People expect more transparent, accessible and responsive services from healthcare today. Meeting these expectations can be overwhelming. Any organization can make do with incremental change—at least, for a while. But building for the future demands bold moves and tough decisions.

As they transform how they serve constituents, healthcare organizations need a trusted guide—one that brings new and innovative ideas every day. Healthcare organizations can rely on Accenture Health Management Consulting to help them tackle their most pressing challenges by combining deep industry knowledge, meaningful insights and broad capabilities.
A DIFFERENT KIND OF EXPERIENCE

Everything we do is built on the same foundation. We approach our clients’ challenges as if they are our own. Healthcare organizations can expect us to do things with and for them—not to them.

Accenture Health Management Consulting is different because we know all aspects of this industry well. As a Forrester Research recognized leader amongst Business Transformation Consultancies, Q3 2017, we take on the most complex business and technology projects. Our healthcare experience runs the gamut—across all missions and functional areas, and both payer and provider.

BUSINESS AND TECHNOLOGY
Our solutions draw on Accenture’s strengths in business, technology and operations strategy.

IDEAS AND OUTCOMES
We take a hands-on approach from concept development straight through to implementation so our clients realize outcomes.

INNOVATION
We are passionate about harnessing innovation to tackle even the most complex issues. We explore how bold ideas, rich data insight and emerging technologies combine for breakthrough solutions.

TRUSTED ADVISOR APPROACH
Our breadth and depth of experience offer clients proven perspectives and peace of mind.

KNOWLEDGE SHARING
Our teams are backed by the resources, capabilities and perspectives of a global professional services company.

WE FOCUS ON THE ISSUES THAT MATTER TO HEALTHCARE ORGANIZATIONS

CUSTOMERS & CHANNELS
• Work as a data-driven, consumer-centric organization.
• Deliver relevant, convenient and secure customer experiences.
• Take advantage of the latest user experience principles.

TALENT & ORGANIZATION
• Attract, engage and retain the right talent.
• Build a right-skilled, digital workforce.
• Develop a strong customer service culture.

SUPPLY CHAIN & OPERATIONS
• Streamline how vital goods and services are acquired.
• Create a fast, flexible and efficient supply chain.
• Achieve results with strategic sourcing practices.

CFO & ENTERPRISE VALUE
• Measure, monitor and improve performance.
• Evolve finance management capabilities.
• Explore new ways of working with shared services models.
**REINVENT THE CUSTOMER EXPERIENCE: CUSTOMER & CHANNELS**

Anytime, anywhere, “Amazon-inspired” digital customer experiences are now the rule, not the exception. People expect the same ease of use from the healthcare sector that they get from business.

Whether it is choosing a doctor, making a specialist appointment or inquiring about health insurance benefits, people expect 24/7 availability, mobile apps and easy transactions. While the healthcare sector has made inroads in this area, most have more work to do. Success starts with knowing consumers—who they are, what they need and how they behave. Comprehensive data insight is critical to create relevant, simple, secure and efficient service experiences that reflect how patients and members live and work. In addition to drawing insights from data, healthcare organizations must protect and secure it, earning—and keeping—consumers’ digital trust.

Drawing on our healthcare industry knowledge and tapping into the best of what works across other industries, we help our clients become data-driven, consumer-centric organizations. We design and implement service experiences grounded in the latest user experience principles.

**BUILD TOMORROW’S WORKFORCE: TALENT & ORGANIZATION**

The workforce of the future is already taking shape. Baby Boomers are retiring, and Millennials are now the largest generation in the workforce. To adapt, organizations need new ways to attract, engage and retain the right talent.

Workers are changing, and so are the skills needed to meet consumer expectations. Customer service perspectives are more important than ever. Healthcare organizations must make the necessary cultural and organizational changes to support a digital workforce.

Our teams guide healthcare organizations through evolving workforce dynamics like these. We look at the whole picture, helping them reimagine talent management within the broader context of organizational change, whether focusing on a specific goal or overall capacity to flex and adapt.

**OPTIMIZE THE SUPPLY CHAIN: SUPPLY CHAIN & OPERATIONS**

The supply chain is the lifeline of any organization. In today’s digital environment, the traditional linear supply chain can become much more dynamic and intelligent—a digital supply network that is fast, flexible, efficient and responsive.

We help healthcare organizations streamline how they acquire vital goods and services. Our teams use strategic sourcing practices that can lower costs while preserving quality and reliability.

**DRIVE BUSINESS OUTCOMES: CFO & ENTERPRISE VALUE**

Healthcare organizations have long faced pressure to use tax dollars more efficiently. Today’s digital technologies empower them in exciting new ways. They can derive insights from data to support more informed decisions to realize better business outcomes.

We work with our healthcare clients to help them transform their finance management capabilities, focusing on digital solutions, shared services models and efficient and effective revenue management.
THE FUTURE IS WAITING

Healthcare organizations are at a tipping point. They must meet new demands in a rapidly changing environment. Will they get there by making small changes? Or will they make bold moves to build the future of healthcare? One thing is certain—real change demands real transformation.

We are proud to help healthcare organizations reinvent how they serve patients and members. Whether it’s delivering next-level customer service, building tomorrow’s workforce, streamlining processes or optimizing the supply chain, driving business outcomes and restructuring the organization, we can help. We combine deep industry knowledge with bold ideas to deliver outcomes that matter. Let’s build the future together—today.

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ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

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