



**Supporting Our Clients'  
Missions and Visions  
through Partnership and  
Outcome-Focused Solutions**



# Why ROI Was Formed



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.

A small team of reputable executives and senior healthcare consultants formed ROI with a “no-drama” culture, based on strong core values: performance, knowledge, value, teamwork, integrity, and passion

Our team member experience requirement: 10+ years of functional & technical background in healthcare

Over 20 years, our initial healthcare project management offering expanded significantly, based on high client demand and the attraction of reputable senior talent across EHR, ERP, and Revenue Cycle markets.

# When Big Dreams Became Reality



We have come a long way since 1999, when our small team of Consultants dreamed big to one day expand upon our vision and make a tangible difference for hundreds of clients in healthcare and beyond, without compromising quality or integrity.



Fast forward to 2018: ROI empowers and invests in the growth and success of 120+ high performing, engaged team members.



In addition to being recognized as the 2018 KLAS Category Leader for Business Solutions Implementation Services, we were recently rated within the KLAS Research's "Partial IT Outsourcing" category with a score of 95. This was based on anonymous client feedback and unbiased interviews conducted by the KLAS team.

# Our HIS Practice Focus Areas



## *Project Management & Collaboration*

### Legacy Support

Leveraging a combination of technical and people skills to maintain the old during the implementation of the new ensuring the smoothest conversion experience possible.

### Application Mgmt.

Shared services technical support of client applications that ensures quality delivery, performance, and cost efficiencies.

### Staffing

Sourcing and staffing of resources, contract and permanent, for large strategic IT engagements that span full lifecycle of projects and upgrades, from planning to adoption.

Inpatient/Ambulatory | Nursing | Provider | Pharmacy | Laboratory | Revenue Cycle | HIM | Operations

# 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)

# Cerner Preferred Collaborator



ROI is a Cerner Preferred Collaborator with multiple resources certified through Cerner's Revenue Cycle Certification Program (CRCP).

Our staffing approach is as follows:

- **Efficient 7-Step Recruiting Process to identify, recruit, deploy, and retain resources for Cerner Millennium Staffing of: Analyst, Designer, Builder, Tester, Trainer, and Project Coordinator Resources**
- **Extensive experience deploying quality EHR resources to support system implementations and optimizations**
- **Candidate database of highly skilled resources**
- **ROI leadership involvement in vetting and validation of resource skills to ensure a good customer fit**

# Real Clients. Real Success.



## Southeast Health System

- Cerner staffing services to support new EHR implementation, including project management and clinical build
- Applications support of legacy clinical systems
- Created flexible model that aligned with M&A activity

“We did not believe it when ROI said that they would be able to provide support at or above our current level, but they have done it!”

## East Coast Health System

- Cerner staffing services to support new EHR implementation, including laboratory and revenue cycle
- Supported McKesson, Allscripts solutions in ambulatory, inpatient, revenue cycle areas
- Project management, staffing, and legacy support delivery
- Application audits, resources assessments, and migration

“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.”

# A Complete Look at Our Offerings

## HIS + 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
- EHR & ERP Go-Live Support

### STAFF & SUPPORT

- Interim IT Staffing
- Legacy Application Support
- Data Retirement & Retention
- Application Management Services

**Cerner | Epic | Allscripts | Athenahealth | Change Healthcare | Elekta | NextGen | Nuance | Infor | OnBase | Peoplesoft/Oracle | PICIS | RelayHealth | Sunquest | Teletracking | T-Systems**



# What Makes ROI Different?



## Deep Expertise

- Industry focus
- Extensive functional and technical background
- Connect the dots between technology and mission, vision, and values
- High employee referral rate

## Partnership Approach

- Executive involvement
- Collaboration and team unity
- Humility and integrity in everything we do
- High customer loyalty and repeat demand
- High-touch project management
- Realistic and comprehensive scoping and estimates

## Proven Methodologies

- Complements PMI Principles
- Comprehensive methodology for legacy support with parallel EHR transition activities
- Flexible application support models, ranging from dedicated to shared services

# Engage Us



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