



## Services to Hospitals, Clinical Laboratories, & Physician Practices

**CHECK-UP OPERATIONS ASSESSMENTS:** An on-site capability / maturity examination of what you have in place and how you use it. Clearpath looks at the seven factors that affect work, cost, and service delivery for efficiency and effectiveness. We can assess overall operations or focus on specific areas such as the laboratory, Patient accounts, ambulatory care, etc. Clearpath first examines the current factors and identifies opportunities to improve capability, maturity, and balance the use and investment of resources. Then we define, prioritize, and guide implementation as needed, to help make changes.

**STRATEGIC PLANNING:** We clarify or help develop strategic plans to address business needs in a “big picture” framework. Clearpath performs an assessment of the client's current practices, issues, and relationships in the health system, then helps facilitate discovery of shared solutions. This could include the development of new offerings or ways to perform new services (i.e. adult day care, hospice services, and urgent care) that will better meet Patient, physician, and overall community needs.

**MASTER PROCESS:** We examine how current work processes, systems, and resources are connected to the strategic goals and initiatives of the organization. We balance the big picture from inputs to desired outcomes, clarifying roles, addressing Patient’s moments of truth, and indicating better measures. By identifying simplification and service-improvement opportunities in this framework, we will improve the overall operational efficiency and effectiveness of the organization. Clearpath then guides the implementation of changes.

**EXPERIENCE DESIGN:** We use an Experience Design Storyboard to bring to light all of the parts of a Patient’s experience, and how these parts connect and flow together. We consider the five senses, time, and behavioral interactivity. We also account for the Patient’s perception of value, personal meaning, and emotional context. This framework ensures more predictable delivery of meaningful experiences that help Patients participate in and better own the healing process.

**SYSTEMS INTEGRATION:** We identify, organize, and structure key technologies into an integrated architecture. We streamline and automate critical functions by improving access to and usefulness of information and tools. Clearpath also helps recognize ways to increase utilization of systems already in place via process improvement and innovation.

**DECISION-MAKING ASSESSMENTS:** Through the use of collaborative, highly-visual decision-making methods, Clearpath can identify key needs and requirements for decisions about technology, or other critical, complex issues. We facilitate the steps which lead to more effective planning, ownership, and utilization of existing systems, new purchases, or other solutions.

**FACILITIES DESIGN:** We help define the functionality and intentions of new places, designs, and configurations, or optimization of current facilities - reworking the physical layout, flow, and design of workstations. We optimize the experience of associates and Patients and their families in the facility.

**TEAMBUILDING & MERGER FACILITATION:** We assist with mergers, including the inspiration, rationale, and development of a common mission, vision, and values. We facilitate organizational planning and development, cultural design, technology and process integration, and other activities necessary to create a more unified organization.

**ON-SITE PROFESSIONAL TRAINING WORKSHOPS:** We empower staff members at all levels of the organization to improve business and interpersonal processes. Topics include strategic planning, creating effective work processes, managing organizational change, team building, engaging personal style, total quality leadership, experience design, and tools for innovation.