

Black Book™ Market Research



Healthcare Industry Information Technology

Advisors & Consultants

INDIVIDUAL KEY PERFORMANCE

Healthcare Provider Consultants & Advisors

Q1. Level of Advisory expertise on subject matter: peer group healthcare industry recommendations and positioning as subject matter thought leader in the industry; firm and consultants are recognized as experts in the subject matter initiative as demonstrated by successful outcomes and initiatives.

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Q2. Innovation: Measured by Client Outcomes and Improvements

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Q3. Training: Imparted client capability enhancements to client on vendor from consultant expertise and training initiatives

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Q4. Advisor Domain of provider and relevant payer operations (Clinical and Financial), and healthcare IT body of Knowledge

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Q5. Advisor’s Industry-specific qualifications as demonstrated by past and current healthcare provider client list and engagement successes

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Q6. Spectrum of healthcare category specific functions with immediate impact on evolving issues (ICD-10, Patient Engagement, Accountable Care, etc.)

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Q7. Expertise with Financial Team Governance and organizational structure/human resource deployment

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Q8. Strategic Customizations, Delivery of Specialized Engagements unique to client needs; expanded Delivery options

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Q9. Vendor Agnostic identification and selection processes, High Values and Integrity, Objectivity in advisement

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Q10. Innovations in Consultative Approaches as demonstrated through technological interoperability between client systems, interfaces/integrations and innovative deliverables tailored specifically to each client.

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Q11. Scalability, Flexibility in Pricing and Ability to place/retain stable consultant talent for the length of the engagement

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Q12. Breadth of Firm and Staff experience evidenced by on-site advisement at time or source of client issue/situation

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Q13. Marginal Value Adds

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Q14. Relationship, Client Account Management Program, Client Care and Responsiveness

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Q15. Accountability, Trust, Reliability and Confidentiality

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Q16. Consultant Firm Viability and Senior Management Stability

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Q17. Return on Investment, True Engagement Deliverables, Quality of Recommendations

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Q18. Speed and Efficiency of Consultant Engagement processes, Timeliness of Milestones and Recommendations

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Q19. Best-of-Breed technology and process improvement tools employed by Consultants in process of client advisement

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Q20. Firm Accuracy in Marketing the Firm's consulting services & appropriately conducted Sales Processes.