

Competitive Business Solutions

A SYSTEMATIC APPROACH THAT DELIVERS IMPROVED QUALITY AND VALUE TO HEALTHCARE

The demand for greater business value, combined with more efficient, patient-focused operations, is a growing reality for healthcare providers—and we can help you achieve it. Competitive Business Solutions (CBS) assembles problem-solving teams with relevant expertise and proven skills to enhance the quality and safety of patient care, engage caregivers and staff, eliminate waste and solve critical process issues.




TRAINING & DEVELOPMENT

- Self-contained, virtual or in-person, lean training curriculum
- Real-world blend of instruction and application
- Customized learning tailored to each client's need
- Three tiers of achievement and certification
- Progress evaluation and concept reinforcement
- Ongoing guidance, coaching and mentorship



PROFESSIONAL SERVICES

- Development and deployment of processes to improve the delivery of patient care
- Optimization of operations to increase value for patients and the healthcare system
- Coaching of team members through improvement projects by utilizing team-based problem-solving
- Development of the internal capabilities within your organization
- Application of Lean Six Sigma processes to improve business performance
- Implementation of a healthcare visual management and control system



LEADERSHIP & CHANGE MANAGEMENT

- Leadership development and executive coaching
- Establishment and support of change management plans
- Development and facilitation of transformation roadmaps
- Design of internal support structures to ensure sustainment and ongoing improvement of results
- Communications planning and execution
- High-performance team building and increased employee engagement

RESULTS

► 1,300 PROJECTS

Shift transfer improvement – Reduced meeting times by 12,000 hours per year

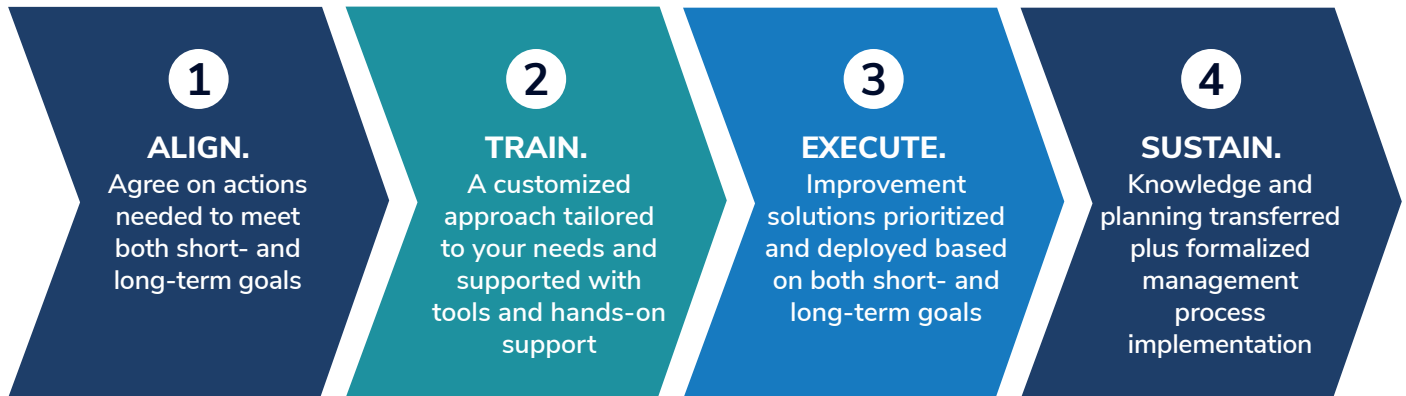
Surgical Start Time – Improved on-time starts from 37% to 85% and reduced patient complaints by 74%

Emergency Room Flow – Improved wait times 70% from entry (door) to provider assessment, increasing annual revenue by \$1.2 million

► **Over \$20M SAVINGS in a single hospital**

► **2000+ employees training in Lean Six Sigma tools**

A FOUR-STEP APPROACH THAT GETS RESULTS



BUILDING ON A PROVEN PARTNERSHIP

Through our successful partnership with Salina Regional Health Center in the Midwest, CBS provides unparalleled services to hospitals and healthcare facilities nationwide.



ABOUT COMPETITIVE BUSINESS SOLUTIONS (CBS)

Competitive Business Solutions consultants are masters of world-class operational and Lean Six Sigma principles. Creative problem-solvers throughout the improvement process—from initial discovery and strategic solution development to implementation and knowledge transfer—CBS consultants take pride in their client relationships, working side-by-side with every member of your team to identify and improve patient care and performance issues quickly and effectively.

TALK TO CBS ABOUT YOUR BUSINESS TRANSFORMATION NEEDS.

Call our healthcare industry specialists at

973-509-0110 x147, or visit www.cbsteam.com/healthcare.