

MCHD CLINIC DIVISION PERFORMANCE IMPROVEMENT AND IMPLEMENTATION PLAN

For performance of these Services, Mecklenburg County Public Health Clinics shall pay to Navigant for the “Time and Materials” incurred for the hours actually worked. We have estimated our hours and fees based on our understanding of your desired outcomes and the scope of work, and Navigant resources outlined in this proposal. Our Professional Fees for Phase II – Design and Build Future State and Phase III - Implementation are estimated to be no greater than \$1,568,204.

The Fees above include a discount based on our previous work and preferred client rates with Mecklenburg County. Fees do not include related expenses.

MCHD CLINIC DIVISION PERFORMANCE IMPROVEMENT AND IMPLEMENTATION PLAN – WORK STREAM BREAKDOWN

	WORKSTREAMS	FEES	RESOURCES
1	Enhance EMR performance to maximize clinic performance, maximize patient management, eliminate multiple documentation approaches, and minimize risks.	\$103,424	Kinney, Managing Dir.; Rogerson, Dir.; Onesko, AD.
2	Restructure current Clinical Care Model and Delivery resulting in: improved patient satisfaction, improved patient access, implemented alternative methods to deliver care as legally and regulatory allowed, and improved financial performance of the clinics.	\$823,440	Zacharias, RN, MC; Sleski, RN/APP, AD; Ngyuen, SC; Ramanathan, AD; Kirk / Waltko, Dir.
3	Restructure Customer Contact Center / Call Center to maximize centralization and standardization of patient registration, prior authorizations and precertification, scheduling of patient appointment types and procedures and enhance Clinical Nurse Triage.	\$229,920	McKenzie, MD, Dir.; Ngyuen, SC; Ramanathan, AD.
4	Pursue a strategic laboratory Management Affiliation with external partner for remaining in-house laboratory operations.	\$147,700	Rodas, Dir.; Ngyuen, SC; Ramanathan, AD.
5	Redesign Executive and Management structure.	\$118,340	Kirk/Walko, Dir.; Ngyuen, SC; Ramanathan, AD.
6	Enhance Quality Programs to permeate clinic organization and exceed state requirements.	\$145,380	Morgan, Dir.; Ngyuen, SC; Ramanathan, AD.
	Total Professional Fees	\$1,568,204	

OUR TEAM BRINGS PRACTICE MANAGEMENT EXPERTISE & INDUSTRY PERSPECTIVE ...

<p>Robert W. Kirk, FACMPE, ACHSC <i>Director</i></p>	<p>Engagement Executive</p> <p>Robert has more than 30 years of experience in healthcare executive leadership and management, clinic operations, finance, performance improvement, strategic planning, and revenue cycle.</p>
<p>Brent Shive, FACHE, MBA <i>Director</i></p>	<p>North Carolina Relationship Manager</p> <p>Brent has more than 30 years of extensive experience in strategic account management of collaborative relationships with hospitals and health systems of all sizes.</p>
<p>Arvind Ramanathan, MHA, MBA Associate <i>Director</i></p>	<p>Project Manager</p> <p>Arvind is a results oriented leader with over 15 years of progressive healthcare experience with emphasis in outpatient business operations.</p>
<p>Mary Zacharias, RN <i>Managing Consultant</i></p>	<p>Clinical Project Lead</p> <p>Mary offers 40 years of experience as a registered nurse, with a primary focus in nursing leadership and healthcare information technology.</p>
<p>Josue Rodas, MT, MBA <i>Director</i></p>	<p>Senior Advisor, Laboratory Services</p> <p>Josue has more than 30 years of healthcare experience with emphasis in laboratory business development, and operations. He will lead the various areas of focus of the overall engagement.</p>
<p>Cheryle Morgan, MT, MHA <i>Director</i></p>	<p>Senior Advisor, Clinical / Management Effectiveness</p> <p>Cheryle has 25 years of executive level experience in provider and payer operations and management consulting allowing her to expertly bridge the worlds of strategy, business and clinical operations.</p>

OUR TEAM BRINGS PRACTICE MANAGEMENT EXPERTISE & INDUSTRY PERSPECTIVE ...

Jing W. MacKenzie, MD, MHA <i>Director</i>	Senior Advisor, Customer Contact Center Dr. MacKenzie brings technology-enabled innovations and performance improvements to her client engagements.
Cheryl Waltko <i>Director</i>	Senior Advisor and Project Manager Cheryl has more than 30 years of experience in executive and senior management positions in the healthcare industry, with a solid history of evaluating and improving operations, as well as management of single and multi-specialty groups.
Timothy Kinney <i>Managing Director</i>	Senior Adviser, EMR Timothy is responsible for strategic direction of the practice, engagement leadership, and human capital management. He has experience in business development, client relationship management, and engagement delivery.
Phil Rogerson <i>Director</i>	Senior Adviser, EMR Phil has responsibility for client project management and project delivery quality. Phil is a seasoned project manager with considerable experience developing revenue cycle system methodologies, optimizing systems integration, and reducing project timelines.
Patricia (Trish) Nguyen, MBA, MHA <i>Senior Consultant</i>	Senior Consultant Trish is a Senior Consultant in the Healthcare Advisory practice, specifically Physician Enterprise Solutions at Navigant.