



COMMUNICATION ROADMAP PLANNING FOR HEALTHCARE ENTERPRISES

Promoting Healthcare Information Access Through Advanced Communication Services



The U.S. Centers for Medicare and Medicaid Services (CMS) estimates that overall healthcare spending will increase 5.5% annually from 2017 through 2026. Razor-thin margins make it challenging to provide the quality of care and services required to function within a highly competitive market.

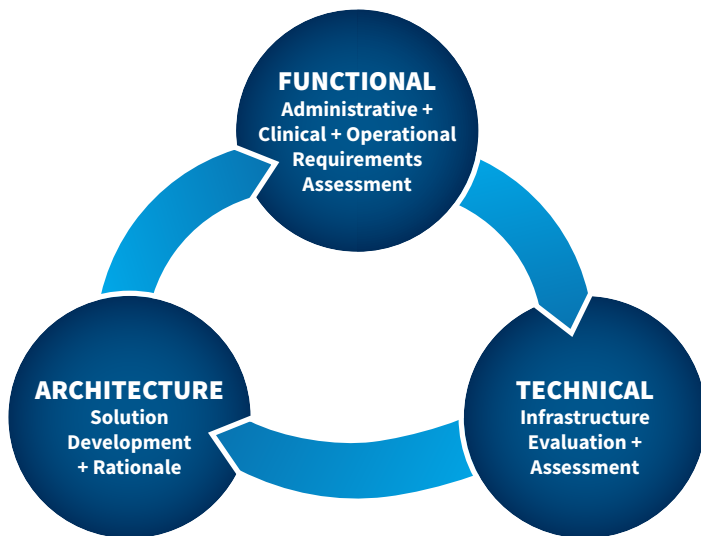
Efficient communication solutions can help—if you develop the right plan.

As a healthcare provider, you require communication alignment and planning to be more than a technical exercise. A comprehensive communication roadmap—including architecture, detailed specifications, deployment plans, and total cost of ownership (TCO)—can be created with full consideration of current and future voice, data, and video services. It establishes the knowledge necessary to confidently deliver advanced communication services that substantively impact your objectives, in areas such as:

- Simplifying communications while improving reliability for your internal staff, as well as your patients and healthcare consumers
- Increasing market share/revenue opportunity and accelerating growth
- Enhancing the quality of care and staff productivity
- Improving operational efficiency through the incorporation of new functional services like patient/member self-service and supplier notifications
- Flattening, consolidating, and simplifying infrastructure while reducing costs—without sacrificing reliability or access

ConvergeOne Communication Roadmap Planning assists with the enhancement of your real-time collaboration and information access needs, transforming your communication infrastructure from a cost-based utility to a value-based asset.

METHODOLOGY



ConvergeOne’s methodology aligns critical healthcare needs with the communication system’s capabilities. An actionable roadmap prioritizing enterprise-wide communication initiatives—and accompanied by a supporting business case—is developed to direct future actions.

- **Functional:** Establish administrative, clinical, and operational requirements, metrics, and processes that necessitate IT/telecom support
- **Technical:** Establish technical features/functions, stability, and organization “readiness” to support short and long-term business needs by leveraging inherent capabilities and developing new communication service enhancements

- **Architecture:** Creation of a blueprint that guides your support of future-state IT/telecom services with tangible demonstration of the impact on costs as well as business and strategic value

Process

No two healthcare providers’ needs are identical. The major activities described below assure that our engagement is tailored to meet your specific needs.

- **Foundation Knowledge Development:** Establish a common base of knowledge around administration, clinical, and business objectives and issues, communication functions, and possible/practical solutions.
- **Business Functional Needs Assessment:** Identify administrative, clinical, and operational requirements for business and user communities to assure relevancy of the advanced communications services.
- **Technical Evaluation and Assessment:** Evaluate, recommend, and design the architectural model that best addresses the identified requirements, with consideration given to existing infrastructure, legacy system complexity, and existing investments.
- **Solution Development and Rationale:** Develop an implementation roadmap based upon the recommended solution design, requirements, and phasing accompanied by the supporting business case that is articulated in terms of costs, business impact, and strategic value. The purpose of the roadmap and business case are to then serve as your guide throughout the process.



COMMUNICATION ROADMAP PLANNING CONSULTATION

Take the first step in transforming your communication infrastructure to meet your specific business needs by contacting our expert team at advisoryservices@convergeone.com.