



Many patients need help faster than they can receive it  
Government regulations drive increasing complexity  
Hospitals pay a huge price for adverse drug events



**CGN HEALTH**  
A Global Healthcare Practice

**Are you facing these or similar challenges?**

Are these challenges roadblocks to providing better patient care?

As strategic partners, CGN & Associates have enabled clients to FIND & EXECUTE NEW ANSWERS in BUSINESS



**CGN HEALTH**  
A Global Healthcare Practice

**Our Mission is to improve  
the quality of patient care  
by nurturing a culture  
of process excellence.**



## THE HEALTHCARE INDUSTRY

Today, healthcare is a \$2 trillion dollar industry, which is projected to grow to \$3 trillion by 2012 and \$4 trillion by 2017. Almost \$700 billion per year is currently spent in hospitals, the single largest healthcare sector. Hoover's reports "the profitability" of individual hospitals depends on efficient operations, since many hospitals offer similar services.

### The major business challenges being faced by hospitals today are:

- Profitability
- Slim Margins
- Service Growth & Capital Planning
- M & A Integration issues
- Staffing Pressures
- Patient Safety
- Documentation Management
- General administration efficiency
- IT infrastructure & Technology capabilities
- Supplier relationships
- Regulatory compliance & issues

Hospital care relies heavily on putting efficient and effective processes in place because an ineffective process might result in patient injury, illness or loss of life. CGN believes it can make a great difference by helping hospitals meet the serious challenges facing them today and tomorrow.

## CGN HEALTH

CGN Health is a global health care practice dedicated to performance excellence. It is a subsidiary of CGN Inc. with US offices in Peoria, Chicago, Detroit & Louisville. and international offices in England, the Netherlands, Italy, India, and China. CGN has worked with many Global clients that include Fortune 500 companies. CGN has driven incredible value for these major clients and saved several million dollars for them.

## WHAT WE BRING

CGN Health has a strong customer-centric culture that elevates "Patient Satisfaction" as the single, essential metric to use in defining our contribution to the healthcare industry.

- **Unique Process Approach:** We developed the DOC<sup>SM</sup> (Diagnose, Operate, Control) process specifically for the healthcare industry. This approach positions CGN Health as a strategic partner.
- **Industry Proven Methodologies:** We have a global toolkit of ideas, processes, and technologies that have been tested and proven.
- **Global Talent Pool:** CGN Health leverages a global bench of highly experienced Lean and Six Sigma professionals who have demonstrated success in the healthcare industry.

## CGN DOC PROCESS

We leverage a unique process that gives us the opportunity to assess critical needs. The process is called DOC and includes three stages: Diagnose, Operate, Control.

These three stages are designed to bring the greatest value to the client in every individual engagement.

**Diagnose:** CGN Health has become an industry leader by demonstrating the ability to develop a strategic relationship with hospital leaders across the country. The Diagnose stage of the process does just that. It gives CGN Health an opportunity to position its clients for the best possible return on investment. This stage includes data collection, sophisticated data modeling and analytics to determine the best approach to meet the hospital's needs, and an impact session with our client team to facilitate solutions.

The deliverable from the Diagnose stage is a Medifusion Study, a roadmap for recovery. The Medifusion Study is scalable from a single project to a comprehensive strategic review of several departments of a hospital.

**Operate:** In the Operate stage, CGN health targets initiatives based on the client's needs and Medifusion Study.

Dedicated teams made up of business performance specialists and hospital personnel take on the initiatives and implement the solutions. CGN segregates and prioritizes projects as short-term, high-impact projects and longer-term projects that have the most impact in terms of improved patient care and measurable business performance.



**Control:** In the Control stage, CGN Health continues to work with the hospital to document progress and identify opportunities for further improvement. This stage is critical to the long-term success of the new processes, change management, and leadership directives.

## HEALTH OFFERINGS

CGN Health offerings are structured around improving patient care and addressing the complex operational needs of hospitals across the country. These include:

**Profit Care:** CGN Health helps healthcare organizations increase their profitability by identifying cost reduction opportunities, revenue generating services, and process productivity gains while also improving patient care.

**Safety Care:** CGN Health helps healthcare organizations nurture a culture of process excellence by focusing on patient safety and ensuring regulatory compliance.

**Technology Care:** CGN Health helps healthcare organizations make technology decisions that position them for success.

**Compliance Care:** CGN Health helps healthcare organizations achieve regulation compliance while instilling a culture of performance.

**Supply Care:** CGN Health helps healthcare organizations improve and leverage supplier relationships to ensure the delivery of the right material at the right time at the right place.

**Capacity Care:** CGN Health helps healthcare organizations manage capacity to ensure that patient needs are met in a timely manner.

**People Care:** CGN Health helps strengthen healthcare organizations by adding key elements of talent management, change management, leadership effectiveness and organizational alignment.

*CGN Health helps create more effective processes that improve the quality of patient care by deploying world class processes & methodologies across various disciplines such as Lean Office & Digitization, Lean Operations & Supply Chain, Lean Service Development, Business Analytics, Supplier Collaboration and Human Capital Management.*



An article in Forbes magazine recently reported, "Hospitals are still the heart of the health care industry, consuming a third of the \$2 trillion US health care bill." Fitch Ratings stresses that hospitals will face "increasing operating expenses, particularly bad debt and labor-related expense" and that "pricing will remain a key driver of revenue." Hospitals are in trouble. They are looking for solid business solutions that can improve patient care and reduce operating expenses.

## What answers can we find together?

Please call 1-888-746-4246. You can also email: [cgnhealth@cgn.net](mailto:cgnhealth@cgn.net)

or visit our website at [www.cgnhealth.com](http://www.cgnhealth.com).

Let's change the future of healthcare together.

CGN Health utilizes best in class tools and methodologies to ensure healthcare organizations excel in profitability and patient safety, leverage technology, achieve compliance, maximize supply chain efficiency, manage capacity and optimize staffing. Our keys to success include increasing patient satisfaction, employing a unique process approach, using industry proven methodologies, and leveraging a global talent pool.

People Care • Safety Care • Supply Care • Compliance Care  
• Capacity Care • Technology Care • Profit Care

[www.cgnhealth.com](http://www.cgnhealth.com)

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