



FirstTRAK Frequently Asked Questions

First Choice Professionals helps hospitals optimize their workflows and processes to begin realizing greater returns from their EHR investment. FirstTRAK is a proprietary practice that accelerates efficiency based on a holistic understanding of the factors that drive value.

Q **What is FirstTRAK? Why is FirstTRAK different? How will FirstTRAK help my hospital?**

A FirstTRAK is a proprietary consulting practice comprised of a well-defined methodology, associated tools and templates and a practical approach that considers the specific needs of the individual hospital. Since no two healthcare organizations are alike, our approach and tools are agnostic. Informed by our highly relevant functional areas—Clinical, Revenue Cycle, and Technical—we are well suited to serve clients who require focused attention on workflows, process improvement and staff to serve clients who need to understand how their people, processes and technology/applications/systems are working together and where they can be improved.

Q **Why should I choose First Choice Professionals (First) over other big name firms?**

A First provides a team of advisors with deep experience in clinical, business office and operations to resolve our clients'

specific issues. Those same individuals have a track record of having successfully implemented EHRs, revenue cycle solutions and Meaningful Use initiatives across multiple hospitals, and have a hands-on working knowledge of our clients' various systems. Next we overlay our clinical experience and practical understanding of how hospitals serve patients in a value-based environment. Finally, we complete the package through training that improves physician adoption and staff engagement. This integrated approach cannot be found at other advisory firms, only available through First.

Q **What are the “Best Practices” that are frequently mentioned and how do those apply to my situation?**

A The healthcare industry publishes “Industry Best Practices” through groups including AHIMA, ACHE, HIMSS, etc. We recognize that industry best practices are high-level guidelines, not one size fits all, and do not necessarily carry from one organization to another. “Internal Best Practices” are also important, and

are based on improving an organization's performance from their current state. Every organization has unique systems, state regulations, policies, structures and workflows. Although these organizations have identified areas that can be improved to add value, all too often they discover that it may not be realistic or in their best interest to achieve a published industry target standard.

"Experiential Best Practices" come from years of working with clients. Certain approaches and standards can be identified as "Successful Practices" by organizations in a similar situation. We recognize that your organization and culture is different (the "Dynamic" part of our approach). We believe that lessons learned and points of pain are similar in many organizations but the approach to mitigation must be unique to be effective.

Q What kind of training is involved for FirstTRAK managers and consultants?

A: The FirstTRAK methodology is rigorous, organized and detailed. FirstTRAK consultants and managers are trained on the FirstTRAK tools and templates, methodology and approach to deliver consistent and successful applications of FirstTRAK. Methodology maintenance training ensures that new information, successful approaches, and tools are integrated as they are produced. In addition FirstTRAK manager and consultant certification ensures our people are current with their knowledge around FirstTRAK.

In our experience, we find organizations all have similar "Core Measures" and these are incorporated into FirstTRAK training.

Q How do I know that I am getting the "A-Team" if my hospital signs up for an engagement?

A First identifies the people with particular expertise that fits appropriately with the needs and culture of the organization. There can always be a challenge in the scheduling of key resources, and First has a strong track record of effectively meeting our client's needs. FirstTRAK certification for managers and consultants ensures a solid working knowledge across the entire FirstTRAK team.

Q We need consistency with this approach, yet flexibility to adapt to the needs and workflows of each hospital. Is that possible?

A Absolutely! A consistent approach is key to achieving expected outcomes in any engagement. Yet, clients have 'different' and 'special' needs or situations. FirstTRAK provides a rigorous and structured approach, and avoids the dilemma of reinventing the wheel for every engagement; but the magic lies in the consultant's ability to tailor the approach and tools appropriately to your needs.



Q I'm interested in learning more about FirstTRAK, what are the next steps?

A Contact FIRST to see a demonstration of FirstTRAK. If desired, a 2-day, low-cost Value Analysis will be conducted, followed by a Summary of key findings and improvement Recommendations.

CONTACT FIRST CHOICE PROFESSIONALS

First Choice Professionals is here to help hospitals optimize their workflows and processes to begin realizing greater returns from their EHR investment. Let's get started today.

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