



**INTEGRATED MEDICAL ORGANIZATION SYSTEMS, INC.**

*Business Performance Assessment Tools for Hospitals*

**IMOS Business Performance Assessment Services  
Description of the Service Offering**

**Situation Analysis**

Managing a successful healthcare organization is a demanding and challenging task, and most executives know that to be successful it is necessary to understand the profitability of the multiple programs and payers they must manage. Then why do many organizations have no Decision Support and Cost Accounting systems to provide this information? And why do managers in many organizations that do have Decision Support systems still lack the information they need to make informed operational and financial decisions?

Very simply, decision support has been too expensive and too complex to implement, support and operate for most organizations.

Here is a summary of the challenges decision support presents:

- Expensive systems to buy with large, on-going, support fees
- Expensive systems to implement, with a high failure rate
- Complex systems to learn to use
- Must be constantly updated with every change in the organization
- Extremely dependent on staff skill
- Good staff is difficult to identify, expensive to hire and hard to retain
- Only of value if you know the question to ask and how to interpret the results
- Implementations easily “spoil” if unattended for even a short period of time... which is exactly what usually happens when key staff leaves.

**The “nut” to crack**

So even though a Decision Support system can provide invaluable information - information that is impossible to obtain any other way - the cost and complexity of these systems has prevented many organizations from using a Decision Support system at all and prevented many of those that do use a system from getting the results they actually need.

A few years ago, IMOS thought strategically and realized that these problems were not actually with decision support, but with how decision support was being delivered. What made successful Decision Support systems work was the quality of the people installing and supporting them. Making the user run and support the system itself was actually one of the main reasons installations failed.

**Welcome to the IMOS Business Performance Assessment Services – a “Turn Key” Solution**

IMOS’s solution was to use the knowledge gained in developing its own Decision Support system along with many years of experience installing and supporting other vendors system to build an entirely new system and an entirely new product: A comprehensive decision support environment delivered as a service. With no hardware or software needed and no staff to hire. And at a significantly lower cost and with lower risk than with a system you have to install and support.

**What does IMOS provide?**

IMOS will:

- Implement Cost Accounting and Decision Support in your hospital

- Convert structures and data from your existing Decision Support system if you have one
- Load and validate all financial, payroll and statistical data into the system
- Completely maintain and operate the system
- Provide the required data/answers/solutions you need to manage your institution
  - Regular reporting via an interface you chose (Intranet site, individual or group report delivery, etc.) in the timeframe and cycle you want
  - Provide “Business View Datasets” customized to offer the exact data you need to conduct your own analyses, in whatever format you require - Excel, Access, Paradox, Text files, Pivot Tables, etc.
  - Assist you with designing special “one-of-a-kind” analyses, and then prepare them for you
  - Provide the consulting support necessary to help you draw MAXIMUM benefits from the system and data based on our years of experience which have taught us what things really work
- If you have a data warehouse, we will feed it the cost data it needs. If you do not, we will provide you the access to the data from ours via our Business Views
- We will eliminate the cost and difficulty of staffing this function
  - No more worrying about identifying qualified staff
  - No more worry about training them or keeping them trained on the system
  - No more worry about their motivation, turnover and replacement
- We will eliminate the cost and effort of supporting an in-house system
  - Nothing to buy
  - No annual maintenance fees
  - No hardware to run, maintain or upgrade
  - No software to operate, maintain and update
  - No training sessions to attend in faraway places
- NOTHING for your staff to learn, no software, no data interpretation rules, no database structures... nothing at all
- ALWAYS tie to your financials
  - We provide you a “Reconciliation Toolset” with each Business View so that you can always validate your data against your financials.

### **Specific Deliverables**

While not exhaustive, here is a list of specific deliverables available:

- Cost Accounting
  - Charge Item cost
  - Case Cost
  - Program Cost
- Business Line performance assessment
  - Cost, profitability and/or utilization analysis for ...
  - Payers/Contracts
  - Providers and Provider Groups
  - Financial Classes
  - DRG, Diagnosis, Principal Procedures
- Staff Productivity Assessment
  - Based on the hospital's OWN performance.
  - This process normally yields significant and rapid savings. This is so because the standards are based on your own historical practices, thus eliminating the inheriting resistance faced when measuring against outside standards.
- Clinical Assessment

- Case reporting
- Financial assessment of clinical protocols

### **How we do this**

IMOS services are provided on a subscription basis. As a subscriber to the IMOS service, you get:

- The deliverables mentioned above
- Highly trained staff that will keep your implementation current and provide you what you need from it
- Access to high level consulting resources to further help you capitalize from your data and the system,
- Use of a very flexible and comprehensive Decision Support system, build from years of work and experience in this discipline.

All of this is provided for a basic fee which is less than you would normally pay for just the consulting services we provide, without the system to support them and leverage from them.

### **Summary**

For a fraction of the total cost of ownership of a traditional Decision Support system, IMOS offers a complete solution to your Business Performance Assessment needs:

- No systems to buy, implement, update, maintain or operate
- No staff to hire, train and worry about retaining
- Access to a state of the art system that delivers customized business reporting and analysis solutions targeted to your needs
- Nothing to learn: no software, no tools... just use the tools you know already to conduct your own analyses.
- Regular reporting and data extract for analysis
- No break in the continuity of the system support and maintenance
- A current, "fresh", implementation kept regularly "up-to-date"
- Highly qualified assistance to help you fully capitalize on the power of a decision support solution