

FIRST is the healthcare advisory firm that never stops adding value.

We're passionate about maximizing efficiency for our clients through the integration and fine-tuning of financial, clinical and technology workflows. We help our clients transform and align clinical initiatives, quality measures and satisfaction goals through our collaborative framework and dynamic methodology. FIRST provides the expertise, ideas and solutions to help providers win in the age of value based healthcare.

The management of healthcare has grown even more complex with the evolution of information technology, increased requirements and a shift to quality care payment models. The necessity to coordinate healthcare through a variety of technical mediums has exposed a greater need for clinicians and revenue cycle experts who understand how outcomes are impacted by a streamlined approach to system design, use, and application of workflow efficiencies.



Dynamic Maximization Solutions

FirstTRAK is First Choice Professionals' proprietary practice that accelerates efficiency based on a holistic understanding of the factors that drive value. Simply defined as "Dynamic Maximization," we recognize that your organization is unique and, in order to reveal opportunities for improvement, it is essential to employ and compare in-house benchmarks as well as external quality measurements – the "Dynamic" component of our approach. "Maximization" exemplifies the ideal state of optimization and getting your organization there is where the First team thrives. FirstTRAK is designed to guide your organization toward ultimately improving clinical and revenue cycle outcomes while generating more value from technical investments.



FirstTRAK is a tailored practice to accelerate process efficiency.



FirstTRAK includes analysis and performance measures against your business objectives.



FirstTRAK includes the FirstMAP workflow and measurement tool and the training for continuous improvement.



FirstTRAK methodologies address operational workflow and organizational culture elements.



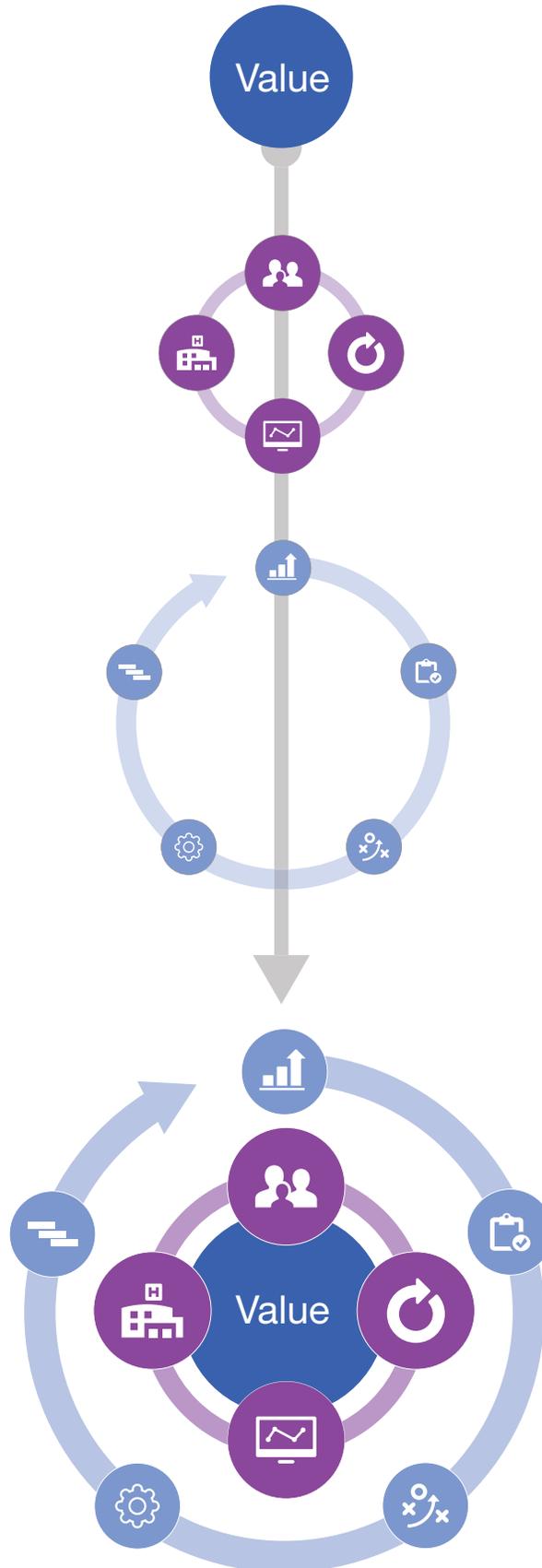
FirstTRAK Framework

FirstTRAK is built on the core strengths of First including our knowledge of:

- > Specific vendor platforms
- > A strong understanding of implementation, training and overall optimization.
- > Clinical, Revenue Cycle, Technical and Advisory Solutions Teams.
- > FirstTRAK methodology is rooted in PMI standards with a clear understanding that each healthcare organization is different and your culture is unique.
- > The FirstMAP toolkit is proven in healthcare settings and can be licensed to stay with your organization after First departs.
- > FirstTRAK places value at the core of the approach based on key performance indicators and core measures.

FirstTRAK measures value in your organization in many areas as you transition from a volume based to a value-based care model.

- > Improved patient satisfaction and core measures (Door to Doc & LOS), clinician documentation time and EHR information retrieval time.
- > Profitability from decreased denials, per capita cost reductions and other outcomes.



Overall Mission of FirstTRAK is to Increase Overall Value

Built on Our Advanced Skill Sets

- > Advisory
- > Revenue Cycle
- > Technical
- > Clinical

Surrounded by a Proven Methodology

- > Assess
- > Plan
- > Enhance
- > Implement
- > Measure

Complete FirstTRAK Framework

Engagement Approach

Beginning with a formal value analysis, First identifies key areas of focus and contributing factors that will lead to value realization in your organization. This requires understanding your particular organization's personnel, environment and culture, including identification of business objectives and performance/quality metrics. A roadmap is then tailored based on your organization's specific needs. From the onset, your baseline measures and outcome goals are captured and reported, providing your team with a framework



Assess

- > Understand organizational culture, processes, technology, business goals & objectives, change readiness
- > Identify performance metrics and targets



Plan

- > Complete current state analysis of target areas – focus on issues & opportunities for improvement
- > Capture baseline metrics
- > Initiate change management program



Enhance

- > Define the optimal future state, create future state process maps
- > Test and validate new processes and tools



Implement

- > Train on new processes, work flows, roles and responsibilities
- > Initiate new processes, tools and technology.



Measure

- > Measure and report outcomes
 - > Complete knowledge transfer
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Actionable Metrics & Value Realization

First has the ability to deploy FirstTRAK trained individuals from each Solution Team to identify and close gaps in your processes and source systems to ensure your baseline data is collected and mapped.

Our team partners with your organization, understanding that your healthcare environment has many dependencies that impact coordination of care, core measures, clinician engagement and ultimately, financial results. The value analysis results in a summary of opportunities, risk evaluation and efficiencies to be gained across your organization and a realistic plan for short and long-term solutions that leave your stakeholders prepared for change and improvement.

These efforts may include EHR remediation, workflow redesign and coaching, change management and reporting to improve performance, enhance quality of care and ultimately bolster the bottom line of your organization.

WANT TO LEARN MORE?

Contact FIRST for a full demonstration of FirstTRAK, and start to realize the value hidden within your own Healthcare Information System.

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