

## Huntzinger Implementation Services

Getting It Done Right the First Time, Every Time.

### Our Approach

Huntzinger’s implementation services provide our clients with a thorough and comprehensive approach that has been proven through hundreds of project implementations. Our consultants bring a depth and breadth of experience that allows us to incorporate our collective understanding of operational, clinical care, readiness and adoption issues when managing any implementation. Consulting is a problem-solving discipline. Huntzinger is in the business of identifying the root problem and finding and implementing solutions that optimize the implementation experience.

Our consultants walk into an implementation ready to perform. Not only are they experienced and certified, they are armed with a proprietary project management methodology that complements and supports the vendor implementation methodology, which ensures our clients receive “best practice” performance with every project. In addition to our toolkit, we understand the vendors’ methodologies and approaches, thus we can prepare our clients for what is coming and mitigate any issues. Lastly, each client has a partner in charge that performs periodic project review sessions with the client to ensure the project is progressing at the right pace and level of performance.

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“Huntzinger’s role in our big-bang implementation was central to our success. We benefitted from the best practices established through their experience working with many other healthcare systems. And when a problem came up, Huntzinger would let us know if it was expected – or if it was an unexpected issue that we should hold the vendor accountable to correct,”

-Denis Tanguay, CIO,  
Central Maine Healthcare

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### Implementation Services

- Deep technical expertise and experience in diverse platforms
- Comprehensive implementation and go-live planning
- Project management that keeps your efforts on track, on budget
- Effective integration of processes with technology
- Thorough change management to optimize system effectiveness

Since many of our consultants came from hospitals, practices, clinics and departments, our healthcare and operations experience provides the necessary roadmap to avoid “black holes,” which helps our clients bypass delays and missteps that are frequently experienced during implementations. With our approach, we consistently go about doing it the right way the first time.

### Our People

Our consultant base is experienced, certified and battle tested with deep knowledge of key vendor applications, vendor implementation methodologies and the “bigger picture” of complete workflow processes. Problems cannot be solved if there are boundaries to an inter-application functionality, lack of workflow knowledge or other “black holes” to traverse. We provide resources who can project manage, perform business analysis, assess and facilitate workflow design, build, test or train. Our resources can do the actual work or they can set the necessary strategies to get the work done as well.

We also provide technical consultants who are experienced with key vendor technical infrastructures and their deployment to effectively run their applications. Because we cover the gamut of skills, talent and experience, our clients value the lack of surprises, go-live fire drills and technical down time they might otherwise experience.



**HUNTZINGER**

### What Sets Us Apart:

Implementation projects come in all shapes, sizes and levels of complexity. Whether it be inpatient, ambulatory, diagnostic/specialty clinic/ancillary, or business departments, our implementation experience spans enterprise-wide/multi-vendor/multi-application/multi-year program management to a single function/department project. Regardless of the size or complexity, we bring a level of flexibility and adaptability that puts our clients at ease and gets the job done.

With Huntzinger, our clients receive a robust and balanced implementation team that works strategically at the executive level, effectively at the governance/committee level, operationally at the departmental level and tactically at the IT level. Our focus is on the full work effort of what it takes to bring an implementation to life and integrated into the daily operations for an organization with minimum risk or surprises. After all, isn't it all about doing it the right way the first time?

### Why Huntzinger?

- **We Know Technology** – Huntzinger consultants have broad and deep technology knowledge and expertise, designed to provide both immediate and sustained impact.
- **Healthcare Experience** – Healthcare is our sole focus. Our consultants have worked at major hospital systems and other healthcare providers, many as CIOs/CTOs/VPs in technology and more. We have been in your shoes, and beyond that our talents and collective experience have been enriched through many, and diverse, client engagements.
- **Highest Quality Delivery** – Huntzinger has a strong recruitment and evaluation process for our resources, ensuring that we match consultants to your organization's culture and specific role requirements, who then produce and deliver quality results on your behalf.
- **Strong Partnerships** – Huntzinger has relationships with many of the major technology providers, and we leverage these relationships to deliver cost-efficient and highly effective solutions.
- **Culture of Performance** – Client feedback, through many and diverse engagements, has consistently been expressed by the terms *Integrity, Commitment, Expertise, Performance and Results* – which, by design, are the keystones of our company culture.

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“We have used Huntzinger for several project implementations. They were always quick to adapt to our ever-changing environment, driving our projects to successful completions.”

-Jeff Futterman, CIO  
IntegraMed

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