

HAYES MANAGEMENT CONSULTING



MAKING
BETTER
HEALTH CARE
OUR BUSINESS

BUSINESS, CLINICAL

AND IT CONSULTING

SERVICES SINCE 1993

Today's health care organizations face a daunting challenge: In light of shrinking reimbursements, how can you improve efficiency in operations and information management systems while maintaining a high standard of patient care?

Hayes Management Consulting can help you meet this challenge. We offer professional consulting services in:

- Business and Clinical Operations
- IT Strategy, Implementation and Optimization
- Practice Management

We focus solely on the health care community, delivering solutions that reduce costs, maximize profitability and, most importantly, enhance the patient experience.



“As an organization over 100 years old, Joslin values our long-standing partners. When we need to meet a tough deadline on a project, large or small, Hayes has been there to support us with high-caliber resources. Over the past several years, their staff has been instrumental in helping us to achieve our objectives on many projects.”

ED CHARBONNEAU
CHIEF INFORMATION OFFICER
JOSLIN DIABETES CENTER
BOSTON, MASSACHUSETTS

LEADERS IN HEALTH CARE CONSULTING

*A Powerful
Combination
of Business
& Technical
Expertise*

At Hayes Management Consulting, we merge business strategies with best-fit technologies to give your organization a decided competitive advantage.

Through our practice management consulting services, we make strategic recommendations based on real-world experience. MDApproach,TM our multi-dimensional management solution, is a comprehensive methodology for reviewing your organization's revenue, patient access and clinical workflow cycles.

We also have a wealth of experience in health care information technology, including IDX, Epic and other major practice management and clinical systems software vendors. Our consultants offer objective advice on IT purchases and thoughtful guidance in implementing and integrating information systems.

Here's a look at our wide range of health care services.



SERVICE OFFERINGS

Business and Clinical Operations

- Business Process Engineering
- Revenue Cycle Improvement
- Clinical and Business Workflow Design
- Patient Access Cycle Improvement
- Reimbursement Analysis
- MDApproachTM
- Regulatory Compliance (HIPAA)

IT Strategy, Implementation and Optimization

- IT Strategic Plan Development
- RFP Development, Vendor and Systems Selection
- Project Management
- Implementations, Upgrades and Optimization
- Integrations and Interfaces, including EDI
- Interim Management and Staffing
- Training and Development Programs
- Programming and Database Development

Practice Management

- Executive Leadership
- Strategic Planning
- Business and Clinical Operations
- Acquisitions and Practice Setup
- Governance and Physician Compensation
- Benchmarking



OUR TEAM

Knowledge.

Integrity.

Performance.

Our team consists of consultants who are experts in key areas of health care. We have carefully built our team over the years, bringing on only the most seasoned, knowledgeable and hard-working professionals who can meet the standards of integrity and performance for which we are known.

When you hire Hayes Management Consulting, we assemble a team whose members are qualified to address your organization's specific challenges. Team members might include specialists in areas such as practice management, IT strategy, project management, contract negotiations, financial management, clinical care and/or computer programming.

Our consultants draw upon a wealth of resources, including our internal knowledge management system and the collective experience of our network of professionals. And their uniform commitment to customer satisfaction means they get the job done on time and on budget.

“Hayes keeps their commitments, and using their services has created a lasting partnership for us. Their analysts and programmers are not only competent, they are also personable. They have become part of the USC ‘family.’”

KAY BARANCIK
ASSOCIATE VICE PRESIDENT,
INFORMATION SERVICES
USC CARE MEDICAL GROUP, INC.
ALHAMBRA, CALIFORNIA



We have offices in Boston and Seattle along with senior health care consultants located throughout the country.

*A Record of
Commitment to
Our Clients*

We take pride in cultivating long-term relationships with our clients. Each year, in fact, about 75 percent of our business comes from returning clients, including:



“First of all, Hayes helped us to manage our finances. Second, they provided competent management to allow us to fulfill our vision of full-service, top-quality orthopaedic care. Hayes has freed up our doctors to do what they do best: practice medicine.”

HERBERT I. HERMELE, MD
ORTHOPAEDIC SPECIALTY GROUP
FAIRFIELD, CONNECTICUT



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