

Healthcare Business Services

Holland & Davis works hand-in-hand with healthcare clients who want to move to the next level of performance and results. Whether the need is design of a perioperative enterprise or reduction of cycle time in billing, we bring business expertise from both inside and outside healthcare to work with committed internal client teams for positive results ... on target, on time, and on budget.



Engagement Highlights

- >> Designed and implemented a Perioperative Enterprise organization for a large cancer center with 40+ OR suites.
- >> Designed and implemented scheduling processes, resulting in increasing capacity 20% and reducing time to appointment by up to 50%.
- >> Facilitated process redesign with a major government hospital, resulting in decreased waiting times for patients in numerous clinics.
- >> Worked with a major cancer center to improve and spread palliative care, resulting in a 30% cost reduction in the ICU.
- >> Through the development of a cohesive management team and strategic re-engineering, aided \$160M health care provider eliminate a \$4M operating deficit and regain a healthy surplus.
- >> Performed an assessment of the Pediatric Intensivist Program at a large metropolitan Hospital and provided the CEO with various options to increase productivity and reduce internal conflict among staff.
- >> Developed and implemented continuous improvement initiative for health system undergoing merger/integration of two major facilities, resulting in commendations from JCAHO.

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- Reduced Clinic OP wait times in government/public sector facilities by up to 80%
- Increased capacity through efficient scheduling by up to 20%
- Reduced workforce cost (time) by 40%
- Reduced registration cycle time by 30 %
- Reduced training Time by over 50% + Increased Effectiveness

Transforming Care Delivery

- >> Integrating Multidisciplinary Care Delivery Processes
- >> Enhancing the Patient Experience
- >> Streamlining Business Processes
- >> Gaining Full Value from Information Technology

Our Competitive Edge

- >> Senior healthcare practitioners doing the hands-on work
- >> Multi-industry experience, insight, transfer
- >> Proven, results-oriented methodologies
- >> Incorporating the latest in thinking (Lean, Six Sigma...) with the tried-and-true
- >> Integrating processes, technology and people
- >> Implementation on target, on time, on budget

If you are interested in a Jump Start Assessment for your organization give us a call today at 713.877.8130.

MANAGEMENT CONSULTING
PROJECT SUPPORT SERVICES



Implementing Change for Business Results . . . On Target, On Time and On Budget.

What Our Clients Say "Holland & Davis did a great job of helping us organize and streamline our perioperative enterprise."

—Senior Executive of Major Cancer Treatment/Research Center

"Thank you. You stayed with us until we got our projects done!"

—VP of Quality of Major Hospital System

"Holland & Davis gave us invaluable insight into our strategy implementation. Without their help, we would not have had as successful a strategy rollout"

—International Pharmaceutical Company

HDI PLAYERS

Jim Vinci, MA, brings over 30 years of progressive experience in healthcare systems and patient administration problem-solving. His areas of expertise include group facilitation. In addition, Jim's diverse medical knowledge and expertise was honed as a graduate level instructor with the Baylor University healthcare program and was challenged as the Chief of Patient Administration for an 11 hospital group.

Dutch Holland, MBA, PhD, has over 30 years of consulting experience support organizations in a variety of industries including healthcare. His work in healthcare has focused on change leadership for introducing new clinical specialties, process / pathway improvement, and performance management for clinical, administrative, and academic positions.

David G. Vequist IV, PhD, has over 15 years of consulting/industry experience with a variety of industries including healthcare, telecommunications and high tech. His areas of expertise in healthcare have focused on strategic human resources, continuous process improvement, performance management and strategy.

Marla Hutchison, RN, MBA, has more than 25 years of healthcare experience serving a wide range of health care organizations. In her roles as a trusted advisor and former healthcare executive, her experiences include working with academic medical centers, for-profit and not-for-profit health systems and integrated delivery systems. Areas of expertise include: system-wide care delivery transformation, clinical information systems integration, ambulatory care delivery model redesign, facility operational analysis/strategic planning, and merger/integration operationalization.

Randal Breaux, MBA, has over 10 years of consulting experience supporting organizational change management and leadership development. His ability to analyze clinical, financial, demographic, and operational data enables fact-based decision-making and strategic thinking.

George Dempsey, PhD, spent 20 years as a healthcare provider, built a thriving private practice and partnership. He has been a professional coach and organizational consultant for executives, professionals, and management teams in healthcare and in business. He has worked as lead consultant in strategy development and succession planning for family owned businesses.

Robert N. Cuyler, PhD, has over 20 years experience in healthcare operations, organizational leadership, consulting, and entrepreneurship. He currently manages multi-state healthcare operations and has designed and deployed innovative telemedicine programs.

Joe Kazen, BS Engineering, has over 30 years experience in business and healthcare process engineering. He is an expert on healthcare registration systems using process engineering and activity based costing (ABC) to gain dramatic improvements in business performance, employee retention, and customer satisfaction.

Mike Brown, MBA, is a Partner with PERFORMANCE PARTNERS (HPP). Mike has led many Lean Enterprise related improvement projects for companies, including those in the healthcare and administrative sectors of industry. Mike has over 30 years experience in significant areas of growth and leadership during his career and has held leadership positions in manufacturing, strategic planning, consulting, staffing, marketing.

Charles Hagood, MBA, President of HEALTHCARE PERFORMANCE PARTNERS (HPP) has overseen the implementation of LEAN HEALTHCARE systems in multiple healthcare organizations. As one of the few LEAN professionals who has translated manufacturing experience and the tools of Lean Manufacturing to success in the healthcare industry, he has proven experience in both single and system hospital environments as well as for profit and non-profit organizations.

Clients of Holland & Davis and our Principals

American Cancer Society
Baylor College of Medicine
Catholic Health Systems
Covenant Health System
Department of Veteran Affairs
HealthPartners
Louisiana Health Care Authority
Lutheran General Health System
Lutheran Medical Center
M.D. Anderson Cancer Center
Memorial Hermann Health System
Mental Health Association
Methodist Children's Hospital
Mental Health Mental Retardation
Ochsner Foundation
Owen Healthcare, Inc
St Joseph Hospital
St Luke's Hospital
Texas Children's Hospital
The Methodist Hospital
UT Medical Branch
UT School of Public Health
United Cerebral Palsy
Yale New Haven Medical Center
University of Michigan Health System
University of Pennsylvania Health Systems
Catholic Health Initiatives
Medical Center of Louisiana

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