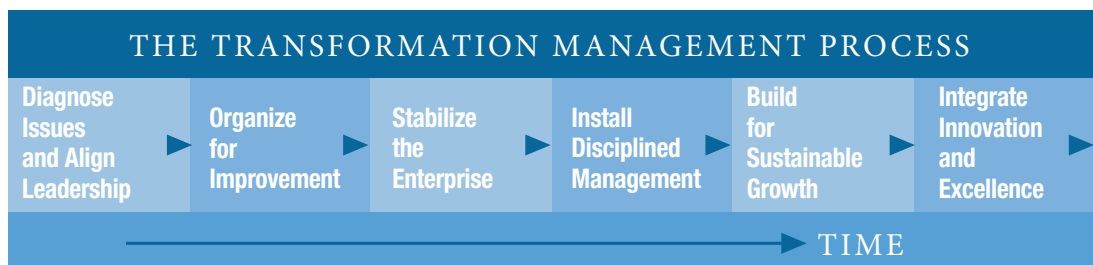


The Transformation Management Process

ImPART GROUP specializes in the successful implementation of enterprise wide improvements for underperforming organizations. We engage the organization in a rigorous, proven process of establishing improvement targets and timetables - and then guide the organization through the improvement cycle. Clients realize the targeted results within the established timetable.

ImPART GROUP is uniquely effective in developing a partnership with management during the transformation process to ensure that the improvements are achieved and can be sustained. As a result, the organization and its managers realize sustainable change and growth, while developing new capabilities for tackling complex challenges and opportunities across functional boundaries.



Stabilize the Enterprise

- Improve revenue cycle processing
- Assess vendor and services contracts
- Evaluate organization and staffing structures for short and long- term implications
- Standardize the management communication methods/sources
- Adjust reporting formats and cycles as necessary
- Recruit and hire necessary management personnel

Diagnose Issues and Align Leadership

- Develop a clear statement of the problem through an analytical process
- Prioritize the issues in terms of impact to be achieved if change is successful
- Develop a commitment from the Board and Senior Management regarding the goals and interim measures of success
- Clearly define authority and accountability to maximize the effectiveness of change management effort
- Initiate leadership involvement and visibility

Organize for Improvement

- Publish targets for milestones
- Structure the change process and its problem solving efforts
- Identify “quick win” targets
- Publish new monitoring and reporting formats that focus on results
- Establish communication protocol to address the involved constituencies
- Initiate corrective actions through working groups



**“In the middle
of difficulty
lies opportunity”**

Albert Einstein

Install Disciplined Management

- Continue core process improvement efforts
- Institute an employee skills enhancement program
- Identify new revenue and/or growth opportunities
- Evaluate management development program for enterprise
- Identify and prioritize capital investment opportunities
- Assess strategic environment for alliance possibilities
- Establish new management paradigm for the enterprise
- Draft revised strategic plan

Build for Sustainable Growth

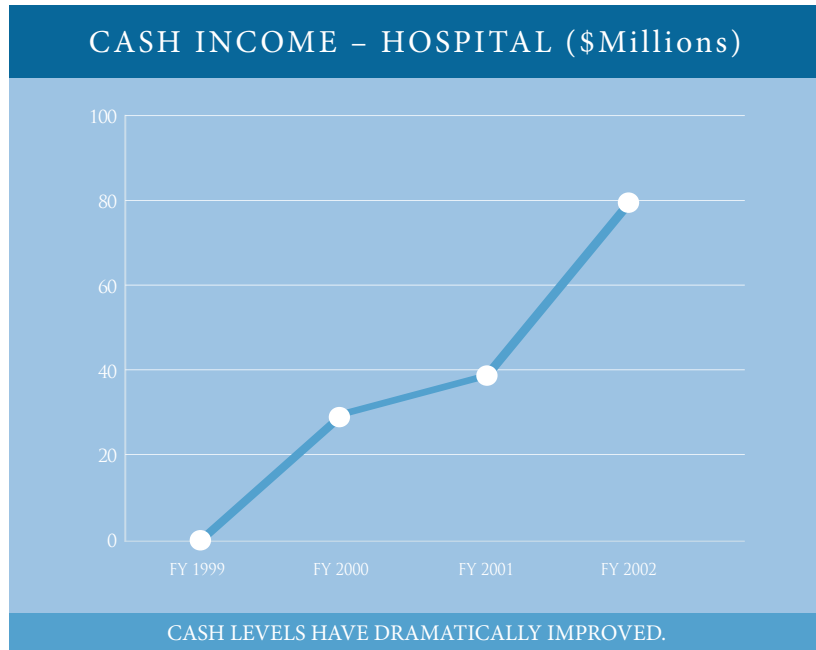
- Emphasize the customer service aspects of enterprise to be improved through communication and working groups
- Sharpen the quality of internal analytic capabilities
- Refocus improvement efforts in response to achievement of interim goals
- Invest in strategic actions designed to support growth/improvement in key indicators

Integrate Innovation and Excellence

- Change focus of communication to focus on growth and quality
- Continue investment in staff development
- Adopt and adapt to new technology and clinical modalities
- Adjust organization to address the differing needs of start-up versus on-going operations
- Introduce new channels for attracting revenues to the enterprise
- Establish a “star” system for management development

Academic Medical Center

ImPART GROUP developed and executed a turnaround plan for a distressed academic medical center focusing on revenue capture/growth and basic operational improvements – resulting in a significant improvement in cash balances for the organization



Managed Care Organization

ImPART GROUP completed a turnaround plan for an HMO focused of pricing, network contracting, cost management and organizational infrastructure which resulted in a trend of sustained positive net income.

