency, managing capital—these are the goals of most health organizations in today's turbulent market. Many health systems are plagued by a myriad of financial pressures, including increasing costs, scarce labor, demanding consumers, profit erosion from competition, greater technology and physical plant requirements, and limited access to capital markets. Meeting these challenges requires a marked transformation to deliver high performance.

At Accenture, we understand that the foundation of any business strategy is financial and operational security. We help our clients achieve and sustain organizational excellence by enhancing business processes, enabling technology and empowering people. Accenture can help integrate your physician community, increase staff productivity, manage ROI and extend the life of your current systems. Through revenue and system performance initiatives, we have reduced the cost of operations by as much as 15 percent and generated a

significant return on investment for some of the largest health organizations.

Our key service offerings

Accenture's strategy and transformation services deliver high performance. Proven tools include advanced facilitation techniques, demonstration centers and development laboratories. We have significant clinical experience, with a staff that includes physicians, nurses, coding specialists, medical and radiology technicians, pharmacists, and dietitians. In addition, our rich benchmarking databases and tested methodologies drive results for your organization. Our services include:

- Consulting • Technology • Outsourcing

- **Strategic planning, market growth, and portfolio management**

Do you need to improve your overall market position or reexamine your organizational goals?

Accenture helps align organizational goals with effort and investment levels. We help you protect your core business, sustain and build organizational excellence, sharpen your competitive edge, and create new business through market expansion and product development across clinical programs, within the physician enterprise and inside the academic enterprise.

- **Business transformation**

Are you seeking to improve and sustain performance?

Accenture's methodologies, benchmarking databases and leading-edge technologies help our clients achieve and sustain operational and financial improvements. We help develop and implement a detailed agenda that encompasses the entire enterprise—balancing growth, efficiency and capital needs. We train, educate and coach clients on innovative ways to enhance clinical and business processes.

- **Turnaround**

Do you need a quick, drastic improvement in your organization's performance?

Accenture can help you build and implement a stabilization plan to achieve rapid results in cash acceleration and asset reconfiguration, revenue growth, and cost reductions. We identify key business indicators to highlight operational trends and target areas for immediate improvement.

- **Capacity management**

Are you experiencing capacity challenges that affect service availability and limit revenue growth?

Accenture can help you address capacity problems by helping you make key process and technology changes. We focus on improving patient flow across the continuum, improving the care management infrastructure and aligning staff resources. This can help hospitals reduce lengths of stay, service delays, and hours on diversions. We also help free capacity to provide room for service growth, including increased emergency visits and acute admissions.

- **Physician alignment**

Are you concerned about productivity, compensation, revenue management, competitive positioning or operating expenses?

Today's providers strive to develop new strategies to meet financial and operational goals while maintaining high-quality care. Whether you're part of a community practice, faculty practice plan or academic enterprise, we can help improve revenues/cash flows through redesigning front-end admitting and back-end collection processes. We also help align physician productivity and compensation, evaluate and restructure the flow of funds, streamline ambulatory operations to improve access, and match physician support levels to organizational goals.

- **Focused departmental reviews**

Are you optimizing performance in each of your key departments?

Many hospital executives are concerned about financial and operational performance in key departments, such as patient care, perioperative services, emergency departments, and ancillaries (lab and radiology). Accenture leverages its deep industry and clinical experience with proprietary benchmarking and leading practice databases to boost profitability and productivity.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills and technologies to help clients improve their performance. With more than 110,000 people in 48 countries, the company generated net revenues of US\$13.67 billion for the fiscal year ended August 31, 2004. Its home page is www.accenture.com.

For more information on achieving high performance, contact Health & Life Sciences:

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